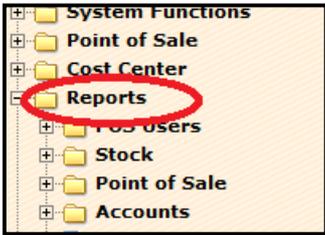
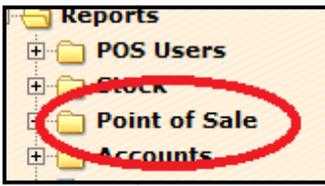
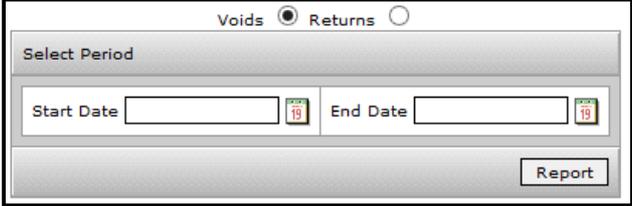
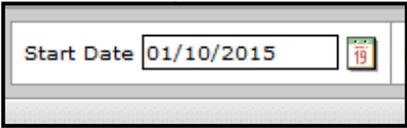
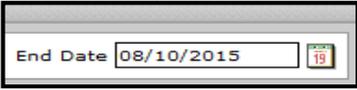
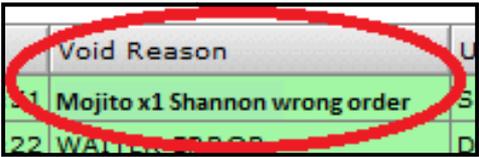
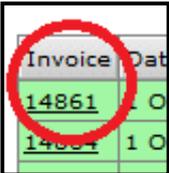


# VOIDS / RETURNS REPORT

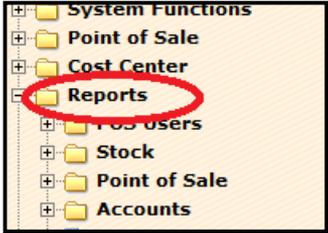
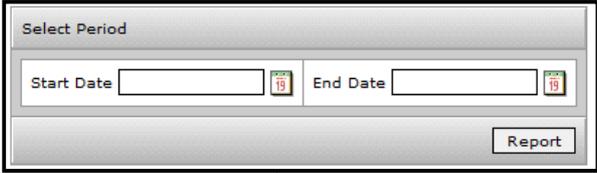
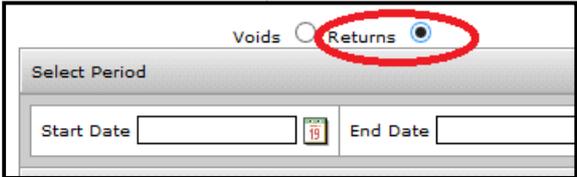
WHAT'S THE DIFFERENCE?	
<u>VOIDS</u>	<u>RETURNS</u>
<p><b>VOIDS</b> refer to cost of sale items that were wrongfully rung up, but not consumed and could therefore be placed back into the actual stock.</p> <p><i>Example: Customer orders Castle Light, but waiter rings up Castle Lager. The (unopened) Castle Light is returned, and the sale gets voided. The Castle Light thus lands back in the actual stock.</i></p> <p><i>Voids thus have no direct financial implication for the business.</i></p>	<p><b>RETURNS</b> refer to any items rung up and produced which could not be sold. This item can thus <b>NOT</b> be placed back into the actual stock and is therefore a lost item to the company and has a direct financial impact on the business.</p>

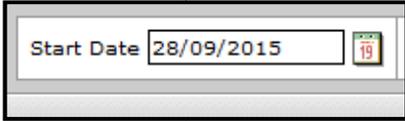
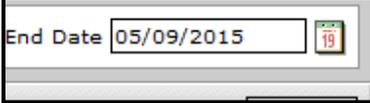
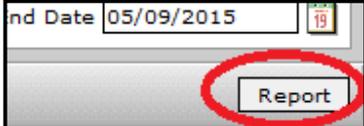
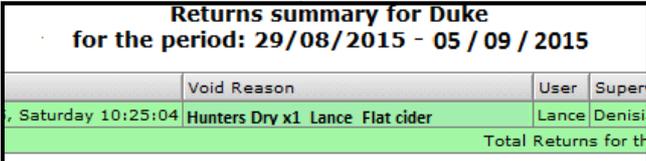
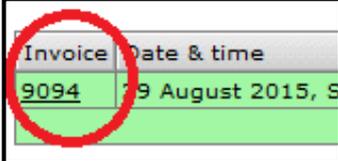
# VOID REPORT

<u>STEPS TO FOLLOW</u>	<u>VISUAL REFERENCE</u>
<p>1. Open SPACEbiz back office.</p> <p>2. Navigate to REPORTS.</p>	
<p>3. Click on POINT OF SALE.</p>	
<p>4. From the drop down menu, select VOIDS/RETURNS.</p>	
<p>5. VOID / RETURNS (date selection) screen will pop up.</p>	
<p>6. At the top of the pop-up, select VOIDS.</p>	

