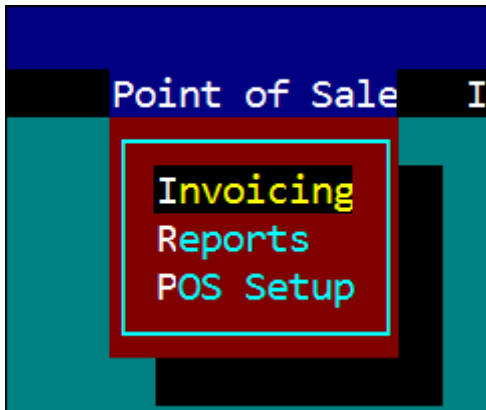# 4. Invoicing

If Invoicing is selected from Point of Sale, the Employee ID Screen appears. Several choices can be made at this point. The first selections from the Invoicing main menu we will discuss are the two lookup screens.

These screens can be used even if you do not have all your inventory entered into your system. Simply hit [F7] for "Parts Info", or [F9] for Complete Goods information. This will allow you to search by Mfr. code, part number, or tag number for the cost and list prices of either a part or whole good.

The [F7] Lookup key is area sensitive and depending on where your cursor is located it should bring up a listing of Mfr. codes, parts, etc. If your inventory has been entered, this screen will also give you the bin location. These screens are available to do a quick lookup to check parts and whole goods availability, prices, and also to record lost sales. These screens should be one of the most frequently used. This is where the counter screens will normally rest. There is no need to enter employee initials to do a lookup or access the help screen.

[F7] Parts Info- Press [F7] for immediate parts information without starting an invoice.
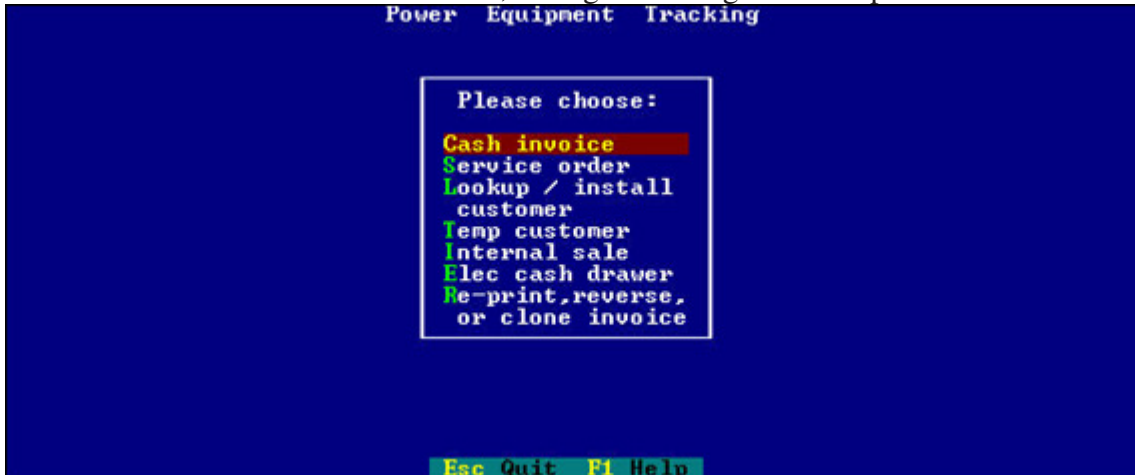

[F9] Cmpl Gds Info Press [F9] for immediate complete goods information.

Invoice Selections:

Enter the invoicing menu. This part of the program is password protected and can only be accessed with the proper authorized two letter employee ID, which is set up under the Point of Sale menu selection, through choosing POS Setup.

Once initials have been entered, the choices you have are:

- **Cash invoice** - Quick taxable invoice assuming "Cash Sale" instead of a customer name.
- **Service Order -** This selection will open a service order screen allowing data entry for repair and labor information.
- **Lookup/install customer** - Lookup customer by account number, phone number or name.
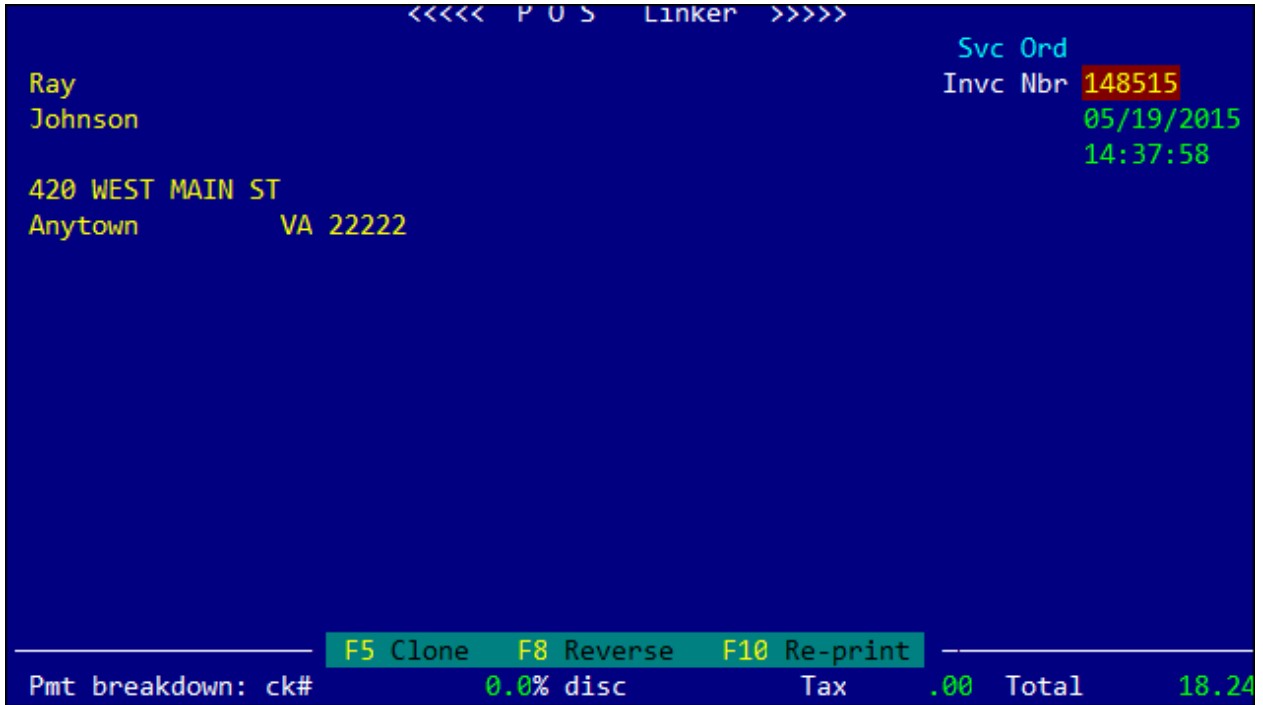
  If no customer is selected under phone or name a new customer may be added. After a customer is selected a choice is made from *Invoicing*, *Service Order*, or *Customer Review*. This method is recommended over *Cash invoice* because it creates a permanent record in the customer's file. If the customer wishes to purchase the same item or return it without the original ticket.

- **Temporary customer** - None of the information entered on this screen is saved to the customer database. This method is rarely used since the same effort will permanently capture the customer information. Type as much or little as needed and press ⎗F10⎘ to begin invoice. If last name, city, and state are provided the tax rate may be altered. Pricing is selectable from six levels at plus or minus 0 to 99%.
- **Internal sale** - Allows a choice from "*After Sales*", "*Warranty*", or "*Other*". "*Other*" will list any internal accounts available for internal sales.
- **Elec Cash Drawer** - Allows salesperson to open cash drawer without completing a sales ticket. Can be password protected.

> • **Re-print, reverse, or clone** - **.This option only applies to Parts invoices**
>> Allows you to pull a parts invoice that has been created, and either re-print it, copy or clone it for another customer. You may also email an invoice from here

You may also reverse the charges to a customer's account. `F7` at INV # field will give you a list of all invoices processed beginning three days since the last POS daily closing report was run. If the invoice number is known, simply type it in and press `ENTER`. Then press escape for Options.

```
                        <<<<<  P O S   Linker  >>>>>
                                                     Svc Ord
                                                     Invc Nbr 148515
 Ray                                                          05/19/2015
 Johnson                                                      14:37:58

 420 WEST MAIN ST
 Anytown          VA 22222










 ────────────────────  F5 Clone   F8 Reverse   F10 Re-print ──────────────────
 Pmt breakdown: ck#             0.0% disc           Tax     .00  Total      18.24
```
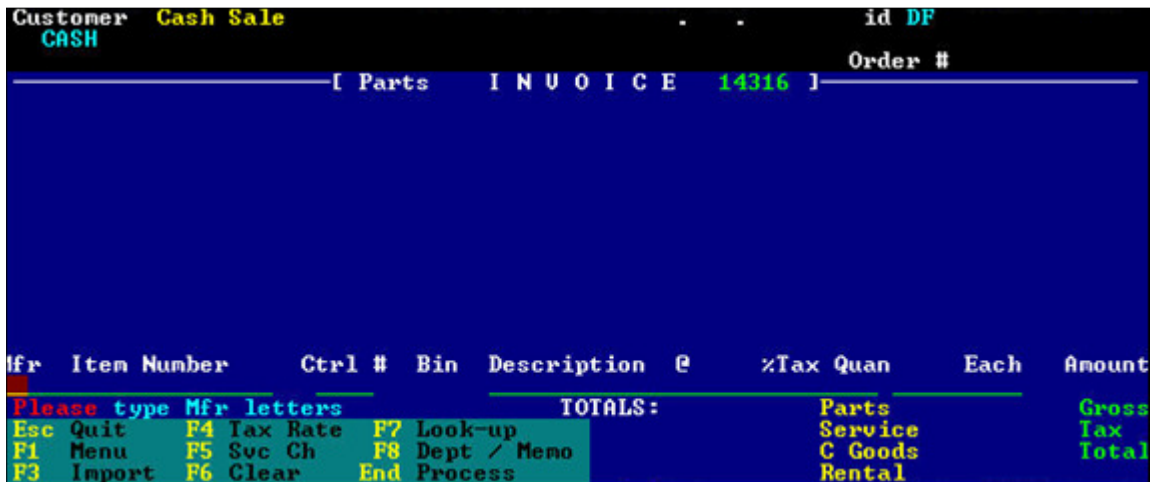
Creating a Cash/Parts Invoice:

Pressing F1 *for help provides the four part sales help screens which provide useful information for data entry onto the invoice.*

<u>Entering invoice information</u>:

1. Enter MFR - Two characters are required to indicate which parts division is to be accessed. The user may skip Mfr to enter a UPC bar code number or control number if known. Use the keys ** to enter comments. The letters Z Z can be used to indicate miscellaneous parts that can be described and priced independently of any loaded parts catalog.

