



QuickStart Guide

Lost Sales

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Lost Sales

ARKONA QuickStart Guide

Use this QuickStart Guide to learn the basics in recording lost sales.

- Set the lost sale logging option preference in the Parts Department Application Environment.
 1. Take option **50=Application Environment** from the Parts Inventory & Invoicing menu.
 2. Take option **1=Select** by Preferences and take option **1=Select** by Initial Values.
 3. Move to 'Lost Sale Logging Option' and hit F4.
 4. Take option **1=Select** to set the system preference.
 - a. **Parts with lost sale only** – Select this option if you want to record lost sales only on parts that are unavailable. For example, a customer requests part A and part B. Part A is in stock, but you would have to order part B to fill his order. When the lost sale is recorded, only part B would be flagged as a lost sale.
 - b. **All parts** – Select this option if you want to record lost sales for all parts associated with a lost sale. For example, a customer requests part A and part B. Part A is in stock, but you would have to order part B to fill his order. When the lost sale is recorded, both parts A and B would be flagged as a lost sale.
- There are two ways lost sales are recorded:
 1. With a purchase.
 2. Without a purchase.

Recording lost sales with a purchase.

1. **Bill the parts to the counter ticket or repair order as normal.**
 - Any number of parts with or without quantity on hand can be recorded as lost sales simultaneously.
2. **Make sure the Avl column shows 'LS'.**
 - a. The Available column defaults to LS when billing a part with zero on hand to an invoice.
 - b. If necessary, use function **LS=Lost Sale** by the part number to change the part to a lost sale.

3. Close the invoice or exit the repair order.

- a. Use function **90=Cashier** to close the invoice as normal.
- b. Use function **10=Counter Sales** to exit a repair order and return to the Parts Transactions screen;
- c. Or, type RO/REPAIR ORDER# to select a different repair order number.

Recording lost sales without a purchase

- If **all of the parts have zero on hand**, you can use function **90=Cashier** to record the lost sale without a purchase.
- If **any of the parts with a lost sale have quantity on hand**, use function **27=Lost Sales** to record the lost sale.