

## RETAIL - DEPOSITS AND LAY AWAYS

### Introduction

The purpose of this Document is to explain the features, functions and steps relating to lay aways and Deposits on Retail Orders.

### Order versus Sale

Deposits and Pre Payments can only be processed on Orders, not on Sales. Therefore, once the Deal Items have been listed, you will choose ORDER FUNCTIONS rather than SALE FUNCTIONS. Furthermore, Deposits are processed only while the Order is in Pre Approval. Once the Order is approved, full tendering must be completed.

The screenshot shows the 'Other Items' interface. At the top, there is a table with a blue header row containing the number '1'. Below this is a 'CUSTOMER:' section with a text box containing 'The Smile Co'. Underneath are several input fields: 'Account' with 'D9009', 'CRM' with '00047', 'Club', and 'Expiry'. Below these is an 'Account Balance' field showing '0.00' and a 'Credit Limit' field. To the right of the form are three buttons: 'Sale Functions', 'Order Functions', and 'Render Quotation'. A red arrow points from the 'Order Functions' button to the 'Render Quotation' button.

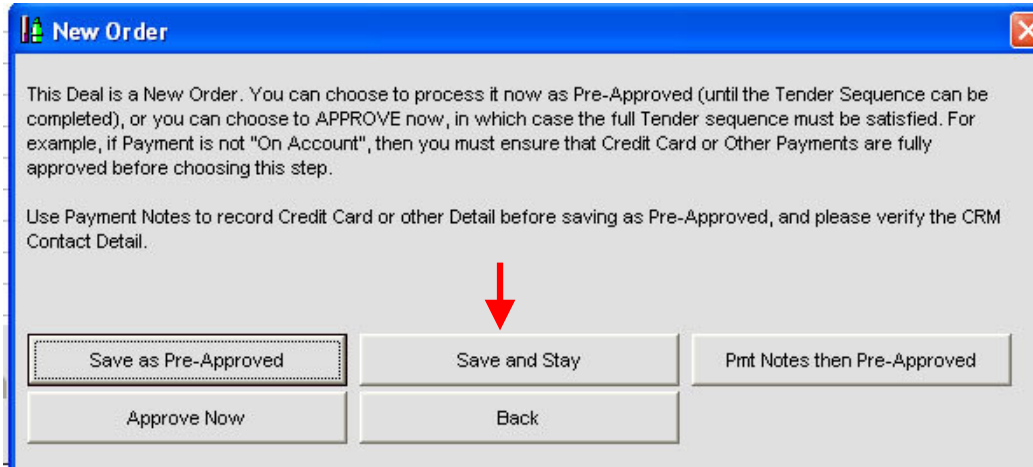
### Currencies

Deposits and Pre Payments are processed in Retail only on Local Currency Deals. For Forex Deals in Retail, the Customer Account is always charged, rather than collecting Cash (or other Tender), and therefore if Deposits need to be processed on Forex Deals, then it is performed by the normal functions of Receipt Journals, and the standard Credit Control procedures are followed for managing Account Credit Limits.

### How to Process a 1<sup>st</sup> Deposit

Once the Order Items have been listed on the Deal screen, please choose "Order Functions". Since it is a new Deal and not yet an Order, your purpose would be in the 1<sup>st</sup> instance to commit a Pre Approval Order, and therefore please choose "Save and Stay".

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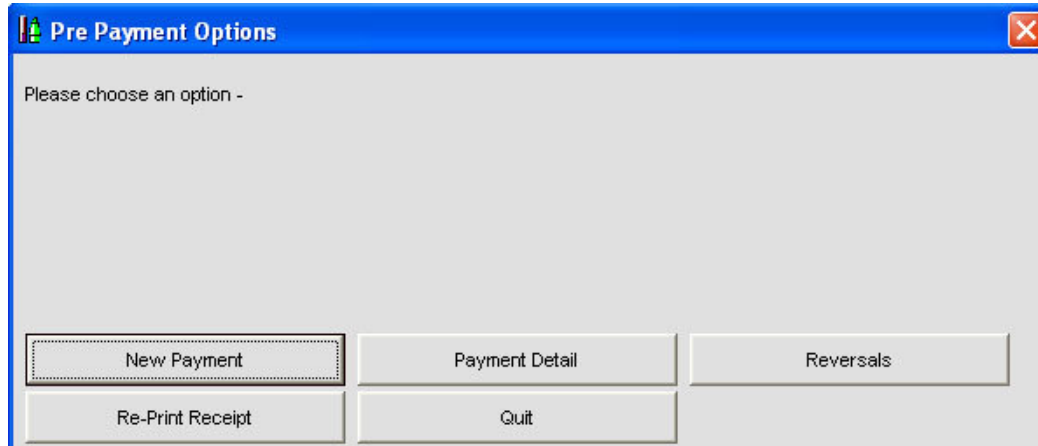
The system will save the new Deal as a Pre Approval Order and allocate it an Order Number.

