



SedonaOffice
Point of Sale (POS)
Reference Guide

February 2020

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About This Document

This document provides information related to the setup and functionality of the Point of Sale (POS) module within SedonaOffice.

Point of Sale (POS) Overview

In version 5.7.0.9, a new Point of Sale module was introduced, which was custom written for a specific SedonaOffice customer. This document is designed for use by SedonaOffice customers to explain the Point of Sale functionality and how this feature is designed to work based on the specifications given to us by the customer for whom it was written. This feature must be activated on by SedonaOffice Support staff.

The POS system enables over the counter sales for parts and services to be made at specific registers (called locations) to individuals or businesses where payment is received by cash, check, or credit card. Sales can be made to customers within your SedonaOffice database, or to individuals that are not in your database.

For non-SedonaOffice customer sales, payment must be made by cash, check or credit card. You cannot create an invoice for a non-SedonaOffice customer.

For sales to a customer in SedonaOffice, you have the option of taking a payment immediately or creating an invoice that will post to the customer's account and will relieve the warehouse inventory for the parts sold.

Refund transactions may also be made for parts being returned. Refund amounts can only be made to a customer's credit card or by cash.

Payments received by credit card are processed through the normal EFT Processing in Accounts Receivable. When a credit card is entered as the payment type, the user will immediately receive a message whether the transaction is approved.

Setup - SedonaSetup

Chart of Accounts

An Accounts Receivable account is not used for POS transactions. The following general ledger accounts need to be added to the Chart of Accounts to be able to use the POS system.

1. **POS Account** (OCA account type) This account is used like an Accounts Receivable account for POS Sales where payment is made by cash or check.
2. **POS Credit Card Account** (OCA account type) You may use the same account as the POS Account above or if you want to track credit card type sales separately within the general ledger, create a different account for this purpose.
3. **Cash Adjustment Account** (IN account type) where overages/underages at the end of the day are recorded.
4. **COGS Account** (CGS account type) for recording the part cost of over the counter parts (offset to Inventory).

The screenshot shows the 'Location' setup window. At the top, there is an 'Inactive' checkbox. Below it, the 'Location' field is set to 'Plymouth Office 2' and the 'Description' field is 'Equipment Sales'. The 'General' tab is selected, and the 'Location Information' section contains several dropdown menus: 'Tax Group' (MI), 'Warehouse' (*Main-MI), 'Category' (Equip Sales), and 'Invoice Description' (Equipment Sales). There is also a 'Post Payments To' field with the value 777 and a 'Merchant Id' dropdown set to 190283. The 'GL Accounts' section at the bottom lists four accounts with their respective numbers and codes: 1 POS Account (100210), 4 COGS Account (599100), 3 Cash Adj Account (499001), and 2 Credit Card Account (100210). 'OK' and 'Cancel' buttons are at the bottom right.

Categories

Your company may want to create a new category in the SedonaOffice Category setup table for POS Sales.

Categories

Categories

Code	Description	GL Code	Inactive
Admin G & A	Administration G & A	100	N
Insp Cont	Inspection Contracts	625	N
Insp T&M	Inspection Time & Material	626	N
Installation	Installation	401	N
Monitoring	Monitoring	300	N
POS Sales	POS Equipment Sales	400	N
Sales	Sales	200	N
SV-Cont	Service Contract	622	N
SV-T&M	Service - Time & Material	623	N

Include Inactive

Inactive

Category Edit

Code: POS Sales Description: POS Equipment Sales GL Code: 400

Usergroup Permissions

A new section has been added to Usergroups labeled PS (Point of Sale). Permissions should be given to users based on what they need to perform their jobs within the POS system. Each POS permission will be defined below and on the following pages.

The screenshot shows the 'User Group Edit' window for the 'Administrator' user group. The 'Application Access' tab is selected, and a list of permissions is displayed. The 'Location' permission is highlighted in yellow. The 'Module' column shows 'PS' for 'Location' and 'PS' for 'View Totals On Opening'.

Access	Module
<input checked="" type="checkbox"/> Earnings Type	PR
<input checked="" type="checkbox"/> Point Of Sale	PS
<input checked="" type="checkbox"/> Location	PS
<input checked="" type="checkbox"/> Openings	PS
<input checked="" type="checkbox"/> POS Entry	PS
<input checked="" type="checkbox"/> POS Preferences	PS
<input checked="" type="checkbox"/> Reconcile Opening	PS
<input checked="" type="checkbox"/> View Totals On Opening	PS
<input checked="" type="checkbox"/> Sales Management	QT
<input checked="" type="checkbox"/> Opportunities	QT
<input checked="" type="checkbox"/> Prospects	QT
<input checked="" type="checkbox"/> View Costing Information	QT
<input checked="" type="checkbox"/> Prospect Documents	QT

Location

Granting the Location permission enables the user access to define all of the following on the Location setup form within the POS module:

- Create locations where POS transactions can take place
- Select the Tax group assigned to the location
- Assign the Warehouse for the location
- Select the Invoice Item description to be used on receipts for sales
- Select which SedonaOffice customer number has been designated for all sales made to non-SedonaOffice customers.
- Select the Merchant id to be used for credit card transactions.
- Select the G/L accounts to be used for processing all POS transactions.

Openings

Granting the Openings permission enables the user to:

- Open the POS system each day and enter the beginning cash amount for the day.

POS Entries

Granting this POS Entries permission enables the user to:

- Enter over the counter sales for customers and non-customers and receive payment by cash, check, or credit card.
- Create invoices for SedonaOffice customers showing the parts/services sold.
- Process returns for SedonaOffice customers and non-customers and return payment by cash or credit card.
- Print receipts for customers for the items purchased or items returned.

POS Preferences

Granting the POS Preferences permission enables the user to make default selections on how the POS system will behave:

- Whether a name is required to be entered in the Sold To area of the POS receipt.
- The number of receipts to be printed (default is 1 but could be increased in the event that receipts are required to be kept for all POS sales for reconciliation at the end of the day).
- Whether prices on the receipt should be printed or hidden.
- Margin settings for printing of the receipt.

Reconcile Opening

Granting this permission will allow the user to reconcile the location (cash drawer) at the end of business.

View Totals On Opening

This permission is typically granted to the person closing at the end of the day. It enables the user to see the amount of cash setup for each location in the morning, the amount of cash sale transactions, and the total amount of cash expected to be in the location at the close of business. The closer would also be able to see the total sales paid for by check so that this could be compared to the tape total of checks made at the close of the day. The same would be true for credit cards.

Creating a POS Customer

When entering POS sales for non-customers, all transactions must be linked to a customer record in SedonaOffice. Create a fictitious customer for this purpose. Setup the customer information and the site information. You do not need to create a system record for this customer.

New Customer Setup

Customer Information | **Site Setup** | System | RMR | New field

Create New Job
Show Explorer
Create New System

Customer Detail

Number: 777
Name: Counter Sales

Primary Bill To Information

Residential Commercial

Name: Counter Sales
Address...: 10857 Joy Rd
Canton, MI 48187

Phone 1:
Phone 2:
Fax:
Email:
 Primary

Invoice Printing / Emailing

Print Statements Print Site Info on Invoices
 Separate Cycle Invoice for Each Site Charge Late Fees

Invoices:	Cycle	Job	Service	Misc
Print	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Email	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Customer Detail

Customer Status: Active
Customer Type: Commercial
Old Customer ID:
Default Terms: Due On Receipt
Tax Exempt #:
EIN:
Bypass RMR Increases Until:
Salesperson:
Blanket P.O.:
Expiration Date:
Chain Account:
Customer Group:
Customer Group 2:
Branch: MI
No Collections:

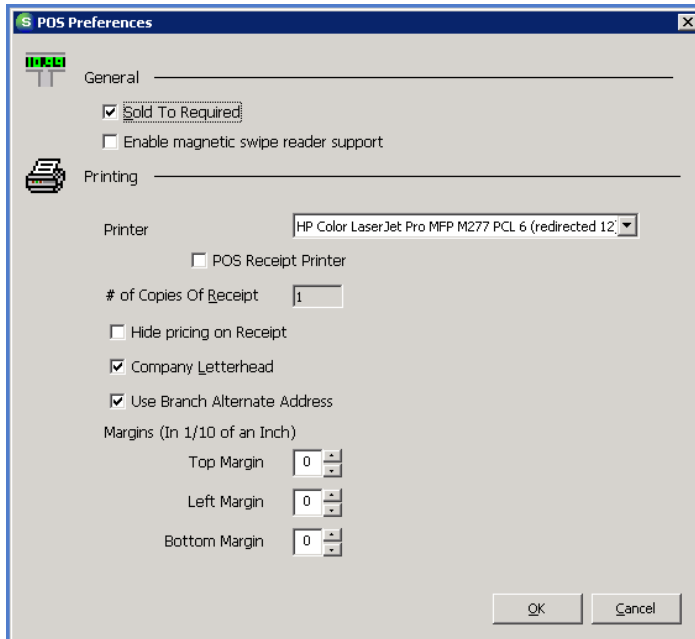
Save Close

Setup – POS Module

Before beginning to use the POS module to enter transactions, some setup is required.

POS Preferences

The POS Preferences form is used to specify general settings that apply to the processing and printing of all POS transactions.



- **Sold To Required** – If this checkbox is selected, when entering a sale to a non-SedonaOffice customer, the software will require the user to enter the name and address of the person/company making the purchase. This name and address will print on the customer’s receipt. We recommend selecting this option.
- **Enable magnetic swipe reader support** – At this time, a card swipe reader is not supported.
- **Printer** – Select the printer that will be used for printing receipts for the sale.
- **POS Receipt Printer** – If a true receipt printer is installed at the computer, select this option.
- **# of Copies Of Receipt** – If selecting the previous option (POS Receipt Printer), you may specify the number of copies of the receipt to be printed.
- **Hide pricing on Receipt** – If you do not want the part or item pricing to print on the receipt, select this option. We recommend printing the prices in the event the customer returns an item or part, you will know the amount to refund.
- **Company Letterhead** – Select this option to print your company name at the top of the receipt. If this option is not selected, no company name or address will be printed on the receipt.

POS Preferences (continued)

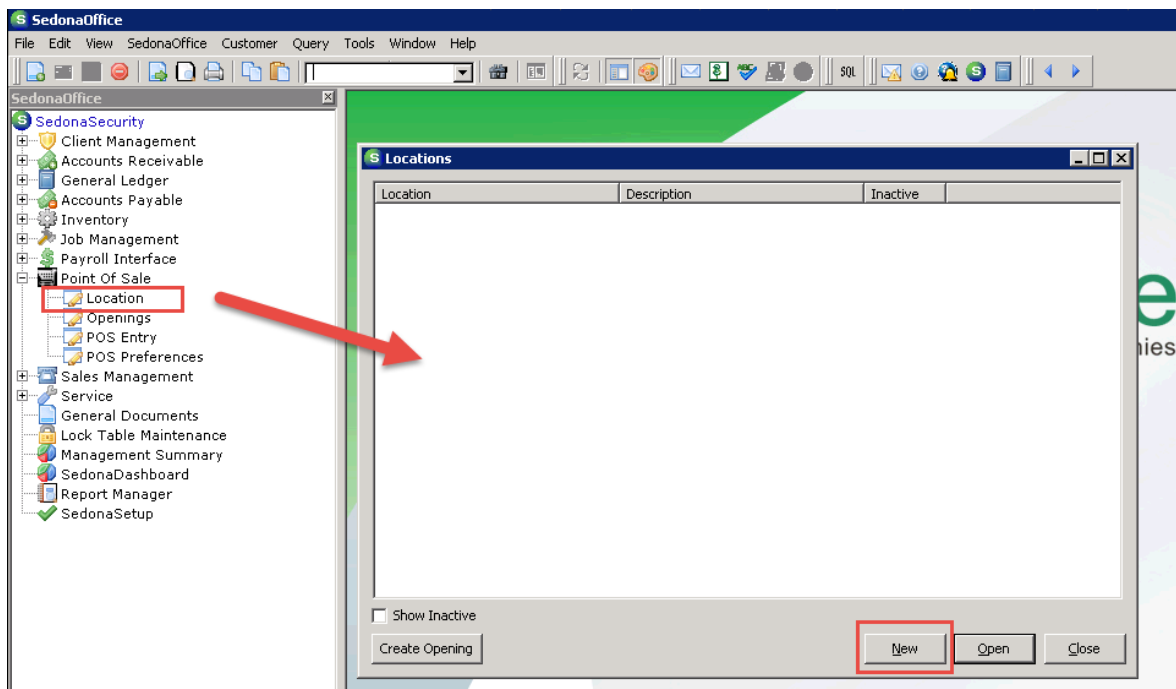
- **Use branch alternate address** – If the sale being entered is for a SedonaOffice customer, the company name and address that will print at the top of the receipt is the information link to the branch of the customer. For companies that have multiple branch offices, we recommend this option be selected.
- **Margins** – Depending on the printer being used for printing receipts, you may need to increase or decrease the margin settings.

Locations Setup

The Locations setup table is used to create one or more physical locations where POS transactions will be entered. The location can be thought of as a cash register location. If a company has a walk-in order desk and two computers where SedonaOffice is installed and two different employees are responsible for their own computer and POS entries, you would create two Locations.

To create a Location record, following the steps below. If you have more than one Location to setup, repeat this process until all Locations have been entered. When finished entering information into all fields, click the OK button to save.

1. From the SedonaOffice main application menu, click on the Point of Sale module and expand the tree, then click on the Location menu option.
2. A list of any existing Locations will be displayed. Click on the New button at the lower right of the form to begin a new Location.



Locations Setup (continued)

3. The Locations setup form will be displayed. Each of the data entry fields will be described below and on the following pages. All fields are required unless specifically mentioned in the definitions below.

The screenshot shows a software window titled "Location" with a close button in the top right corner. Below the title bar is a checkbox labeled "Inactive". The main area is divided into sections. At the top, there are two text input fields: "Location" containing "Plymouth Office 1" and "Description" containing "POS Equipment Sales". Below this is a tabbed interface with "General" selected. Under "General", there is a "Location Information" section with several dropdown menus: "Tax Group" (MI), "Warehouse" (*Main-MI), "Category" (POS Sales), and "Invoice Description" (Equipment Sales). Below these is a "Post Payments To:" field with the value "777" and a Forté logo icon. Next is a "Merchant Id" dropdown menu with the value "190283". At the bottom of the "General" tab is a "GL Accounts" section with four dropdown menus: "POS Account" (100211), "COGS Account" (599100), "Cash Adj Account" (499001), and "Credit Card Account" (100211). At the very bottom of the window are "OK" and "Cancel" buttons.

- **Location** – Enter a name for the location; character limit is 25.
- **Description** – Enter a description for the location; character limit is 50.
- **Tax Group** – Select the Tax Group from the drop-down list that will be used for sales tax calculations for the location.
- **Warehouse** – Select a warehouse from the drop-down list. When inventory parts are sold in POS, this is the warehouse from which inventory will be relieved.
- **Category** – Select the category from the drop-down list. This category will be used when recording income and expense amounts on POS sales or returns.
- **Invoice Description** – Make a selection from the drop-down list. The invoice description is only used if you are creating an Invoice for an existing customer in your database.
- **Post Payments To:** This is your POS Customer Number. When sales are made to non-customers, all transactions process through this customer account.
- **Merchant Id** – If your company has enrolled in payment processing with Forte, enter the merchant id number you will use when accepting credit card payments. This field is only required if you are processing credit card payments through Forte.
- **GL Accounts** – Enter the GL Accounts that were setup on page 7 of this document.

POS Entry Form Definitions

For users working in the POS System, most of your time will be spent working within the POS Entry form. This form is used for entering both sales and return transactions. This section of this document explains the layout and functionality of this form.

The screenshot shows the POS Plymouth Office 2 software interface. The window title is "POS Plymouth Office 2". The user is identified as "Administrator".

1 Points to the left sidebar containing transaction history:

- 20202198510
2/19/2020 0... 5
Total Sale 21.33
Cash 0.00
Credit Card 0.00
Check 21.33
- 202021984715
2/19/2020 08:47
Total Sale 838.88
Cash 0.00
Credit Card 0.00
Check 838.88

2 Points to the "Customer Address" section, which includes a "Sold To:" field with a search icon, a "Business:" field, and a "Tax Exempt #:" field. There are "Edit" buttons for both the "Customer Address" and "Ship To Address" sections.

3 Points to the "(PT) Part Lookup" and "(IT) Item Lookup" fields, each with a search icon.

4 Points to the "Parts/Items" table:

Code	Description	Qty	On Hand	Rate	Amount	Tax	Memo
*							

5 Points to the "Memo" text area.

6 Points to the "Payment" button.

7 Points to the summary section:

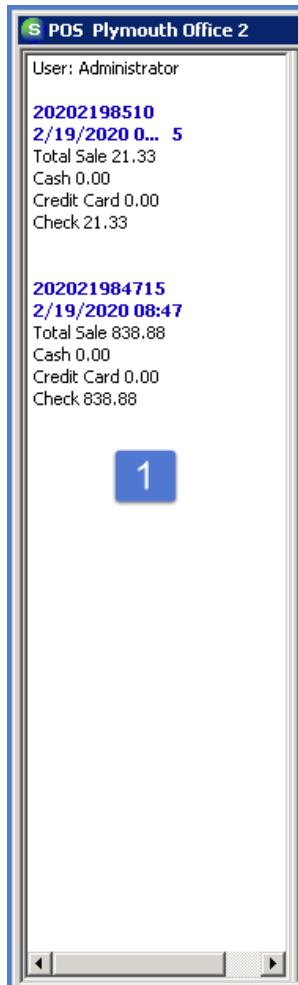
- Sub Total: 0.00
- Tax: 0.00
- Total: 0.00
- Balance Due: 0.00

8 Points to the "Clear" and "Cancel" buttons.

At the bottom left, there is a "Print Receipt" checkbox which is checked.

POS Entry Form Definitions (continued)

1. On the left side of the form is a panel, which lists all of the transactions that have been entered since the beginning of the Opening for the Location.



Each transaction is automatically numbered by the software.

- The first four digits is the year of the transaction
- The next one or two digits is the month of the transaction
- The next one or two digits is the day of the month of the transaction
- The last digits is the time of the sale. In this example, the sale was made at 8:47 am and 15 seconds.

202021984715
2/19/2020 08:47
Total Sale 838.88
Cash 0.00
Credit Card 0.00
Check 838.88

Each transaction displays the Total Amount of the Sale or Return along with the method of payment.

POS Entry Form Definitions (continued)

- In the upper area of the POS Entry form is the Customer Information area.
 - Sold To** – If the sale is being made to:
 - For a non-SedonaOffice customer, the name is manually typed into this field.
 - For a SedonaOffice customer, you would click on the binoculars icon to search for the customer.
 - Business** – If the sale is being made to:
 - A non-SedonaOffice customer, if the sale is being made to a business, type in the name of the company.
 - A SedonaOffice customer and the customer type in SedonaOffice is commercial, this field will auto-fill with the business name.
 - Tax Exempt #** -
 - For non-SedonaOffice customers, you may manually type in the tax exempt number provided by the customer.
 - For SedonaOffice customers where a tax exempt number has been entered within the customer setup form, that number will default into this field.
 - Customer Address** –
 - For non-SedonaOffice customers, click on the Edit button and manually type in the address information.
 - For SedonaOffice customers, this field will automatically fill with the primary billing name and address on the account.
 - Ship To Address** –
 - For non-SedonaOffice customers, this information will auto-fill with the information entered into the Customer Address. If parts are being shipped to a customer and the Ship To Address is different than the Customer address, click on the Edit button and manually type in the address information.
 - For SedonaOffice customers, this field will automatically fill with the site name and address on the account.

The screenshot shows the POS Plymouth Office 2 software interface. The window title is "POS Plymouth Office 2". The interface is divided into several sections. On the left, there is a sidebar with two transaction summaries, each with a blue callout box "1". The main area is divided into "Customer Address" and "Ship To Address" sections, both with blue callout boxes "2". Below these are "Part Lookup" and "Item Lookup" sections with blue callout boxes "3". A large table with columns "Code", "Description", "Qty", "On Hand", "Rate", "Amount", "Tax", and "Memo" is in the center, with a blue callout box "4" on the "On Hand" column. At the bottom, there is a "Memo" field with a blue callout box "5", a "Payment" button with a blue callout box "6", and a summary section with fields for "Sub Total", "Tax", "Total", and "Balance Due", with blue callout boxes "7" and "8" respectively. A "Print Receipt" checkbox is at the bottom left, and "Clear" and "Cancel" buttons are at the bottom right.

