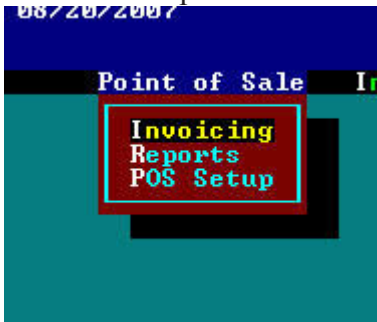


# 4. Invoicing

If Invoicing is selected from Point of Sale, the Employee ID Screen appears. Several choices can be made at this point. The first selections from the Invoicing main menu we will discuss are the two lookup screens.

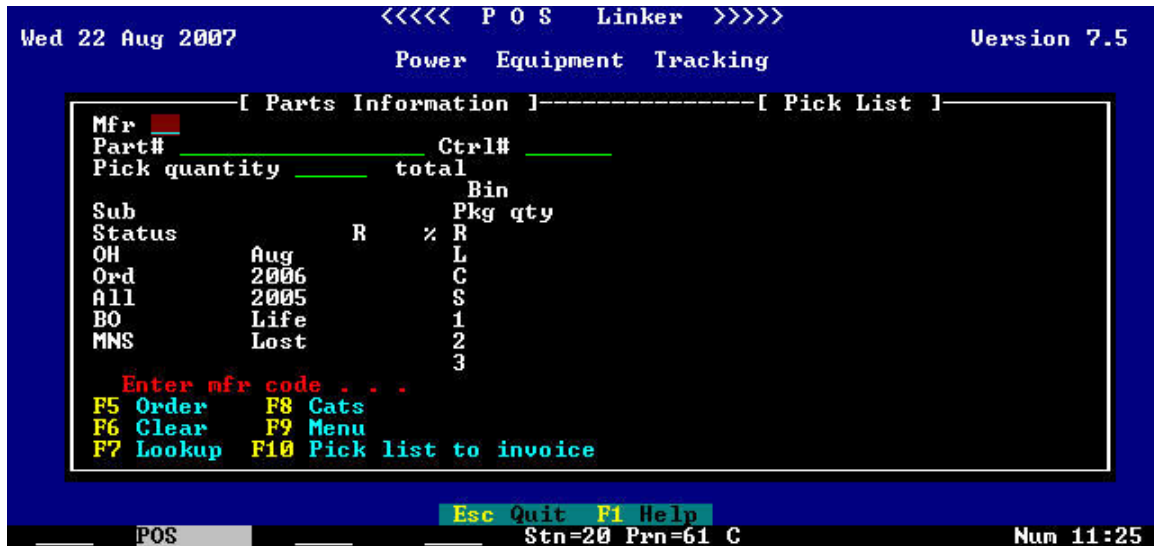
These screens can be used even if you do not have all your inventory entered into your system. Simply hit **F7** for “Parts Info”, or **F9** for Complete Goods information. This will allow you to search by Mfr. code, part number, or tag number for the cost and list prices of either a part or whole good.

The **F7** Lookup key is area sensitive and depending on where your cursor is located it should bring up a listing of Mfr. codes, parts, etc. If your inventory has been entered, this screen will also give you the bin location. These screens are available to do a quick lookup to check parts and whole goods availability, prices, and also to record lost sales. These screens should be one of the most frequently used. This is where the counter screens will normally rest. There is no need to enter employee initials to do a lookup or access the help screen.



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**F7** Parts Info- Press **F7** for immediate parts information without starting an invoice.

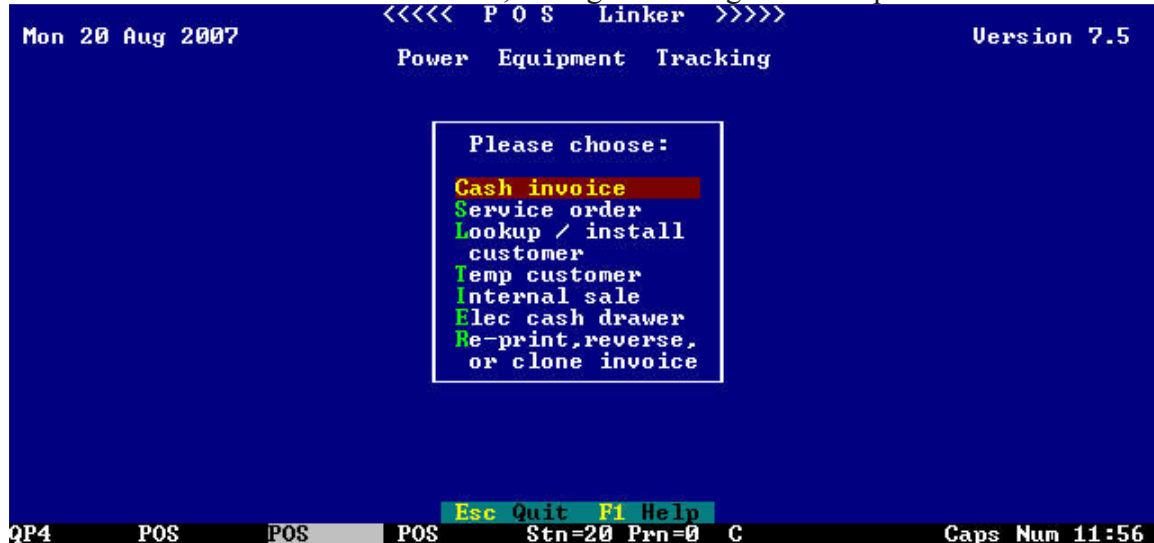


**F9** Cmpl Gds Info Press **F9** for immediate complete goods information.



## Invoice Selections:


Enter the invoicing menu. This part of the program is password protected and can only be accessed with the proper authorized two letter employee ID, which is set up under the Point of Sale menu selection, through choosing POS Setup.



Once initials have been entered, the choices you have are:


- **Cash invoice** - Quick taxable invoice assuming “Cash Sale” instead of a customer name.
- **Service Order** - This selection will open a service order screen allowing data entry for repair and labor information.
- **Lookup/install customer** - Lookup customer by account number, phone number or name.

If no customer is selected under phone or name a new customer may be added. After a customer is selected a choice is made from *Invoicing*, *Service Order*, or *Customer Review*. This method is recommended over *Cash invoice* because it creates a permanent record in the customer's file. If the customer wishes to purchase the same item or return it without the original ticket.

- **Temporary customer** - None of the information entered on this screen is saved to the customer database. This method is rarely used since the same effort will permanently capture the customer information. Type as much or little as needed and press  to begin invoice. If last name, city, and state are provided the tax rate may be altered. Pricing is selectable from six levels at plus or minus 0 to 99%.
- **Internal sale** - Allows a choice from “*After Sales*”, “*Warranty*”, or “*Other*”. “*Other*” will list any internal accounts available for internal sales.
- **Elec Cash Drawer** - Allows salesperson to open cash drawer without completing a sales ticket. Can be password protected.

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- **Re-print, reverse, or clone - \*\*.**This option only applies to Parts invoices\*\*  
Allows you to pull a parts invoice that has been created, and either re-print it, copy or clone it for another customer.

You may also reverse the charges to a customer's account.  at INV # field will give you a list of all invoices processed beginning three days since the last POS daily closing report was run. If the invoice number is known, simply type it in and press





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2. Enter Part Number - An optional numbering pattern may appear here after a valid MFR code is entered. If part number is unknown, pressing  will display a list of inventory parts with descriptions. Selection of Cash Invoice on the Invoicing Selection Menu brings up a "Parts Invoice" screen.



