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.



	Power Equipment Tracking
	-[Parts Information][Pick List]
Mfr	
Part#	Ctr1#
Pick quant	tity total
01	Bin
Sub	Pkg qty R % R
Status	
OH Ord	Aug L 2006 C
A11	2005 S
BO	Aug L 2006 C 2005 S Life 1 Lost 2
MNS	Lost 2
11110	
Enter of	fr code
F5 Order	F8 Cats
F6 Clear	F9 Menu
F7 Lookun	F10 Pick list to invoice

F9 Cmpl Gds Info Press **F9** for immediate complete goods information.

	Power Equipment Tracking	
	[Complete Goods Information]	
	Tag Number Cust # Mfr/Model Description	
	Serial Engine Other Status List Sale	
	Setup F3 Fud F4 Bud F6 Clear	
N		

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 $[F_{10}]$ 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. $\mathbf{F7}$ 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 0 S	Linker	>>>>>			
					Sve	c Ord	
Ray							148515
Johnson							05/19/2015
501113011							
							14:37:58
420 WEST MAIN ST							
Anytown VA	22222						
	- F5 Clone	F8 Reve	erse F1	0 Re-print			
Pmt breakdown: ck#		0.0% dis		Тах	.00	Total	1 18.24
THE DIEAKUOWIL CKT	c y	.0% uij	L	Ian	.00	TULA	10.24

### **Creating a Cash/Parts Invoice:**

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

### **Entering invoice information:**

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

and priced independently of any loaded parts catalog.

	tomer ASH	Cash	Sale		Part	ts	I	N	V	0	IC	E	143	16 ]		l DF ler #		
lfr	Item	Number	•	Ctrl	#	Bin	De	esc	ri	pt	ion	e		%Tax	Quan	16	Each	Anount
	Quit Quit Menu Impor	F4 F5	let Tax Svc Clea	Rate Ch	<b>F8</b>	Look Dept Proc	1	Me			ALS	=			Parts Servi C Goo Renta	ce ds		Gross Tax Total

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.

c	type Quit Menu	- F4	Tax	<b>nber</b> Rate Ch	F7	Look	T	OTALS :		1	Parts Service C Goods		Gros Tax Tota
•	Item N			Ctrl				ption 0 and Str			Quan	Each	Anoun
		9. 327	Es	c Quit		Enter	Select	PgUp /	' PgDn	New	Page	0,007,55	
	1881							FLYWHEEL		3	56250	75000	
	1881							SPARK PI			21900	36500	
	1881							GM-CARBI	RETOR	÷	13500	22500	
	1881						KIT-IGN				62100	103500	
	1881						FILTER- MUFFLER			1	20700 38100	34500 63500	
	1881						KIT-IGN				42900	71500	
	1881						MUFFLER				53700	89500	
	1881							A/C FOAL		1	20700	34500	
			fr/Pa	rt Num			Descrip						
-			400 Jan 199	- 46/1052	1	Part	Number	Informat	ion l				
9	non										Order #		
	tomer ASH	Jash	Sale						-		id DF		

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									

	tomer ASH	Cash Sal	e			•	-	id DF Order		
			——[ Par	ts	INVOIC	E	14306 J			
lfr	Item N	umber	Ctrl #	Bin	Freight Out Description		%Tax	1 Quan	5.00 Each	5.00 Amount
Ree		e item c		Lock	TOTALS :			Parts		Ø Gross
F1 F3	Quit Menu Import	F5 Svc	Ch F8	Look Dept Proc	/ Memo			Service C Goods Rental		0 Tax 0 Total

**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

#### 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 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 and

<b>F4</b> .			
Customer Cash Sale	•	. id DF	
CASH		Order	
[ Payment Breakdown ] Check number Check amount Cash amount5.00 Charge amount Credit card0.00 Finance note * TOTAL * 5.00 Change	INUOICE	14316 ]	
PO Number Pmts Due Date Pmts % Discount New balance 5.00 Esc Quit F3-4 Drag Down/Up	reight Out scription @	1 % Tax Quan	5.00 5.00 Each Amount
F F4 Tax F7 Look-up End Proc	TOTALS: Memo ems ess	Parts Service C Goods Rental	5.00 Gross .00 Tax 5.00 Total

"Invoice Print-out" menu appears after pressing **FID**, 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. 
   displays a list when the cursor is in "Shipped VIA" of potential shipping When the "Ship-to" window is displayed. (
  - **F10** or **F10** will process the transaction When the "Payment Breakdown" window is displayed and the payment amounts have been entered in the appropriate fields.