Enter Part Number - An optional numbering pattern may appear here after a valid MFR code is entered. If part number is unknown, pressing F7 will display a list of inventory parts with descriptions. Selection of Cash Invoice on the Invoicing Selection Menu brings up a "Parts Invoice" screen.
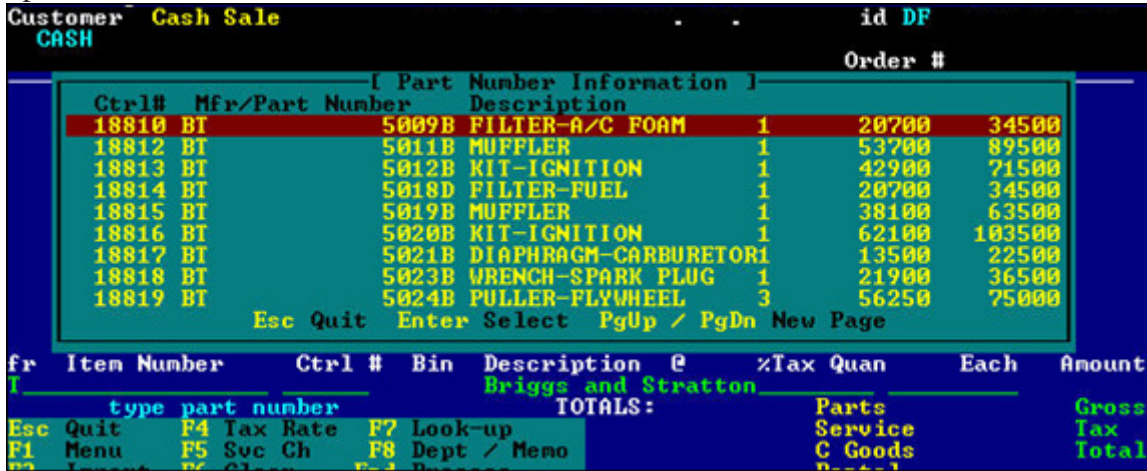

Type the part number and press ENTER.

If the part number is in inventory, availability displays below number as well as the description and price. If no Mfr code is entered, it is assumed the number is a UPC code.

2. Enter CTRL # - The optional control number can be used to bypass the above steps and directly access inventory items.

This is a short cut method to easily identify fast moving items without entering MFR codes and lengthy part numbers. Special non-stock sales and account transactions are also entered here. Patterns are used to guide users as to the way a particular manufacturer usually numbers parts.

Key:	
#	Digit
!	Alpha/punctuation as it appears
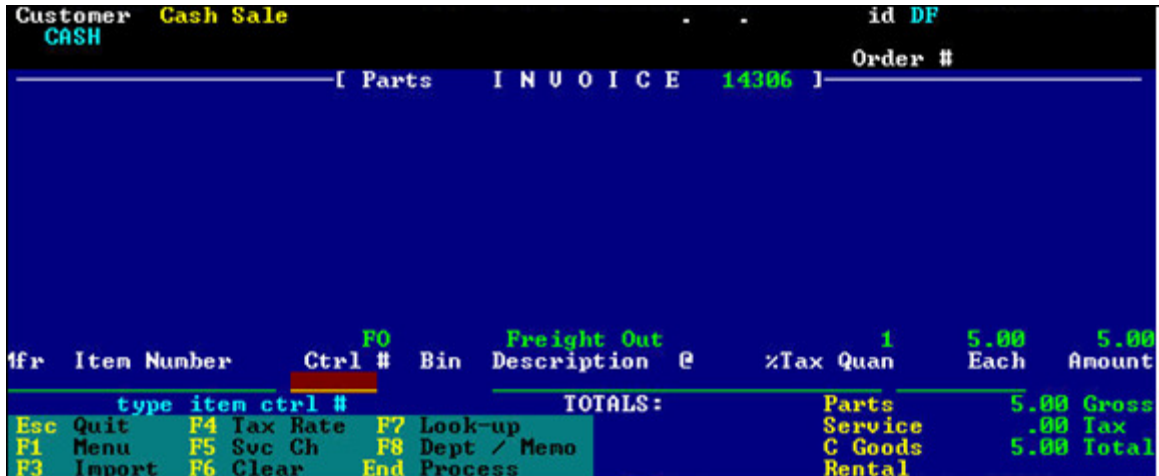
        Reserved codes include:

- *FI* - parts Freight Inbound (taxed)
- *DISC* - DISCount allowed
- *FO* - parts Freight Outbound (no tax)
- *RENT* - RENTal income
- *DEPP* - DEPosit parts

3. Entering QUAN - This field begins with (1) for item quantity one item sale is most common. When that is the case, just press [ENTER] to continue.

    Otherwise enter the correct quantity and press [ENTER].

*NOTE: Use a negative quantity to return items.*

4. Entering EACH - Price each will display when pricing is available for the item. Otherwise, the price must be entered following general help guidelines.

    Once all items have been added to the invoice screen, press [END] or [F10] to process - While the invoice is still displayed. "Payment Breakdown" window appears. Payment amount can be split among the different categories, depending on the initiation of the invoice, or moved with [F3] and

F4 .
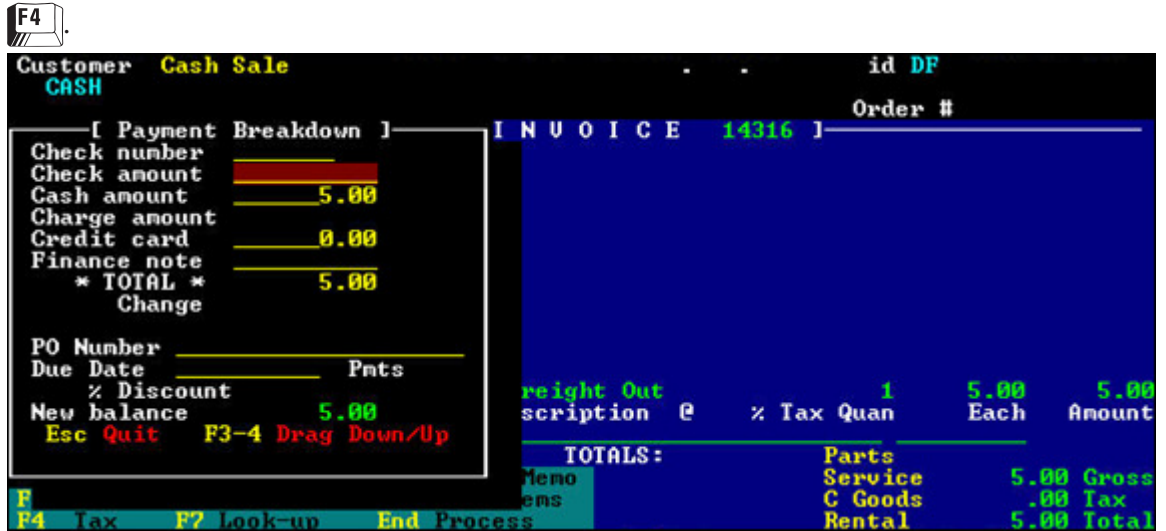
"Invoice Print-out" menu appears after pressing END or F10 , your choices are:

- **On <printer name>** - print out the invoice on the named printer.
- **Change printer** - this is a switch to select a different printer.
- **Email** – Sends Email invoice to Customer

- **Ship-to setup** - displays the "Ship-to Setup" window. F7 displays a list when the
   cursor is in "Shipped VIA" of potential shipping When the "Ship-to"
   window is displayed. (F10 third time):

   o END or F10 will process the transaction When the "Payment Breakdown"
      window is displayed and the payment amounts have been entered
      in the appropriate fields.