Thu 30 Aug 2007 <<< P O S Linker >>> Version 7.5  
 Customer Cash Sale id DF  
 CASH Order #

Ctrl#	Mfr/Part Number	Description	Qty	Price	Amount
18810	BT 5009B	FILTER-A/C FOAM	1	20700	34500
18812	BT 5011B	MUFFLER	1	53700	89500
18813	BT 5012B	KIT-IGNITION	1	42900	71500
18814	BT 5018D	FILTER-FUEL	1	20700	34500
18815	BT 5019B	MUFFLER	1	38100	63500
18816	BT 5020B	KIT-IGNITION	1	62100	103500
18817	BT 5021B	DIAPHRAGM-CARBURETOR	1	13500	22500
18818	BT 5023B	WRENCH-SPARK PLUG	1	21900	36500
18819	BT 5024B	PULLER-FLYWHEEL	3	56250	75000

Esc Quit Enter Select PgUp / PgDn New Page

Mfr	Item Number	Ctrl #	Bin	Description	%Tax	Quan	Each	Amount
BT				Briggs and Stratton				
				TOTALS:				
Esc Quit F4 Tax Rate F7 Look-up							Parts	Gross
F1 Menu F5 Svc Ch F8 Dept / Memo							Service	Tax
F3 Import F6 Clear End Process							C Goods	Total
							Rental	
				5.0% tax			Bal 99999	Avail
POS	POS	POS	Stn=20	Prn=0	C		Caps Num 10:57	

Type the part number and press .

If the part number is in inventory, availability displays below number as well as the description and price. If no Mfr code is entered, it is assumed the number is a UPC code.

3. Enter CTRL # - The optional control number can be used to bypass the above steps and directly access inventory items.

This is a short cut method to easily identify fast moving items without entering MFR codes and lengthy part numbers. Special non-stock sales and account transactions are also entered here. Patterns are used to guide users as to the way a particular manufacturer usually numbers parts.


Key:	
#	Digit
!	Alpha/punctuation as it appears


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Mon 20 Aug 2007		<<< P O S Linker >>>		Version 7.5	
Customer	CASH	Cash Sale	.	.	id DF
I Parts			I N V O I C E		14306
					Order #
Mfr	Item Number	FO Ctrl #	Bin	Freight Out Description	%Tax
				1	5.00
				Each	5.00
				Amount	5.00
type item ctrl #				TOTALS:	Parts
Esc Quit F4 Tax Rate F7 Look-up					5.00
F1 Menu F5 Svc Ch F8 Dept / Memo					Gross
F3 Import F6 Clear End Process					5.00
					Total
				Rental	
				5.00	Bal 99999 Avail
QP4	POS	POS	POS	Stn=20 Prn=0 C	Caps Num 11:59

**Reserved codes include:**





- **FI** - parts Freight Inbound (taxed)
- **DISC** - DISCount allowed
- **FO** - parts Freight Outbound (no tax)
- **RENT** - RENTAL income
- **DEPP** - DEPosit parts

4. Entering QUAN - This field begins with (1) for item quantity one item sale is most common. When that is the case, just press  to continue.

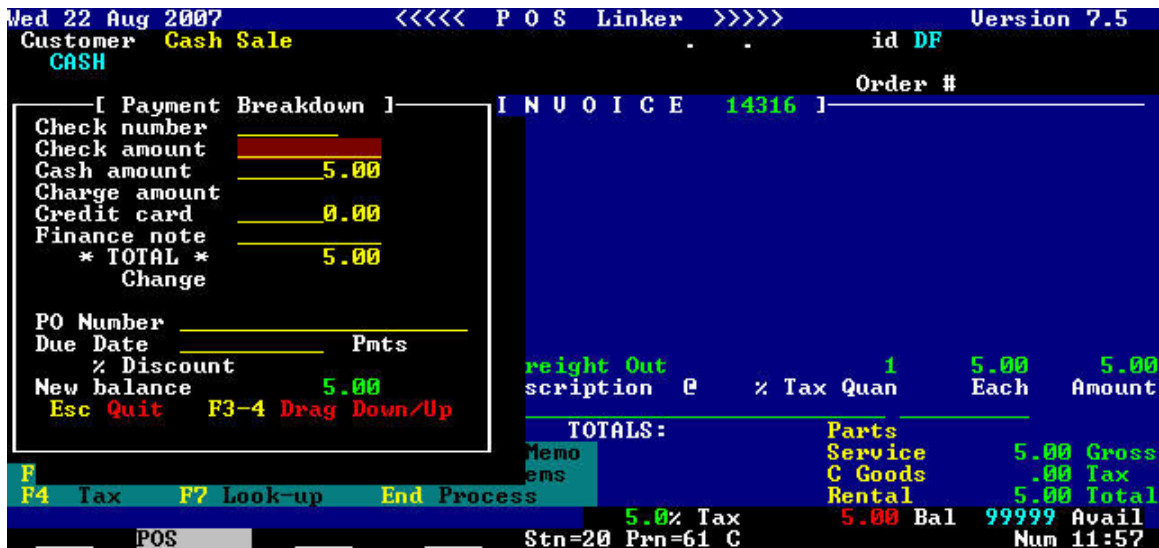
Otherwise enter the correct quantity and press .

**NOTE: Use a negative quantity to return items.**

5. Entering EACH - Price each will display when pricing is available for the item. Otherwise, the price must be entered following general help guidelines.

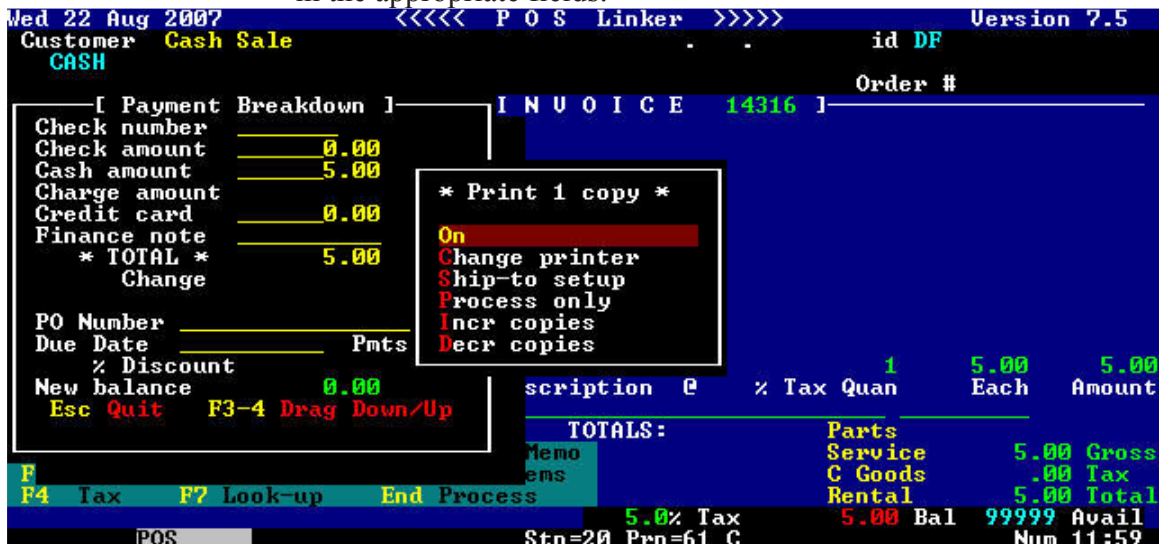
Once all items have been added to the invoice screen, press  or  to process - While the invoice is still displayed. "Payment Breakdown" window appears. Payment amount can be split among the different categories, depending on the initiation of the invoice, or moved with  and .

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"Invoice Print-out" menu appears after pressing **END** or **F10**, your choices are:

- **On <printer name>** - print out the invoice on the named printer.
- **Change printer** - this is a switch to select a different printer.
- **Ship-to setup** - displays the "Ship-to Setup" window. **F7** displays a list when the cursor is in "Shipped VIA" of potential shipping. When the "Ship-to" window is displayed. (**F10** third time):
  - **END** or **F10** will process the transaction When the "Payment Breakdown" window is displayed and the payment amounts have been entered in the appropriate fields.






