

## Table of Contents

Understanding Financial Overview .....	2
Accounts & Invoicing .....	3
Placing a Transaction on Account .....	4
Client/Customer pays off Account or Invoice.....	5
Reconciling on a Daily Basis .....	7
Understanding Refunds>Returns.....	11
Understanding Family Credits .....	12
How the Family Credit Process Works .....	12
Making a Payment to a Family Account.....	13
Using Family Credit when Making/Paying for a Student Booking.....	16
Applying a 'Goodwill' Credit through the Family Screen .....	20
Forgoing the Family Credit .....	25
Using Family Credit to Make Purchases Other Than a Student Booking .....	28
Paying out the Family Credit .....	29
Family Credit to be used by the Direct Debit Process .....	33
Security Options for Family Credits.....	34
Laybys.....	35
Gift Vouchers .....	38
Credit Notes .....	41
Summary .....	44



## Understanding Financial Overview

Links Modular Solutions is written to apply transactions based on accrual accounting practices. As opposed to a cash based system, Links will calculate income based on the account/invoice creation date as opposed to the day the monies are actually received. For those not familiar with accrual accounting this may be somewhat confusing. It is necessary to understand the implications of an accrual based system prior to utilising certain functions within POS and Classes.

Returns and refunds in POS along with family credits in Classes may have implications upon the income areas of your business. Links Modular Solutions is designed to provide you with the most accurate of income reports. This allows for a more accurate view of your business and therefore gives you the control to plan for the future knowing you are armed with an accurate indication of your present day position.

## Accounts & Invoicing

POS and Facility allow you to place monies on an account for a client or customer. All amounts placed on a particular account are accrued until an invoice is issued. In some instances an invoice may need to be issued directly after placing an amount on account so that the transaction is kept separate from any others.

An example of this is health insurance memberships. In this instance each membership sold to a customer that will be paid by a third party. For each membership that is sold the health insurance company may require this on a separate invoice. An example of where transactions would be combined is a staff café account. Throughout the course of the month a number of transactions are placed on the staff members account. At the end of the month all the transactions are then issued to invoice. An invoice does not need to be issued unless required by the Client/Customer. The monies placed on account can be paid directly off the account.

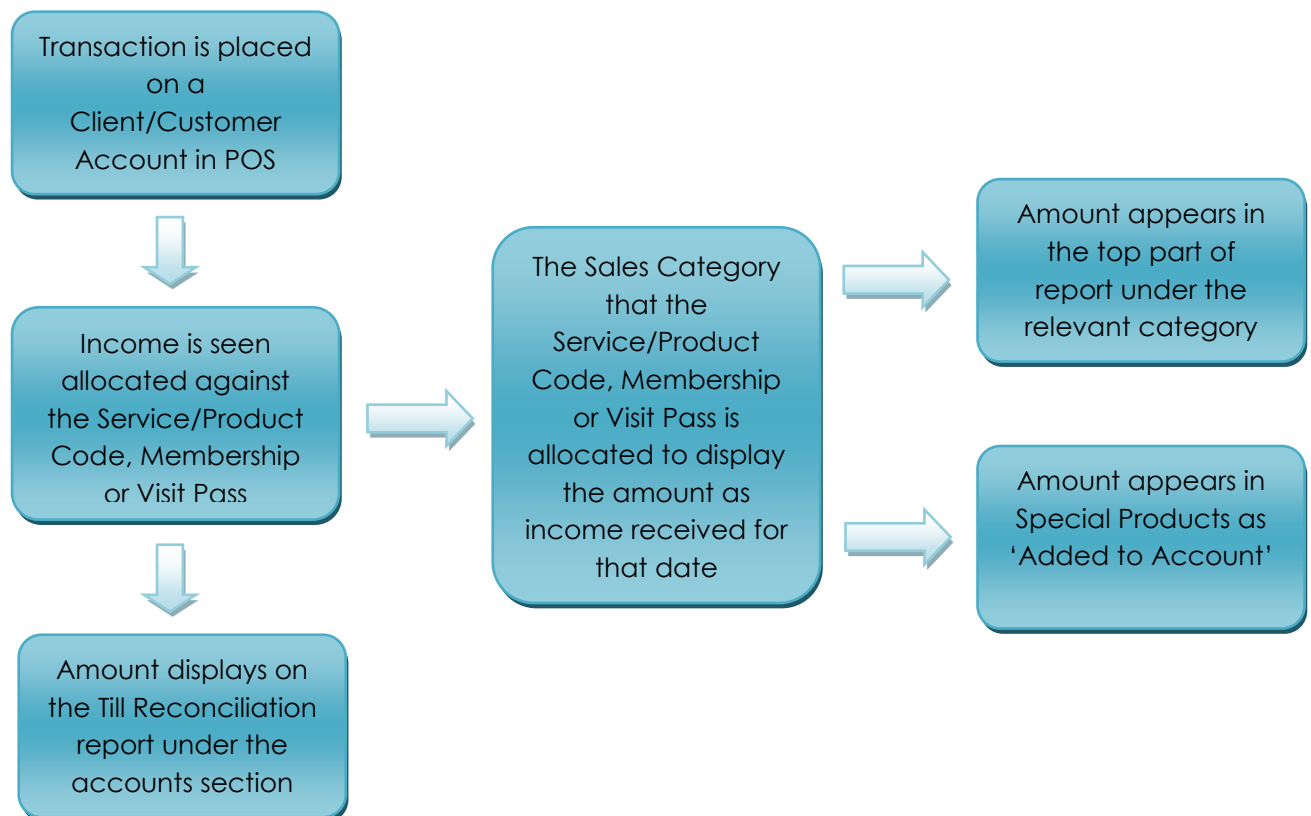
You can see from the example above that the time the actual invoice is issued may vary. To avoid confusion this must be remembered when understanding what happens with account transactions.

### Placing a Transaction on Account

A transaction no matter what for, can be paid by a number of means; cash, cheque, credit card, electronic funds transfer or placed on an account. When a transaction is paid by cash, the income is received for that day and the monies are physical seen in the till drawer.

When an amount is placed on an account, the income is seen as received for that date; however you may not see the physical cash for that transaction for some time. This is called accrual accounting.

When a transaction is placed on an account the following occurs:



### Client/Customer pays off Account or Invoice

When a customer pays the account or invoice the monies received are not allocated to any sales category as the amount was already allocated to the relevant income area at the time of placing the amount on account.

This means that when an amount is paid the monies are received in the form of a selected payment type i.e. Cash, Cheque, Credit Card etc. As the money is taken through point of sale the amount is included in the till balance and therefore the till reconciliation.

The amount will display on the sales category report as PAID FROM ACCOUNT.

*Sales Category Report*

*Reporting > Point of Sale > Reports > Sales Category*

### Sales Category Report

**Category: GENERAL LEDGER**  
**From 21 OCT 2013 to 21 OCT 2013**

#### Special Products

Product	Qty	ExGST,\$	GST,\$	Amount
Paid from Account	1	50.00	0.00	50.00
ROUNDING				0.00
<b>TOTAL</b>	<b>1</b>	<b>50.00</b>	<b>0.00</b>	<b>50.00</b>

#### Breakdown of 'Amount Paid from Accountsale'

Transaction (Invoices)	Amount,\$
194704 Invoice(s): 1	50.00
<b>TOTAL</b>	<b>50.00</b>

\*\*\*End of report.\*\*\*

The till reconciliation report displays the amount as it would for any other monetary sale.

Till Reconciliation Report

Reporting > Point of Sale > Reports > Till Reconciliation

**Till Reconciliation Report  
for 21 OCT 2013  
Cheque Deposit Listing**

Till ID	Tran #	Amount,\$	Drawer	Bank Name	Branch
		0.00			
ADMIN	1	50.00			
<b>TOTAL</b>		<b>50.00</b>			

**Till Reconciliation Report  
Point of Sale as at 21/10/2013 10:56 AM  
for 21 OCT 2013**

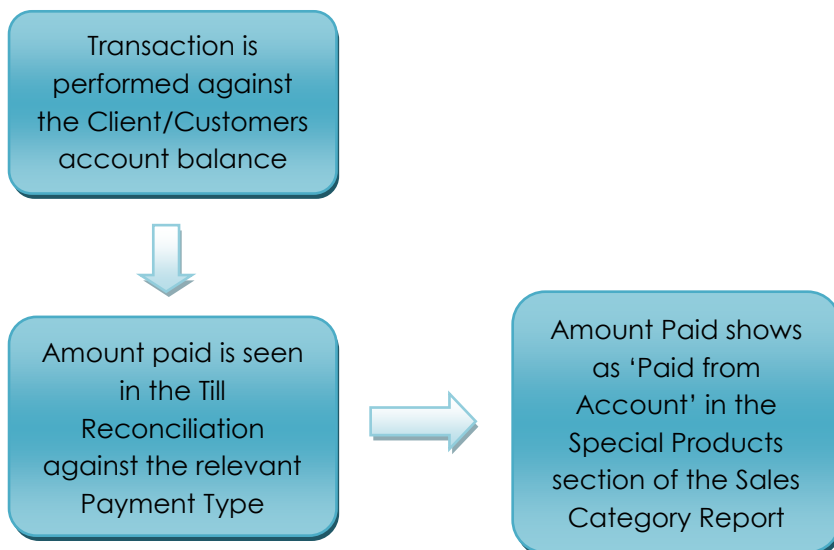
Till ID	Cash,\$	Cheques,\$	C/Cards,\$	EFTPOS,\$	Direct Debit,\$	GST,\$	Total,\$
TILL2	0.00	0.00	0.00	0.00	0.00	0.00	0.00
TILL1	0.00	0.00	0.00	0.00	0.00	0.00	0.00
TILL3	0.00	0.00	0.00	0.00	0.00	0.00	0.00
ADMIN	0.00	50.00	0.00	0.00	0.00	0.00	50.00
DD TILL	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<b>TOTAL</b>	<b>0.00</b>	<b>50.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>50.00</b>

The totals above only include Cash, Cheque, Credit Card, EFT and Direct Debit Tender Types.

Till ID	Vouchers,\$	Credit Notes,\$	Layby,\$	Accounts,\$	Electronic,\$	Alternate 1,\$	Customer Accounts,\$
TILL2	0.00	0.00	0.00	0.00	0.00	0.00	0.00
TILL1	0.00	0.00	0.00	0.00	0.00	0.00	0.00
TILL3	0.00	0.00	0.00	0.00	0.00	0.00	0.00
ADMIN	0.00	0.00	0.00	0.00	0.00	0.00	0.00
DD TILL	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<b>TOTAL</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>

\*\*\*End of report.\*\*\*

It is important to understand how the monies are displayed on each report and the reasons why. This is an essential part of understanding how to perform daily reconciliation.



### Reconciling on a Daily Basis

When reconciling you must consider that you will have amounts displayed as income that you do not yet have the physical monies for. There is a simple equation that can be performed using your sales category report and the till reconciliation report to ensure that your monies are accurate for the day.

Let's revise what shows where on each report.

