

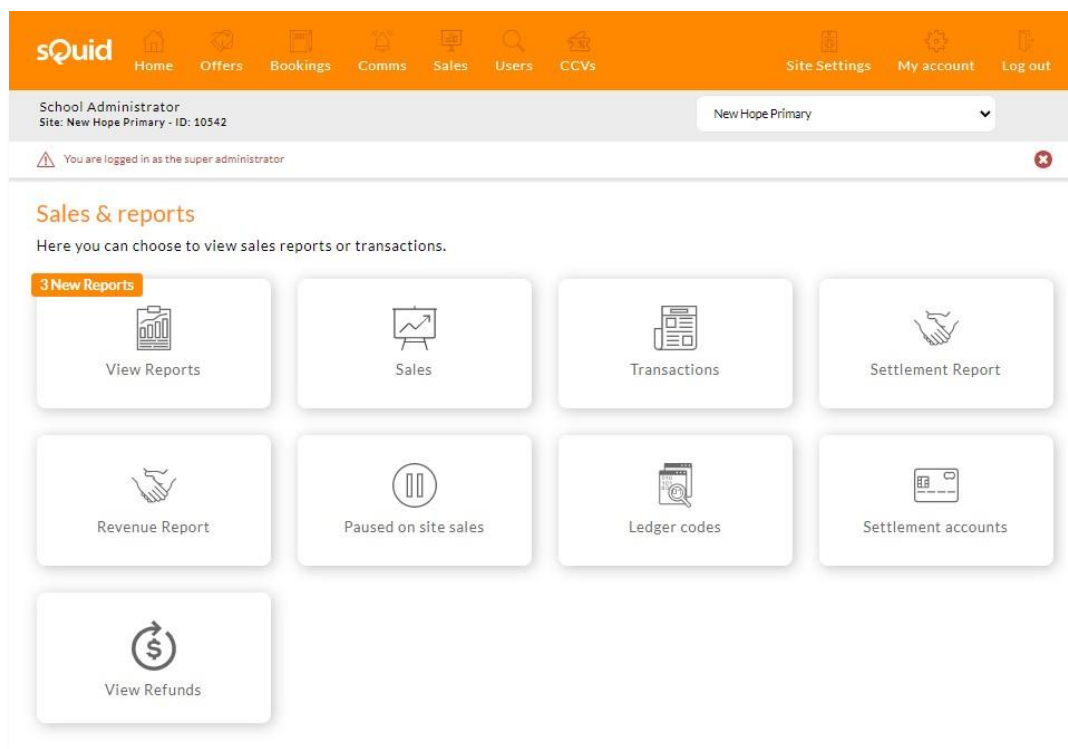
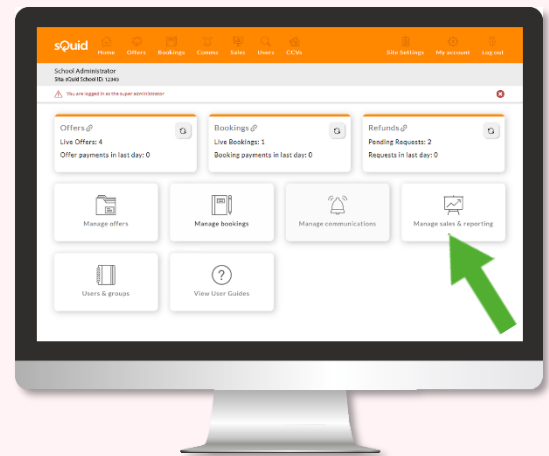
# Sales and Reports

## sQuid Trips & Offers User Guide

### Home page: MANAGE SALES & REPORTING

Select **Manage sales & reporting** to manage sales and transaction records.