## PART INVOICE SPECIAL FUNCTION KEYS:


### HELP MENU

- **Help screen** - displays a series of help screens
- **Save invoice** - stores the current invoice for future recall.
- **Restore invoice** - displays stored invoice selection list
- **Print quote** - print current invoice as a quotation - must be re-saved if you wish to retain.
- **Customer Review** - displays customer review screen (Acct. maintenance, payments, etc)
- **List complete goods** - displays complete goods customer has purchased.
- **Quic parts lookup** - enables the Pick List maintenance screen sources.
- **Process only** - process the invoice without printing.

 Import - Imports pick list from another program such as Partsmart.

 Tax Edit - Cancel or change tax rate. Make changes while cursor is at “Quan.”

 Svc Chg - Toggle a  or  flag on current invoice as to whether a service charge will apply should invoice become past due.

 Clear - Clears the item entry area. If the item displayed was selected from the current invoice, it is erased from the invoice.


 Lookup - The ability to lookup is a very powerful function of POS LINKER Software.

It allows counter personnel with very little experience to give customers better service. The smart lookup is sensitive to where information is needed:

- **at Mfr** - display parts division code selection list.
- **at Item number** - display relative part number list by checking either the store inventory only or the manufacturer's complete price book.

***NOTE: Lookup can be done on partial part numbers for most manufacturer's price list to find the particular part needed.***







- **at Quan** - change item pricing using one of six levels plus or minus 0 - 99% or manually set the sell price.

 Dept/Memo - This function is used most often to alternate between the parts invoice screen and the complete goods invoice.


**Change department menu:**

- **Service Header** - opens service order screen
- **Complete Goods** - switch to Complete Goods item entry
- **Tran Cpl Goods** - switch to Transfer item entry
- **Rental Items** - switch to Rental item entry
- **Display Memo:** If the part displayed has additional information “F8 memo” will flash.






When  is pressed, the memo displays on the last line.

 or  **Edit Items** - Allows the cursor to move to the line to edit. A selection window appears and page up  and page down  are active.  will select and  cancels.

## Charge Invoice to Customer Account

To process an invoice through a customer's account, you must choose "Lookup/install customer". Select the appropriate customer account number or use  to lookup customer by name or by phone number.

## Reversing a Parts Invoice

From the Point of Sale menu, choose Invoicing and enter the operator's initials. Select "Re-print, reverse or clone invoice". Enter the invoice number or press  for a list of active invoices, use Page Up/Page Down to locate the desired invoice. Once selected, press  to display the invoice detail. Pressing  will display your options. Choose  to reverse the selected ticket and display the invoice detail with negative quantities and amounts. Press  to process the reversal. This process will return the part items to inventory and correct the customer account if processed as a charge.

## Complete Goods Invoice

Mfr	Item Number	Ctrl #	Bin	Description	%Tax	Quan	Each	Amount
Thu 30 Aug 2007 <<< P O S Linker >>> Version 7.5 Customer 7982 Ray Johnson 124 Any Street Anytown, VA 55555 888.555.1212 id DF Order # I Parts I N V O I C E 79784 I								
<div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 0 auto;">             Service Header              Complete Goods              Rental Items               Esc = quit           </div>								
Please type Mfr letters					TOTALS:			
Esc Quit	F4 Tax Rate	F7 Look-up			Parts	Gross		
F1 Menu	F5 Suc Ch Y	F8 Dept / Memo			Service	Tax		
F3 Import	F6 Clear	End Process			C Goods	Total		
					5.0% tax	183.42 Bal	15816 Avail	
POS	POS	POS	Stn=20	Prn=0	C	Num 11:00		






## Creating a Complete Goods Invoice

Press **F8** Dept/Memo from the Parts Invoice screen. This will bring up a "change department" menu and the Complete Goods Invoice can be selected for use.




Tag	Make/Model	Description	Serial #	% Tax	Quan	Price
Thu 30 Aug 2007 <<<< P O S Linker >>>> Version 7.5 Customer 7982 Ray Johnson 124 Any Street Anytown, VA 55555 888.555.1212 id DF Order # I C Goods I N V O I C E 13470 I						
type tag number . . .				TOTALS:		
Esc Quit	F5 Suc Chg Y	F8 Dept / Memo			Parts	Gross
F1 Help	F6 Clear	F9 Edit Items			Service	Tax
F4 Tax	F7 Look-up	End Process			C Goods	Total
				5.0% tax	183.42 Bal	15816 Avail
POS	POS	POS	Stn=20	Prn=0	C	Num 11:01

Pressing **F1** Help provides four Complete Goods Sales Help Screens which provide useful information for invoice data entry. Most complete good sales would be processed through a customer's account for tracking purposes. Follow the instructions on pg 4-12 to initialize the invoice through a customer account.


**Invoice process choices are:**

- a) Entering TAG - Type tag number and press . Skip Tag number to lookup sale items by make and model or to bypass the inventory file.
- b) Entering MAKE - Two characters are required to indicate the manufacturer division to be referenced.  will lookup and display a code selection list of all defined manufacturers in the system. Use \*\* to enter comments.
- c) Entering MODEL - SERIAL # - Non-stock and trade-in items are entered here. (optional) Trade-in items will be copied to the inventory file and nonstick items will not.  in this field also displays an inventory selection list.
- d) Entering QUAN - This field defaults to one (1) for item quantity since the one item sale is most common. When that is the case, simply press  to continue. Otherwise, type over with the correct quantity and press . Use a negative quantity (type the minus - sign before the quantity) to return items.

This procedure is only used for complete goods returns, use the "reverse invoice" (pg. 4-10) option for all parts returns.

When all information has been entered on the invoice screen, press  to process. While the invoice is displayed the "Payment Breakdown" window appears. Payment amount can be split among the different categories or moved with  and .

***TIP: If a customer charges the unit to their account and places a down payment, choose "Charge" option first. This puts the full amount of the unit in the charge field. Use your arrow keys to move to the appropriate field, (cash, check, or credit card) to enter the down payment amount. The system will automatically change the charge amount accordingly.***

 will process the transaction. When using negative quantities and the Tag is blank either "Trade-in" or "Non-stock" must be selected followed by allowance and the sell prices or cost and list prices respectively. See pg. 4-14 for more detail

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```

Thu 30 Aug 2007 <<<<< P O S Linker >>>>> Version 7.5
Customer Ray Johnson 888.555.1212 id DF
7982 124 Any Street
Anytown, UA 55555 Order #
-----[ Payment Breakdown ]----- I N V O I C E 13470 I
Check number _____
Check amount _____
Cash amount 3291.69
Charge amount _____
Credit card _____
Finance note _____
* TOTAL * 3291.69
Change _____

PO Number _____
Due Date _____ Pmts _____
% Discount _____
New balance 3475.11
Esc Quit F3-4 Drag Down/Up

Description @ % Tax Quan Each Amount
-----
TOTALS: Parts
Service 3134.94 Gross
C Goods 156.75 Tax
Rental 3291.69 Total
5.0% Tax 3475.11 Bal 12524 Avail
Num 11:04
  
```



"Invoice Print-out" menu appears. Use <printer name> - print out the invoice on the named printer. This is usually the default printer.

```

Thu 30 Aug 2007 <<<<< P O S Linker >>>>> Version 7.5
Customer Ray Johnson 888.555.1212 id DF
7982 124 Any Street
Anytown, UA 55555 Order #
-----[ Payment Breakdown ]----- I N V O I C E 13470 I
Check number _____
Check amount _____
Cash amount 3291.69
Charge amount _____
Credit card _____
Finance note _____
* TOTAL * 3291.69
Change _____

PO Number _____
Due Date _____ Pmts _____
% Discount _____
New balance 183.42
Esc Quit F3-4 Drag Down/Up

Description @ % Tax Quan Each Amount
-----
TOTALS: Parts
Service 3134.94 Gross
C Goods 156.75 Tax
Rental 3291.69 Total
5.0% Tax 3475.11 Bal 12524 Avail
Num 11:05
  
```

- **Change Printer** - select to route the invoice to a different printer.
- **Ship-to setup** - allows you to print the ship-to and/or directions on the ticket.  displays a list when the cursor is in "Shipped VIA" of potential shipping sources. Press  to return to the print menu.
- **Process only** - process the invoice without printing. This will post the transaction to a customer's account and adjust your inventory.

## Trade-In Procedures

Often a dealer will allow trade-ins on Complete Good sales. To process trade-ins properly, the dealer must determine a number of issues:

1. Do you wish to code your Used Equipment differently than New equipment?
2. Will you be tracking Used or Trade-ins separately for accounting and/or reporting purposes? If you wish to separate your inventory, it is usually a good idea to establish a special Manufacturer Code (Complete Goods, Manufacturer Division) for used or trade-in equipment, such as:
  - UG = Used Goods
  - UE = Used Equipment

This code would be used at Point of Sale, followed by the unit description, serial number, etc.

