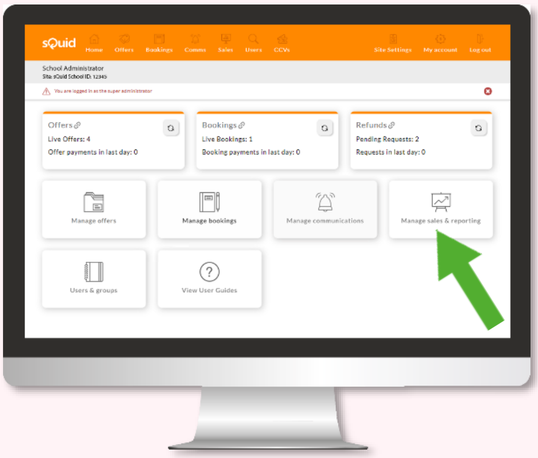
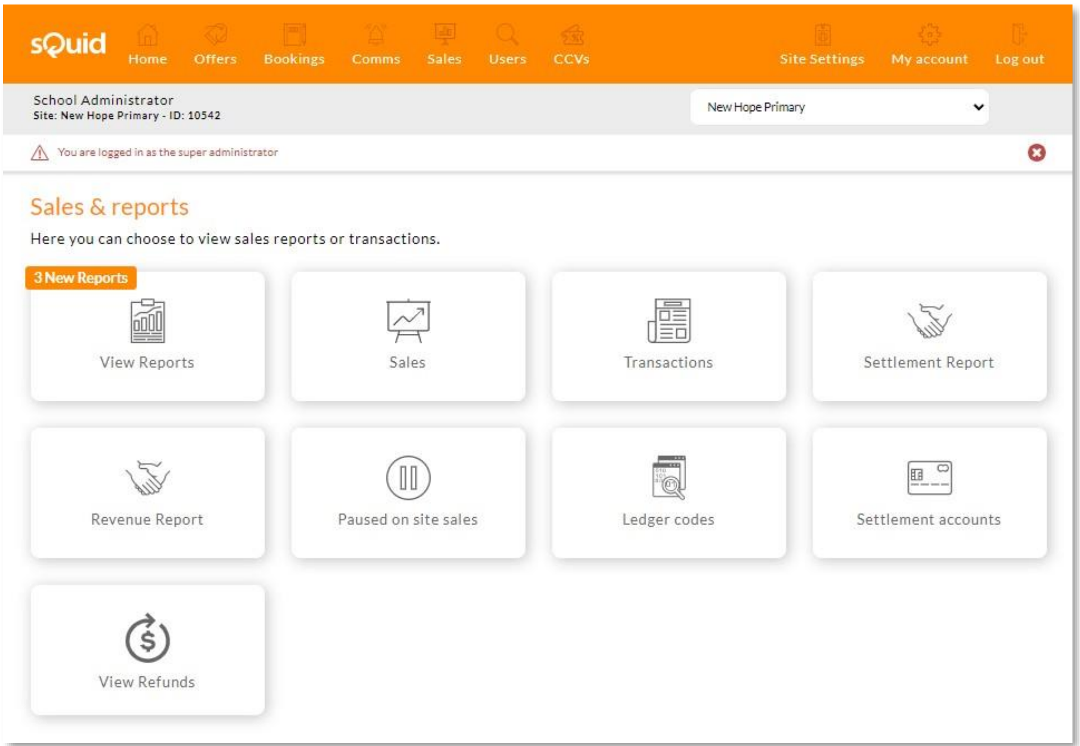
Sales and Reports
sQuid Trips & Offers User Guide

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.



