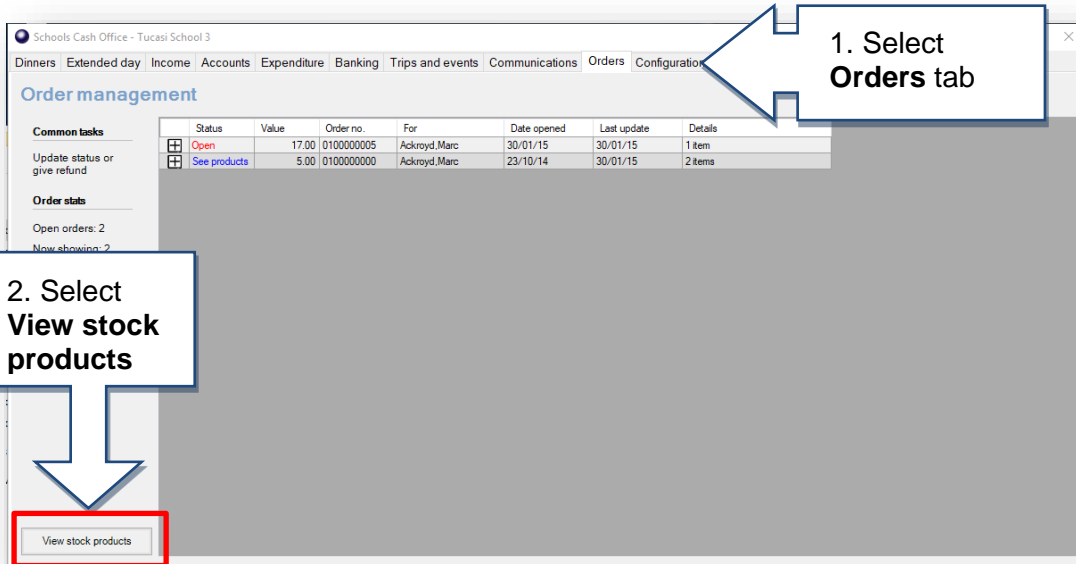


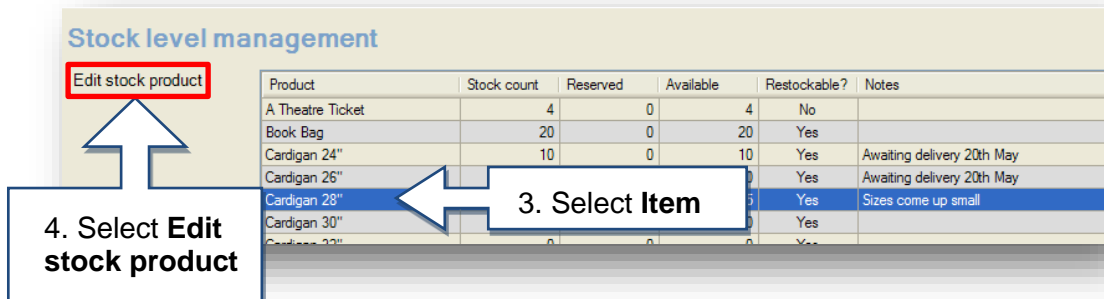
How do I enter stock levels?