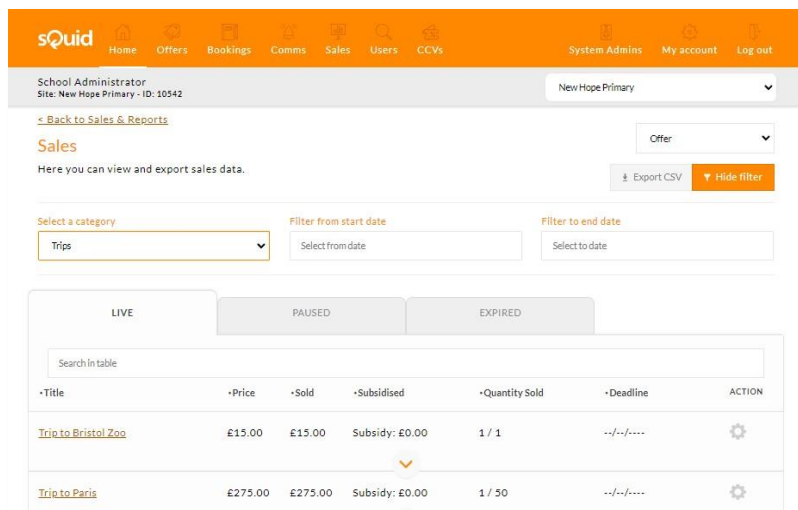
In this area you can review sales and transactions, create and download reports and view settlement accounts and add ledger codes. You can also manage incomplete on-site sales and issue refunds.



### 01 Sales (purchases)

- Select **Sales**
- A list of sold items is displayed. Use the drop-down menu in the top right of the screen to switch between **Offer sales** or **Booking sales**
- Click **Show filter** to filter by group types. Click **Hide filter** to minimise filter

- Choose the category for the offer by clicking **Select a category** and then clicking on the relevant category
- Enter the **start date** and **end date** for the period you would like the report to cover
- *If you enter the start date as the date the offer went live and today's date as the end date, this will show all sales for this offer to date*
- Click on the **Live**, **Paused** and **Expired** tabs to filter between these states
- You can enter an **offer or booking name** in the box underneath **Live**, **Paused** and **Expired**, to search for a **particular record**.
- You can also **Search in table** by clicking on the relevant **table heading (Title, Price, Sold, etc.)**. Repeated clicks change the order from ascending to descending or alphabetical to reverse alphabetical, etc.



Additionally, you can **view all users** who have **paid for a particular offer/booking**.

- Click on the **action cog** icon on the right-hand side of the offer/booking and then **View purchases**
- The **Sales status** column shows whether the offer is **Paid**, **Part paid** or **Awaiting purchase** by the user
- This is only for offers that have been set up for a **particular group**, as opposed to an offer that has been made available to all users
- **Purchases** can also be **filtered** as above

## 01.1 Exporting CSV files

In the **Live** or **Expired** views, you are able to export a **CSV file of your filtered data** by clicking on the **Export CSV** button, located next to the Filter button. This downloads an **Excel spreadsheet** of this data to your computer.

## 01.2 Refunding from Sales

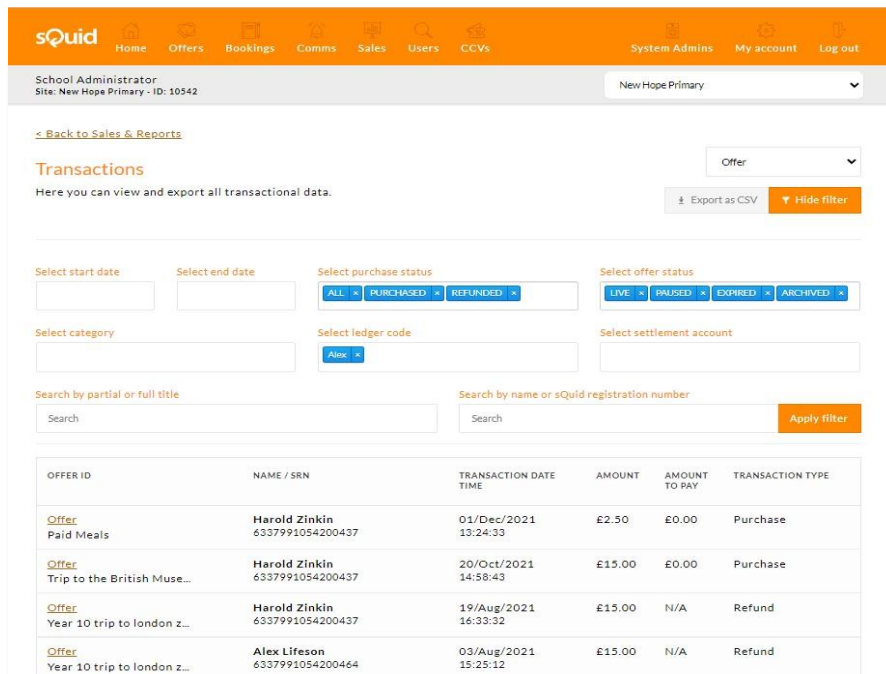
For information on how to issue a refund from the *Manage sales and reporting tile*, please refer to the **Refunds section of the sQuid Trips & Offers User Guide**.

