

Topic: **UNDERSTANDING SALES BATCHES**

As the sales are uploaded from your ECR/POS terminal they are collected into Sales Batches. **A Sales Batch is the collected sales information from your ECR/POS terminal for each occasion a Collect Sales is performed.**

FAQ: What does it mean to 'process' a Sales Batch?

When a Sales Batch is processed, the sales figures are added into 'live' sales data. The processing of a batch can be performed automatically at the time of collection, or can be left for a period of time and processed later.

FAQ: Do I need to manually process every Sales Batch that comes back to the software?

*No, the Collect Sales function has an option to **Process Sales Batches** automatically.*

FAQ: I've collected sales and processed the Sales Batches, but I shouldn't have. Is there any way I can reverse this and process the Sales Batches at a later time?

*Yes, you can use the **Unprocess Sales Batches** function (**Sales > Unprocess Sales Batches**). Any Sales Reports will now no longer include information from that Sales Batch. When you are ready to process the Sales Batch again, access the **Process Sales Batches** screen from the Sales menu.*

FAQ: Can I see what information is in the Sales Batch without processing it?

Yes, Sales Batch Reports can be found in the Sales menu of the software.

FAQ: I have a Sales Batch that won't process due to 'Unknown Items.' What can I do?

This is occurring due to sales in the batch being associated with an item that doesn't exist in your database. You have 3 options:

- 1. (Recommended) Go to **Communications > Extract Program** and retrieve the PLU and Barcode information from your ECR/POS Terminal.
Note: Be sure to select **New Items Only** before performing this task.*
- 2. Print the Item Sales Batch Report for that Sales Batch. The unknown items will be clearly marked. You can then go and manually create new items in your database to match the PLU/barcode number.*
- 3. Go to the Sales Batch Reports screen, highlight the batch and then click **Delete Unknown Items**
Note: This will delete any sales for the unknown items and leave your PLU Sales out of balance with Transaction & Department Sales.*

Once you have performed one of these options, you should be able to process the Batch in question.

FAQ: If a Sales Batch has been processed against the wrong date, is there any way I can change it?

- Unprocess the Sales Batch*
- Go to **Sales > Sales Batch Reports**, highlight the batch and then click **Properties***
- Adjust the date of the Sales Batch and save it*
- Go to **Process Sales Batches** and reprocess the Sales Batch*

FAQ: What happens if I delete a Sales Batch?

The information within that Sales Batch will be permanently lost. You cannot delete a Sales Batch that has been processed.