PART
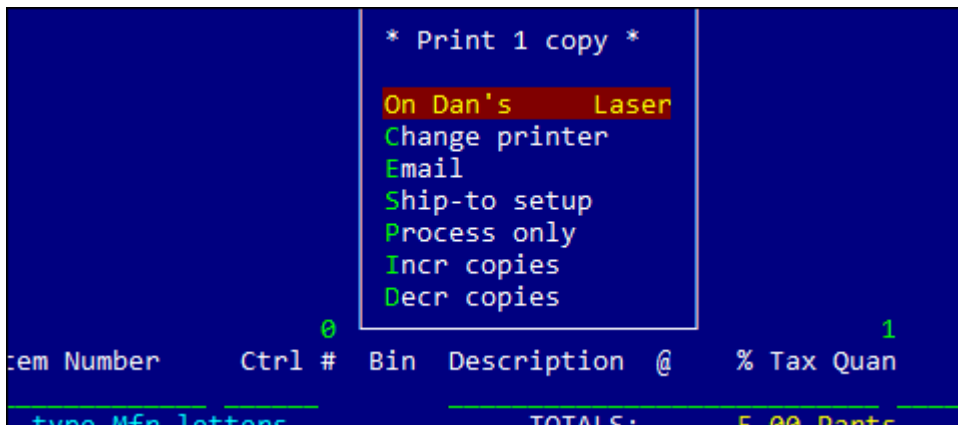
INVOICE SPECIAL FUNCTION KEYS:

F1 HELP MENU

- **Help screen** - displays a series of help screens
- **Save invoice** - stores the current invoice for future recall.

- **Restore invoice** - displays stored invoice selection list
- **Print quote** - print current invoice as a quotation - must be re-saved if you wish to retain.
- **Customer Review** - displays customer review screen (Acct. maintenance, payments, etc)
- **List complete goods** - displays complete goods customer has purchased.
- **Quic parts lookup** - enables the Pick List maintenance screen sources.
- **Process only** - process the invoice without printing.

F3 Import - Imports pick list from another program such as Partsmart.

F4 Tax Edit - Cancel or change tax rate. Make changes while cursor is at "Quan."

F5 Svc Chg - Toggle a **Y** or **N** flag on current invoice as to whether a service charge will apply should invoice become past due.

F6 Clear - Clears the item entry area. If the item displayed was selected from the current invoice, it is erased from the invoice.

F7 Lookup - The ability to lookup is a very powerful function of POS LINKER Software.
It allows counter personnel with very little experience to give customers better service. The smart lookup is sensitive to where information is needed:

- **at Mfr** - display parts division code selection list.
- **at Item number** - display relative part number list by checking either the store inventory only or the manufacturer's complete price book.

NOTE: Lookup can be done on partial part numbers for most manufacturer's price list to find the particular part needed.

- **at Quan** - change item pricing using one of six levels plus or minus 0 - 99% or manually set the sell price.

⎡F8⎤ Dept/Memo - This function is used most often to alternate between the parts invoice screen and the complete goods invoice.

Change department menu:
- **Service Header** - opens service order screen
- **Complete Goods** - switch to Complete Goods item entry
- **Tran Cpl Goods** - switch to Transfer item entry
- **Rental Items** - switch to Rental item entry
- **Display Memo**: If the part displayed has additional information "F8 memo" will flash.

When ⎡F8⎤ is pressed, the memo displays on the last line.

⎡F9⎤ or ⎡↑⎤ **Edit Items** - Allows the cursor to move to the line to edit. A selection window appears and page up ⎡PG↑⎤ and page down ⎡PG↓⎤ are active. ⎡ENTER⎤ will select and ⎡ESC⎤ cancels.

Charge Invoice to Customer Account

To process an invoice through a customer's account, you must choose "Lookup/install customer". Select the appropriate customer account number or use ⎡F10⎤ to lookup customer by name or by phone number.

Reversing a Parts Invoice

From the Point of Sale menu, choose Invoicing and enter the operator's initials. Select "Re-print, reverse or clone invoice". Enter the invoice number or press ⎡F7⎤ for a list of active invoices, use Page Up/Page Down to locate the desired invoice. Once selected, press ⎡ENTER⎤ to display the invoice detail. Pressing ⎡ESC⎤ will display your options. Choose ⎡F8⎤ to reverse the selected ticket and display the invoice detail with negative quantities and amounts. Press ⎡END⎤ to process the reversal. This process will return the part items to inventory and correct the customer account if processed as a charge.

Complete Goods Invoice

Creating a Complete Goods Invoice

Press [F8] Dept/Memo from the Parts Invoice screen. This will bring up a "change

department" menu and the Complete Goods Invoice can be selected for use.
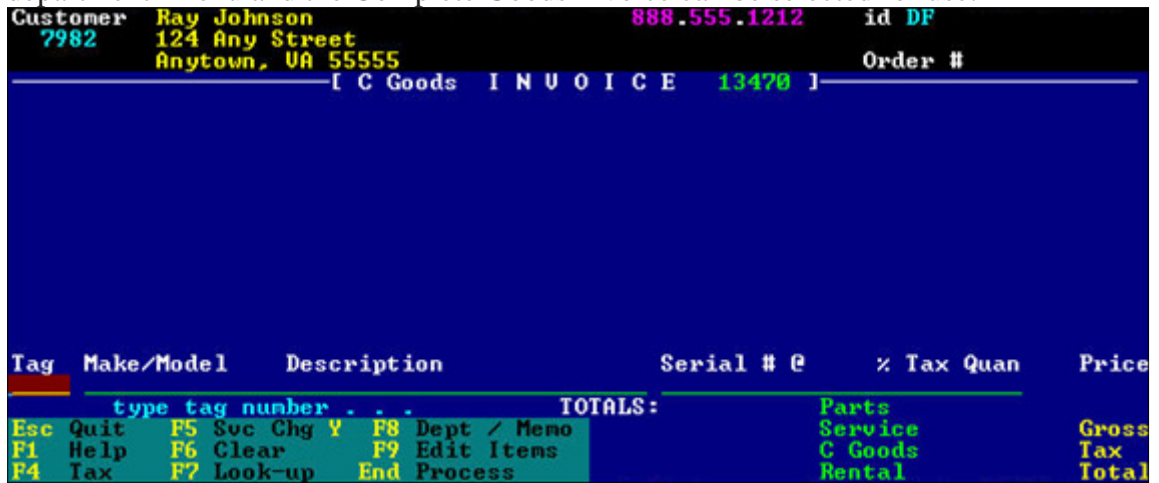
Pressing [F1] Help provides four Complete Goods Sales Help Screens which

provide useful information for invoice data entry. Most complete good sales would be
processed through a customer's account for tracking purposes. Follow the instructions on
pg 4-12 to initialize the invoice through a customer account.

Invoice process choices are:

a) Entering TAG - Type tag number and press ⌷ENTER⌷. Skip Tag number to lookup sale items by make and model or to bypass the inventory file.

b) Entering MAKE - Two characters are required to indicate the manufacturer division to be referenced. ⌷F7⌷ will lookup and display a code selection list of all defined manufacturers in the system. Use ** to enter comments.

c) Entering MODEL - SERIAL # - Non-stock and trade-in items are entered here. (optional) Trade-in items will be copied to the inventory file and nonstick items will not. ⌷F7⌷ in this field also displays an inventory selection list.

d) Entering QUAN - This field defaults to one (1) for item quantity since the one item sale is most common. When that is the case, simply press ⌷ENTER⌷ to continue. Otherwise, type over with the correct quantity and press ⌷ENTER⌷. Use a negative quantity (type the minus - sign before the quantity) to return items.

This procedure is only used for complete goods returns, use the "reverse invoice" (pg. 4-10) option for all parts returns.

When all information has been entered on the invoice screen, press ⌷END⌷ to process. While the invoice is displayed the "Payment Breakdown" window appears. Payment amount can be split among the different categories or moved with ⌷F3⌷ and ⌷F4⌷.

TIP: If a customer charges the unit to their account and places a down payment, choose "Charge" option first. This puts the full amount of the unit in the charge field. Use your arrow keys to move to the appropriate field, (cash, check, or credit card) to enter the down payment amount. The system will automatically change the charge amount accordingly.