POS Entry Form Definitions (continued)

- Below the customer information area are the **Part and Item lookup** fields. When selling inventory parts, or items you will search in these fields to locate the part or item being sold.
- As parts or items are selected from the search, they are listed in the center section grid labeled **Parts/Items**.

The screenshot displays a POS entry form with the following sections:

- Customer Information:** Includes a checkbox for "Is Return", "Sold To" (Saint Frances Cabrini), "Business" (Saint Frances Cabrini), and "Tax Exempt #:" (95-741258).
- Addresses:** "Customer Address" (6 Welch Road, Lansing, MI 48901) and "Ship To Address" (Saint Frances Cabrini, 6 Welch Road, Lansing, MI 48901).
- Lookup Fields:** "(PT) Part Lookup" and "(IT) Item Lookup" fields, both containing a blue box with the number "3".
- Parts/Items Grid:** A table with columns: Code, Description, Qty, On Hand, Rate, Amount, Tax, Memo. It contains two rows: (PT)1240 ULTRATECH 12V 4A and (IT)Shipping Shipping and Handlr. A blue box with the number "4" is overlaid on the "On Hand" column of the second row.
- Payment Summary:** Includes a "Memo" field, a "Payment" button, and a summary table:

Sub Total	24.26
Tax	0.00
Total	24.26
Balance Due	24.26
- Footer:** A "Print Receipt" checkbox and "Clear" and "Cancel" buttons.

POS Entry Form Definitions (continued)

5. The **Memo** field is available to type in information that you want to print on the customer receipt. The maximum number of characters available is 256.
6. **Payment button** – Once all the parts and items have been added to the transaction, the Payment button will be illuminated for entering the method and amount of payment received.

The screenshot shows the POS Plymouth Office 2 interface. On the left, a sidebar (1) displays user information and two sales summaries. The main area includes a header with 'Is Return' and address fields (2). Below are lookup fields for parts (3) and items (4). A central table (4) lists parts with columns for Code, Description, Qty, On Hand, Rate, Amount, Tax, and Memo. At the bottom, a red-bordered memo field (5) is highlighted, along with a 'Payment' button (6). To the right, a summary section (7) shows Sub Total, Tax, Total, and Balance Due, all at 0.00. At the bottom right, 'Clear' (8) and 'Cancel' buttons are visible. A 'Print Receipt' checkbox is at the bottom left.

Parts/Items							
Code	Description	Qty	On Hand	Rate	Amount	Tax	Memo
*			4				

POS Entry Form Definitions (continued)

7. **Sales Summary** – As parts and items are added to the Parts/Items grid, the software keeps a running total of the sale along with any applicable tax.
8. **Clear and Cancel Buttons** –
 - **Clear Button** - If you are entering a sale and the customer changes their mind and you do not want to complete the transaction, click the Clear button to remove all information from the POS form.
 - **Cancel Button** – To close out of the POS Entry form, click the Cancel button.

The screenshot displays the POS Entry Form interface. At the top, there are fields for 'Is Return' (unchecked), 'Customer Address' (6 Welch Road, Lansing, MI 48901), and 'Ship To Address' (Saint Frances Cabrini, 6 Welch Road, Lansing, MI 48901). Below these are fields for 'Sold To' (Saint Frances Cabrini), 'Business' (Saint Frances Cabrini), and 'Tax Exempt #' (95-741258). There are 'Edit' buttons for the address fields. Further down are '(PT) Part Lookup' and '(IT) Item Lookup' fields with search icons. The main section is a 'Parts/Items' grid with columns: Code, Description, Qty, On Hand, Rate, Amount, Tax, and Memo. The grid contains two rows: (PT)1240 ULTRATECH 12V 4A (Qty: 1, On Hand: 90, Rate: 19.31, Amount: 19.31, Tax: 0.00) and (IT)Shipping Shipping and Handlr (Qty: 1, Rate: 4.95, Amount: 4.95, Tax: 0.00). Below the grid is a 'Memo' field and a 'Payment' button. The bottom right corner features a summary section with a red border, containing: Sub Total (24.26), Tax (0.00), Total (24.26), and Balance Due (24.26). Below the summary are 'Clear' and 'Cancel' buttons. A blue box with the number '7' highlights the Tax field, and another blue box with the number '8' highlights the Clear button.

Parts/Items							
Code	Description	Qty	On Hand	Rate	Amount	Tax	Memo
(PT)1240	ULTRATECH 12V 4A	1	90	19.31	19.31	0.00	
(IT)Shipping	Shipping and Handlr	1		4.95	4.95	0.00	

Sub Total	24.26
Tax	0.00
Total	24.26
Balance Due	24.26

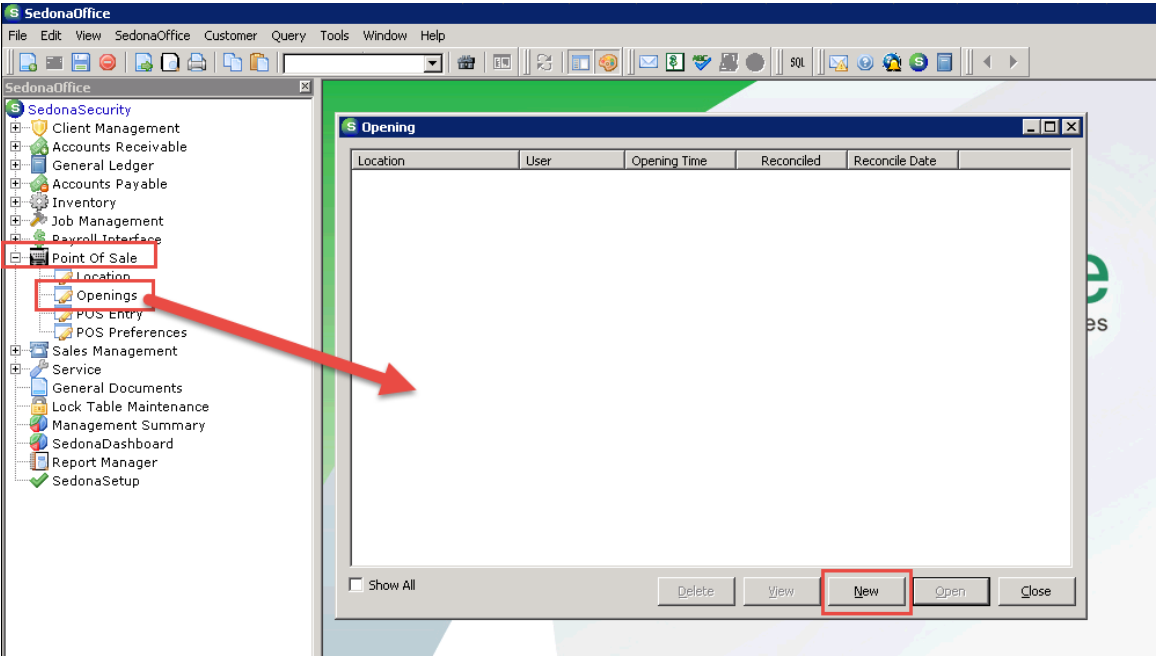
Daily Operations

Opening

At the start of the business day, a Location is setup with a specified opening balance of cash. Users who will be responsible for entering a beginning balance of cash must be given the Opening permission in their User Group security.

To create a Location Opening, follow the instructions below and on the following pages.

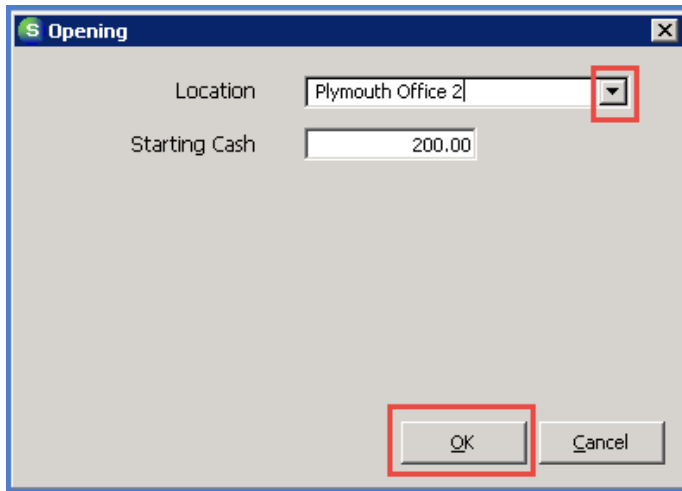
- 1. From the SedonaOffice main application menu, click on the Point of Sale module and expand the tree, then click on the Openings menu option.
- 2. A list of any existing Openings will be displayed. Click on the New button at the lower right of the form to begin a new Opening.



Creating an Opening (continued)

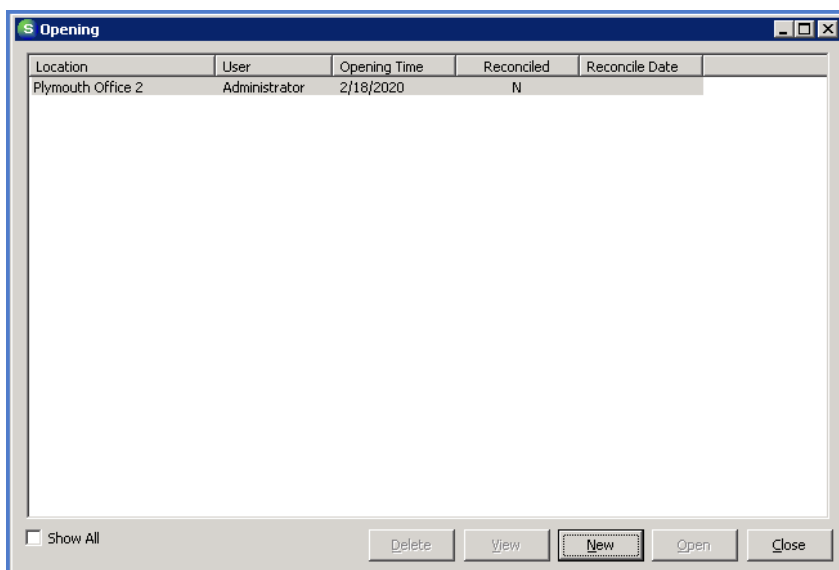
3. The Opening form will be displayed.
 - In the Location field, select the location for which you are creating the opening.
 - In the Starting Cash field, enter the total amount of cash including currency and coin you are beginning with for the day.
4. When finished, click on the OK button.

Repeat this same process if you are creating more than one Opening.



The screenshot shows a window titled "Opening" with a blue title bar. It contains two input fields: "Location" with a dropdown menu showing "Plymouth Office 2" and "Starting Cash" with the value "200.00". At the bottom, there are "OK" and "Cancel" buttons. Red boxes highlight the dropdown arrow and the "OK" button.

You will be returned to the Openings list where you will see the opening record just created. Close out of this form when finished.



The screenshot shows a window titled "Opening" with a blue title bar. It displays a table with the following data:

Location	User	Opening Time	Reconciled	Reconcile Date
Plymouth Office 2	Administrator	2/18/2020	N	

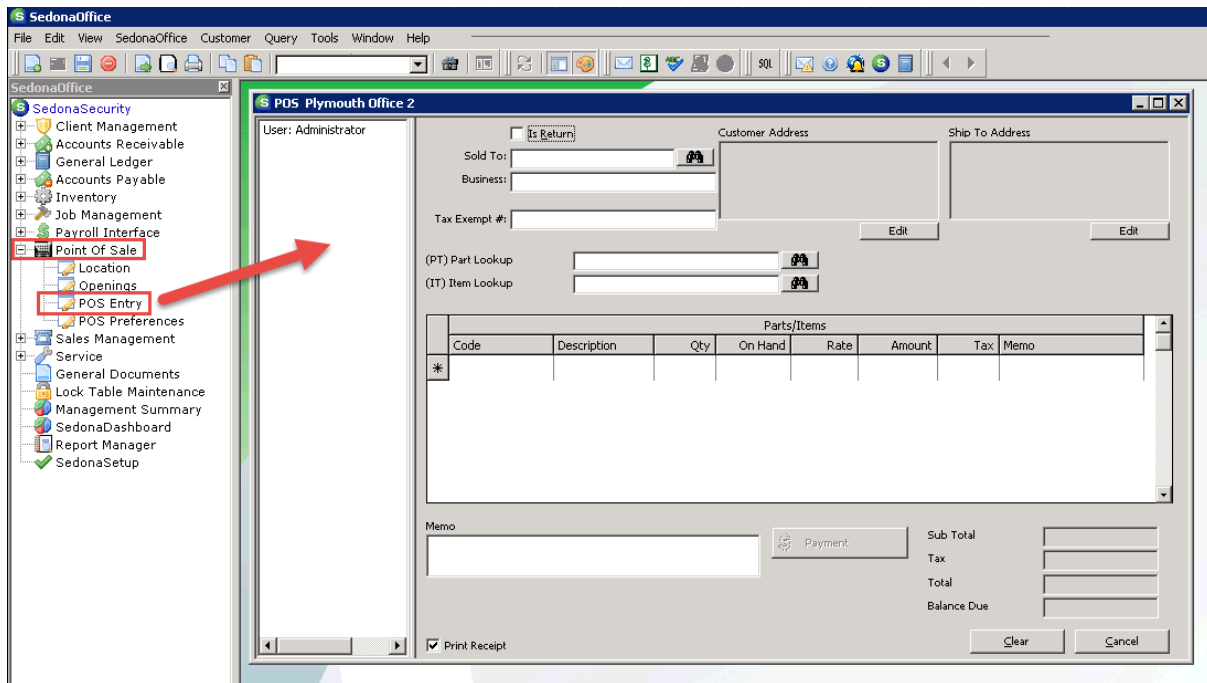
At the bottom of the window, there are buttons for "Delete", "View", "New", "Open", and "Close". The "New" button is highlighted with a red box.

POS Sale Entries

POS Sales to Non-SedonaOffice Customers

To begin a new sale for a non-SedonaOffice Customer, follow the instructions below and on the following pages.

1. From the SedonaOffice main application menu, click on the Point of Sale module and expand the tree, then click on the POS Entry menu option.
2. The POS entry form will be displayed.



POS Sales to Non-SedonaOffice Customers (continued)

3. **Sold To** – Type in the name of the customer.
4. **Business** – If this is a commercial type customer, type in the name of the business. This field is optional. Click on the Edit button below the Customer Address area of the form.
5. **Tax Exempt #** - If the customer is tax exempt, type in the exemption number in this field. If anything is entered into this field, no sales tax will be calculated on the sale.

The screenshot shows the 'POS Plymouth Office 2' application window. The user is 'Administrator'. The form includes the following elements:

- Is Return
- Sold To: (with a person icon)
- Business: (with a person icon)
- Tax Exempt #:
- Customer Address: (with an Edit button highlighted in red)
- Ship To Address: (with an Edit button)
- (PT) Part Lookup: (with a person icon)
- (IT) Item Lookup: (with a person icon)
- Parts/Items table with columns: Code, Description, Qty, On Hand, Rate, Amount, Tax, Memo. The first row contains an asterisk (*).
- Memo:
- Payment: (with a person icon)
- Summary fields: Sub Total, Tax, Total, Balance Due (each with an input field)
- Print Receipt
- Clear and Cancel buttons.

POS Sales to Non-SedonaOffice Customers (continued)

- The Edit Address form will be displayed. Enter the street address on Line 1, then tab to the Zip Code field and enter the zip code then press the tab key. The City and State will auto-fill. Click the Save button when finished.

Edit Address

Country: United States

Line 1: 14225 Ann Arbor Road

Line 2:

Line 3:

City: Plymouth

State: Michigan

Zip Code: 48170

Plus 4:

County:

Township:

Buttons: Verify, Save, Close

- You will be returned to the POS Entry form.
- Ship To Address – The ship to address will auto fill with the customer name and address that was entered in the customer address setup (step 5 above). If you will be shipping parts to the customer and the delivery address is different from the customer address, click on the Edit button and edit the shipping address.

Is Return

Sold To: Joseph Foster

Business: ABC Hardware

Tax Exempt #:

(PT) Part Lookup:

(IT) Item Lookup:


Customer Address: 14225 Ann Arbor Road, Plymouth, MI 48170

Ship To Address: ABC Hardware, c/o Joseph Foster, 14225 Ann Arbor Road, Plymouth, MI 48170

Buttons: Edit (Customer), Edit (Ship To)

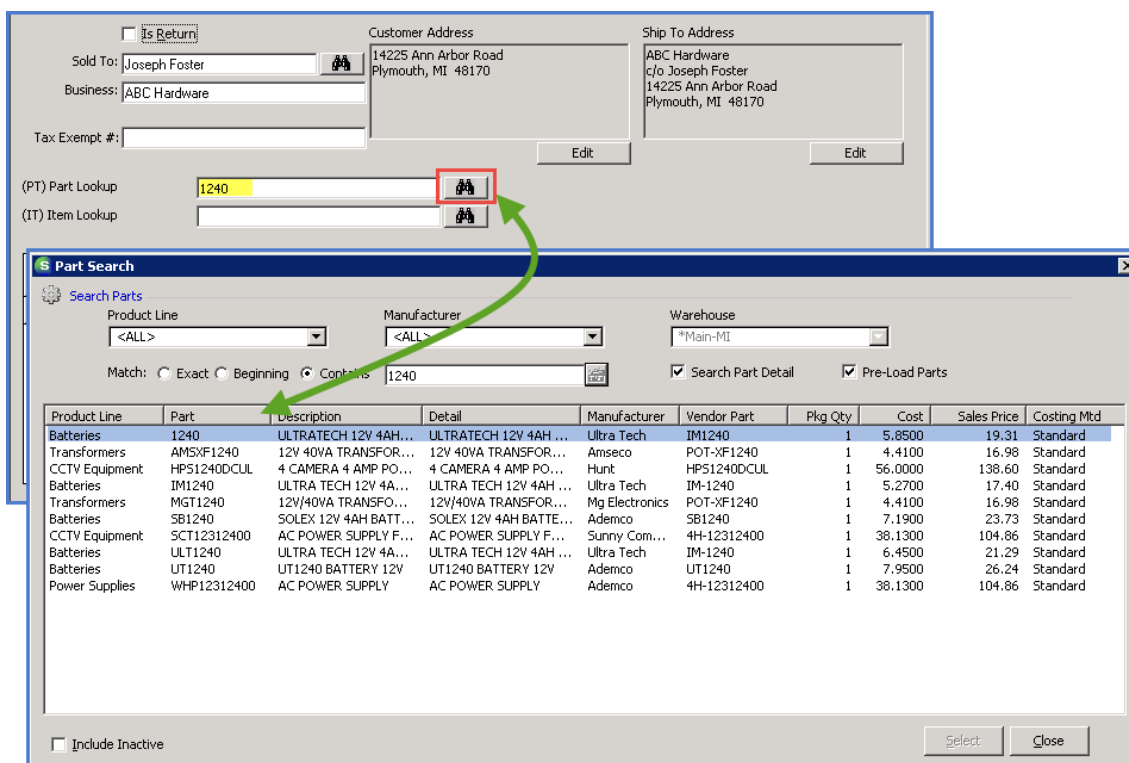
Parts/Items							
Code	Description	Qty	On Hand	Rate	Amount	Tax	Memo
*							

POS Sales to Non-SedonaOffice Customers (continued)

- Adding parts or invoice items being sold, must be done by using the lookup button  even if you know the exact part number or item code. To speed up locating parts, type in as many characters as you believe are correct to locate the part. In the example below, we typed in 1240 then clicked the lookup button.

The Part Search form is displayed with a listing of all parts containing 1240. Double-click on the correct part number in the list.

In our example, we are selling two batteries and shipping to the customer, so we will be adding a shipping charge to the sale.



