



FlightSheets
.com

Point of Sale Module

Set Up and Management Guide

Point of Sale Module

Set Up and Management Guide

Version 1.9

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1. Introduction

As part of your overall **Flight-Sheets** account, your organization has access to the fully integrated **Point of Sale** module at no additional charge.

This module is an optional module – you do not have to use it to use the Flight-Sheets Reservation System.

Additionally, although the **Point of Sale** system is tightly integrated in the Daily Flight Sheets module of the system, you can use the **Point of Sale** system even if your organization does not use the Daily Flight Sheets module.

1.1. Main Page

After logging into the Point of Sale system using a valid **Dispatch user ID and password**, you will be presented with the main *Point of Sale* page, consisting of two large buttons (***Bill a Completed Flight*** and ***Show Other Purchasable Items***), and three menus at the top-right (*Inventory*, *Cost Information*, and *Reports*).

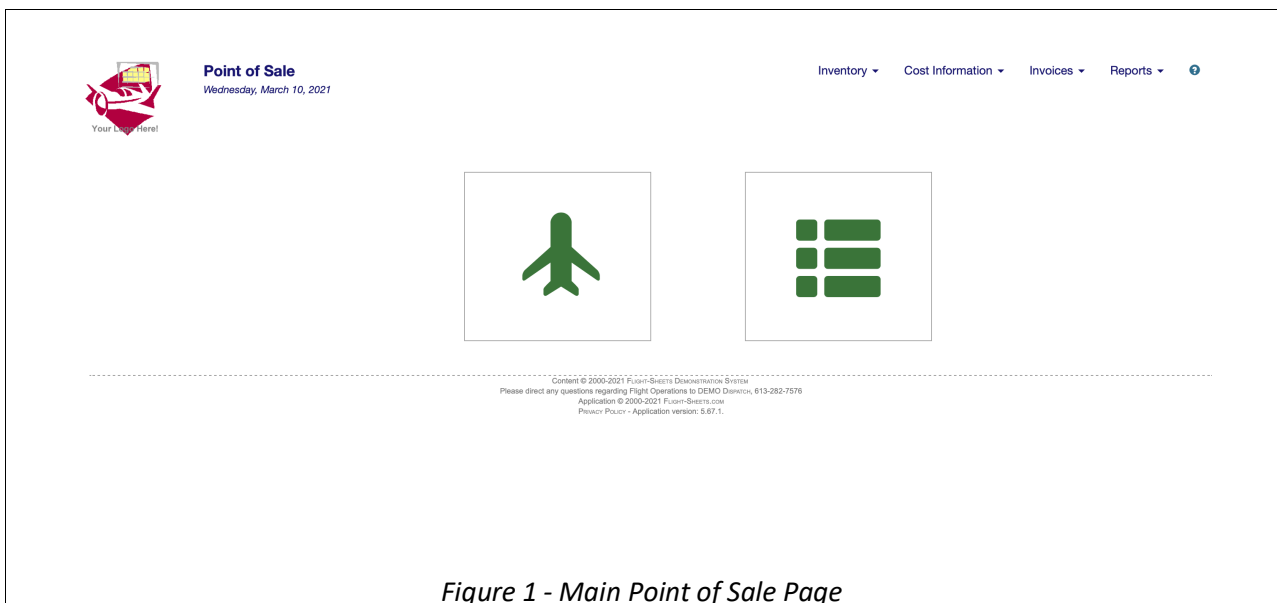


Figure 1 - Main Point of Sale Page

2. System Overview and Initial System Set Up

Prior to using the Point of Sale system, some preliminary system set up tasks must be performed:

- I. Set up Company Information
- II. Add hourly rates to the Inventory (including Instruction rates, aircraft rental rates, simulator rates, etc.)
- III. Apply the Flight Rates to the Aircraft, Flight Instructors, and simulators.
- IV. Add Other (“ad hoc”) Inventory Items (for example, books, courses, apparel, etc.)

2.1. Logging into the System

The Point of Sale system can only be accessed by a system **Dispatcher** (Administrator). To log into the system, use your normal Dispatch user ID (or, if your system uses e-mails as user IDs, your normal Dispatch e-mail address) and your regular system password. This will take you to the main Point of Sale page, consisting of two large buttons (*Bill a Completed Flight* and *Show Other Purchasable Items*), and three menus at the top-right (*Inventory*, *Cost Information*, and *Reports*).

If the system detects that there are aircraft without assigned rental rates or instructors without assigned instructor rates, you will be presented with an alert message. On your initial login, you can safely ignore these messages.

2.2. Set Up Company Information

Prior to using the system for the first time, and any time your Company particulars change, you should confirm your **Company Information**:

- i. Go to the *Cost Information* menu in the top-right of the main Point of Sale screen.
- ii. Select *Company Info*

You will be presented with a screen on which you can:


- Confirm contact information for your organization (manager, Chief Flying Instructor, Dispatcher, Accounting) as well as your organization’s mailing address
- Confirm tax rates and a description of the tax, as well as any tax registration number that should appear on invoices (e.g., VAT or HST numbers). Please note that the tax rate should be entered as a decimal value (e.g., a 5% tax should be entered as 0.05).
- Select the forms of payment you will accept, and
- Set warnings and limits to allowable users’ account balances.

The Dispatcher updating the information on this page must select their name from the *Entered By* dropdown list and enter their password. The change details are captured in an audit log.

Once you select the **Submit Update** button, your changes will be saved and you will be returned to the main Point of Sale page (if you select the **Cancel** button instead, you will still be returned to the main Point of Sale page, but your changes will not be saved).

Company Info

Use this form to update address, contact, and some financial and client account settings for *Flight-Sheets Demonstration System*.



[Contact Info](#)
[Billing Info](#)
[Account Balance Settings](#)

Billing Info

Tax (1):

0.13

HST

Bus/Tax Reg #:

HST Reg - 1234567

Forms of Payment Accepted:

☒ Cash

☐ Discover

☐ USAA

☒ Debit

☐ Citibank

☐ Credit One

☒ Visa

☐ Capital One

☐ Barclays US

☒ MasterCard

☐ Bank of America

☐ First Premier

☐ Chase

☐ Wells Fargo

☐ PNC

☒ American Express

☐ US Bank

☐ PayPal

Instructor Billing:

Standard

Advanced

Rental
PPL
Night
RPP
CPL
Single IFR

Multi IFR
Aerobatics
Multi Engine
Instructor

Figure 2 - Company Info Screen

2.3. Rate-Based Inventory

The Rate-Based Inventory items are used by the system when billing for variable-rate (hourly) activities such as flight instruction, aircraft rental, or fuel purchases.

2.3.1. Create a New Rate-Based Inventory Item.

To create a new rate-based inventory item:

- Go to the *Inventory* menu in the top-right of the main Point of Sale screen.
- Select *Rate Table*

The **Rate Table** page will appear, showing any rate-based items currently in the inventory list.

