Antique Track™

System Updates Notification

Important Changes to Ticket Management & Reporting

Overview
We have implemented three significant updates to improve ticket management and credit card transaction reporting. Please read this memo carefully to understand these new features and their implications.

1. New Credit Card Transactions Report
A comprehensive report for tracking and reconciling credit card transactions is now available in the Shop Report Center.

Benefits

- Track all credit card transactions with complete payment processor details
- Match transactions to specific tickets for easy lookup
- Export data for reconciliation with your payment processor
- View transactions in the exact order they appear on your processor statement

How to Access:

1. Navigate to Shop Report Center
2. Select Credit Card Transactions from the report list
3. Choose your date range
4. Click on any Ticket ID to automatically open that ticket for review

Report Includes:

- Payment Created Date/Time - When the payment was processed
- Terminal ID - Which terminal processed the transaction
- Ticket ID - Clickable link to view the full ticket
- Amount - Transaction amount
- Authorization Code - Payment processor auth code
- Spin Reference ID - Unique payment processor reference

2. Delete Complete Tickets
You can now delete entire tickets that do not have credit card authorization codes. This feature is designed for correcting errors and handling voided transactions.

When to Use This Feature

- Correcting duplicate tickets entered by mistake

- Removing test transactions
- Cleaning up voided cash/check sales

IMPORTANT RESTRICTIONS

- Tickets with credit card authorizations CANNOT be deleted
- This action is PERMANENT and CANNOT be undone
- All items and payments on the ticket will be deleted

How It Works:

1. Go to Tickets → Ticket List
2. Find the ticket you need to delete
3. Click the trash can icon in the Delete column
4. A detailed confirmation will show:
    - Number of items on the ticket
    - Number of payment records
    - How many manual inventory items will be deleted
    - How many vendor-created items are affected
5. For vendor-created items, you have an option:
    - "Add the sold quantity back to the vendor's inventory (restores the items as if they were never sold)"
    - Check this box if the items should be returned to inventory
    - Leave unchecked if the items should remain marked as sold
6. Click Delete Ticket to confirm

Understanding Inventory Impact:

- Manual Items: Items created at the point of sale will be permanently deleted from inventory
- Vendor Items: You choose whether to restore quantity or keep them marked as sold

3. Delete Individual Items from Tickets

You can now remove individual items from a ticket while keeping the rest of the ticket intact. This is useful for correcting scanning errors or removing items a customer decided not to purchase.

When to Use This Feature

- Removing an item scanned by mistake
- Correcting quantity errors
- Adjusting tickets before final payment

How It Works:

1. Go to Tickets → Ticket List
2. Click the + button next to a ticket to expand item details
3. Click the trash can icon next to the item you want to delete

4. A confirmation dialog will show the item details and explain the impact

For Manual Inventory Items (created at point of sale):
Deleting this item will:

- Permanently remove it from inventory
- Remove it from reports
- The vendor will not be credited for the sale
- This action CANNOT be undone!

For Vendor-Created Items:
You will see a checkbox option:
"Add the sold quantity back to the vendor's inventory (restores the item as if it was never sold)"
Check this box to return the quantity to the vendor's available inventory
Leave unchecked to keep the item marked as sold (it just won't appear on this ticket)

Best Practices

1. Always double-check before deleting tickets or items - these actions are permanent
2. Use the Credit Card Report regularly to reconcile with your payment processor statements
3. For vendor items: Consider carefully whether to restore inventory when deleting - consult with the vendor if unsure
4. Document reasons for deleting tickets in your store procedures for audit purposes
5. Training: Ensure all staff understand the difference between manual and vendor-created items

Questions or Issues?
If you have questions about these new features or encounter any issues, please contact support immediately. We're here to help ensure these tools work effectively for your store operations.