POINT OF SALE

ChreOS

Application	ChreosClient – Chreos 3
Module	Stock
Access	"Stock | Point of sale"
Minimum service pack	SP26
This document	Point of Sale
	Ref 5.3
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Overview

"Point of sale" allows sales transactions to be processed and recorded.

Details Displayed

- **Client Code & Sort Code**. Select the required client. Refer to "Client search (1.3)". Note: This is optional and if a client is not selected they may be selected during some of the other actions such as a layby payment or payment by cheque.
- **Item Ref/Code**. The user entered unique identifier. To select the required item refer to "Item search (1.5)". Note: Some systems will be linked to barcode scanners where you can scan the barcode instead of entering it.
  - If you select an item that is a serial numbered item the 'Serial selection' screen will appear displaying all of the serial numbers available for the item. Select the required serial number and click the [Save] button to enter it into the transaction.
  - If you select an item that is a hire item the 'Hire details' screen will appear. You will need to enter the following information:
    - **Client Code & Sort Code –** Select the client. Refer to "Client search (1.3)". If you have already selected a client on the "Point of sale" screen this will be automatically entered.
    - **Return Date –** This will be automatically calculated according to the default length of time for hires that has been defined on "Setup (9.1)". However, this can be edited.
- **Item Ref**. The system allocated unique number of the item.
- **Quantity**. The quantity of the item that is being purchased.
- **Description**. The description of the item. This is the name of the item.
- **Total**. The total amount of the item.
- **Sale Lines**. The total number of lines used in the sale.

- **Total Items**. The total number of items that have been purchased.

Sales

Sales

The tax exclusive value of the point of sale that is made up of stock items.

Hires

The tax exclusive value of the point of sale that is made up of hire items.

Services

The tax exclusive value of the point of sale that is made up of non-diminishing items.

New Layby

The tax exclusive value of the point of sale that is made up of new layby payments. To create a new layby

- Enter the item in as a sale item.
- Select it on the grid.
- Click the [New Layby] button.
- The 'New layby' screen will appear. The following details will be displayed:
    - **Amount** – Enter the amount of the deposit for the layby.
    - **Cost of Item** – The cost of the item will automatically be displayed here.
    - **Item Name** – The name of the item. This will be automatically displayed.
    - **Client Code & Sort Code** – Select the client. Refer to "Client search (1.3)". If you have already selected a client on the "Point of sale" screen this will be automatically entered.
    - **Comment** – Enter a comment about the layby if required.
    - **Target Price** – The target price of the item will automatically be displayed here, but this can be edited. It will usually be the same as the cost of the item.
- Click the [Save] button.
- The total of all deposits for new laybys will be displayed next to the [New Layby] button.
- Note, only one item can be placed on layby at a time. It is not possible to layby a group of items together.
- For further information on laybys refer to "Laybys (15.3)".

Old Layby

The tax exclusive value of the point of sale that is made up of payments on existing laybys.

To make a payment on an existing layby:

- Click the [Old Layby] button.
- The 'Layby payment' screen will appear. The following details will be displayed:
    - **Client Code & Sort Code** – Select the client. Refer to "Client search (1.3)". If you have already selected a client on the "Point of sale" screen this will be automatically entered.
    - **Item Name** – Select the layby item.
    - **Owing** – The amount still owing on the layby.
    - **Target** – The target of the layby.
    - **Open Date** – The date that the layby was originally opened.
    - **Comment** – The comment that was entered when the layby was opened will be displayed here.
    - **Amount** – Enter the amount of the payment.
- Click the [Save] button.
- The total of all payments on existing laybys will now be displayed next to the [Old Layby] button.
- When the final payment of the layby has been paid a confirmation message will appear alerting you to the fact that it has been paid in full. It will also ask if you want to issue the goods to the client. Click the [OK] button.
- For further information on laybys refer to "Laybys (15.3)".

Sell Token

The tax exclusive value of the point of sale that is made up of tokens.

To sell a token:

- Click the 'Sell token' button.
- Select either 'Our tokens' or 'Other tokens'.
    - **Our tokens** – Enter the 'Amount'. The reference number is incremental but can be manually changed. Click the [Save] button to save it or the [Save + Add] button to save it and add another token.
    - **Other Tokens** – Enter the 'Token type', 'Amount' and 'Reference'. If you do not accept other types of gift tokens the words 'No other tokens in stock' will be displayed. Click the [Save] button.
- The token amount will now be displayed next to the [Sell Token] button.
- For further information on tokens refer to "Tokens (15.2)".

Discount

The value of the point of sale that is made up of discounts. To give a discount:
- Click the [Discount] button.
- An entry field will be displayed. Enter the discount as an amount or a percentage by adding a '%' sign to the end of the number. The total will appear in the 'Total discount' field and will be tax exclusive, however it

will also appear on the grid and will be tax inclusive if the item has tax inclusive pricing.

- Note: The discount as a percentage will not apply to some items that have already been discounted, for example if they are on special. It will not apply to freight.
- For further information on the different options concerning discounting refer to "Discounts (15.8)".