*Sales Category Report*

*Reporting > Point of Sale > Reports > Sales Category*

### Sales Category Report (Breakdown)

**Category: GENERAL LEDGER**  
**From 30 OCT 2013 to 30 OCT 2013**

#### UNKNOWN CATEGORY

Product	Qty	ExGST,\$	GST,\$	Amount,\$
PILATES WORKSHOP	1	13.64	1.36	15.00
<b>TOTAL UNKNOWN CATEGORY</b>	<b>1</b>	<b>13.64</b>	<b>1.36</b>	<b>15.00</b>

**0.00**

Product	Qty	ExGST,\$	GST,\$	Amount,\$
Paid from Account	1	15.00	0.00	15.00
Added to Account	1	-15.00	0.00	-15.00
<b>TOTAL 0.00</b>	<b>2</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>

**Rounding: 0.00**  
**Category Total: 15.00**  
**Grand Total: 15.00**

This is the amount that was placed on account for purchase/s from your business. You may not have the physical monies for this item yet.

Invoice or Account that was physically paid by the Client/Customer

Corresponding Invoice that payments were made against

**Breakdown of 'Amount Paid from Accountsale'**

Transaction (Invoices)	Amount, \$
194738 Invoice(s): 1	15.00
<b>TOTAL</b>	<b>15.00</b>

**Breakdown of 'Amount added to Accountsale'**

Service Description	Amount, \$
PILATES WORKSHOP	15.00
<b>TOTAL</b>	<b>15.00</b>

\*\*\*End of report.\*\*\*

Itemised breakdown of Memberships, Products, Services and Visit Passes added to Account

Till Reconciliation Report

Reporting > Point of Sale > Reports > Till Reconciliation

**Till Reconciliation Report  
Point of Sale as at 30/10/2013 2:47 PM  
for 30 OCT 2013**

Till ID	Cash, \$	Cheques, \$	C/Cards, \$	EFTPOS, \$	Direct Debit, \$	GST, \$	Total, \$
TILL2	0.00	0.00	0.00	0.00	0.00	0.00	0.00
TILL1	0.00	0.00	0.00	0.00	0.00	0.00	0.00
TILL3	0.00	0.00	0.00	0.00	0.00	0.00	0.00
ADMIN	15.00	0.00	0.00	0.00	0.00	0.00	15.00
DD TILL	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<b>TOTAL</b>	<b>15.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>15.00</b>

The totals above only include Cash, Cheque, Credit Card, EFT and Direct Debit Tender Types.

Till ID	Vouchers, \$	Credit Notes, \$	Layby, \$	Accounts, \$	Electronic, \$	Alternate 1, \$	Customer Accounts, \$
TILL2	0.00	0.00	0.00	0.00	0.00	0.00	0.00
TILL1	0.00	0.00	0.00	0.00	0.00	0.00	0.00
TILL3	0.00	0.00	0.00	0.00	0.00	0.00	0.00
ADMIN	0.00	0.00	0.00	15.00	0.00	0.00	0.00
DD TILL	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<b>TOTAL</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>15.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>

\*\*\*End of report.\*\*\*

Invoice or Account that was physically paid by the Client/Customer

This is the amount that was placed on account for purchase/s from your business. You may not have the physical monies for this item yet.



The above example is obviously a lot simpler than your daily sales would be, but for the purpose of gaining an understanding it is best if we minimise the variables.

To generate the outcome of the prior shown reports the following occurred at POS.

\$15.00 was placed on Account for the Client/Customer.

A \$15.00 cash payment was given by the Client/Customer for this account charge.

This means that there is income for \$15.00 against the Pilates Workshop sales category and a \$15.00 monetary amount from the cash.

If we consider the scenario that no other monies were taken for the day we can easily see that the till balance would be \$15.00 (the cash).

We can also see that there would be an income amount for the Pilates Workshop category of \$15.00

Now it is not always going to be that easy, the likelihood of any amount being placed on account and then the customer paying the same day is highly unlikely.

"So how do I work it out?" You ask.

*Consider this;*

- The Sales Category Report is all of the income including amounts placed on account and physical monies taken for all items including; drinks, casual entries and class payments.
- The Till Reconciliation Report is all of the physical monies taken.
- The Special Products are the amounts added to and paid from account.

Now notice that the added to account is displayed as a negative amount and the paid from account is positive.

If we take the total amount of the top half of the Sales Category Report (\$15.00) and then minus what was added to account (\$15.00) we will have the amount that is actual monetary income in the sales category.

So in the above example  $\$15.00 - \$15.00 = \$0.00$  therefore no other monies were taken.

Now the Till Reconciliation Report also includes casual payments etc as well as the amounts paid from accounts. So if we take the total amount of the Till Reconciliation minus the amounts paid from account we will have how much we took for on the day monetary sales.

So in the above example  $\$15.00 - \$15.00 = \$0.00$



*So in Summary*

If we take the income amount from the Sales Category Report (A) minus the amount Paid to Account (B) then add the amount Paid from Account (C) this should equal the Till Reconciliation Report.

$$A - B + C = \text{Till Reconciliation}$$

Let's test this:

$$\$15.00 - \$15.00 + \$15.00 = \$15.00 \text{ (Till Reconciliation Report)}$$

*In other words*

The amount of income – the amount of income we don't have cash for + the amount of previous collected income that we now have the money for = how much is in the till.

## Understanding Refunds/Returns

Returns and refunds will affect the levels of stock or money in the till on the day that the operation is performed.

*For example*

On January 10<sup>th</sup> – Mary buys a pair of bathers for \$50.00.

On January 12<sup>th</sup> – Mary returns the baths as they don't fit.

The business gives Mary her \$50.00 back in CASH and puts the bathers back on the shelf.

*What happens in Links*

On January 10<sup>th</sup>

- \$50.00 is collected against the bathers service code
- The stock count is reduced by 1

On January 12<sup>th</sup>

- \$50.00 is taken from the bathers service code
- The stock is increased by 1 (only if the return item to stock option is selected)
- The Till Reconciliation/Till Balance displays -\$50.00 against the amount of cash collected for the day

## Understanding Family Credits

### How the Family Credit Process Works

Family credits allow for a greater range of flexibility with family payments. They also follow accounting rules making it easier for the transfer of monies from cost area to area. For example when a booking is cancelled or a 'goodwill' credit is applied to the family, the amount is removed from the original income area and the amount placed into family credit liability. When the credit is then used for another product or service within the database the income is then applied to that area. This will be detailed much more in each step of the various family credit processes

There are a number of ways by which family credits can be utilised these include;

- Family payments to the family account for future costs at your business (i.e. paying a term deposit early before re enrolment begins)
- Cancelling student bookings applies a rebate to the family credit account
- Goodwill credits are applied to the family for items such as cold pools, maintenance closures etc.

The major features of family credits are:

- Ability for families to pay money to their 'account; before bookings are made or for use on other items such as drinks, goggles & memberships
- Options for family credit to be used at the time of making a booking (default)
- Ability for users to apply a 'goodwill' credit to a family account
- Ability for family credit to be used by the direct debit run allowing for customers to pay in advance (i.e. no money in the bank) or for credits to be split across student bookings in one easy process.

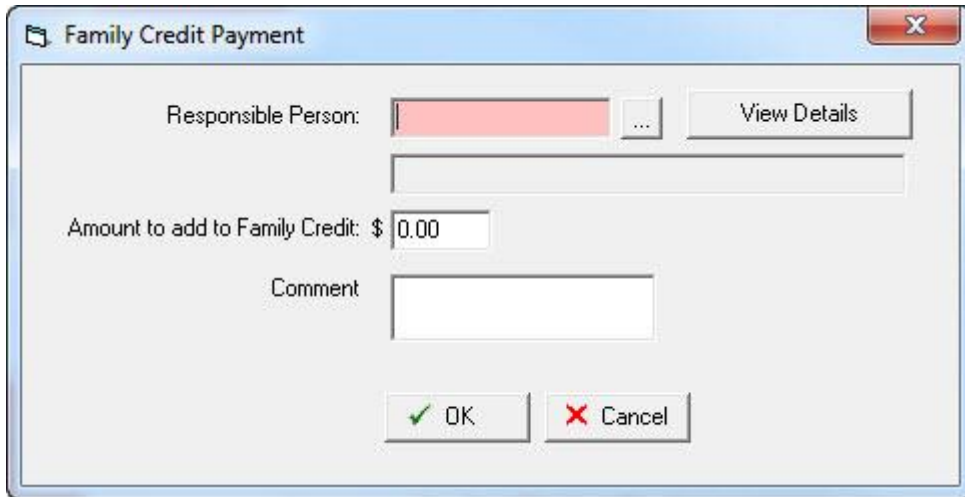
### **IMPORTANT TO REMEMBER:**

It must be remembered that when a booking is cancelled or a 'goodwill' credit is applied the amount refunded/credited is taken from a service code. This means that there may be a negative amount for this income area if no other payments are taken in the reported timeframe.

Note: To work with family credits in Classes i.e. pay from the family screen you will need to have your PC setup as a Till (POS > Till Menu > Setup)

### Making a Payment to a Family Account

1. Open POS Module
2. Click on the 'Functions' button
3. Click on 'Family Credit Payment' button. The following screen will appear:



4. Enter the Responsible Person number or use the search button to search for the Responsible Person
5. Enter an amount to add to Family Credit
6. Enter a comment if required
7. Click on OK
8. The amount will now appear as a transaction line in POS screen for processing of payment



ADMIN Transaction for NICOLE WESTON		
		Total \$: 50.00
Description	Qty	Amt. \$
Family Account Sale	1	50.00

9. Select the Payment Type to finalise the transaction

Reporting Outcomes of Making a Payment to a Family Account

At the time of purchasing family credit the amount is placed into the Family Credit Liability Account. This is because no purchase has been made and therefore there is no allocation to any Product/Service Code.

For the example below the family credit purchase was made by Cash.

Amount displays in the Family Account History

Classes > Students & Families > Families > Account History > Family Credits

Family Credits				
Date	Description	Debit, \$	Credit, \$	Balance, \$
28/10/2013	Payment - transaction number 194743 - Term 1 2014 Deposit		50.00	-50.00
		<b>0.00</b>	<b>-50.00</b>	<b>50.00</b>

Till Reconciliation Report

Reporting > Point of Sale > Reports > Till Reconciliation

**Till Reconciliation Report**  
**Point of Sale as at 31/10/2013 3:58 PM**  
**for 31 OCT 2013**

Till ID	Cash,\$	Cheques,\$	C/Cards,\$	EFTPOS,\$	Direct Debit,\$	GST,\$	Total,\$
TILL2	0.00	0.00	0.00	0.00	0.00	0.00	0.00
TILL1	0.00	0.00	0.00	0.00	0.00	0.00	0.00
TILL3	0.00	0.00	0.00	0.00	0.00	0.00	0.00
ADMIN	50.00	0.00	0.00	0.00	0.00	0.00	50.00
DD TILL	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<b>TOTAL</b>	<b>50.00</b>	0.00	0.00	0.00	0.00	0.00	50.00

The totals above only include Cash, Cheque, Credit Card, EFT and Direct Debit Tender Types.

