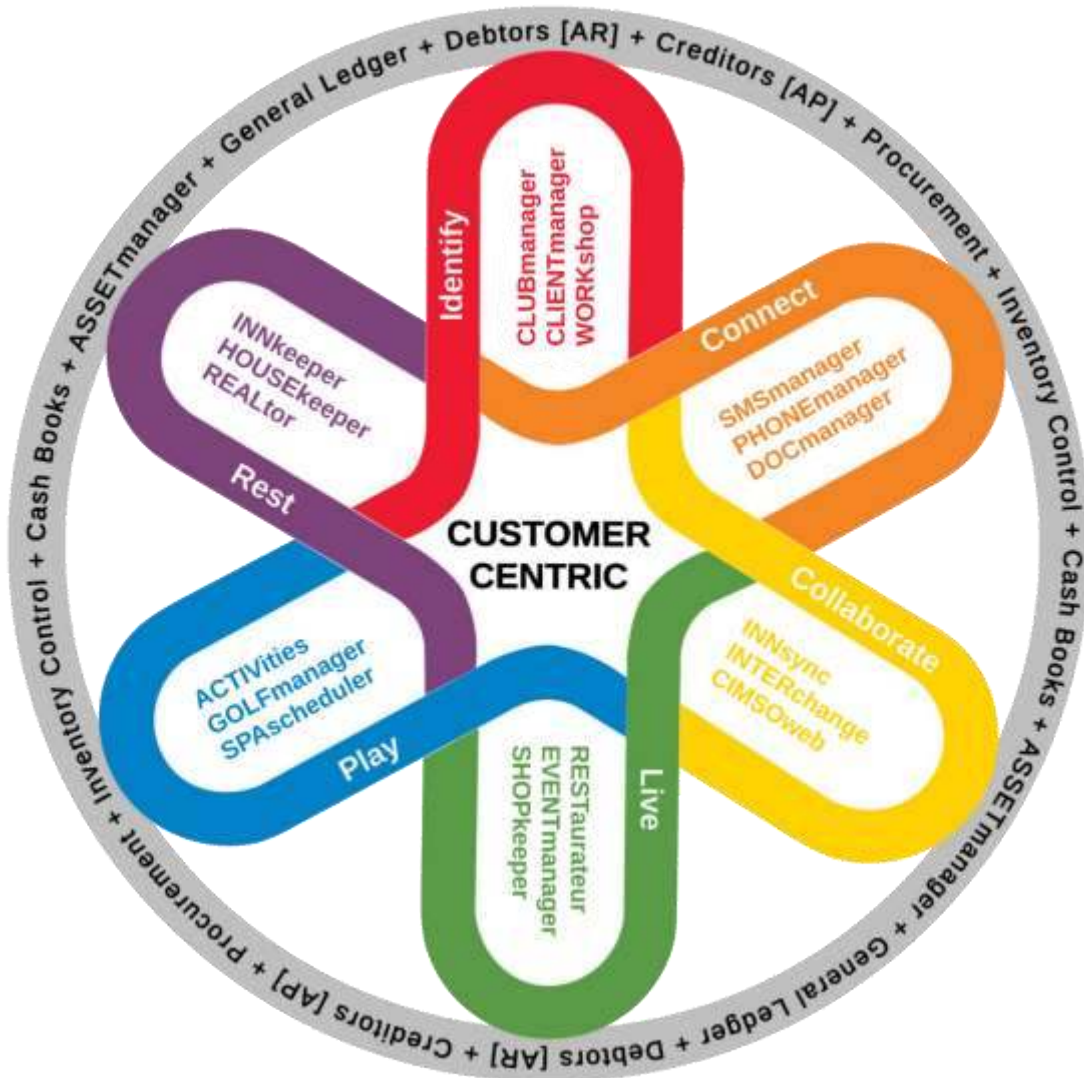


The [CSSR] Cash Sale Reversal Process Manual



What Is A Transaction Reversal?

A transaction Reversal is the term given to the process when a client is reimbursed / refunded their money.