```

Thu 30 Aug 2007          <<<<< P O S Linker >>>>>          Version 7.5
Customer  Ray Johnson          888.555.1212          id DF
7982      124 Any Street
          Anytown, VA 55555          Order #
-----I C Goods I N V O I C E 13470 1-----

63459 UA3000          FORD DIESEL          1 3134.94 3134.94
Tag Make/Model Description          Serial # @ 5.0% Tax Quan Price
UAJD4200          USED AG EQUIPMENT          1
Please type description          TOTALS:          Parts
Esc Quit F5 Soc Chg Y F8 Dept / Memo          Service 3134.94 Gross
F1 Help F6 Clear F9 Edit Items          3134.94 C Goods 156.75 Tax
F4 Tax F7 Look-up End Process          Rental 3291.69 Total
          5.0% tax 3475.11 Bal 12524 Avail
POS          POS          POS          Stn=20 Prn=0 C          Num 11:14
  
```

If you wish to list all inventory together by manufacturer, you may simply use the Manufacturer Code (Ex: JD, MU, etc) of the trade-in unit at point of sale. The Manufacturer Code must have previously been established under Manufacturer Divisions. With this method, you will be able to track and determine "used" status by looking at the tag number issued to the unit at point of sale. POS Linker will issue a tag number greater than 50,000 to all used equipment, unless otherwise established by your POS Linker distributor.

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```

Thu 30 Aug 2007 <<<<< P O S Linker >>>>> Version 7.5
Customer Ray Johnson 888.555.1212 id DF
7982 124 Any Street
Anytown, VA 55555 Order #
-----I C Goods I N V O I C E 13470 I-----

63459 UA3000 FORD DIESEL 1 3134.94 3134.94
63516 UAJD4200 USED AG EQUIPMENT1245 -1 -200.00
Tag Make/Model Description Serial # @ % Tax Quan Price

Please type tag number . . . TOTALS:
Esc Quit F5 Svc Chg Y F8 Dept / Memo 2934.94 Parts
F1 Help F6 Clear F9 Edit Items 146.75 Service 2934.94 Gross
F4 Tax F7 Look-up End Process 3081.69 Rental 3081.69 Total
5.0% tax 3265.11 Bal 12734 Avail
POS POS POS Stn=20 Prn=0 C Num 11:15
  
```

In either case, once unit information has been entered, the system will prompt you to select whether the item is "Trade- In" or "Non-Stock" . Once "Trade-In" is selected, the system will prompt you to enter a trade-in allowance and value.

- The **Allowance** is the amount you are allowing the customer for the trade-in unit.
- The **Inv. Value** is basically your opinion of the cash value of inventory for this trade-in unit. This dollar amount will reflect your profit on this sale. The trade-in value will become the cost basis used to determine profit margin when the trade-in is sold.

*(Gross amount due + Cash value of trade-in - Cost of new goods = Profit margin on this transaction)*

```

Thu 30 Aug 2007 <<<<< P O S Linker >>>>> Version 7.5
Customer Ray Johnson 888.555.1212 id DF
7982 124 Any Street
Anytown, VA 55555 Order #
-----I C Goods I N V O I C E 13470 I-----

63459 UA3000 FORD DIESEL .94 3134.94
63516 UAJD4200 USED AG EQUIPMENT 1245 -1
tag quantity sold type quantity sold
Esc Quit F5 Svc Chg Y F8 Dept / Memo 3134.94 Parts
F1 Help F6 Clear F9 Edit Items 156.75 Service 3134.94 Gross
F4 Tax F7 Look-up End Process 3291.69 Rental 3291.69 Total
5.0% tax 3475.11 Bal 12524 Avail
POS POS POS Stn=20 Prn=0 C Num 11:15
  
```

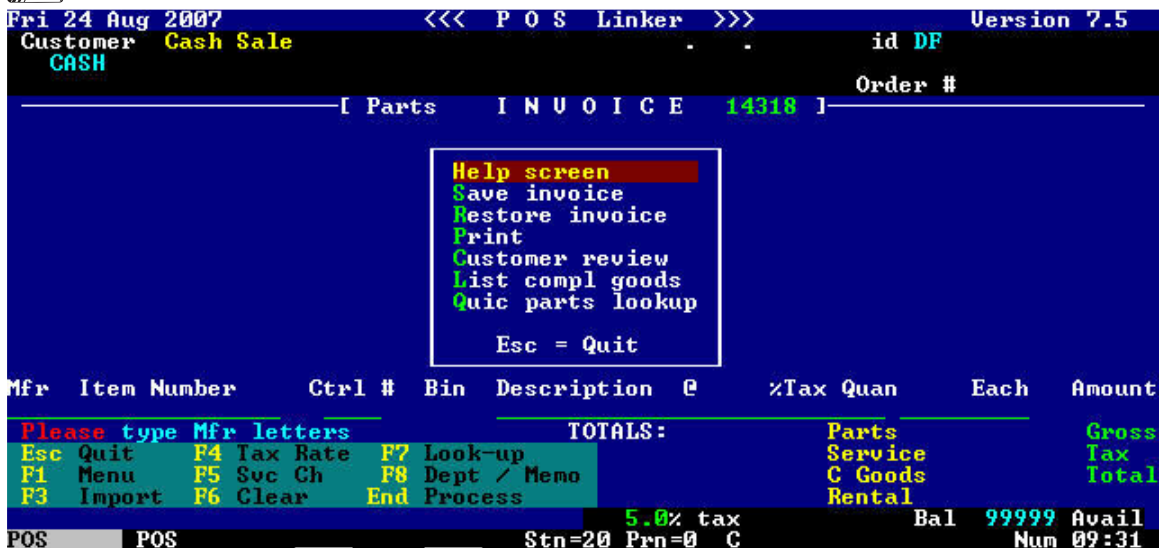
[trade-in value]

Allowance \_\_\_\_\_

Inv. Value \_\_\_\_\_

## Complete Good Special Function Keys:

**F1** Help Screen



**F4** Tax Edit - Cancel or change tax rate. Make changes while cursor is at "Quan."

**F5** Svc Chg - Toggle a **Y** or **N** to flag the current invoice as to whether service charge will apply when the invoice is past due.

**F6** Clear - Clear item entry fields to process a new item. If the item displayed was selected from the current invoice, it is erased from the invoice.

**F7** Lookup - The ability to lookup is a very powerful function of POS LINKER Software. It allows counter personnel to give customers better service.