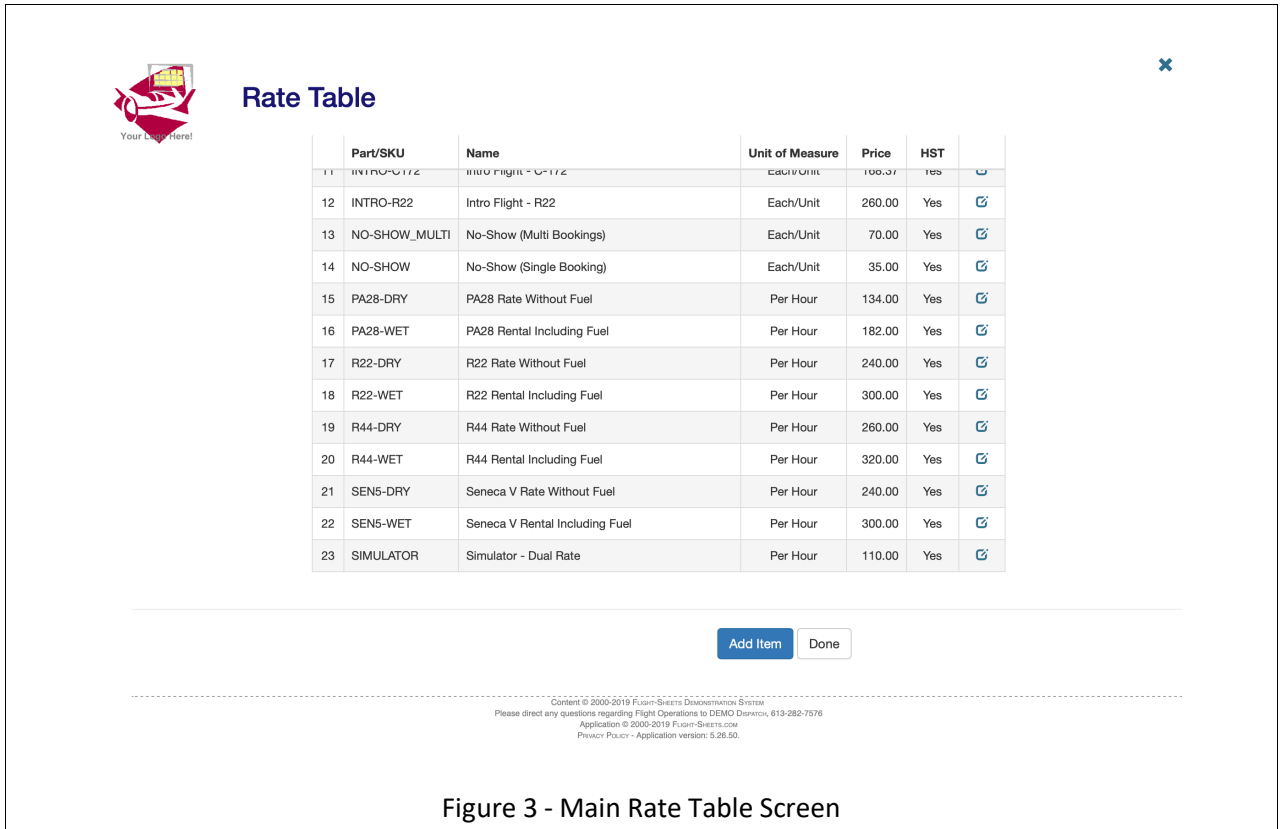


Figure 3 - Main Rate Table Screen

To add a new item, click **Add Item**. You will be presented with the **Rate Table: Add Item** screen.

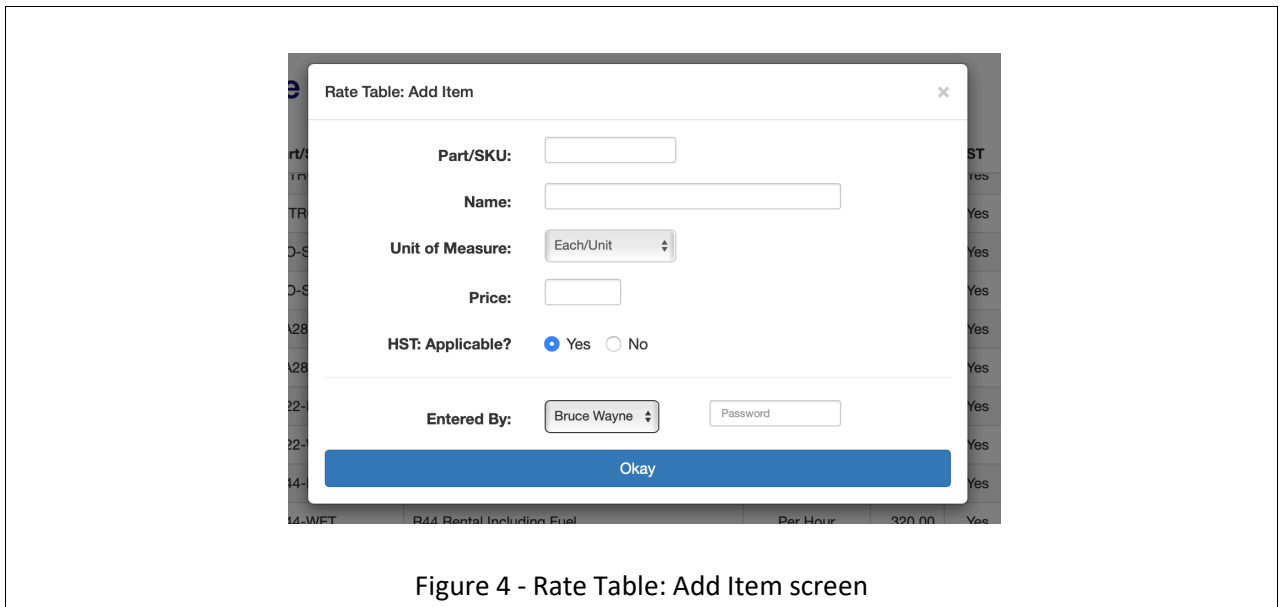


Figure 4 - Rate Table: Add Item screen

All fields on this screen are mandatory:

- **Part/SKU:** A unique identifier for this Rate-Based inventory item. To edit an existing item, see *Edit an Existing Rate-Based Inventory Item*, below.
- **Name:** A descriptive name for this item. This will be shown on the client's invoice.
- **Unit of Measure:** This determines how this particular rate-based item is billed. The most common uses are Per Hour (for items such as instructor or aircraft rental) or Per Gallon (for fuel purchases). Some FBOs/Clubs will create a set price for Introductory flights, in which case the Unit of Measure would be *Each/Unit*.
- **Price:** The pre-tax price per Unit of Measure.


Select your name from the *Entered By* drop-down list, enter your normal Flight-Sheets password, and click **Okay** to create the new item. To cancel, just click the **X** in the top-right corner of the screen.

2.3.2. Edit an Existing Rate-Based Inventory Item

To edit an existing rate-based inventory item:

- Go to the *Inventory* menu in the top-right of the main Point of Sale screen.
- Select *Rate Table*

The **Rate Table** page will appear, showing all rate-based items currently in the inventory list.

Click on the edit button () beside the item you want to modify. A screen will appear allowing you to modify any of the rate-based inventory information except the Part/SKU.