CUSTOMER CENTRIC DESIGN

- **Identify** – CDP – customer data platform with extensive CRM
- **Connect** - Single or bulk blast e-mail, SMS, fax and snail-mail
- **Collaborate** - Local server to Web and mobile device data interchange
- **Live** - Food, Beverage and Retail points of sale with stock control and procurement
- **Play** - Schedule and manage Golf, SPA and Leisure activities
- **Rest** - Reservations, Lodging PMS, Leasing and Timeshare
- **Finance** - GAAP, IAS and IFRS financial control to balance sheet

-  Menu
-  Administration
-  Golfer
-  ActivityScheduler
-  SpaScheduler
-  Restaurateur
-  ShopKeeper
-  AssetManager
-  WebRes
-  InnSync
-  Fax Server
-  Phoneman
-  TimeKeeper
-  Configuration
-  EXEUP
-  Close Menu
-  Exit Menu



V4.1.7b11143 8d647da

Language: English (United Kingdom)

Database: CIMSODemo_V417 on vmserver

Location: MAIN Imperial Palace Rooms

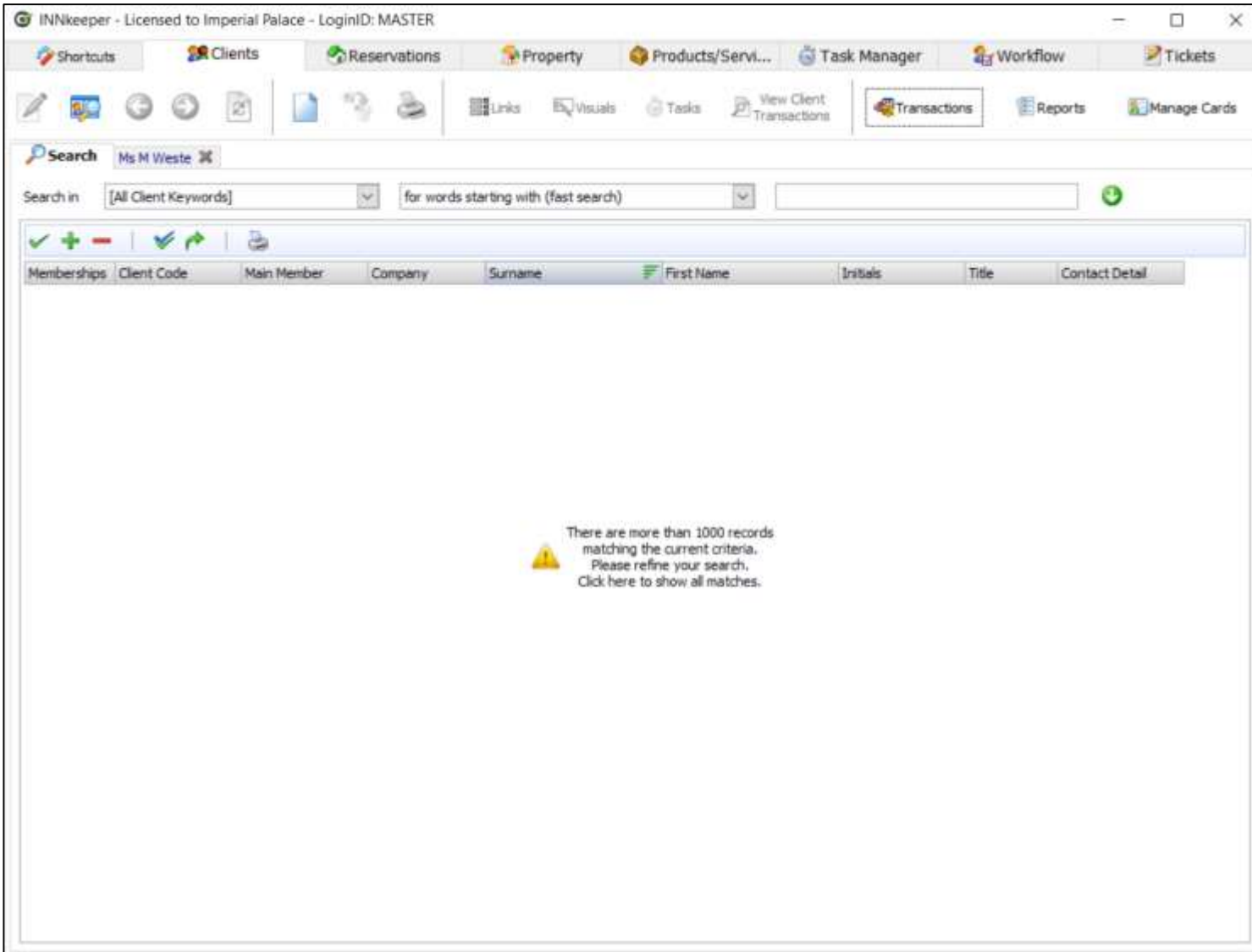
Login ID: master

Password: []