1. Select Orders tab

2. Select View stock products

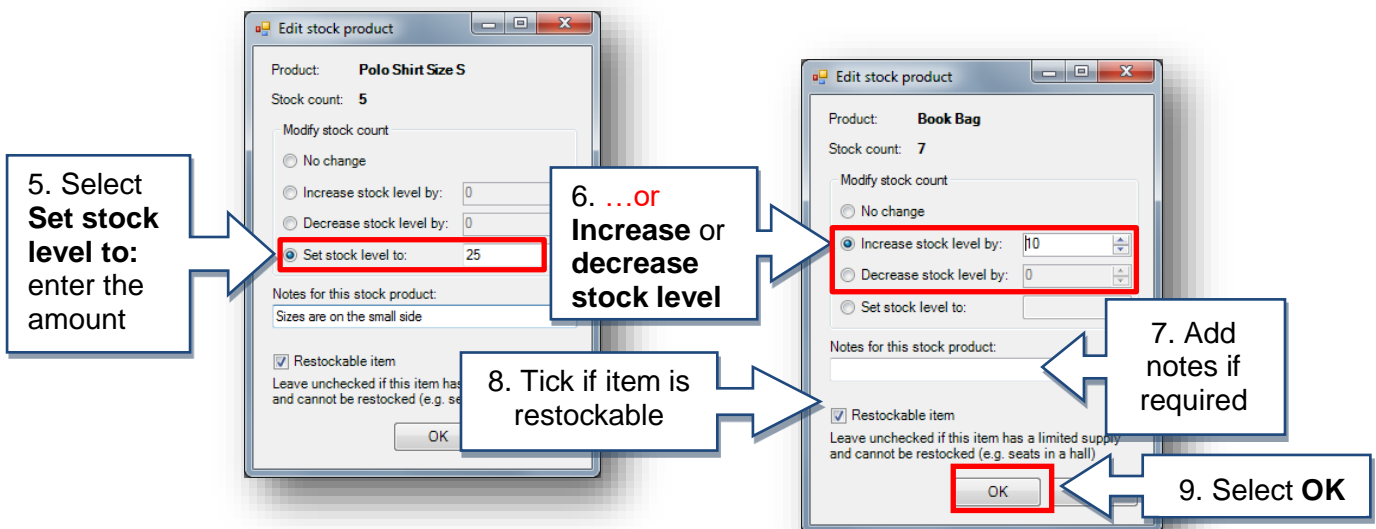
Status	Value	Order no.	For	Date opened	Last update	Details
Open	17.00	0100000005	Ackroyd,Marc	30/01/15	30/01/15	1 item
See products	5.00	0100000000	Ackroyd,Marc	23/10/14	30/01/15	2 items



4. Select Edit stock product

3. Select Item

Product	Stock count	Reserved	Available	Restockable?	Notes
A Theatre Ticket	4	0	4	No	
Book Bag	20	0	20	Yes	
Cardigan 24"	10	0	10	Yes	Awaiting delivery 20th May
Cardigan 25"	0	0	0	Yes	Awaiting delivery 20th May
Cardigan 28"	5	0	5	Yes	Sizes come up small
Cardigan 30"	0	0	0	Yes	
Cardigan 32"	0	0	0	Yes	