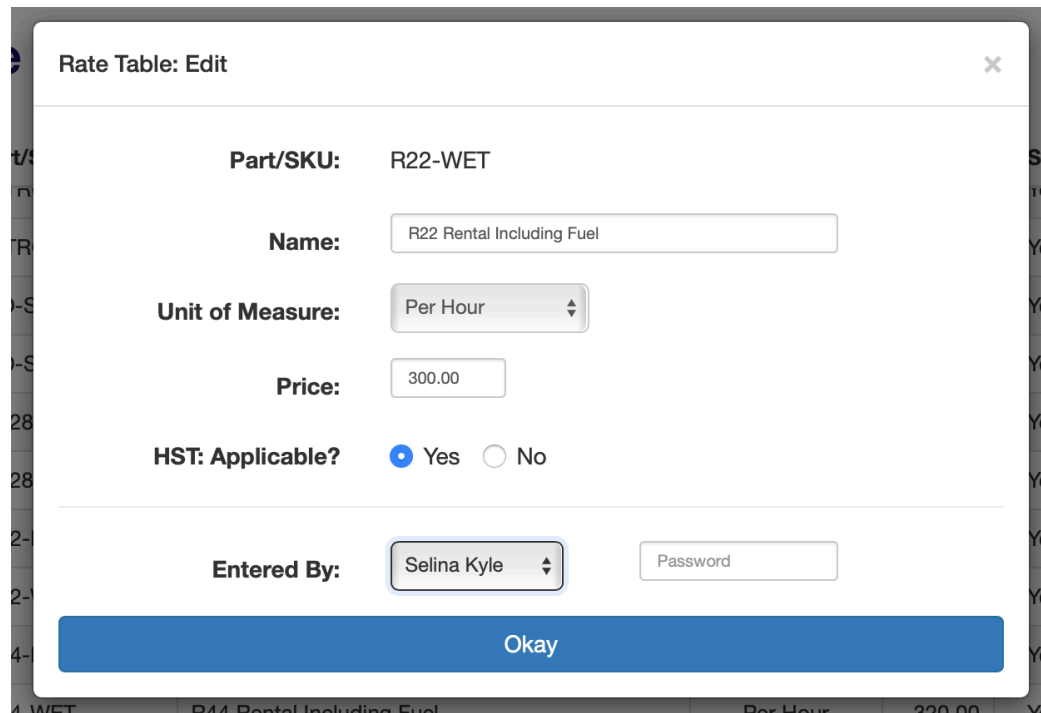


Figure 5 - Edit Rate Table Item

To save the change, select your name from the *Entered By* drop-down list, enter your normal Flight-Sheets password, and click **Okay**. To cancel, just click the **X** in the top-right corner of the screen.

2.4. Aircraft and Instructor Rate Information

Before aircraft or instruction time can be invoiced, rate information must be assigned to each aircraft and to each instructor. Prior to assigning the rate information to a particular aircraft or instructor, however, the specific Rate-Based Inventory Item must be added to the inventory.

If you have not this yet, please refer to section 2.3.1, above.


2.4.1. Instructor Rate Information

To add or update Instructor Rate information:

- i. Go to the *Cost Information* menu in the top-right of the main Point of Sale screen.
- ii. Select *Instructor Billing*





The **Instructor Rate Table** will appear, listing all active instructors in the system along with their current rates.

If any instructors are missing associated billing rates, the system will generate a warning on the main Point of Sale page.




DEMO Rate Table: Instructors

✕

	Instructor	Billing Rate		Edit
		Standard	Advanced	
1	Jordan, Hal (Class: 1)	74.00 (Instruction: PPL, CPL, Night, VFR OTT, Instrument)	91.00 (Instruction: Multi, Multi-IFR, Instructor)	
2	Kent, Clark (Class: 1)	74.00 (Instruction: PPL, CPL, Night, VFR OTT, Instrument)	91.00 (Instruction: Multi, Multi-IFR, Instructor)	
3	Prince, Diana (Class: 1)	74.00 (Instruction: PPL, CPL, Night, VFR OTT, Instrument)	91.00 (Instruction: Multi, Multi-IFR, Instructor)	
4	Scott, Alan (Class: 3)	74.00 (Instruction: PPL, CPL, Night, VFR OTT, Instrument)	91.00 (Instruction: Multi, Multi-IFR, Instructor)	

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Figure 6 - Instructor Billing Rates screen

To assign an instructor rate to an instructor, or to modify an existing rate, click on the *Edit* button () in the right-most column beside the instructor's name. You will be presented with the **Rate Table** editing screen for that particular instructor.

Simply select the appropriate *Standard* and/or *Advanced Billing Rate* from the drop-down list, select your name in the Entered By drop-down list, enter your password, and click the **Submit Update** button to save your changes.

To discard your changes, click the **X** in the top-right corner of the screen.

As many FBOs and Clubs provide for 'tiered' pricing (for example, advanced instruction such as Instructor Ratings or Instrument Ratings might be charged at a different rate from less advanced courses such as Private Pilot), the System allows for two rates per instructor ("Standard" and "Advanced"). Both rates can be the same if desired, and either of the two rates can be left blank for a given instructor.

The specific courses to which Advanced instruction rates apply is selected in the Company Profile screen (see section 2.2, *Set Up Company Information*, above).

2.4.2. Aircraft Rate Information

To add or update Aircraft Rate information:

- i. Go to the Cost Information menu in the top-right of the main Point of Sale screen.
- ii. Select Aircraft Billing

The **Aircraft Rate Table** will appear, listing all active aircraft in the system along with their current rates.


If any aircraft are missing associated billing rates, the system will generate a warning on the main **Point of Sale** page



	Aircraft	Rental (Dry)	Rental (Wet)	Fuel Surcharge	Intro Flight	
1	C-GCNA Cessna C-150	124.00 (Per Hour) C-150 Rental Without Fuel	152.00 (Per Hour) C-150 Rental Including Fuel	6.00 (Per Hour) Fuel Surcharge - C-150		
2	C-GCOF Cessna C-150	124.00 (Per Hour) C-150 Rental Without Fuel	152.00 (Per Hour) C-150 Rental Including Fuel	6.00 (Per Hour) Fuel Surcharge - C-150		
3	C-GCSN Cessna C-172	134.00 (Per Hour) C-172 Rate Without Fuel	182.00 (Per Hour) C-172 Rental Including Fuel	9.00 (Per Hour) Fuel Surcharge - C-172	168.37 (Each/Unit) Intro Flight - C-172	
4	C-GOST Cessna C-172	134.00 (Per Hour) C-172 Rate Without Fuel	182.00 (Per Hour) C-172 Rental Including Fuel	9.00 (Per Hour) Fuel Surcharge - C-172	168.37 (Each/Unit) Intro Flight - C-172	
5	C-FRTY Piper PA-28-140	134.00 (Per Hour) PA28 Rate Without Fuel	182.00 (Per Hour) PA28 Rental Including Fuel			
6	C-GROB Robinson R22	240.00 (Per Hour) R22 Rate Without Fuel	300.00 (Per Hour) R22 Rental Including Fuel	9.00 (Per Hour) Fuel Surcharge - R22	260.00 (Each/Unit) Intro Flight - R22	
7	C-FOUR Robinson R44	260.00 (Per Hour) R44 Rate Without Fuel	320.00 (Per Hour) R44 Rental Including Fuel	9.00 (Per Hour) Fuel Surcharge - R22		
8	C-GSEN Piper Seneca V	240.00 (Per Hour) Seneca V Rate Without Fuel	300.00 (Per Hour) Seneca V Rental Including Fuel			
9	C-FTD2 PFC CR12	110.00 (Per Hour) Simulator - Dual Rate	110.00 (Per Hour) Simulator - Dual Rate			

Done

Figure 7 - Aircraft Billing Rates screen

To assign a rate to an aircraft, or to modify an existing rate, click on the **Edit** button () in the right-most column beside the aircraft's call marks. You will be presented with the **Rate Table** editing screen for that particular aircraft, on which you can provide *Dry* (fuel not included in the hourly rate) or *Wet* (fuel included in the hourly rate) rates, as well as a rate for *Introductory flights*.

If the 'Unit' is set to 'Each' for an Introductory Flight, the Flight Hours associated with the Intro flight will be ignored when the flight is billed – the flight will be billed based on the Unit price, with a quantity of 1.

