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RF Queue Busting Sales

Category	POS
Course	POS
Version	1.0
Client	Generic
Software	2.12.0.0

Use the Queue Busting software to scan products into a sale as you pick a home delivery/online shopping order, or to reduce register queues during peak trade. You then suspend and finalise the sale at the POS register.

Hints and Tips

- ✓ A QB sale is similar to a normal sale at a register, except you don't do the following tasks on an RF device, you do them when you resume the transaction at POS:
 - **Add gift cards/vouchers.**
 - **Add fridge/freezer products** (to ensure they stay chilled).
 - **Add produce items** (unless the scales used are electronic, to ensure an accurate weight).
 - **Recall a suspended transaction.**
 - **Finalise the sale.**

- ✓ The **Ext Price** is the current retail in the stock record. If a promotion ends before the sale is finalised at POS, the promotion price still applies.

- ✓ If you **charge service fees**, you need to create stock records linked to a POS Quick Item (for easy identification).
 - You may use a specific EAN for each fee type, or only one EAN for the total value.
 - Refer to [PRO-1a Create a New Stock Record Fact Sheet](#).

- ✓ **If you need to do multiple part-picked orders for the same customer:**
 - Create multiple QB sales, making sure you add the same customer/reference on each sale.
 - When you resume the transaction at POS, you'll have the option to resume multiple transactions (merges them into one sale).
 - **POS Config -> Account -> Account: Allow Recall of Multiple Transactions** option must be enabled.


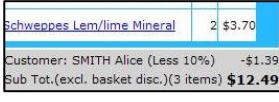




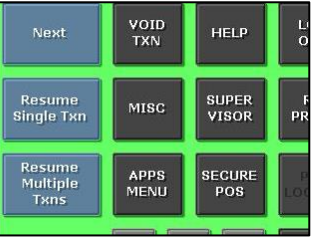
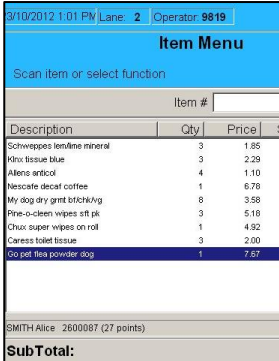
Procedure to Perform a Queue Busting Sale

1.	From the main screen on the RF device, double-tap the Queue Busting program. <i>*A login is not prompted.*</i>	
2.	If this is an online shopping order, scan the Transaction Barcode on the Shopping List. <i>*Nothing displays on the screen; it just flags the transaction as an online sale for reporting.*</i>	
3.	Scan or enter the EAN on the product; press [>>] or Ent if you manually entered the EAN. <i>*You can't use the stock code.*</i>	
4.	If you scan a weighted product (only if you use electronic scales), you're prompted to confirm the Qty & press Update . <i>*Enter part-kilos/metres as [.5] or [0.5], and whole kilos/metres as [1] or [1.0].*</i> <i>*The product is added to the transaction.*</i>	
5.	To: add another product	then: repeat from step 3.
	add a service or delivery fee <i>(these must first be registered as a stock record with a \$0.00 retail)</i>	add the EAN/s for the fee/s like a normal product; you're prompted to confirm the Price because its retail is set to \$0.00. <i>*Alternatively, add these fees via Quick Items at POS.*</i>
	change the quantity <i>(defaults to [1])</i>	tap the applicable product. In the Qty field, enter the new quantity. Press Update . <i>*The product is updated in the Item Menu list.*</i> <i>*Alternatively, you can just scan the product again.*</i>
remove a product	tap the applicable product. Press Delete . <i>*The product is removed from the Item Menu list.*</i>	

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Hints and Tips

- ✓ **If you offer home deliveries**, you need a process for how you **finalise the transaction at POS**; do you record the sale (and delayed payment) against a generic customer account, or do you use unique accounts for each customer?
- ✓ You can have multiple queue busting sales suspended. They're recorded against **Till [o]** until you resume the transaction on the register.
 - **Important:** Suspended transactions may be configured to **auto-delete overnight** in your system. This setting can be checked and changed in the BOS/HOS **System -> Location Setup -> POS Config -> System -> General** tab (from Head Office if HOS managed).
- ✓ The **Name** of the suspended transaction is loaded from the queue busting sale. It's either the **name of the customer account/card** or the **transaction reference** that you entered against the sale.
- ✓ Once the QB sale transaction is resumed at POS, it's handled and reported like a normal sale.
 - Online shopping sales also report at department level on the **Reports -> Sales -> Online Shopping Summary Report**, so that you can review your online performance/presence.
- ✓ The customer receipt doesn't look any different for a queue busting sale.