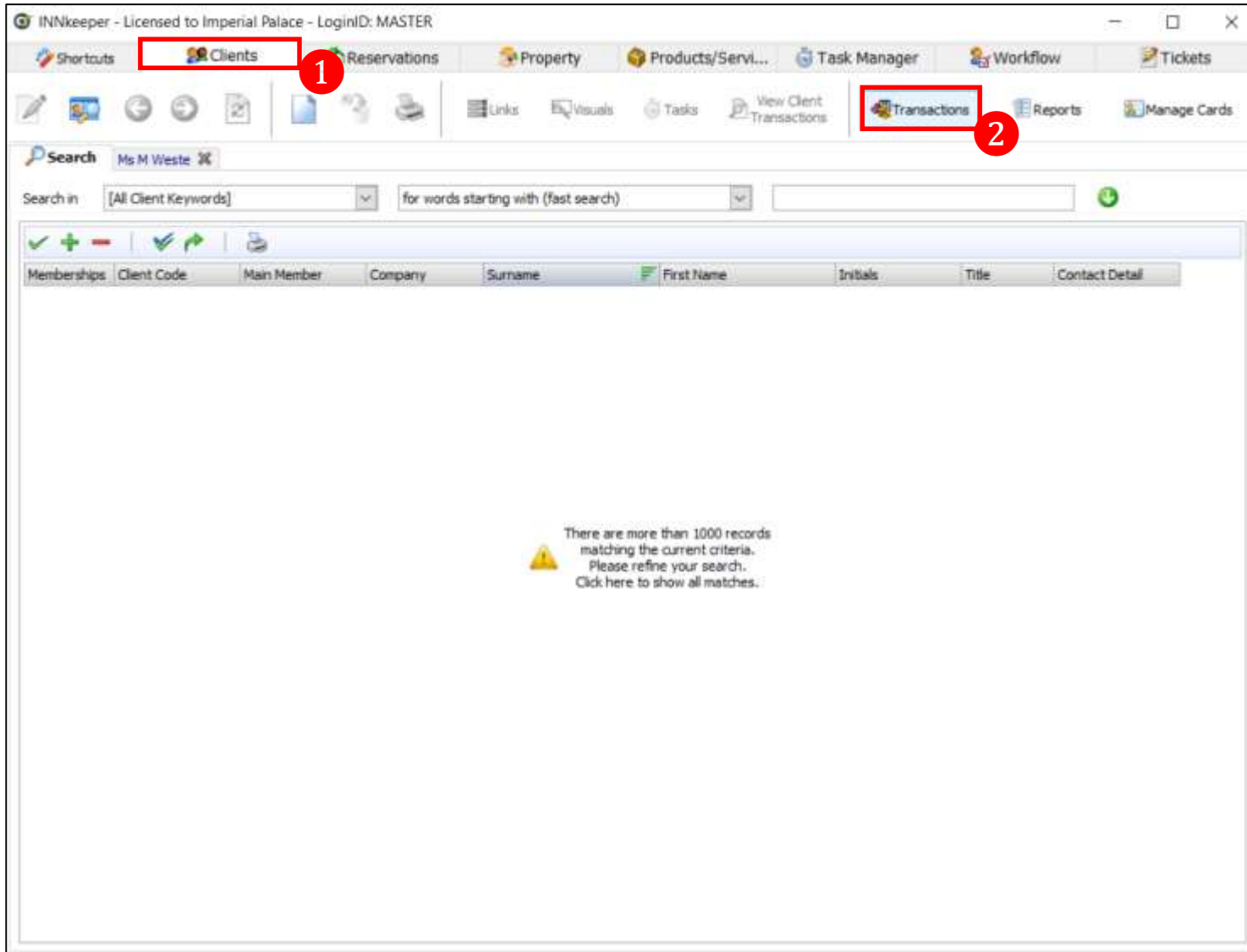
Identification Password Log In

Start your **CiMSO Menu**, select the **Administration**. Use your given **Login ID** and **Password** to log in

