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| **#** | **DESCRIPTION OF PROBLEM** | **COMMENTS*FROM CLIENT*** | **COMMENTS *FROM VENDOR*** |
| 1 | Reports  You managed to work on the Sales Detailed, and it, well, takes about 5 minutes to compute a month’s report. That’s fine. The problem we still have is the Sales Summary, which is supposed to give us VAT still throws an error. The date format is very okay, because if it wasn’t, even a receipt wouldn’t print. This is how it appears  C:\Users\MAIN\Pictures\Date.JPG | Hitting Generate under reports to get a Sales (Summary) report, still throws this error. | **New Feature in version 4.1**  I have included a “stack trace” in the error handling. I need you to repeat this procedure and resend a snapshot of the error just like you have done.  It MAY contain more information. Many things are being cast and I need to know the erroneous part.  I agree it is slow because of the table being loaded with data. I think it will be faster if I use a light table (such as the one on receipts) but I am still perfecting the library. |
| 2 | Reports  I have found something very interesting. I queried for December’s total sales (Detailed). One was under Admin >> Reports. I got figures shown in **Figure 1** in Document Attached, saved Report. Later, I did the same under Sales Window >> File >> View Sales. Results are as shown in **Figure 2** on the document attached. Difference of Shs 1,727,792. | Kindly loom into that anomaly. I would wish to have the same results | **New feature in version 4.1**  **I have introduced a “Cross Check Sales” Function under the Sales Window View Menu.**  **It will compare the detailed sales totals with the summary sales and show any differences in the DIFF column. You should be able to see where the anomaly is.** |
| 3 | Daily Sales Reports  Is it possible to have total sales by a cashier appear on the printed receipt? In that matter, could we only print out **AMOUNTDUE** and the **TOTAL** on the bottom? | However much we managed to solve the total sales totals according to cashiers, (which works so perfectly), could it be possible, instead of just printing the **ALL** with total at the bottom, instead of only on the “task manager” of the window? |  |
| 4 | We have yet another problem that makes receipts not print. That’s, if a commodity name appears more than once. I think basically saving 2 commodities, say, Cassava 20 g, one at Shs 20 and the other at Shs 25 confuses the system database. It also happens even if 2 commodities have same price but saved twice. See an example in **Figure 3**. A receipt could not print because of those 2 similar names highlighted. | There are times some companies change barcodes, and we have to enter a commodity twice since some are still in stock, and we have to save others under a different Id (barcode) such that we can easily scan them. So, kindly look at how we can accommodate such.  We had decided to solve that by adding some features in the names to make them different, like a **full stop** at the end, make one **50g** and the other **50 g.** I don’t know if you may know of a better more technical idea. | **Fixed in version 4.1**  **This should now work perfectly without the need to change item names** |
| 5 | We’re soon introducing loyalty Cards. But when we scan the card, the name remains tagged on to the sales window and the points awarding continues on, till the sales window is closed and reopened. | When I scan a card that belongs to one Owen Mugagga, it works so well, and points will be awarded to him. However, points awarding will continue for the subsequent customers but going to Owen Mugagga, until another customer’s card is scanned, which now changes the awarding to that customer. So, I need loyalty Card initiation to be terminated with a close (printing) of receipt. Else, customers will earn points from other cardless customers. | **Fixed In Version 4.1**  **I saw the cause of this and I believe**  the points were NOT being awarded at the database level. They were only being printed on the receipts (of non-members) and not being awarded to anyone. Try again and see. |