The screenshot shows two windows from a POS application. The top window is a sales form with fields for 'Sold To', 'Business', 'Customer Address', and 'Ship To Address'. The 'Part Lookup' field contains '1240' and a lookup button (two people icon) is highlighted with a red box. A green arrow points from this button to the 'Part Search' dialog box below. The 'Part Search' dialog has a search field with '1240' and a list of parts. The first row in the list is highlighted.

Product Line	Part	Description	Detail	Manufacturer	Vendor Part	Pkg Qty	Cost	Sales Price	Costing Mtd
Batteries	1240	ULTRATECH 12V 4AH...	ULTRATECH 12V 4AH ...	Ultra Tech	IM1240	1	5.8500	19.31	Standard
Transformers	AMSXF1240	12V 40VA TRANSFOR...	12V 40VA TRANSFOR...	Amseco	POT-XF1240	1	4.4100	16.98	Standard
CCTV Equipment	HPS1240DCUL	4 CAMERA 4 AMP PO...	4 CAMERA 4 AMP PO...	Hunt	HPS1240DCUL	1	56.0000	138.60	Standard
Batteries	IM1240	ULTRA TECH 12V 4A...	ULTRA TECH 12V 4AH ...	Ultra Tech	IM-1240	1	5.2700	17.40	Standard
Transformers	MGT1240	12V/40VA TRANSFO...	12V/40VA TRANSFOR...	Mg Electronics	POT-XF1240	1	4.4100	16.98	Standard
Batteries	SB1240	SOLEX 12V 4AH BATT...	SOLEX 12V 4AH BATTE...	Ademco	SB1240	1	7.1900	23.73	Standard
CCTV Equipment	SCT12312400	AC POWER SUPPLY F...	AC POWER SUPPLY F...	Sunny Com...	4H-12312400	1	38.1300	104.86	Standard
Batteries	ULT1240	ULTRA TECH 12V 4A...	ULTRA TECH 12V 4AH ...	Ultra Tech	IM-1240	1	6.4500	21.29	Standard
Batteries	UT1240	UT1240 BATTERY 12V	UT1240 BATTERY 12V	Ademco	UT1240	1	7.9500	26.24	Standard
Power Supplies	WHP12312400	AC POWER SUPPLY	AC POWER SUPPLY	Ademco	4H-12312400	1	38.1300	104.86	Standard

POS Sales to Non-SedonaOffice Customers (continued)

10. The part information will fill into the Parts/Items area of the POS form. The quantity will always default to 1 as well as the sales price from the part setup. You may change the quantity and the sales price (rate field) if needed. When adding parts to the list, (PT) will be displayed in front of the part number. This does not print on the customer receipt.

If additional parts are being sold, repeat the same steps until all parts being sold are listed.

At the lower right of the form, the software calculates the total charges added thus far along with the applicable sales tax. As additional parts are added, the totals automatically update.

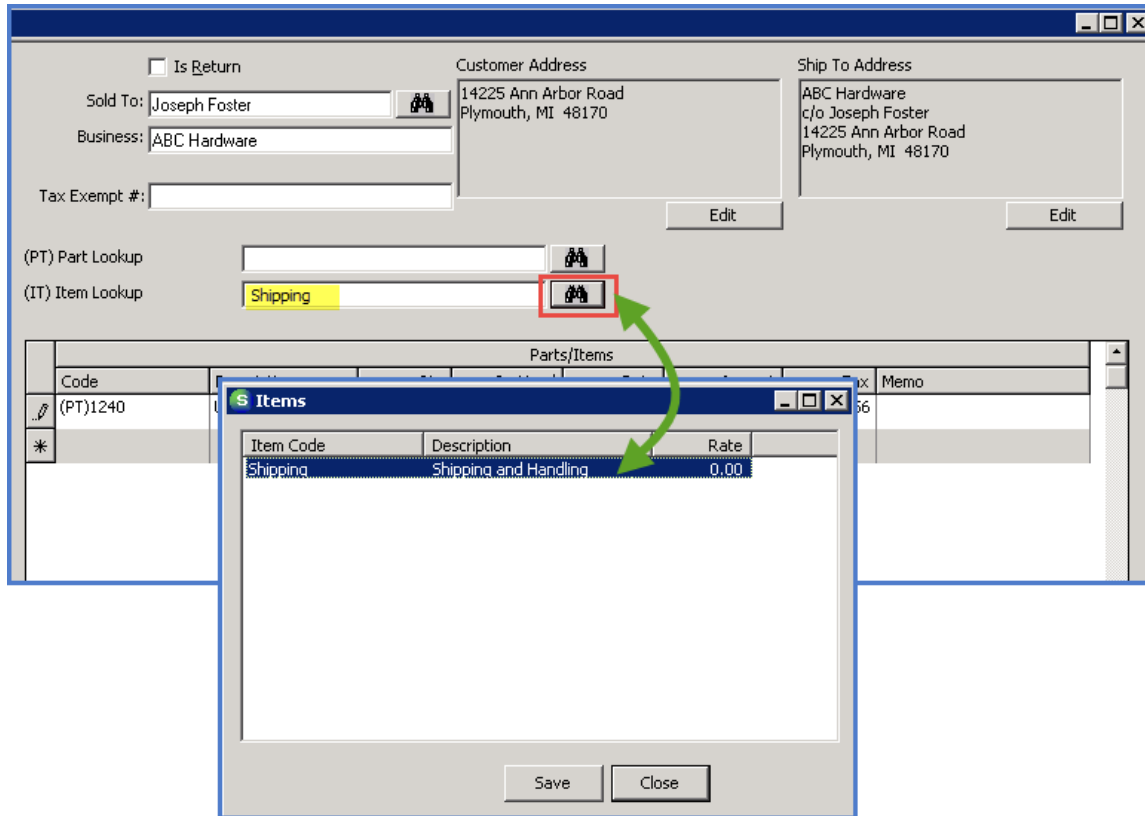
The screenshot shows a POS software window with the following sections:

- Customer Information:**
 - Is Return
 - Sold To: Joseph Foster
 - Business: ABC Hardware
 - Tax Exempt #: [Empty]
- Addresses:**
 - Customer Address: 14225 Ann Arbor Road, Plymouth, MI 48170
 - Ship To Address: ABC Hardware, c/o Joseph Foster, 14225 Ann Arbor Road, Plymouth, MI 48170
- Lookup Fields:**
 - (PT) Part Lookup: [Empty]
 - (IT) Item Lookup: [Empty]
- Parts/Items Table:**

	Code	Description	Qty	On Hand	Rate	Amount	Tax	Memo
✎	(PT)1240	ULTRATECH 12V 4A	2	92	19.31	38.62	2.56	
*								
- Summary and Actions:**
 - Memo: [Empty]
 - Payment: [Button]
 - Sub Total: 38.62
 - Tax: 2.56
 - Total: 41.18
 - Balance Due: 41.18
 - Print Receipt
 - Clear [Button] | Cancel [Button]

POS Sales to Non-SedonaOffice Customers (continued)

- Next, we will add an Item code for the shipping charges. In the Item Lookup field, you can type in the exact Item Code, then click on the lookup button or just click on the lookup button to locate the item code. Once you locate the correct Item Code, double-click on that row in the list.



POS Sales to Non-SedonaOffice Customers (continued)

- The Item information will fill into the Parts/Items area of the POS form. The quantity will always default to 1 as well as the sales price from the Invoice Item setup, if any. You may change the quantity and the sales price (rate field) if needed. When adding Items to the list, (IT) will be displayed in front of the item code. This does not print on the customer receipt.

Is Return

Sold To: Joseph Foster
Business: ABC Hardware
Tax Exempt #:

Customer Address
14225 Ann Arbor Road
Plymouth, MI 48170

Ship To Address
ABC Hardware
c/o Joseph Foster
14225 Ann Arbor Road
Plymouth, MI 48170

(PT) Part Lookup
(IT) Item Lookup

Parts/Items							
Code	Description	Qty	On Hand	Rate	Amount	Tax	Memo
(PT)1240	ULTRATECH 12V 4A	2	92	19.31	38.62	2.56	
(IT)Shipping	Shipping and Handli	1		7.95	7.95	0.00	
*							

- In the Memo field, you may type in a note. This information will print on the customer receipt.

Is Return

Sold To: Joseph Foster
Business: ABC Hardware
Tax Exempt #:

Customer Address
14225 Ann Arbor Road
Plymouth, MI 48170

Ship To Address
ABC Hardware
c/o Joseph Foster
14225 Ann Arbor Road
Plymouth, MI 48170

(PT) Part Lookup
(IT) Item Lookup

Parts/Items							
Code	Description	Qty	On Hand	Rate	Amount	Tax	Memo
(PT)1240	ULTRATECH 12V 4A	2	92	19.31	38.62	2.56	
(IT)Shipping	Shipping and Handli	1		7.95	7.95	0.00	
*							


Memo
Ship parts to ABC Hardware

Payment

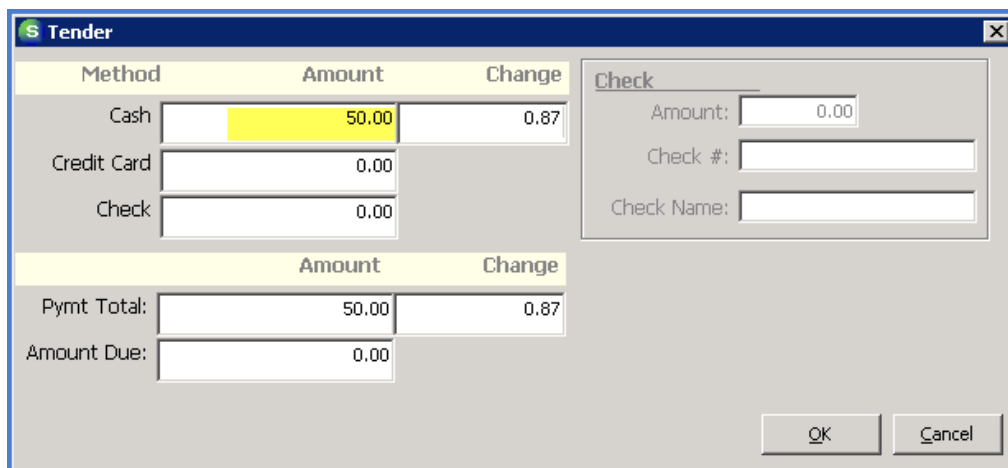
Sub Total: 46.57
Tax: 2.56
Total: 49.13
Balance Due: 49.13

Print Receipt

POS Sales to Non-SedonaOffice Customers (continued)

14. Once all Parts and Items have been added to the POS Entry form, we will enter the Payment information. Click on the Payment button  located to the right of the Memo field.
15. The Tender form will be displayed.
 - **Paying with Cash** – enter the amount of cash the customer is tendering. If the amount tendered is not the exact amount of the total sale, the software will calculate the amount of change due.

When finished, click on the OK button.



The screenshot shows the 'Tender' dialog box with the following data:

Method	Amount	Change
Cash	50.00	0.87
Credit Card	0.00	
Check	0.00	

	Amount	Change
Pymt Total:	50.00	0.87
Amount Due:	0.00	

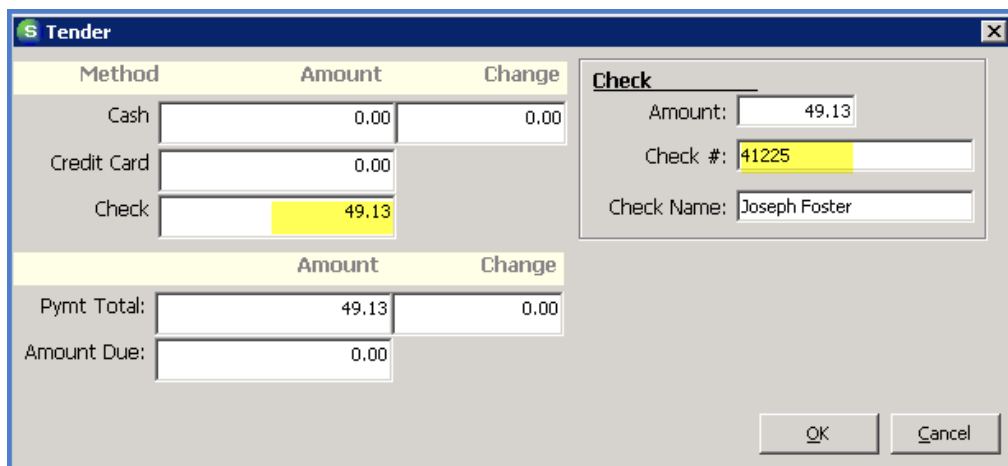
The 'Check' section on the right contains the following fields:

- Amount: 0.00
- Check #: (empty)
- Check Name: (empty)

Buttons: OK, Cancel

- **Paying with Check** – In the Cash field, type in zero, then tab to the Check field. The total amount of the sale will auto fill. Press the tab key to the Check# field and enter the number on the check presented.

When finished, click on the OK button.



The screenshot shows the 'Tender' dialog box with the following data:

Method	Amount	Change
Cash	0.00	0.00
Credit Card	0.00	
Check	49.13	

	Amount	Change
Pymt Total:	49.13	0.00
Amount Due:	0.00	

The 'Check' section on the right contains the following fields:

- Amount: 49.13
- Check #: 41225
- Check Name: Joseph Foster

Buttons: OK, Cancel

POS Sales to Non-SedonaOffice Customers (continued)

The process for entering credit card payments is different for SedonaOffice version 5.7 and version 6.1. The process for each version will be demonstrated below.

- **Paying with a Credit Card** (SedonaOffice version 6.1+) – In the Cash field, type zero then tab to the Credit Card field and enter the amount to be charged to the credit card. Click the OK button when finished.

The screenshot shows the 'Tender' dialog box with the following data:

Method	Amount	Change
Cash	0.00	0.00
Credit Card	49.13	
Check	0.00	

	Amount	Change
Pymt Total:	49.13	0.00
Amount Due:	0.00	

Check section:

Amount: 0.00
Check #:
Check Name: Joseph Foster

Buttons: OK (highlighted), Cancel

POS Sales to Non-SedonaOffice Customers (continued)

The credit card data entry form will be displayed. Enter information into all highlighted fields shown in the illustration below. When finished, click the Create Token button.

If the credit card entered is approved, the Transaction Approved message will be displayed. If the card is not approved a Transaction Declined message will be displayed.

The screenshot shows a web form titled "Test/Perennial Software" with a "Payment Method" section. The form contains several input fields, some of which are highlighted in yellow to indicate where data should be entered. The "Payment Method" section includes a card number field (*****0026), an expiration date field (12 2022), and a CVV field (094). Below this is the "Billing Information" section, which includes a name field (Joseph Foster), an address field (14225 Ann Arbor Rd), a city field (Plymouth), a state field (Michigan), and a zip code field (48170). There is also a "Phone number" field. At the bottom of the form is a green "Create Token" button. Overlaid on the right side of the form is a "Transaction Approved" dialog box with an information icon and the following text: "Auth # :123456" and "Live Trace #: 82806baf-7b0c-4781-8825-0640c1cac217". An "OK" button is located at the bottom right of the dialog box.

POS Sales to Non-SedonaOffice Customers (continued)

- **Paying with a Credit Card** (SedonaOffice version 5.7.49 through 5.7.99) – In the Cash field, type zero then tab to the Credit Card field and enter the amount to be charged to the credit card.

On the right side of the form under the header Credit Card, enter information into all fields. When finished, click the OK button located at the lower right of the form.

If the transaction is approved, a message box will be displayed indicating the transaction has been approved. If the transaction is declined, a message box will be displayed indicating the Authorization Failed. This transaction will now appear in the list of transactions to submit for processing in the EFT Processing List.

Method	Amount	Change
Cash	0.00	0.00
Credit Card	49.13	
Check	0.00	

	Amount	Change
Pymt Total:	49.13	0.00
Amount Due:	0.00	

Credit Card

Amount: 49.13

Type: VISA

CC #: 4012000033330026

Expiration: Mth: 12 Year: 22

Name on Card: Joseph Foster

Street Address: 14225 Ann Arbor Road

Billing Zip Code: 48170

CVVS Code: 094

Check

Amount: 0.00

Check #:

Check Name: Joseph Foster

OK Cancel


POS Sales to Non-SedonaOffice Customers (continued)

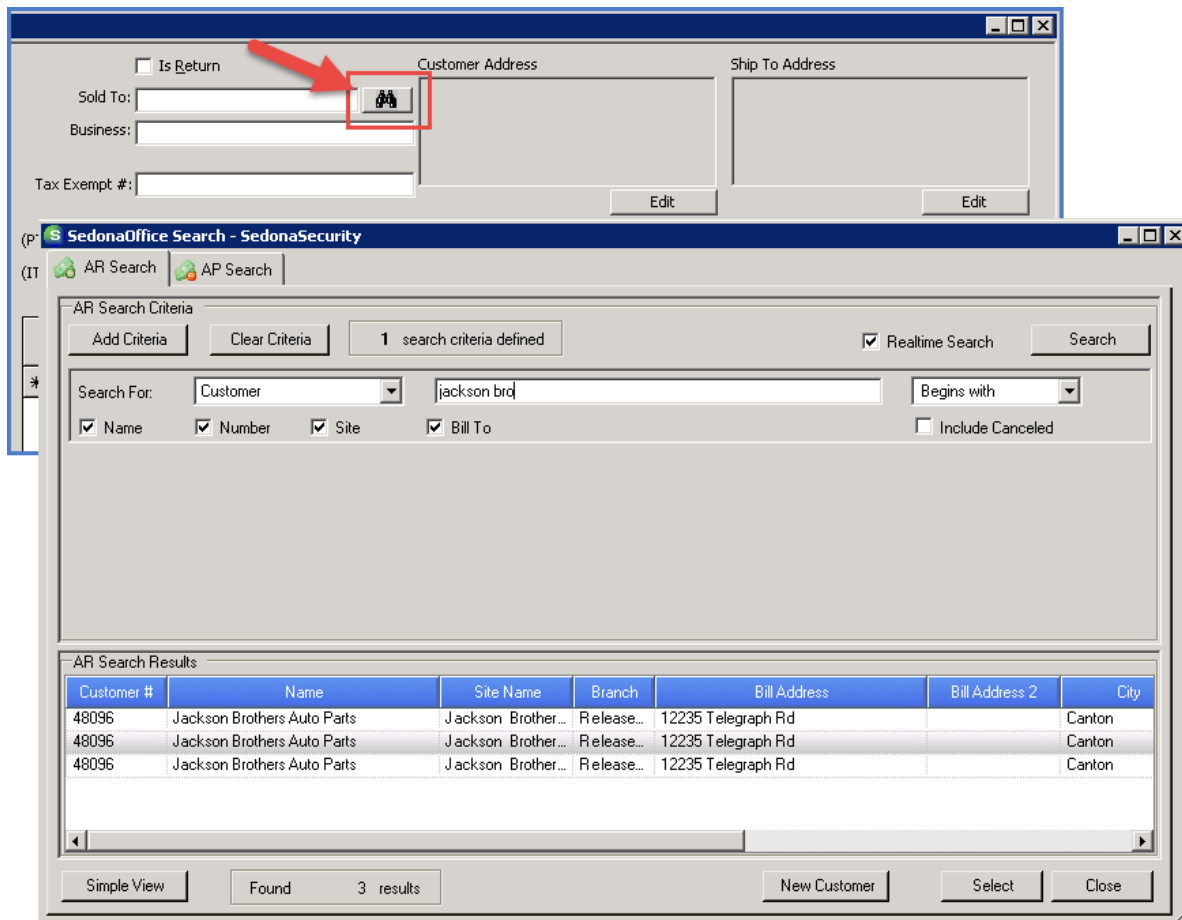
Once the payment has been made for the sale, the customer receipt report will be displayed in print preview mode. Click on the Print/Close button to complete the transaction.