⌷END⌷ will process the transaction. When using negative quantities and the Tag is blank either "Trade-in" or "Non-stock" must be selected followed by allowance and the sell prices or cost and list prices respectively. See pg. 4-14 for more detail
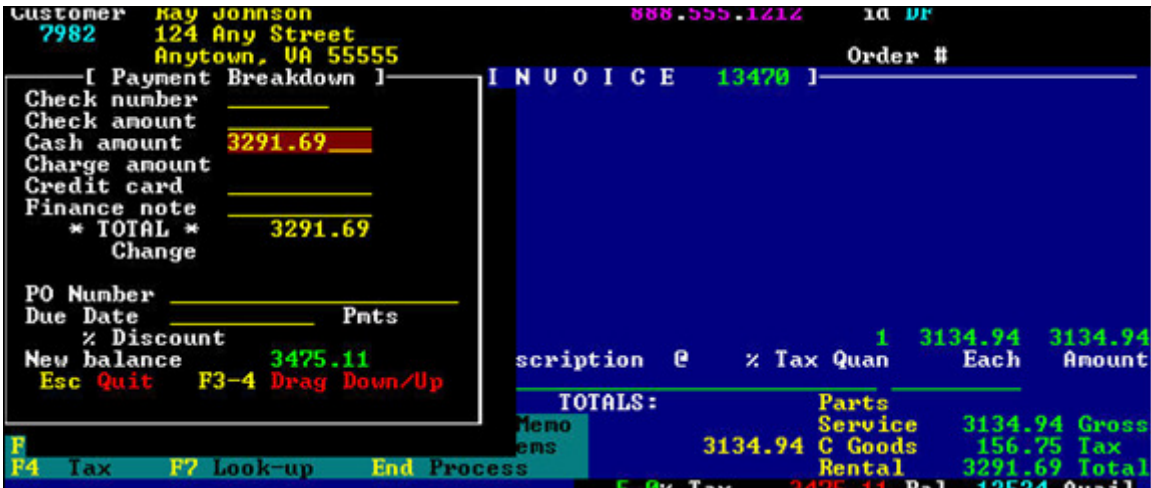
"Invoice Print-out" menu appears. **Use <printer name>** - print out the invoice on the named printer. This is usually the default printer.
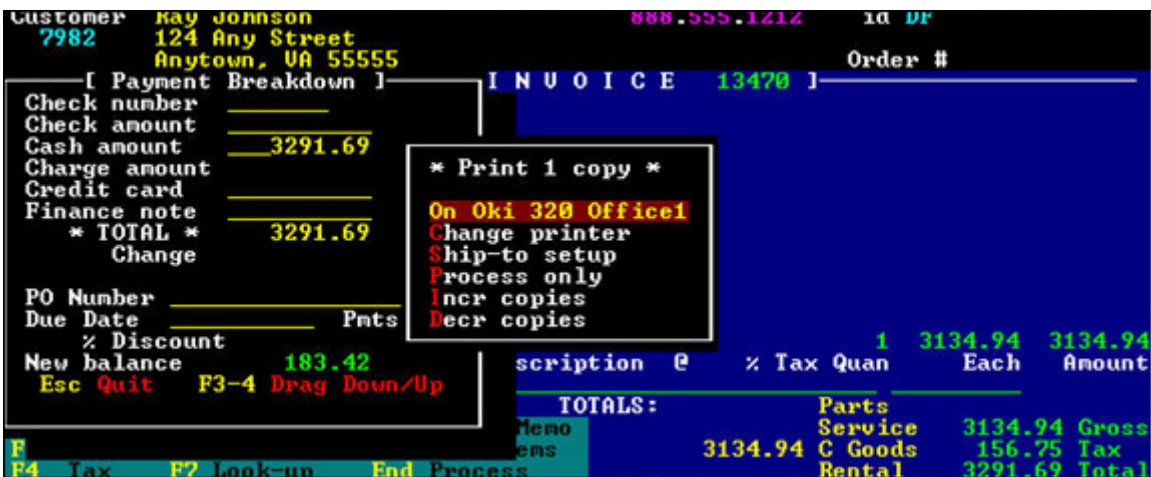
- **Change Printer** - select to route the invoice to a different printer.

- **Ship-to setup** - allows you to print the ship-to and/or directions on the ticket. [F7] displays a list when the cursor is in "Shipped VIA" of potential shipping sources. Press [ESC] to return to the print menu.

- **Process only** - process the invoice without printing. This will post the transaction to a customer's account and adjust your inventory.

Trade-In Procedures

Often a dealer will allow trade-ins on Complete Good sales. To process trade-ins properly, the dealer must determine a number of issues:

1. Do you wish to code your Used Equipment differently than New equipment?
2. Will you be tracking Used or Trade-ins separately for accounting and/or reporting purposes? If you wish to separate your inventory, it is usually a good idea to establish a special Manufacturer Code (Complete Goods, Manufacturer Division) for used or trade-in equipment, such as:
   - UG = Used Goods
   - UE = Used Equipment

This code would be used at Point of Sale, followed by the unit description, serial number, etc.

If you wish to list all inventory together by manufacturer, you may simply use the Manufacturer Code (Ex: JD, MU, etc) of the trade-in unit at point of sale. The Manufacturer Code must have previously been established under Manufacturer Divisions. With this method, you will be able to track and determine "used" status by looking at the tag number issued to the unit at point of sale. POS Linker will issue a tag number greater than 50,000 to all used equipment, unless otherwise established by your POS Linker distributor.

In either case, once unit information has been entered, the system will prompt you to select whether the item is "Trade- In" or "Non-Stock" . Once "Trade-In" is selected, the system will prompt you to enter a trade-in allowance and value.

- The **Allowance** is the amount you are allowing the customer for the trade-in unit.
- The **Inv. Value** is basically your opinion of the cash value of inventory for this trade-in unit. This dollar amount will reflect your profit on this sale. The trade-in value will become the cost basis used to determine profit margin when the trade-in is sold.

(Gross amount due + Cash value of trade-in - Cost of new goods = Profit margin on this transaction)

Complete Good Special Function Keys:

F1 Help Screen

F4 Tax Edit - Cancel or change tax rate. Make changes while cursor is at "Quan."

F5 Svc Chg - Toggle a **Y** or **N** to flag the current invoice as to whether service charge will apply when the invoice is past due.

F6 Clear - Clear item entry fields to process a new item. If the item displayed was selected from the current invoice, it is erased from the invoice.

F7 Lookup - The ability to lookup is a very powerful function of POS LINKER Software. It allows counter personnel to give customers better service.

Pressing [F7] **at make** will display the manufacturer division code selection list.

Pressing [F7] **at model** will display the relative make and model inventory selection list.

Pressing **F7** - **at quan** will allow the pricing to be set manually using plus or minus

0 - 99% or simply keying in the sell price. Margins are included for guidelines.
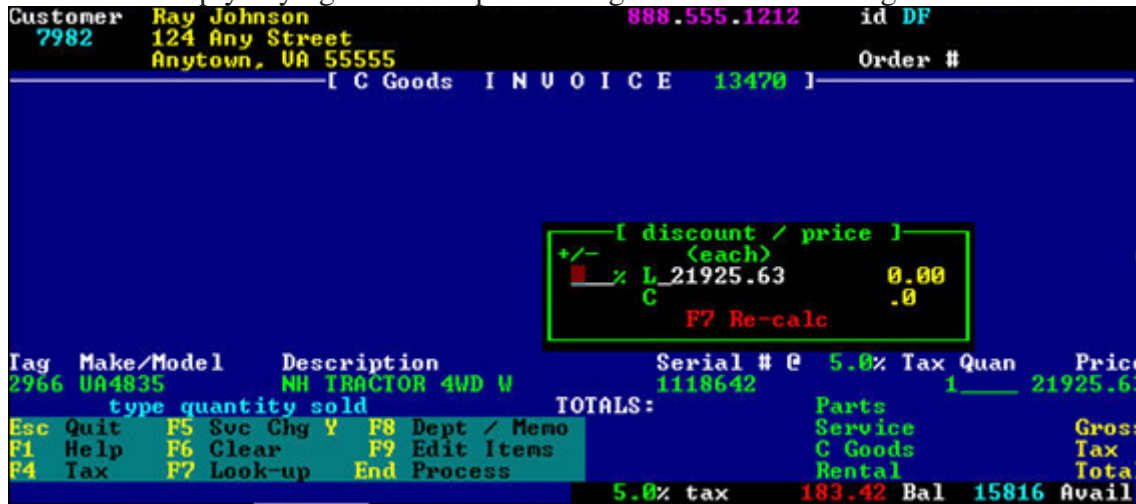
F8 Dept / Memo:

> • **Parts Items** - display parts department item entry screen.
> • **Service Header** - display service order initial entry screen.
> • **Complete Goods** - display complete goods item entry screen.
> • **Tran Cpl Goods** - same as above but in dealer transfer mode. (not posted to sales
>   or cost in the GL)

Display Memo:

> If the item displayed has additional information then "F8 memo" will flash. When

F8 is pressed the memo displays on the last line.

↑ Edit Items - Allows the cursor to move to the line to edit. Press **ENTER** to select, or

ESC to cancel. If more than twelve lines are on the current invoice, a selection window

appears and page up **PG↑** and page down **PG↓** are active.

As above, **ENTER** will select and **ESC** cancels.

Reversing a Complete Good Invoice:

a) Under Point of Sale menu, choose Invoicing. Lookup customer name for invoicing and then select [F8] for Complete Good invoice screen.

b) At the Complete Good invoice screen, type the Tag # of the complete good sold. It is generally a good idea to have a copy or the original sale invoice in front of you when returning or reversing a charge to ensure the quantities and prices are the same.
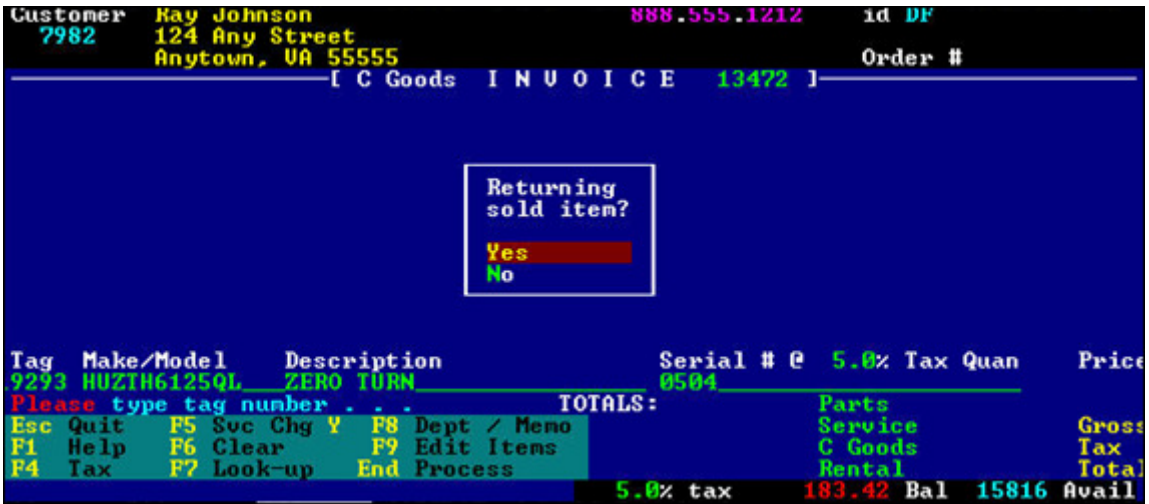
c) The system will prompt you to choose "yes" to return the sold item. Make sure the ticket amount that appears is the same amount as the original sales ticket.

