# TROUBLESHOOTER: CASH SALES

## Introduction

This document outlines important details for cash sales.

Dated: 14 April 2015

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## STEPS

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| CASH SALES – PICK and PACK TAB Functionality will not work | |
| *For full process, see PRT\_2.1(SOP) Invoice a cash sales order* | |
|  | The cash sales process was designed primarily for the situation where a customer brings items to the counter in the branch. The functionality was designed to supress the requirement to use the Pick and pack tab of the sales order. This is why a credit check error is received when the picking journal is accessed.  **Therefore, if you click on the picking journal in the pick and pack tab, it will create a credit limit infolog and you will not be able to access this area.**  **Illustration:**  Note: delivery note tab is greyed out to indicate its use is blocked, but as use of picking journal was a late change this still appears useable:    However if clicked the following info log is received: |
|  | If a credit check info log is received, this **will not prevent** the cash sale being invoiced using the *PRT\_2.1 Invoice a cash sales order SOP.* |
|  | Whenever the credit limit infolog is received this will place the Sales Order in the Accounts Receivable Approve and Reject Queue. Currently Accounts receivable have been advised to approve any cash sale account that appears in this queue, because the only reason they end up here are if the user had tried to access an area that is blocked by the cash sale functionality.    But as mentioned in box 2, the sales order can still be invoiced that standard cash sale way, even if it is in the queue. |
|  | If the customer service person wishes to raise a cash sale - sales order to open order stage, and then set the stock aside awaiting the customers arrival, there is no way in the system to generate any documentation to sit with the stock. **Manual paper work will need to be produced.**  One way to do this would be to “ Snip” the details of the sales order into word and print off: |
|  | This functionality is currently under review. |

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| CASH SALES ROUNDING - how it works | |
| *This is to provide additional clarification around the functionality and fields on the “Enter Cash payment” screen in the Sell> Cash register > cash register payment type area of cash sale, and how the rounding functionality works.*  **In summary invoices do not round, but the attached customer payments do, if the method of payment that is received is cash (ie physical dollars and cents). The amount of the payment due from a customer will appear in the amount field.**    **If processing a payment through the eftpos machine the “amount” field amount is the figure that must be processed.**  *For full process, see PRT\_2.1(SOP) Invoice a cash sales order*  **Further details:** | |
|  | Picture of *“Enter Cash payment” screen:* |

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|  | Explanation of the following area:     * **Invoice total:** total that will appear on the cash sales invoice; * **Amount Rounded Down**: total that would be paid in cash if the method of payment was cash, ie, dollars and cents; * **Amount Tendered:** a field that the user can enter the amount of cash received from the customer, so that the “change’ field will show the amount of change that should be given to the customer. Use of this field is not compulsory and it is not linked anywhere. If the user can calculate the change in their head this approach is fine; * **Change:** the amount of change to give a customer based on the figure entered into the “amount tendered” field. (Note - for this amount to calculate the user must tab or enter through the “amount tendered” field).   In an ideal world there would have been logic attached to these fields so that the “Amount rounded down”, “ amount tendered” and “change” fields only appear when the Method of Payment is Cash. |
|  | **Amount**:    This is the amount that will go through to the cash payment journal and it will show the amount that should be charged to the customer. |

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|  | Illustration of how functionality works for:  Non-cash payment:  Invoice is for $35.21; payment method is not-cash so payment “amount” is $35.21.    Line in cash payment journal:      Cash payment:  Invoice is for $35.21; payment method is cash so payment “amount” is $35.20. (As 10 cents is the lowest NZ denomination)    Cash payment journal |

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|  | Other fields:     * Drawer opening balance * Cash balance   Ignore these figures – they move throughout the day but do not balance to the branch cash register. The “nice to have list” includes removing them from view. |

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| REVISION HISTORY | |
| **Details of change** | **Date of change** |
| Updated spelling errors in step 1 | 18 March 2016 |