SYSTEMS CHEAT SHEET

Exchanges on Shortcuts

Exchange Type	Situation	Process	Watch out for
Like for Like ie: faulty item	2 separate transactions	Refund from History in one transaction and cash out under the name in a second transaction - make sure it goes through as the price that client paid	Can't refund from global. Make sure the plus and minus amouts are the same
Different items/ services	Can be done in one transaction	Bring both items to the POS - change quanty of iem coming back to -1. Client can pay the difference or put difference on a givex (see below for givex option)	
Change of mind	Put onto a Givex	Minus one the item under the clients name. Bring up a givex underneath like you are selling it and change the amount on the givex to the price that was paid	It should go through as a 0 price

Screen Freeze

Screen Freeze	Shortcuts wont allow you to click anything or a white bar on the side	Select the red icon beside the time on the bottom right of your screen - a pop will display saying “Shortcuts POS – Force Stop” - select this and shortcuts will shut down and you can open it back up	

TRANSACTION MISTAKES AND ERRORS

Transaction	Situation	Process	Notes
Cashed off a docket in error	client wants to pay by card/ givex but the dkt was cashed off in error	Bring client to POS a second time* and take the card payment - 6700 can void the cash later	You can always refund the transaction to cash yourself & start again
Credit Card Freeze	Went through card machine but not shortcuts	Make sure you see the green tick on the card machine. Cash it off and record clients name and number and log a ticket	Send all details to 6700 on a ticket
Overcharge a client	Charged for a cut instead of a blowdry	Minus the cut from the history and bring up a blowdry on a line underneath - give the client the difference in cash or the method of payment used	Alternatively give the client the difference in cash and wait for 6700 call
Undercharge a client	Charged for a blowdry instead of a cut	Minus the blowdry from the clients history and bring up a cut underneath and take payment for the difference	
Checked out the wrong client		Refund to cash and cash out the correct client - give the client the differnce in cash	Alternatively give the client the difference in cash and wait for 6700 call

***If a client has been checked out already - the client will no longer be in the drop down. So if a mistake is made - you can add the client to the drop down by hitting the "client" button on the top left on the POS page - select the client and bring up the services (similar to getting clients details for an electrical item)**