Till ID	Vouchers,\$	Credit Notes,\$	Layby,\$	Accounts,\$	Electronic,\$	Alternate 1,\$	Customer Accounts,\$
TILL2	0.00	0.00	0.00	0.00	0.00	0.00	0.00
TILL1	0.00	0.00	0.00	0.00	0.00	0.00	0.00
TILL3	0.00	0.00	0.00	0.00	0.00	0.00	0.00
ADMIN	0.00	0.00	0.00	0.00	0.00	0.00	0.00
DD TILL	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<b>TOTAL</b>	<b>0.00</b>	0.00	0.00	0.00	0.00	0.00	0.00

\*\*\*End of report.\*\*\*

Sales Category Report

Reporting > Point of Sale > Reports > Sales Category

**Sales Category Report  
(Breakdown)**

**Category: GENERAL LEDGER  
From 31 OCT 2013 to 31 OCT 2013**

**0.00**

Product	Qty	ExGST,\$	GST,\$	Amount,\$
Amount Paid to Family Credit accounts	1	50.00	0.00	50.00
<b>TOTAL 0.00</b>	<b>1</b>	<b>50.00</b>	<b>0.00</b>	<b>50.00</b>

**Rounding: 0.00**

**Category Total: 50.00**

**Grand Total: 50.00**

**Breakdown of 'Amount Paid to Family Credit Account'**

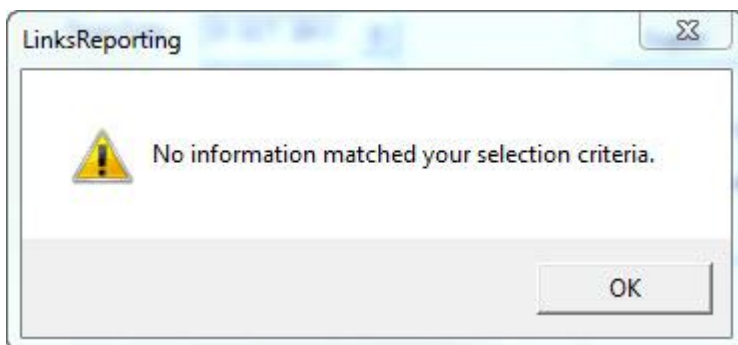
Service Description	Amount,\$
Family Account Sale	50.00
<b>TOTAL</b>	<b>50.00</b>

**\*\*\*End of report.\*\*\***

Daily Sales Report

Reporting > Point of Sale > Reports > Daily Sales

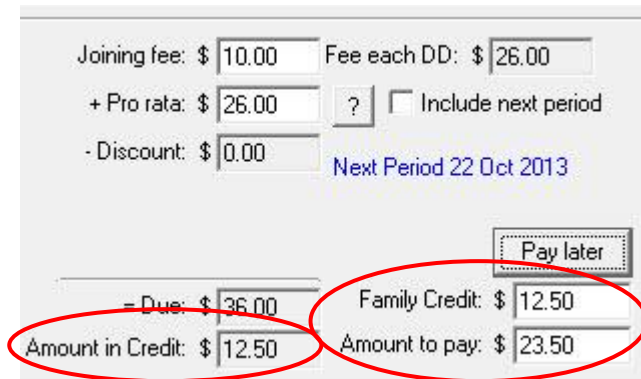
No income is generated as the amount is being held in liability.



## Using Family Credit when Making/Paying for a Student Booking

When a booking is made or a class payment is taken Classes will attempt to use the family credit before taking any other monies.

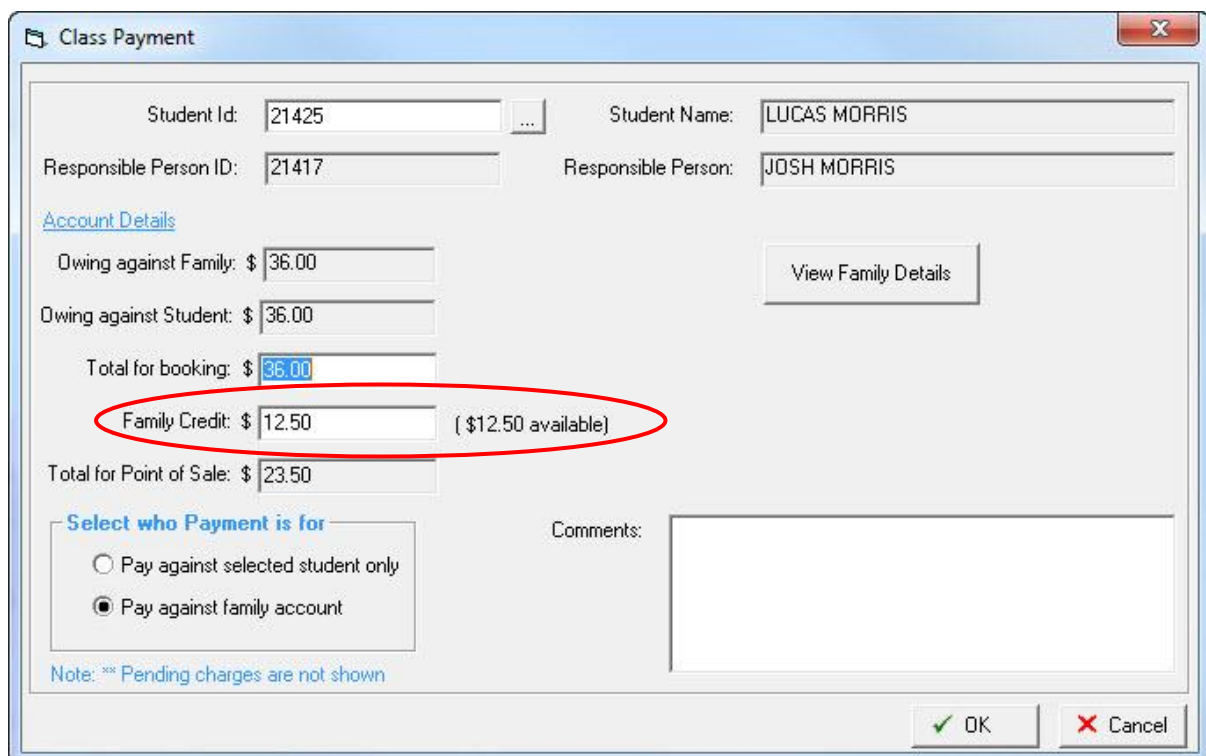
*In the Create Student Booking Screen*



Joining fee: \$	10.00	Fee each DD: \$	26.00
+ Pro rata: \$	26.00	<input type="checkbox"/> Include next period	
- Discount: \$	0.00	Next Period	22 Oct 2013
<input type="button" value="Pay later"/>			
- Due: \$	36.00	Family Credit: \$	12.50
Amount in Credit: \$	12.50	Amount to pay: \$	23.50

*When Making a Class Payment*

Again POS will attempt to use as much family credit as possible before collecting any monies.



**Class Payment**

Student Id: 21425      Student Name: LUCAS MORRIS

Responsible Person ID: 21417      Responsible Person: JOSH MORRIS

Account Details

Owing against Family: \$ 36.00     

Owing against Student: \$ 36.00

Total for booking: \$ 36.00

**Family Credit: \$ 12.50**      (\$12.50 available)

Total for Point of Sale: \$ 23.50

**Select who Payment is for**

Pay against selected student only

Pay against family account

Comments:

Note: \*\* Pending charges are not shown



ADMIN Transaction for JOSH MORRIS

Description	Qty	Amot. \$
Family Account Sale	1	-12.50
Learn to Swim	1	26.00
Learn to Swim	1	10.00

Total \$: 23.50

From the Family Screen

When a family has a credit in their family credit account and there is a booking which has outstanding monies, the payment from the family credit account can be made in the family screen.

Classes > Students & Families > Families > Accounts/Bookings

1. Open the family screen to the Accounts/Bookings tab
2. Right click on the outstanding booking line
3. Select Apply Family Credit

Name	Type	Day	Time	Level	Start	End	Fee, \$	Balanc...	St ...	Bk ...	Dis...	Pa...	Comment
LUCAS	LTS	Tue	10:00 AM	Frog	5/11/2...							0	TM
CHELSEA	LTS	Tue	9:30 AM	Tadpole	8/10/2...							0	TM

Context menu options: Booking details, Apply Family Credit

4. The following screen will appear

Family Credit Purchase

Booking: Tuesday 10:00a (Frog)

Student: LUCAS

Booking balance \$: -36.00

Family Account balance \$: 12.50

Pay this time: \$ 12.50

Reason:

OK Cancel

5. Enter the amount of family credit you wish to use (Links will default to use all/total amount of outstanding booking)

6. Click OK
7. Enter Staff ID and Password



A dialog box titled "Authorisation required" with a close button (X) in the top right corner. It contains two input fields: "Staff Code:" and "Password:". Below the input fields are two buttons: "OK" with a green checkmark icon and "Cancel" with a red X icon.

*Reporting Outcomes when Making/Paying for a Student Booking*

*Amount as it displays in the Family Screen Account History Tab*

Family Credits				
Date	Description	Debit, \$	Credit, \$	Balance, \$
1/11/2013	Payment - transaction number 194751 - Term 4 2013 Deposit		5.00	0.00
1/11/2013	Payment - transaction number 194752	5.00		5.00
		<b>-5.00</b>	<b>-5.00</b>	<b>0.00</b>

*Till Reconciliation Report*

*Reporting > Point of Sale > Reports > Till Reconciliation*

The total amount for the booking was \$23.00. \$5.00 was paid by family credit and the difference from the sale \$18.00 was paid by cheque. The Till Reconciliation Report displays the family credit amount as "cash".

**Till Reconciliation Report  
for 1 NOV 2013  
Cheque Deposit Listing**

Till ID	Tran #	Amount, \$	Drawer	Bank Name	Branch
		0.00			
ADMIN	2	18.00	MR T BROTHER	CBA	INGLEBURN
<b>TOTAL</b>		<b>18.00</b>			

**Till Reconciliation Report  
Point of Sale as at 1/11/2013 8:58 AM  
for 1 NOV 2013**

Till ID	Cash,\$	Cheques,\$	C/Cards,\$	EFTPOS,\$	Direct Debit,\$	GST,\$	Total,\$
TILL2	0.00	0.00	0.00	0.00	0.00	0.00	0.00
TILL1	0.00	0.00	0.00	0.00	0.00	0.00	0.00
TILL3	0.00	0.00	0.00	0.00	0.00	0.00	0.00
ADMIN	5.00	18.00	0.00	0.00	0.00	2.09	23.00
DD TILL	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<b>TOTAL</b>	<b>5.00</b>	<b>18.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>2.09</b>	<b>23.00</b>

The totals above only include Cash, Cheque, Credit Card, EFT and Direct Debit Tender Types.

