

16: No Means of Payment

Fuel sales, where the customer is unable to pay, can be suspended as a No Means Of Payment (NMOP). The transaction can be resumed and paid, on any connected POS, when the customer returns. Only fuel can be processed as a NMOP, shop goods will be voided from the NMOP transaction.

When the fuel is displayed in the transaction window, select Other Payments -> No Means Of Payment

1

Enter the required details using the on-screen keyboard.

No Means Of Payment		
Customer Name	VRN	Comments
<input type="text"/>	<input type="text"/>	<input type="text"/>

2

A receipt will be produced with the customer details, barcode and a space for the customer to sign. Keep this safe until the customer returns to continue with the transaction and pay for the goods.



There are 3 configuration options for customer details:

- 1. Manual** – No details will be entered on the screen. They can be manually written on the receipt.
- 2. Basic** – Customer Name, VRN (Vehicle Registration Number) and a Comments fields.
- 3. Advanced** – Customer Name, Address, Postcode, Contact Number, VRN, Colour, Make, Model and a Comments field.

Clearing NMOP Sales When the Customer Returns to Pay:

By Barcode on NMOP Receipt: Scan the barcode at the bottom of the receipt and complete the transaction as usual.

Without the receipt: 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.

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

When a customer does not return to pay, fuel transactions will have to be cleared; using the Drive Off option in Other Payments.

16: No Means of Payment Continued

Reporting

To assist with monitoring of NMOP transactions, they will appear on the POS Shift and POS Day End reports: Outstanding Suspends for Period.

PLEASE NOTE: Below is applicable ONLY to sites still using Prism Daily Sales

Prism - Daily Sales

The NMOP transactions will be available to view in Prism Daily Sales, in the **Payment Totals** Screen.

When the NMOP Debt is paid, the payment will show in **Petty Cash**, under the **Return to Pay** heading. It will show as a minus as the payment is being received. The Vehicles VRN will also appear.

Payment Headings	Payments
BP Acct Card Manual	0.00
Total Card Manual	0.00
Total Agency Manual	0.00
Shell Gold Manual	0.00
Texaco Fast Fuel Man	0.00
Esso Euro Manual	0.00
Esso Agency Manual	0.00
Drive Off	0.00
Non Payment	66.11
Cash Machine Receipt	0.00
Total	66.11
Grand Total	66.11
Cash Back	0.00

Petty Cash Transactions	Expense Headings
01 Return to pay TREE	01 Wages
	02 Cleaner
	06 Window Cleaner
	09 Cash Short/Overs
	13 M.E.N.
	14 Cad Vans Sales
	16 P&H Van Sales
	25 Van Sales Gt Cards
	36 C/Card Charges Vat
	37 C/Card Charges 0%Vat
	38 Agency Commissions
	- Rate - 0.00%
	Amount (Inc VAT) -35.39
	Amount (Ex VAT) -35.39
	Description
	Return to pay TREE

If a sale is suspended using NMOP the fuel grade dispensed will be included in that day's shift and day end reports, but the value of the fuel sale will **not** appear in the grade net sales.

NOTE: If suspended transactions are carried over from day-to-day, it is suggested that management checks are put in place to ensure sales are resumed and dealt with on a regular basis.

Warning: Recalling a NMOP transaction and then re suspending (or NMOP) for any reason i.e. wrong NMOP transaction is selected: results in an invalid petty cash entry being processed. As no payment has been taken this will result in a discrepancy of the same value. If this occurs, the Petty Cash transaction must be deleted manually, this will resolve the discrepancy.