To modify the 'Unit' for an Introductory Flight, please refer to section 2.3.2, *Edit an Existing Rate-Based Inventory Item*, above.

If your organization charges an hourly 'fuel surcharge' on some or all of your aircraft, these charges can be added on this screen. If your FBO does not impose fuel surcharges, select 'none' for this option for all aircraft.

Once the rates are set, select your name in the *Entered By* drop-down list, enter your password, and click the **Submit Update** button to save your changes.

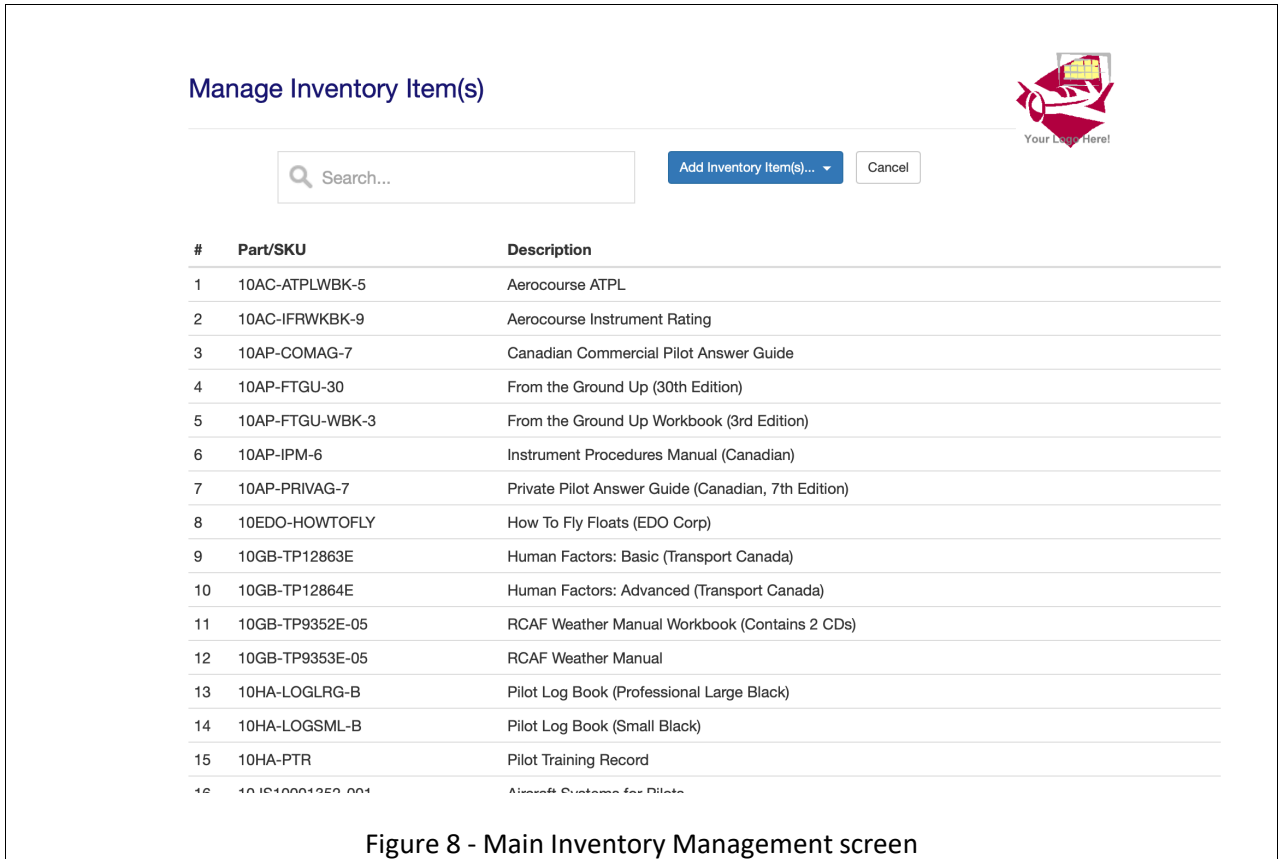
To discard your changes, click the **X** in the top-right corner of the screen.

2.5. Other (“Ad Hoc”) Inventory

To add additional inventory to the system (books, charts, pilot accessories, etc.):

- i. Go to the *Inventory* menu in the top-right of the main Point of Sale screen.
- ii. Select *Manage Inventory Item(s)*

The **Manage Inventory** main page will appear, listing all inventory items currently in the system.




#	Part/SKU	Description
1	10AC-ATPLWBK-5	Aerocourse ATPL
2	10AC-IFRWKBK-9	Aerocourse Instrument Rating
3	10AP-COMAG-7	Canadian Commercial Pilot Answer Guide
4	10AP-FTGU-30	From the Ground Up (30th Edition)
5	10AP-FTGU-WBK-3	From the Ground Up Workbook (3rd Edition)
6	10AP-IPM-6	Instrument Procedures Manual (Canadian)
7	10AP-PRIVAG-7	Private Pilot Answer Guide (Canadian, 7th Edition)
8	10EDO-HOWTOFLY	How To Fly Floats (EDO Corp)
9	10GB-TP12863E	Human Factors: Basic (Transport Canada)
10	10GB-TP12864E	Human Factors: Advanced (Transport Canada)
11	10GB-TP9352E-05	RCAF Weather Manual Workbook (Contains 2 CDs)
12	10GB-TP9353E-05	RCAF Weather Manual
13	10HA-LOGLRG-B	Pilot Log Book (Professional Large Black)
14	10HA-LOGSML-B	Pilot Log Book (Small Black)
15	10HA-PTR	Pilot Training Record
16	10IS-10001250-001	Aircraft Systems for Pilots

Figure 8 - Main Inventory Management screen

- To create a **new** inventory item, click on the **Add Inventory Item(s)** button in the top-right of the screen and select **New Inventory** Item from the drop-down list.
- To edit an **existing** inventory item, use the **Search** bar to find the item and click on it.

Both of these actions will bring you to the **Manage Inventory Items** screen.



Manage Inventory Item(s)

Use this form to edit/update information regarding this inventory item.

Part/SKU: 10AP-IPM-6

Name:

Product Category:

Notes / Comments:

Cost Information

Sell Price: **Cost:**

Unit of Measure:

HST: Applicable? ☒ Yes ☐ No

Inventory

Qty in Inventory: **Re-Order @:**

Entered By:

Figure 9 - Manage Inventory Item screen

From this screen, enter:

- The **Part Number / SKU** (Stock Keeping Unit) number of the item – this must be unique in the system (an error will be shown if you try to create a new item using an existing SKU), and this cannot be modified if you are *editing* an existing inventory item.
- The **Name** and a **Short Description** of the item – This information appears when creating a bill of materials for a client, and appears on the invoice/bill of sale. The **Short Description** is shown on the **Add to Invoice** buttons on the main product selection screen when preparing a bill of sale.
- **Product Category** – select the category for this inventory items. Products are separated by category in the product selection screen shown when preparing a bill of sale.
- **Notes/Comments** – free-form notes about this item.
- **Sell Price** – this is the pre-tax, per item price of the inventory item.
- **Cost** (optional field) – this is the per-item costs of the item.
- **Unit of Measure** – select the Unit of Measure for this item.
- **[Tax 1] Applicable** (optional field)– if your region charges a sales or value added tax, you can identify if the tax applies to this particular inventory item. This field will not appear if your organization does not charge tax on items (“[Tax 1]” will actually contain the name of the first applicable tax, as entered in the Company Profile screen – see section 2.2, *Set Up Company Information*, above.)
- **[Tax 2] Applicable** (optional field) – if your region charges a second sales or value added tax, you can identify if the tax applies to this particular inventory item. This field will not appear if your organization does not charge a second tax on items (“[Tax 2]” will actually contain the

name of the first applicable tax, as entered in the Company Profile screen – see section 2.2, *Set Up Company Information*, above.)