## 02 Transactions

- Select **Transactions**, then either **Offer** or **Booking** from the drop-down menu at top right of the screen
- Click **Show filter** to filter by group types. Click **Hide filter** to minimise filter
- Enter a **Start date** and **End date** for the transaction period. Leave this **blank** to **display all**
- Choose an **offer/booking status**, or statuses, for the transaction data. *The boxes are pre-populated with blue search criteria boxes. Click on the X within each box to remove it*
- Choose a **category**, or categories, **ledger code** and/or **settlement account** for the transactions, using the drop-down menu to search by this data
- Enter the **offer/booking name**. Leave this **blank** to **display all**
- Enter a **name** or **sQuid registration number** to search by purchaser
- Click on the orange **Apply filter** button to **implement your search**. Click the **X** in the blue search criteria boxes if you wish to remove them, then click **Apply filter** again to implement this change
- **All payments** for the selected offer/booking, or multiples, will be displayed underneath

### 02.1 Exporting CSV files

You can export a **CSV file of your filtered data** by clicking on the **Export as CSV** button, located next to the Filter button. This downloads an **Excel spreadsheet** of this data to your computer.



The screenshot shows the sQuid web interface for a School Administrator. The page is titled "Transactions" and includes a navigation bar with icons for Home, Offers, Bookings, Comms, Sales, Users, and CCVs. The user is logged in as "School Administrator" for "New Hope Primary" (Site: New Hope Primary - ID: 10542). The page contains several filter sections: "Select start date" and "Select end date" (both blank), "Select purchase status" (with buttons for ALL, PURCHASED, and REFUNDED), "Select offer status" (with buttons for LIVE, PAUSED, EXPIRED, and ARCHIVED), "Select category" (blank), "Select ledger code" (with a button for Alex), and "Select settlement account" (blank). There are also search fields for "Search by partial or full title" and "Search by name or sQuid registration number", both currently empty. An "Apply filter" button is located to the right of the second search field. Below the filters is a table with the following data:

OFFER ID	NAME / SRN	TRANSACTION DATE TIME	AMOUNT	AMOUNT TO PAY	TRANSACTION TYPE
Offer Paid Meals	Harold Zinkin 6337991054200437	01/Dec/2021 13:24:33	£2.50	£0.00	Purchase
Offer Trip to the British Muse...	Harold Zinkin 6337991054200437	20/Oct/2021 14:58:43	£15.00	£0.00	Purchase
Offer Year 10 trip to london z...	Harold Zinkin 6337991054200437	19/Aug/2021 16:33:32	£15.00	N/A	Refund
Offer Year 10 trip to london z...	Alex Lifeson 6337991054200464	03/Aug/2021 15:25:12	£15.00	N/A	Refund

## 03 Paused on-site sales

In this section you can view any **purchases that are incomplete.**

- Select **Paused on site sales**
- Using the **action cog** next to the searched-for item, you can **Resume** making the payment, or **Cancel**

The screenshot shows the 'Incomplete on site sales' page in the Squid system. The page header includes the Squid logo and navigation tabs: Home, Offers, Bookings, Comms, Sales, Users, CCVs, System Admins, My account, and Log out. Below the header, the user is identified as 'School Administrator' for 'New Hope Primary - ID: 10542'. A dropdown menu shows 'New Hope Primary'. A link '< Back to Sales & Reports' is visible. The main heading is 'Incomplete on site sales' with a sub-heading 'Here you can view pending purchases to be resumed or removed.' Below this is a table with columns: CUSTOMER DETAILS, TITLE, TYPE, PRICE, DEADLINE, and ACTIONS. Two rows are shown: one for Debbie Johnson (After School Football Club, Booking, £3.00) and one for Ben Davies (123, Booking, £1.00). An 'ACTION' cog icon is present next to the Ben Davies row, with a dropdown menu showing 'Resume' and 'Cancel' options.

