

Retail STAR Newsletter

February, 2009



Open Receipts

Open receipts are very useful tools in retail, but they can also be very confusing. Here is some helpful information on Open Receipts.

Hold and Saves: Hold and Save allows you to save the progress on a receipt and then come back to it later to finish it out. This is done before you tender the receipt out. To hold a receipt, click F4 Receipt, and then click Hold and Save. (Alternatively, you can press Ctrl + H on your keyboard) It will ask you to assign a customer to the receipt, and then it will save it in your database and allow you to ring up the next customer. The next time you open that receipt up, you can either add to it or tender it out, turning it into a sales receipt. Hold and Save allows you to quickly keep a receipt open without taking any money on it.

Layaways: A layaway allows a customer to place a deposit on an item or items in your store, and then pick them up and pay the rest of the balance at a later time or date. You can change a receipt to a layaway by clicking F4 Receipt, and then clicking on Layaway. (Alternatively, you can press Ctrl + L on your keyboard.) You will then need to place a customer record on the layaway. A layaway can have any amount of money placed on it initially. The Layaway ticket will always close out when the final balance is paid off. The inventory then leaves your store.

Special Orders: Special Orders are very similar to layaways, with one important difference: A Special Order can be kept open even after the full amount has been paid. This means a customer can place money down for the full amount of an item you do not have in the store, and then pick it up later when it comes in. To make a receipt a Special Order, click on F4 Receipt, and then click on Special Order. (Alternatively, you can press Ctrl + Alt + D on your keyboard.) You must then attach a customer record to the receipt. After that, you are free to take any amount of money you want on the Special Order. You will only get the option to close the the Special Order after the balance has been paid, which you can then choose whether to close it or to keep it open.

All of these receipt types can be changed before they are closed, in case a customer wants to add items or change quantities.

How do Open Receipts affect my system?

Now that you know how to use Open Receipts, here are some of the ways you will notice they are in your system.

- Open Receipts have a different sales code than a normal Sale (S). The codes are L for Layaway, D for Special Order, and H for Hold.
- All Open Receipts show as Shipped in the register summary when they are closed.
- When an Open Receipt is created, item is still part of OH and is also shown as a committed quantity. Committed Quantity means the items are reserved but have not left your store yet.
- Open Receipts are easy to forget about, and because they are technically still in progress, they can make your inventory look strange if you aren't expecting it. It is advisable to check and close out any old Open Receipts that may still be open in error. You can look at all the open receipts in your system by going to Reports, and then running the Open Receipts Report. This allows you to search by Store, Customer, Style or Department, and you can look at only one specific type of Open Receipt or all of them. Take a look at this report every month, so you can stay on top of the Open Receipts in your svstem.

Retail Star Beta 8.5

Would you like to try out new features?
Are you interested in the future of Retail Star?
Are you *adventurous*?

We are currently looking for single store customers to help us Beta test a new version of Retail Star!

If you are interested in participating in our Beta program, please contact Retail Star Support at 800-949-1470 Option 6, or send an e-mail to starmanager@camcommerce.com.