



**“HOW TO”
RE-OPEN PREVIOUSLY
CLOSED TRANSACTIONS**



This is a 2 step process:

BOSSII POS

Re-opening Closed Transactions:

** Please note this relates to transactions completed on the day of the current shift*

To re-open transactions in case of over rings or the like,
the following steps should be completed:

BOSSII POS

Go to **OPTIONS**

MANAGER OPTIONS

TRANSACTION VIEWER

Click **SHOW FINISHED TRANSACTIONS**

Locate the transaction to be re-opened by:

- a) either scrolling up and down the list and highlight it. Click **VIEW DETAILS** to open the transaction
- b) if you know the receipt number, click **FIND RECEIPT** and type in the receipt number

Click **REOPEN RECEIPT**

Choose a temporary table that this receipt will be opened to



Click **YES** to reopen the receipt to the chosen temporary table

To adjust the receipt, firstly the payment that was originally made that finalized this bill needs to be reversed.

Click **VIEW PAYMENTS**

Highlight the payment and click **REVERSE PAYMENT**

Click **CANCEL**

The transaction is now live and can be adjusted as required.

Either:

- a) void the individual item on the bill (click **VOID**) and cash off as per normal or
- b) add further items to the bill as per normal and cash off as per normal or
- c) void the entire bill (**OPTIONS – VOID CURRENT SPLIT**)
NB: make sure the choice of void reason is correct in terms of stock control purposes behind each void reason