

SYSTEMS CHEAT SHEET

Screen Freeze

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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



THINGS TO NOTE AROUND TRANSACTION MISTAKES

If a client has been overcharged/ checked out incorrectly - you can always give the client the money owed in cash and wait for your manager/ 6700 to fix at a later time - just make sure to have the clients name and number to follow up if needed

If a client has been checked out - that client will no longer be in the drop down and you cant check them out from the appt page a second time. To bring a client to the drop down a second time, select the "client" button on the top left on the POS screen - bring up the clients details and hit next. Once the client is in the drop down, you can hit the service lines to bring up the clients service and process payment.

HOW TO FIX TRANSACTION MISTAKES

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 payment by card. Refund the cash transaction to cash.	Bring the client to POS a second time and take card payment and log a ticket for 6700 to void the transaction
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 log a ticket
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 difference in cash	Alternatively give the client the difference in cash and wait for 6700 call