Once logged into Administration, you are able to navigate through the database

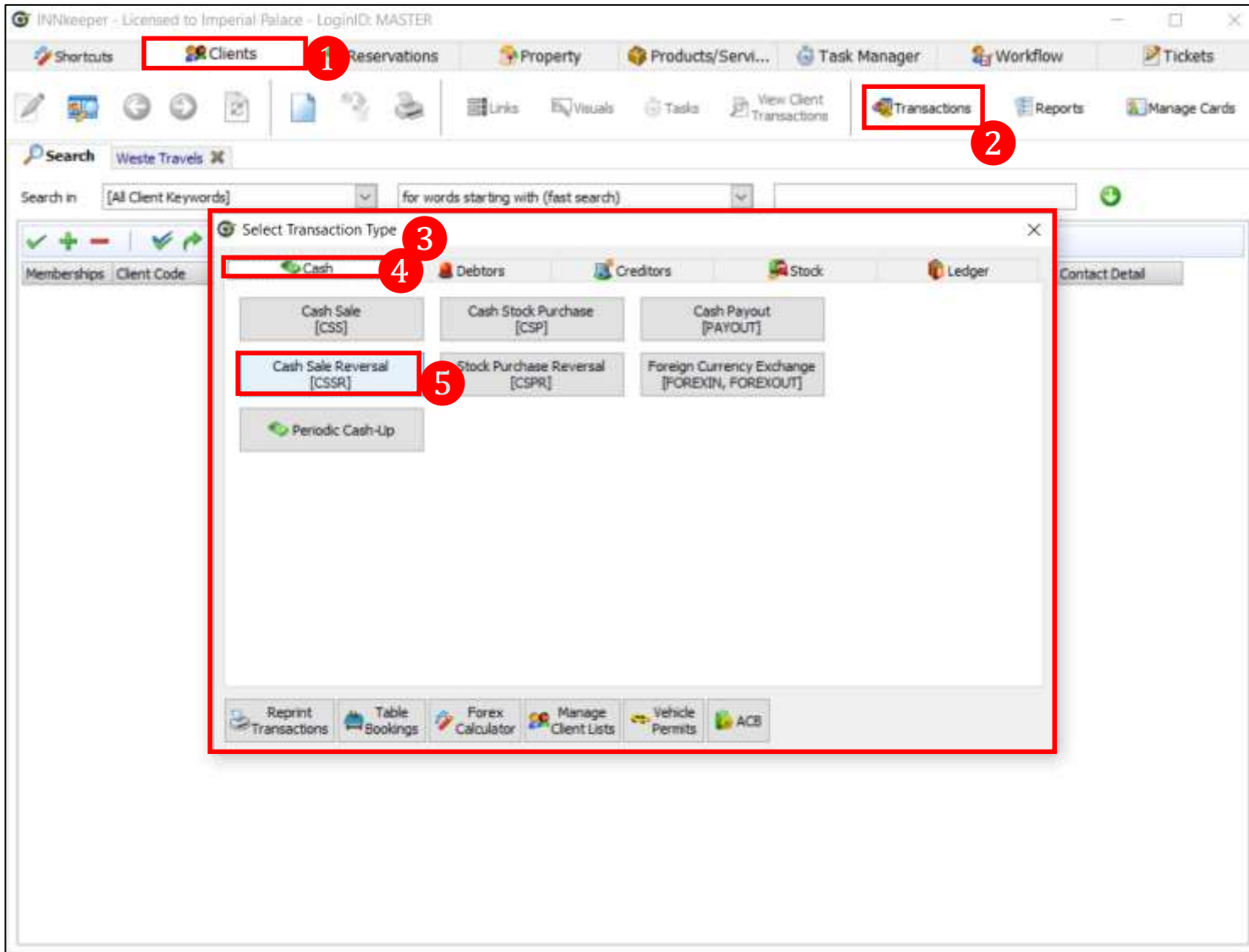


The screenshot shows the INNkeeper Administration interface. The title bar reads "INNkeeper - Licensed to Imperial Palace - LoginID: MASTER". The main menu includes "Shortcuts", "Clients", "Reservations", "Property", "Products/Serv...", "Task Manager", "Workflow", and "Tickets". Below the menu is a search bar with "Ms M Weste" entered. The search criteria are set to "[All Client Keywords]" and "for words starting with (fast search)". A table with columns "Memberships", "Client Code", "Main Member", "Company", "Surname", "First Name", "Initials", "Title", and "Contact Detail" is visible. A warning message in the center of the table area states: "There are more than 1000 records matching the current criteria. Please refine your search. Click here to show all matches."



