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Category	Technical
Course	Location Setup
Version	1.0
Client	Generic
Software	2.18.2.16

Configure POS/BOS Reason Codes

Configure reason codes to report on why functions, such as price overrides and stock adjustments, are performed. They are only beneficial if staff use them appropriately.

Hints and Tips

- ✓ If your store is Head Office managed, reason codes are usually configured on the HOS.
- ✓ Reason codes can be set for the following functions:
 - Item Discount
 - Transaction Discount
 - Change Price
 - Open Cash Drawer
 - Refund
 - Petty Cash Out
 - Petty Cash In
 - Void Item
 - Void Transaction
 - Alternate Price
 - Stock Adjustment (BOS)
 - Returns to Supplier (Credit Note) (BOS)
 - Markdowns (for Sato labels).
 - Change Float Variance/Under Banked/Over Banked/Actual Banked are only used by a specific client.
- ✓ If reason codes aren't configured for a function, the reason 'not specified' is used.
- ✓ **Action 83** is only used for the stock adjustment reason **Shrinkage**. When a user adjusts SOH on an RF device:
 - selecting **New SOH** will save with reason Shrinkage, without the user selecting a reason code.
 - 'shrinkage' doesn't display in the reason code list; it does display on the BOS Stock Adjustment function.
- ✓ **To Delete a Reason Code**
 - Click in the cell and press **Delete** or **Backspace** to clear the reason text.
 - 'Move up' the reasons listed below the deleted caption, by retyping them.

Procedure to Configure Reason Codes

1.	From the HOS/BOS System menu, select Location Setup .	
2.	If a Head Office user, select the Location that you want to define. <i>*You'll be defining the Reasons for all stores at and below the level that you select.*</i>	
3.	Double-click the Reason Codes icon.	
4.	Select the applicable Reason Type (function) from the list.	
5.	In the Caption column, type the relevant reason text (Caption) on separate rows. <i>*It must start with a capital letter, maximum 20 characters.*</i> <i>*Don't leave a gap/blank row.*</i>	
6.	In the Action column, type the applicable code (only one code can be entered): Code: Action:	
	0 No action – this is the default.	
	1 Prompt for comment at POS. <i>*The comment will be mandatory, be passed into suspend/resume receipt, but won't print on the receipt. It is included in the daily.dat and daily.xml files.*</i>	
	2 No further discount displays/prints once a manual price change or discount has been applied to the product. <i>*Non-exclusive item & transaction discounts will still apply. An AR discount against an account will not apply.*</i>	
	3xx Applies a further discount; E.g. 305 is 5% Can use this to sell damaged goods.	
	4 Raincheck.	
	83 Only used for the Stock Adjustment -> Shrinkage reason. <i>*See Hints and Tips.*</i>	
7.	Click Update . <i>*The change is updated in the BOS, or the POS when File Transfer next runs.</i>	
8.	Click the [x] at the top of the dialog box.	
9.	Click Close on the Location Set up dialog box.	