Rate Book	None	Currency	LOCAL \$
Transaction Period	Dec 2004	Trans Date	25/08/2005
Operator	Data Manager	Sys Ref #	1375240230B
Cash Account	10000076 CUSTOMER SALES CASH RECEIPTS (1)		
Deal Status	Pre-Approval Order # 0000066		
Tax Status	May Include Taxable and Exempt Items		
	Serial/Batch	Total	Tax
		Incl Value	

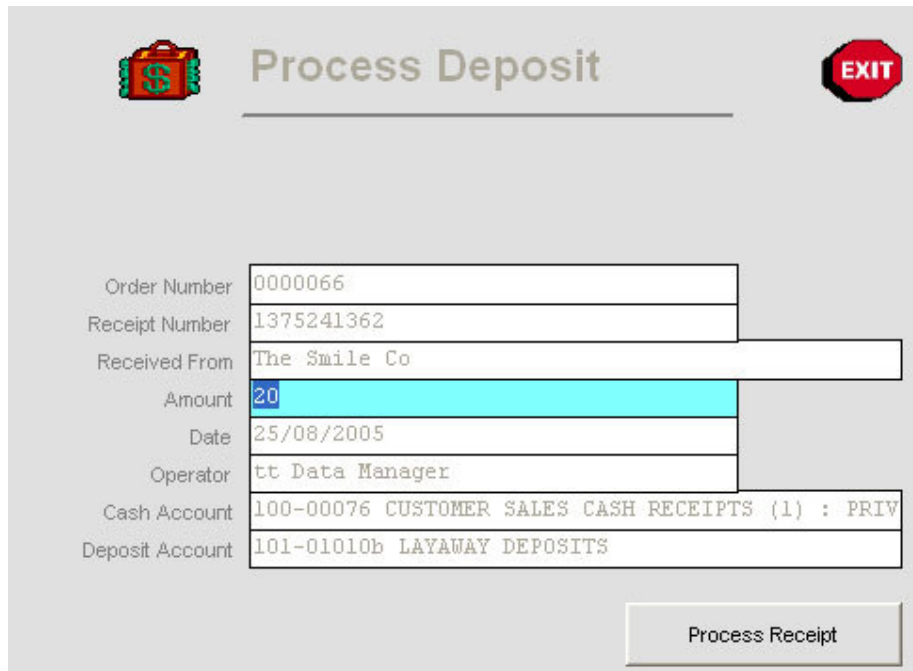
Once the Deal on Screen is a Pre Approval Order, you may choose "Order Functions" again, and this time the "Pre Payments" option will be present.



At this point, you will choose "Pre Payments", to be offered the Pre Payment options.



From here, please choose "New Payment".



You need only specify the Amount the Customer is paying now, and which will be received into your Cash Account. Then please choose "Process Receipt" to process and print the Receipt.

Technical Note: The Receipt print program may be customized, and can be moved from file 'cbp' to 'client.bp' and changed according to requirements. Please see program "print.layawayreceipt".