Total Discount

The total discount that has been entered as per above. This will only be activated when a discount has been given.

Freight

The tax exclusive value of freight in this sale.

To assign freight:

- Click on the [Freight] button.
- The default amount that will appear in the entry field however, this can be changed if required.

Rounding

The value of the point of sale that is made up of the amount of rounding that has occurred on the sale price. This is not currently activated.

Tax

The tax content of the sale.

Pay Account

The value of the point of sale that is made up payments to a debtor's account. To make a payment on an account:

- Click the [Pay Account] button and the 'Account payment' screen will appear.
- Enter the payment amount in the 'Amount' entry point.
- Click the [Save] button.
- Note: You will not be able to use a debtor invoice as a payment to process this transaction.
- Note: An account payment made in this way does not get allocated against the invoices being paid in 'open item' accounts. Refer to "Debtor Allocation (3.4)" for further details.

Total Due

The total amount of the sale.

Payments

Overview

The options for how the purchase will be paid for. At the bottom of the screen there is a table that will list the 'Description' and 'Amount' of each payment as it is completed. It is possible to have more than one type of payment for each sale.

Cash

To process a payment with cash:

- Click the [Cash] button and the 'Cash' screen will appear:
  - **Amount**. The amount needed to complete the transaction will be automatically displayed. However this can be edited.
- Click the 'Save' button.

Cheque

To process a payment by cheque:

- Click the [Cheque] button and the 'Cheque' screen will appear:
  - **Amount –** The amount needed to complete the transaction will be automatically displayed but can be edited.
  - **Client Code & Sort Code** – Select the client. Refer to "Client search (1.3)". If you have already selected a client on the "Point of Sale" screen this will be automatically entered.
  - **Name on Cheque** – Enter the name on the cheque.
  - **Bank** – Select the bank that the cheque is from.
  - **Branch** – Enter the branch of the bank that the cheque is from.
  - **Cheque # –** Enter the cheque reference number.
  - **Identification –** Enter the type of identification that is used.
  - **Authorised** – Enter your initials as the person who has authorised the cheque as payment.
- Click the [Save] button.
- Note: The 'Client code', 'Sort code', 'Name on cheque', 'Bank', 'Branch', 'Cheque #', 'Identification' and 'Authorised' entry points are optional. However, when they are used defaults from the last time the client paid by cheque will exist.

Credit Card

To process a payment by credit card:

- Click the [Card] button and the 'Cheque' screen will appear:
  - **Amount –** The amount needed to complete the transaction will be automatically displayed but can be edited.

- **Client Code & Sort Code** – Select the client. Refer to "Client search (1.3)". If you have already selected a client on the "Point of sale" screen this will be automatically entered.
  - **Name on Card** – Enter the name on the card.
- Click the [Save] button.
- Note: The 'Client code'/'Sort code' and 'Name on card' entry points are optional. However, when they are used defaults from the last time the client paid by credit card will exist.

Token

To process a payment using a token:
- Click the [Token] button and the 'Token' screen will appear.
  - **Token Type** – Select either 'Our tokens' or 'Other tokens'.
  - **Our Tokens** – When you select 'Our tokens' you will also need to enter the 'Reference'. This will automatically display the 'Amount' of the token if the reference is already in Chreos. Only tokens previously issued can be redeemed.
  - **Other Token** – When you select 'Other tokens' you will also need to select the 'Issuer' and enter the 'Reference' and 'Amount'.
- Click the [Save] button.
- Note: To set up other tokens refer to "Support table maintenance (9.2)" and for further information on tokens refer to "Tokens (15.2)".

Eftpos

To process a payment by eftpos:
- Click the [Eftpos] button and the 'Eftpos' screen will appear.
  - **Amount**. The amount needed to complete the transaction will be automatically displayed however, this can be edited. Note: If cash is to be given with eftpos the amount entered should be the sum of the amount of the purchase and the amount of cash required. Once this has been saved the cash required will be displayed as change.
  - **Eftpos**. Select the type of eftpos being used.
- Click the [Save] button.

Trust

To process a payment using a trust account:
- Click the [Trust] button and the 'Trust' screen will appear.
  - **Amount** – The amount will be automatically displayed however, this can be edited.
  - **Client Code & Sort Code** – Select the client. Refer to "Client search (1.3)". If you have already selected a client on the "Point of sale" screen this will be automatically entered.
  - **Item Name** – Select the item that the amount has been entered for.
  - **Balance** – The balance for this item.

- **Open Date –** The date that the trust account was opened.
- Click the [Save] button.
- Note: This is automatically completed when the final payment of a layby is made or a prepayment of an order is received or used.
- For further information on trust accounts refer to "Debtor trust accounts (3.21)" and "Debtor trust account transfers (3.22)".

Direct Credit

To process a payment by direct credit:
- Click the [Direct Credit] button and the 'Direct credit' screen will appear.
    - **Amount –** The amount needed to complete the transaction will be automatically displayed however, this can be edited.
    - **Bank –** Select the bank that the direct credit is coming from.
- Click the [Save] button.
- Note: The main use for the 'Direct credit' method of payment is for entering transactions that are comprise entirely of 'Account payments'.