SedonaSecurity						
416 Forest rd Plymouth, MI 48170 7344140760						
POS Location: Plymouth Office 2		Customer Address		Ship To		
Sale Date: 2/18/2020 9:56:21 AM		14225 Ann Arbor Road Plymouth, MI 48170		ABC Hardware Joseph Foster 14225 Ann Arbor Road Plymouth, MI 48170		
Receipt #: 202021895621						
Sold To: ABC Hardware Joseph Foster						
Item Code	Description	Quantity	Price	Amount	Memo	
1240	ULTRATECH 12V 4AH	2	19.31	38.62		
Shipping	Shipping and Handling	1	7.95	7.95		
Memo: Ship parts to ABC Hardware						
Payment						
Cash	0.00			Sub Total 46.57		
Change	0.00			Tax 2.56		
Credit Card	49.13 VISA			Total \$49.13		
Check	0.00					
Signature _____						

POS Cash or Credit Sales to SedonaOffice Customers

To begin a new sale for a SedonaOffice Customer who is paying with cash, check or a credit card, follow the instructions below and on the following pages. Instructions for invoicing the customer will follow this topic.

1. From the SedonaOffice main application menu, click on the Point of Sale module and expand the tree, then click on the POS Entry menu option.
2. The POS entry form will be displayed. In the **Sold To** field, click on the lookup button  to the right of the field to search for your customer. Double-click on the correct row to select the customer. If the customer has more than one Site, you will be presented with a list from which to select the appropriate site for this transaction.



The screenshot shows the POS Entry form and the SedonaOffice Search dialog box. A red arrow points to the lookup button in the Sold To field of the POS form. The search dialog shows criteria for 'Customer' with 'jackson bro' and 'Begins with' set to 'C'. The results table shows three entries for 'Jackson Brothers Auto Parts' in 'Canton'.

Customer #	Name	Site Name	Branch	Bill Address	Bill Address 2	City
48096	Jackson Brothers Auto Parts	Jackson Brother...	Release...	12235 Telegraph Rd		Canton
48096	Jackson Brothers Auto Parts	Jackson Brother...	Release...	12235 Telegraph Rd		Canton
48096	Jackson Brothers Auto Parts	Jackson Brother...	Release...	12235 Telegraph Rd		Canton

POS Sales to SedonaOffice Customers (continued)


3. The **Customer Address and Ship To Address** will auto fill from the customer and site information selected. If you are shipping parts to the customer and the Ship To Address displayed is not the correct address for this sale, click on the Edit button and modify the address information.
4. **Tax Exempt** – If this sale is tax exempt, you will need to lookup the tax exempt number on the customer’s account – this information will not auto-fill.

The screenshot shows a software window with the following fields and controls:

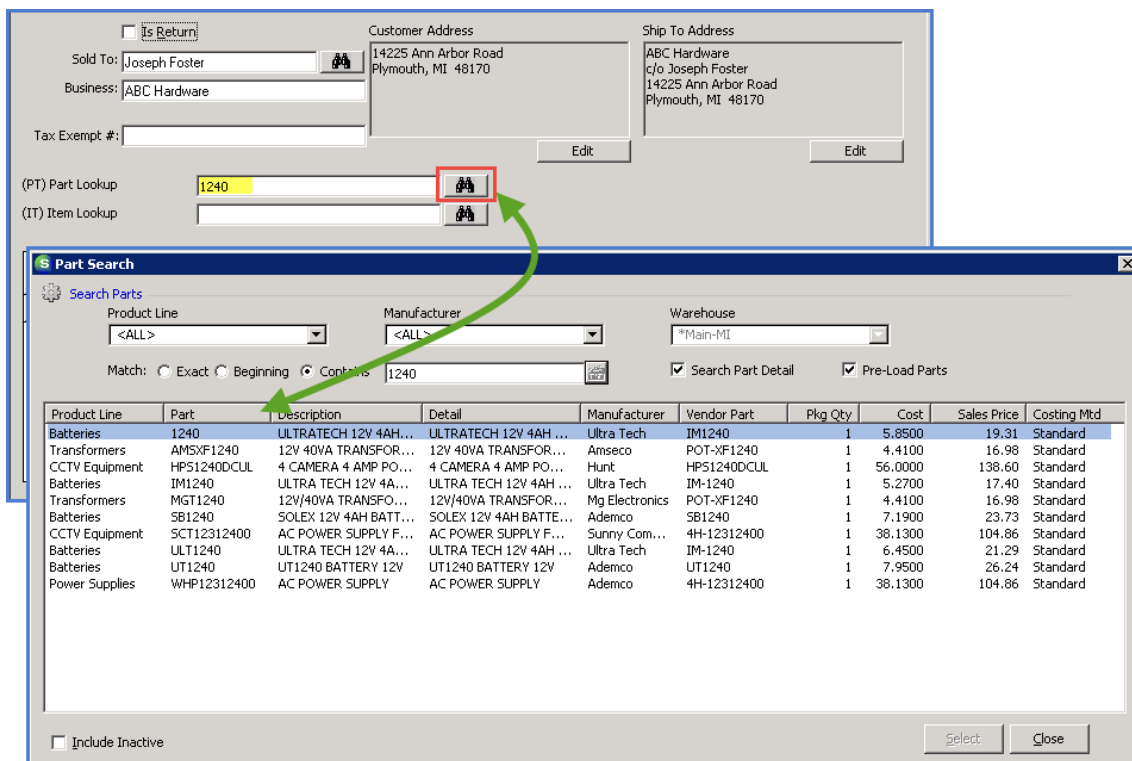
- Is Return
- Sold To: Jackson Brothers Auto Parts
- Business: Jackson Brothers Auto Parts
- Tax Exempt #: 95-123456
- Customer Address: 12235 Telegraph Rd, Canton, MI 48187
- Ship To Address: Jackson Brothers Auto Parts-#2, 10855 Haggerty, Canton, MI 48187
- Buttons: Edit (under Customer Address), Edit (under Ship To Address, highlighted with a red box), Invoice
- Lookup fields: (PT) Part Lookup, (IT) Item Lookup
- Table: Parts/Items

Parts/Items							
Code	Description	Qty	On Hand	Rate	Amount	Tax	Memo
*							

POS Sales to SedonaOffice Customers (continued)

- Adding parts or invoice items being sold, must be done by using the lookup button  even if you know the exact part number or item code. To speed up locating parts, type in as many characters as you believe are correct to locate the part. In the example below, we typed in 1240 then clicked the lookup button. The Part Search form is displayed with a listing of all parts containing 1240. Double-click on the correct part number in the list.

In our example, we are selling two batteries and shipping to the customer, so we will be adding a shipping charge to the sale.



The screenshot displays the POS software interface. At the top, there are fields for 'Sold To' (Joseph Foster), 'Business' (ABC Hardware), and 'Tax Exempt #'. Below these are 'Customer Address' and 'Ship To Address' fields, both containing '14225 Ann Arbor Road, Plymouth, MI 48170'. A 'Part Lookup' field contains '1240' and a 'lookup' button (represented by a magnifying glass icon) is highlighted with a red box. A green arrow points from this button to the 'Part Search' dialog box. The dialog box has a search criteria section with 'Product Line' set to '<ALL>', 'Manufacturer' set to '<ALL>', and 'Warehouse' set to '*Main-MI'. The 'Match' options are 'Exact', 'Beginning', and 'Contains', with 'Contains' selected. The search criteria field contains '1240'. Below this is a table of search results:

Product Line	Part	Description	Detail	Manufacturer	Vendor Part	Pkg Qty	Cost	Sales Price	Costing Mtd
Batteries	1240	ULTRATECH 12V 4AH...	ULTRATECH 12V 4AH ...	Ultra Tech	IM1240	1	5.8500	19.31	Standard
Transformers	AMSXF1240	12V 40VA TRANSFOR...	12V 40VA TRANSFOR...	Amseco	POT-XF1240	1	4.4100	16.98	Standard
CCTV Equipment	HPS1240DCUL	4 CAMERA 4 AMP PO...	4 CAMERA 4 AMP PO...	Hunt	HPS1240DCUL	1	56.0000	138.60	Standard
Batteries	IM1240	ULTRA TECH 12V 4A...	ULTRA TECH 12V 4AH ...	Ultra Tech	IM-1240	1	5.2700	17.40	Standard
Transformers	MGT1240	12V/40VA TRANSFO...	12V/40VA TRANSFOR...	Mg Electronics	POT-XF1240	1	4.4100	16.98	Standard
Batteries	SB1240	SOLEX 12V 4AH BATT...	SOLEX 12V 4AH BATTE...	Ademco	SB1240	1	7.1900	23.73	Standard
CCTV Equipment	SCT12312400	AC POWER SUPPLY F...	AC POWER SUPPLY F...	Sunny Com...	4H-12312400	1	38.1300	104.86	Standard
Batteries	ULT1240	ULTRA TECH 12V 4A...	ULTRA TECH 12V 4AH ...	Ultra Tech	IM-1240	1	6.4500	21.29	Standard
Batteries	UT1240	UT1240 BATTERY 12V	UT1240 BATTERY 12V	Ademco	UT1240	1	7.9500	26.24	Standard
Power Supplies	WHP12312400	AC POWER SUPPLY	AC POWER SUPPLY	Ademco	4H-12312400	1	38.1300	104.86	Standard

POS Sales to SedonaOffice Customers (continued)

- The part information will fill into the Parts/Items area of the POS form. The quantity will always default to 1 as well as the sales price from the part setup. You may change the quantity and the sales price (rate field) if needed. When adding parts to the list, (PT) will be displayed in front of the part number. This does not print on the customer receipt.

If additional parts are being sold, repeat the same steps until all parts being sold are listed.

At the lower right of the form, the software calculates the total charges added thus far along with the applicable sales tax. As additional parts are added, the totals automatically update.

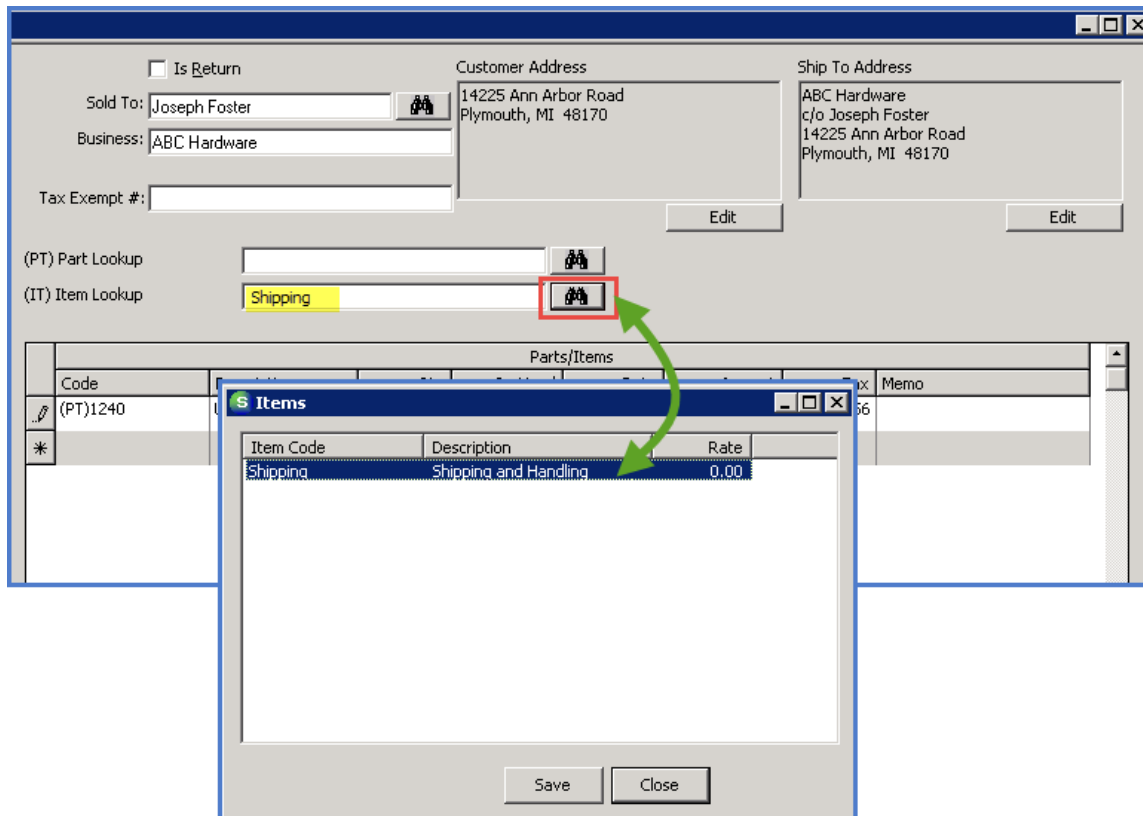
The screenshot shows a POS software window with the following sections:

- Customer Information:**
 - Is Return
 - Sold To: Joseph Foster
 - Business: ABC Hardware
 - Tax Exempt #: [Empty]
- Addresses:**
 - Customer Address: 14225 Ann Arbor Road, Plymouth, MI 48170
 - Ship To Address: ABC Hardware, c/o Joseph Foster, 14225 Ann Arbor Road, Plymouth, MI 48170
- Lookup Fields:**
 - (PT) Part Lookup: [Empty]
 - (IT) Item Lookup: [Empty]
- Parts/Items Table:**

	Code	Description	Qty	On Hand	Rate	Amount	Tax	Memo
✎	(PT)1240	ULTRATECH 12V 4A	2	92	19.31	38.62	2.56	
*								
- Summary and Actions:**
 - Memo: [Empty]
 - Payment: [Button]
 - Sub Total: 38.62
 - Tax: 2.56
 - Total: 41.18
 - Balance Due: 41.18
 - Print Receipt
 - Clear [Button] | Cancel [Button]

POS Sales to SedonaOffice Customers (continued)

- Next, we will add an Item code for the shipping charges. In the Item Lookup field, you can type in the exact Item Code, then click on the lookup button or just click on the lookup button to locate the item code. Once you locate the correct Item Code, double-click on that row in the list.



POS Sales to SedonaOffice Customers (continued)

- The Item information will fill into the Parts/Items area of the POS form. The quantity will always default to 1 as well as the sales price from the Invoice Item setup, if any. You may change the quantity and the sales price (rate field) if needed. When adding Items to the list, (IT) will be displayed in front of the item code. This does not print on the customer receipt.

Is Return

Sold To: Joseph Foster
Business: ABC Hardware
Tax Exempt #:

Customer Address: 14225 Ann Arbor Road
Plymouth, MI 48170

Ship To Address: ABC Hardware
c/o Joseph Foster
14225 Ann Arbor Road
Plymouth, MI 48170

(PT) Part Lookup
(IT) Item Lookup

Parts/Items							
Code	Description	Qty	On Hand	Rate	Amount	Tax	Memo
(PT)1240	ULTRATECH 12V 4A	2	92	19.31	38.62	2.56	
(IT)Shipping	Shipping and Handli	1		7.95	7.95	0.00	
*							

- In the Memo field, you may type in a note. This information will print on the customer receipt.

Is Return

Sold To: Joseph Foster
Business: ABC Hardware
Tax Exempt #:

Customer Address: 14225 Ann Arbor Road
Plymouth, MI 48170

Ship To Address: ABC Hardware
c/o Joseph Foster
14225 Ann Arbor Road
Plymouth, MI 48170

(PT) Part Lookup
(IT) Item Lookup

Parts/Items							
Code	Description	Qty	On Hand	Rate	Amount	Tax	Memo
(PT)1240	ULTRATECH 12V 4A	2	92	19.31	38.62	2.56	
(IT)Shipping	Shipping and Handli	1		7.95	7.95	0.00	
*							


Memo: Ship parts to ABC Hardware

Payment

Sub Total	46.57
Tax	2.56
Total	49.13
Balance Due	49.13

Print Receipt

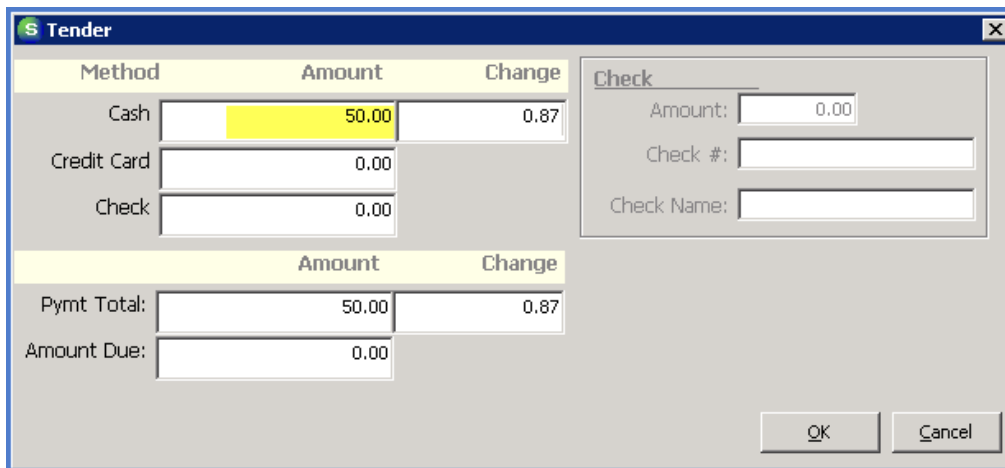
POS Sales to SedonaOffice Customers (continued)

10. Once all Parts and Items have been added to the POS Entry form, we will enter the Payment information. Click on the Payment button  located to the right of the Memo field.

11. The Tender form will be displayed.

- **Paying with Cash** – enter the amount of cash the customer is tendering. If the amount tendered is not the exact amount of the total sale, the software will calculate the amount of change due.

When finished, click on the OK button.



The screenshot shows the 'Tender' dialog box with the following data:

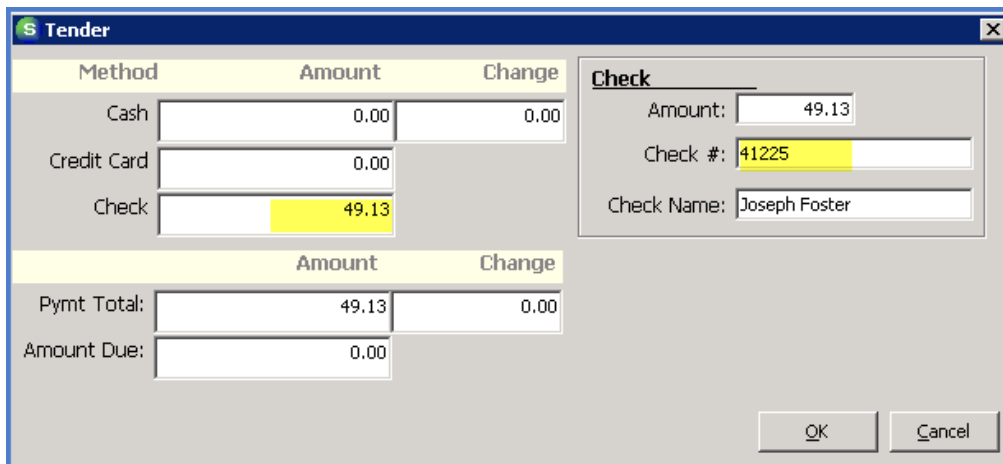
Method	Amount	Change
Cash	50.00	0.87
Credit Card	0.00	
Check	0.00	

	Amount	Change
Pymt Total:	50.00	0.87
Amount Due:	0.00	

The 'Check' section on the right is empty, with fields for Amount (0.00), Check #, and Check Name.

- **Paying with Check** – In the Cash field, type in zero, then tab to the Check field. The total amount of the sale will auto fill. Press the tab key to the Check# field and enter the number on the check presented.

When finished, click on the OK button.



The screenshot shows the 'Tender' dialog box with the following data:

Method	Amount	Change
Cash	0.00	0.00
Credit Card	0.00	
Check	49.13	

	Amount	Change
Pymt Total:	49.13	0.00
Amount Due:	0.00	

The 'Check' section on the right is populated with: Amount: 49.13, Check #: 41225, and Check Name: Joseph Foster.

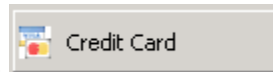
POS Sales to SedonaOffice Customers (continued)

The process for entering credit card payments is different for SedonaOffice version 5.7 and version 6.1. The process for each version will be demonstrated below.

- **Paying with a Credit Card** (SedonaOffice version 6.1+)
 - If the customer has one or more credit cards on file in SedonaOffice and customer wants to use a card on file, follow the steps in credit card option 1 below. If the customer wants to pay with a credit card not on file, follow the steps in credit card option 2 below.