<p>7. In START DATE block, enter date of previous stock take.</p>																																																	
<p>8. In END DATE block, enter date of current stock take.</p>																																																	
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<p>10. VOID SUMMARY for selected period will open.</p>	<p style="text-align: center;"><b>Voids summary for Reflections for the period: 01/10/2015 - 08/10/2015</b></p> <table border="1"> <thead> <tr> <th>Invoice</th> <th>Date &amp; time</th> <th>Void Reason</th> <th>User</th> <th>Supervisor</th> <th>Amount</th> </tr> </thead> <tbody> <tr> <td>14861</td> <td>1 October 2015, Thursday 20:33:51</td> <td>seposed to void</td> <td>Shannon</td> <td>Nana</td> <td>45.00</td> </tr> <tr> <td>14864</td> <td>1 October 2015, Thursday 20:59:22</td> <td>WAITER ERROR</td> <td>Deliwe</td> <td>Shannon</td> <td>28.00</td> </tr> <tr> <td>14914</td> <td>2 October 2015, Friday 20:56:45</td> <td>CUSTOMER NOT HAPPY</td> <td>Deliwe</td> <td>PJ</td> <td>150.00</td> </tr> <tr> <td>14958</td> <td>4 October 2015, Sunday 19:34:02</td> <td>OUT OF STOCK</td> <td>Deliwe</td> <td>Shannon</td> <td>100.00</td> </tr> <tr> <td>14974</td> <td>5 October 2015, Monday 11:54:24</td> <td>meant to ring upCastle Light</td> <td>Nixon</td> <td>Heather</td> <td>24.00</td> </tr> <tr> <td>14990</td> <td>6 October 2015, Tuesday 00:19:37</td> <td>changed the price to 25</td> <td>PJ</td> <td>PJ</td> <td>23.50</td> </tr> <tr> <td colspan="5" style="text-align: right;">Total Voids for the period</td> <td>370.50</td> </tr> </tbody> </table>	Invoice	Date & time	Void Reason	User	Supervisor	Amount	14861	1 October 2015, Thursday 20:33:51	seposed to void	Shannon	Nana	45.00	14864	1 October 2015, Thursday 20:59:22	WAITER ERROR	Deliwe	Shannon	28.00	14914	2 October 2015, Friday 20:56:45	CUSTOMER NOT HAPPY	Deliwe	PJ	150.00	14958	4 October 2015, Sunday 19:34:02	OUT OF STOCK	Deliwe	Shannon	100.00	14974	5 October 2015, Monday 11:54:24	meant to ring upCastle Light	Nixon	Heather	24.00	14990	6 October 2015, Tuesday 00:19:37	changed the price to 25	PJ	PJ	23.50	Total Voids for the period					370.50
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<p>12. Click on INVOICE NUMBER.</p>																																																	
<p>13. INVOICE DETAILS for specific voided item will pop up.</p>	<p style="text-align: center;"><b>Invoice Details 14861</b></p> <p style="text-align: center;">Time stamp: 2015-10-01 20:33:51</p> <table border="1"> <thead> <tr> <th>Item</th> <th>Qty</th> <th>U.Price</th> <th>Discount</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>CLASSIC MOJITO</td> <td>1.000</td> <td>R 45.00</td> <td>R 0.00</td> <td>R 45.00</td> </tr> <tr> <td colspan="4" style="text-align: right;">Total:</td> <td>45.00</td> </tr> </tbody> </table>	Item	Qty	U.Price	Discount	Total	CLASSIC MOJITO	1.000	R 45.00	R 0.00	R 45.00	Total:				45.00																																	
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# RETURNS REPORT

<p style="text-align: center;"><u>STEPS TO FOLLOW</u></p>	<p style="text-align: center;"><u>VISUAL REFERENCE</u></p>
<p>1. Open SPACEbiz back office. 2. Navigate to REPORTS.</p>	
<p>3. Click on POINT OF SALE.</p>	
<p>4. From the drop down menu, select VOIDS/RETURNS.</p>	
<p>5. VOID / RETURNS (date selection) screen will pop up.</p>	
<p>6. At the top of the pop-up, select RETURNS.</p>	

<p>7. In START DATE block, enter date of previous stock take.</p>	
<p>8. In END DATE block, enter date of current stock take.</p>	
<p>9. Click on REPORT.</p>	
<p>10. RETURNS SUMMARY REPORT screen will open.</p>	
<p>11. RETURN REASON (wrongfully labeled as VOID REASON on returns summary report) should reflect WHAT was returned, the QUANTITY that was returned, WHO the user was and WHY the item was returned.</p>	
<p>12. Click on INVOICE NUMBER.</p>	
<p>13. INVOICE DETAILS for specific RETURNED item will pop up.</p>	
<p>14. INVOICE DETAILS should correspond with RETURN REASON as reflected on RETURN SUMMARY.</p>	