

# HelpSheet001.

## Day-To-Day Functions.



Following feedback from Account Management visits, we have put together a Help Sheet on various topics that Customers will hopefully find helpful. These may save you valuable time.

### Problem:

I have cancelled an item out of a sale using the Void option but the customer queried this. Is there a way I can cancel it but still show it on the receipt.

Reverse  
Item

### Solution:

To remove it from the sale by entering a negative item for the same value and therefore appear on the customers receipt.

### Problem:

A customer has returned some goods they bought a few days ago but now some are on sale and some are on a special offer. I need to reset everything so that I can refund them the correct amount.

### Solution:

1. Highlight the item in the sale window which has the incorrect selling price then from the manager menu select "Item Correct". This will allow you to specify the new per item price. Do this for all items which require correction.

Specified Price Correction

2. Select Enter to total the sale.
3. When something scans on a multibuy discount this will show the totals window in the tender screen. To remove this go in to the manager menu and select from the Discount Transaction menu.
4. From the manager menu select to refund the sale total, and then tender accordingly.

Cancel Multibuy Discounts

Refund Selected Item