Processing Sales for 2nd hand items in the Front Office

Customer Services

Sparkstone Technology Ltd

Introduction

This document outlines the workflow for processing 2nd 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

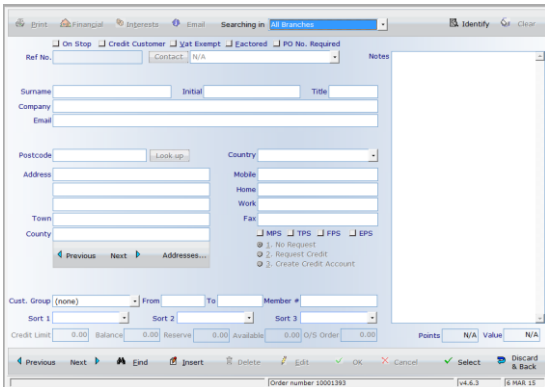When opening Sparkstone, you will be greeted by the splash screen:

Click the screen using a mouse or the touch screen and the following login screen will be displayed:
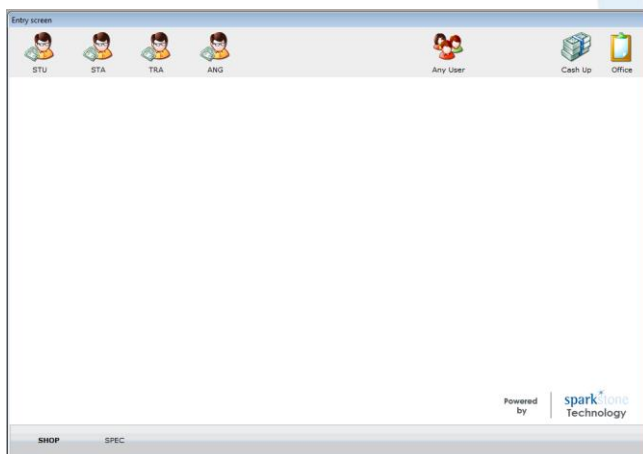
Either select the icon that corresponds to you on the top left hand side or click 'Any user' and this will list all users. Select the required user and press 'OK'. The tilling screen will then be displayed:
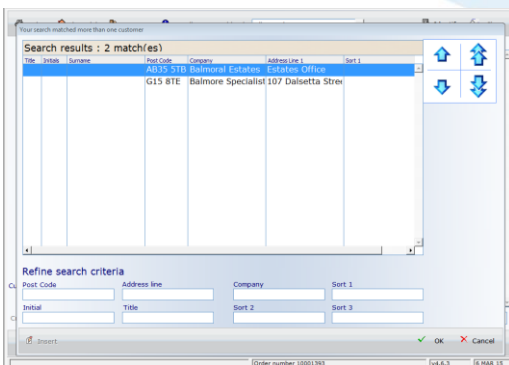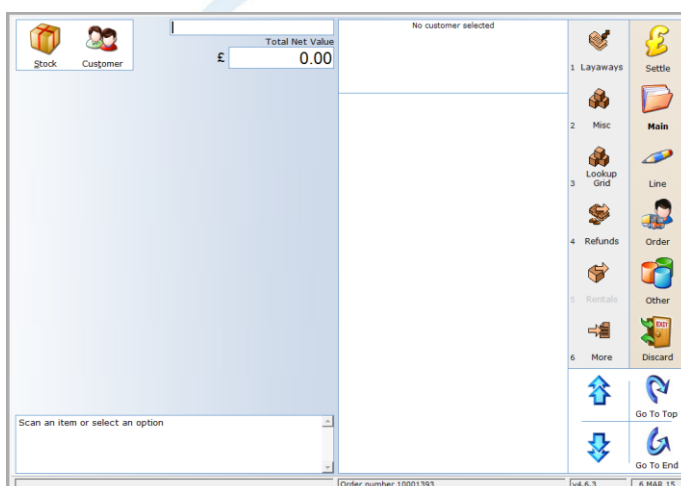
For buying in a second hand item- Select 'Other' and then select 'Second Hand' and it will ask you to add a customer to the sale. The following window will be displayed:
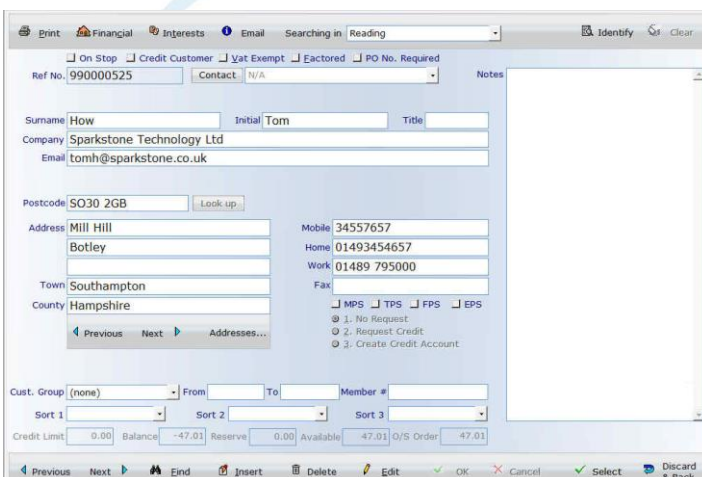