### 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.

 $\mathbf{F3}$  Import - Imports pick list from another program such as Partsmart.

- 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.

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  $\begin{bmatrix} F8 \\ m \end{bmatrix}$  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  $[f_2^{-1}]$  for a list of active invoices, use Page Up/Page Down to locate the desired invoice. Once selected, press  $[f_2^{-1}]$  to display the invoice detail. Pressing  $[f_2^{-1}]$  will display your options. Choose  $[f_2^{-1}]$  to reverse the selected ticket and display the invoice detail with negative quantities and amounts. Press  $[f_2^{-1}]$  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**

Gustomer 7982	Kay John 124 Any	Street		888.5	55.1212 10 D	r	
	Anytown,	VA 55555			Order	#	
		——[ Part	s INVO	ICE	79784 ]		
			Service H Complete Rental It	Goods			
			Esc = qu				
			Lac - qu				
lfr Item	Number	Ctrl #	Bin Descrip	tion @	%Tax Quan	Each	Anount
	pe Mfr le			TALS:	Parts		Gross
Esc Quit			Look-up		Service		Tax
F1 Menu F3 Impor	F5 Svc t F6 Cle		Dept / Memo Process		C Goods Rental		Total

### **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.

Customer	Ray Johnso						8	88.	555.121	2	id D	F		
7982	124 Any St Anytown, V		I	N	V	0 1	C	Е	13470	) ]	Orde	r #		
Tag Make	∕Model D	escription						Sei	rial #	e	×Т	ax Qu	ian	Price
	pe tag numb				Т	OTF	LS				Parts			
Esc Quit	F5 Svc Ch	g Y F8 Dep			mo						Service			Gross
F1 Help F4 Tax	F6 Clear F7 Look-u	F9 Edi p End Pro			IS						C Goods Rental			Tax Total

Pressing [1] 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.
   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.
- 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 to process. While the invoice is displayed the "Payment Breakdown" window appears. Payment amount can be split among the different categories or moved with [3] 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.

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

Customer Kay Jonnson 7982 124 Any Street		88	8-5	55.1212	10	DF	
Anytown, VA 55555					Ord	er #	
Check number	INVO	I C	E	13470	]		
Check amount							
Cash amount 3291.69							
Charge amount Credit card							
Finance note							
* TOTAL * 3291.69							
Change							
PO Number							
Due Date Pmts							
% Discount New balance 3475.11	script	inn		74 T.	1 x Quan	3134.94 Each	
Esc Quit F3-4 Drag Down/Up	scrip	. 1011		7 I.a.	x yuan	Each	HHOUTC
		FALS :			Parts		
12	Memo			3134.94	Servi		.94 Gross .75 Tax
F4 Tax F7 Look-up End Proc	CESS			3134.74	Renta		
	Contraction of the	C 0	12 1	· · · · · · · · · · · · · · · · · ·	496 44		24 Aust1

"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.

Customer	Kay John					888	555 1212	10 pr	
	124 Any Anytown,	VA 55555 C Goo	ds I	NU	0 1	CE	13470	Order 3	•
	000 ∕Model 4200	FORD DIES Descriptio USED AG EQ	n	чт		s	erial # @	1 31: 5.0% Tax	
Please ty Esc Quit F1 Help F4 Tax	me descri	ntion	ept / dit It rocess	Mem		LS :	3134.94	Parts Service C Goods Rental	3134.94 Gross 156.75 Tax 3291.69 Tota

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.

Gustomer	hay John	Son					000.	222.171	4	10 Pr		
7982	124 Any Anytown,	UA 55555 ——[ C Go	oods I	N	V O	I	СЕ	13470	]	Order ‡	•	
63459 UA3I	999	FORD DI	SFI.							1 313	14.94	3134.9
63516 UAJ		USED AG Descripti	EQUIPP	IENT	124	5	Se	rial #	e	-1 % Tax		-200.0 Pric
Please ty Esc Quit F1 Help F4 Tax	F5 Svc F6 Clea	nber Chg Y F8 r F9 -up End	Dept /	tem	mo	[AL	S =	2934.9		Parts Service C Goods Rental	146	.94 Gros .75 Tax .69 Tota

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)