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Pressing **F7** at make will display the manufacturer division code selection list.

```

Thu 30 Aug 2007 <<<<< P O S Linker >>>>> Version 7.5
Customer Ray Johnson 888.555.1212 id DF
7982 124 Any Street
Anytown, VA 55555 Order #

I C Goods I N U O I C E 13470 I
< Make Codes >
KU KUBOTA
LC LELY CORPORATION
LM LEINBACH MACHINERY CO
LP LANDPRIDE
NH NEW HOLLAND
NS NORTH STATE
PU PUG
SF SOUTHERN FARM SUPPLY
TR TRAILERS NEW
TT TEL TRAX
UA USED AG EQUIPMENT
UP USED EQ OLD F&R
Esc Quit Enter Select Pgup

Tag Make/Model Desc 5.0% Tax Quan Price
Please type description
Esc Quit F5 Suc Chg Y F8 Dept / Memo Parts Service Gross
F1 Help F6 Clear F9 Edit Items C Goods Tax
F4 Tax F7 Look-up End Process Rental Total

5.0% tax 183.42 Bal 15816 Avail
POS POS POS Stn=20 Prn=0 C Num 11:17
  
```

Pressing **F7** at model will display the relative make and model inventory selection list.

```

Thu 30 Aug 2007 <<<<< P O S Linker >>>>> Version 7.5
Customer Ray Johnson 888.555.1212 id DF
7982 124 Any Street
Anytown, VA 55555 Order #

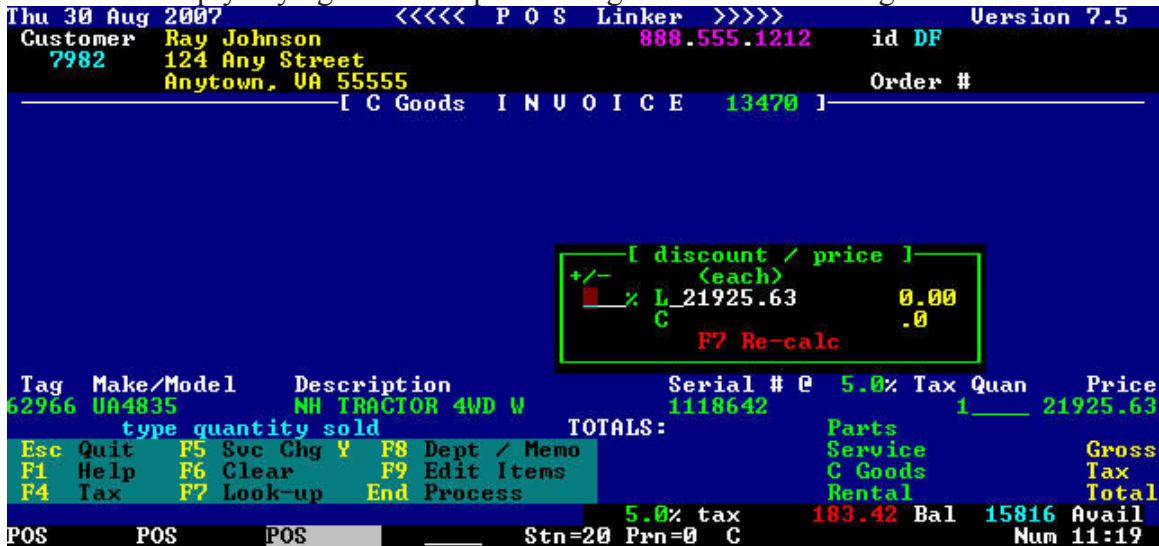
I Complete Goods Information I
Tag # Make/Model Code Description Serial Number
62966 UA 4835 I NH TRACTOR 4WD W 1118642
63262 UA 4835 I NH CAB TRACTOR 1124657
63247 UA 5000 I FORD TRACTOR W/L C287443
62336 UA 6 FT LONG I FARMIRAC BUCKET
63316 UA 6 FT REAR I BLADE
63497 UA 60 I FARM TRAC 290746
60932 UA 6000LB I YALE FORK LIFT
22544 UA 620 I HOWARD PRICE 620-156
60992 UA 6X16 CARRY ON I WOOD FLR W/GATE 4YMU16181C055230
Esc Quit Enter Select PgUp / PgDn New Page

Tag Make/Model Description Serial # @ 5.0% Tax Quan Price
UA NEW HOLLAND 1
select item . . . TOTALS:
Esc Quit F5 Suc Chg Y F8 Dept / Memo Parts Service Gross
F1 Help F6 Clear F9 Edit Items C Goods Tax
F4 Tax F7 Look-up End Process Rental Total

5.0% tax 183.42 Bal 15816 Avail
POS POS POS Stn=20 Prn=0 C Num 11:18
  
```

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Pressing  - **at quan** will allow the pricing to be set manually using plus or minus 0 - 99% or simply keying in the sell price. Margins are included for guidelines.






 Dept / Memo:




- **Parts Items** - display parts department item entry screen.
- **Service Header** - display service order initial entry screen.
- **Complete Goods** - display complete goods item entry screen.
- **Tran Cpl Goods** - same as above but in dealer transfer mode. (not posted to sales or cost in the GL)

**Display Memo:**

If the item displayed has additional information then "F8 memo" will flash. When

 is pressed the memo displays on the last line.

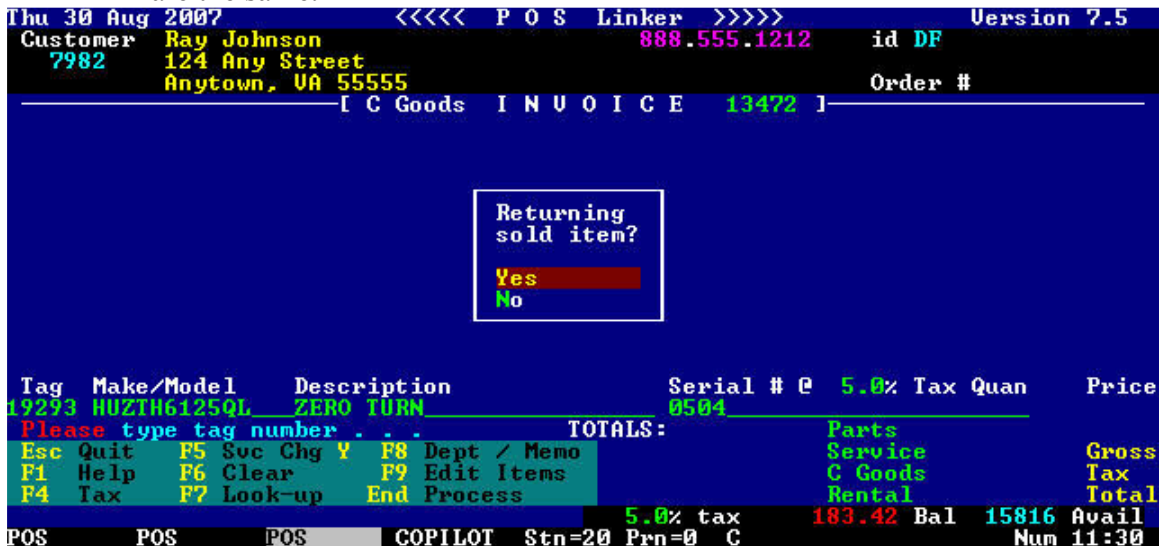
 Edit Items - Allows the cursor to move to the line to edit. Press  to select, or

 to cancel. If more than twelve lines are on the current invoice, a selection window appears and page up  and page down  are active.

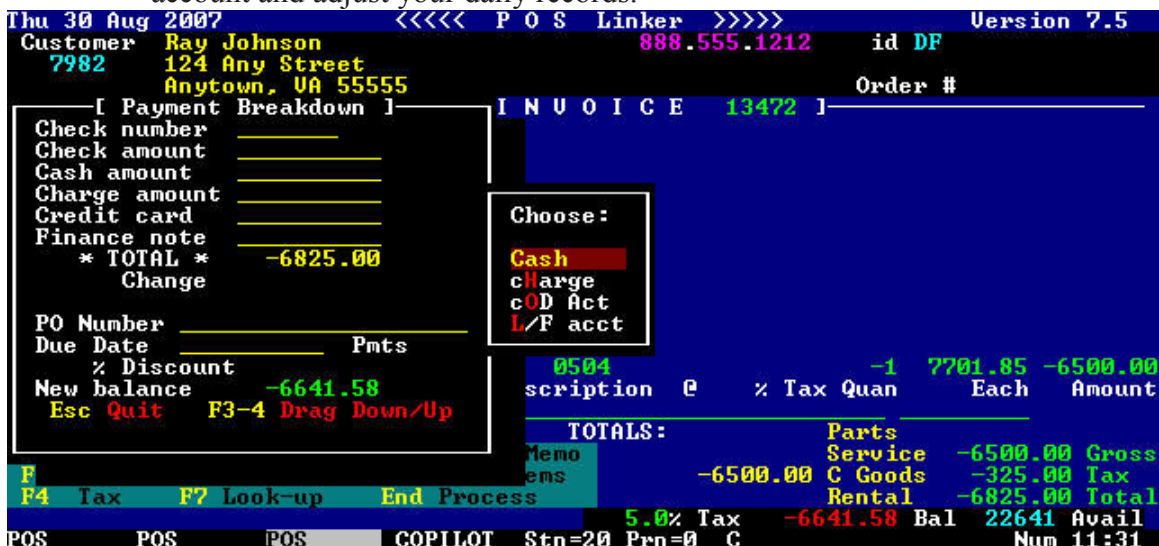
As above,  will select and  cancels.