d) [END] to process. Choose the same payment method as the original ticket. This procedure will put the item back into your inventory, correct the customer's account and adjust your daily records.
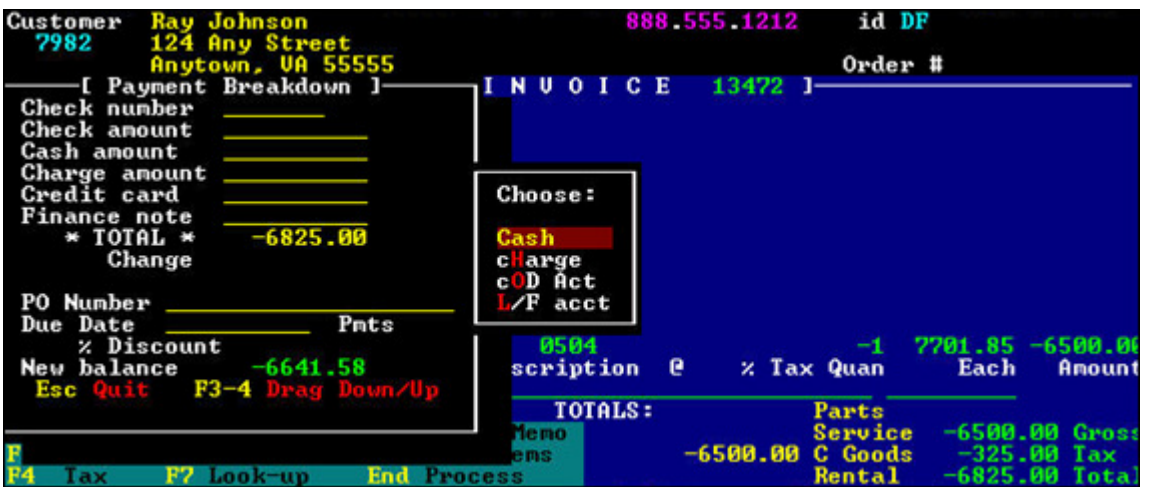
Special Orders - Parts Items

Special orders can be placed for customers on certain items that are not normal stock items or for stock items that have fallen below stock and not yet placed on order. The system will prompt you to specify if the item on the ticket is a "Special Order" once the item number has been entered. The system checks the inventory status and will ask you to verify the desired quantity and the distributor with which you wish to place the order. It is often a good policy to require a deposit in part or full on special order items.

Procedure for special orders:

a) Under Point of Sale menu, choose Invoicing
b) Enter operator's/employee's initials
c) Choose Lookup/install customer - when ordering an item that is not a normal stock item, you must choose a customer account.
d) Enter the part information
e) Pop-up window will appear asking you if this is an "Order", "Force Sale" or "*Lost Sale*" - choose "*Order*"
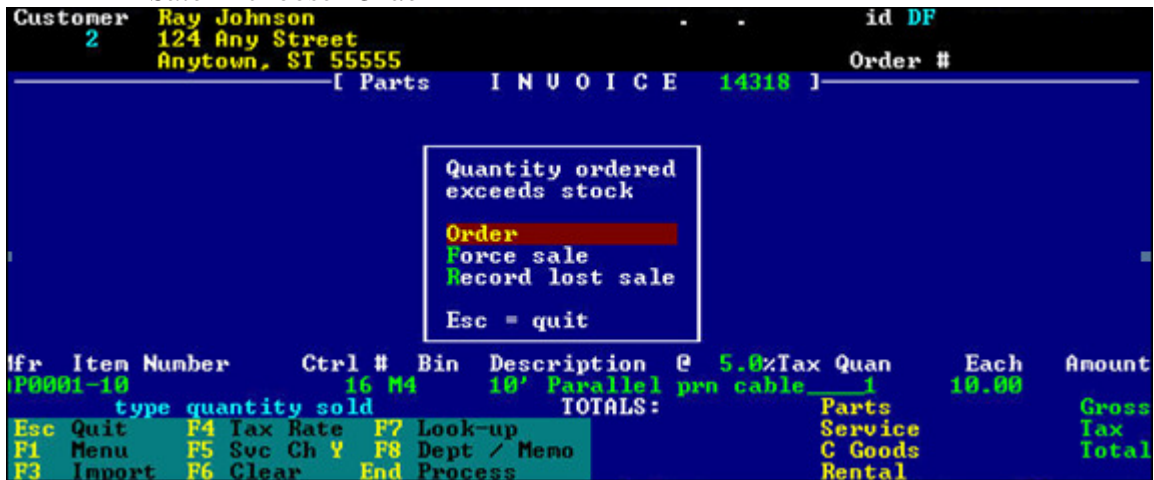
f) The system will allow you to toggle the pre-pay deposit amount between a full down payment, and none at all. [F3] will toggle either "Y" or "N". If "Y" is selected, the deposit amount will default to full price plus tax.

g) Press ⌨ F10 to process the special order. Choose payment method for the amount of the deposit. You must process the special order for it to enter the system.
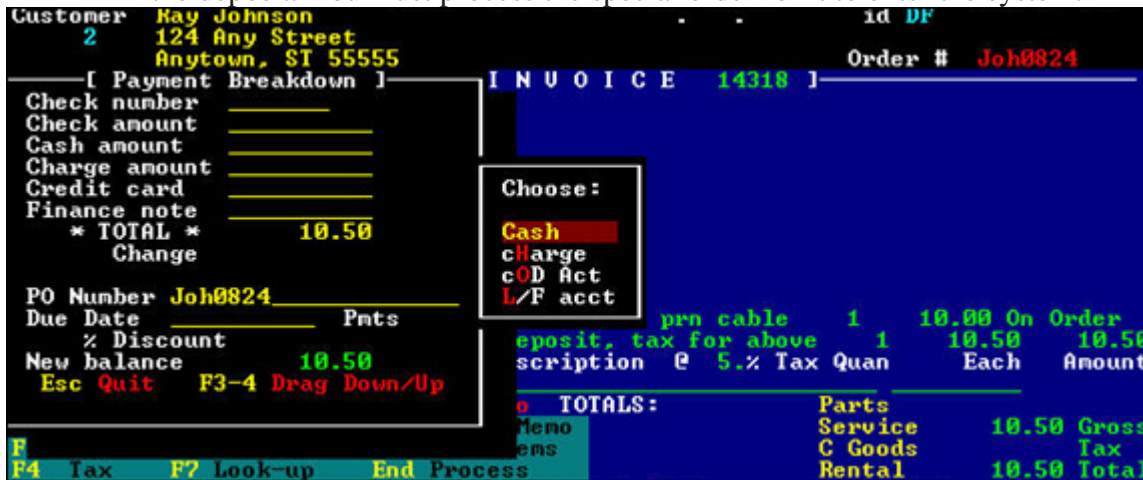
h) You may either order the item now or wait until you are ready to place an entire order through Order Processing.

i) Once the order has been received in Order Processing, the system will create a saved invoice for the customer which can be restored when the customer picks up their parts.

Special Order Part Arrives & Customer picks-up:

a) Through Invoicing menu, enter operator/employee initials

b) Choose Lookup/Install customer - enter customer number or **F10** to lookup

c) Select Invoicing

d) Press **F1** - choose Restore Invoice - system will give you a list of saved invoices
    - choose special order invoice

e) Part order will appear with full price. Deposit amount will be displayed as a
    negative amount. The difference is balance owed.

