Point of Sale (POS) in SedonaOffice

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Point of Sale Module

The POS module was written for a specific SedonaOffice customer whose business model included a store front where over the counter sales of inventory parts and services took place. The retail store catered primarily to "walk-in" customers who would not be defined within Client Management. Our customer needed a method of recording a sale from a specific register within the store and immediately relieving inventory at the time that the sale was made. Any SedonaOffice customer that wishes to use the POS module "expressly as written" may request that it be turned on by our IT support staff. Customers wishing to use this module have the option of hand entering credit card numbers directly into a sale or ordering a credit card reader approved for use with this module from Forte.

Cash Register Functions:

- Records opening cash balances in each location within the store at the beginning of the day
- Records over the counter sales of parts and/or services rendered
- Accepts payments made by cash, credit card, or check
- Refunds may be made by cash or credit card.
- Automatically calculates any cash due to be given back to the customer
- Prints receipts for all sales

End of Day Processing

- Establishes end of day cash amounts to be counted down in each drawer within the store at the end of each day
- Totals the amount of the deposit for the day day with subtotals for all cash, credit cards, and checks received
- Records daily deposit into SedonaOffice

Tracks Inventory

- Immediately relieves inventory at the time that a part sale is made
- Immediately increases inventory at the time that a part return is made
- Barcode reading of parts at time of sale or return (Barcoding module sold separately)

What The POS Module Does Not Do – **Not For Distribution To Customers**

Most retail POS systems come with standard features that our POS system is not designed to handle. Any SedonaOffice customer who is interested in this module will probably ask questions about it functionality. This is a list of features that our POS system does not provide:

- All sales are recorded under one generic customer number. As such, we do not track what customers have purchased in the past or their buying patterns.
- Receipts By Email – Some POS systems offer the ability to have an electronic receipt created and sent to the customer by email. We do not have this functionality.
- Transaction lookup – Many POS systems have the ability to lookup a transaction by information that would have been on a customer's receipt. We do not have the ability to handle transaction lookups.
- Check Denial – Many POS systems tie into a service that has the ability to perform a "live lookup" on the bank account number presented on a check to ensure that it represents an open checking account that contains

enough money to perform the transaction.

- Cash Exception Handling – Most systems have a built-in flag to note a pattern of a register being short "x" number of dollars each day or over by "x" number of dollars each day (for employee coaching or indicative of possible theft).
- Store Credit – When an item is presented for return after the maximum number of days allowed for a return, we do not have the ability to offer "store credit." Refunds can only be made in cash or by credit card.
- Blind Count Down of Drawers – Our POS module displays the exact dollar amount that should be counted down in the drawer (location within the store). This is counter to what most POS systems require as part of fraud prevention.
- Void A Transaction – If the incorrect amount of a sale is recorded or the customer places the sale on an incorrect credit card, most systems have the ability to do a "post sale void" of the transaction so that it does appear on the customer's credit card or the sale is removed as if it never happened.
- Suspend A Transaction – Many POS systems have the ability to record a partial transaction by pressing a suspend button. If the transaction is continued at a later point during the day, the sale is posted. If the transaction is not "unsuspended", it is not recorded as a sale for the day.
- Commissions on Sales – The POS does not track which employee sold a part. The module does not have the ability to calculate sales commissions.