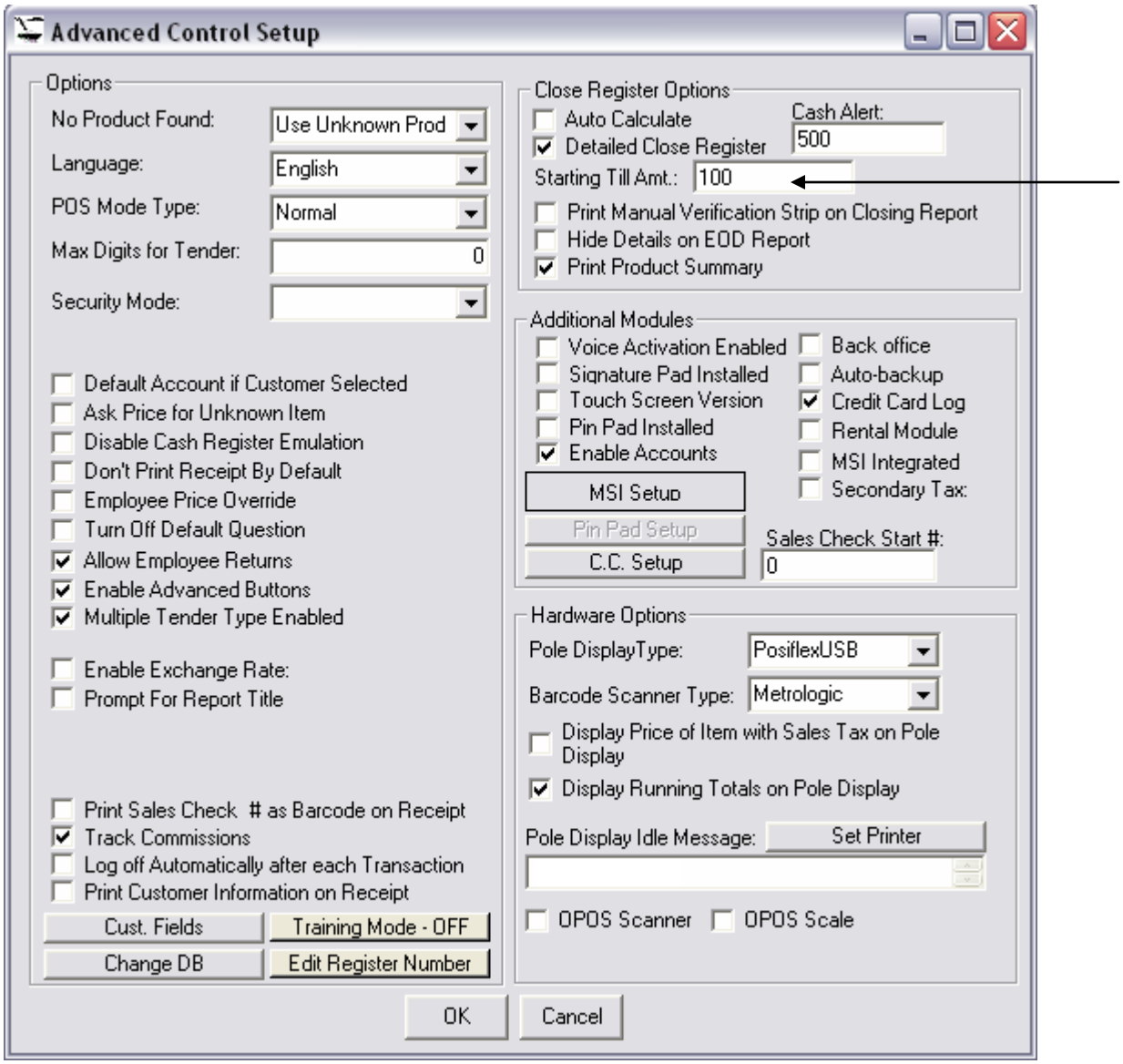
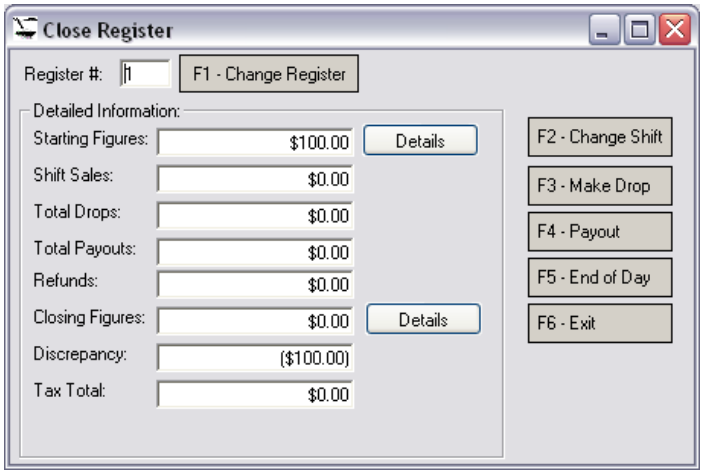
Returns / Close Register Tutorial