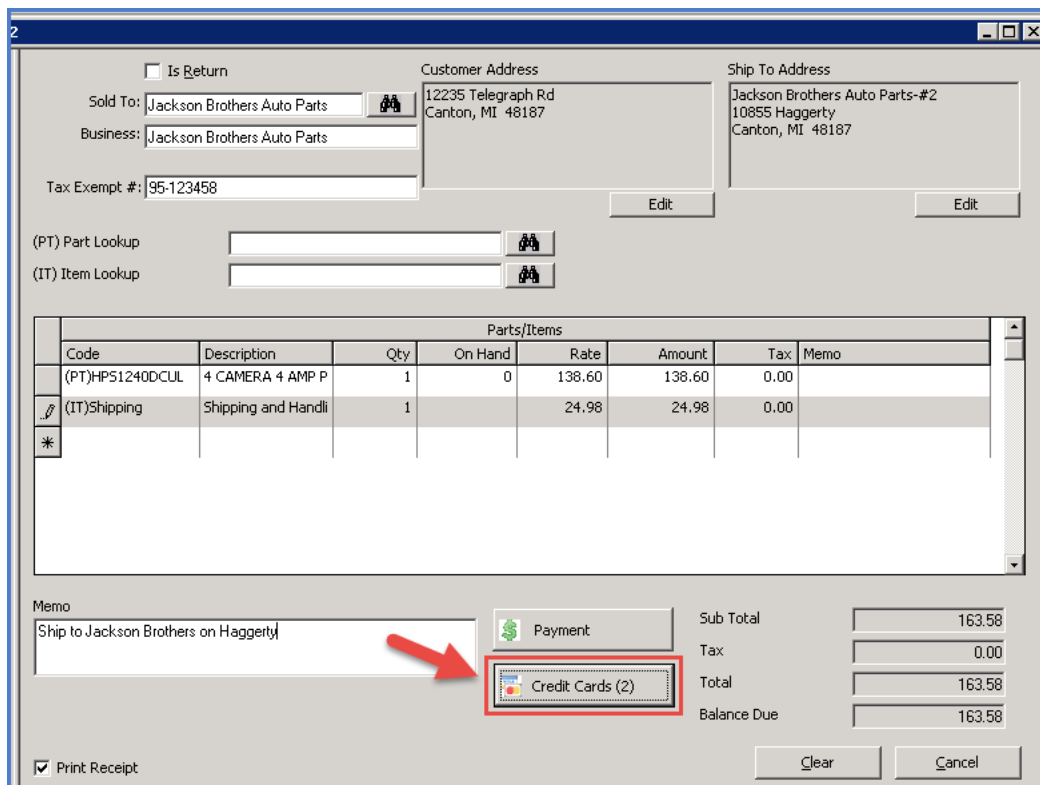
Credit Card Option 1 – Card on File in SedonaOffice Version 6.1+

1. On the POS entry form, if a customer has a credit card on file, the Credit Card button will



be displayed. Click on the credit card button

In the example below, this customer has two credit cards on file. This is indicated by the (2) on the Credit Card button. If there is more than one credit card on file, after clicking the Credit Card button, you will be presented with a list of card numbers from which to select for this sale.

A screenshot of a software application window titled "2". The window contains a form for entering a sale. At the top, there are fields for "Is Return" (unchecked), "Sold To:" (Jackson Brothers Auto Parts), "Business:" (Jackson Brothers Auto Parts), and "Tax Exempt #:" (95-123458). To the right, there are fields for "Customer Address" (12235 Telegraph Rd, Canton, MI 48187) and "Ship To Address" (Jackson Brothers Auto Parts-#2, 10855 Haggerty, Canton, MI 48187). Below these are "Edit" buttons. Further down, there are "Part Lookup" and "Item Lookup" fields. A table titled "Parts/Items" is visible, with columns for Code, Description, Qty, On Hand, Rate, Amount, Tax, and Memo. The table contains two rows: (PT)HP51240DCUL 4 CAMERA 4 AMP P with Qty 1, On Hand 0, Rate 138.60, Amount 138.60, Tax 0.00; and (IT)Shipping Shipping and Handl with Qty 1, Rate 24.98, Amount 24.98, Tax 0.00. At the bottom, there is a "Memo" field containing "Ship to Jackson Brothers on Haggerty". To the right of the memo field are "Payment" and "Credit Cards (2)" buttons. A red arrow points to the "Credit Cards (2)" button. To the right of these buttons are fields for "Sub Total" (163.58), "Tax" (0.00), "Total" (163.58), and "Balance Due" (163.58). At the bottom left, there is a "Print Receipt" checkbox (checked). At the bottom right, there are "Clear" and "Cancel" buttons.

Credit Card Option 1 – Version 6.1+ (continued)

- The Tender form will be displayed. Click on the OK button. The software will immediately communicate with Forte for authorization of the sale.

If the transaction is approved, a message box will be displayed indicating the transaction has been approved. If the transaction is declined, a message box will be displayed indicating the Authorization Failed. This transaction will now appear in the list of transactions to submit for processing in the EFT Processing List.

Method	Amount	Change
Cash	0.00	0.00
Credit Card	41.18	
Check	0.00	


	Amount	Change
Pymt Total:	0.00	0.00
Amount Due:	0.00	

Check
Amount: 0.00
Check #:
Check Name:

OK Cancel

- Once the transaction has been approved, click the OK button.

Transaction Approved

 Auth #: 123456
Live Trace #: 79e6e78d-3677-4e6d-98f6-371894b69120

OK


POS Sales to SedonaOffice Customers (continued)

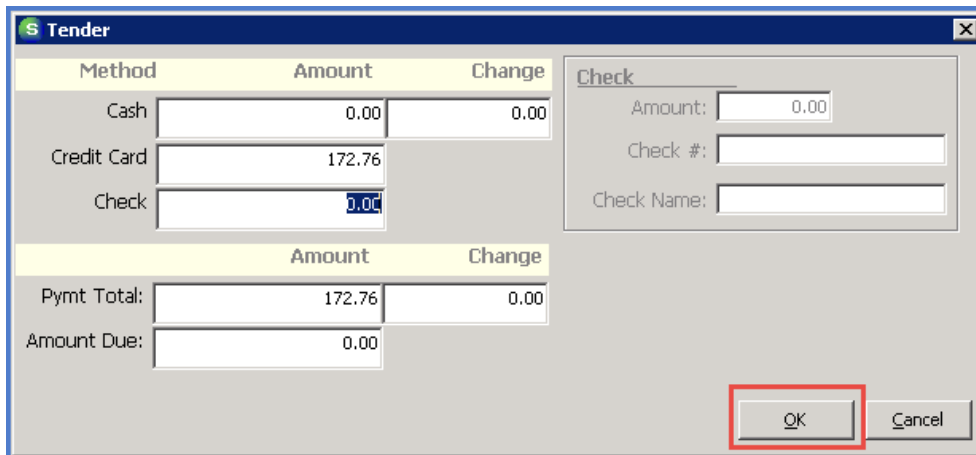
Credit Card Option 1 – Version 6.1+ (continued)

- The customer receipt will be displayed in print preview mode. Click the print button to send to the printer.

SedonaSecurity					
416 Forest rd Plymouth, MI 48170 73441 40760					
POS Location: Plymouth Office 2		Customer Address		Ship To	
Sale Date: 2/18/2020 11:16:04 AM		12235 Telegraph Rd Canton, MI 48187		Jackson Brothers Auto Parts #2 10855 Haggerty Canton, MI 48187	
Receipt #: 202021811164					
Sold To: Jackson Brothers Auto Parts Jackson Brothers Auto Parts					
Item Code	Description	Quantity	Price	Amount	Memo
HPS1240DCUL	4 CAMERA 4 AMP POWER	1	138.60	138.60	
Shipping	Shipping and Handling	1	24.98	24.98	
Memo: Ship to Jackson Brothers on Haggerty					
Payment					
Cash	0.00	Sub Total		163.58	
Change	0.00	Tax		0.00	
Credit Card	163.58 VISA	Total		\$163.58	
Check	0.00				
Signature _____					

Credit Card Option 2 – No Card on File in SedonaOffice Version 6.1+

1. Once all Parts and Items have been added to the POS Entry form, we will enter the Payment information. Click on the Payment button  located to the right of the Memo field.
2. The Tender form will be displayed. Type zero into the Cash field, then tab to the Credit Card field which will auto-fill with the total amount of the sale. Click the OK button.



Method	Amount	Change
Cash	0.00	0.00
Credit Card	172.76	
Check	0.00	

	Amount	Change
Pymt Total:	172.76	0.00
Amount Due:	0.00	

Check

Amount: 0.00

Check #:

Check Name:

OK Cancel

Credit Card Option 2 – Version 6.1+ (continued)

3. The credit card data entry form will be displayed. Enter information into all highlighted fields shown in the illustration below. When finished, click the Create Token button.

If the credit card entered is approved, the Transaction Approved message will be displayed. If the card is not approved a Transaction Declined message will be displayed. Click on the OK button of the Transaction Approved message box.

The screenshot shows a payment form titled "Test/Perennial Software" under the "Payment Method" section. The form includes several input fields, some of which are highlighted in yellow to indicate where data should be entered:

- Card number: *****0026
- Expiration date: 12 2022
- CVV: 094
- Billing Information: Includes logos for VISA, Mastercard, DISCOVER, and American Express, and a dropdown menu set to "United States of America".
- Name: Joseph Foster
- Address Line 1: 14225 Ann Arbor Rd
- Address Line 2: (empty)
- City: Plymouth
- State: Michigan
- Zip: 48170
- Phone number: (empty)

At the bottom of the form is a green "Create Token" button, which is highlighted with a red rectangle. A "Transaction Approved" dialog box is overlaid on the right side of the form, displaying the following information:

- Auth #: 123456
- Live Trace #: 82806baf-7b0c-4781-8825-0640c1cac217
- An "OK" button is located at the bottom right of the dialog box.

POS Sales to SedonaOffice Customers (continued)

Credit Card Option 2 – Version 6.1+ (continued)

- The customer receipt will be displayed in print preview mode. Click the print button to send to the printer.

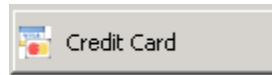
SedonaSecurity					
416 Forest rd Plymouth, MI 48170 73441 40760					
POS Location: Plymouth Office 2		Customer Address		Ship To	
Sale Date: 2/18/2020 11:16:04 AM		12235 Telegraph Rd Canton, MI 48187		Jackson Brothers Auto Parts #2 10855 Haggerty Canton, MI 48187	
Receipt #: 202021811164					
Sold To: Jackson Brothers Auto Parts Jackson Brothers Auto Parts					
Item Code	Description	Quantity	Price	Amount	Memo
HPS1240DCUL	4 CAMERA 4 AMP POWER	1	138.60	138.60	
Shipping	Shipping and Handling	1	24.98	24.98	
Memo: Ship to Jackson Brothers on Haggerty					
Payment					
Cash	0.00	Sub Total		163.58	
Change	0.00	Tax		0.00	
Credit Card	163.58 VISA	Total		\$163.58	
Check	0.00				
Signature _____					

POS Sales to SedonaOffice Customers (continued)

- **Paying with a Credit Card** (SedonaOffice version 5.7.49 through 5.7.99)
 - If the customer has one or more credit cards on file in SedonaOffice and customer wants to use a card on file, follow the steps in credit card option 3 below. If the customer wants to pay with a credit card not on file, follow the steps in credit card option 4 below.

Credit Card Option 3 – Card on File in SedonaOffice Version 5.7.49 through 5.7.99

1. On the POS entry form, if a customer has a credit card on file, the Credit Card button will



be displayed. Click on the credit card button

If there is more than one credit card on file, after clicking the Credit Card button, you will be presented with a list of card numbers from which to select for this sale.

The screenshot shows a software window titled "POS Entry Form". At the top, there are fields for "Is Return" (unchecked), "Sold To:" (Schiff, Emily), "Business:", and "Tax Exempt #:". To the right, there are "Customer Address" and "Ship To Address" fields. The "Customer Address" field contains "1025 Kenrich Ct, Hollywood, FL 33021". The "Ship To Address" field contains "Emily Schiff, 1025 Kenrich Ct, Site Address Line 2, Hollywood, FL 33021". Below these are "Edit" buttons. Further down are "(PT) Part Lookup" and "(IT) Item Lookup" fields. A table titled "Parts/Items" is visible, with columns for Code, Description, Qty, On Hand, Rate, Amount, Tax, and Memo. The first row contains "(PT)IM1270", "12V 7AH BATTERY", "1", "157", "30.33", "30.33", "2.01", and an empty memo field. Below the table is a "Memo" field. At the bottom right, there are "Payment" and "Credit Card" buttons. The "Credit Card" button is highlighted with a red rectangle. To the right of these buttons are fields for "Sub Total" (30.33), "Tax" (2.01), "Total" (32.34), and "Balance Due" (32.34). At the bottom left, there is a "Print Receipt" checkbox (checked). At the bottom right, there are "Clear" and "Cancel" buttons.

Code	Description	Qty	On Hand	Rate	Amount	Tax	Memo
(PT)IM1270	12V 7AH BATTERY	1	157	30.33	30.33	2.01	

Credit Card Option 3 Card on File – Version 5.7.49 – 5.7.99 (continued)

2. The Tender form will be displayed. Press the tab key to move to the Credit Card field on the left. This will expose the credit card information on the right side of the form. Confirm all information is correct, then click on the OK button. The software will immediately communicate with Forte for authorization of the sale.

If the transaction is approved, a message box will be displayed indicating the transaction has been approved. If the transaction is declined, a message box will be displayed indicating the Authorization Failed. This transaction will now appear in the list of transactions to submit for processing in the EFT Processing List.

The screenshot shows a 'Tender' dialog box with two tables and several input fields. The first table lists payment methods: Cash (0.00), Credit Card (32.34), and Check (0.00). The second table shows the payment total (32.34) and amount due (0.00). The credit card section includes fields for Amount (32.34), Type (VISA), CC # (***0026), Expiration (Mth: 11, Year: 23), Name on Card (Emily Schiff), Street Address (1025 Kenrich Ct), Billing Zip Code (33021), and CVVS Code. The check section includes fields for Amount (0.00), Check #, and Check Name. The OK button is highlighted with a red box.

3. Once the transaction has been approved, click the OK button.

The screenshot shows a 'Transaction Approved' message box with an information icon, the text 'Auth # :123456' and 'Live Trace #: 79e6e78d-3677-4e6d-98f6-371894b69120', and an OK button.

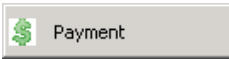
POS Sales to SedonaOffice Customers (continued)

Credit Card Option 3 Card on File – Version 5.7.49 – 5.7.99

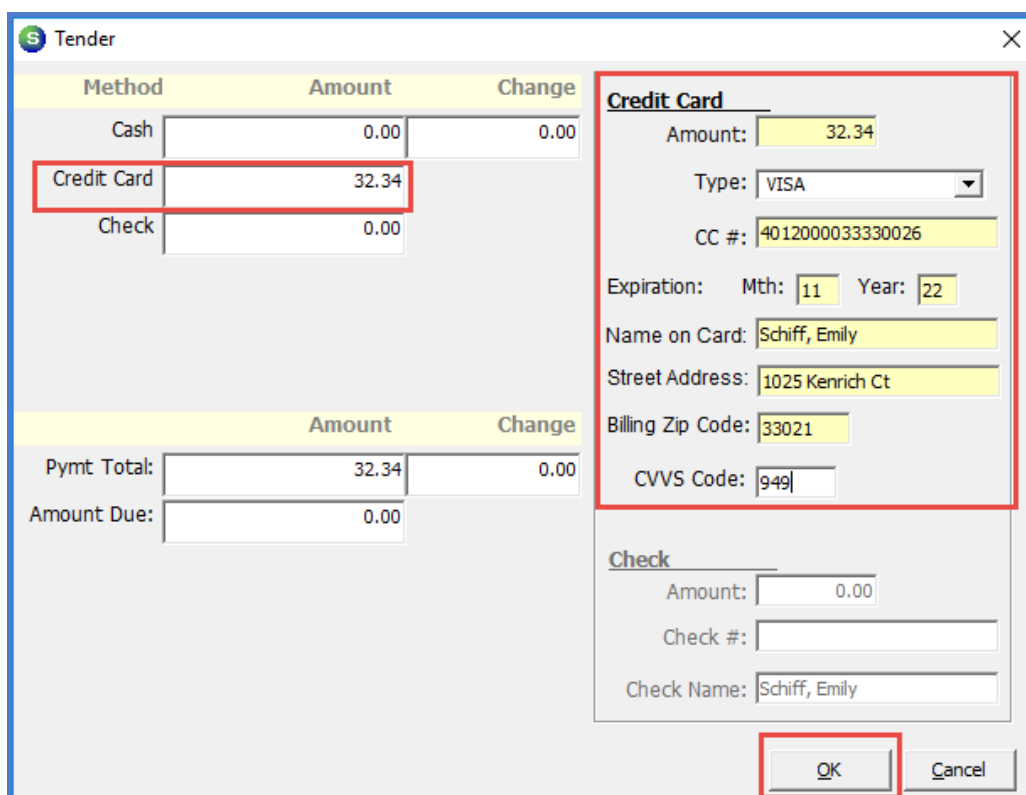
- The customer receipt will be displayed in print preview mode. Click the print button to send to the printer.

SedonaSecurity					
416 Forest rd Plymouth, MI 48170 73441 40760					
POS Location: Plymouth Office 2		Customer Address		Ship To	
Sale Date: 2/18/2020 11:16:04 AM		12235 Telegraph Rd Canton, MI 48187		Jackson Brothers Auto Parts #2 10855 Haggerty Canton, MI 48187	
Receipt #: 202021811164					
Sold To: Jackson Brothers Auto Parts Jackson Brothers Auto Parts					
Item Code	Description	Quantity	Price	Amount	Memo
HPS1240DCUL	4 CAMERA 4 AMP POWER	1	138.60	138.60	
Shipping	Shipping and Handling	1	24.98	24.98	
Memo: Ship to Jackson Brothers on Haggerty					
Payment					
Cash	0.00	Sub Total		163.58	
Change	0.00	Tax		0.00	
Credit Card	163.58 VISA	Total		\$163.58	
Check	0.00				
Signature _____					

Credit Card Option 4 – No Card on File in SedonaOffice Version 5.7.49 through 5.7.99

1. Once all Parts and Items have been added to the POS Entry form, we will enter the Payment information. Click on the Payment button  located to the right of the Memo field.
2. The Tender form will be displayed. Type zero into the Cash field, then tab to the Credit Card field, which will auto-fill with the total amount of the sale. On the right side of the form under the header Credit Card, enter information into all fields. When finished, click the OK button located at the lower right of the form. The software will immediately communicate with Forte for authorization of the sale.

If the transaction is approved, a message box will be displayed indicating the transaction has been approved. If the transaction is declined, a message box will be displayed indicating the Authorization Failed. This transaction will now appear in the list of transactions to submit for processing in the EFT Processing List. Click the OK button.



