

## **PAYMENT TYPES (Cashier Screen)**

### **Cash**

Click on the Cash button if the customer is paying with cash. Enter the amount received from the customer, click OK and VinNOW will show the amount due back to the customer. If the sale is cash and they have the correct amount you can simply click the key directly below the "OK" button which shows the order total. When you enter in cash taken you do not need to enter decimal places for whole dollar amounts. For example, enter 20 for \$20.00. You can also select the menu of whole dollar amounts if the customer has given you one of the menu options.

### **Check**

Click on the Check button if the customer is paying with a check. Enter the amount the check is written for, the check number, and VinNOW will show the amount due back to the customer. We recommend that Travelers Checks be taken as cash.

### **Credit Cards**

There are two ways to charge a credit card, you can either just swipe/insert the card after you have entered the products onto the invoice, or you can click on the credit card button and then either swipe/insert the credit card or manually enter their card information.

If you have manually keyed in the information because the card would not swipe, the CVV code is located on the back of Visa/MasterCard-It is the last three numbers on the right side. Click the Card Present box if the card is present. CVV codes and Card Present box may have an effect on the rate you pay for the transaction. Per credit card industry rules, you are not allowed to store the CVV code but you may use it at the time of the sale.

If in your System Option Setup, the cashier screen settings require a customer and the customer has not previously purchased from you, you must assign a customer to the sale. If the customer exists in the database, you can do a search for that customer by selecting the customer button and searching for the name, or you can select to quick or full add the customer if they are not already in your database.

**Note:** If a wine club customer does not have a primary card on file, when a card is used in their account for a sale it will become their primary card on file.

If you think for whatever reason the charge did not go through, before attempting the charge again, view the credit card processing transaction report under the reports menu and contact your processor prior to attempting the charge again. If your system was having connections problems with the internet it is possible that the charge went through to your processor but the signal returning the charge information to VinNOW could not make it back to the system. If you do not take these steps, you may be charging the customer twice if you just process the charge again.

If you do not get a receipt printing and the sale appears to have "disappeared" and you are back on the cashier sign in screen, before charging the customer again, check to make sure your printer is working and check the Sales Tape in VinNOW to make sure the sale did not complete and just had a problem printing.

### **Other Payment Types.**

From the register screen under the "Process" menu you have the options of payments by Credit Memo, Gift Card or Invoicing the order.

**Credit Memo:** To pay with a credit memo, once you have entered the information for the sale, select Payment-Credit Memo from the Process menu, enter the credit memo number, tab out (which will show you the available amount) and press "OK". If there is still a balance on the sale the computer will prompt you to enter in the additional form of payment. If there is still a balance on the credit memo after the sale, the computer will complete the sale and simply deduct the sale amount from the balance of the Credit Memo.

**Note:** credit memos can only be generated by a merchandise return, once used they cannot be recreated or "put back" on the customer record or "reissued"

**Gift card:** To pay with a Gift Card that has already been activated, once you have entered the information for the sale select Payment-Gift from the Process menu, enter the Gift Card number, tab out (which will show you the available amount) and press "OK". If there is still a balance on the sale the



computer will prompt you to enter in the additional form of payment. If there is still a balance on the gift card after the sale, the computer will complete the sale and simply deduct the sale amount from the balance of the Gift Card.

**Invoicing an order:** To invoice a customer from the cashier screen enter the products, attach a customer to the sale, select Payment-Invoice from the Process menu and the invoice will display. At this time, you can adjust order status or type, or apply any special instructions to the invoice. By selecting "OK" the invoice will process with a hold for payment status and be placed in the customer record.

**Payment -Outside CC Payment-** Use this option if you wish to do a cashier sale that you have already collected payment for outside of VinNOW. This option will record the sale as paid and give you the option of recording the last 4 of the credit card used and make a memo/note about the charge. This charge will be recorded against the invoice but will NOT be sent to the credit card processor. Minimum information needed to process is the Card Type (MC, Visa, etc.)