In this tutorial, I will show how to do a return and tie that into a close register procedure. You may perform all these operations in Training Mode so that it does not affect you current database. Before you start, run an End of Day to ensure everything in the drawer is cleared out completely and you are starting from scratch. To do this initial End of Day, simply click on Close Register on the Main POS Screen and then click on End of Day.

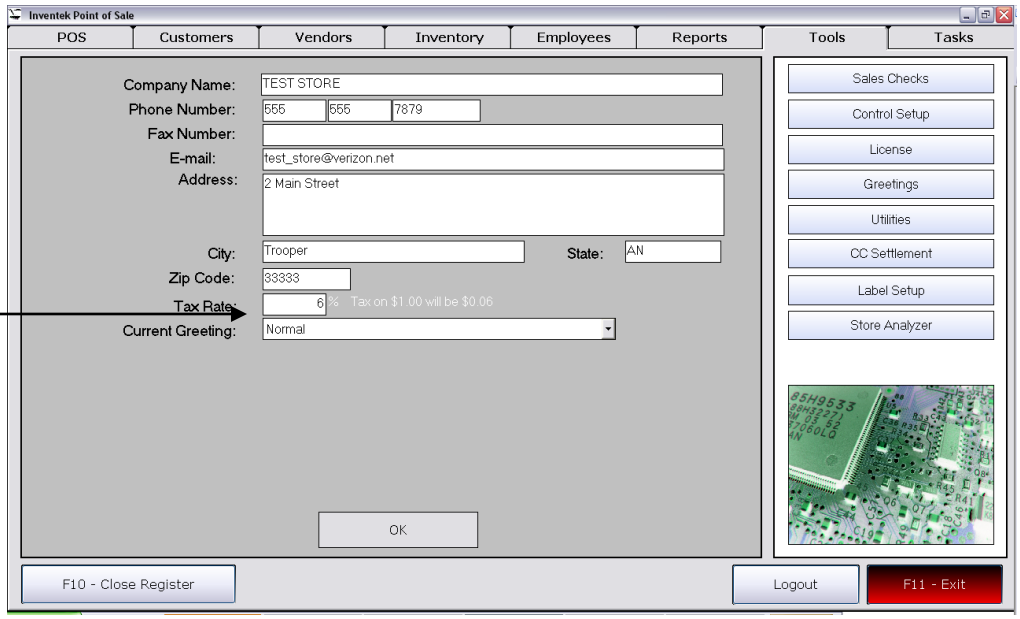
In my example, I will start the drawer with $100.00 as indicated on Control Setup -> Starting Till Amount:



You may also verify this by clicking on Close Register and reviewing Starting Figures:



Once you have verified this, you can proceed with the tutorial. In order to make this tutorial useful and replicable, I will perform some test transactions with specific dollar amounts. You may follow the example with products that have the same sales price and tax information so that you can replicate the exact figures. The first step is to ensure that the same tax rate is used for our testing. To view, click on Tools, and you will see it as Tax Rate:



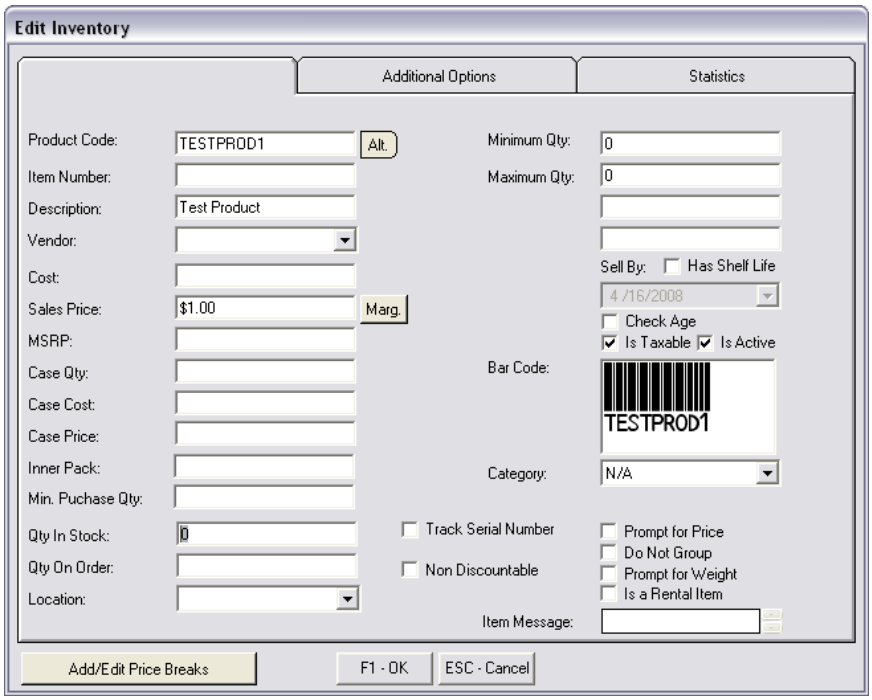
Change it to 6, and click OK. You will need to exit the POS System by clicking on F11 Exit and log back in. This will allow the system to reflect the new changes upon restarting.

Once this is done, we can add a couple of Test Items with the same price and tax information for the purpose of consistency in our tutorial. We will add items with the following information:

Product Code: TestProd1
Description: Test Product
Sales Price: 1.00
Is Taxable: Checked

Product Code: TestProd2
Description: Test Product Two
Sales Price: 1.50
Is Taxable: Checked

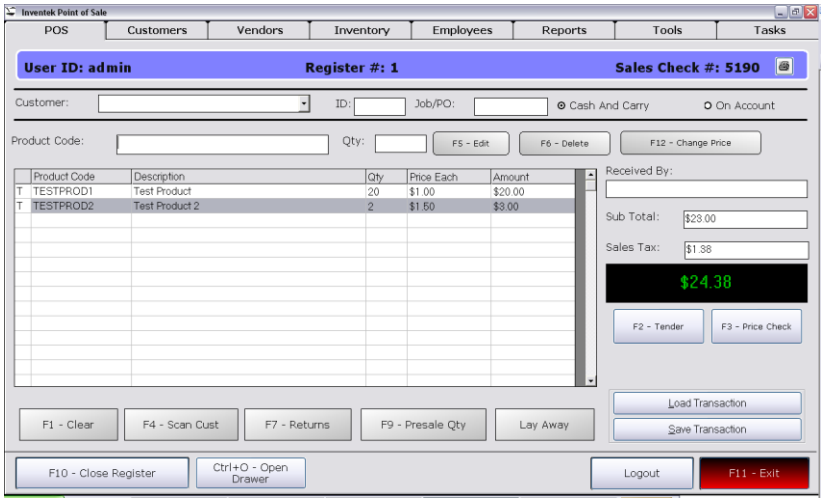
To add items to inventory, click on the Inventory Tab, then on Add, select Quantitative item from the menu, and click OK. Then fill the information needed and click OK:



Once this is done, we will perform 3 sales transactions to fill our shift with information. The shift sales will contain the following information:

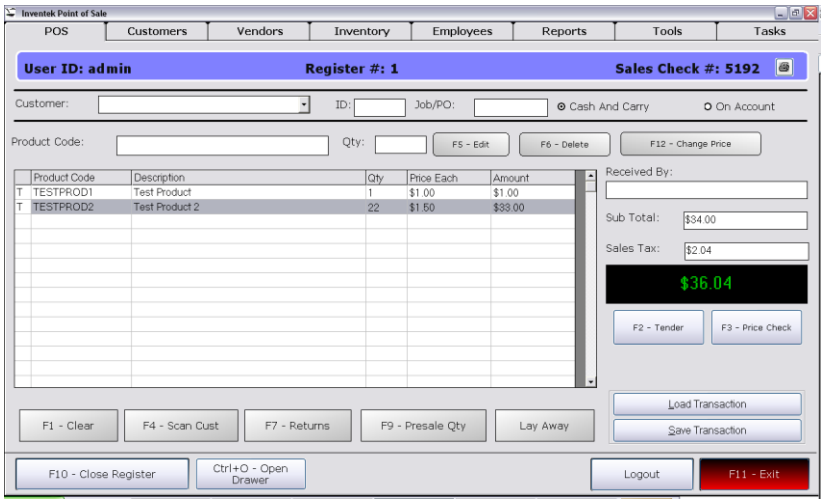
Sale 1:

TestProduct1 – Qty: 20
TestProduct2 – Qty: 2



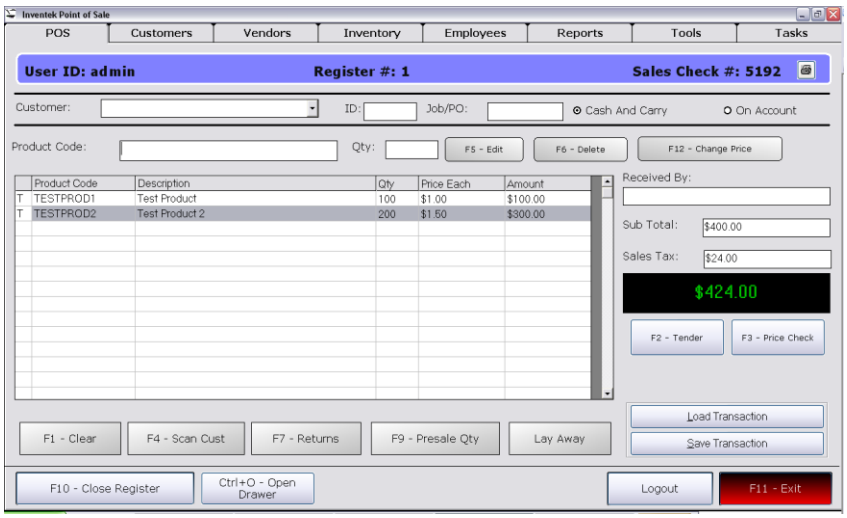
Sale 2:

TestProduct1 – Qty: 1
TestProduct2 – Qty: 22

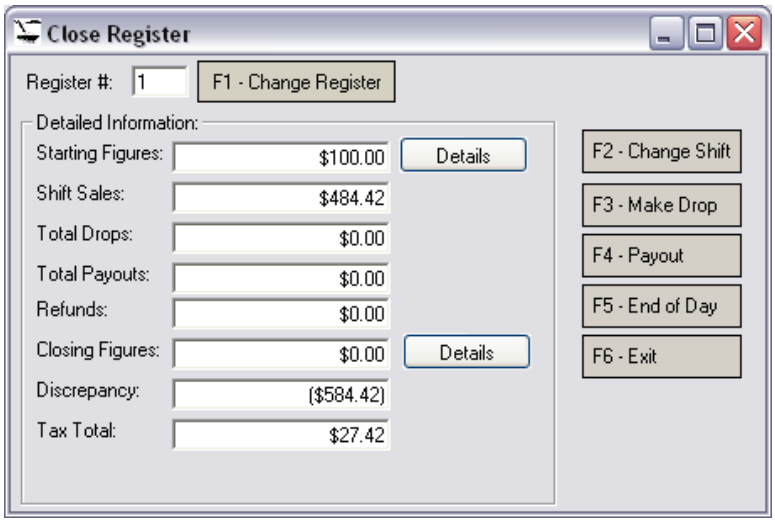


Sale 3:

TestProduct1 – Qty: 100
TestProduct2 – Qty: 200



Once these three transactions have been executed, you should get the following screen when clicking on Close Register:



Let's take a moment to understand this screen, as its understanding will allow users to clearly see what the system is doing.

Starting Figures are the initial figures taken from Close Register.
Shift Sales is the total amount that has been sold IN THE CURRENT register. In our case, it represents the total sales on Register 1. This figure will be different from register to register.
Total Drops are the total deposits taken OUT of the register.
Total Payouts is the amount taken out for other uses.
Refunds are the total amount of money refunded during the day.
Closing Figures is the amount the user COUNTS as being in the register.
Discrepancy is the mathematical operation that compares what should be in the register, and its difference is interpreted as the discrepancy.

Tax Total is just an informative field displaying the total tax collected. This number is informative and does not affect any computation.

The mathematical operation performed by the Point of Sale systems is as follows:

Starting Figures + Shift Sales – Drops – Payoffs – Refunds = System Total (*what the system determines as the value that should be in the drawer*)

Closing Figures – System Totals = Discrepancy

If the Discrepancy is a negative number, then the drawer is short by that amount. If the number is positive, then there is an overage. Do NOT assume that overages are a good thing.