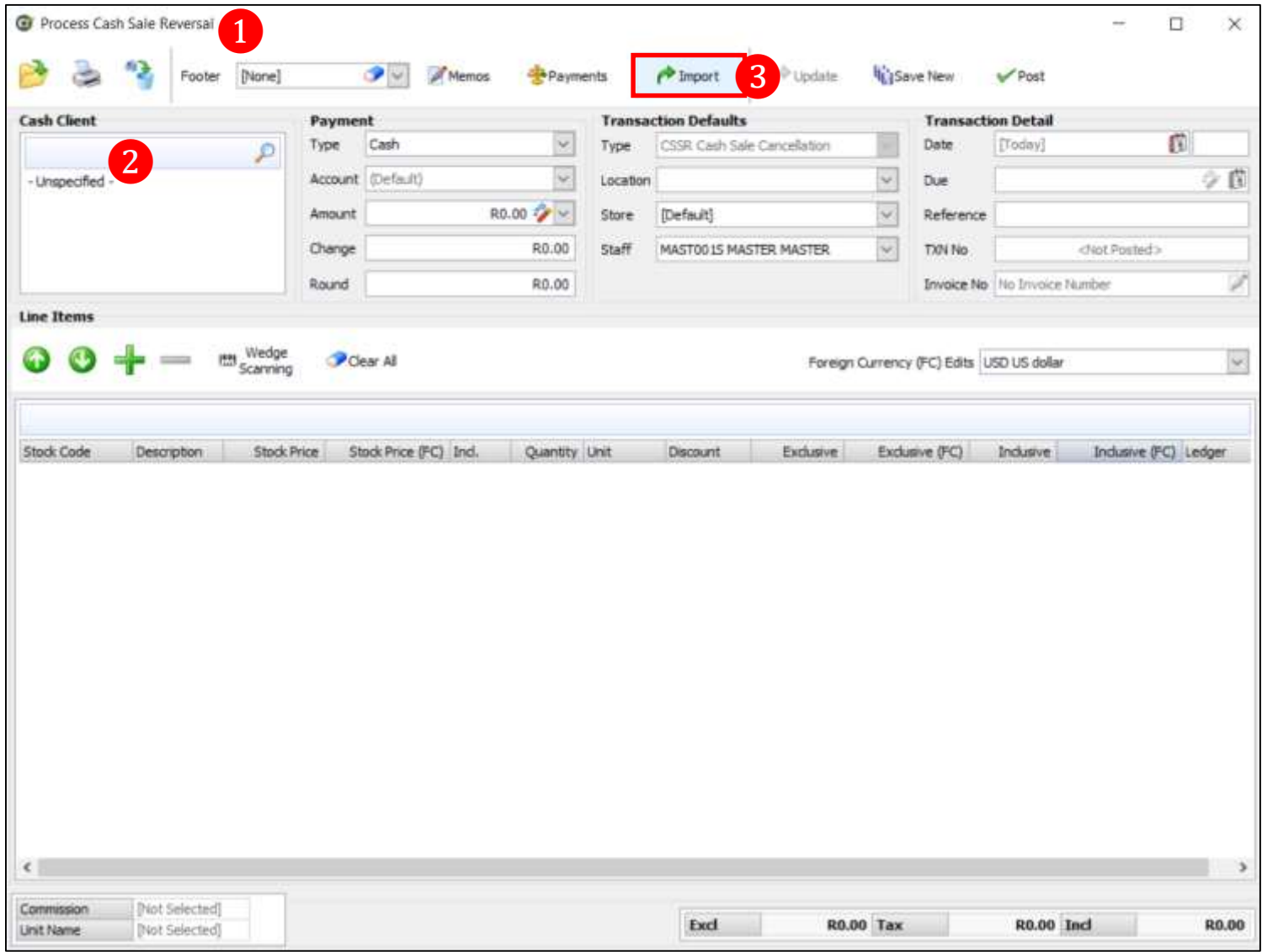
Navigation: The Cash Sale Reversal [CSS] Process