Till ID	Vouchers,\$	Credit Notes,\$	Layby,\$	Accounts,\$	Electronic,\$	Alternate 1,\$	Customer Accounts,\$
TILL2	0.00	0.00	0.00	0.00	0.00	0.00	0.00
TILL1	0.00	0.00	0.00	0.00	0.00	0.00	0.00
TILL3	0.00	0.00	0.00	0.00	0.00	0.00	0.00
ADMIN	0.00	0.00	0.00	0.00	0.00	0.00	0.00
DD TILL	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<b>TOTAL</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>

\*\*\*End of report.\*\*\*

*Sales Category Report*

*Reporting > Point of Sale > Reports > Sales Category*

The amount that is taken from the family credit liability account is now shown and then income is now allocated to the relevant service code and therefore subsequent service code. In the below example the student fees are allocated to Learn to Swim.

**Sales Category Report  
(Breakdown)**

**Category: GENERAL LEDGER  
From 1 NOV 2013 to 1 NOV 2013**

**UNKNOWN CATEGORY**

Product	Qty	ExGST,\$	GST,\$	Amount,\$
Learn to Swim	2	20.91	2.09	23.00
<b>TOTAL UNKNOWN CATEGORY</b>	<b>2</b>	<b>20.91</b>	<b>2.09</b>	<b>23.00</b>

0.00

Product	Qty	ExGST,\$	GST,\$	Amount,\$
Amount Used from Family Credit accounts	1	-5.00	0.00	-5.00
Amount Paid to Family Credit accounts	1	5.00	0.00	5.00
<b>TOTAL 0.00</b>	<b>2</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>

**Rounding: 0.00  
Category Total: 23.00  
Grand Total: 23.00**

Daily Sales Report

Reporting > Point of Sale > Reports > Daily Sales

The income is now displayed on the daily sales report.

**Daily Sales Report  
From 1 NOV 2013 to 1 NOV 2013**

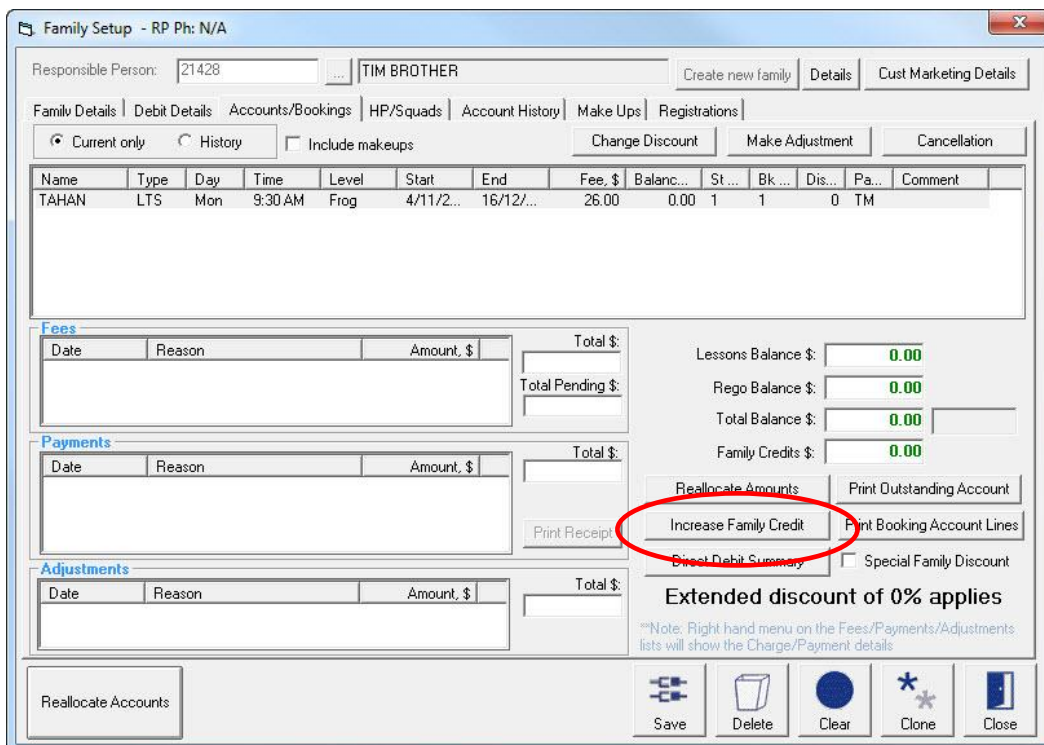
Product Description	Qty	ExGST,\$	GST,\$	Value,\$
Learn to Swim	2	20.91	2.09	23.00
<b>ROUNDING</b>				<b>0.00</b>
<b>TOTAL</b>		<b>20.91</b>	<b>2.09</b>	<b>23.00</b>

**End of report.**

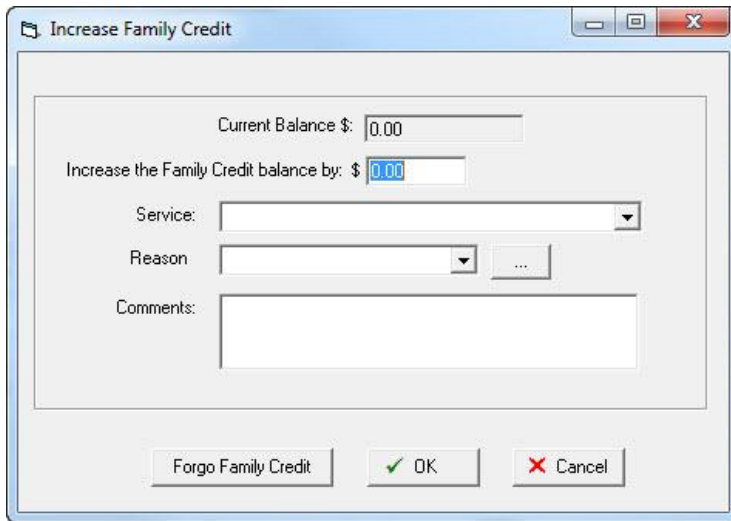
**Applying a 'Goodwill' Credit through the Family Screen**

When you provide a family with a credit for reason such as promotional offer, cancelled lessons etc you are effectively losing income as you will be providing a service at no cost to the customer. For this reason when you give a family credit you must select which service code you wish to remove the income from. Links suggests that it is taken from the class that it is applicable to, for example if a student's pre school lesson was cancelled then you would reverse the income from the pre school lesson service code.

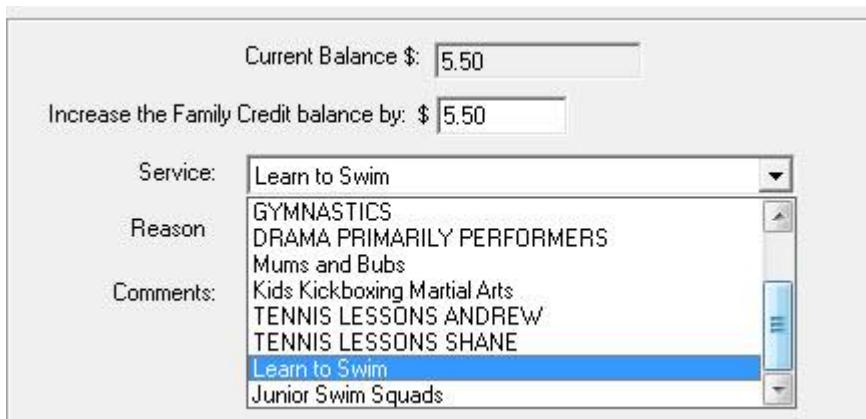
1. Open Classes > Students & Families > Families
2. Click on 'Increase Family Credit' button




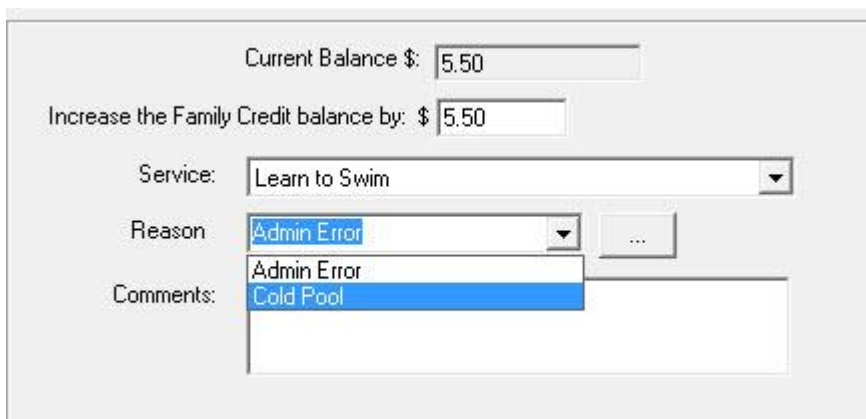
3. The following screen will appear



4. Enter the amount to increase the family credit by
5. Select a service to take the family credit from (remember this will make a negative transaction against the selected service code)



6. Select the reason for the credit application (you may need to select the  button to add to the table if the reason is not available)



7. Enter any additional comments if required



8. Click OK
9. A transaction will now be written for a negative amount against the selected service code

### *Reporting Outcomes of Applying 'Goodwill' Credit through the Family Screen*

When the family credit is increased through the family screen there is a transaction that will be performed 'behind the scenes' for a negative amount against the selected service code. The following reports will look as follows. In the below example the family credit was increased by \$5.00.

Family Credits				
Date	Description	Debit, \$	Credit, \$	Balance, \$
2/11/2013	Payment - transaction number 194755 -		5.00	-5.00
		<b>0.00</b>	<b>-5.00</b>	<b>5.00</b>

### *Till Reconciliation Report*

*Reporting > Point of Sale > Reports > Till Reconciliation*

Nothing is displayed here as the transaction bears no effect on the till balance.

Sales Category Report

Reporting > Point of Sale > Reports > Sales Category

The negative amount as discussed above is displayed in the top part of the Sales Category Report. The amount paid to family credit is seen in the Special Products table. If no other transactions were performed for the day then the total for the day would be -\$5.00.

**Sales Category Report  
(Breakdown)**

**Category: FINANCIAL  
From 2 NOV 2013 to 2 NOV 2013**

**DANCE**

Product	Qty	ExGST,\$	GST,\$	Amount,\$
DANCE	1	-4.55	-0.45	-5.00
<b>TOTAL DANCE</b>	<b>1</b>	<b>-4.55</b>	<b>-0.45</b>	<b>-5.00</b>

**0.00**

Product	Qty	ExGST,\$	GST,\$	Amount,\$
Amount Paid to Family Credit accounts	1	5.00	0.00	5.00
<b>TOTAL 0.00</b>	<b>1</b>	<b>5.00</b>	<b>0.00</b>	<b>5.00</b>

**Rounding: 0.00  
Category Total: 0.00  
Grand Total: 0.00**

**Breakdown of 'Amount Paid to Family Credit Account'**

Service Description	Amount,\$
Family Account Sale	5.00
<b>TOTAL</b>	<b>5.00</b>

**\*\*\*End of report.\*\*\***

Daily Sales Report

Reporting > Point of Sale > Reports > Daily Sales

The negative amount is seen in the Daily Sales Report also against the relevant service code.