f) **F10** to process invoice as normal, indicating cash/charge amounts. You must
    process the invoice even if it has a zero balance. Do not abandon the invoice
    because it will put the parts into inventory stock.
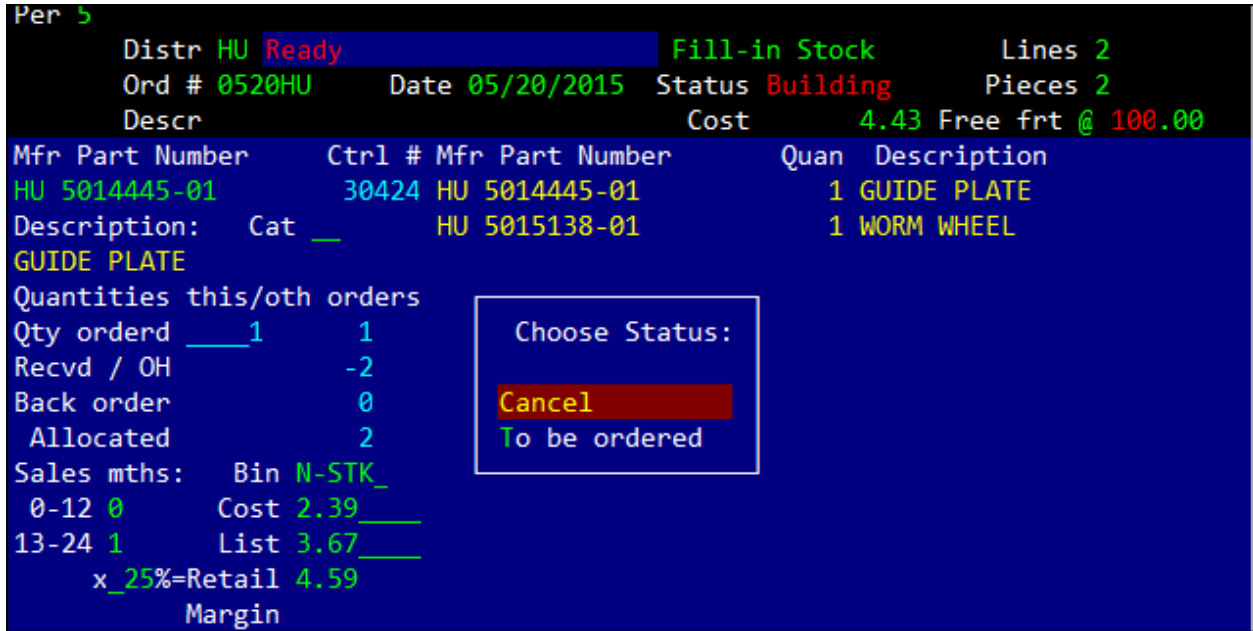
Cancel a Special Order from Parts Invoice:
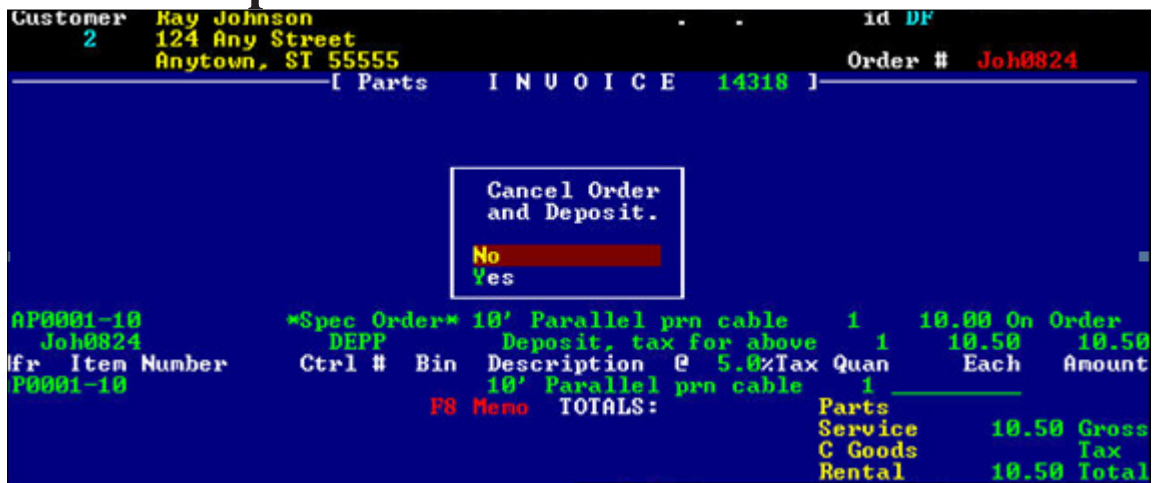
   A Special Order may be cancelled directly from a parts invoice only if the invoice
has not been processed. By pressing ESC, the system will first prompt you to abandon the
invoice and then cancel the special order and the deposit. However, if the invoice has
been processed, the special orders can only be cancelled at the Order Processing Screen.
From the Parts4Profit menu, choose Order Processing. Enter the distributor code, your
order number, date, and order status. The system will prompt you to add the special order
part(s). Even if you plan on canceling the order, answer "Yes" at the prompt. The system
will add it to your order screen.

You must select it to cancel. Press ⌨F7, it will display your order items, select the

part you wish to cancel and press ⌨F2. The system will ask you to verify the deletion;

answer "Yes" and the special order is cancelled. The system will allow you to delete the item entirely, or "unorder" it with the assumption that you would like to order it later or with another distributor.

```
Per 5
      Distr HU Ready                 Fill-in Stock        Lines 2
      Ord # 0520HU      Date 05/20/2015  Status Building      Pieces 2
      Descr                          Cost        4.43 Free frt @ 100.00
Mfr Part Number      Ctrl # Mfr Part Number    Quan  Description
HU 5014445-01          30424 HU 5014445-01        1 GUIDE PLATE
Description:   Cat __        HU 5015138-01        1 WORM WHEEL
GUIDE PLATE
Quantities this/oth orders
Qty orderd ____1      1       Choose Status:
Recvd / OH           -2
Back order            0     Cancel
 Allocated            2     To be ordered
Sales mths:    Bin N-STK_
 0-12 0      Cost 2.39____
13-24 1      List 3.67____
    x_25%=Retail 4.59
         Margin
```

Cancel a Special Order from a Service Order:

If you have special order parts on a service ticket that has not been processed,

simply use your ⌨↑ arrow key to display all parts on the service invoice. Select the

special order and the system will ask if you wish to cancel the special order part; answer "Yes". If you have already processed the service ticket, you can only cancel from the Order Processing screen as described above.

Layaway Items

POS Linker allows complete good items to be placed on layaway and payments accrued. It is often a good policy to set up a separate "Layaway" account for the customer to maintain accurate records for your receivables.

a) Under the POS menu, select *Invoicing*, and enter operator initials.

b) Choose *Lookup/install customer* - if customer exists in database already, set up a second account specifically for layaways. Label the second account as layaway somewhere in the name field & give ($0) no credit limit. If customer does not exist, use the install screen to enter customer info & again give $0 credit limit.
(*ex: First Name: Tom Last Name: Jones-Layaway*)Once customer is selected, choose *Invoicing* again, and then ⌨**F8** for a complete goods invoice.

c) Enter customer's purchase(s) - DO NOT PROCESS

d) Select ⌨**F1** and *Save Invoice* - this will pull the item from inventory, mark it as a layaway with the customer's account number - it will not give it a sold date. After invoice is saved, you will be back at the operator initial screen.

e) Enter your initials & select "*Lookup/install customer*" again - enter cust. # or use ⌨**F8** for previous customer.

f) Choose "*Customer: payments/review*" then "*Account Maintenance*".

g) Enter the down payment or payment amount - select ⌨**F10**, enter payment type & select ⌨**F10** to process - this will be the customer's receipt.

h) To process the remaining payments, follow steps *f-h* again.

i) To view invoice again, choose "*Invoicing*" under POS, enter initials, choose "*Lookup/Install Customer*", & select "*Customer review*", "*Closed/Saved Invcs*", "*Saved*". Select appropriate invoice by highlighting & pressing ⌨**ENTER**

j) Once customer has made payments in full – Restore the customers invoice & press ⌨**END** to process. Charge the full amount to the customer's account. Since the customer has made payments, they show as a credit on the layaway account, charging now will "zero-out" the customer's balance.

TIPS: On customer information screen, under Codes - enter an industry code pertaining exclusively to layaway customers, such as LAY & include this code on your statement selections for exclusion.

Service Order

Selection of Service Order on the Invoicing Selection Menu brings up the service order entry screen.

essing [F1] Help provides a series of three Service Order Entry Help Screens. These provide useful information for data entry onto the service order, whether it is a new service order or an existing service order. Information is also included concerning the special function keys at the bottom of the data entry screen. Pages 4-26 through 4-28 outline this process.

To enter a new Service Order:

a) Press **F10**. System should indicate new order.

b) Enter P.O. # if needed

c) Enter through to Last/Fname and enter customer information OR press **F7** to lookup customer. Select "Change customer", or enter customer account number if known. **F10** enables name lookup or **F9** for phone lookup

d) Press **I** (work menu) and select unit information

```
Dept 1-                  ID DF  Number 7883878   PO 05/19/2015  Inv
                 BILL TO:         Cust no     2   SHIP TO:
  Last/F Name Johnson, Ray_____
      Address  _____
              420 WEST MAIN ST_  Work  Area
  City St Zip Anytown_____,
      Contact _____    Unit info
      Phones b 555.555.1212     Status
   UNIT  REPAIRED        STAT  Dates         DATES           TOTALS
  LB        11936      Code S Sch Time clock ed 05/19/2015  Parts
  10550               Notify cu sHip to      ed            Labor
  21" 6.5HP CAST S    Pickup N  Order split  me   :        C Gds
Sn210002348                     hElp         ld            Rental
En                       In wa              sd 03/21/2002  Gross
On                     Call 1               ed             0.0% Tax
  Miles/Hours          Call 2                              Total
                                          Parts Disc R -        0.00
 Memo  _____
  Please check over . . .
        End    Esc    F1     F2     F3    F4    F5     F6     F7     F10
        Save   Quit   Menu   Delete Fwd   Bwd   Detail Clear  Lookup New #
```

e) Enter the unit information or press **F7** to lookup in the sold goods or service order history files. Enter through all fields to start the next column of data to the right, or press **ESC** then **F9** and select a work area from the menu.

f) **ESC** will close the above area if necessary. Use **F9** again for the Work Menu.

g) To enter Status of the unit press:
   - S - Scheduled
   - R - Ready
   - P - in Progress
   - H - on Hold

ESC will automatically enter a status of Scheduled.

h) Once "Work Menu" is selected, cursor is flashing on bottom of screen. Type "h" in code field for help.