If the customer is an account customer they will most likely already have been entered into the system. To search for them click 'Find' and type in either their company name or postcode.
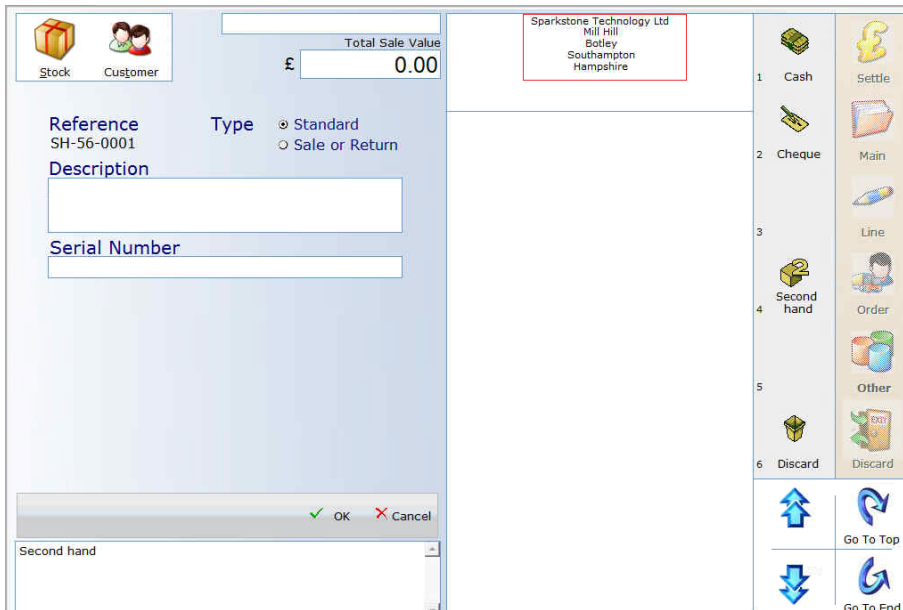
If there is more than one record with the same name or postcode then a window will be displayed titled 'your search matched more than one customer'. Select the relevant one from the list and click 'OK':

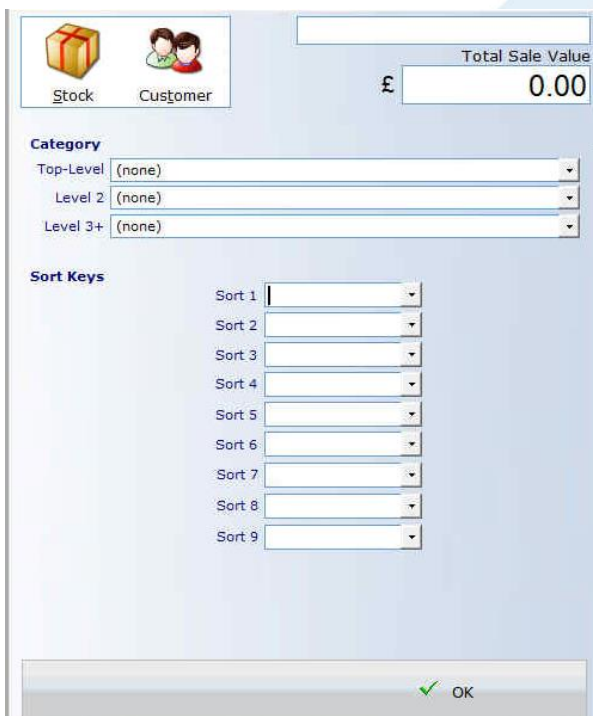The rest of the customer details will then show in the customer record screen:

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:


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:


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

amount and press 'OK'. The line will be added to the sale and the window will show as follows:
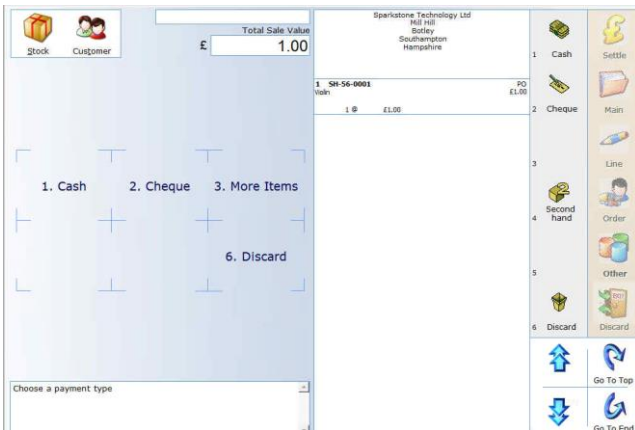
If there are more items to add, select 'More items' and repeat the process. Alternatively, if you would like to settle the buy in, select which form of settlement the customer is going to receive the money back in from the left hand side of the screen. Then a message will be displayed asking you to pay 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
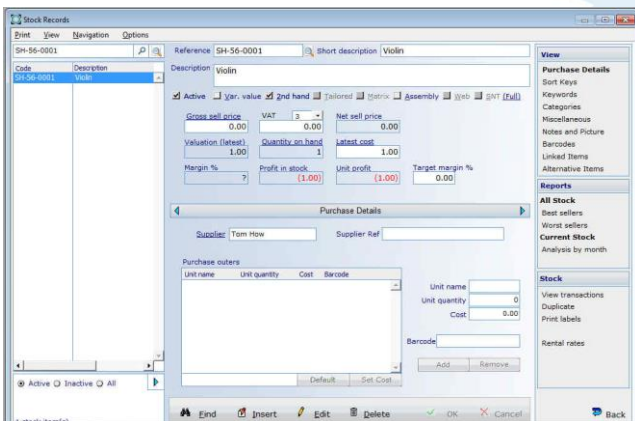

At this point, it is possible to change the gross sell price by going to 'Edit' and putting the cursor in the 'Gross Sell Price' box, then tab through to change the Net. Press 'OK' to save it down.

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:

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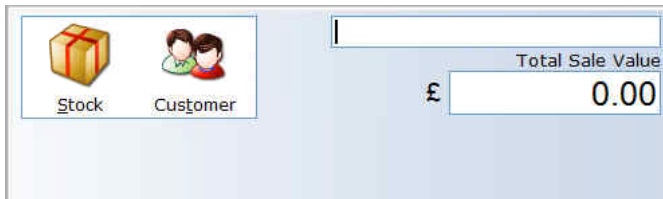
Then press 'Enter' and it will appear in the tilling list:
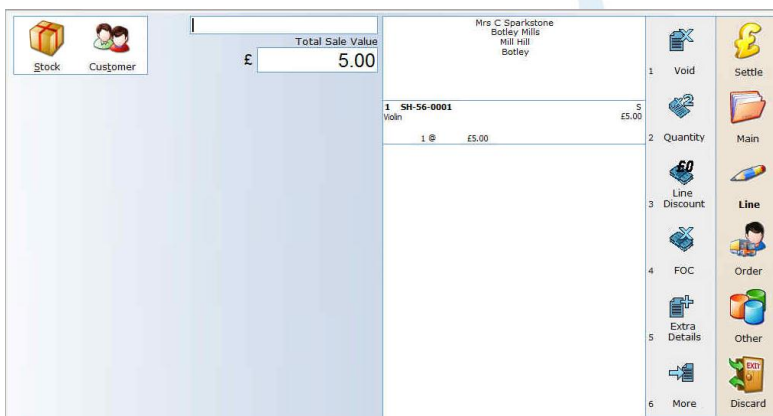
Key in the rest of the sale, then select 'Settle' and choose the method for settlement. Once the settlement has been keyed in, the cash drawer will open and the receipt will print out. The next customer can be served.