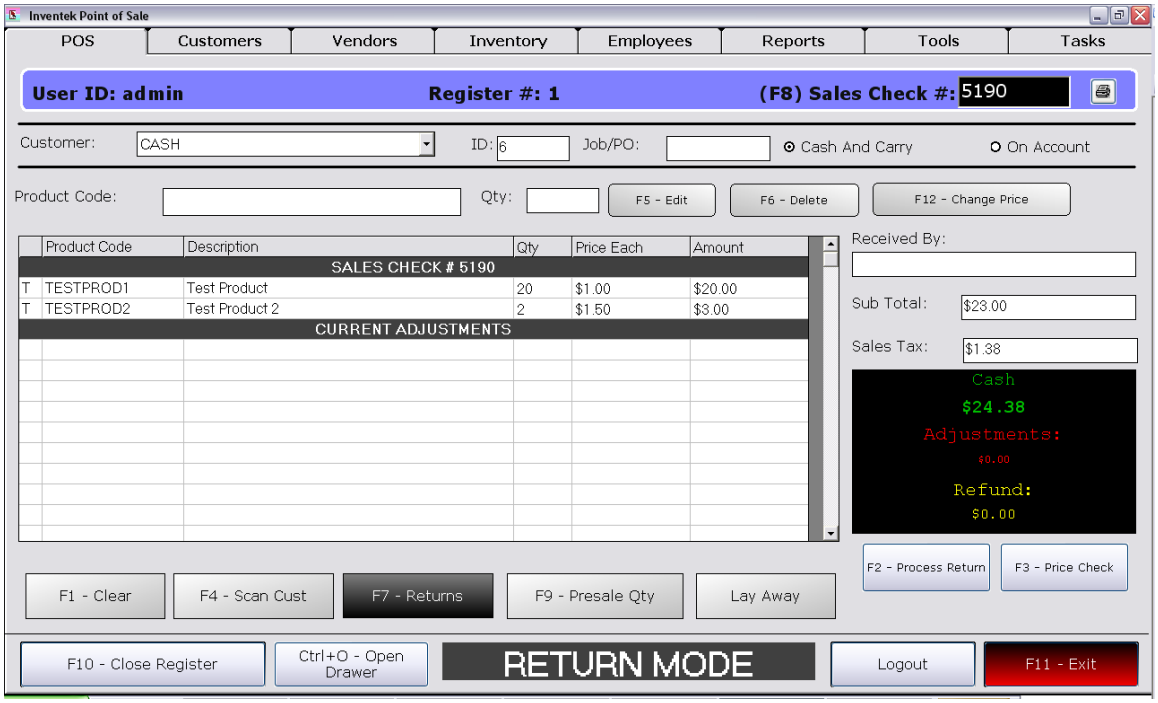
This mathematical operation depends mostly on the Closing Figures that are entered by a user. These closing figures should be verified for accuracy. Note that if you click on Details next to the Closing Figures field, you will get a screen that auto-calculates figures entered. For example, if you enter 6 in dimes, it will do the mathematical operation to calculate the monetary value.

With that understanding, we will perform a few returns and then see how the Close Register Screen is affected. There are two types of returns:

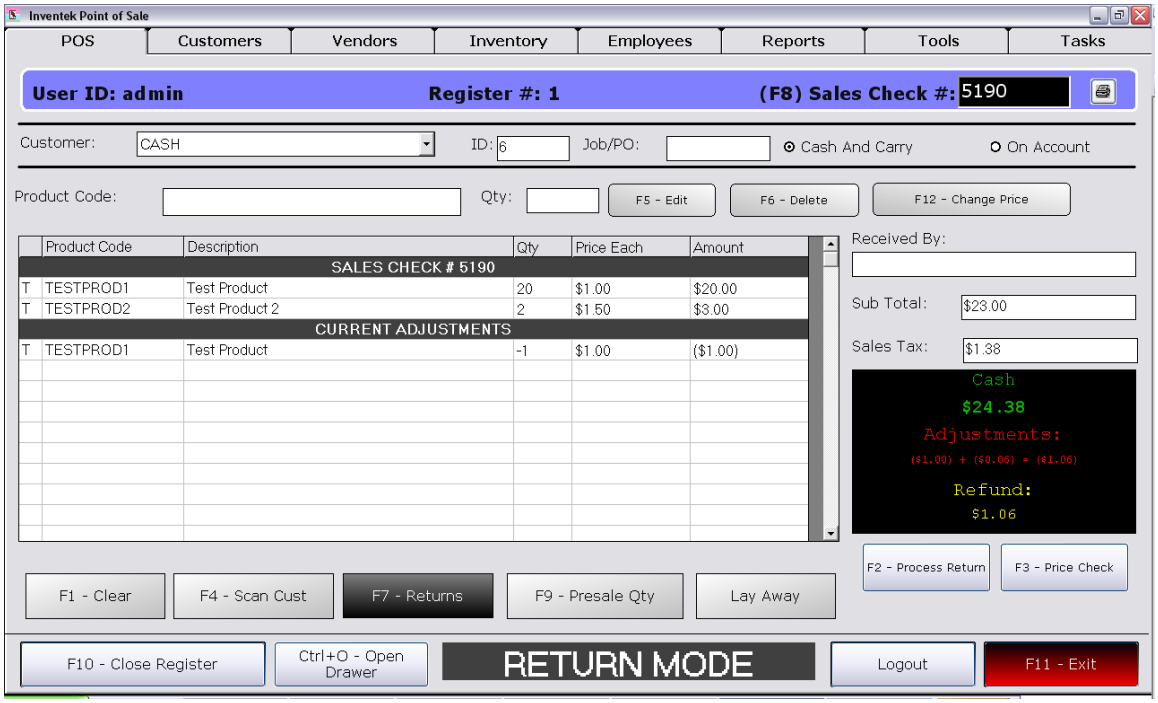
- Credit Issued Returns
- Cash Issued Returns

The first return we will process will be a Credit Issued Return. To proceed, follow the steps and screen shots below:

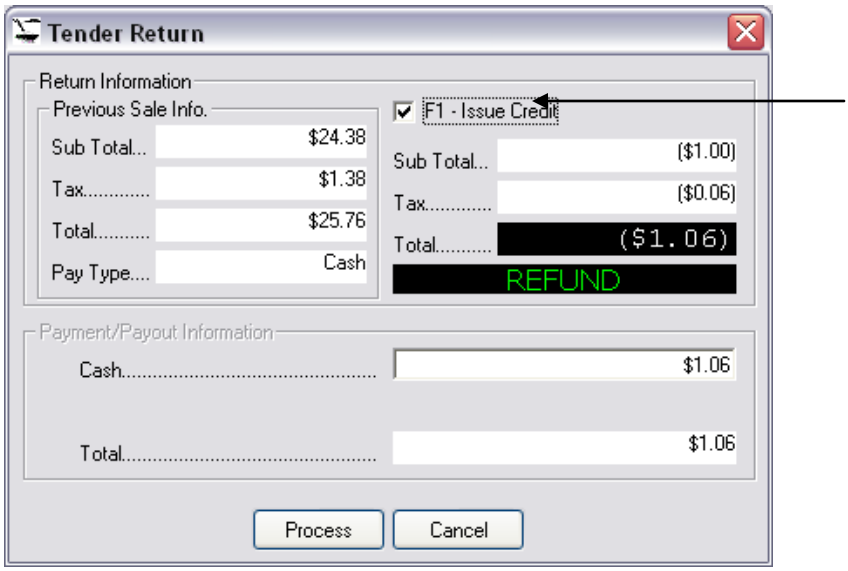
First, click on F7 – Returns and enter a sales check number of the receipt you would like to perform the return on. In our case, we will use one of the first of the three sales checks performed previously in the tutorial:



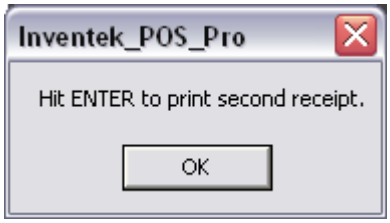
To return, double click the item you wish to return, or type in or scan its product code on the field provided. If you type in the product code, hit the enter key to proceed:



The returned item will appear under Current Adjustments. When ready to proceed with the return, click on Process Return, and the following screen will appear:

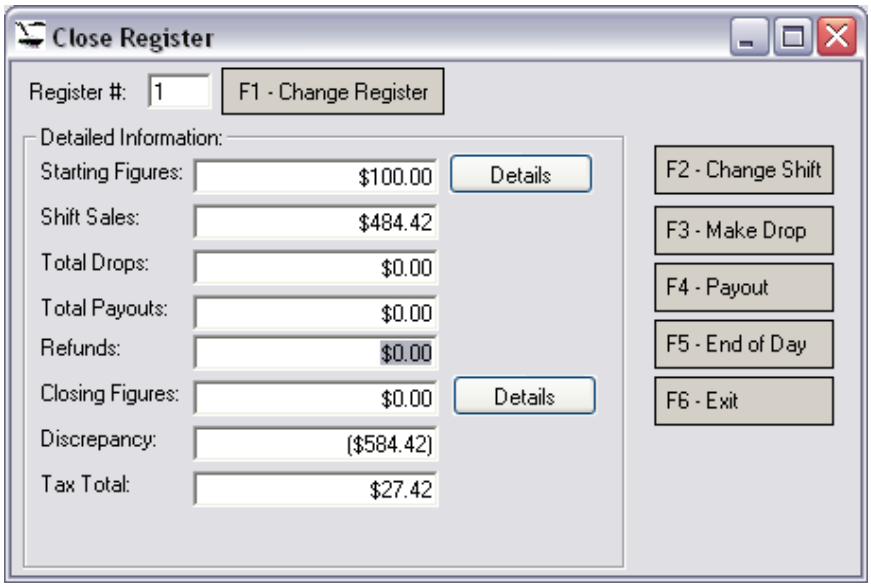


For the purpose of this example, make sure that F1- Issue Credit is checked so that we can issue a credit instead of returning Cash. When done, click process. The following screen will appear:



You should now see a receipt printing.

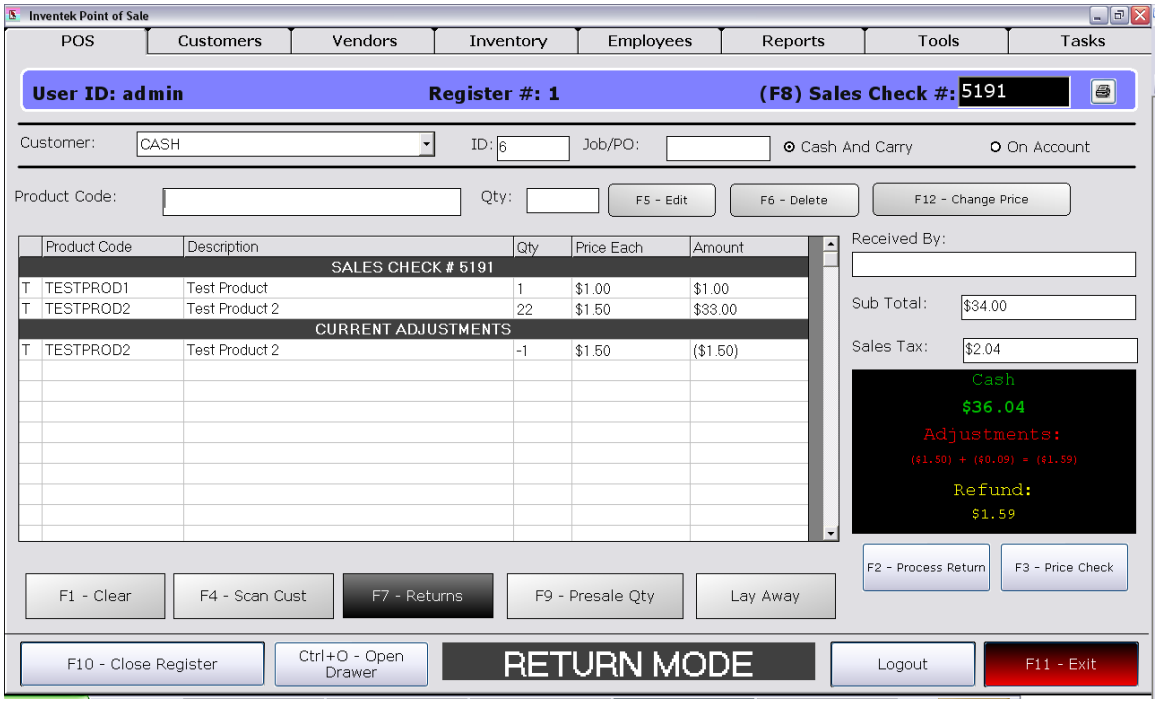
When complete, go back to Close Register and notice that no changes occurred:



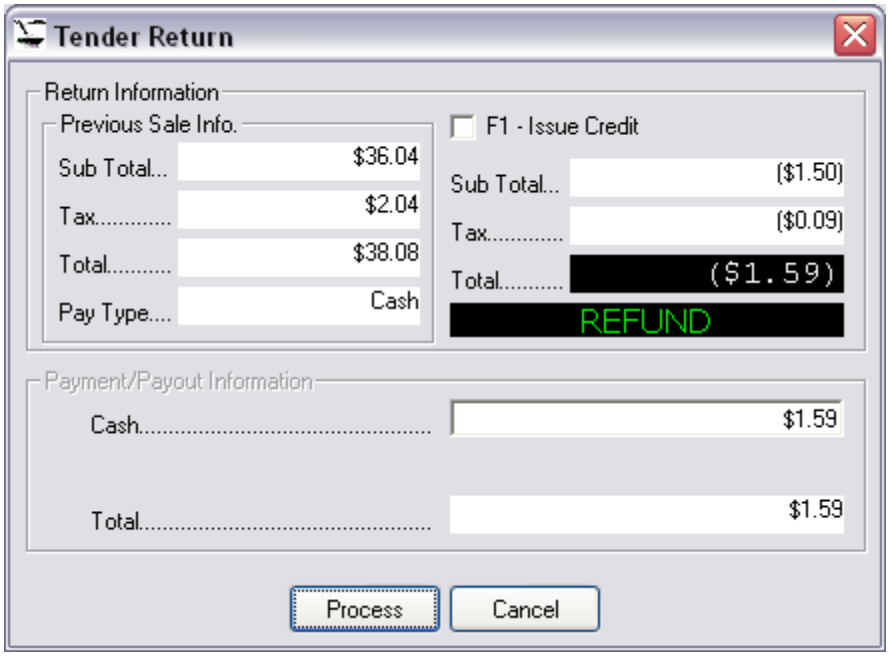
Because we issued a return, no money was taken out of the register. Therefore, your register count will not be affected.

Now let's do the same procedure, but without Issue Credit being checked so that we refund Cash.

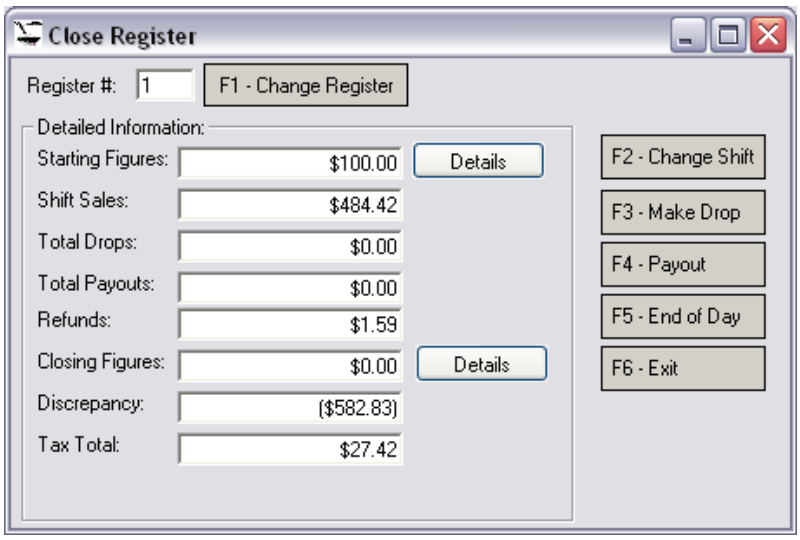
Click F7 on the main POS Screen to enter return mode, and enter a sales check number, then double click (or scan) the product you wish to return:



Click on F2 Process Return to continue:



Click on Process WITHOUT the F1 Issue Credit Box Checked! Now go back to the Close Register screen and notice the difference:



The Refunds section will include the return amount that was just processed. Because you will no longer have that refund cash in the drawer, the Discrepancy also changed (assume you have 0 in close register so that the totals are obvious).

You are now ready to proceed with a change in shift and end of day. The difference between the two is as follows:

Change Shift is a feature to close out the current user and start recording figures for the next user. The current users Closing Figures become the next users Starting Figures. If you do not want this to be the case, you can perform a Drop and take that amount of

Money from the Drawer so that you can start the user with whatever figure you wish. An End of Day will perform a Change Shift, and then will close out the day by resetting the Starting figures back to what Starting Till Amount in Control Setup reflects.

To ensure that you understand these procedures, run several examples and see how the Close Register Screen is affected. Keep in mind that if you are in training mode, none of the changes or tests will affect your database in any way.