- **Qty in Inventory** (optional field) – indicate the quantity of this item on hand. The system will automatically decrement this figure as items are sold.
- **Re-Order @** (optional field) – when quantities of the inventory drop below this item, the system will issue a ‘low inventory’ warning.

Once the inventory is added or updated, select your name from the drop-down list, enter your password, and click **Submit Update**.

2.5.1. Bulk Upload of Inventory Items

Instead of entering new inventory items one-at-a-time, the system provides the ability to ‘bulk upload’ new inventory items.

This process involves two steps:

- Entering the new inventory items in a pre-defined Excel spreadsheet template file, and
- Uploading the spreadsheet to the system.

2.5.1.1. Enter Inventory in the Excel Template File

In order to download the Excel Template file, from the Manage Inventory main page, click on the **Add Inventory Item(s)** button in the top-right of the screen and select **Upload Multiple Items** Item from the drop-down list. The **Add Inventory Item(s)** screen will appear.

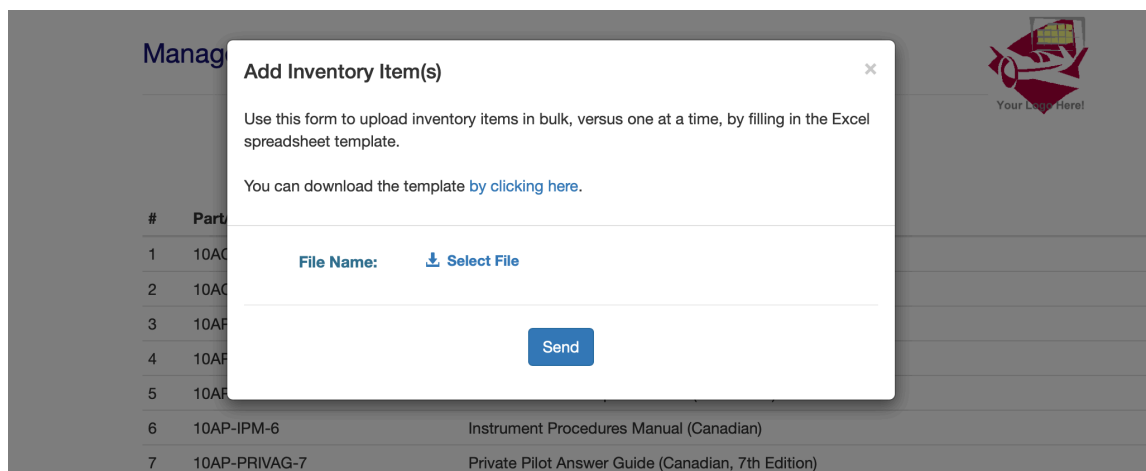
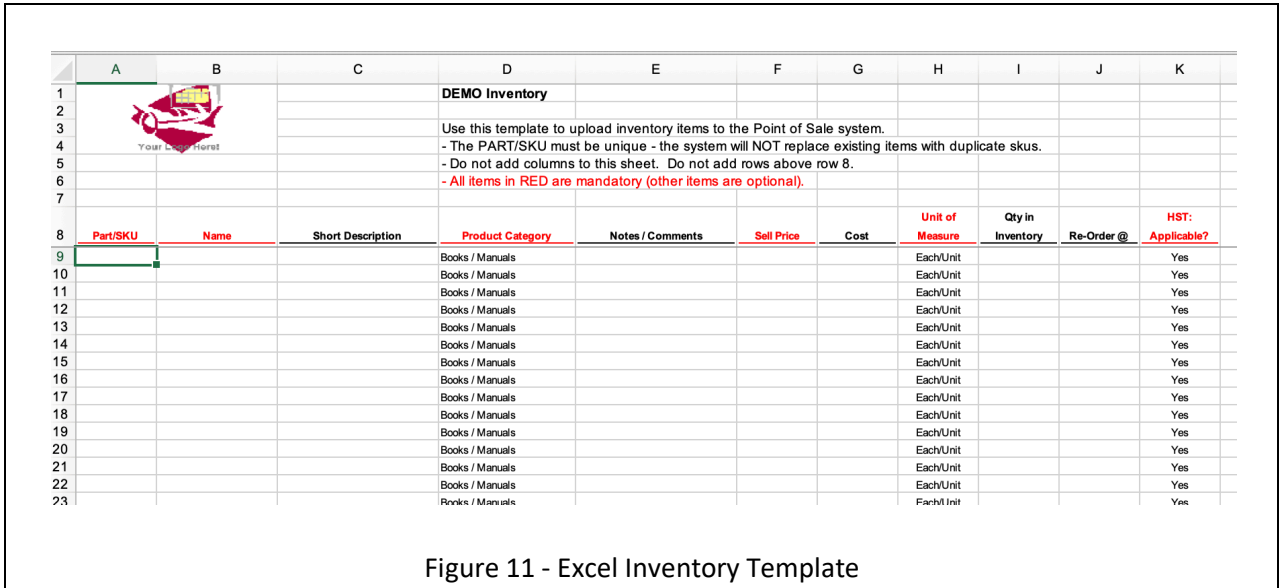


Figure 10 - Add Inventory Item(s) Screen

To download a copy of the Excel template, click where indicated (where it says *by clicking here*) on this page.

Open the downloaded document and enter the inventory information.



The screenshot shows an Excel spreadsheet titled 'DEMO Inventory'. It includes instructions for users to upload inventory items to the Point of Sale system, emphasizing that PART/SKU must be unique and that items in red are mandatory. The spreadsheet has columns for Part/SKU, Name, Short Description, Product Category, Notes / Comments, Sell Price, Cost, Unit of Measure, Qty in Inventory, Re-Order @, and HST: Applicable?. The first 23 rows are pre-filled with 'Books / Manuals' and 'EachUnit'.

	A	B	C	D	E	F	G	H	I	J	K
1				DEMO Inventory							
2											
3				Use this template to upload inventory items to the Point of Sale system.							
4				- The PART/SKU must be unique - the system will NOT replace existing items with duplicate skus.							
5				- Do not add columns to this sheet. Do not add rows above row 8.							
6				- All items in RED are mandatory (other items are optional).							
7											
8	Part/SKU	Name	Short Description	Product Category	Notes / Comments	Sell Price	Cost	Unit of Measure	Qty in Inventory	Re-Order @	HST: Applicable?
9				Books / Manuals				EachUnit			Yes
10				Books / Manuals				EachUnit			Yes
11				Books / Manuals				EachUnit			Yes
12				Books / Manuals				EachUnit			Yes
13				Books / Manuals				EachUnit			Yes
14				Books / Manuals				EachUnit			Yes
15				Books / Manuals				EachUnit			Yes
16				Books / Manuals				EachUnit			Yes
17				Books / Manuals				EachUnit			Yes
18				Books / Manuals				EachUnit			Yes
19				Books / Manuals				EachUnit			Yes
20				Books / Manuals				EachUnit			Yes
21				Books / Manuals				EachUnit			Yes
22				Books / Manuals				EachUnit			Yes
23				Books / Manuals				EachUnit			Yes

Figure 11 - Excel Inventory Template




In order that this template functions properly, please note that:

- Columns should not be added or deleted,
- Rows cannot be added above row 9 (additional rows below row 58 can be added if required),
- Any items in **red** are mandatory. All other fields are optional (i.e., can be left blank).
- The **Product Category**, **Unit of Measure**, and **(Tax) Applicable** columns have drop-down lists. Please select the options for these using these drop-down list (do not change the text for any of the items).

