

**Customer Services** 

Sparkstone Technology Ltd



## Introduction

This document outlines the workflow for processing 2<sup>nd</sup> sales within the Sparkstone Retail EPOS System. These notes are designed to complement the training that you will have received on the Sparkstone Retail EPOS from a Sparkstone training consultant or system administrator. They are not intended to be a complete overview of the software but are designed to assist you at a later stage when you are away from the training session.

These notes have been compiled to reflect the configuration of the Sparkstone EPOS system at your site and as such may only contain information pertinent to the operations that you require. If additional modules are purchased at a later date, training notes will be provided as appropriate on completion of the associated training course.

#### **Objectives**

To provide an overview of the processes involved in creating sales for second hand items.

### **Conventions Used**

Menu paths will be indicated throughout this training manual in bold.

For example:

## Back Office | Product file | Stock Records

Indicates that you should access Stock Records window from the Back Office using the Product File on the drop down navigation menu.



# **Keying in new transactions**

When opening Sparkstone, you will be greeted by the splash screen:



Click the screen using a mouse or the touch screen and the following login screen will be displayed:

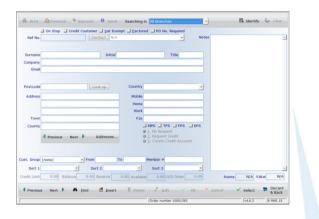


Either select the icon that corresponds to you on the top left hand side or click 'Any user' and this will list all users. Select the required user and press 'OK'. The tilling screen will then be displayed:

Stock Customer	No customer selected	😻 1 Layaways	Settle
		2 Misc	Main
		Lookup 3 Grid	Line
		4 Refunds	Order
		5 Rentals	Other
		6 More	Discard
Scan an item or select an option		장 	Go To Top
	Order number 10001393	V4.6.3	Go To End



**For buying in a second hand item**- Select 'Other' and then select 'Second Hand' and it will ask you to add a customer to the sale. The following window will be displayed:



If the customer is an account customer they will most likely already have been entered into the system. To search for them click 'Find' and type in either their company name or postcode.

If there is more than one record with the same name or postcode then a window will be displayed titled 'your search matched more than one customer'. Select the relevant one from the list and click 'OK':



The rest of the customer details will then show in the customer record screen:

Ref No.	990000525	Contact	N/A			Notes	
Sumame	How	1	nitial Tom		Title		
Company	Sparkstone Techn	ology Ltd					
Email	tomh@sparkstone	.co.uk					
Postcode	SO30 2GB	Look up					
Address	MIII HIII		Mobi	e 34557657			
	Botley		Hom	01493454	657		
			Wo	k 01489 795	000		
Town	Southampton		Fi	ix			
County	Hampshire				PS 🔄 FPS 🗖	J EPS	
	Previous Next	Addre	sac	<ul> <li>1. No Required</li> <li>2. Request</li> </ul>			
	T PIEVIOUS NEXT	r Hudro.			Fredit Account		
st. Group	(none)	- From	То	Member #			
Sort 1	•	Sort 2		Sort 3		*	
edit Limit	0.00 Balance	-47.01 Reser	ve 0.00 Avail		0/S Order	47.01	



Alternatively- if after searching for the customer and they do not have a record and no information is populated, go to 'Insert' and type in the details manually. Then click 'Select'.Once the customer is selected, the tilling screen will be displayed with the customer details at the top:

Stock Customer	£	Total Sale Value 0.00	Sparkstone Technology Ltd Mill Hill Botley Southampton Hampshire	1	Cash	Settle
Reference SH-56-0001	Type ⊚ Standa ○ Sale or			2	Cheque	Main
Description						0
Serial Number				3	2	Line
				4	Second hand	Order
				5		Other
				6	Discard	Discard
	✓ o	K × Cancel			谷	P
econd hand		<u>×</u>			7	Go To To
					*	Go To E

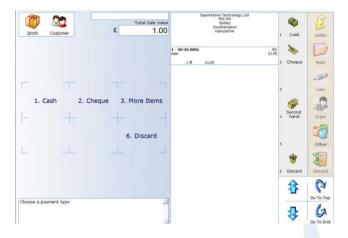
The second hand stock code will be created under the 'reference' field and it is then possible to enter the description and serial number (if required). Once this has been done, press 'OK'. The following window will be displayed where the item can be assigned to a category and other information can be assigned to it:

		and the second s
		<u>.</u>
(none)		<u> </u>
(none)		<u>.</u>
Sort 1	÷	
Sort 2		
Sort 3	•	
Sort 4	•	
Sort 5	,	
Sort 6	*	
Sort 7	•	
Sort 8	-	
Sort 9	-	
	(none) Sort 1 Sort 2 Sort 3 Sort 4 Sort 5 Sort 6 Sort 7 Sort 8	(none) (none) Sort 1 Sort 2 Sort 3 Sort 4 Sort 5 Sort 6 Sort 7 Sort 8

When all of the required information has been filled in, press 'OK' and a keypad will appear asking you how much you are buying the item in for. Type in the Page **5** of **7** 



amount and press 'OK'. The line will be added to the sale and the window will show as follows:



If there are more items to add, select 'More items' and repeat the process. Alternatively, if you would like to settle the buy in, select which form of settlement the customer is going to receive the money back in from the left hand side of the screen. Then a message will be displayed asking you to pay out the relevant amount to the customer and a receipt will be printed. Press 'OK' to this message and the sale will be saved down, creating the new stock item & booking 1 item into stock. To view this go to the **Back Office | Product File |Stock Record** | Type in the stock record in the box at the top left and press tab

SH-56-0001	Reference SH-56-0001 Q Short description Violin	View
cole Descretion	Description         Volin           2         Active         3 grid hand         3 microsid         1 grid read         1 grid read           2         Active         3 grid hand         3 microsid         1 grid read         1 grid read           2         000         0.00         0.00         0.00         0.00           Velación (Metal)         0.00         1.00         1         1.00           Margin %         76 fút natok         Velación         1 margin %         0.00	Purchase Details Sort Keys Keywords Categories Niscellaneous Notes and Picture Barcodes Linkad Items Alternative Items
	Purchase Details     Purchase Details     Details     Details     Details     Details     Details     Details     Details	Reports All Stock Dest sellers Worst sellers Current Stock Analysis by month
	Unit name Unit quantity Cost Barcode	Stock
	durin rame     Unit guerth     O     Cost     Barcade	View transactions Duplicate Print labels Rental rates

At this point, it is possible to change the gross sell price by going to 'Edit' and putting the cursor in the 'Gross Sell Price' box, then tab through to change the Net. Press 'OK' to save it down.

*Please Note: Stock quantities can also be viewed from the front end tilling screen by going to 'Stock' and searching for the items and the quantity is displayed on the right:* 

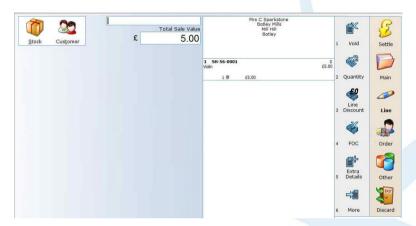
i(es) found		
le Stock description	Qty	Gross
Astrea Violin G String	0	3.40 _
	le Stock description Astrea Violin G String	le Stock description Qty



**To sell the second hand item**- Log into the till as before, then find the customer and add it to the sale and either scan the code or type it in to the box at the top of the window:



Then press 'Enter' and it will appear in the tilling list:



Key in the rest of the sale, then select 'Settle' and choose the method for settlement. Once the settlement has been keyed in, the cash drawer will open and the receipt will print out. The next customer can be served.