<p>6. To: add a customer card/account against the sale</p> <p>then: press Customer. Scan or enter the customer number. Press Update. <i>*The customer's name will be listed against the suspended txn you see at POS; any AR discount set for this account is applied.*</i> <i>*Alternatively, add the account when you retrieve the sale at POS.*</i></p> <hr/> <p>cancel the sale</p> <p>press Canc. Trx.</p> <hr/> <p>finish the sale (suspend it)</p> <p>press Susp. Trx. Press OK to confirm. If you didn't add a customer, you're prompted to enter a Txn Reference and press Submit. <i>*Enter anything unique that'll identify this txn at POS.*</i></p>	  																														
<p>7. Complete the following steps at POS to finalise a suspended QB sale:</p> <p>a. Start a new transaction. <i>*Do not add any products or a Customer ID/card, as this will hide the Resume function.*</i></p> <p>b. From the Item Menu screen, press MISC.</p> <p>c. Press Resume Transaction. <i>*Supervisor authorisation may be prompted.*</i> <i>*A list of all the suspended transactions in the system is displayed.*</i></p>	   <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 5px;"> <thead> <tr> <th>Date/Time</th> <th>Till</th> <th>Name</th> <th>Total</th> <th>Txn ID</th> </tr> </thead> <tbody> <tr> <td>23-10/10-16</td> <td>0</td> <td>w/vill c/care1</td> <td>\$52.24</td> <td>18</td> </tr> <tr> <td>23-10/10-09</td> <td>0</td> <td>SMITH Alice</td> <td>\$55.33</td> <td>17</td> </tr> <tr> <td>23-10/10-01</td> <td>0</td> <td>SMITH Alice</td> <td>\$31.04</td> <td>16</td> </tr> </tbody> </table>	Date/Time	Till	Name	Total	Txn ID	23-10/10-16	0	w/vill c/care1	\$52.24	18	23-10/10-09	0	SMITH Alice	\$55.33	17	23-10/10-01	0	SMITH Alice	\$31.04	16										
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<p>d. Highlight the required transaction.</p> <p>e. Select Next or Resume Single Txn OR Select Resume Multiple Txns if you want to merge ALL suspended transactions for the selected Name. <i>*The items in the selected transaction/s are retrieved into the sale.*</i></p> <p>f. Add more products, edit, and tender the sale as normal.</p>	  <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 5px;"> <thead> <tr> <th>Description</th> <th>Qty</th> <th>Price</th> </tr> </thead> <tbody> <tr> <td>Schweppes lemon lime mineral</td> <td>3</td> <td>1.85</td> </tr> <tr> <td>Klivo tissue blue</td> <td>3</td> <td>2.29</td> </tr> <tr> <td>Afines-artico</td> <td>4</td> <td>1.10</td> </tr> <tr> <td>Nescafe decaf coffee</td> <td>1</td> <td>6.78</td> </tr> <tr> <td>My dog dry grant btkh/kg</td> <td>8</td> <td>3.58</td> </tr> <tr> <td>Pine-o-clean wipes sft pk</td> <td>3</td> <td>5.18</td> </tr> <tr> <td>Chux super wipes on roll</td> <td>1</td> <td>4.92</td> </tr> <tr> <td>Carass toilet tissue</td> <td>3</td> <td>2.00</td> </tr> <tr> <td>DU pbl flea powder dog</td> <td>1</td> <td>7.57</td> </tr> </tbody> </table>	Description	Qty	Price	Schweppes lemon lime mineral	3	1.85	Klivo tissue blue	3	2.29	Afines-artico	4	1.10	Nescafe decaf coffee	1	6.78	My dog dry grant btkh/kg	8	3.58	Pine-o-clean wipes sft pk	3	5.18	Chux super wipes on roll	1	4.92	Carass toilet tissue	3	2.00	DU pbl flea powder dog	1	7.57
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