i) Enter service code or press [F7] to lookup. Enter employee ID if "performed"

service. These codes can be established under the Service Manager menu
under Shop Control. These can be up to a three digit code determined by you,
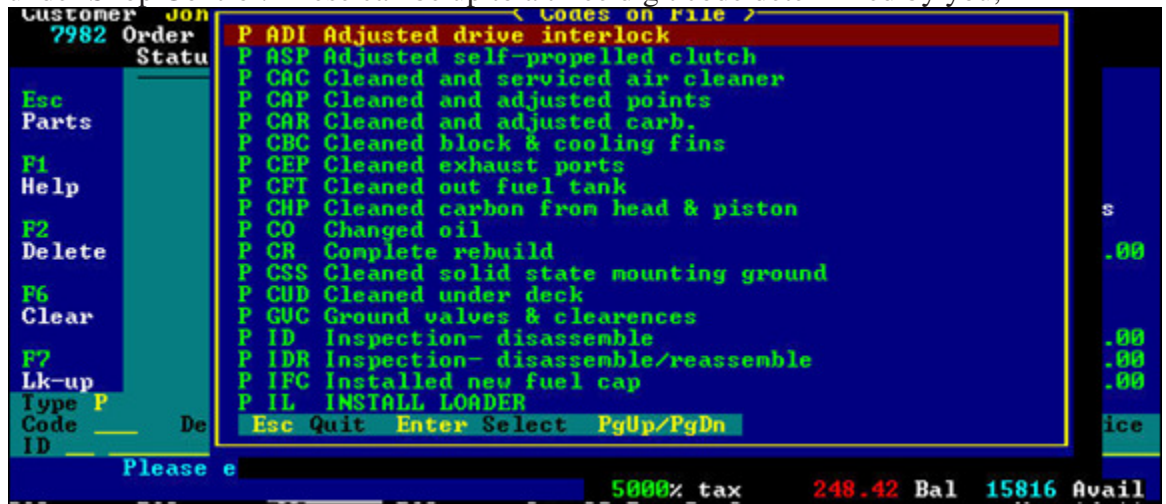
or press [F1] for service code help screen.

j) [ESC] will close the work area or [F5] will go to service invoice screen where you
may add any parts items on the ticket. The labor charges from the "Work
Menu" should appear on top of the service invoice after you press the [↑] key.

Once the ticket is complete, press END for processing options or [ESC] to save and exit.

For an Existing Service Order:

a) Press ⟦F7⟧ to lookup the order if the service order number is not known.

b) Type as few characters as necessary in "Last" to find the customer, or press ⟦F9⟧ to lookup by phone number.

c) Press ⟦ENTER⟧ until "Service Order File" window appears.

d) Highlight the order and press ⟦ENTER⟧ to select, and press ⟦ENTER⟧ again to display it.

To close-out service order use ⟦F5⟧ *to display parts area. Then use* ⟦END⟧ *to process.*

"Labor Only" service order:

a) Enter order number or select previous order

b) ⟦F7⟧ to lookup customer

c) Select ⟦F9⟧ for Work menu

d) Enter "P" for performed work, and then enter a service code. (Service codes are set up in "Service Order Codes" , under the Service Labor menu). You may skip this option.

e) At Emp ID - Type in the employee's initials that performed or will perform the labor. The employee's initials must be previously set up in Employee file under POS Setup menu. No two employees can have the same initials.

f) You may also enter service labor by selecting ⟦F5⟧ for the Parts invoice screen and entering employee ID plus "SV" under the Ctrl number.

SPECIAL FUNCTION KEYS

ESC Quit- Close work area or quit to point-of-sale menu.

F1 Help - Displays a series of help screens.

F2 Delete - Erase service order from the system. (Item detail must be erased first.)

F3 Fwd & **F4** Bwd - Position in service order file forward or backward in numeric order.

F5 Parts - Display parts item entry screen to add items or close out service order.

F6 Clear - Erase all fields to start over and unlock service order displayed.

F7 Lookup:

- **at Order Nbr** displays name window for service order lookup by name.
- **not at Order Nbr** (*in customer area*) displays customer number window for customer selection/ change. Phone/name lookup is also possible.
- **at date field** displays current date if blank.
- **at Unit Repaired** displays the units the customer owns or previously had repaired for selection.
- **at Work menu** displays the precoded job list selection window.
- **at Ship-to area** allows customer lookup.

F9 Menu (Work Area) (from customer information area):

- **Unit info** - open "Unit Repaired" work area.
- **Status** - open "Repair Unit Status" work area.
- **Dates** - open "Repair Unit Dates" work area.
- **Work menu** - open individual job entry and display area.
- **Ship to** - open customer ship-to name and address area.

F10 New # - Displays a new service order number. (Highest existing number plus one).

Printing on a Special Service Order Form

Once customer and unit information has been entered on the work order, the user may press [SHIFT] [F5] to print the necessary data onto a special shop form. A work order number appears on a tag which can be placed on the unit for identification.

Lookup/Install Customer & Customer Payments/Review

Once a customer account has been selected from the lookup screen, this option will allow you to make payments, refunds (with receipt), age customer balances, discount a sale, and review service orders and closed invoices.
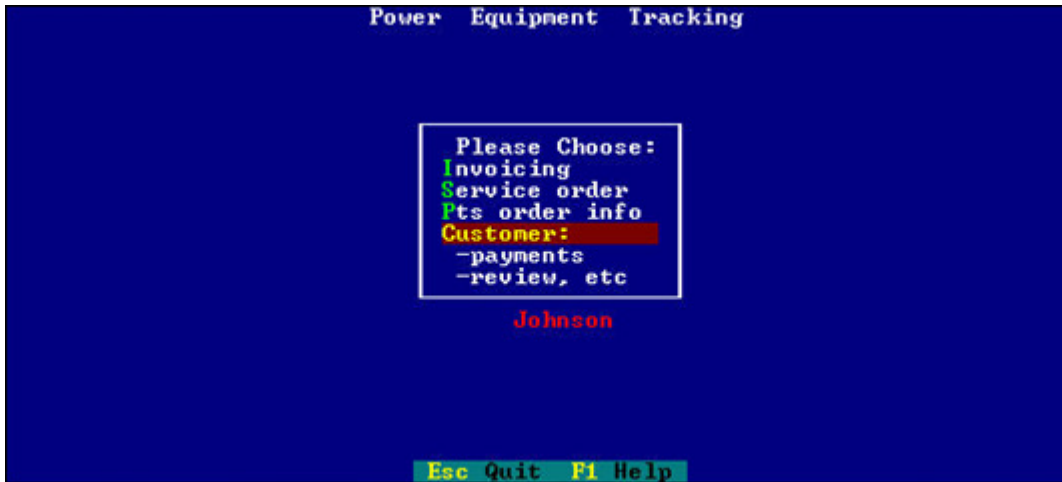
The choices that affect the customer files are:
- **Accou**

```
Customer        2 id DF Phones b 555.555.1212 Life Pur    1352.44 Cur
Name: F Ray                          .   .   Credit Limit    700   30
      L Johnson                                ance          0.00  60
Street                      Account maint.     away          0.00  90
Postal   420 WEST MAIN ST   Invoicing          al            0.00 120
City,St Anytown        , VA 2 Update customer     Terms S  Svc chg Y  Slsmn
Contact                     Balance aging        Tax    0.0%  Ind     Terr
 Open Orders: Date    Type   N Discount sale   escription
       01/22/2013 Ser S 78    Review:
       01/22/2013 Ser S 78   Clsd/saved inv. B 10550              21" 6.
       01/22/2013 Ser S 78   Service orders  B 10301              LAWNBO
       05/19/2015 Ser S 78   Parts orders    B 10550              21" 6.
       05/19/15   Qte E      Layaway / sold  *HU5014445-01     *Spec Ord
                            Quotes

                            Esc = Quit


                   * Total *        0.00

                                              Esc Quit  F3 Fwd  F4 Bwd  F7 Menu
     Please select . . .
```

    t Maintenance: Allows payments to be made on the account, or refunds given
to customer. ⌨F10 will process the payment or refund. This payment method will
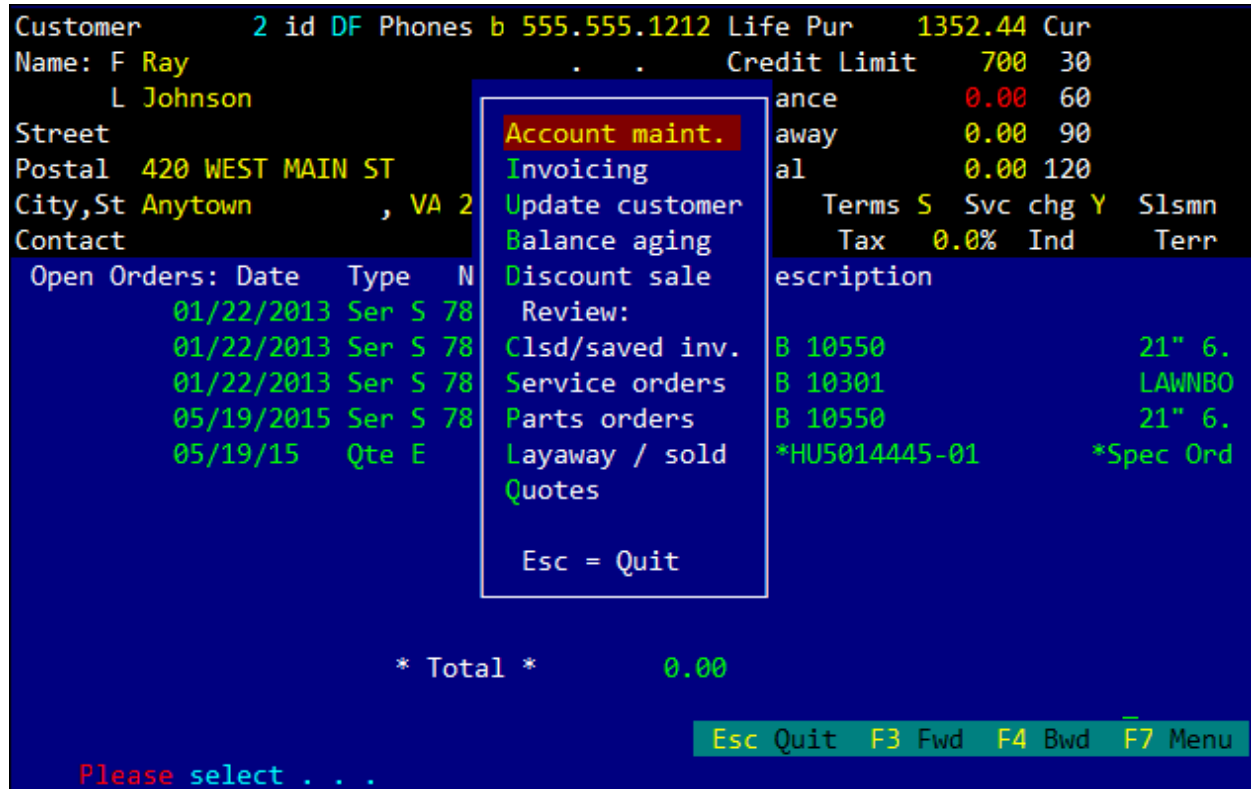automatically print a receipt for the payment amount.
- **Invoicing**: A short cut for creating sales invoice for the customer chosen.
- **Update Customer**: Allows you to make any address, phone changes, etc. for the
customer chosen.
- **Balance Aging**: Displays current and past due account balances for the customer
chosen.
- **Review Closed/Saved Invoices**: Displays all closed and saved invoices for the
selected customer. By highlighting and selecting any invoice, the invoice detail
is displayed.
- **Review Service Orders**: Displays any active or closed service orders.
- **Review Parts Orders**: Displays any part orders on file for this customer.
- **Review Layaway/Sold**: Displays any complete goods on layaway or sold to this
customer.
- **Quotes**: Displays any printed quotes given to customer.