- If **resuming** payment, select whether the customer is paying by **cash or cheque**
- If paying by **cash**, you can enter the **denominations** used to make payment, and any **change** if required.  
For example, the customer uses 3 x £20 notes to pay for a £50 instalment: tick the **Would you like to add denominations?** box and enter '3' in the box underneath '£20'. If the customer receives a £10 note as change, then tick **Does the customer require any change?** and enter '1' in the box beneath '£10'
- If paying by **cheque** enter the **reference number**
- Click the **Buy** button to complete the purchase
- If the payment has been set up to be made by **instalments**, follow the steps on the next screen, then click **Save and proceed**

The screenshot shows the 'On Site Offer Purchase' page in the Squid system. The page header is the same as the previous screenshot. The main heading is 'On Site Offer Purchase' with a sub-heading 'This on site offer purchase is for : Irene Arkell - instalments or full future'. Below this is a progress bar with three steps: 'Instalments' (with a clock icon), 'Payment' (with a coin icon), and 'Complete' (with a checkmark icon). Below the progress bar is a table with columns: OFFER TITLE, OFFER PRICE, and AMOUNT TO PAY. The table shows 'instalments or full future' with an offer price of £200.00 and an amount to pay of £180.00. Below the table, the text 'Payment total: £180.00' is displayed. At the bottom right, there is a 'Save and proceed' button.

- **Review the payment** at the next screen. Here you can **print a receipt** for the payment if required
- Click **Finish**

## 04 Ledger codes

Selecting the **Ledger codes** tile allows you to **view, edit, add** or **delete** ledger codes.

**N.B.: Not all administrators will have the permission rights to complete these actions.**

LEDGER CODE	EDIT	DELETE
26100 - Deferred Revenue - Other		

## 05 Settlement accounts

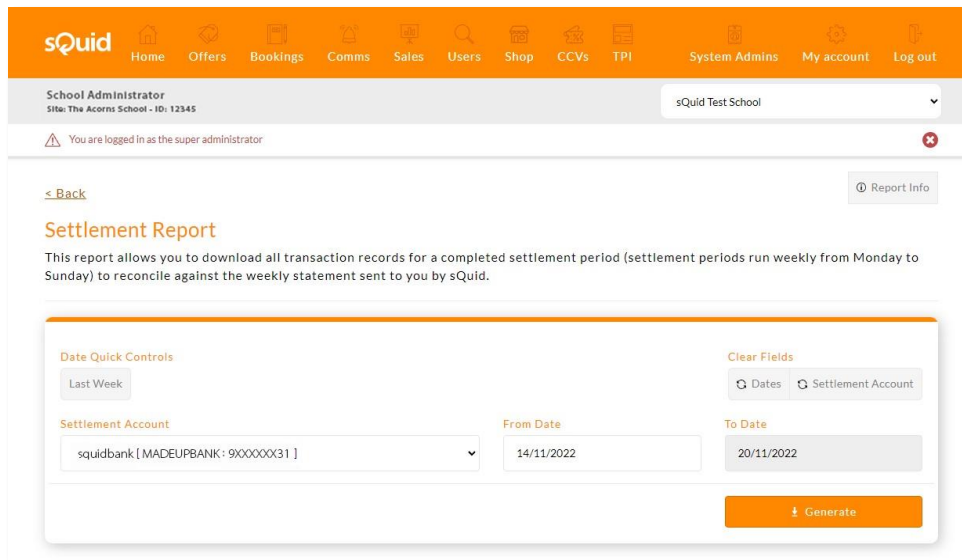
Selecting the **Settlement accounts** tile allows you to **view** all your settlement accounts.

DISPLAY NAME	BANK NAME	ACC. NUM. / SORT CODE	MERCHANT NAME	MERCHANT ID	STATUS
squidbank	MADEUPBANK	00000000 00-00-00	Made Up Merchant	9XXXXXX31	Verified