**Daily Sales Report  
From 2 NOV 2013 to 2 NOV 2013**

Product Description	Qty	ExGST,\$	GST,\$	Value,\$
DANCE	1	-4.55	-0.45	-5.00
ROUNDING				0.00
<b>TOTAL</b>		<b>-4.55</b>	<b>-0.45</b>	<b>-5.00</b>

**End of report.**

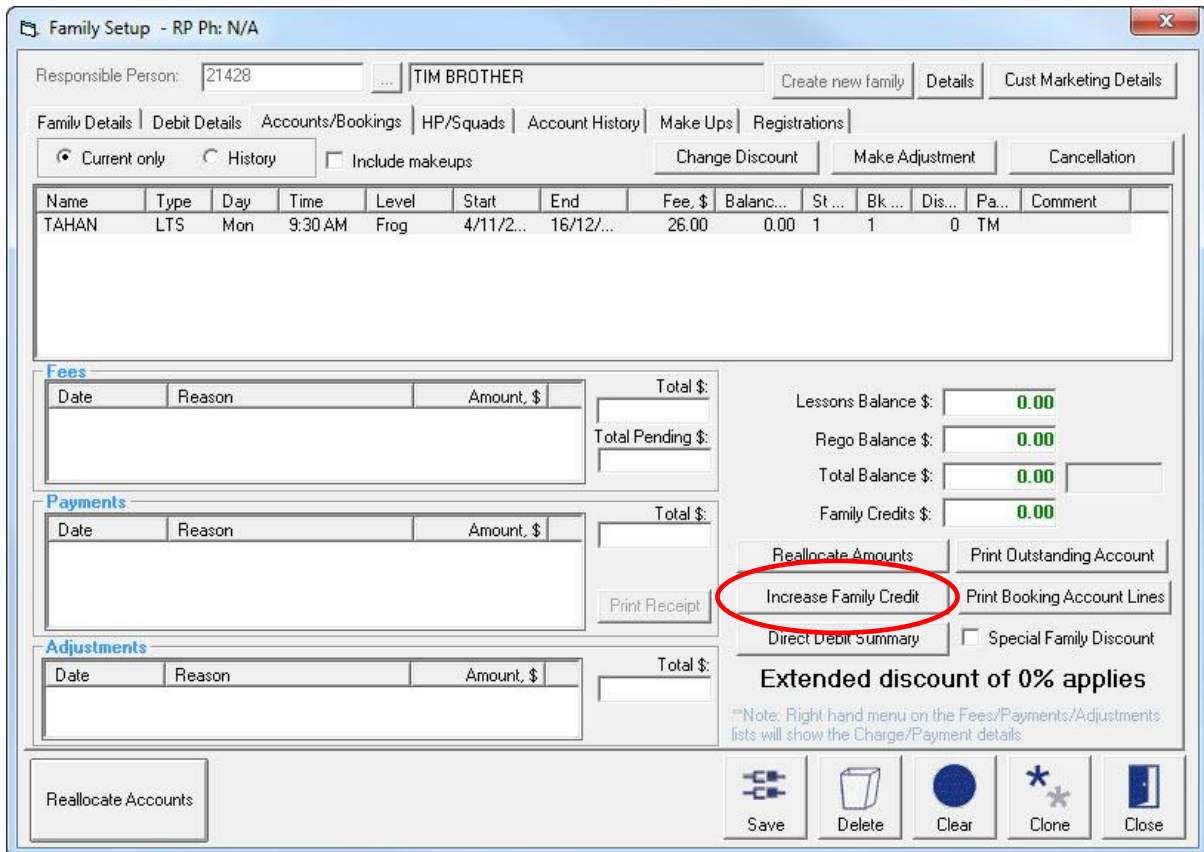


### Forgoing the Family Credit

If a family is in credit you may wish to forgo this credit for reason such as the family has left the business and will no longer need the credit. This will forgo the liability that you are holding for the selected family.

Note: You can only forgo all or none of the family credit

1. Open Classes > Students & Families > Families
2. Click on the 'Increase Family Credit' button



The screenshot shows the 'Family Setup' window for 'TIM BROTHER'. The 'Increase Family Credit' button is circled in red. The window displays a table of classes and financial summary information.

Name	Type	Day	Time	Level	Start	End	Fee, \$	Balanc...	St ...	Bk ...	Dis...	Pa...	Comment
TAHAN	LTS	Mon	9:30 AM	Frog	4/11/2...	16/12/...	26.00	0.00	1	1	0	TM	

Financial Summary:

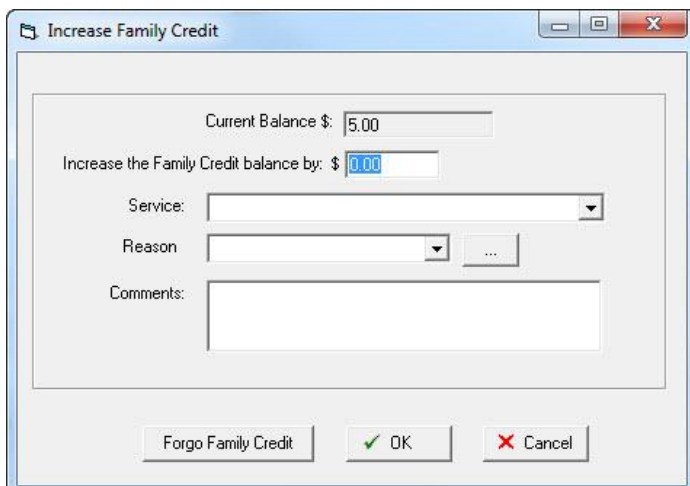
- Lessons Balance \$: 0.00
- Rego Balance \$: 0.00
- Total Balance \$: 0.00
- Family Credits \$: 0.00

Buttons: Reallocate Accounts, Increase Family Credit (circled), Print Outstanding Account, Print Booking Account Lines, Direct Debit Summary, Special Family Discount.

Extended discount of 0% applies

Note: Right hand menu on the Fees/Payments/Adjustments lists will show the Charge/Payment details

3. The following screen will appear



The 'Increase Family Credit' dialog box shows the following fields:

- Current Balance \$: 5.00
- Increase the Family Credit balance by: \$ 0.00
- Service: [Dropdown]
- Reason: [Dropdown]
- Comments: [Text Area]

Buttons: Forgo Family Credit, OK, Cancel

4. Select the 'Forgo Family Credit' button
5. The following message will appear



6. Click OK
7. The family credit amount will now be wiped

#### *Reporting Outcomes for Forgoing the Family Credit*

When the family credit is forgone it will appear in the Accounts History as shown below.

Family Credits					
Date	Description	Debit, \$	Credit, \$	Balance, \$	
2/11/2013	Payment - transaction number 194756 -	5.00			0.00
2/11/2013	Payment - transaction number 194755 -		5.00		-5.00
		<b>-5.00</b>	<b>-5.00</b>	<b>0.00</b>	

#### *Till Reconciliation Report*

*Reporting > Point of Sale > Reports > Till Reconciliation*

There is no transaction that effects the till balance therefore no reporting outcome for the Till Reconciliation report.

Sales Category Report

Reporting > Point of Sale > Reports > Sales Category

The Sales Category Report details the amount forgone as well as the amount used from the family credit account; this is how the system balances to write off the amount. Effectively this report is showing \$5.00 taken from the family credit account (liability) and "using" the \$5.00 to write off the liability therefore = \$0.00.

**Sales Category Report  
(Breakdown)**

**Category: GENERAL LEDGER  
From 10 NOV 2013 to 10 NOV 2013**

**0.00**

Product	Qty	ExGST,\$	GST,\$	Amount,\$
Family Account Credit Forgone	1	5.00	0.00	5.00
Amount Used from Family Credit accounts	1	-5.00	0.00	-5.00
<b>TOTAL 0.00</b>	<b>2</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>

**Rounding: 0.00  
Category Total: 0.00  
Grand Total: 0.00**

**Breakdown of 'Amount Used by Family Credit Account'**

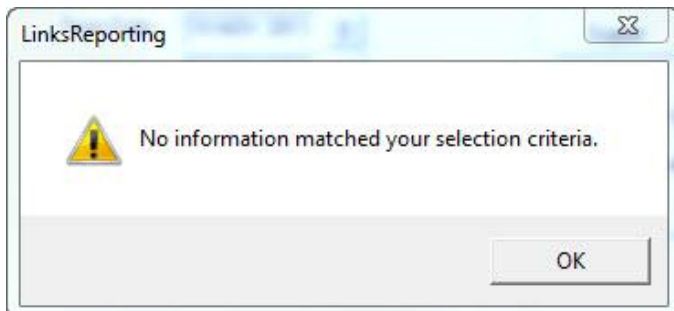
Service Description	Amount,\$
Family Account Sale	5.00
<b>TOTAL</b>	<b>5.00</b>

\*\*\*End of report.\*\*\*

Daily Sales Report

Reporting > Point of Sale > Reports > Daily Sales

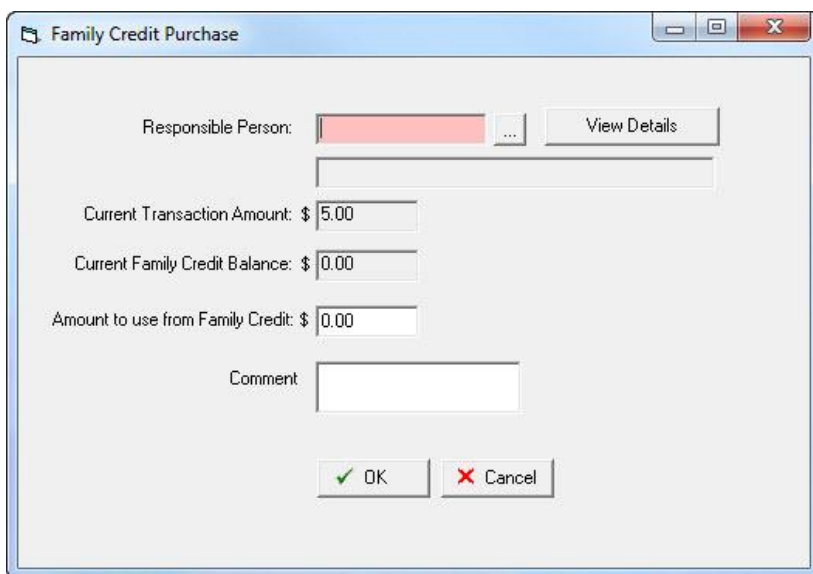
There is no effect on the service codes when forgoing a family credit amount, therefore there is no information on the Daily Sales Report.



### Using Family Credit to Make Purchases Other Than a Student Booking

When a family has monies in credit they can use this for any purchase within Links Modular Solutions. This means that a family may for example receive a credit for cancelled lessons and wish to use this amount for products such as ice creams and goggles.