- 1 Clients tab
- 2 Select the **Transactions** button



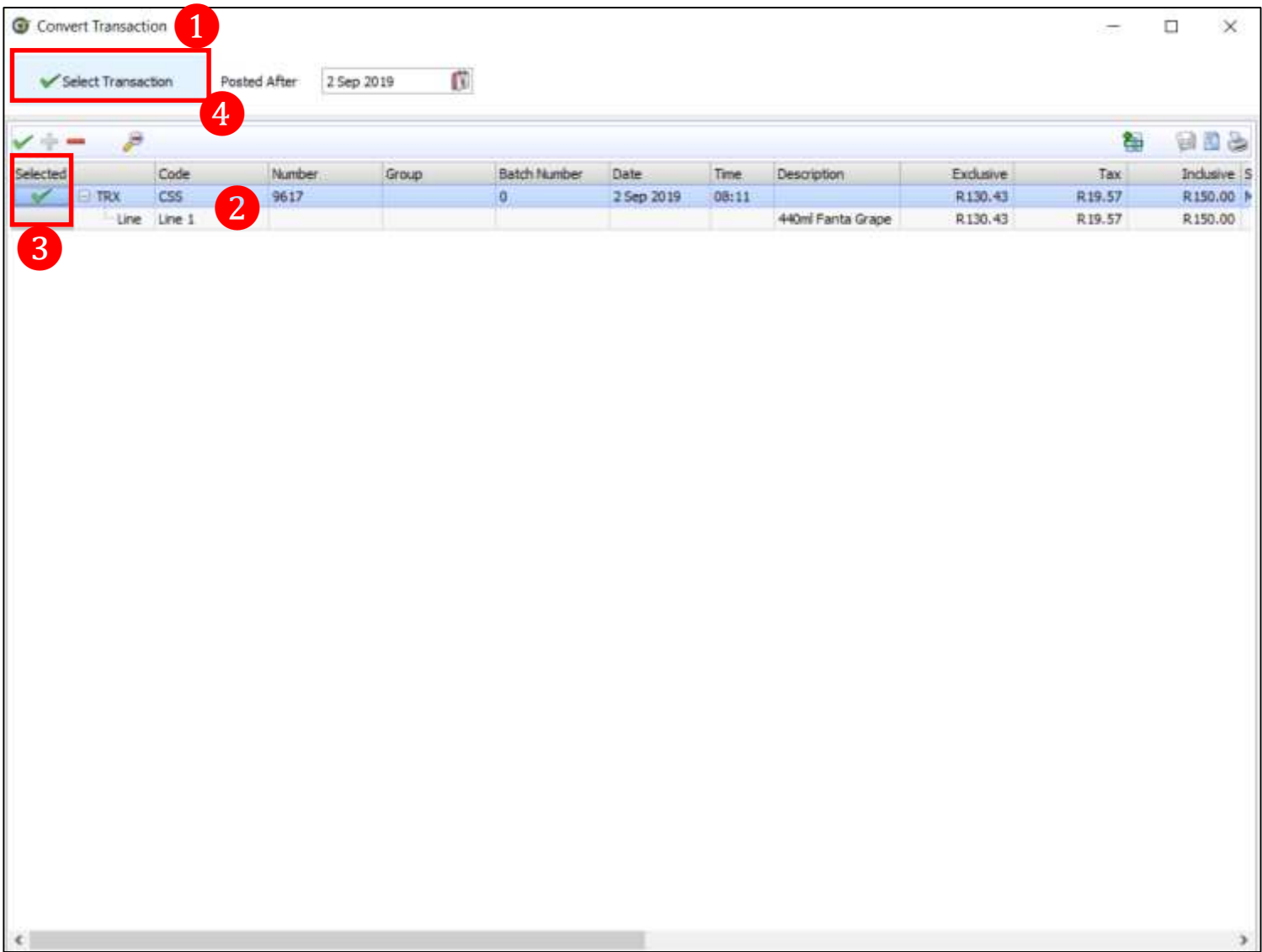
Navigation: The Cash Sale Reversal [CSS] Process

- 1 Clients tab
- 2 Select the Transactions button
- 3 Select Transaction Type window
- 4 Cash tab
- 5 Select the Cash Sale Reversal [CSSR] button



The Cash Sale Reversal [CSS] Process:

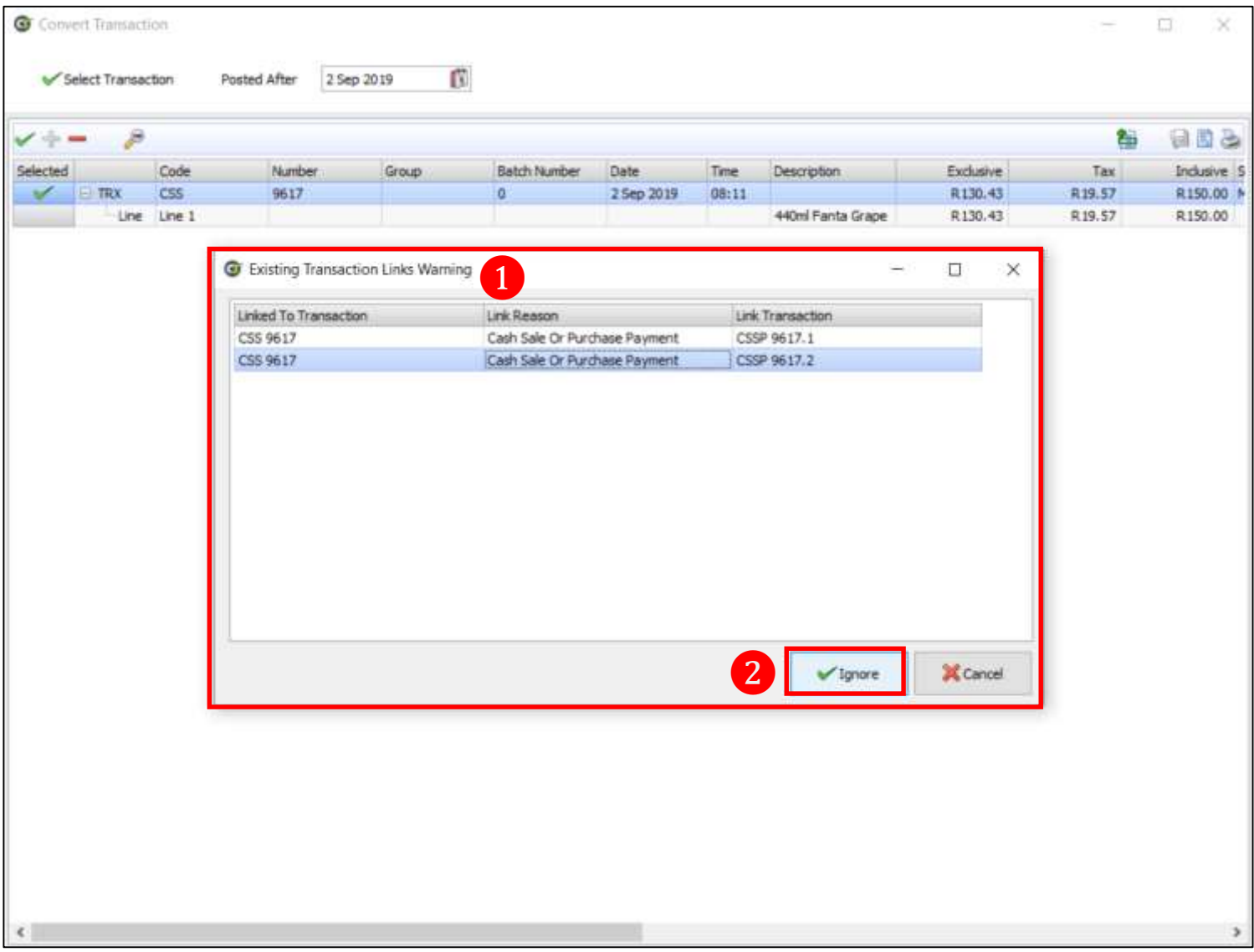
- 1 Process Cash Sale Reversal window
- 2 Cash Client
- 3 Select the **Import** button



The Cash Sale Reversal [CSS] Process:

- 1 **Convert Transaction** window
- 2 **Locate & Select:** select the plus/minus signs to extend and retract TRX to search for the invoice you require. once you have located the invoice, select to highlight it
- 3 Select the **Grey Block** on the **Left** to select it, ensure a **Green Tick** added
- 4 Select the **Select Transaction** button

***Note:** if you require a single Item on an invoice with multiple items, ensure the Selected line is the only line with the Tick added*



The Cash Sale Reversal [CSS] Process:

- 1 Existing Transaction Links Warning window
- 2 Select the **Ignore** button

Note: this window simply informs you of the linked transaction to the item(s) selected

Process Cash Sale Reversal **1**

Footer [None] Memos Payments Import Update Save New **Post** **6**

Cash Client **2**
- Unspecified -

Payment
Type: Cash
Account: [Default]
Amount: **5** R150.00
Change: R0.00
Round: R0.00

Transaction Defaults
Type: CSSR Cash Sale Cancellation
Location: MAIN Imperial Palace Rooms
Store: [Default]
Staff: MAST0015 MASTER MASTER

Transaction Detail
Date: 2 Sep 2019 08:11
Due: 2 Sep 2019
Reference: CSS9617 **4**
TXN No: <Not Posted>
Invoice No: No Invoice Number

Line Items

Foreign Currency (FC) Edits: USD US dollar

Stock Code	Description	Stock Price	Stock Price (FC)	Ind.	Quantity	Unit	Discount	Exclusive	Exclusive (FC)	Inclusive	Inclusive (FC)	Ledger
LIQCOFANG440	440ml Fanta (R15.00	\$1.88	✓	10	Bottle	0	R130.43	\$16.30	R150.00	\$18.75	MAIN Imp