5. Select Set stock level to: enter the amount

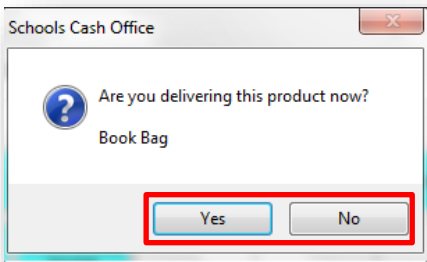
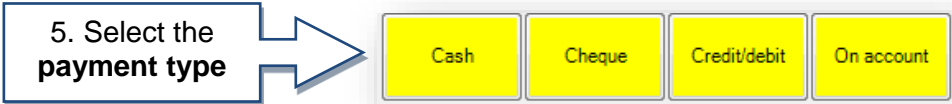
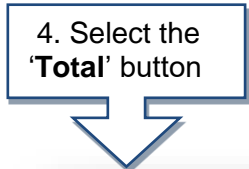
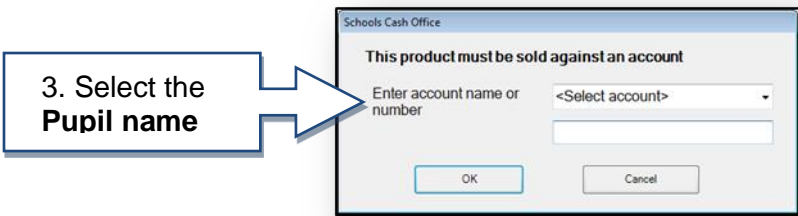
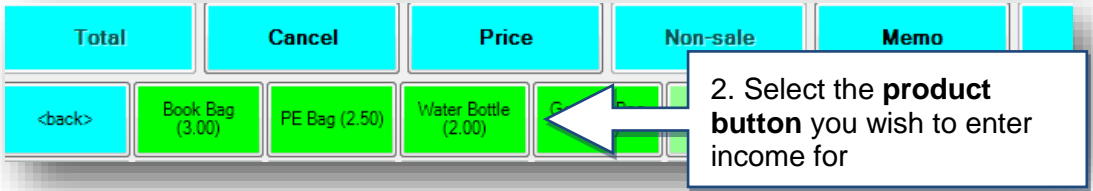
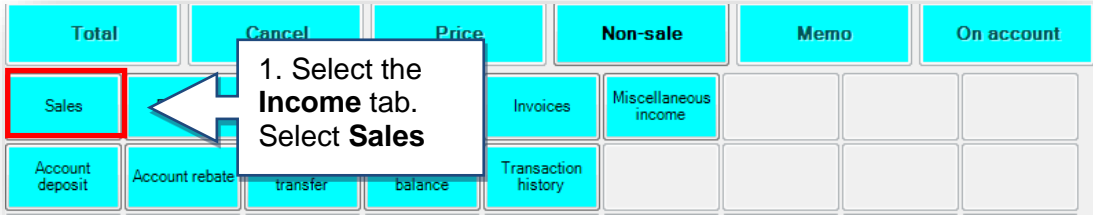
6. ...OR Increase or decrease stock level

8. Tick if item is restockable

7. Add notes if required

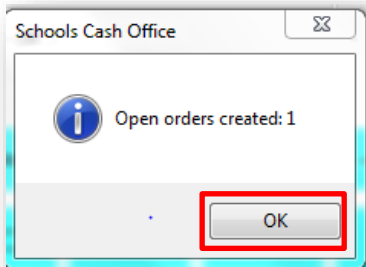
9. Select OK

How do I record Income in school?



6. **“Yes”** - an order will be opened and completed, no further action required

“No” - an order will be opened. Will need completing once products are issued




7. If **“No”** is selected in the previous step, the following box will appear. Select **OK**

How do I complete an order?

1. Select Orders tab

2. Select View orders, to access the Order management screen from the Stock Management screen.

3. Select  next to the Order to expand. If only some of the order is available then select individual items

4. Select Update status or give refund

5. Select Complete if all products delivered or Received if order is still open as only some of the products have been delivered

How do I issue refunds?

1. Selecting Show non-open orders will change to Hide non-open orders

2. Select Order or individual product

3. Select Update status or give refund

4. Select the refund type

5. Select Do not return items to stock if item is faulty.

6. Click OK

Change order item status

Order item status

Please select an order status for:

Order item: Polo Shirt Size S

For: Bradbury, Christina

Please select a refund type:

- Cash
- Cheque
- Credit/debit
- On account
- Do not return items to stock

Check this if the items ordered are no longer for sale, e.g. they are faulty.

OK Cancel

7. Select Yes to confirm

Schools Cash Office

Are you sure you wish to cancel Order item: Polo Shirt Size S, and give a refund??

Yes No

Is there a report I can print for my orders?

1. Select Reports

2. Select Products and orders

3. Select Orders report

Schools Cash Office

Reports

- Banking reports
- Account reports
- Trip reports
- Dinner money reports
- Sales and payments
- Products and orders**
- Online reports
- Financial reports
- Lettings reports
- System status report

Products and orders reports

- Orders report
- Products report

4. Select **Date** range

5. **Filter** options

6. Click **OK**

Please refer to the Stock Control Admin Guide for instructions on how to create product buttons and further help

Support

If you have any queries please click the help button to access the online Help Centre or contact our Customer Support team.

Email: support@tucasi.com

Telephone: 02380 016 564