Customer 7982	Kay John					888-	555.1212	10 PF	
	124 Any Any Anytown,	UA 55555 ——[ C Good	s I	NU	0 1	CE	13470 1	Order 1	•
							[trade-in	ı valuel—	7
63459_UA3	000	FORD DIESE	Te				lowance v. Value		.94 3134.94
3516 UAJD	/Model 4200	Description USED AG EQU			TOTA	12	45	5.0% Tax Parts	Quan Price
Esc Quit F1 Help F4 Tax	F5 Svc F6 Clear F7 Look	Chg Y F8 De r F9 Ed	pt / it It ocess	Memo	0	10-	3134.94	Service C Goods Rental	3134.94 Gross 156.75 Tax 3291.69 Total

### Complete Good Special Function Keys:

**F1** Help Screen

Customer CASH	Cash S		Part	s INVO		. id Di Order 4318 ]		
			raru	Help screen Save invoid Restore inv Print Customer re List compl Quic parts Esc = Qu	ce voice eview goods lookup			
fr Item	Number	Ctr]	#	Bin Descript	tion @	%Tax Quan	Each	Anount
Ploase ty Esc Quit F1 Menu F3 Impor	F4 F5	<mark>letters</mark> Tax Rate Svc Ch Clear	F8	TO Look-up Dept ∕ Memo Process	TALS:	Parts Service C Goods Rental		Gross Tax Total
			1999 A. S. M.		5.0% tax	Ba	al 99999	Avail

**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.

- ///			
Customer Ray Johnson	888.555.1212	id DF	
7982 124 Any Street	FFF	0.1	
Anytown, VA 5		Order #	
L	C Goods INUOICE 13470	1	
	Make Codes		
	LC LELY CORPORATION		
	LC LELY CORPORATION		
	LP LANDPRIDE		
	NH NEW HOLLAND		
	NS NORTH STATE		
	PU PUG		
	SF SOUTHERN FARM SUPPLY		
	TR TRAILERS NEW		
	TT TEL TRAX		
	UA USED AG EQUIPMENT		
Tag Make/Model Desc	UF USED EQ OLD F&R	5.0% Tax Quan	Price
	Esc Quit Enter Select Pgup		
Please type description		Parts	
	P8 Dept / Memo	Service	Gross
F1 Help F6 Clear	F9 Edit Items	C Goods	Tax
F4 Tax F7 Look-up	End Process	Rental	Total
	5.0% tax	183.42 Bal 15816	Avail

Pressing  $\mathbf{F}$  at make will display the manufacturer division code selection list.

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

7982	124 Any Stre Anytown, VA	et 55555	888.555.12	12 10 pr Order #	
Tag #	Make/Model	-[ Complete	Goods Information Description NH TRACTOR 4WD W	Serial Number	
63262 63247 62336	UA 4835 UA 5000 UA 6 FT LONG	ļ	NH CAB TRACTOR FORD TRACTOR W/L FARMTRAC BUCKET	1124657 C287443	
63497	UA 6 FT REAR UA 60 UA 6000LB UA 620		BLADE FARM TRAC YALE FORK LIFT HOWARD PRICE	290746 620-156	
60992	<b>UA 6X16 CARRY</b>	ON I		4YMUK16181C055230	
UA		HOLLAND		0 5.0% Tax Quan	Pric
sc Quit 1 Help	elect item F5 Svc Chg F6 Clear F7 Look-up	F8 Dept / F9 Edit In	tems	Parts Service C Goods Rental	Gros Tax Tota
A COLUMN TO A COLUMN	and the second second second	<ul> <li>Manufacture and the second seco</li></ul>	5.0% tax	183.42 Bal 15816	

Pressing [-7] - **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.

Customer 7982	Ray Johnson 124 Any Str		Î.		888	3.555.1	212	id DF		
	Anytown, VA	55555 —[ C Goods	IN	V O	ICI	E 134	70 ]—	Order #		
				+//		iscount (each _21925.	>	ice ] 0.00 .0		
							-calc	0		
966 UA48		scription TRACTOR 44 sold	D W	TO		Serial 118642		5.0% Tax 1 arts		Pric 1925.6
sc Quit 1 Help	F5 Suc Chg F6 Clear	Y F8 Dept F9 Edit	Iter				C	Goods		Gros Tax
4 Tax	F7 Look-up	End Proc	ess		5.0	tax tax	18	ental 3.42 Bal	15816	Tota Avail

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

 $\mathbf{F8}$  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  $\mathbf{PG^{+}}$  and page down  $\mathbf{PG^{+}}$  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  $\begin{bmatrix} F8 \\ F8 \end{bmatrix}$  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.