3

Commission [Not Selected]
Unit Name [Not Selected]

Excl R130.43 Tax R19.57 Incl R150.00

The Cash Sale Reversal [CSS] Process:

- 1** Process Cash Sale Reversal window
- 2** Cash Client
- 3** The Imported Item(s) for Reversal
- 4** References: type in the Reference for the Reversal
- 5** Amount: type in the amount
- 6** Select the **Post** button

Process Cash Sale Reversal

Footer [None] | Memos | Payments | Import | Update | Save New | Post

Cash Client
- Unspecified -

Payment
Type: Cash
Account: (Default)
Amount: R150.00
Change: R0.00
Round:

Transaction Defaults
Type: CSSR Cash Sale Cancellation
Location: MAIN Imperial Palace Rooms
Store: [Default]
Staff: MAST0015 MASTER MASTER

Transaction Detail
Date: 2 Sep 2019 08:11
Due: 2 Sep 2019
Reference: CSS9617
TXN No: <Not Posted>
Invoice No: No Invoice Number

Line Items
Wedge Scanning | Clear All

Stock Code	Description	Stock Price	Stock Price
LIQCOFANG440	440ml Fanta C	R15.00	

Currency (FC) Edits: USD US dollar

Exclusive (FC)	Inclusive	Inclusive (FC)	Ledger
\$15.30	R150.00	\$18.75	MAIN Impe

Commission [Not Selected]
Unit Name [Not Selected]

Excl R130.43 Tax R19.57 Incl R150.00

Confirm Transaction Post 1

Transaction Post Options

Please select the actions to be taken after posting the transaction by setting the options below. Confirm your choice by clicking the 'Post' button.

Actions

Print/Preview: Preview the transaction 2

Clearing: Print the transaction
Do not print or preview the transaction

Output

Print Layout: Standard A4 Layout

Printer: Canon iB4100 series Copies: 1

Printer #2: Copies: 1

3 Post Cancel

The Cash Sale Reversal [CSS] Process:

- 1 **Confirm Transaction Post** window
- 2 **Print/Preview:** use the drop down to access the list of options
- 3 Select the **Post** button

Print Preview - Cash Sale Cancellation CSSR 89

(Type search text here) 100%

PDF (Portable Document Format)

Cash Sale Cancellation

Document number: CSSR 89
 Document date: 2 Sep 2019 08:11
 Description: 440ml Panta Grape
 Reference: CG99617
 Location: Imperial Palace Rooms
 Stock store: Restaurant Bar Stock Pool
 Staff: MASTER MASTER

Code	Description	Reference	Unit Price (incl)	Quantity	Exclusive	VAT	Inclusive
RNLIQOOPAN1244	440ml Panta Grape	CG99617	R15.00	10 Botts	R150.43	R19.57	R190.00
2							
Totals					R150.43	R19.57	R190.00

Subtotal	R150.43
VAT	R19.57
Total with Tax & Service Charges	R190.00

The **Print Preview**, you are able to **Print, Fax, Save or Email** the receipt

Process Cash Sale Reversal

Footer [None] | Memos | Payments | Import | Update | Save New | Post

Cash Client: - Unspecified -

Payment: Type: Cash, Account: (Default), Amount: R150.00, Change: R0.00, Round: R0.00

Transaction Defaults: Type: CSSR Cash Sale Cancellation, Location: MAIN Imperial Palace Rooms, Store: [Default], Staff: MAST0015 MASTER MASTER

Transaction Detail: Date: 2 Sep 2019 08:11, Due: 2 Sep 2019, Reference: CSS9617, TXN No: <Not Posted>, Invoice No: No Invoice Number

Line Items: Foreign Currency (FC) Edits: USD US dollar

Stock Code	Description	Stock Price	Stock Price (FC)	Incl.	Exclusive	Exclusive (FC)	Inclusive	Inclusive (FC)	Ledger
LIQCOFANG440	440ml Fanta C	R15.00	\$1.88	✓	R130.43	\$16.30	R150.00	\$18.75	MAIN Impe

Information window: Transaction has been posted. [OK]

Commission [Not Selected], Unit Name [Not Selected]

Excl: R130.43 Tax: R19.57 Incl: R150.00

The **Information** window; confirming the Transaction has successfully posted

Thank you!