The file itself can be re-named if required.

2.5.1.2. Upload the Template to the System.

Once the inventory information has been entered into the template, save the file and upload it to the system.

- Click the  **Select File** button, navigate to where the template file is saved, and select it. The name of the template file will replace the text in the **Select File** button, and the icon will change from a  to a .
- Click the **Send** button.

The items in the Excel template file will be added to the inventory items list on the Point of Sale system.

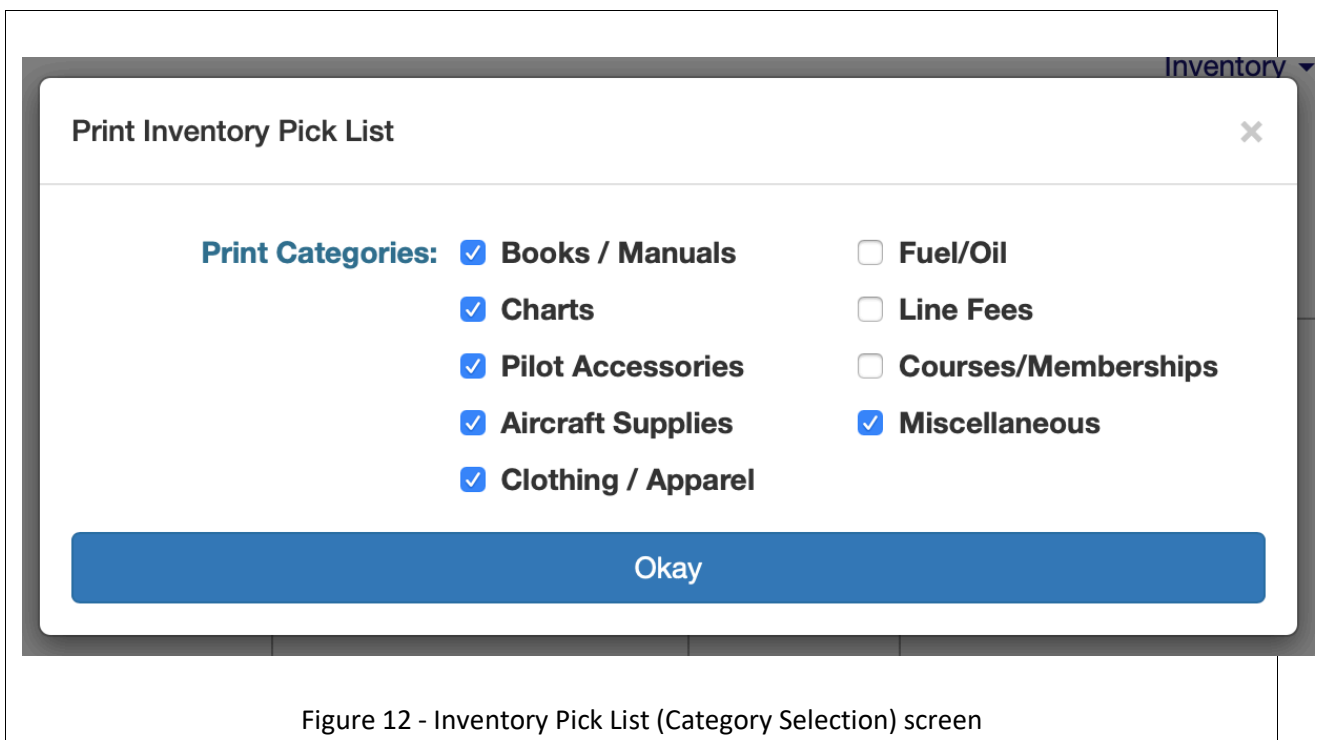
Please note: any part numbers (SKUs) in the template file that already exist on the main Point of Sale system will be ignored (they will not replace the parts already on the main system). An error message will be displayed showing any of these duplicate SKUs.

2.5.2. Ordering Inventory

To print an inventory pick list:

- i. Go to the *Inventory* menu in the top-right of the main Point of Sale screen.
- ii. Select *Print Inventory Pick List*

On the **Print Inventory Pick List** screen that appears, select the categories to appear on the pick list and click **Okay** to generate a printable PDF file containing the pick list listing inventory items for the selected categories as well as the current inventory on hand.




2.5.3. Receiving Inventory

To receive inventory:

- i. Go to the *Inventory* menu in the top-right of the main Point of Sale screen.
- ii. Select *Receive Inventory*

Enter the quantity received for each item and click the **Submit Update** button at the bottom of the screen.

You can also edit the inventory on hand, the cost, and the sell price from this screen by clicking on the **Edit** button ()

3. Point of Sale: Creating Bill of Sale, Generating Invoices, Taking Payment

The Flight-Sheets Point of Sale system has two main functions:

- Creating a Bill of Sale for a completed Flight or Ground Briefing, and
- Creating a Bill of Sale for other purchasable items (books, charts, pilot accessories, etc.)

Once the Bill of Sale is created, it can be edited (individual line items can be edited or removed, and additional items can be added), and any gift certificates or coupons (if your FBO uses them) can be added.

Once the Bill of Sale is finalized, payment can be taken, or the amount can be transferred to the client's account.

3.1. Create a Bill of Sale for a Completed Flight or Ground Briefing



Figure 13 - 'Bill a Completed Flight' button

To bill a completed flight:

- Click on the **Bill a Completed Flight** button to display a list of all flights and ground briefings that have been completed but not yet invoiced.
- Select the flight to bill.

You will be taken to the **Current Sale** page, showing the Bill of Sale for the flight (with all flight details and prices filled in) on the left and a list of Other Purchasable Items on the right.

For Flight-Sheets clients who do not use the Daily Flight Sheets module, this list will display all flights and ground briefings that have been booked, versus completed and, once you select the flight or briefing, you will be taken to a secondary screen where you can enter flight specifics (air and flight times, briefing time, and simulator time as required), before you are taken to the Current Sale page.

At this point, you can edit or remove individual line items or add additional purchasable items, and generate an invoice and record the payment type (see section 3.4, *Generating an Invoice*, below).

If you close the web page or go to another page prior to generating the invoice, the Bill of Sale will be saved. To display it again, simply click on the **Bill a Completed Flight** button and select the flight again. The original bill of sale will be redisplayed.

3.2. Create a Bill of Sale for Other Purchasable Items



Figure 14 - 'Other Purchasable Item' button

To prepare a Bill of Sale for a client who has not flown but who wishes to purchase an inventory item:

- i. Click on the **Other Purchasable Items** button.

You will be presented with the **Create Bill of Sale (Select Client/Member)** screen. Search for the client in the search bar and, once found, click on their name.

If the purchaser is not a client of your FBO, click on the **Not a Member** button. You will be taken to a secondary screen allowing you to fill in some basic information for this client.

- ii. You will be taken to the **Current Sale** page, showing a blank *Bill of Sale* on the left and a list of *Other Purchasable Items* on the right.
- iii. Find the item that the client wishes to purchase by selecting the appropriate Category tab, then clicking on the specific item's button.