## Reversing a Complete Good Invoice:

- Under Point of Sale menu, choose Invoicing. Lookup customer name for invoicing and then select **F8** for Complete Good invoice screen.
- At the Complete Good invoice screen, type the Tag # of the complete good sold. It is generally a good idea to have a copy or the original sale invoice in front of you when returning or reversing a charge to ensure the quantities and prices are the same.



- The system will prompt you to choose "yes" to return the sold item. Make sure the ticket amount that appears is the same amount as the original sales ticket.
- END** to process. Choose the same payment method as the original ticket. This procedure will put the item back into your inventory, correct the customer's account and adjust your daily records.



## Special Orders - Parts Items

Special orders can be placed for customers on certain items that are not normal stock items or for stock items that have fallen below stock and not yet placed on order. The system will prompt you to specify if the item on the ticket is a "Special Order" once the item number has been entered. The system checks the inventory status and will ask you to verify the desired quantity and the distributor with which you wish to place the order. It is often a good policy to require a deposit in part or full on special order items.

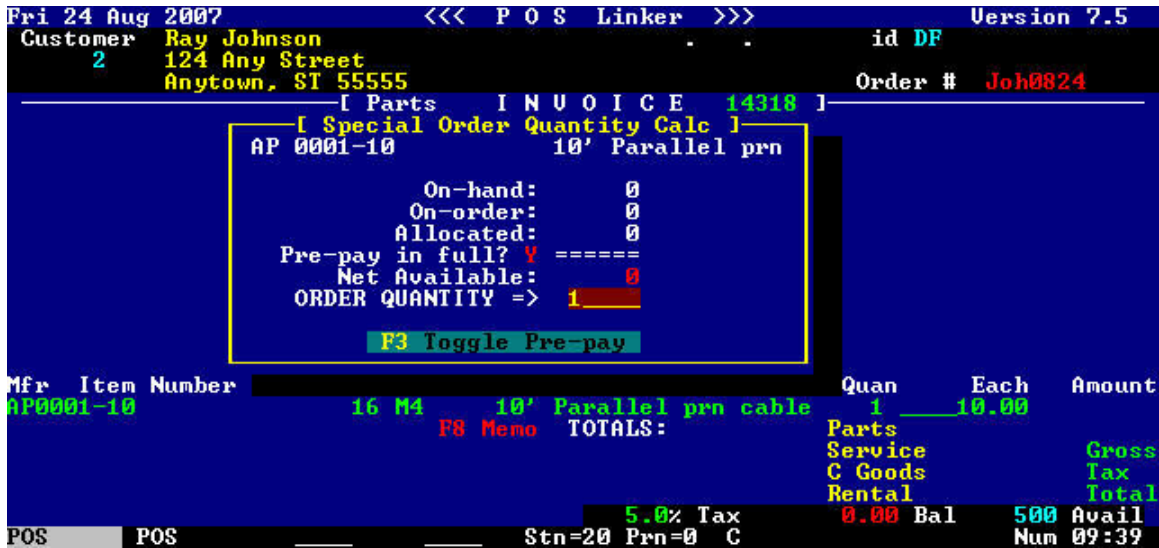
### Procedure for special orders:

- a) Under Point of Sale menu, choose Invoicing
- b) Enter operator's/employee's initials
- c) Choose Lookup/install customer - when ordering an item that is not a normal stock item, you must choose a customer account.
- d) Enter the part information
- e) Pop-up window will appear asking you if this is an "Order", "Force Sale" or "Lost Sale" - choose "Order"



- f) The system will allow you to toggle the pre-pay deposit amount between a full down payment, and none at all. **F3** will toggle either "Y" or "N". If "Y" is selected, the deposit amount will default to full price plus tax.

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- g) Press **F10** to process the special order. Choose payment method for the amount of the deposit. You must process the special order for it to enter the system.



- h) You may either order the item now or wait until you are ready to place an entire order through Order Processing.
- i) Once the order has been received in Order Processing, the system will create a saved invoice for the customer which can be restored when the customer picks up their parts.

## Special Order Part Arrives & Customer picks-up:



- Through Invoicing menu, enter operator/employee initials
- Choose Lookup/Install customer - enter customer number or **F10** to lookup
- Select Invoicing
- Press **F1** - choose Restore Invoice - system will give you a list of saved invoices - choose special order invoice
- Part order will appear with full price. Deposit amount will be displayed as a negative amount. The difference is balance owed.
- F10** to process invoice as normal, indicating cash/charge amounts. You must process the invoice even if it has a zero balance. Do not abandon the invoice because it will put the parts into inventory stock.

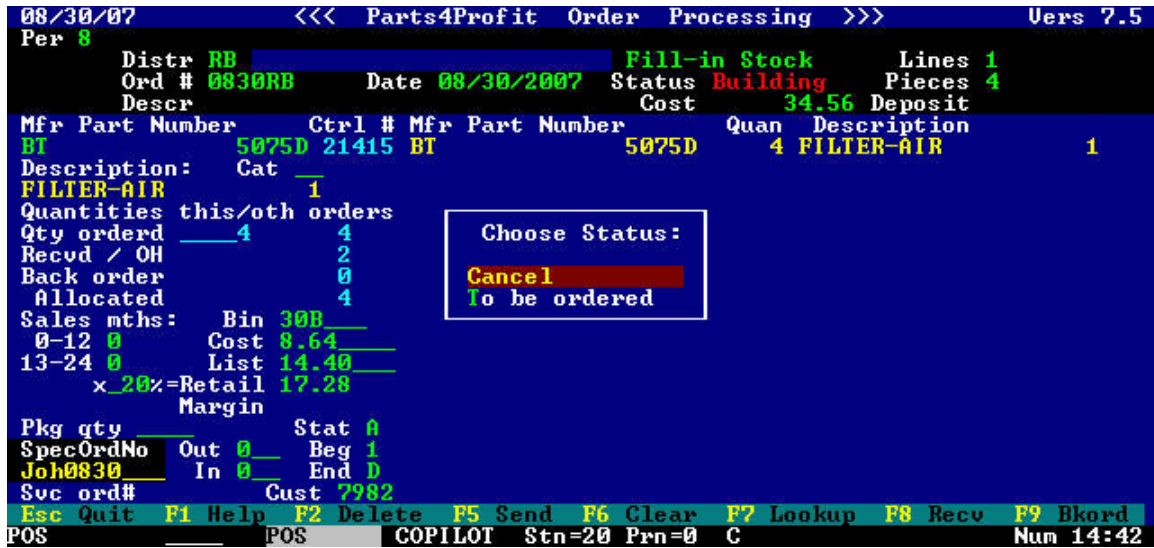
## Cancel a Special Order from Parts Invoice:

The screenshot shows the POS LINKER interface with the following details:


- Date: Fri 24 Aug 2007
- Customer: Ray Johnson, 124 Any Street, Anytown, ST 55555
- Order #: Joh0824
- Invoice #: 14318
- Item: 10' Parallel prn cable (Spec Order)
- Deposit: tax for above (10.50)
- TOTALS: Parts 10.50, Service 10.50, C Goods, Rental 10.50, 5.0% Tax, 10.50 Bal, 489 Avail

A Special Order may be cancelled directly from a parts invoice only if the invoice has not been processed. By pressing ESC, the system will first prompt you to abandon the invoice and then cancel the special order and the deposit. However, if the invoice has been processed, the special orders can only be cancelled at the Order Processing Screen. From the Parts4Profit menu, choose Order Processing. Enter the distributor code, your order number, date, and order status. The system will prompt you to add the special order part(s). Even if you plan on canceling the order, answer "Yes" at the prompt. The system will add it to your order screen.

