

Sales Tape/Completing Suspending Sales

There is a running sales tape in cashier mode which logs transactions for the day, gives you the ability to easily bring up invoices to view, resume suspended sales, void or complete merchandise returns with. From the cashier screen press the "Sales Tape" button, or "F5", or Ctrl+T," and the sales tape will appear.

From the sales tape screen simply click on the invoice you want to work with and complete your transaction. If a button such as "Resume" is grayed out, it is because the function does not apply to the invoice you selected, or you do not have user permissions to complete the action. For example, you could not resume a sale that is not in suspended status, or you could not complete a merchandise return on a suspended sale because the sale had not been finalized.

Note: If you have set up products that have a retail price of "0.00" so that you can change the price at the cashier screen, when you suspend and then resume these invoices the item will resume with a price of 0.00 as that is the retail price of the item in your database.

Note: If you have a ticket discount on an invoice and then suspend it, the discount will not be on the invoice when it is resumed, you will need to enter the discount again. Remember that "Ticket" discounts are invoice discounts and are handled differently than line-item discounts.

You have the ability to pull up shifts from other registers, previous dates and filter by sales ID and Status. As soon as you use the drop down and pick a value, the screen will change to reflect the filters that are in place. You can then work with the invoices displayed. If there was a sale that was suspended on another register, you can retrieve the sale on your register and resume it. Due to the nature of EMV Credit Card Processing, if you have PreAuth'ed a sale you will only be able to close the ticket on the register you generated the sale on as it needs to be completed on the same PAX Machine as it was started on.

Note: if you are closing a register that has suspended sales, you can pull them up on the register that is open, resume the sale and then resuspend the sales to the register that is going to be left open so that the other register can be closed out.

Note: It is possible to void a sale from a previous shift through the cashier sales tape. When a user does this, the credit shows on the close register report for the shift that is open at the time of the void instead of the original shift. This does not happen when an invoice is voided in back office. This is because the void was performed in the cash screen and any transactions through the cash screen must be accounted for on the close register report.

Actions that can be completed from the sales tape:

Resume a suspended sale

Print a Receipt- select the invoice and click "print" button. You will have the ability to either print a cash register receipt or back-office invoice template

View an invoice

Merchandise Return an invoice

Void an invoice

Suspended Sales Best Practice

If you have multiple workstations, it is recommended in Cash Register Workstation Set up to Set the Default Register ID: to <All>. This will allow you to view all suspended sales from any workstation.

It is also recommended in Cash Register Workstation Set up to check the box Allow print on suspend and (check the box Include Tip Line, if it is your policy to accept tips). Enter 1 in Number of copies.

Best Practice for Suspending Sales

Enter transaction, click on the "Suspend Sale" button, or click F4 to Suspend Sale. Print Ticket and keep at the counter.

Note: Always keep a copy of suspended tickets in case the computer crashes.

Resume Sale by clicking F4 or go to Process Resume Sale.

Each time you suspend the sale, the newest receipt should replace the ticket on the counter. This will ensure that the counter ticket has the most current Invoice Total (with tip line added if wanted) for you to present to the customer for payment when cashing out. Hand them the ticket when they are ready to close out, they can then add a tip if desired and hand you their credit card for you to complete the sale, adding a tip before processing their card.



If you have a ticket discount associated with a cashier sale that you suspend, will need to enter the ticket discount again on the sale when it is resumed as ticket discounts are not saved when the sale is suspended. Make sure when you resume a sale prior to completing the sale, all items are on the invoice and correctly discounted.