Once the Bill of Sale is complete, you can generate an invoice and record the payment type (see section 3.4, *Generating an Invoice*, below).

If you close the web page or go to another page prior to generating the invoice, the Bill of Sale will be saved. To display it again, simply click on the Other Purchasable Items button, search for the client, and click on their name. The original bill of sale will be redisplayed.




3.3. Editing an open Bill of Sale




Point of Sale
Sunday, February 17, 2019

Inventory ▾ Cost Information ▾ Reports ▾ ⓘ

Current Sale (Invoice #1005)
Kyle RAYNER (#8, Open Balance \$0.00)

Part/SKU	Description	Price	HST	Qty	Ext.	
1 R22-WET	Fit #5 R22 C-GROB 17-Feb-2019	300.00	Yes	1.00	300.00	 
2 FSC_R22	Fuel Surcharge, Fit #5	9.00	Yes	1.00	9.00	 
3 FLT_INST	Flight Instruction for Fit ID 5 (A.Scott)	74.00	Yes	1.00	74.00	 
4 FLT_INST	Ground Instruction for Fit ID 5 (A.Scott)	74.00	Yes	0.20	14.80	 
Subtotal:					\$397.80	
Tax (HST):					\$51.71	
TOTAL - 4 Item(s):					\$449.51	

Cancel On Account Proceed with Payment  



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 From the Ground Up From the Ground Up W... Instrument Procedure...
 Private Pilot Answer... How To Fly Floats Human Factors: Basic
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Figure 15 - Main Bill of Sale screen

An open Bill of Sale can have individual line items edited or removed and can have lines added.

- To **change the quantity of a line item**, click on the **Modify Line Item** icon ().
- To **delete a line item**, click on the **Delete Item** icon ()
- To **add a line to a bill of sale**, find the item that the client wishes to purchase by selecting the appropriate Category tab on the right side of the screen, click on the specific item's button.

3.4. Generating an Invoice


Once the Bill of Sale is ready to be invoiced:

- To **place the total amount on the client's account**, click on the **On Account** button.

If the amount of the bill will exceed the set limit to allowable users' account balances as set in the Company Profile (see section 2.2, *Set Up Company Information*, above), the system will request additional confirmation prior to placing the Bill of Sale total amount on account.

- To **take payment at Point of Sale**, click on the **Proceed with Payment** button.

You will be presented with the Proceed with Payment screen where you can select the Method of Payment (the items in this selection list are set in the Company Profile - see section 2.2, *Set Up Company Information*, above) as well as any notes or comments.

If the client has a coupon or Gift Certificate, the coupon/gift certificate information should be added to the Bill of Sale prior to processing the payment by clicking on the Add Coupon / Gift Certificate button ().

Once the payment is taken or the amount placed on account, an invoice will be generated and downloaded, suitable for printing.

You will then be returned to the **Bill of Sale** page. Clicking on the **Done** button closes the invoice and e-mails a copy to the client.

3.5. Payment on Account

To take a client's payment on account (to pay off some or all of an outstanding account balance):

- i. Click on the **Other Purchasable Items** button.

You will be presented with the **Create Bill of Sale (Select Client/Member)** screen.

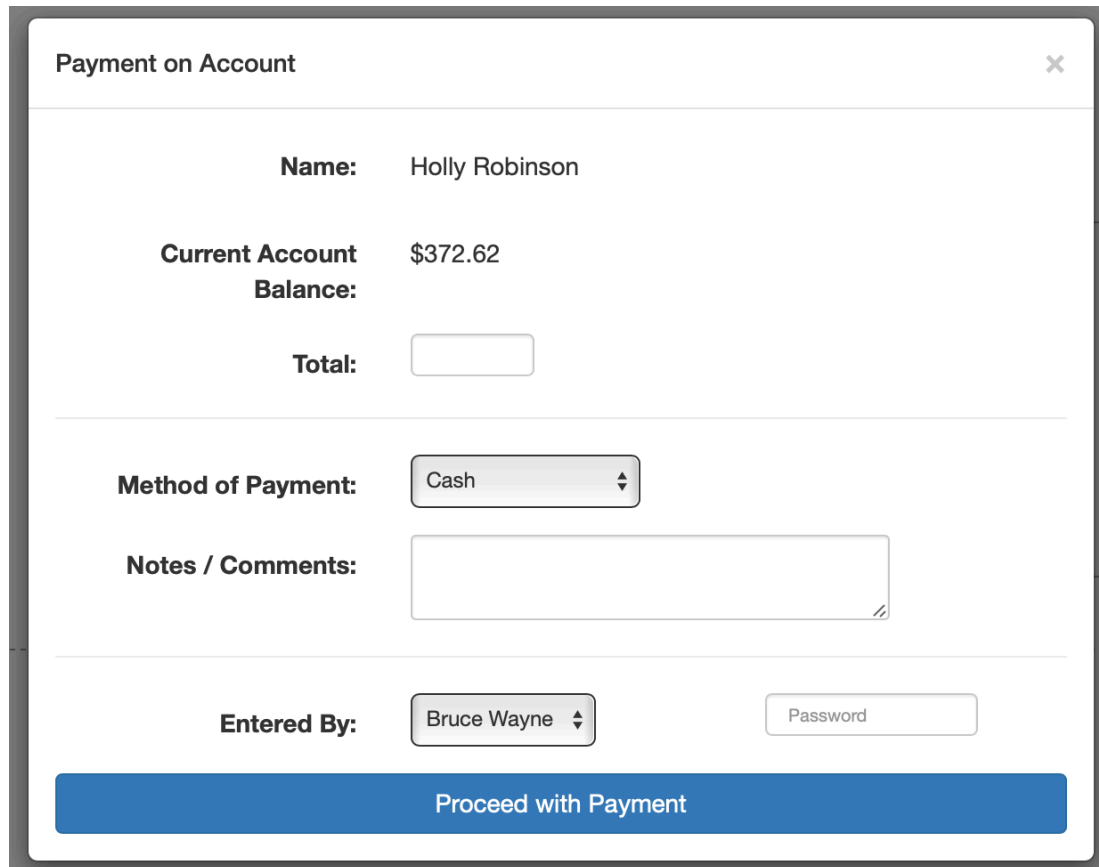
- ii. Search for the client in the search bar.

- iii. Click on the **Payment on Account** button to the right of their name ().

Do *not* click on the client's name, otherwise you will be taken to the 'Create Bill of Sale' screen – click on the **Payment on Account** button.

You will be taken to the **Payment on Account** screen, where you can enter the amount paid on account and the method of payment.

An invoice/receipt will be generated for the client.



Payment on Account [X]

Name: Holly Robinson

Current Account Balance: \$372.62

Total:

Method of Payment:

Notes / Comments:

Entered By:

Proceed with Payment

Figure 16 - 'Payment on Account' screen

4. Invoice Management

The Flight-Sheets Point of Sale system provides the ability to

- Reprint an Invoice
- Generate an Invoice History Report
- Back out (reverse) an invoice

4.1. Reprint an Invoice

To reprint a specific invoice:

- Go to the *Invoices* menu in the top-right of the main Point of Sale screen.
- Select *Reprint Invoice*

In the **Reprint Invoice (Select Client/Member ID)** screen that appears, search for the member and click on their name.

If you prefer to search by invoice number, click on the **Search by Invoice #** button.

On the **Reprint Invoice** page that appears, select the desired invoice and a copy of the invoice will be downloaded, suitable for printing.

Click the **Cancel** button to return to the main Point of Sale page.