You must select it to cancel. Press , it will display your order items, select the part you wish to cancel and press . The system will ask you to verify the deletion; answer "Yes" and the special order is cancelled. The system will allow you to delete the item entirely, or "unorder" it with the assumption that you would like to order it later or with another distributor.










## Cancel a Special Order from a Service Order:

If you have special order parts on a service ticket that has not been processed, simply use your  arrow key to display all parts on the service invoice. Select the special order and the system will ask if you wish to cancel the special order part; answer "Yes". If you have already processed the service ticket, you can only cancel from the Order Processing screen as described above.

## Layaway Items

POS Linker allows complete good items to be placed on layaway and payments accrued. It is often a good policy to set up a separate "Layaway" account for the customer to maintain accurate records for your receivables.

- a) Under the POS menu, select *Invoicing*, and enter operator initials.
- b) Choose *Lookup/install customer* - if customer exists in database already, set up a second account specifically for layaways. Label the second account as layaway somewhere in the name field & give (\$0) no credit limit. If customer does not exist, use the install screen to enter customer info & again give \$0 credit limit.  
(*ex: First Name: Tom Last Name: Jones-Layaway*)Once customer is selected, choose *Invoicing* again, and then  for a complete goods invoice.
- c) Enter customer's purchase(s) - DO NOT PROCESS
- d) Select  and *Save Invoice* - this will pull the item from inventory, mark it as a layaway with the customer's account number - it will not give it a sold date. After invoice is saved, you will be back at the operator initial screen.
- e) Enter your initials & select "*Lookup/install customer*" again - enter cust. # or use  for previous customer.
- f) Choose "*Customer: payments/review*" then "*Account Maintenance*".
- g) Enter the down payment or payment amount - select , enter payment type & select  to process - this will be the customer's receipt.
- h) To process the remaining payments, follow steps *f-h* again.
- i) To view invoice again, choose "*Invoicing*" under POS, enter initials, choose "*Lookup/Install Customer*", & select "*Customer review*", "*Closed/Saved Invs*", "*Saved*". Select appropriate invoice by highlighting & pressing .
- j) Once customer has made payments in full – Restore the customers invoice & press  to process. Charge the full amount to the customer's account. Since the customer has made payments, they show as a credit on the layaway account, charging now will "zero-out" the customer's balance.

**TIPS:** *On customer information screen, under Codes - enter an industry code pertaining exclusively to layaway customers, such as LAY & include this code on your statement selections for exclusion.*

## Service Order


Selection of Service Order on the Invoicing Selection Menu brings up the service order entry screen.

```

<<<<< P O S Linker >>>>>
Thu 30 Aug 2007          S E R V I C E   O R D E R          Vers 7.5

BILL TO: Order Nbr 46059 id DF Dept 1-          SHIP TO:
Pur Ord Nbr _____ Customer Nbr 7982      Inv No
Last/F Name Johnson, Ray
Address
City,St,Zip Anytown _____, VA 55555-
Contact
Phones 888.555.1212

UNIT REPAIRED   STATUS   DATES   TOTALS
Code S Sched/shop Started 08/30/2007 Parts
In warranty    Promised    Labor
Pickup Deliv   Finished    C Gds
Notify customer On hold     Rental
Call 1         for        Gross
Call 2         Purchsed   5.0% Tax
Miles/Hours                                Total
Memo                                         Parts Disc R -
Please type new order . . .
End Esc F1 F2 F3 F4 F5 F6 F7 F10
Save Quit Menu Delete Fwd Bwd Detail Clear Lookup New #
POS POS POS Stn=20 Prn=0 C Num 16:05
  
```

Pressing  Help provides a series of three Service Order Entry Help Screens.

These provide useful information for data entry onto the service order, whether it is a new service order or an existing service order. Information is also included concerning the special function keys at the bottom of the data entry screen. Pages 4-26 through 4-28 outline this process.

**To enter a new Service Order:**

- a) Press **F10**. System should indicate new order.
- b) Enter P.O. # if needed
- c) Enter through to Last/Fname and enter customer information OR press **F7** to lookup customer. Select "Change customer", or enter customer account number if known. **F10** enables name lookup or **F9** for phone lookup
- d) Press **I** (work menu) and select unit information






- e) Enter the unit information or press **F7** to lookup in the sold goods or service order history files. Enter through all fields to start the next column of data to the right, or press **ESC** then **F9** and select a work area from the menu.
- f) **ESC** will close the above area if necessary. Use **F9** again for the Work Menu.
- g) To enter Status of the unit press:
  - S - Scheduled
  - R - Ready
  - P - in Progress
  - H - on Hold


**ESC** will automatically enter a status of Scheduled.

- h) Once "Work Menu" is selected, cursor is flashing on bottom of screen. Type "h" in code field for help.
- i) Enter service code or press **F7** to lookup. Enter employee ID if "performed" service. These codes can be established under the Service Manager menu under Shop Control. These can be up to a three digit code determined by you, or press **F1** for service code help screen.

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- j)  will close the work area or  will go to service invoice screen where you may add any parts items on the ticket. The labor charges from the "Work Menu" should appear on top of the service invoice after you press the  key.

Once the ticket is complete, press END for processing options or  to save and exit.

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Thu 30 Aug 2007 <<< P O S Linker >>> Version 7.5  
Customer Johnson, Ray 888.555.1212 id DF  
7982 Order # 46057 Machine HU ZTH6125QL Sn 0504  
Status Sched/shop ZERO TURN EngSn

[ Select Item ]

Mfr	Item Number	Ctrl #	Bin	Description	Quan	Each	Amount
BT	5041B	18824	30A5	GASOLINE ADDITIVE	1	5.78	5.78
	ADIDPAdjusted drive interlock				.5	80.00	40.00

Esc Quit Enter Select PgDn Page down Pgup Page up  
POS POS COPILOT Stn=20 Prn=0 C Num 14:36

**For an Existing Service Order:**











- Press to lookup the order if the service order number is not known.
- Type as few characters as necessary in "Last" to find the customer, or press to lookup by phone number.
- Press until "Service Order File" window appears.
- Highlight the order and press to select, and press again to display it.

To close-out service order use to display parts area. Then use to process.

**"Labor Only" service order:**

- Enter order number or select previous order
- to lookup customer
- Select for Work menu
- Enter "P" for performed work, and then enter a service code. (Service codes are set up in "Service Order Codes" , under the Service Labor menu). You may skip this option.
- At Emp ID - Type in the employee's initials that performed or will perform the labor. The employee's initials must be previously set up in Employee file under POS Setup menu. No two employees can have the same initials.
- You may also enter service labor by selecting for the Parts invoice screen and entering employee ID plus "SV" under the Ctrl number.