Method	Amount	Change
Cash	0.00	0.00
Credit Card	32.34	
Check	0.00	

Pymt Total:	32.34	0.00
Amount Due:	0.00	

Credit Card

Amount: 32.34

Type: VISA

CC #: 4012000033330026

Expiration: Mth: 11 Year: 22

Name on Card: Schiff, Emily

Street Address: 1025 Kenrich Ct

Billing Zip Code: 33021

CVVS Code: 949

Check

Amount: 0.00

Check #:

Check Name: Schiff, Emily

OK Cancel

POS Sales to SedonaOffice Customers (continued)


Credit Card Option 4 No Card on File – Version 5.7.49 – 5.7.99 (continued)

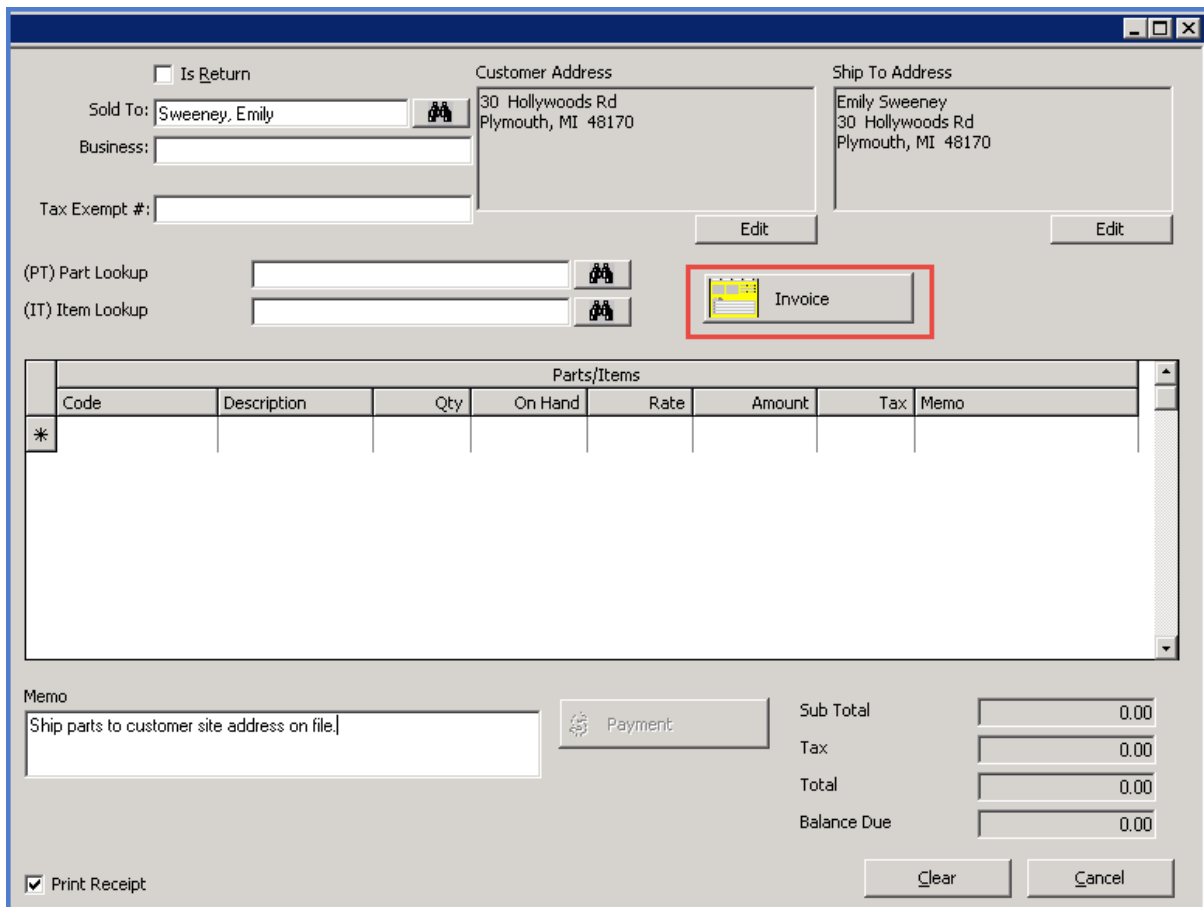
- The customer receipt will be displayed in print preview mode. Click the print button to send to the printer.

SedonaSecurity					
416 Forest rd Plymouth, MI 48170 73441 40760					
POS Location: Plymouth Office 2		Customer Address		Ship To	
Sale Date: 2/18/2020 11:16:04 AM		12235 Telegraph Rd Canton, MI 48187		Jackson Brothers Auto Parts #2 10855 Haggerty Canton, MI 48187	
Receipt #: 202021811164					
Sold To: Jackson Brothers Auto Parts Jackson Brothers Auto Parts					
Item Code	Description	Quantity	Price	Amount	Memo
HPS1240DCUL	4 CAMERA 4 AMP POWER	1	138.60	138.60	
Shipping	Shipping and Handling	1	24.98	24.98	
Memo: Ship to Jackson Brothers on Haggerty					
Payment					
Cash	0.00	Sub Total		163.58	
Change	0.00	Tax		0.00	
Credit Card	163.58 VISA	Total		\$163.58	
Check	0.00				
Signature _____					

POS Invoice Sales to SedonaOffice Customers

To begin a new sale for a SedonaOffice Customer who wants to be invoiced for the purchase, follow the instructions below and on the following pages.

1. From the SedonaOffice main application menu, click on the Point of Sale module and expand the tree, then click on the POS Entry menu option.
2. The POS entry form will be displayed. In the **Sold To** field, click on the lookup button  to the right of the field to search for your customer. Double-click on the correct row to select the customer. If the customer has more than one Site, you will be presented with a list from which to select the appropriate site for this transaction.
3. Click on the Invoice button located below the customer address information.



The screenshot shows the POS Entry form with the following fields and controls:

- Is Return
- Sold To: Sweeney, Emily (lookup icon)
- Business: [Empty]
- Tax Exempt #: [Empty]
- Customer Address: 30 Hollywoods Rd, Plymouth, MI 48170 (Edit)
- Ship To Address: Emily Sweeney, 30 Hollywoods Rd, Plymouth, MI 48170 (Edit)
- (PT) Part Lookup: [Empty] (lookup icon)
- (IT) Item Lookup: [Empty] (lookup icon)
- Invoice** button (highlighted with a red box)
- Parts/Items table with columns: Code, Description, Qty, On Hand, Rate, Amount, Tax, Memo
- Memo: Ship parts to customer site address on file.
- Payment button
- Sub Total: 0.00
- Tax: 0.00
- Total: 0.00
- Balance Due: 0.00
- Print Receipt
- Clear and Cancel buttons

POS Invoice Sales to SedonaOffice Customers (continued)

- The Miscellaneous Invoice form will be displayed. Enter the parts being sold on the Parts tab. You may change the default sales price if desired.

Invoice

Customer ID: 37463 | Category: J - Res/SCom | A/R Account: 110110 | Tax Group: MI-Wayne County

Invoice # 623114

Sweeney, Emily
30 Hollywoods Rd
Plymouth, MI 48170

Site Address: **Emily Sweeney**
30 Hollywoods Rd
Plymouth, MI 48170

Invoice Date: 2/18/2020 | Aging Date: 2/18/2020

Branch: MI | Warehouse: *Main-MI

Invoice Type: Miscellaneous | Salesperson: Matt.Miller | Posting Date: 2/18/2020

Items \$7.00 | **Parts \$32.00**

Part	Description	Exempt	Qty	Unit Rate	Amount
IM1270	12V 7AH BATTERY	<input type="checkbox"/>	1	32.00	
*		<input type="checkbox"/>			

Description: Equipment Sales | Sub Total: 39.00

Contact: | Tax: 2.32

Memo: Ship part to site address. | **Total: 41.32**

Balance Due: 41.32

Complete
 Add to Print Queue
 Add to Email Queue (No email address defined)

Save Close

POS Invoice Sales to SedonaOffice Customers (continued)

5. Enter any Items being sold on the Items tab (such as shipping charges).
6. At the lower left of the form, select the invoice description from the drop-down list.
7. In the Memo field, enter any additional information you want to print on the invoice.
8. When finished, click on the Save button.

The screenshot shows the 'Invoice' window with the following details:

- Customer ID:** 37483
- Category:** J - Res/SCom
- A/R Account:** 110110
- Tax Group:** MI-Wayne County
- Invoice #:** 623114
- Invoice Date:** 2/18/2020
- Aging Date:** 2/18/2020
- Branch:** MI
- Warehouse:** *Main-MI
- Invoice Type:** Miscellaneous
- Salesperson:** Matt Miller
- Posting Date:** 2/18/2020
- Site Address:** Emily Sweeney, 30 Hollywoods Rd, Plymouth, MI 48170

Items: \$7.00 | **Parts:** \$32.00

Item	Description	Exempt	Qty	Rate	Amount	Memo
Shipping	Shipping and Handling	<input type="checkbox"/>	1	7	7.00	

Description: Equipment Sales

Memo: Ship part to site address.

Totals: Sub Total: 39.00, Tax: 2.32, Total: 41.32, Balance Due: 41.32

Buttons: Save, Close

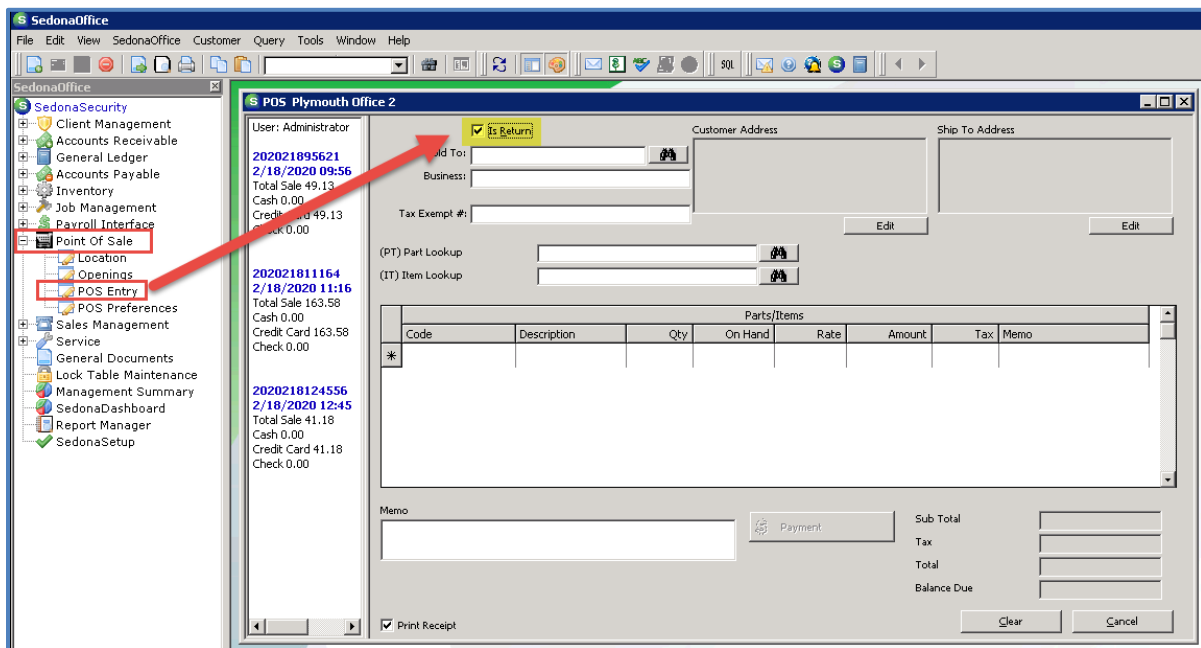
Return Transactions

The POS System allows users to refund transactions made for parts being returned. Refund amounts can only be made to a customer's credit card or by cash.


Follow the instructions below and on the following pages to create a Return Transaction to be refunded in cash or to a credit card.

Cash Returns – Non-SedonaOffice Customer

1. From the SedonaOffice main application menu, click on the Point of Sale module and expand the tree, then click on the POS Entry menu option.
2. The POS entry form will be displayed. At the top of the form, check the Is Return checkbox.
3. **Sold To** – Type in the name of the customer.
4. **Business** – If this is a commercial type customer, type in the name of the business. This field is optional. Click on the Edit button below the Customer Address area of the form.
5. **Tax Exempt #** - If the customer is tax exempt, type in the exemption number in this field. If anything is entered into this field, no sales tax will be calculated on the return.



Returns (Cash) – Non-SedonaOffice Customer (continued)

6. Adding parts or invoice items being returned, must be done by using the lookup button  even if you know the exact part number or item code. To speed up locating parts, type in as many characters as you believe are correct to locate the part. In the example below, we typed in 1240 then clicked the lookup button. The Part Search form is displayed with a listing of all parts containing 1240. Double-click on the correct part number in the list.
7. In the Rate field, make certain to enter as a positive unit price; the software knows this is a refund transaction because we check the Is Return checkbox at the top of the form.
8. Provide the customer with the cash indicated at the lower right of the form for the parts returned.
9. Click on the Payment button.

Code	Description	Qty	On Hand	Rate	Amount	Tax	Memo
(PT)1240	ULTRATECH 12V 4AH	1	88	20.00	20.00	1.33	

10. The Tender form will be displayed. Click on the OK button to save the transaction.

Method	Amount	Change
Cash	-21.33	0.00
Credit Card	0.00	0.00
Check	0.00	0.00

	Amount	Change
Pymt Total:	0.00	0.00
Amount Due:	-21.33	

Returns (Cash) – Non-SedonaOffice Customer (continued)

11. The customer receipt will be displayed in print preview mode. Click the print button to send to the printer.

SedonaSecurity
 416 Forest rd
 Plymouth, MI 48170
 7344140760

POS Location: Plymouth Office 2
Refund Date: 2/18/2020 3:25:33 PM
Receipt #: 2020218152533
Sold To: Herb Fisher

Customer Address	Ship To
62114 Alam o Rd Plymouth, MI 48170	Herb Fisher 62114 Alam o Rd Plymouth, MI 48170

Item Code	Description	Quantity	Price	Amount	Memo
1240	ULTRATECH 12V 4AH	-1	-20.00	20.00	

Memo: Refund for defective part.

Cash	-21.33
Change	0.00
Credit Card	0.00
Check	0.00
Sub Total	-20.00
Tax	-1.33
Total	(\$21.33)

Signature _____

Credit Card Returns – Non-SedonaOffice Customer

Credit card returns made be processed for non-SedonaOffice customers for companies on SedonaOffice versions 5.7.49 through 5.7.99. This feature is not available to companies using SedonaOffice version 6.0 and greater.


1. From the SedonaOffice main application menu, click on the Point of Sale module and expand the tree, then click on the POS Entry menu option.
2. The POS entry form will be displayed. At the top of the form, check the Is Return checkbox.
3. **Sold To** – Type in the name of the customer.
4. **Business** – If this is a commercial type customer, type in the name of the business. This field is optional. Click on the Edit button below the Customer Address area of the form.
5. **Tax Exempt #** - If the customer is tax exempt, type in the exemption number in this field. If anything is entered into this field, no sales tax will be calculated on the return.

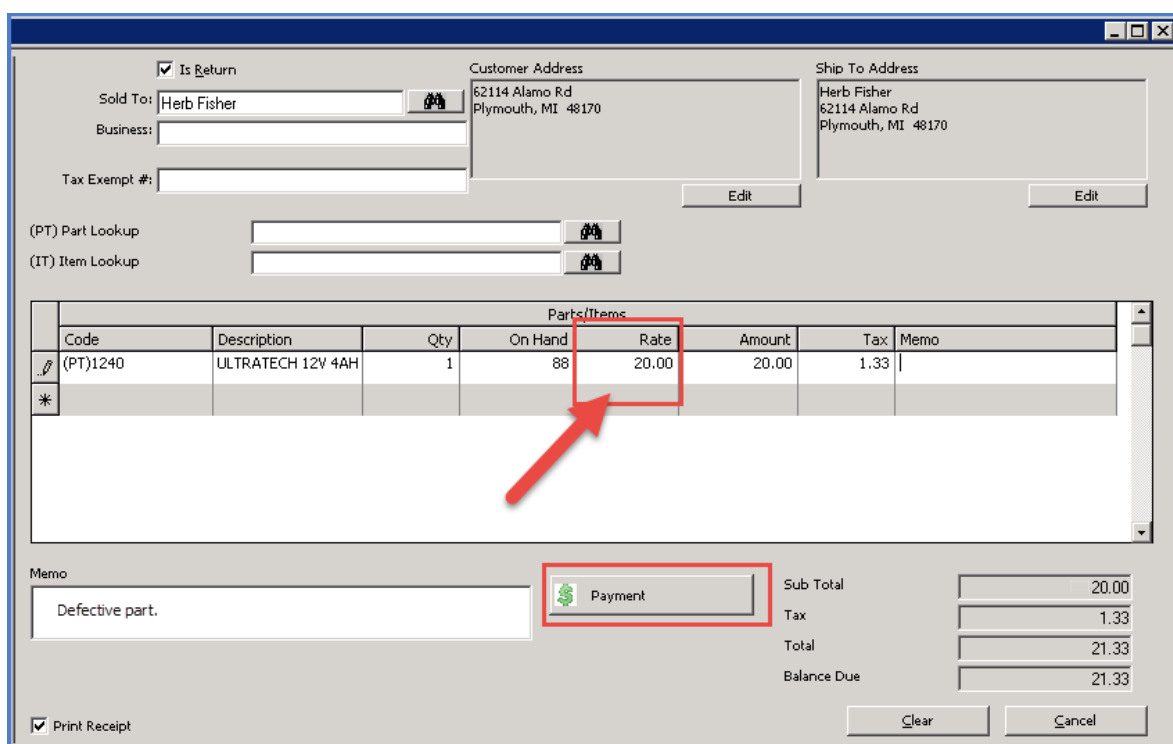
The screenshot shows the SedonaOffice application window with the POS Entry form open. The form is titled "POS Plymouth Office 2". On the left, a navigation tree shows "Point Of Sale" and "POS Entry" highlighted. The main form area contains the following fields and sections:

- User:** Administrator
- Is Return:** (indicated by a red arrow)
- Customer Address:** Sold To: [Field], Business: [Field], Tax Exempt #: [Field]. Edit buttons are present below.
- Ship To Address:** [Field]. Edit button is present below.
- (PT) Part Lookup:** [Field]
- (IT) Item Lookup:** [Field]
- Parts/Items Table:**


Code	Description	Qty	On Hand	Rate	Amount	Tax	Memo
*							
- Memo:** [Field]
- Payment:** [Button]
- Summary:** Sub Total, Tax, Total, Balance Due (each with an input field).
- Print Receipt:** [Button]
- Clear** and **Cancel** buttons.

Returns (Credit Cards) – Non-SedonaOffice Customer (continued)

6. Adding parts or invoice items being returned, must be done by using the lookup button  even if you know the exact part number or item code. To speed up locating parts, type in as many characters as you believe are correct to locate the part. In the example below, we typed in 1240 then clicked the lookup button. The Part Search form is displayed with a listing of all parts containing 1240. Double-click on the correct part number in the list.
7. In the Rate field, make certain to enter as a positive unit price; the software knows this is a refund transaction because we check the Is Return checkbox at the top of the form.
8. Provide the customer with the cash indicated at the lower right of the form for the parts returned.
9. Click on the Payment button.



Is Return


Sold To: Herb Fisher 


Business:

Tax Exempt #:

Customer Address: 62114 Alamo Rd
Plymouth, MI 48170

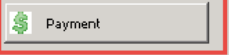
Ship To Address: Herb Fisher
62114 Alamo Rd
Plymouth, MI 48170

(PT) Part Lookup: 

(IT) Item Lookup: 

Parts/Items								
Code	Description	Qty	On Hand	Rate	Amount	Tax	Memo	
(PT)1240	ULTRATECH 12V 4AH	1	88	20.00	20.00	1.33		
*								

Memo: Defective part.

