

Correcting Layaway issues:

Recalled and finished (cashed out) wrong layaway:

Start by doing a return for all items from the layaway

F1 F2	F3	F4	F5	F6	F7	F8	F9	F10	F11	F12			
Item Search Accou	n nt Paid Out		No Sale	Void Tran	Return Items	Style Lookup		Quit	Sell Gifts	Togg			
int-of-Sale													
iter Item Code						Custo	Clerk Test T.						
			Cash	Chang	qe: \$0	.00							
	Ban Ma 90												
							ricy	Reg No. 99					
ARS Point-of-S	ale												
ARS Point-of-S File	ale 2 E3	F4	F5	F6	F7	F8	FQ	F10	F11	F12			
ARS Point-of-S File F1 F	ale 2 F3	F4	F5	F6	F7	F8	F9	F10	F11	F12			
F1 F1 F1 F1 Qua	2 F3 Discount	F4 OverRide	F5 Clerk	F6 Void Item	F7 Sale	F8 Style Lookup	F9 Subtotal	F10 Total	F11 Journal	F12 Toggle			
ARS Point-of-S File F1 F Item Search Qua Sales Entry	2 F3 ntity Discount	F4 OverRide	F5 Clerk	F6 Void Item	F7 Sale	F8 Style Lookup	F9 Subtotal	F10 Total	F11 Journal	F12 Toggle			
ARS Point-of-S File F1 F Item Search Qua Sales Entry Enter Item Code	I F3	F4 OverRide	F5 Clerk Su	F6 Void Item	F7 Sale -650	F8 Style Lookup	F9 Subtotal Clerk Test T	F10 Total	F11 Journal	F12 Toggle			
ARS Point-of-S File Item Search Qua Sales Entry Enter Item Code	2 F3 ntity Discount	F4 OverRide	F5 Clerk Su	F6 Void Item	F7 Sale	F8 Style Lookup	F9 Subtotal Clerk Test T tomer	F10 Total	F11 Journal	F12 Toggle			
ARS Point-of-S File F1 F Search Qua Sales Entry Enter Item Code	2 F3 Discount	F4 OverRide	F5 Clerk Su	F6 Void Item	F7 Sale	F8 Style Lookup	F9 Subtotal Clerk Test T tomer	F10 Total	F11 Journal	F12 Toggle			
ARS Point-of-S File F1 F Search Qua Sales Entry Enter Item Code	F3 F3 Discount L Units Return	F4 OverRide	F5 Clerk Su	F6 Void Item btotal	F7 Sale -650	F8 Style Lookup 1.00 Cust	F9 Subtotal Clerk Test T tomer	F10 Total	F11 Journal	F12 Toggle			
ARS Point-of-S File Item Search Qua Sales Entry Enter Item Code	I Units Return	F4 OverRide	F5 Clerk Su	F6 Void Item btotal OoH Price	F7 Sale -650 I 21.00 Discou	F8 Style Lookup .00 Cust	F9 Sublotal Clerk Test T former	F10 Total Reg No. 99	F11 Journal	F12 Toggle			

Select the tender that was used when the layaway was finalized

E.4	50	50	E4		50	67	50	50	540	544	540
F1	FZ	F3	F4			F/	18		F10	FII	F12
Help	Cash	Check	Charge	Gift	Void Tran	Credit Card		Lway	Debit	Issue Gifts Credit	Toggle
nder Enter Amo	unt Tender \$	0.	00		Subtotal	-65	0.00	Clerk Tes	t T.		
					Tax 1		48.75	Customer			
Amou	nt to Tender	698.	75		Tax 2		0.00				
					Tax 3		0.00				1
					Total	-69	8.75	1	Reg No. 99		

Recreate the layaway by ringing up the items

e											
F1	F2	F3	F4	F5	F6	F7	F8	F9	F10	F11	F12
ltem Search	Quantity	Discount	OverRide	Clerk	Void Item	Return Items	Style Lookup	Subtotal	Total	Journal	Toggle
les Entry Enter Item	Code			Sul	htotal	650	00	Clerk Test T	,		
				oui	Stotal		Cusi	tomer Test T			
		Units Sold: 1			QoH	21.00			Reg No. 99	í.	
Itemcode	e	Units Sold: 1 Desc1			QoH Price	I 21.00 Discour	nt Quant	tity Net S:	Reg No. 99 ale Tax	ccDesc2	4



Select the same tender you used for the return to make the deposit

e												
F1	F2	F3	F4	F5	F6	F7	F8	F9		F10	F11	F12
Help	Cash	Check	Charge	Gift	Void Tran	Credit Card		Lwa	iy	Debit	Issue Gifts Credit	Toggle
\$10	00	650	\$2	0	\$10	\$5						
\$1C	00	\$50	\$2	0	\$10	\$5						
\$1C)O	650	\$2 •	0	\$10 Subtotal	\$5 65	0.00	Clerk	Test T.			
\$1C	00 S	550	\$2 °	0	\$10 Subtotal Tax 1	\$5 ⁶⁵	0.00	Clerk Customer	Test T. Test T.			
\$1C ender Enter Amo Amour	unt Tender S	650 0.0 698.7	\$2 5	0	\$10 Subtotal Tax 1 Tax 2	\$5 65	0.00 48.75 0.00	Clerk Customer	Test T. Test T.	_		
\$1C	unt Tender \$	650 0.0 698.7	\$2 5	0	\$10 Subtotal Tax 1 Tax 2 Tax 3	\$5 ⁶⁵	0.00 48.75 0.00 0.00	Clerk Customer	Test T. Test T.		_	