## SPECIAL FUNCTION KEYS

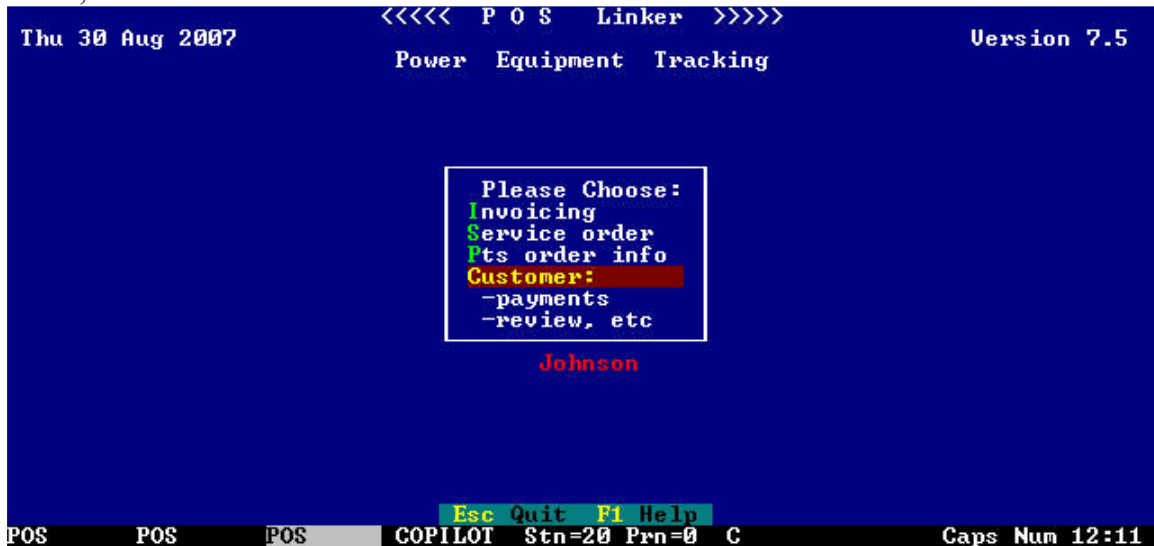
-  Quit- Close work area or quit to point-of-sale menu.
-  Help - Displays a series of help screens.
-  Delete - Erase service order from the system. (Item detail must be erased first.)
-  Fwd &  Bwd - Position in service order file forward or backward in numeric order.
-  Parts - Display parts item entry screen to add items or close out service order.
-  Clear - Erase all fields to start over and unlock service order displayed.
-  Lookup:
- **at Order Nbr** displays name window for service order lookup by name.
  - **not at Order Nbr** (*in customer area*) displays customer number window for customer selection/ change. Phone/name lookup is also possible.
  - **at date field** displays current date if blank.
  - **at Unit Repaired** displays the units the customer owns or previously had repaired for selection.
  - **at Work menu** displays the precoded job list selection window.
  - **at Ship-to area** allows customer lookup.
-  Menu (Work Area) (from customer information area):
- **Unit info** - open “Unit Repaired” work area.
  - **Status** - open “Repair Unit Status” work area.
  - **Dates** - open “Repair Unit Dates” work area.
  - **Work menu** - open individual job entry and display area.
  - **Ship to** - open customer ship-to name and address area.
-  New # - Displays a new service order number. (Highest existing number plus one).

## Printing on a Special Service Order Form

Once customer and unit information has been entered on the work order, the user may press **SHIFT** **F5** to print the necessary data onto a special shop form. A work order number appears on a tag which can be placed on the unit for identification.

## Lookup/Install Customer & Customer Payments/Review


Once a customer account has been selected from the lookup screen, this option will allow you to make payments, refunds (with receipt), age customer balances, discount a sale, and review service orders and closed invoices.



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**The choices that affect the customer files are:**

- **Account Maintenance:** Allows payments to be made on the account, or refunds given to customer.  will process the payment or refund. This payment method will automatically print a receipt for the payment amount.
- **Invoicing:** A short cut for creating sales invoice for the customer chosen.
- **Update Customer:** Allows you to make any address, phone changes, etc. for the customer chosen.
- **Balance Aging:** Displays current and past due account balances for the customer chosen.
- **Review Closed/Saved Invoices:** Displays all closed and saved invoices for the selected customer. By highlighting and selecting any invoice, the invoice detail is displayed.
- **Review Service Orders:** Displays any active or closed service orders.
- **Review Parts Orders:** Displays any part orders on file for this customer.
- **Review Layaway/Sold:** Displays any complete goods on layaway or sold to this customer.
- **Quotes:** Displays any printed quotes given to customer.




## Internal Sale

This function allows the user to transact invoices through an internal sales account versus a customer account. Internal shop service, repair, or maintenance could be considered an internal sale. Internal accounts would be set-up under "POS Setup". Select "Internal Sale" and then the appropriate internal category, (*Other*, *After Sales* or *Warranty*), you wish to charge. Process the invoice as usual. Payment Breakdown automatically defaults to "charge".



## Re-print, Reverse or Clone


Select this option to re-print an invoice, reverse charges on a parts invoice, or copy, clone an existing parts invoice for a customer.


Enter the invoice number or press  for a listing of invoices dated back three days from the date of the last Daily Report. Select the invoice by highlighting and press . Invoice detail will display on your screen. Pressing  will give you the functions for the following options:



The screenshot shows a terminal window with a blue background and yellow and green text. At the top, it says '<<<< P O S Linker >>>>'. Below that, the customer name 'Ray' is displayed. To the right, 'Svc Ord' and 'Invc Nbr' are shown with values '79758', '08/28/2007', and '11:37:25am'. The address '124 Any Street Anytown UA 55555' is listed. A menu bar at the bottom of the screen highlights 'F5 Clone', 'F8 Reverse', and 'F10 Re-print'. Below the menu bar, a payment breakdown table is visible, showing 'Total' as 54.23, with 'Card' at 51.65 and 'Tax' at 2.58. Other items include 'Merchdse', 'Labor', 'Compl Gds', and 'Rental'. At the very bottom, system information like 'POS', 'COPILLOT', 'Stn=20', 'Prn=0', 'C', and 'Caps Num 12:16' is shown.

Pmt breakdown: ckt#		F5 Clone	F8 Reverse	F10 Re-print		
Cash		15.0% disc	9.11	Tax	2.58	Total 54.23
Check		Card		Merchdse	51.65	31.3
Charge	54.23	Other		Labor		
		Change		Compl Gds	0.00	0
				Rental		JS 7982

 **CLONE** - copy or clone an existing invoice. Process the invoice as usual once it is displayed on the screen, or save it and restore to a different customer.

 **REVERSE** - will reverse a cash or parts invoice. Processing the invoice will correct the charges to the cash drawer, customer account, and replace the parts items in your inventory. Process the payment breakdown on the invoice EXACTLY as it was processed originally.

**NOTE - Only parts invoices may be reversed with this function. All complete goods invoices and labor charges must be manually reversed.**

 **RE-PRINT** - will reprint the selected invoice.

## Point of Sale Reports

There are many different reports available at the "Point of Sale" reports menu as shown below. The reports menu allows the printing of various reports summarizing counter invoice activity for the selected day or period.

1. **Closing daily sales activity by invoice number:** gives the invoice amounts for the day by invoice number and the totals for day end closing. You may run this report from initialization of your system to the current day.

```
08/20/2007 12:07:59 <<<< POS LINKER >>>> Version 7.5
                        Blue Ridge POS, LLC - Business Reports

1  Closing daily sales activity by invoice number
2  Period sales activity summary
3  Daily point of sale GL audit by invoice number
4  Period point of sale audit by GL account
5  Sales by employee
6  Mid-day sales activity by invoice number
7  Sales history

Enter report number
Enter Date(s) 08/20/2007

Esc Quit F1 Help Ctrl+C Halt Printing

QP4 POS POS POS Stn=20 Prn=0 C Num 12:08
```

2. **Period sales activity summary:** gives daily invoice totals to help prepare any sales tax reports. You may run this report from initialization of your system to the current day.
3. **Daily point of sale GL audit by invoice number, and**
4. **Period point of sale audit by GL account:** only print if the general ledger is linked to the invoice module. Allows you to examine how each invoice was posted to the GL. You may only print the current or previous period for these reports.
5. **Sales by employee:** will show sales by a particular employee for any given set of dates.
6. **Mid-day sales activity by invoice number:** will list all invoices and give a running total at any point in the day.
7. **Sales History:** will show total sales history for a given period of time.
8. **Rental Reports:** will show all rental operations for a given period of time.

Simply enter the desired option to generate and print the report.  will halt the printing.