

## Cashier Common Errors

One common error is for cashiers to have the cursor in the product quantity or discount field when swiping a credit card. This will not process the credit card, may lead to unintended discounts, and may make changes in the order or shipping.

Look at the screen before you process payment to make sure what is reflected is what you really want to sell.

If you add wine to an order after you have selected to ship the order, the packing slip will only reflect what is on the sale at the time you select to ship an order. If you add products to the sale after you have selected shipping, it will assume those items are not going to be shipped, will not have them listed on the packing slip and will assign tax as if it were an onsite sale. If you need to add more items to the sale, go into shipping details, zero out the qty of all products listed and hit ok, this will remove shipping from the order. When you are finished adding in all the products to the order and are ready to reflect the order is a shipping order, start the shipping process over again by selecting shipping rates.

If you mistype the decimal place when taking payment, the only impact will be the receipt will print the inflated amount that the cashier keyed in but your reports will accurately reflect the transaction. example: on a sale of \$13.11 if the cashier types in \$1311.00 into the cash collected field, the receipt will show the \$1311.00 tendered and \$1297.89 cash back.

If you ring a credit card sale and have not selected through your cashier settings to require a customer on credit card purchases and no specific customer is attached to the sale you will not be able to issue a void that credits the credit card. If you elect to not capture the customer information, we do not capture the credit card.