Special Order corrections:

Recalled and finished (cashed out) wrong special order:

If the transaction was voided after the special order was finished the transactions in IMS \rightarrow History \rightarrow POS Transactions will look similar to this

If the transaction was not voided after the special order was finished you will only need to recreate the special order and start at step 6

ile Edi	t Process	Data H	istory Re	ports Reset	s Utilities W	indow Help To	ols		
	New	Modify	Delete	Filter	Find Rep	int			
POS	ransaction	- 1255							
e POS	Transaction	- 1255							
<u>G</u> ener	al Media	Detail							
Genera	al Media	Detail	Reg #	Tran #	Comment	Туре	Tax Ex Desc	Total	Total Good
General Poster 1/11/2	Media <u>Media</u> 013 3:16:43	- 1255 Detail PM 99	Reg #	Tran # 1256	Comment	Type	Tax Ex Desc	Total 945.99	Total Good: 879.9

1. You will first need to do a negative payment to the special order AR account for the deposit amount in POS by going to Rec on Account

e											
F1	F2	F3	F4	F5	F6	F7	F8	F9	F10	F11	F12
Item Search	Rec on Account	Paid Out		No Sale	Void Tran	Return Items	Style Lookup		Quit	Sell Gifts	Toggle
int-of-Sal nter Item	e Code I						0	ork Toot T			
			E				Custor	ner			
				Cach	Chan	de: \$0	00				
				Casil	Chang	90. 4 0					

2. Then select Charge

lle											
F1	F2	F3	F4	F5	F6	F7	F8	F9	F10	F11	F12
Item Search			Charge	Special Order Deposit				Lway			Toggle
oint-of-Sale E <mark>nter Item</mark> (code	1					Cust	Clerk Test T.			
				Cash	Chan	ge: \$0	.00	omer			



3. Enter the account number or select it from the list

inter / ieee ann //		
1		
List	ок	Cancel

4. Enter the deposit amount then hit the minus key to make it a negative amount

Account#				
Account#	Spec Order			
First Name				
_ast Name	Special Order			
Address 1				
Address 2				
City, St Zip				
Credit Limit	0.00	Balance	1646.5	3
Status	GOOD			
			-	
		RAAmount	\$ -20	0.00
		ſ		
			OK	Cance

5. Select OK then select the tender that was used to finish the special order

F1	F2	F3	F4	F5 F6	F7	F8	F9	F10	F11	F12
Help	Cash	Check		Gift Void T	ran Credit Card			Debit		Toggl
\$10	0	650	\$20	\$10) \$5					
'A Paymen	ts									
Enter Amo	unt Tender	\$ 0.00		Charge	Spec Order	CI	erk Test T.			
Amoun	t to Tender	200.0000	1		Special Ord	er,				
				Total	-200 000	0	Re	No. 99		1



6. Then you will recreate the special order by selecting Rec on Account

1 0											
F1	F2	F3	F4	F5	F6	F7	F8	F9	F10	F11	F12
ltem Search	Rec on Account	Paid Out		No Sale	Void Tran	Return Items	Style Lookup		Quit	Sell Gifts	Toggle
int-of-Sal	e										
nter Item	Code		E.				CI	erk lest I.			

7. Select Special Order Deposit

Toggle							1.4	10	14	
		Lway				Special Order Deposit	Charge			ltem Search
		Clerk Test T.	C						e Code	oint-of-Sale
		omer	Custo 00.00	ge: \$2	Chan	Cash				
	No. 99	omer Reg	00.00	ge: \$2	Chan	Cash				

8. Enter a special order number or select OK to use the system generated one

ARS Point-of-Sa	ile	
Enter Special Orde	er #	
S993041258		
	1990	

9. Enter the customers mail number or select it from the list

		Contract of the local division of the local
nter mail numbe	er	



10. Fill in the RA Deposit amount and any notes for the special order

Order #	S993041258		
First Name	Test		
Last Name	Test		
Address 1			
Address 2			
City, St Zip			
Deposit	0 F	ADeposit	\$ 200.00
			· · · · · ·
	notes		*
			-

11. Then select your tender

ile										
F1	F2	F3	F4	F5 F6	F7	F8	F9	F10	F11	F12
Help	Cash	Check		Gift Void Tra	an Credit Card			Debit		Toggle
\$10	0	\$50	\$20	\$10	\$5					
/A Payment	r -									
Enter Amou	nt Tender	\$ 0.00)	Charge	Spec Order	Cler	k Test T.			
Amount	to Tender	200.000	D		Special Orde	er,				
				Total	-200.0000		Reg	No. 99		1

12. After recreating the special order at POS you can then add the items back onto the special order in IMS→ Process→ Sales Order→ Detail tab of the special order

Ross Coi e Edit	n & Gur Process	n - ARS Retai Data Hi	il System istory Rep	orts Reset	s Utiliti	ies Window	Help T	ools					
	New	Modify	Delete	Filter	Find	Interface	nquire Add V	VO Import	Bin Cmt	Total	Update	Report	Tax S
Sales Ur	der - 595	93041758 - 1	OCT OCT										
<u>G</u> eneral	Addres	ss Detail	Serial	Shipping	Terms	Gift Paymen	t						
<u>G</u> eneral Item #	Addres	Order Qty	Serial Ship Qty	Shipping Price	Terms QoH	Gift Paymen	t Ext Disc	DiscAm	Description	11		Ne	t Sale

