

Sales Orders, Work Orders, Layaways

QuickBooks Point of Sale (POS) offers the ability to process Sales Orders, Work Orders and Layaways, which are technically non posting transactions that promise your customer something in the future. **Sales Orders** are used when a customer has ordered something that is currently not in stock, or a special order that you normally don't stock.

Work orders are generally used for service work that has not yet been provided and **Layaways** are created when a customer has purchased merchandise but is paying incremental payments.

You set up the ability to process these **Customer Orders** during the Setup Interview and choose initial deposit requirements in Company Preferences. Although you may use them for different purposes, the procedures are generally the same in creating customer orders, receiving deposits and finally selling the item(s).

If you are using POS version 4 or 5, each type of transaction will be listed separately on your home page under Point of Sale. If you are using POS version 6, from the home page click on Customer Orders under Point of Sale and then choose which type of order you want to create.

You must always include a **customer name** and may be required to enter an initial deposit. If you are processing a layaway, it is important that you remove the merchandise from the floor, since POS does not remove it from inventory until you actually sell it, and another sales associate may think you still have the item in stock. (This is a problem in Point of Sale that has been recognized by Intuit and they are working on a fix)

Any deposits you accept from customers will be entered in QuickBooks Financial in the **Unearned Revenue** account. This account should either be zero or include only customer deposits for merchandise and work that has not yet been completed.

When the merchandise has been received (Sales Order), the work has been performed, (Work Order) or the customer has picked up their merchandise (Layaway), it is important that you complete the sale and remove the product(s) from inventory.

Go back to the original Sales Order, Work Order or Layaway by choosing the order from the respective list under the Point of Sale Menu. In POS 4 or 5, choose to **"Sell Item"** from the left hand menu or from "Sales Order Tasks" at the bottom left hand corner of the screen. If you are using the new POS 6.0, chose **"I want to"** at the top of the screen and select **"Sell Item"**. Enter the quantity of the item or service you want to sell. This will create a **real sales receipt**, pull the merchandise from inventory and allow you to collect any additional funds that are owed. After you have generated the sales receipt, the customer sales order, work order or layaway is marked closed and can safely be deleted, although many of my clients like to keep these orders as a way to track deposits and payments.