Customer 7982	Kay Johnson 124 Any Street	8	88.555.12	212	id DF		
	Anytown, UA 55555 [ C Goods	INVOIC	E 134	72 ]-	Order #		
		Returning sold item?	1				
		Yes No					
	✓Model Description H6125QLZERO_TURN		Serial 4 0504	# @	5.0% Tax	Quan	Prio
Please ty Esc Quit F1 Help F4 Tax	pe tag number F5 Svc Chg Y F8 Dept F6 Clear F9 Edit F7 Look-up End Proc		:	S C	arts ervice Goods ental		Gros Tax Tota
		5.	9% tax	18	3.42 Bal	15816	Avai

- 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) 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.

Customer Ray Johnson 7982 124 Any Street Anytown, VA 55555	888	.555.1212	id 🛛 Order		
Check number     Check amount     Cash amount	INVOICE	13472 ]	oraer		
Charge amount Credit card Finance note * TOTAL * -6825.00 Change PO Number	Choose: Cash cHarge cOD Act L/F acct				
Due Date Pmts % Discount New balance	0504 scription		Quan	7701.85 Each	-6500.0( Amount
F F4 Tax F7 Look-up End Proc	TOTALS: Memo ems cess	-6500.00	Parts Service C Goods Rental		00 Gross 00 Tax 00 Tota)

### **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*"

Customer 2	Ray Johnson 124 Any Street Anytown, ST 555!	55 Arts INVOICE		DF er #	
1ŝ		Quantity ordered exceeds stock Order Force sale Record lost sale Esc = quit			
P0001-10	16 pe quantity sold F4 Tax Rate F5 Svc Ch Y	M4 10' Parallel TOTALS:	e 5.0%Tax Quan prn cable 1 Parts Servi C Goo Renta	10.00 ce ds	Amount Gross Tax Total

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.

	ohnson		id DF		
Anyto	ny Street wn, SI 55555		Order #	Joh082	24
	[ Parts I N I Special Order Q AP 0001-10 On-hand: On-order: Allocated: Pre-pay in full? W Net Available: ORDER QUANTITY => F3 Loggle P	10' Parallel prn 0 0  1	1		
fr Item Number P0001-10		Parallel prn cable TOTALS:	Quan 1 1 Parts Service C Goods Rental	Each 0.00	Amount Gross Tax Total
		5.0% Tax	0.00 Bal	500	Avail

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

Customer Kay Johnson 2 124 Any Street Anytown, ST 55555 Check number Check amount Cash amount	INUOICE 14318	Order # Joh9824
Charge amount Credit card Finance note * TOTAL * 10.50 Change PO Number Joh0824 Due Date Pmts % Discount New balance Esc Quit F3-4 Drag Doum/Up	Choose: Cash Charge COD Act L/F acct prn cable eposit. tax for about scription @ 5.% Ta	ve 1 10.50 10.50
F F4 Tax F7 Look-up End Pro	n TOTALS: Memo ems cess	PartsService10.50 GrossC GoodsTaxRental10.50 Total

- 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  $\mathbf{F10}$  to lookup
- c) Select Invoicing
- d) Press [1] 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		<b>5111</b> 1 51	
Distr HU Ready			k Lines 2
<b>Ord #</b> 0520HU	Date 05/20/2015		
Descr		Cost	4.43 Free frt @ 100.00
Mfr Part Number C			
HU 5014445-01	30424 HU 5014445-01	l 1	GUIDE PLATE
Description: Cat	HU 5015138-01	1 1	WORM WHEEL
GUIDE PLATE			
Quantities this/oth o	rders		
Qty orderd1	1 Choose S	status:	
Recvd / OH	-2		
Back order	0 Cancel		
Allocated	2 To be ord	lered	
Sales mths: Bin N-S	тк		
0-12 0 Cost 2.3	9		
13-24 1 List 3.6	7		
x_25%=Retail 4.5	9		
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  $\mathbf{F}^{\mathbf{F}}$  for a complete goods invoice.

- c) Enter customer's purchase(s) DO NOT PROCESS
- d) Select [1] 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  $\mathbf{F}_{10}$ , enter payment type &

select  $\mathbf{F10}$  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
- j) Once customer has made payments in full Restore the customers invoice &

press **[NP]** 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.