1. Enter the Product, Service, Membership or Visit Pass type as per a normal POS transaction
2. Instead of selecting a payment type (i.e. cash, cheque) select the 'Functions' button
3. Select the 'Family Credit Purchase' button
4. The following screen will appear



5. Enter the Responsible Person ID or search
6. The current family credit balance will be displayed
7. Select the amount to use from the family credit (as much as possible that can be used will be displayed by default)
8. Enter a comment if required
9. Click OK
10. The following will be displayed at POS

In the example below the service cost is \$13.60 and there is only \$5.00 family credit available therefore the customer still owes \$8.60.

ADMIN Transaction for KATE HOWARD		
Description	Qty	Amt. \$
Family Account Sale	1	-5.00
TAEKWONDO CASUAL CLASS	1	13.60
		Total \$: 8.60

### Reporting Outcomes of Using Family Credit to Make Purchases

When the family credit is used the reporting outcomes are the same as when the family credit is used for paying for a student booking.

- The family credit amount is shown on the Sales Category Report as “Used from Family Credit”
- The income is allocated to the appropriate service code therefore is displayed in the Daily Sales Report
- In the above example the Till Reconciliation Report would show an amount of \$8.60

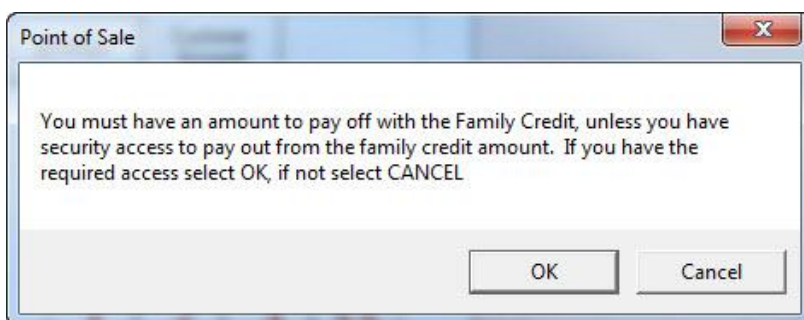
When the family credit is used it will appear in the Accounts History as shown below.

Family Credits				
Date	Description	Debit, \$	Credit, \$	Balance, \$
2/11/2013	Payment - transaction number 194756 -	5.00		0.00
2/11/2013	Payment - transaction number 194755 -		5.00	-5.00
		<b>-5.00</b>	<b>-5.00</b>	<b>0.00</b>

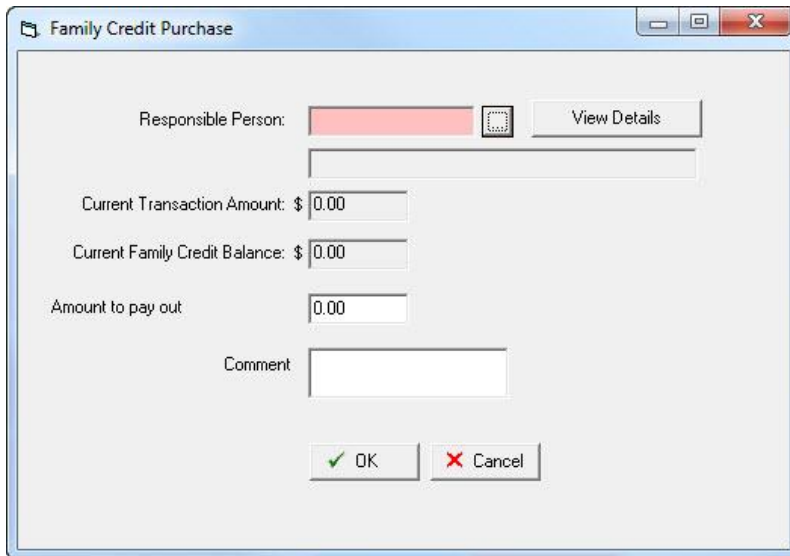
### Paying out the Family Credit

You may wish to payout the family credit for example when you wish to provide a customer with physical cash or cheque instead of a credit. For this to occur the amount must first be applied to the family credit account. From there the amount can be paid out through POS.

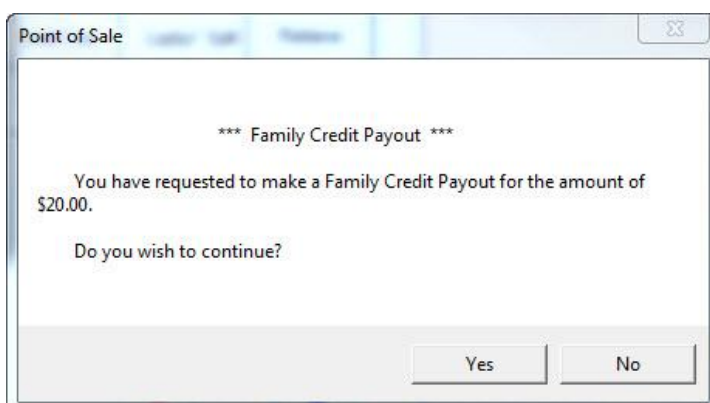
1. Open POS Module
2. Select the 'Functions' button
3. Select the 'Family Credit Purchase' button
4. The following message will appear



5. Click OK
6. Enter your Staff ID and Password and the following screen will appear



7. Enter the Responsible Person ID or search
8. Enter the amount to be paid out
9. Enter a comment if required
10. Click OK and the following screen will appear



11. Click Yes
12. The amount will now be displayed as a transaction line in POS as a negative amount
13. Select the payment type that you wish to pay the customer with

This will now place a negative transaction against the selected payment type. For example if you paid out the amount in cash and there was no other transactions for the day the till balance would display -\$20.00.

Reporting Outcomes of Paying out the Family Credit

When the family credit is paid out it will appear in the Accounts History as shown below.

Family Credits				
Date	Description	Debit, \$	Credit, \$	Balance, \$
13/11/2013	Payment - transaction number 194764 -	20.00		0.00
11/11/2013	Payment - transaction number 194763 -		20.00	-20.00
		<b>-20.00</b>	<b>-20.00</b>	<b>0.00</b>

Till Reconciliation Report

Reporting > Point of Sale > Reports > Till Reconciliation

The amount will show under the selected payment type in the below example this is cash.

**Till Reconciliation Report  
Point of Sale as at 13/11/2013 2:20 PM  
for 13 NOV 2013**

Till ID	Cash,\$	Cheques,\$	C/Cards,\$	EFTPOS,\$	Direct Debit,\$	GST,\$	Total,\$
TILL2	0.00	0.00	0.00	0.00	0.00	0.00	0.00
TILL1	0.00	0.00	0.00	0.00	0.00	0.00	0.00
TILL3	0.00	0.00	0.00	0.00	0.00	0.00	0.00
ADMIN	-20.00	0.00	0.00	0.00	0.00	0.00	-20.00
DD TILL	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<b>TOTAL</b>	<b>-20.00</b>	0.00	0.00	0.00	0.00	0.00	-20.00

The totals above only include Cash, Cheque, Credit Card, EFT and Direct Debit Tender Types.

Till ID	Vouchers,\$	Credit Notes,\$	Layby,\$	Accounts,\$	Electronic,\$	Altemate 1,\$	Customer Accounts,\$
TILL2	0.00	0.00	0.00	0.00	0.00	0.00	0.00
TILL1	0.00	0.00	0.00	0.00	0.00	0.00	0.00
TILL3	0.00	0.00	0.00	0.00	0.00	0.00	0.00
ADMIN	0.00	0.00	0.00	0.00	0.00	0.00	0.00
DD TILL	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<b>TOTAL</b>	<b>0.00</b>	0.00	0.00	0.00	0.00	0.00	0.00

\*\*\*End of report\*\*\*

Sales Category Report

Reporting > Point of Sale > Reports > Sales Category

The Sales Category Report will display the amount as used from family credits.

**Sales Category Report  
(Breakdown)**

**Category: GENERAL LEDGER  
From 13 NOV 2013 to 13 NOV 2013**

**0.00**

Product	Qty	ExGST,\$	GST,\$	Amount,\$
Amount Used from Family Credit accounts	1	-20.00	0.00	-20.00
<b>TOTAL 0.00</b>	<b>1</b>	<b>-20.00</b>	<b>0.00</b>	<b>-20.00</b>

**Rounding: 0.00**

**Category Total: -20.00**

**Grand Total: -20.00**

**Breakdown of 'Amount Used by Family Credit Account'**

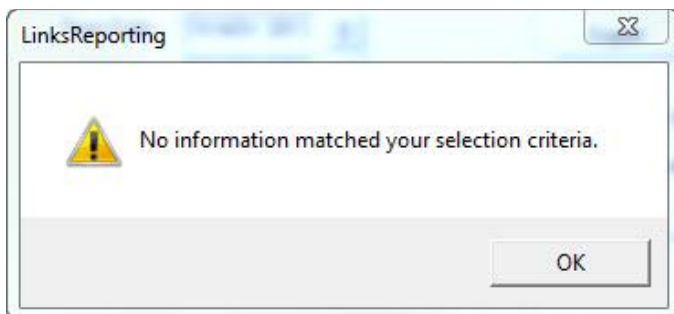
Service Description	Amount,\$
Paid Out	20.00
<b>TOTAL</b>	<b>20.00</b>

**\*\*\*End of report.\*\*\***

Daily Sales Report

Reporting > Point of Sale > Reports > Daily Sales

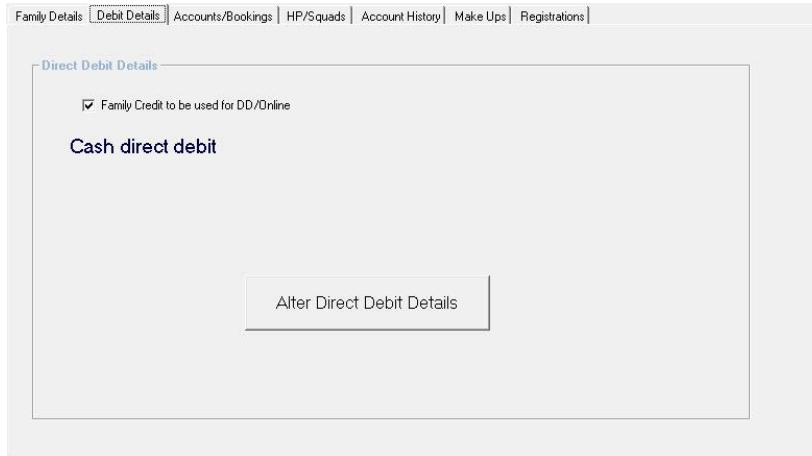
As there is no impact upon a service code therefore there is no information displayed on the Daily Sales Report.





### Family Credit to be used by the Direct Debit Process

By default all families will be setup to allow the family credit to be used by the direct debit run process. This is indicated by the flag within the family debit details tab.



By having this option flagged the direct debit process will use as much of the family credit as possible when processing.