 Payment

Sub Total: 20.00
Tax: 1.33
Total: 21.33
Balance Due: 21.33

Print Receipt

Clear Cancel

Returns (Credit Cards) – Non-SedonaOffice Customer (continued)

10. The Tender form will be displayed. Click on the OK button to save the transaction.

Method	Amount	Change
Cash	-21.33	0.00
Credit Card	0.00	
Check	0.00	

	Amount	Change
Pymt Total:	0.00	0.00
Amount Due:	-21.33	

Check
 Amount: 0.00
 Check #:
 Check Name:

OK Cancel

11. The customer receipt will be displayed in print preview mode. Click the print button to send to the printer.

SedonaSecurity
 416 Forest rd
 Plymouth, MI 48170
 7344140760

POS Location: Plymouth Office 2
 Refund Date: 2/18/2020 3:25:33 PM
 Receipt #: 2020218152533
 Sold To: Herb Fisher

Customer Address	Ship To
62114 Alam o Rd Plymouth, MI 48170	Herb Fisher 62114 Alam o Rd Plymouth, MI 48170


Item Code	Description	Quantity	Price	Amount	Memo
1240	ULTRATECH 12V 4AH	-1	-20.00	20.00	

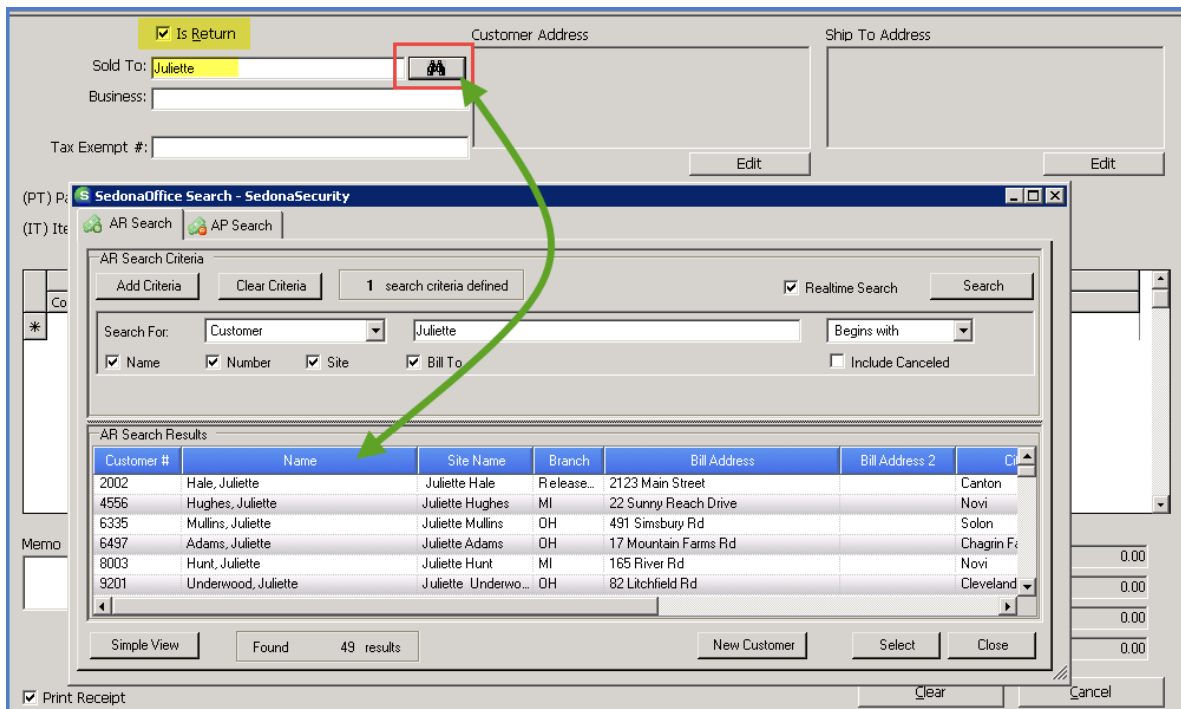
Memo: Refund for defective part.

Refund		Sub Total	
Cash	-21.33	-20.00	
Change	0.00		Tax -1.33
Credit Card	0.00		Total (\$21.33)
Check	0.00		

Signature _____

Cash Returns – SedonaOffice Customer


1. From the SedonaOffice main application menu, click on the Point of Sale module and expand the tree, then click on the POS Entry menu option.
2. The POS entry form will be displayed. At the top of the form, check the Is Return checkbox.
3. In the **Sold To** field, click on the lookup button  to the right of the field to search for your customer. Double-click on the correct row to select the customer. If the customer has more than one Site, you will be presented with a list from which to select the appropriate site for this transaction.
4. The **Customer Address** and **Ship To Address** will auto fill from the customer and site information selected.
5. **Tax Exempt** – If this sale is tax exempt, you will need to lookup the tax exempt number on the customer's account – this information will not auto-fill.

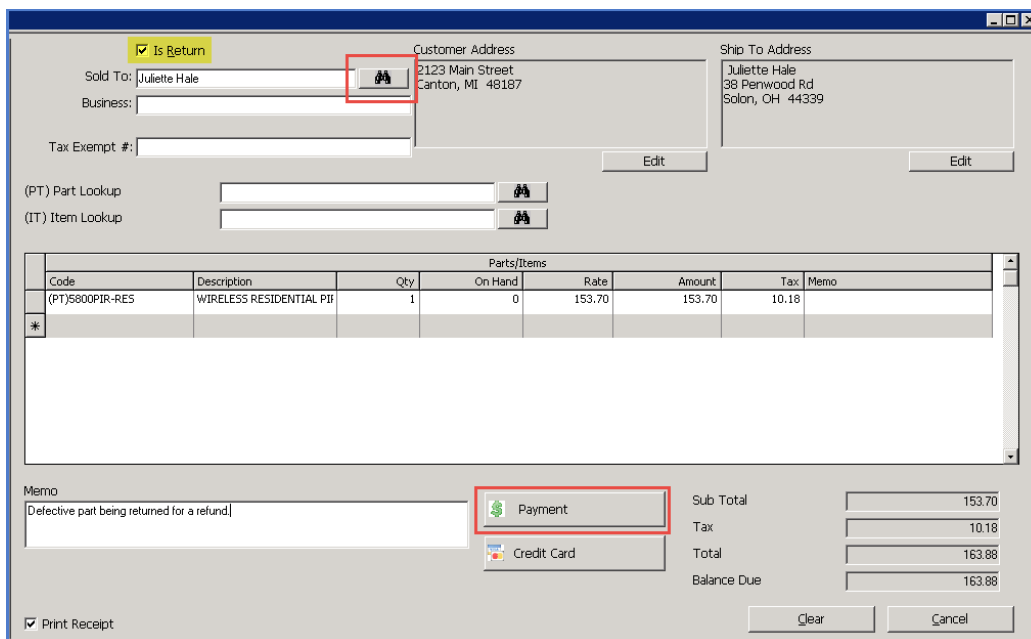


The screenshot shows the SedonaOffice POS Entry form with the 'Is Return' checkbox checked. The 'Sold To' field contains 'Juliette' and a lookup button. A search window titled 'SedonaOffice Search - SedonaSecurity' is open, showing search criteria for 'Juliette' and a list of 49 results. A green arrow points from the lookup button in the main form to the search window.

Customer #	Name	Site Name	Branch	Bill Address	Bill Address 2	City
2002	Hale, Juliette	Juliette Hale	Release...	2123 Main Street		Canton
4556	Hughes, Juliette	Juliette Hughes	MI	22 Sunny Reach Drive		Novi
6335	Mullins, Juliette	Juliette Mullins	OH	491 Simsbury Rd		Solon
6497	Adams, Juliette	Juliette Adams	OH	17 Mountain Farms Rd		Chagrin F...
8003	Hunt, Juliette	Juliette Hunt	MI	165 River Rd		Novi
9201	Underwood, Juliette	Juliette Underwo...	OH	82 Litchfield Rd		Cleveland

Returns (Cash) – SedonaOffice Customer (continued)

6. Adding parts or invoice items being returned, must be done by using the lookup button  even if you know the exact part number or item code. To speed up locating parts, type in as many characters as you believe are correct to locate the part. In the example below, we typed in 5800 then clicked the lookup button. The Part Search form is displayed with a listing of all parts containing 5800. Double-click on the correct part number in the list.
7. In the Rate field, make certain to enter as a positive unit price; the software knows this is a refund transaction because we checked the Is Return checkbox at the top of the form.
8. Provide the customer with the cash indicated at the lower right of the form for the parts returned.
9. Click on the Payment button.

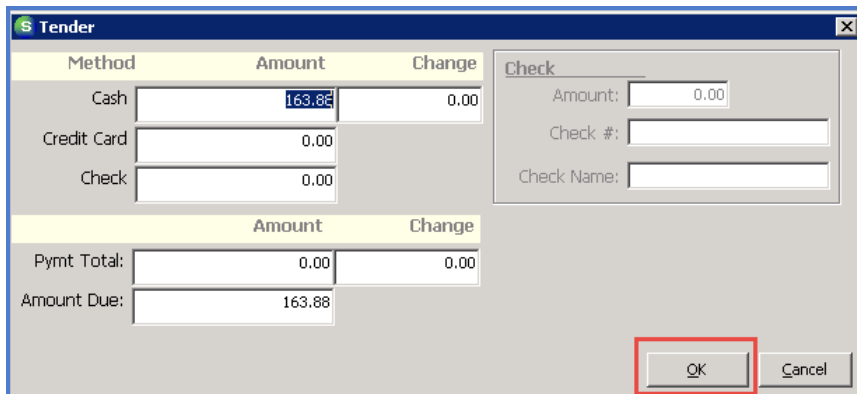


Customer Address: 2123 Main Street, Canton, MI 48187
 Ship To Address: Juliette Hale, 38 Penwood Rd, Solon, OH 44339

Code	Description	Qty	On Hand	Rate	Amount	Tax	Memo
(PT)5800PIR-RES	WIRELESS RESIDENTIAL PIR	1	0	153.70	153.70	10.18	

Sub Total: 153.70
 Tax: 10.18
 Total: 163.88
 Balance Due: 163.88

10. The Tender form will be displayed. Click on the OK button to save the transaction.



Method	Amount	Change
Cash	163.88	0.00
Credit Card	0.00	
Check	0.00	


Amount Due: 163.88

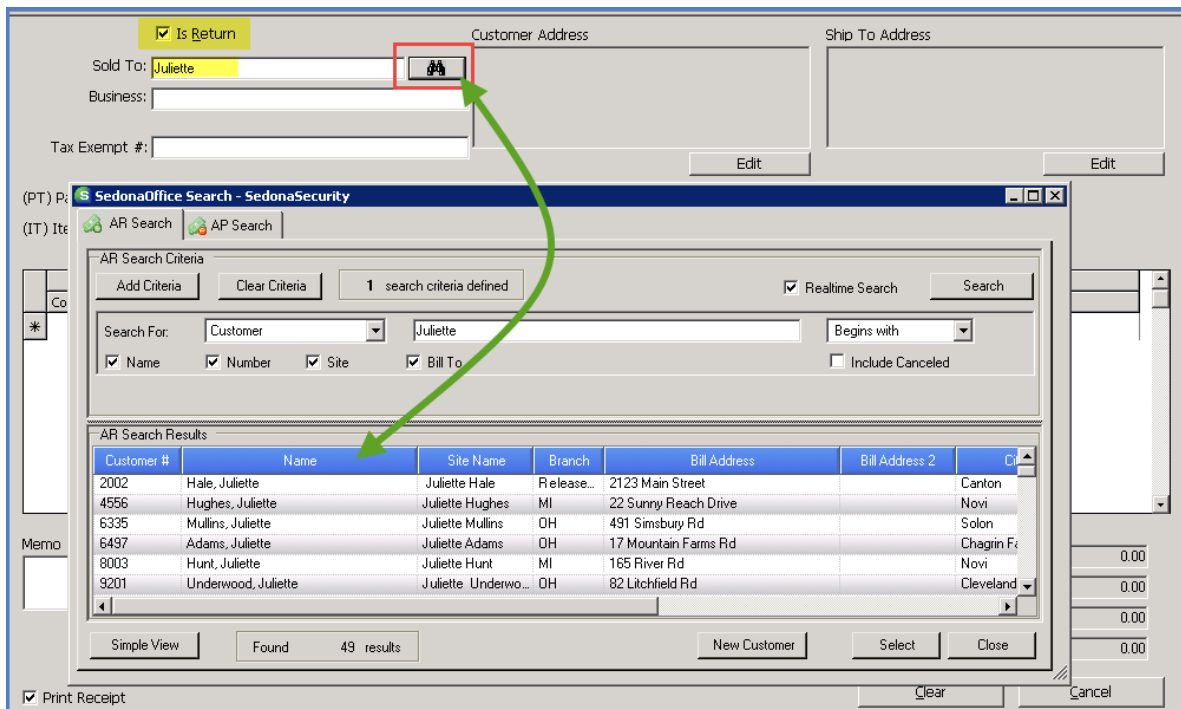
Returns (Cash) – SedonaOffice Customer (continued)

11. The customer receipt will be displayed in print preview mode. Click the print button to send to the printer.

SedonaSecurity					
416 Forest rd Plymouth, MI 48170 7344140760					
POS Location: Plymouth Office 2		Customer Address		Ship To	
Refund Date: 2/18/2020 4:07:15 PM		2123 Main Street Canton, MI 48187		Juliette Hale 38 Penwood Rd Solon, OH 44339	
Receipt #: 202021816715					
Sold To: Juliette Hale					
Item Code	Description	Quantity	Price	Amount	Memo
5800PIR-RES	WIRELESS RESIDENTIAL	-1	153.70	-153.70	
Memo: Defective part being returned for refund.					
Refund					
Cash	-163.88			Sub Total	-153.70
Change	0.00			Tax	-10.18
Credit Card	0.00			Total	(\$163.88)
Check	0.00				
Signature _____					

Credit Card Returns – SedonaOffice Customer 6.1+


1. From the SedonaOffice main application menu, click on the Point of Sale module and expand the tree, then click on the POS Entry menu option.
2. The POS entry form will be displayed. At the top of the form, check the Is Return checkbox.
3. In the **Sold To** field, click on the lookup button  to the right of the field to search for your customer. Double-click on the correct row to select the customer. If the customer has more than one Site, you will be presented with a list from which to select the appropriate site for this transaction.
4. The **Customer Address** and **Ship To Address** will auto fill from the customer and site information selected.
5. **Tax Exempt** – If this sale is tax exempt, you will need to lookup the tax exempt number on the customer's account – this information will not auto-fill.



The screenshot shows the SedonaOffice POS Entry form with the 'Is Return' checkbox checked. The 'Sold To' field contains 'Juliette' and has a lookup button highlighted with a red box. A green arrow points from this button to the 'AR Search' window. The search window shows search criteria for 'Customer' and 'Juliette', with search results for various customers including Julie Hale, Julie Hughes, Julie Mullins, Julie Adams, Julie Hunt, and Julie Underwood.

Customer #	Name	Site Name	Branch	Bill Address	Bill Address 2	City
2002	Hale, Juliette	Juliette Hale	Release...	2123 Main Street		Canton
4556	Hughes, Juliette	Juliette Hughes	MI	22 Sunny Reach Drive		Novi
6335	Mullins, Juliette	Juliette Mullins	OH	491 Simsbury Rd		Solon
6497	Adams, Juliette	Juliette Adams	OH	17 Mountain Farms Rd		Chagrin F...
8003	Hunt, Juliette	Juliette Hunt	MI	165 River Rd		Novi
9201	Underwood, Juliette	Juliette Underwo...	OH	82 Litchfield Rd		Cleveland

Returns (Credit Card) – SedonaOffice Customer (continued)

6. Adding parts or invoice items being returned, must be done by using the lookup button  even if you know the exact part number or item code. To speed up locating parts, type in as many characters as you believe are correct to locate the part. In the example below, we typed in 5800 then clicked the lookup button. The Part Search form is displayed with a listing of all parts containing 5800. Double-click on the correct part number in the list.
7. In the Rate field, make certain to enter as a positive unit price; the software knows this is a refund transaction because we checked the Is Return checkbox at the top of the form.
8. Provide the customer with the cash indicated at the lower right of the form for the parts returned.
9. Click on the Credit Card button.

Is Return
 Sold To: Juliette Hale
 Business:
 Tax Exempt #:
 Customer Address: 2123 Main Street, Canton, MI 48187
 Ship To Address: Juliette Hale, 38 Penwood Rd, Solon, OH 44339

Code	Description	Qty	On Hand	Rate	Amount	Tax	Memo
(PT)5800PIR-RES	WIRELESS RESIDENTIAL PIR	1	1	153.70	153.70	10.18	

Memo: Defective part being returned for credit on credit card
 Payment
Credit Card
 Sub Total: 153.70
 Tax: 10.18
 Total: 163.88
 Balance Due: 163.88

Print Receipt

10. The Tender form will be displayed. Click on the OK button to save the transaction.

Tender

Method	Amount	Change
Cash	0.00	0.00
Credit Card	163.88	
Check	0.00	

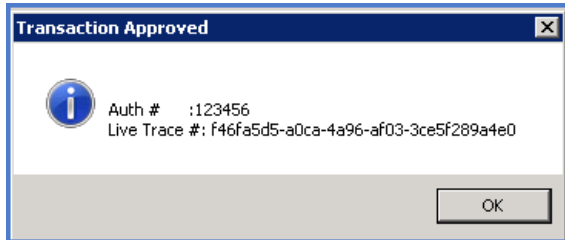
Pymt Total: 0.00
 Amount Due: 0.00

Check
 Amount: 0.00
 Check #:
 Check Name:

OK
 Cancel

Returns (Credit Card) – SedonaOffice Customer (continued)

- You will be presented with a confirmation that the transaction was approved; click on the OK button.



- The customer receipt will be displayed in print preview mode. Click the print button to send to the printer.

SedonaSecurity
 416 Forest rd
 Plymouth, MI 48170
 7344140760

POS Location: Plymouth Office 2
 Refund Date: 2/18/2020 4:19:00 PM
 Receipt #: 202021816190
 Sold To: Juliette Hale

Customer Address	Ship To
2123 Main Street Canton, MI 48187	Juliette Hale 38 Penwood Rd Solon, OH 44339

Item Code	Description	Quantity	Price	Amount	Memo
5800PIR-RES	WIRELESS RESIDENTIAL	-1	153.70	-153.70	

Memo: Defective part being returned for credit on credit card.

Refund			
Cash	0.00	Sub Total	-153.70
Change	0.00	Tax	-10.18
Credit Card	-163.88 VISA	Total	(\$163.88)
Check	0.00		

Signature _____

End of Day Activities

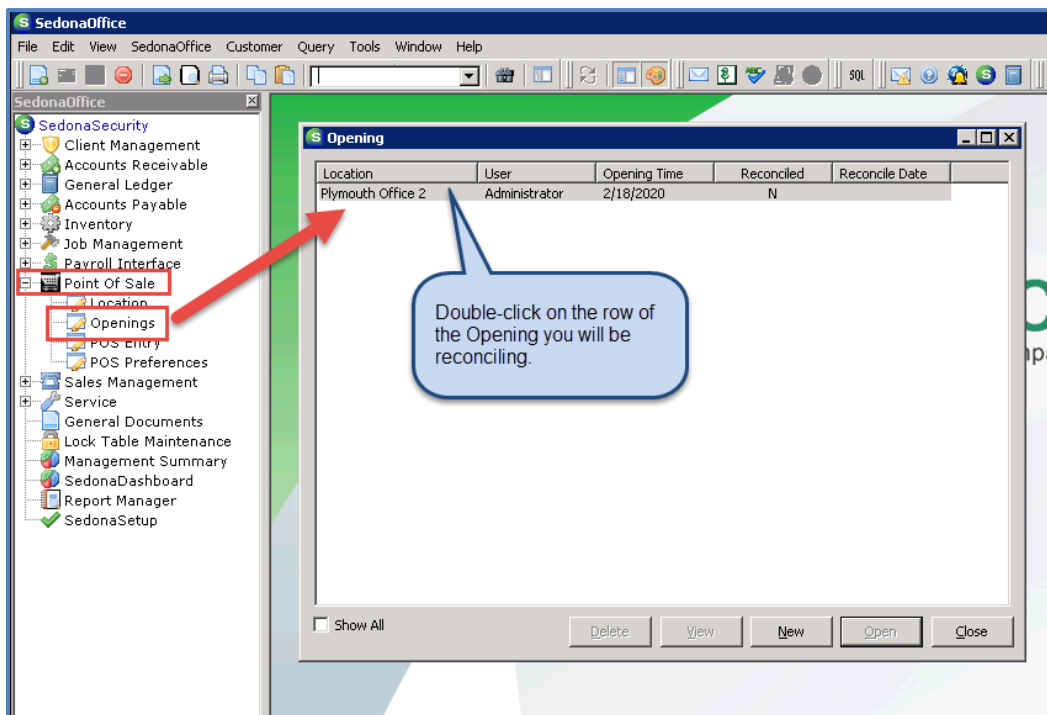
At the end of the day, the totals received through the POS system must be reconciled against the actual totals of cash, checks, and credit cards received as of the close of business. The Location Opening (cash drawer) must be reconciled to be able to deposit cash, checks and credit card amounts into your bank account.