Additional Payments or deposits -

After this, you may SAVE the Deal and continue with other Deals. If any further or future Deposits need to be processed, simply use the "Retrieve" function on the main Deal screen to re-call the Pre Approval Order for this Customer, choose Order Functions, choose Pre Payments, and choose New Payment. Please note

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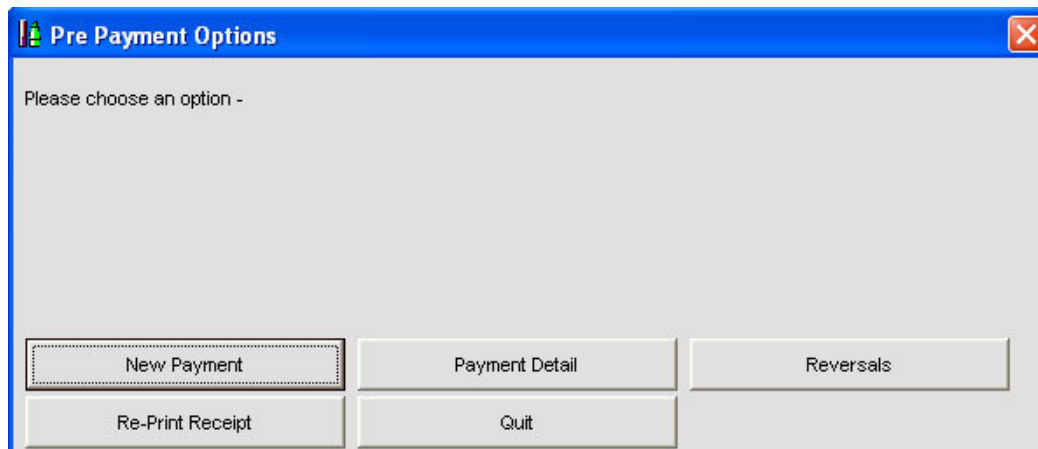
that the Order should not be advanced to the “Approved” stage until the Customer is ready to settle the final outstanding amount.

Whenever this Pre Approval is on screen, the system will reflect the total of all Pre Payments, and the net amount outstanding.

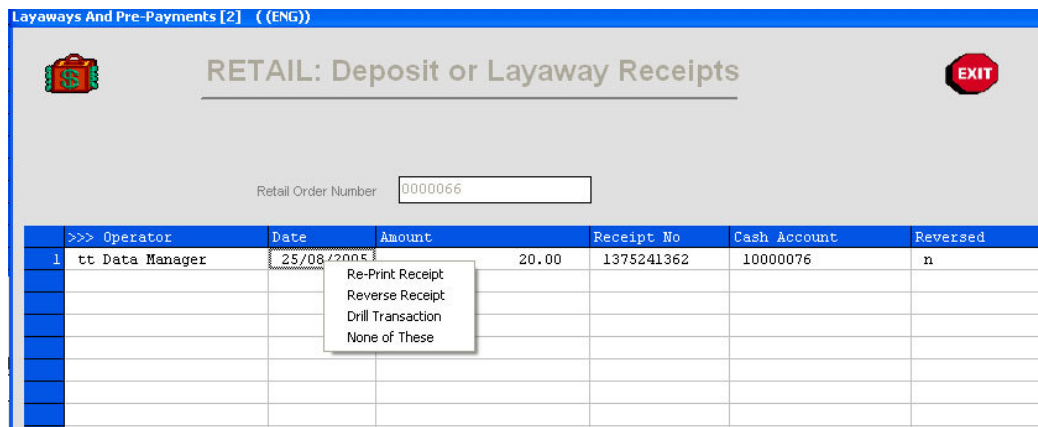
Specials	0.00	0.00	0.00
Nett	50.00	7.50	57.50
	Excl Total	Tax	Incl Total
Deposits	-20.00	Nett Due	37.50

**Performing Reversals and Re-Printing Receipts**

Reversals of Receipts should be kept to the minimum. Therefore, the system alerts the Operator to accept the Cash BEFORE issuing the Receipt. However, in case of mistakes or where a Cheque has been returned from the Bank as unpaid, a Receipt may be reversed, as follows: -



From the Pre Payment options, the 'Payment Detail' option leads to Receipt detail, from where a Receipt may be re-printed or reversed. (Hint: The 'Reversals' and 'Re-Print Receipt' options eventually lead to the same place.)