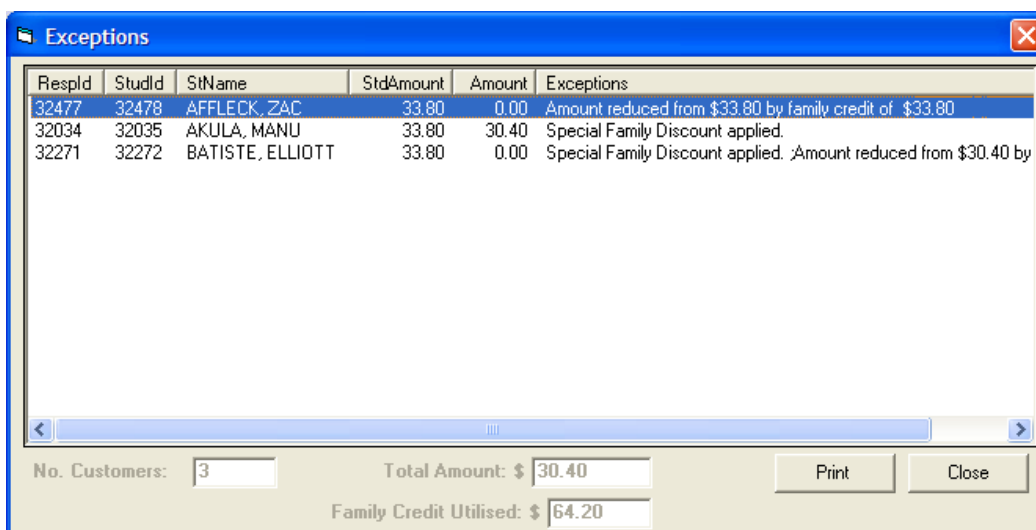
For example

- A family of three students has \$150.00 in credit
- Each student fees are \$65.00 per debit period
- The debit process is performed:
 

Student one is charged \$0.00	\$85.00 left in Family Credit
Student two is charged \$0.00	\$20.00 left in Family Credit
Student three is charged \$45.00	\$0.00 left in Family Credit

The order by which the students are allocated the Family Credit is the same as the order by which they are displayed in the class payment screen in POS.

The students whose fees are reduced by Family Credit are displayed in the Direct Debit Exceptions Report.



### Impact on Cash Debit Process

Normally the cash debit process writes no transactions as the transactions are made when the customer pays the account over the counter. When a family credit however is used a transaction is then written as effectively the customer is being charged and paying all in the one go. Reporting wise this is EXACTLY the same as when a student booking is paid for through the class payment screen except that the charge payment type is Direct Debit.

### Amount Displays in the Family Screen Account History

In the below example the family had a credit of \$50.00, when the debit process was run the charge was \$33.80, this now leaves \$16.20 in credit. The next debit period will see the customer's fee reduced by \$16.20.

Date	Description	Debit	Credit	Balance
11/12/2006	Payment - transaction number 4969	33.80		-16.20
11/12/2006	Payment - Pool Cold - fdfs - transaction number 4958		50.00	-50.00
		<b>-33.80</b>	<b>-50.00</b>	<b>16.20</b>

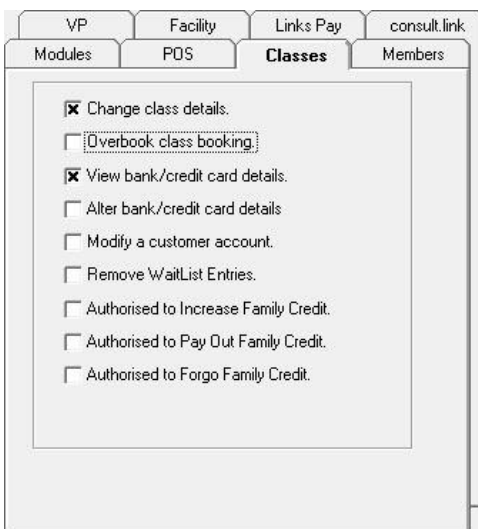
### Security Options for Family Credits

Due to the impact family credits have upon your business operations especially the accounting and relevant reporting Links Modular Solutions has chosen to 'lock down' access to particular operations within the family credit process. These options are found in the security group setup screen in Admin > Security > Security Groups.

These include;

- Authority to increase family credit – from the family screen
- Authority to pay out family credit – from the POS function button
- Authority to forgo family credit – from the family screen

Anyone can collect monies from a customer to place it onto their Family Credit Account.



The screenshot shows a security group configuration window with the following options:

- Change class details.
- Overbook class booking.
- View bank/credit card details.
- Alter bank/credit card details.
- Modify a customer account.
- Remove WaitList Entries.
- Authorised to Increase Family Credit.
- Authorised to Pay Out Family Credit.
- Authorised to Forgo Family Credit.

## Laybys

When placing a product on Layby, it works much the same as placing an amount on account. The cost of the product placed on lay-by is seen as income in the Sales Category Report. The amount that is still owing on the layby is seen in the added to layby row of the Special Products table.

The way layby allocation works follows the exact same principles as placing an amount on account and paying off an account.

In the below example the Sales Category Report shows a 1 Hour Massage that cost \$55.00 which was purchased on lay-by. The customer paid \$15.00 cash at the time of making the lay-by purchase and then left \$40.00 to be paid off at a later date. You will see that the full \$55.00 is allocated to the relevant Sales Category and that \$40.00 is added to layby in the bottom part of the report.

*Sales Category Report*

*Reporting > Point of Sale > Reports > Sales Category*

### Sales Category Report (Breakdown)

**Category: GENERAL LEDGER**  
**From 14 NOV 2013 to 14 NOV 2013**

#### UNKNOWN CATEGORY

Product	Qty	ExGST,\$	GST,\$	Amount,\$
MASSAGE 1 HOUR	1	50.00	5.00	55.00
<b>TOTAL UNKNOWN CATEGORY</b>	<b>1</b>	<b>50.00</b>	<b>5.00</b>	<b>55.00</b>

0.00

Product	Qty	ExGST,\$	GST,\$	Amount,\$
Added to Layby	1	-40.00	0.00	-40.00
<b>TOTAL 0.00</b>	<b>1</b>	<b>-40.00</b>	<b>0.00</b>	<b>-40.00</b>

**Rounding: 0.00**  
**Category Total: 15.00**  
**Grand Total: 15.00**

\*\*\*End of report.\*\*\*

Till Reconciliation Report

Reporting > Point of Sale > Reports > Till Reconciliation

The Till Reconciliation Report displays the \$15.00 that was collected in cash for the first payment against the Massage and the \$40.00 that was placed on layby for payment at a later date.

**Till Reconciliation Report  
Point of Sale as at 14/11/2013 3:06 PM  
for 14 NOV 2013**

Till ID	Cash,\$	Cheques,\$	C/Cards,\$	EFTPOS,\$	Direct Debit,\$	GST,\$	Total,\$
TILL2	0.00	0.00	0.00	0.00	0.00	0.00	0.00
TILL1	0.00	0.00	0.00	0.00	0.00	0.00	0.00
TILL3	0.00	0.00	0.00	0.00	0.00	0.00	0.00
ADMIN	15.00	0.00	0.00	0.00	0.00	5.00	15.00
DD TILL	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<b>TOTAL</b>	<b>15.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>5.00</b>	<b>15.00</b>

The totals above only include Cash, Cheque, Credit Card, EFT and Direct Debit Tender Types.

Till ID	Vouchers,\$	Credit Notes,\$	Layby,\$	Accounts,\$	Electronic,\$	Alternate 1,\$	Customer Accounts,\$
TILL2	0.00	0.00	0.00	0.00	0.00	0.00	0.00
TILL1	0.00	0.00	0.00	0.00	0.00	0.00	0.00
TILL3	0.00	0.00	0.00	0.00	0.00	0.00	0.00
ADMIN	0.00	0.00	40.00	0.00	0.00	0.00	0.00
DD TILL	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<b>TOTAL</b>	<b>0.00</b>	<b>0.00</b>	<b>40.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>

\*\*\*End of report\*\*\*

When a payment is made against the lay-by only the physical monies collected are reported as like an account payment the amount has already been allocated to the relevant sales category.

Sales Category Report

Reporting > Point of Sale > Reports > Sales Category

**Sales Category Report  
(Breakdown)**

**Category: FINANCIAL  
From 15 NOV 2013 to 15 NOV 2013**

**0.00**

Product	Qty	ExGST,\$	GST,\$	Amount,\$
Paid from Layby	1	15.00	0.00	15.00
<b>TOTAL 0.00</b>	<b>1</b>	<b>15.00</b>	<b>0.00</b>	<b>15.00</b>

**Rounding: 0.00  
Category Total: 15.00  
Grand Total: 15.00**

\*\*\*End of report.\*\*\*

Till Reconciliation Report

Reporting > Point of Sale > Reports > Till Reconciliation

**Till Reconciliation Report  
Point of Sale as at 15/11/2013 3:14 PM  
for 15 NOV 2013**

Till ID	Cash,\$	Cheques,\$	C/Cards,\$	EFTPOS,\$	Direct Debit,\$	GST,\$	Total,\$
TILL2	0.00	0.00	0.00	0.00	0.00	0.00	0.00
TILL1	0.00	0.00	0.00	0.00	0.00	0.00	0.00
TILL3	0.00	0.00	0.00	0.00	0.00	0.00	0.00
ADMIN	15.00	0.00	0.00	0.00	0.00	0.00	15.00
DD TILL	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<b>TOTAL</b>	<b>15.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>15.00</b>

The totals above only include Cash, Cheque, Credit Card, EFT and Direct Debit Tender Types.

Till ID	Vouchers,\$	Credit Notes,\$	Layby,\$	Accounts,\$	Electronic,\$	Alternate 1,\$	Customer Accounts,\$
TILL2	0.00	0.00	0.00	0.00	0.00	0.00	0.00
TILL1	0.00	0.00	0.00	0.00	0.00	0.00	0.00
TILL3	0.00	0.00	0.00	0.00	0.00	0.00	0.00
ADMIN	0.00	0.00	0.00	0.00	0.00	0.00	0.00
DD TILL	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<b>TOTAL</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>

\*\*\*End of report.\*\*\*

## Gift Vouchers

When a customer purchases a gift voucher, the monies are collected as per any other sale, however instead of the money going towards an income area is it held in liability for future use.

The following reports are based on the following example:

- Gift Voucher is purchased on Nov 16<sup>th</sup> for the value of \$50.00
- Gift voucher is used on Jan 22<sup>nd</sup> for a \$47.00 purchase

### Sales Category Report

Reporting > Point of Sale > Reports > Sales Category

There is no income allocated as yet as the amount is just being held in liability until it is used for a purchase.

### Sales Category Report (Breakdown)

Category: GENERAL LEDGER  
From 16 NOV 2013 to 16 NOV 2013

0.00

Product	Qty	ExGST,\$	GST,\$	Amount,\$
Voucher/Credit Note Sale	1	50.00	0.00	50.00
<b>TOTAL 0.00</b>	<b>1</b>	<b>50.00</b>	<b>0.00</b>	<b>50.00</b>

Rounding: 0.00  
Category Total: 50.00  
Grand Total: 50.00

\*\*\*End of report.\*\*\*

Till Reconciliation Report

Reporting > Point of Sale > Reports > Till Reconciliation

Shows the \$50.00 cash that was used to purchase the gift voucher.

