

3: Suspend and Resume

A transaction in progress can be suspended at anytime; to be resumed and completed later.

If a customer does not return to pay for goods, the suspended transaction should be resumed and the **Void All** button used to remove the transaction. **Suspended transactions involving fuel cannot be voided.** If the customer does not return, the transaction must be resumed and processed as a drive off, or **No Means of Payment**, according to store policies.

All suspended sales which include **No Means of Payment** should be reviewed regularly **and not** left on the POS indefinitely.

From the front POS screen select Suspend Sale

A receipt will be produced.

Keep this safe until the customer returns to continue with the transaction and pay for the goods.

When the customer returns to complete the transaction, scan the barcode at the bottom of the Suspended Transaction Receipt and complete the transaction as usual.

Suspend should only be used for fuel sales when the customer does not leave the site. If a customer is leaving the site without paying a **No Means of Payment** should be processed and not a Suspend.



Details of suspends can be added to the POS Shift and Day End reports



Multiple transactions can be on suspend at any one time, and resumed at any POS

OR if the suspended transaction receipt is not available

From the front POS screen select Menu → Sales → Resume Sale

The screen will display all transactions currently suspended in the store, with the detail in the transaction window.

Highlight the transaction required and select the green button to resume the sale if the receipt is not available.

Suspended Transactions			
POS	Trans	Date	Value
8	30	20/06/2018	£40.71
3	15	12/06/2018	£6.68
3	11	12/06/2018	£4.08
3	10	12/06/2018	£13.00