4.2. Invoice History Report

The Invoice History Report generates an Excel spreadsheet containing invoice details for the range of dates specified. The generated report contains two worksheets:

- Summary**, containing summary invoice information for all invoices in the selected date range, and
- Detail**, containing the summary invoice information along with line-by-line invoice details.

To generate this report:

- Go to the *Reports* menu in the top-right of the main Point of Sale screen.
- Select *Invoice History Report*.
- Select the desired date range and press the **Okay** button.

Click the **Cancel** button to return to the main Point of Sale page.

4.3. Back-Out (Reverse) an Invoice

With this function, an invoice can be backed out (cancelled or reversed). The invoice will remain in the system (for historical reporting purposes) but the invoice credit or balance information will not be included in any aging reports, and the invoice itself will be marked as 'cancelled' on any generated historical reports.

To reverse a specific invoice:

- i. Go to the *Invoices* menu in the top-right of the main Point of Sale screen.
- ii. Select *Reverse Invoice*

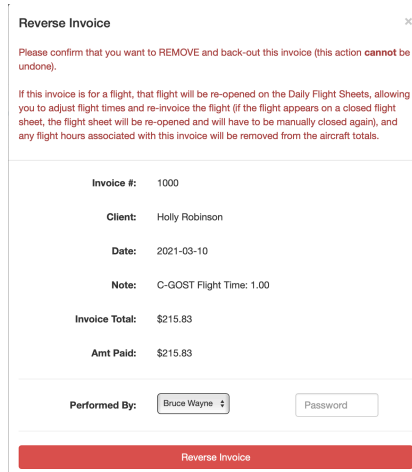
In the **Reverse Invoice (Select Client/Member ID)** screen that appears, search for the member and click on their name.

If you prefer to search by invoice number, click on the **Search by Invoice #** button.

On the **Reverse Invoice** page that appears, select the desired invoice. A confirmation screen will pop-up, requiring a password before the invoice is actually reversed.

Warning: this action cannot be reversed.

Click the **Cancel** button to return to the main Point of Sale page.



The screenshot shows a 'Reverse Invoice' confirmation dialog box. It contains the following information:

- Invoice #:** 1000
- Client:** Holly Robinson
- Date:** 2021-03-10
- Note:** C-GOST Flight Time: 1.00
- Invoice Total:** \$215.83
- Amt Paid:** \$215.83

At the bottom, there is a 'Performed By' field with a dropdown menu showing 'Bruce Wayne' and a 'Password' field. A red button labeled 'Reverse Invoice' is at the bottom center.

Figure 17 - Reverse Invoice Confirmation

4.4. Issue a Refund

With this function, a client can be issued a refund. The client's account is debited by the amount of the refund, and a refund invoice / receipt is created.

To issue a refund:

- i. Go to the *Invoices* menu in the top-right of the main Point of Sale screen.
- ii. Select *Issue Refund*

In the **Issue Refund (Select Client/Member ID)** screen that appears, search for the member and click on their name.

On the **Issue Refund** page that appears, enter the amount of the refund and the method of payment for the refund, select the user performing the refund and enter the password. A confirmation screen will pop-up requiring confirmation before the refund is generated.

The main POS screen will then be presented with a confirmation note shown at the top.

Issue Refund

Use this form to issue a refund to a client.

The refund will be issued (deducted) from the client's existing account balance.

Client: Dick Grayson

Refund Amount (incl. Tax):

Method of Payment:

Notes / Comments:
Characters left: 200

Performed By:

Figure 18 - Issue Refund

5. Reporting

The Flight-Sheets Point of Sale system includes three main reporting functions.

- Invoice History Report
- Reprint an Invoice
- Cash Reconciliation Report
- Accounts Receivable Aging
- Point of Sale Audit Trail

Please refer to section 4 - Invoice Management, above, for information regarding invoice reporting.

5.1. Cash Reconciliation Report

The **Cash Reconciliation Report** generates an Excel spreadsheet containing the day's receipts. To generate this report:

- Go to the *Reports* menu in the top-right of the main Point of Sale screen.
- Select *Cash Reconciliation Report*

In the **Cash Reconciliation Report** screen that appears, select the date for which the report is to be printed and click the **Okay** button.

The report will be e-mailed to the person requesting the report (i.e., to the Dispatch account that is currently logged into the Point of Sale system).

Please note that this report is e-mailed to the account of the person who is logged in and requesting the report, *not* to the general **Dispatch** account.

5.2. Accounts Receivable Aging

To view the *Accounts Receivable Aging Report*:

- Go to the *Reports* menu in the top-right of the main Point of Sale screen.
- Select *Accounts Receivable Aging*

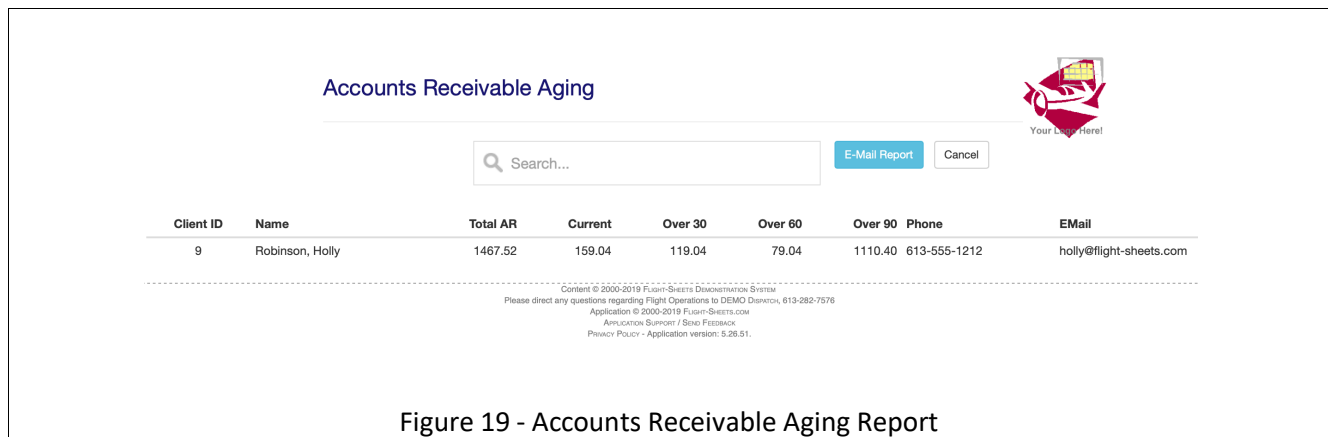
The **Accounts Receivable Aging** report will appear, showing all clients with Accounts Receivable, displaying the Total AR, the Current Account amount, and the 'Over 30', 'Over 60', and 'Over 90' AR amounts. The client's member ID/Client ID, their phone number, and their e-mail address is also shown.

Only clients with current outstanding balances (accounts receivable) will be shown on this page.

To display a list of all of a particular client's invoices, click on their name (to search for a specific client in the list, enter their name or member ID in the **Search** box at the top of the screen).

To send an Excel spreadsheet copy of the report to yourself, click on the **E-Mail Report** button at the top of the screen.

Please note that this report is e-mailed to the account of the person who is logged in and requesting the report, *not* to the general **Dispatch** account.



5.3. Audit Trail

To view the Audit Trail:

- i. Go to the *Reports* menu in the top-right of the main Point of Sale screen.
- ii. Select *Audit Trail*

In the **Audit Trail** screen that appears, select the start and end dates for the report and click the **Okay** button.