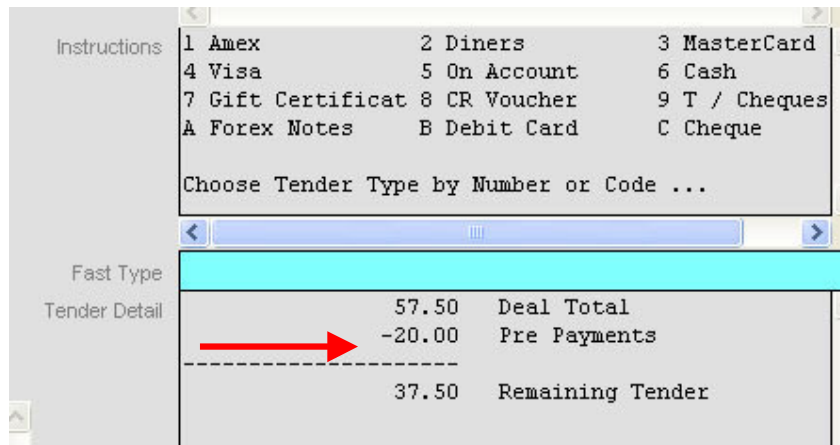
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When you dbl-click a Receipt, the system will offer appropriate options, e.g. Transaction drill, Re-Print, Reversal ...

Hint: Once the Order is finally processed (or reversed), you can no longer gain access to the Pre Payment detail screen from the Deal, but you may access this detail for any Order Number from the Retail Enquiry options by choosing "Lay Away Receipt Enquiry".

**Pre Payments on the Tender Screen**

When an Order is approved, final tendering of payment must be completed. At this time, the system will recognize the pre payments, and deduct it from the amount due –



**Pre Payments on Invoices and Proforma Invoices**

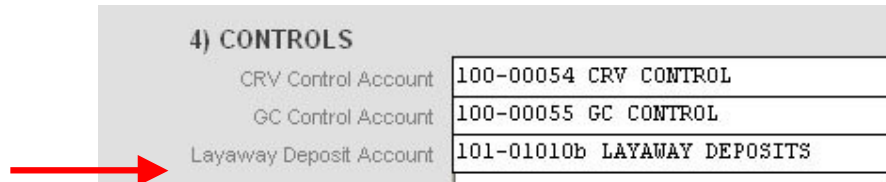
The system will automatically recognize pre payments when printing Invoices and Pro Forma Invoices.

Item	Price	Qty	Value
One Day Acuvue	5.00	10	50.00
Total before Tax			50.00
Tax on this Invoice			7.50
Inclusive Total			\$ 57.50
Pre Payments			-20.00
Cash			-37.50
			0.00

Technical Note: Invoice prints are commonly customized for local stationery and requirements. The Invoice print program may be moved from file 'cbp' to 'client.bp' and changed as required. Please see program "print.retail.invoice".

**Controls: Deposit Account and Reversals**

All Pre Payments and Deposits on Retail are credited to a Deposit Account. This Account is specified on the Retail Control Parameters, and should also be protected with a Ledger Protection rule to prevent general Journal capture from posting to the Account.

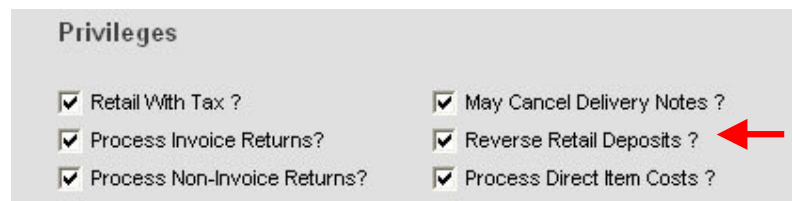


The Deposit Account should always balance to the total of all Pre Payments listed on the Pre Approval Orders listing, which is accessed from the Local Reports options.



In the same picture shown above, we can also discern the option for the Reversals Report, which lists all Receipt Reversals for the selected Date Range.

Operators can only perform Receipt Reversals if it is specifically granted on their Retail Profiles, and this option should be restricted to Supervisors, because a Receipt reversal reduces either the Operator’s Cash Account, or the Bank (in the case of a returned Cheque).



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When a Receipt is reversed, it is recommended that the Cash Up Controller insist on the cancelled original receipt, which should be retained for Audit purposes. (Hint: Only 1 original Receipt is produced. Re-prints will include the word "copy".)

When a Deal is reversed in it's entirety, and it includes Pre Payments, then all Pre Payments are reversed against the Cash Account of the Operator that performs the Reversal, i.e. no monies remain in the Deposit Account. By drilling into a Receipt reversal or a Deal reversal, the accounting transactions may be clearly discerned.

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