**Till Reconciliation Report  
Point of Sale as at 16/11/2013 3:21 PM  
for 16 NOV 2013**

Till ID	Cash,\$	Cheques,\$	C/Cards,\$	EFTPOS,\$	Direct Debit,\$	GST,\$	Total,\$
TILL2	0.00	0.00	0.00	0.00	0.00	0.00	0.00
TILL1	0.00	0.00	0.00	0.00	0.00	0.00	0.00
TILL3	0.00	0.00	0.00	0.00	0.00	0.00	0.00
ADMIN	50.00	0.00	0.00	0.00	0.00	0.00	50.00
DD TILL	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<b>TOTAL</b>	<b>50.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>50.00</b>

The totals above only include Cash, Cheque, Credit Card, EFT and Direct Debit Tender Types.

Till ID	Vouchers,\$	Credit Notes,\$	Layby,\$	Accounts,\$	Electronic,\$	Alternate 1,\$	Customer Accounts,\$
TILL2	0.00	0.00	0.00	0.00	0.00	0.00	0.00
TILL1	0.00	0.00	0.00	0.00	0.00	0.00	0.00
TILL3	0.00	0.00	0.00	0.00	0.00	0.00	0.00
ADMIN	0.00	0.00	0.00	0.00	0.00	0.00	0.00
DD TILL	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<b>TOTAL</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>

\*\*\*End of report\*\*\*

When the voucher is used for a purchase the liability amount is decreased and the income is then allocated to a particular income area.

Till Reconciliation Report

Reporting > Point of Sale > Reports > Till Reconciliation

**Till Reconciliation Report  
for 23 NOV 2013  
Voucher Listing**

Till ID	Tran #	Amount,\$
		0.00
ADMIN	1	31.00
<b>TOTAL</b>		<b>31.00</b>

The amount also displays in the vouchers column of the Till Reconciliation summary page.

**Till Reconciliation Report  
Point of Sale as at 23/11/2013 3:26 PM  
for 23 NOV 2013**

Till ID	Cash,\$	Cheques,\$	C/Cards,\$	EFTPOS,\$	Direct Debit,\$	GST,\$	Total,\$
TILL2	0.00	0.00	0.00	0.00	0.00	0.00	0.00
TILL1	0.00	0.00	0.00	0.00	0.00	0.00	0.00
TILL3	0.00	0.00	0.00	0.00	0.00	0.00	0.00
ADMIN	0.00	0.00	0.00	0.00	0.00	0.00	0.00
DD TILL	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<b>TOTAL</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>

The totals above only include Cash, Cheque, Credit Card, EFT and Direct Debit Tender Types.

Till ID	Vouchers,\$	Credit Notes,\$	Layby,\$	Accounts,\$	Electronic,\$	Alternate 1,\$	Customer Accounts,\$
TILL2	0.00	0.00	0.00	0.00	0.00	0.00	0.00
TILL1	0.00	0.00	0.00	0.00	0.00	0.00	0.00
TILL3	0.00	0.00	0.00	0.00	0.00	0.00	0.00
ADMIN	31.00	0.00	0.00	0.00	0.00	0.00	0.00
DD TILL	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<b>TOTAL</b>	<b>31.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>

\*\*\*End of report.\*\*\*

*Sales Category Report*

*Reporting > Point of Sale > Reports > Sales Category*

Now that the voucher money has been put towards a particular service in this case personal training, the amount is then raised against the relevant Sales Category.

**Sales Category Report  
(Breakdown)**

**Category: GENERAL LEDGER  
From 23 NOV 2013 to 23 NOV 2013**

**UNKNOWN CATEGORY**

Product	Qty	ExGST,\$	GST,\$	Amount,\$
P.T.- MEMBER 1/2 HOUR SESSION	1	28.18	2.82	31.00
<b>TOTAL UNKNOWN CATEGORY</b>	<b>1</b>	<b>28.18</b>	<b>2.82</b>	<b>31.00</b>

0.00

Product	Qty	ExGST,\$	GST,\$	Amount,\$
Voucher/Credit Note Redemption	1	-31.00	0.00	-31.00
<b>TOTAL 0.00</b>	<b>1</b>	<b>-31.00</b>	<b>0.00</b>	<b>-31.00</b>

**Rounding: 0.00  
Category Total: 0.00  
Grand Total: 0.00**

\*\*\*End of report.\*\*\*

In effect a voucher sale and usage works the opposite to placing an amount on account.



## Credit Notes

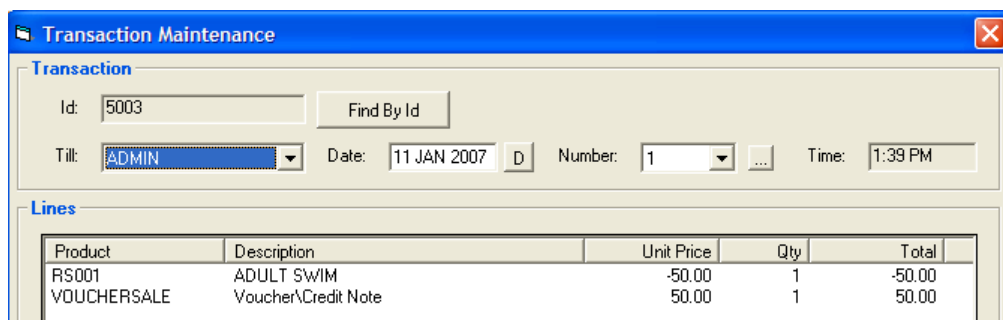
Giving a customer a credit note allows you to report accurately on the liability you owe to a particular customer. This is important for your accounting as when you are required to report on the money that you hold in liability these credit notes come into play.

When you issue a credit note you need to select a service/product code to issue the credit against. This is a negative transaction from the selected code which is offset by the internal credit note code.

For example:

- Mary is issued with a credit note of \$50.00 for adult swims
- -\$50.00 is placed against the adult swim service code
- \$50.00 is placed against the internal credit note code
- Transaction effectively equals \$0.00

*View of the Transaction*



The screenshot shows a 'Transaction Maintenance' window with the following details:

- Transaction**
  - Id: 5003
  - Till: ADMIN
  - Date: 11 JAN 2007
  - Number: 1
  - Time: 1:39 PM
- Lines**

Product	Description	Unit Price	Qty	Total
RS001	ADULT SWIM	-50.00	1	-50.00
VOUCHERSALE	Voucher\Credit Note	50.00	1	50.00

*Sales Category Report*

Reporting > Point of Sale > Reports > Sales Category

Notice that the Recreational Swim category is reduced by \$50.00 and that the Credit Note/Voucher category is increased by \$50.00.

### Sales Category Report

Category: SALE S  
From 11 JAN 2007 to 11 JAN 2007

Product	Qty	ExGST	GST	Amount
RECREATIONAL SWIM	1	-45.45	-4.55	-50.00
ROUNDING				0.00
<b>TOTAL</b>	<b>1</b>	<b>-45.45</b>	<b>-4.55</b>	<b>-50.00</b>

### Special Products

Product	Qty	ExGST	GST	Amount
Voucher/Credit Note Sale	1	50.00	0.00	50.00
ROUNDING				0.00
<b>TOTAL</b>	<b>1</b>	<b>50.00</b>	<b>0.00</b>	<b>50.00</b>

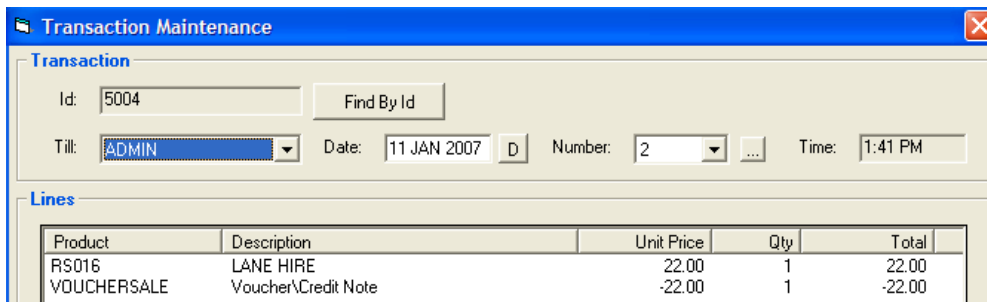
Till Reconciliation Report

Reporting > Point of Sale > Reports > Till Reconciliation

As there is no money collected for the day, there are no amounts to display.

When the credit note is then used for a purchase the amount is placed against the relevant service/product code of the purchase and the amount used is then taken from the internal credit note liability account just like a gift voucher.

View of the Transaction



Till Reconciliation Report

Reporting > Point of Sale > Reports > Till Reconciliation

**Till Reconciliation Report  
for 11 JAN 2007  
Voucher Listing**

Till ID	Tran #	Amount
ADMIN	2	22.00
<b>TOTAL</b>		<b>22.00</b>

**Till Reconciliation Report  
Point of Sale as at 11/01/2007 1:41:26 PM  
for 11 JAN 2007**

Till ID	Cash	Cheques	C/Cards	EFTPOS	Direct Debit	GST	Total
ADMIN							
POS 1							
POS 2							
POS 3							
<b>TOTAL</b>							

Till ID	Vouchers	Credit Notes	Layby	Accounts	Electronic
ADMIN	22.00				
POS 1					
POS 2					
POS 3					
<b>TOTAL</b>	<b>22.00</b>				

\*\*\*End of report.\*\*\*

Sales Category Report

Reporting > Point of Sale > Reports > Sales Category

Again it is now that the amount displays as income against the relevant service code.

**Sales Category Report**

**Category: SALE S**  
**From 11 JAN 2007 to 11 JAN 2007**

Product	Qty	ExGST	GST	Amount
RECREATIONAL SWIM	2	-25.45	-2.55	-28.00
ROUNDING				0.00
<b>TOTAL</b>	<b>2</b>	<b>-25.45</b>	<b>-2.55</b>	<b>-28.00</b>

**Special Products**

Product	Qty	ExGST	GST	Amount
Voucher/Credit Note Redemption	1	-22.00	0.00	-22.00
Voucher/Credit Note Sale	1	50.00	0.00	50.00
ROUNDING				0.00
<b>TOTAL</b>	<b>2</b>	<b>28.00</b>	<b>0.00</b>	<b>28.00</b>

**\*\*\*End of report.\*\*\***

Credit notes once issued act the same as a gift voucher.

## Summary

You can see from this manual that utilising the intelligent accounting in Links Modular Solutions can take some time to grasp. It is important that you understand what you are doing when performing particular functions before doing such operations.

If you are unsure you should always contact Links Support before proceeding.

It must always be remembered that Solutions is written on accrual based accounting practices and that if you operate your business on a cash basis, there will be elements of the program such as accounts and invoicing that will not work for you.

Remember you have a training mode, if you are unsure, jump into training mode, give it a try and make sure YOU are happy with the outcomes!