

# Call & Collect – hints & tips

Providing additional services at this time, such as customers calling ahead with their grocery orders to collect in store later, or for delivery, is a valuable facility to offer. To facilitate this, evoPOS functionality can now easily be used to process multiple suspended sales, allowing the transactions to be quickly and easily retrieved later, on any POS, when the goods are collected.

If you have evoPOS but do not have the **Suspend Sale** button you can reinstate this in the evoBackOffice configuration.\*

## Once the customer has called in the order

- Scan all goods at the POS and bag for collection
- Select the **Suspend Sale** button
- At this point customer details and comments (unlimited text) can be typed in and a customer reference entered (only the reference is stored on the POS).
- A suspend slip with barcode will be printed.
- Keep this safe with the goods until the customer comes to collect and pay for the goods.

## When the customer comes in to collect and pay for goods

- Scan the barcode at the bottom of the saved suspend slip at any POS in the store.
- Further goods can be added if required.
- Take payment from the customer (preferably contactless).

## If customer does not come to collect and pay for goods

The suspended transaction should be resumed, and **Void All** button used to remove the transaction from the POS, returning goods to stock.

## Monitoring use of Suspend function

Details of any suspended sales still present on the system at the end of a day or shift can be found on the Shift and Day End report to enable management\*

## Finding the transaction without the printed suspend slip

- Select the **Resume Sale** button (usually in menu & sales)
- The screen will display all transactions currently suspended in the store, use the customer reference entered earlier to help identify the transaction.

Suspended Transactions				
POS	Trans	Date	Ref.	Value
26	21	15/04/2020	BRENDA	£18.07
26	20	15/04/2020	Harry	£14.48
26	19	15/04/2020	Joan	£22.60

- Highlight the transaction required and select the green button to resume sale.

\* See the evoPOS User Guide for full details, click [here](#) to download.