## 06 Settlement report

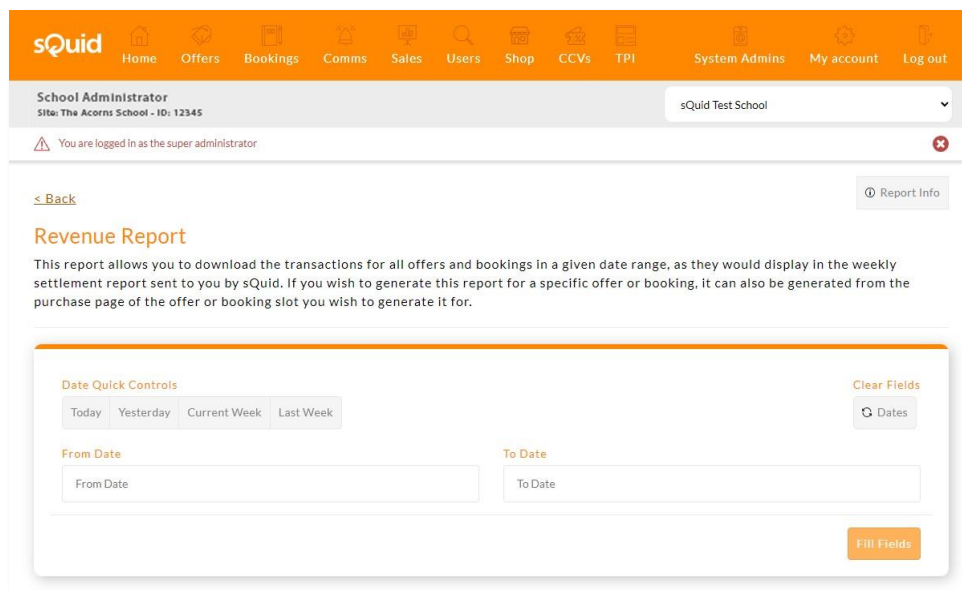
Selecting the **Settlement report** tile allows you to download **all transaction records for a completed settlement period** (settlement periods run weekly from Monday to Sunday) to reconcile against the weekly statement sent to you by sQuid.

Select the **settlement account** and **dates**, and click the orange **Generate** button.



## 07 Revenue report

Selecting the **Revenue report** tile allows you to download the transactions for **all offers and bookings in a given date range**, as they would display in the weekly settlement report sent to you by sQuid.



You can also generate a **revenue report** (and others) at **offer level**, for a **specific offer/offers**, and at **booking level**, for a **specific booking/bookings**

**\*See Offers and Bookings sections of the sQuid Trips & Offers User Guide.**

## 08 View reports

The **View reports** tile allows you to view all your reporting. You can **filter** by date and category, and click on the report name to **download it to your computer as an Excel spreadsheet**. You can also **delete** single or multiple reports here.

**Reporting Management**  
View and manage your reporting.

DATE CREATED	REPORT TITLE	TYPE	STATUS	REMOVAL
23/11/2022	Pending CSV	CSV	Pending compile	
15/06/2022	<a href="#">InvoicedBookingSlotReport-15/06/2022-172798.csv</a>	CSV	Downloaded	
15/06/2022	<a href="#">InvoicedBookingSlotReport-15/06/2022-172798.csv</a>	CSV	Ready to download	

## 09 View refunds

The **View refunds** tile allows you filter, view and process **refund requests**. You can filter by status - **requested**, **processed** (approved) or **rejected** - using the drop-down menu.

The **refund requests** are listed in date/time order, with the most recent at the top, and with the status displayed to the right:

- **Refund has been approved** - a **green Processed** tag will show, with the amount and percentage of the refund, reflecting either a full or partial refund.
- **Refund has been declined** - a **red Rejected** tag will show
- **Refund has been requested** - an **orange Requested** tag will show when the request has been made, but before it has been acted upon.

You can **process this request** from here by clicking on the **action cog** and selecting **approve or decline**.

Please note that if a **bulk refund** has been issued for an offer or booking, you will only be able to see the refund against **each individual user** who has been refunded.

**\*For more information, see Refunds section of sQuid Trips & Offers User Guide.**

**Refunds**  
Manage Requested refunds from your students and staff

Select Status: All Statuses

USER DETAILS	PRODUCT	DATES	STATUS	ACTION
Dakota Davis ddavis6148	Offer A3 Sketch book Purchase ID 12416	Requested Date - Refund Date 19/09/2023 13:02	<b>Processed</b> £5.00 refunded (50% of amount paid)	
Dakota Davis ddavis6148	Booking Breakfast club Purchase ID 4928	Requested Date 12/01/2023 14:12 Refund Date -	<b>Requested</b>	
Dakota Davis ddavis6148	Offer Iceland trip Purchase ID 9356	Requested Date 09/01/2023 10:43 Refund Date 09/01/2023 10:48	<b>Rejected</b>	-

Reason Given For Rejection  
The deposit for this trip is non-refundable.