Internal Sale

This function allows the user to transact invoices through an internal sales account versus a customer account. Internal shop service, repair, or maintenance could be considered an internal sale. Internal accounts would be set-up under "*POS Setup*". Select "*Internal Sale*" and then the appropriate internal category, (*Other*, *After Sales* or *Warranty*), you wish to charge. Process the invoice as usual. Payment Breakdown automatically defaults to "charge".
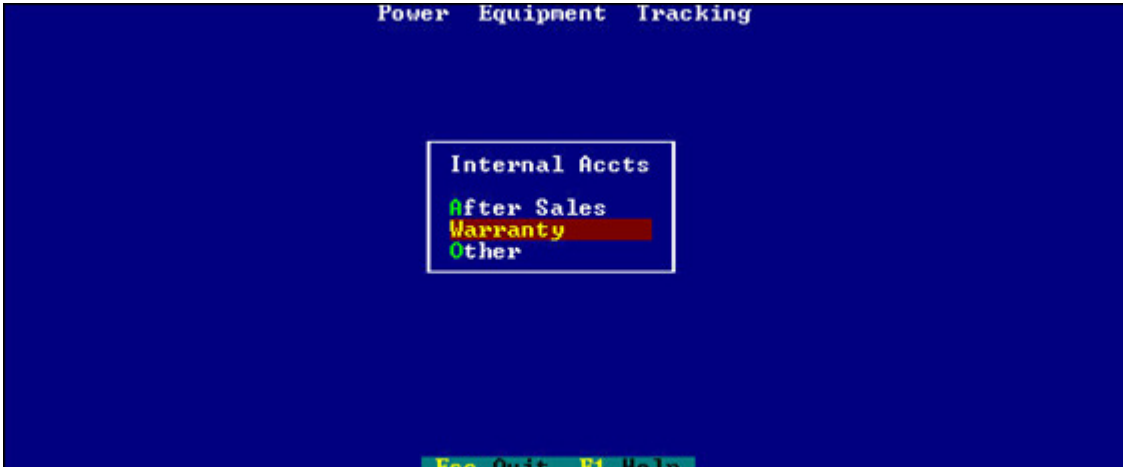
Re-print, Reverse or Clone

Select this option to re-print an invoice, reverse charges on a parts invoice, or copy, clone an existing parts invoice for a customer.

Enter the invoice number or press 〔F7〕 for a listing of invoices dated back three days from the date of the last Daily Report. Select the invoice by highlighting and press 〔ENTER〕. Invoice detail will display on your screen. Pressing 〔ESC〕 will give you the functions for the following options:

F5 **CLONE** - copy or clone an existing invoice. Process the invoice as usual once it is displayed on the screen, or save it and restore to a different customer.

F8 **REVERSE** - will reverse a cash or parts invoice. Processing the invoice will correct the charges to the cash drawer, customer account, and replace the parts items in your inventory. Process the payment breakdown on the invoice EXACTLY as it was processed originally.

NOTE - Only parts invoices may be reversed with this function. All complete goods invoices and labor charges must be manually reversed.

F10 **RE-PRINT** - will reprint the selected invoice. Or you may choose to email it. If there is no email address you may type one in. When finished press **END**

Point of Sale Reports

There are many different reports available at the "Point of Sale" reports menu as shown below. The reports menu allows the printing of various reports summarizing counter invoice activity for the selected day or period.

1. **Closing daily sales activity by invoice number:** gives the invoice amounts for the day by invoice number and the totals for day end closing. You may run this report from initialization of your system to the current day.
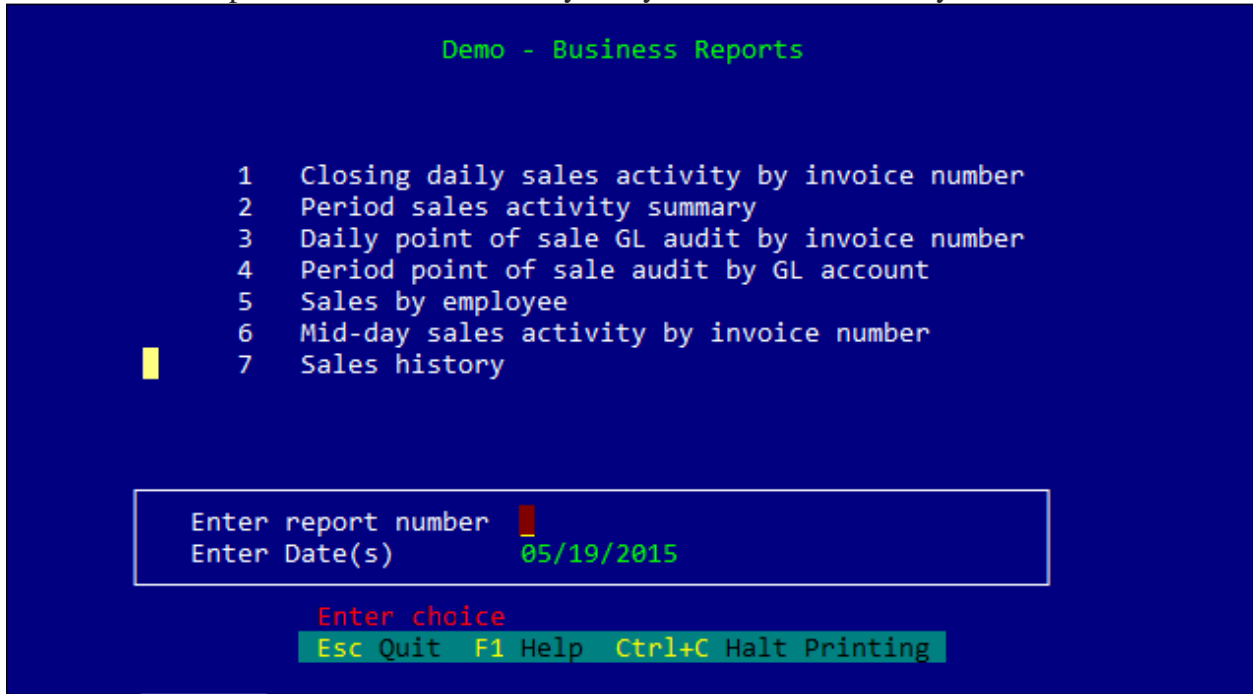
2. **Period sales activity summary:** gives daily invoice totals to help prepare any sales tax reports. You may run this report from initialization of your system to the current day.
3. **Daily point of sale GL audit by invoice number, and**
4. **Period point of sale audit by GL account:** only print if the general ledger is linked to the invoice module. Allows you to examine how each invoice was posted to the GL. You may only print the current or previous period for these reports.
5. **Sales by employee:** will show sales by a particular employee for any given set of dates.
6. **Mid-day sales activity by invoice number:** will list all invoices and give a running total at any point in the day.
7. **Sales History:** will show total sales history for a given period of time.
8. **Rental Reports:** will show all rental operations for a given period of time.

Simply enter the desired option to generate and print the report. [CTRL][C] will halt the printing.

Rental
To set up rental rates: chose Utility menu within the complete goods menu
Set up rental rates. Chose rentable complete goods (CG that have an "R" in the code in complete goods

To set an item for rental you need to change the code from I to R

You will need to set up the rental rates in the utility menu on the Complete goods heading

To rent a piece of equipment, start in the invoicing screen, and choose the customer you wish to rent to, Press F8 to change the department to Rental. Pick from the menu which task you wish to do , if renting a window will pop up with dates , 1D will be one day 2D 2 days etc 1W,1M etc. or you can pick actual dates F7 will provide the current date.

Press enter, if you wish to rent now select "OUT" enter the tag number, choose to rent from rate table or override price

To extend the rental chose extend, the unit on rental will appear in the window select the item and enter the new date or 1D, 2D etc that it will be returned

To return a piece follow the menus from return, you will be prompted to the date it was originally set up for return.