Dept 1-	ID DF Number 78	83878 P0 05/19/201	5 Inv
BILL T	O: Cust no	2 SHIP TO:	
Last/F Name Johnso	n, Ray		
Address			
420 WE	ST MAIN ST		
City St Zip Anytow	/n, VA 22222		
Contact			
Phones b 555.5	55.1212		
UNIT REPAIRED	STATUS	DATES	TOTALS
LB 11936	Code S Sched/shop	Started 05/19/2015	Parts
10550	Notify customer Y	Promised	Labor
21" 6.5HP CAST S	Pickup N Delivr N	time :	C Gds
Sn210002348		< On hold	Rental
En	In warranty N	Purchasd 03/21/2002	Gross
On	Call 1	Finished	0.0% Tax
Miles/Hours	Call 2		Total
		Parts Dis	c 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 #

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 [7] to lookup customer. Select "Change customer", or enter customer account number if known. [71] enables name lookup or [79] for phone lookup
- d) Press (work menu) and select unit information

Dept 1-		umber <b>7883878</b>	PO 05/19/2015	Tny
BILL T		Cust no 2	SHIP TO:	1110
Last/F Name Johnso				
Address			1	
420 WE	ST MAIN ST_	Work Area		
City St Zip Anytow	n,			
Contact		Unit info		
Phones b 555.5	55.1212	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
5n210002348		hElp	1d	Rental
En	In wa		sd 03/21/2002	Gross
)n	Call 1 ^I		^J ed	0.0% Tax
Miles/Hours	Call 2			Total
			Parts Disc	R - 0.00
Memo				
Please check over				57
End Esc	F1 F2	F3 F4	F5 F6	F7 F10
Save Quit	Menu Delet	e Fwd Bwd	Detail Clear	Lookup New #

- e) Enter the unit information or press 
   e) Enter the unit information or press 
   e) 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 
   e) then 
   e) 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,

Gustomer Jon	Codes on File >	
7982 Order	P ADI Adjusted drive interlock	
Statu	P ASP Adjusted self-propelled clutch	
	P CAC Cleaned and serviced air cleaner	
Esc		
	P CAP Cleaned and adjusted points	
Parts	P CAR Cleaned and adjusted carb.	
	P CBC Cleaned block & cooling fins	
F1	P CEP Cleaned exhaust ports	
Help	P CFT Cleaned out fuel tank	
	P CHP Cleaned carbon from head & piston	
F2	P CO Changed oil	1 <b>1</b>
		00
Delete	P CR Complete rebuild	-00
	P CSS Cleaned solid state mounting ground	
F6	P CUD Cleaned under deck	
Clear	P GUC Ground values & clearences	
	P ID Inspection- disassemble	.00
F7	P IDR Inspection- disassemble/reassemble	.00
Lk-up	P IFC Installed new fuel cap	-00
Type P	P IL INSTALL LOADER	
Code De	Esc Quit Enter Select PgUp/PgDn	ice
ID		
Please	e	
	5000% tax 248.42 Bal 15816	Auail
	00000 CaA 610.16 Da1 10010	nvall

or press **F1** for service code help screen.

j) ESC will close the work area or 5 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.

fr Item Number	Ctrl # Bin	Select Iten ] Description	q	uan	Each	Anoun
T 5041B DIDFAdjusted drive		GASOLINË ADDITIVE		-5	5.78 80.00	40.0

### For an Existing Service Order:

- a) Press  $\mathbf{F}_{m}$  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 [Fb] to process.

### "Labor Only" service order:

- a) Enter order number or select previous order
- **b**) **F7** to lookup customer
- c) Select  $\mathbf{F9}$  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 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.	
-----	-------	-------	------	------	----	---------	---------------------	--

Help - Displays a series of help screens.

 $\mathbf{F2}$  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.

 $\mathbf{F6}$  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 Li	fe Pur 1352.44 Cur
Name: F Ray	Cr	edit 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 5 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	
		J
* Tota	al * 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.  $\mathbf{F_{10}}$  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".

Power Equipment Tracking
Internal Accts After Sales Warranty Other
For Andr Pi Hala

### **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  $\mathbf{F7}$  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:

Ray			POS	Linker	>>>>>			<b>79758_</b> 08/28/200 11:37:25a
124 Any Street Anytown	VA 559	555						11-51-250
		Clone			<mark>8 Re</mark> -pri		1	· 1.54
Cash	ck# (	15 Card		sc 9.11 Merch	Tax dse		Total	31.3 54
Check	ck# (	15		sc 9.11	Tax dse Gds	2.58	Total	

**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

### **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** 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.