Note: If you do not reconcile each Location Opening at the end of the day, you will not be able to create a new Opening for the next business day until the previous Opening has been reconciled.

- Count all cash – both currency and coin in your cash drawer for the Location Opening.
- Tally the total amount of all checks received.
- Tally the total of all credit card transactions processed.

Once you have all amounts tallied, you will go to the Openings form and enter your amounts.

1. From the SedonaOffice main application menu, click on the Point of Sale module and expand the tree, then click on the Openings menu option.
2. A list of all Openings will be displayed. Double-click on the row of the Opening you will be reconciling.



End of Day Activities (continued)

3. In the Opening form, enter your tallied amounts.
 - In the **Counted Cash** field, type in the total count. This amount should be the same as the Total Cash field.
 - In the **Counted Checks** field, type in the total of all checks. This amount should be the same as the Check Sales field.
 - In the **Counted Credit Cards** field, type in the total of all credit card transactions including refunds. This amount should be the same as the Credit Card Sales field.

If any of the amounts entered are not in balance with the system and you are certain your counts are correct, any variances will automatically be recorded to the POS Adjustment G/L Account.

When finished, check the Reconciled checkbox and click the Create Batch button located at the lower left of the form.

Category	Field	Value
Cash	Cash Sales	2502.22
	Starting Cash	200.00
	Total Cash	2702.22
	Counted Cash	2702.22
Checks	Check Sales	895.65
	Counted Checks	895.65
Credit Cards	Credit Card Sales	90.01
	Counted Credit Cards	90.01

Reconciled

Create Batch OK Cancel

End of Day Activities (continued)

4. The Batch form will be displayed. If you are not physically depositing the funds to your bank account today, do not check the Create Deposit Now checkbox. Click the OK button and the payment batch will be saved with your regular payment batches in the Accounts Receivable module. If you make the deposit now and the funds will not actually be in your bank account until the following business day, SedonaOffice will date/time stamp the deposit with today's date.

If you are depositing the funds today, check the Create Deposit Now checkbox, then select the bank account for the deposit in the Bank Account field. When finished, click on the OK button.

5. For credit card transactions processed, the software will automatically create a payment batch in the Accounts Receivable module. Once you have confirmed the funds have been deposited into your bank account, you may deposit the credit card batch.

Cash			
Ending Cash	2502.22	Counted Cash	2702.22
		Less Starting Cash	200.00
Expected Deposit	2502.22	Deposit	2502.22

Checks			
Ending Checks	895.65	Counted Checks	895.65
Expected Deposit	895.65	Deposit	895.65

Batch Deposit Total: \$3,397.87

Create Deposit Now

Bank Account: 100200

OK Cancel

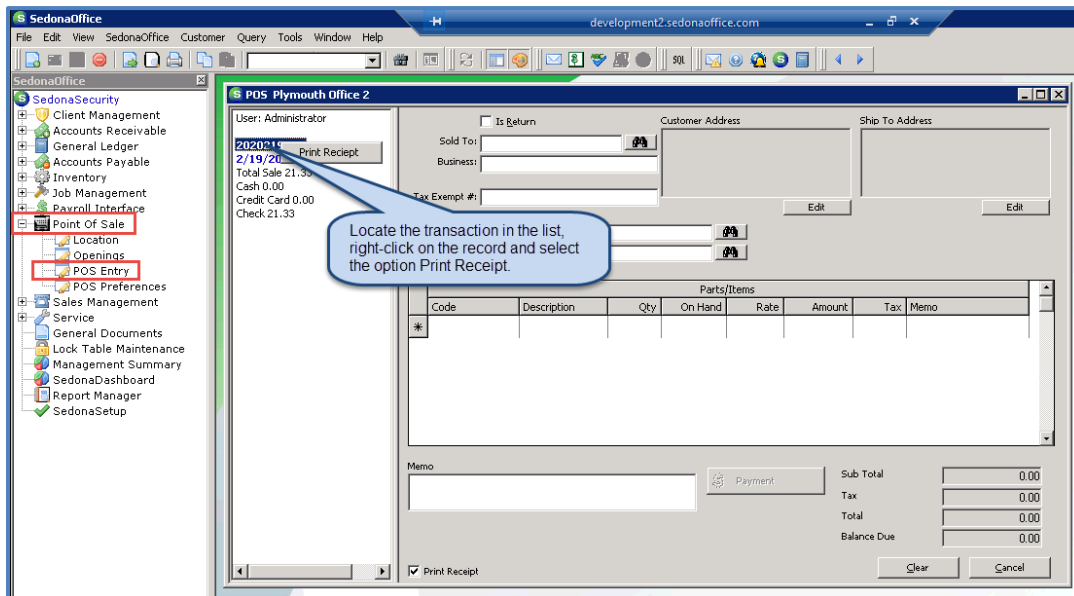
Miscellaneous Options

Reprinting a Receipt

Opening not Reconciled

If you need to re-print a receipt within a current Opening, follow the instructions below.

1. From the SedonaOffice main application menu, click on the Point of Sale module and expand the tree, then click on the POS Entry menu option. If there is more than one Opening, you will be present with a list from which to select.
2. From the POS Entry form, on the left panel is a listing of all POS transactions. Locate the transaction for which you want to print a receipt, right-click on the record and select the option Print Receipt.



Re-printing a Receipt (continued)

- The receipt will be displayed in print preview mode. Click on the Print button at the top of the window.

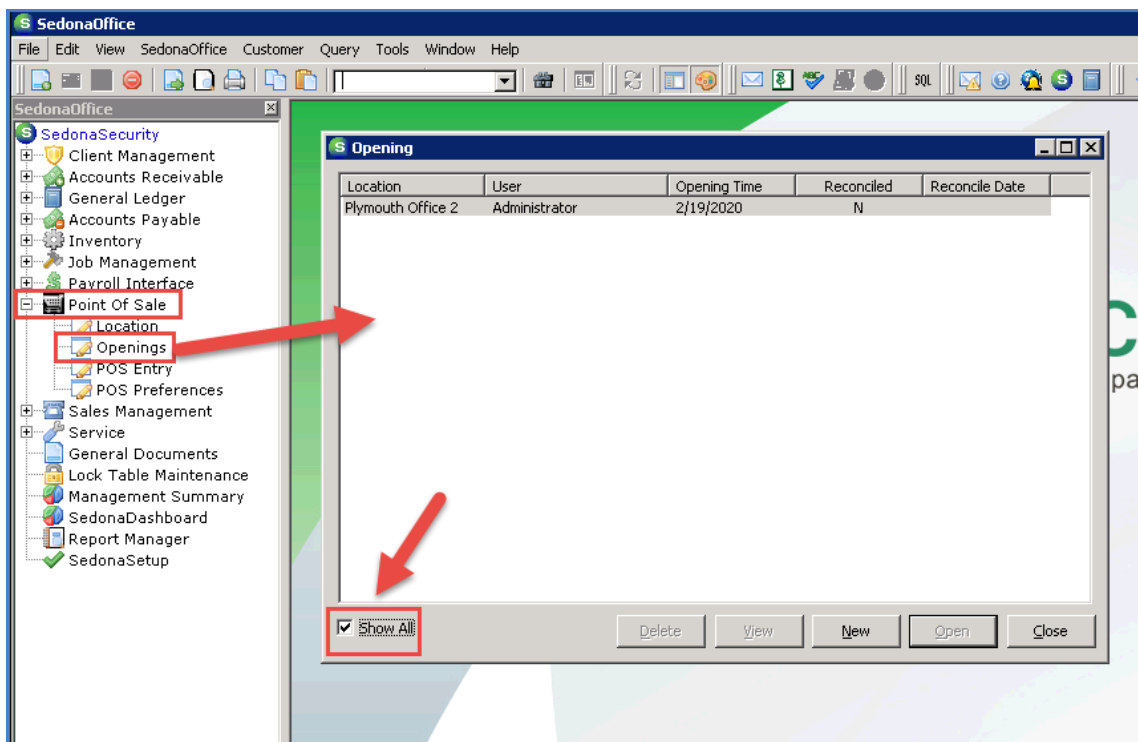
SedonaSecurity					
416 Forest rd Plymouth, MI 48170 7344140760					
POS Location: Plymouth Office 2		Customer Address		Ship To	
Sale Date: 2/19/2020 8:05:10 AM		Address not provided Plymouth, MI 48170		Jonathan Walker Address not provided Plymouth, MI 48170	
Receipt #: 20202198510					
Sold To: Jonathan Walker					
Item Code	Description	Quantity	Price	Amount	Memo
1240	ULTRATECH 12V 4AH	1	20.00	20.00	
Memo:					
Payment					
Cash	0.00				
Change	0.00				
Credit Card	0.00				
Check	21.33				
			Sub Total	20.00	
			Tax	1.33	
			Total	\$21.33	
Signature _____					

Re-printing a Receipt (continued)

Opening Reconciled

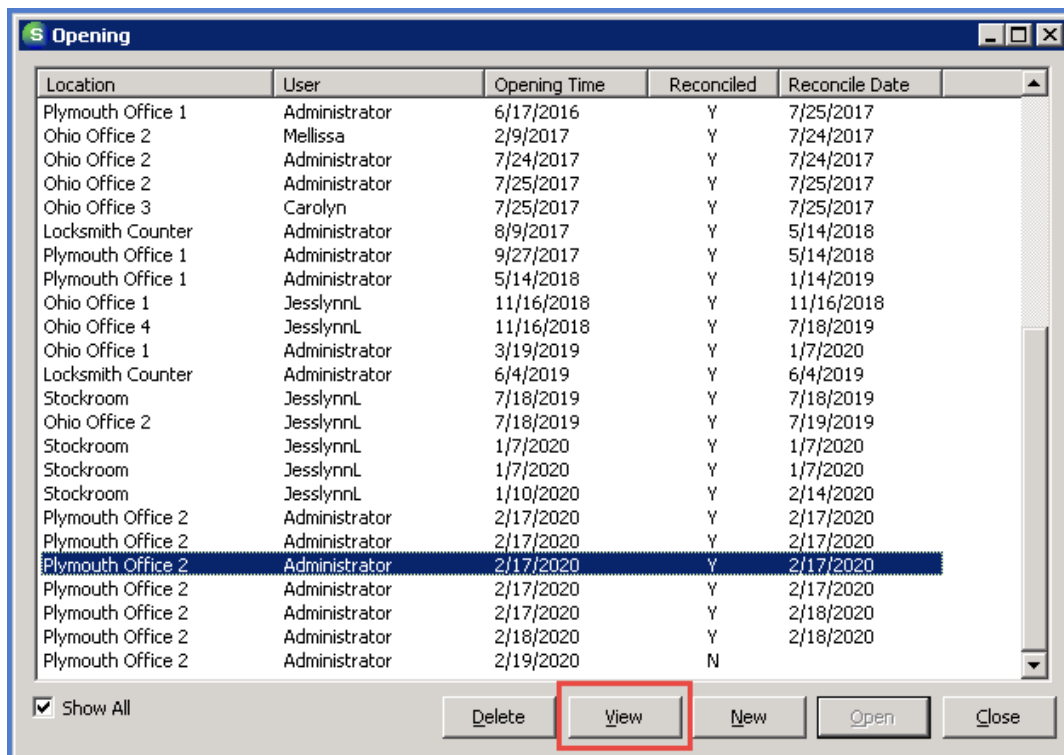
If you need to re-print a receipt from a reconciled and closed Opening, follow the instructions below.

1. From the SedonaOffice main application menu, click on the Point of Sale module and expand the tree, then click on the Openings menu option.
2. From the Openings List, check the box Show All checkbox located at the lower left of the form.

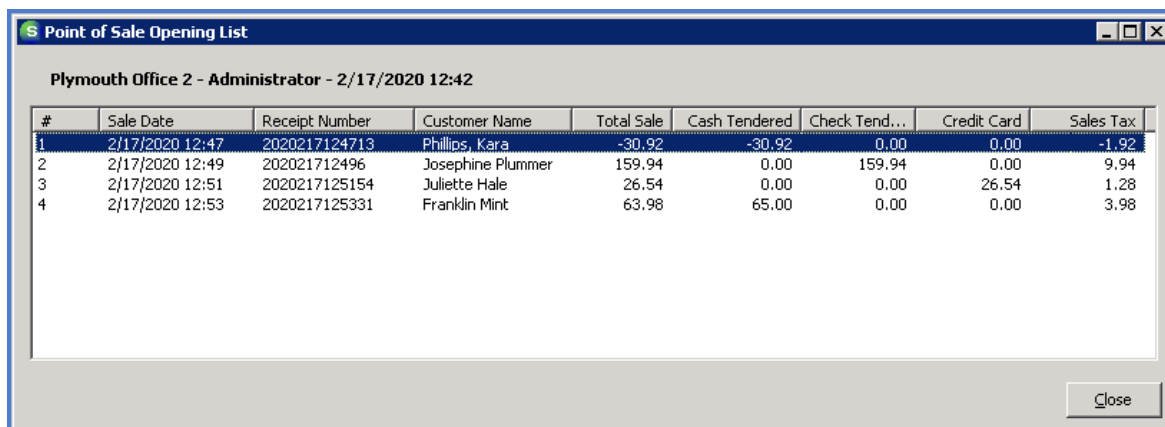


Re-printing a Receipt (continued)

3. A list of all reconciled Openings will be listed. Scroll through the list to find the date and location of the Opening of the transaction you are trying to locate.
4. Once you locate the correct Opening record, highlight that row then click on the View button located at the bottom of the list.



5. A list of all the transactions for the Opening will be displayed. Double-click on the row of the transaction you want to print.



Re-printing a Receipt (continued)

- The receipt will be displayed in print preview mode. Click on the Print button at the top of the window.

SedonaSecurity																				
416 Forest rd Plymouth, MI 48170 7344140760																				
POS Location: Plymouth Office 2		Customer Address		Ship To																
Sale Date: 2/17/2020 12:49:06 PM		4115 Ann Arbor Trail Plymouth, MI 48170		Josephine Plummer 4115 Ann Arbor Trail Plymouth, MI 48170																
Receipt #: 202021712496																				
Sold To: Josephine Plummer																				
Item Code	Description	Quantity	Price	Amount	Memo															
WLS-904-433	WLS PET IMMUNE	1	150.00	150.00																
Memo:																				
<table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th colspan="2" style="text-align: left; border-bottom: 1px solid black;">Payment</th> </tr> </thead> <tbody> <tr> <td style="padding-left: 20px;">Cash</td> <td style="text-align: right;">0.00</td> </tr> <tr> <td style="padding-left: 20px;">Change</td> <td style="text-align: right;">0.00</td> </tr> <tr> <td style="padding-left: 20px;">Credit Card</td> <td style="text-align: right;">0.00</td> </tr> <tr> <td style="padding-left: 20px;">Check</td> <td style="text-align: right;">159.94</td> </tr> </tbody> </table>				Payment		Cash	0.00	Change	0.00	Credit Card	0.00	Check	159.94	<table style="border-collapse: collapse;"> <tr> <td style="padding-left: 10px;">Sub Total</td> <td style="text-align: right;">150.00</td> </tr> <tr> <td style="padding-left: 10px;">Tax</td> <td style="text-align: right;">9.94</td> </tr> <tr> <td style="padding-left: 10px;">Total</td> <td style="text-align: right;">\$159.94</td> </tr> </table>	Sub Total	150.00	Tax	9.94	Total	\$159.94
Payment																				
Cash	0.00																			
Change	0.00																			
Credit Card	0.00																			
Check	159.94																			
Sub Total	150.00																			
Tax	9.94																			
Total	\$159.94																			
Signature _____																				

Best Practices

Tax Exempt Numbers

For non-SedonaOffice customers that provide a copy of their tax exemption certificate, it is a good policy to make a copy of this document to provide to your accounting department in the event of a sales tax audit.

Non-SedonaOffice Customer Sales

For sales made to non-SedonaOffice customers, make certain to enter the name and address to whom the sale is being made. If the customer needs to return a part, it will be much easier to locate the transaction to confirm the price to be refunded.

Some walk-in customers refuse to provide address information. In cases such as this, enter something on Line 1 of the address such as “Customer refused to provide”. The city, state and zip code fields are required, so use the zip code of your POS location.

The screenshot shows a dialog box titled "Edit Address" with a close button (X) in the top right corner. The dialog contains the following fields and values:

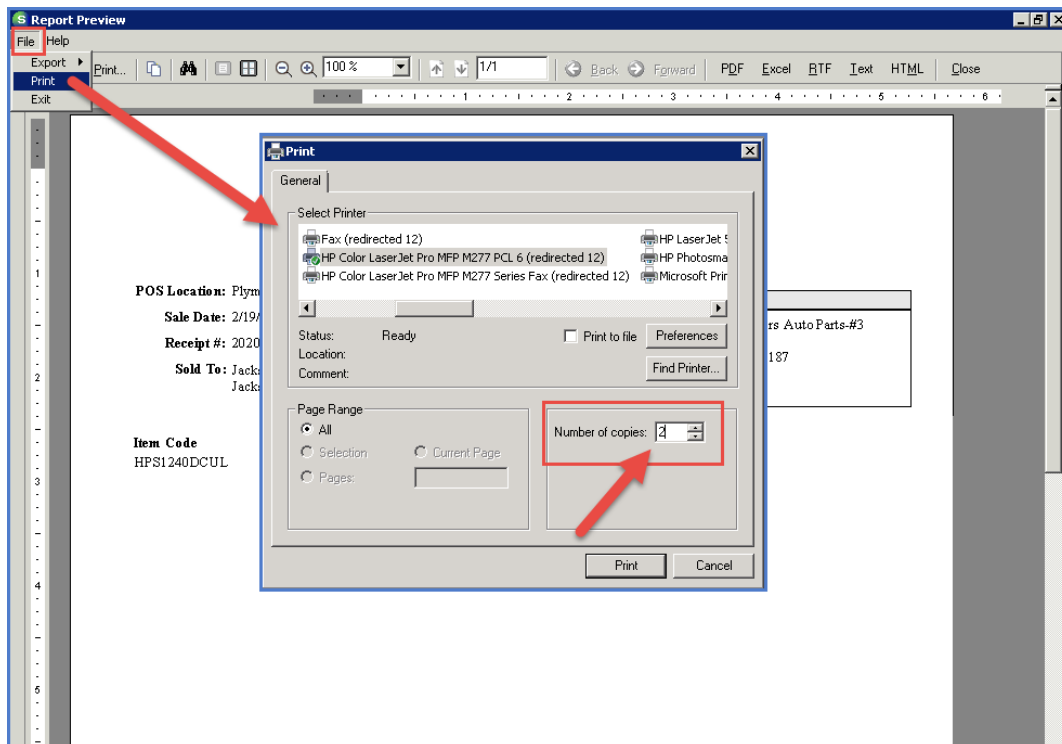
- Country: United States (dropdown menu)
- Line 1: Customer refused to provide (text field, highlighted in yellow)
- Line 2: (empty text field)
- Line 3: (empty text field)
- City: Plymouth (text field)
- State: Michigan (dropdown menu)
- Zip Code: 48170 (text field)
- Plus 4: (empty text field)
- County: (empty dropdown menu)
- Township: (empty dropdown menu)

At the bottom of the dialog, there are three buttons: "Verify", "Save", and "Close".

Credit Card Payments

When a customer is making a payment with a credit card, it is a good idea to print an extra copy of the receipt and set aside to use when reconciling the Opening at the end of the business day.

When the receipt is displayed in print preview mode, click File / Print from the main menu. This will display the print options form. In the number of copies field, increase to 2 then click the print button.



Memo Field

Returns

When entering a return transaction, enter information into the memo field which describes the reason for the return. If the part was defective and can be returned to the supplier for credit, print an extra copy of the receipt and forward to your inventory or parts manager to handle.

Sales

When entering a sale for parts that will be shipped to the customer, enter a note in the memo field with any special shipping instruction. Print an extra copy of the receipt to forward to the person who will be packing and shipping the part. This can also be used as a packing list.

Special Order Parts

If it is your company's policy to collect payment in advance for special order parts, make certain to enter a note in the memo field to indicate:

- Part needs to be ordered
- Whether the customer will be picking up the part or it will be shipped to the customer

Print an extra copy of the receipt to forward to your purchasing staff member.