Invoice

To turn the point of sale into an invoice:
- Click the [Invoice] button and the 'Invoice' screen will appear.
- Process the invoice as normal. Refer to "Debtor invoices (3.2)".
- Note: This button will only be activated if the client that has been selected has a charge account. It will be deactivated if the client is making a payment on their account. It will also only be available if the sales date is in the current or a future debtors period.

Total Paid

The total that has been paid as it is entered. The box underneath this will tell you how much still needs to be paid. If there is change to be given the amount will be displayed here.

To Process a Sale

- Select the client if required.
- Select the items/s (including layby payments, tokens, freight and discount).
- Make any required changes, for example to the price or the quantity.
- Select and process the payment method/s.
- When there is no amount owing click the [Save] button.
- A confirmation message will appear saying that either the correct amount was tendered or alerting you of the change that is required to give.
- Click the [OK] button.
- Note: If a transaction is saved without enough payments having been entered a message will appear alerting the user to the extra payment

required. If the [OK] button is clicked or the <Enter> key is pressed the balance will be saved as a cash payment and the point of sale will be cleared for the next transaction.

Editing a Sales Item

While constructing a Point of Sale transaction some editing of sales items can occur.

- There are three ways to enter the 'Editing sales item' screen
  - Select the required line and press the <Ctrl> and <Enter> keys.
  - Double click on the required line.
  - Press the [Edit] button.
- This screen will display the following details:
  - **Description –** The description of the item. This is the item name.
  - **Unit Price –** The price of the item per unit. Note: In this field it is also possible to give a percentage discount to the selected item by overwriting the unit price with a percentage discount, (for example 10%). The new price shown will be the standard price for the item less the percentage discount. Once the [Save] button has been clicked the price of the item will be automatically adjusted. Refer to "Discounts (15.8)".
  - **Quantity** – The quantity of the item that is being purchased.
  - **Fixed User Entered Price** – This will be automatically ticked when the unit price has been edited. The new price will apply to the current sale only. If this is unticked the 'Unit price' will revert back to the original price if it has been changed.
  - **Price** – The price of the item.

To Delete an Item Line

There are three ways to delete a line:

- Select the required line and press the [Delete] button. A confirmation message will appear asking if the item is to be deleted. Click the [OK] button.
- Select the required line and press the <Ctrl> and <Delete> buttons. The item will be deleted with no confirmation message.
- Select the required line and click on the [Erase] button at the bottom left of the form.

To Edit the Quantity of an Item

There are three ways to change the quantity of an item:
- Select the required line and press the <+> or <–> keys
- Select the required line and click the [+] and [–] buttons.

- In the 'Editing sales item' screen. Refer above.
- Refer to "To return an item" (below) about changing a quantity to a negative.

To Edit the price of an Item

- The price can be changed in the 'Editing sales item'. Refer above.

To Suspend & Retrieve A Sale

- To suspend a sale press the F9 key on your keyboard.
- To retrieve a sale click the F10 key on your keyboard. Select the required transaction and click the [Open] button. The transaction will then be displayed on the 'Point of sale' screen.
- Refer to "Parking and retrieving transactions (2.2)".

Examples of Use

To Return an Item
- Enter the item as you would in a normal sale.
- Go to the 'Editing sales item' screen. Refer above.
- Enter the quantity as a negative. This is the only place where you can enter a negative value.
- If you are returning a serial item once you have selected the item in 'Item ref/code' the 'Serial selection' screen will appear. Tick the 'Return serial item' check box and a list of the available serial number to return will be displayed. Selected the required number and click the [Save] button. The quantity will automatically change to a negative.
- Process the refund and instead of processing a payment you will be giving change.

To Exchange an Item
- Enter the item as you would in a normal sale.
- Go to the 'Editing sales item' screen. Refer above.
- Enter the quantity as a negative. This is the only place where you can enter a negative value.
- Enter the item that the returned item is being exchanged with as you would in a normal sale.
- The difference, negative or positive, will be displayed.
- Process the sale/refund.

To Refund the Balance of a Trust Account

The balance of trust accounts come from various placed including any payments made on laybys and any prepayments made on an order.

- Click the [Trust] button.
- Enter the 'Amount' as a negative. Note: If the balance of the trust account is unknown select it from the 'Item name' entry field and it will be displayed in the 'Balance' display field.
- Select the client.
- Select the required trust account.
- Click the [Save] button. The amount that was entered as a negative will now be displayed as change.
- Process the refund.

To Correct a Payment Made With the Wrong Payment Type

A $50 sale has been paid for with a cheque, however it was entered into the system as a cash sale.

- Start another Point of Sale transaction with no purchases.
- Select the client (if required) and select the correct payment type and details. In this case click the [Cheque] button, enter '50' into the 'Amount' field and enter the remaining cheque details as required.
- Select the incorrect payment type and details as previously entered. In this case click the [Cash] button and enter '–50' into the 'Amount' field.
- These two transactions will balance to zero.
- Click the [Save] button and process the transaction.