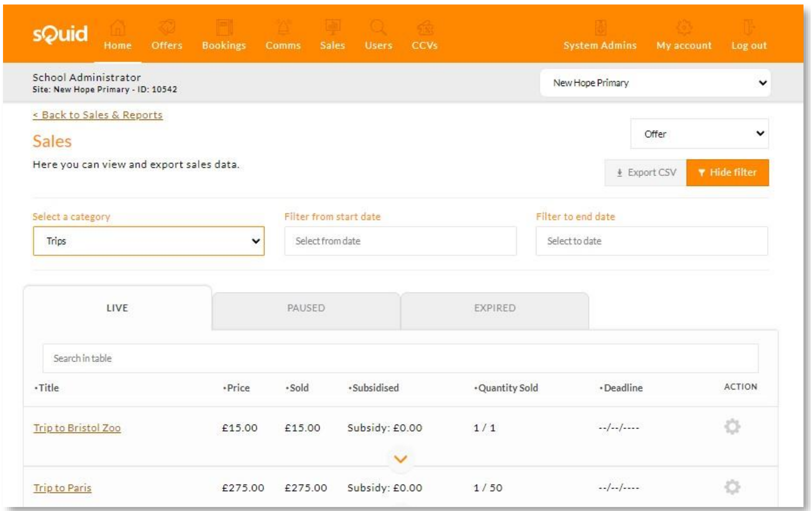


01 Sales (purchases)

- 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

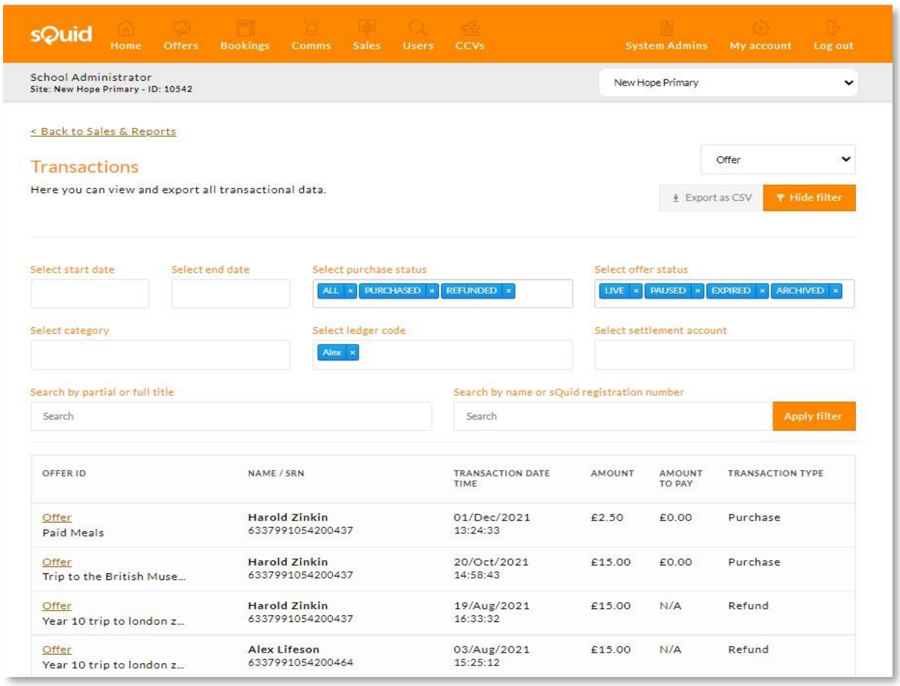
For information on how to issue a refund from the *Manage sales and reporting tile*, please refer to the **Refunds section of the sQuid Trips & Offers User Guide.**

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

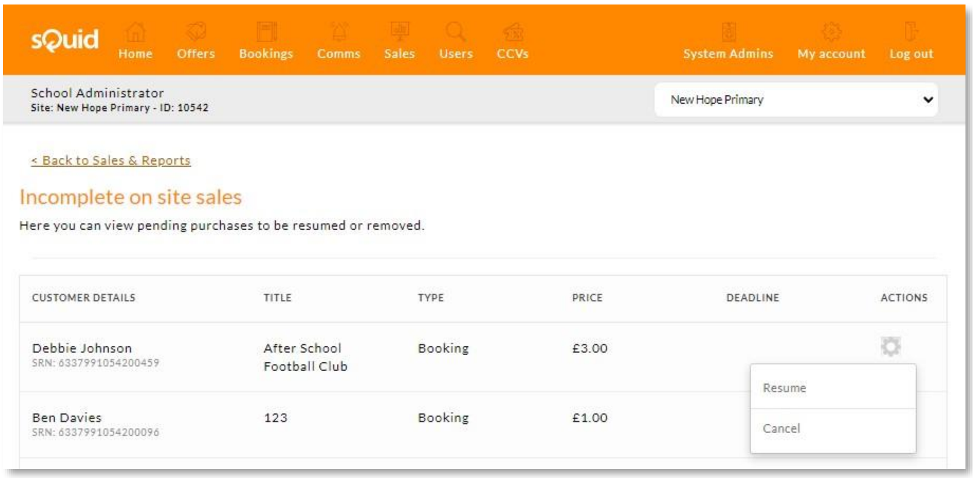
You can export a **CSV file of your filtered data** by clicking on the **Export as CSV** button, located next to the Filter button. This downloads an **Excel spreadsheet** of this data to your computer.



03 Paused on-site sales

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

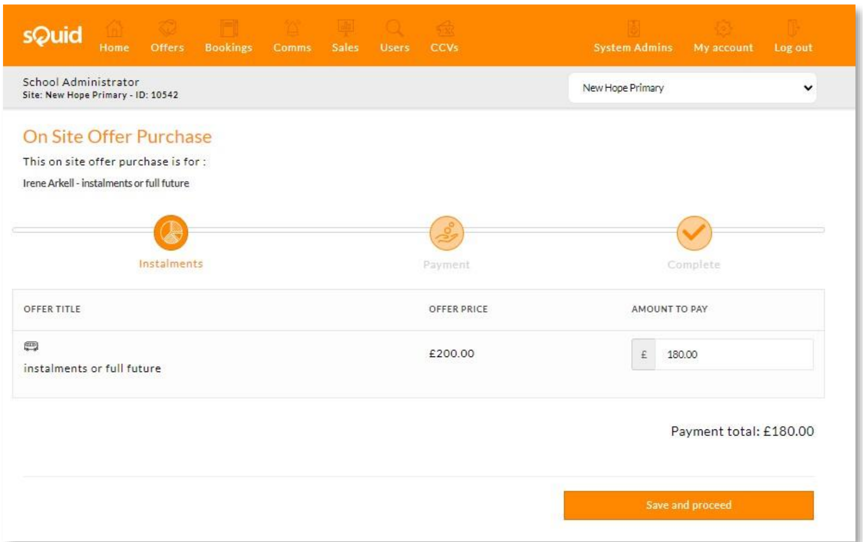
- Select **Paused on site sales**
- Using the **action cog** next to the searched-for item, you can **Resume** making the payment, or **Cancel**



- 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**

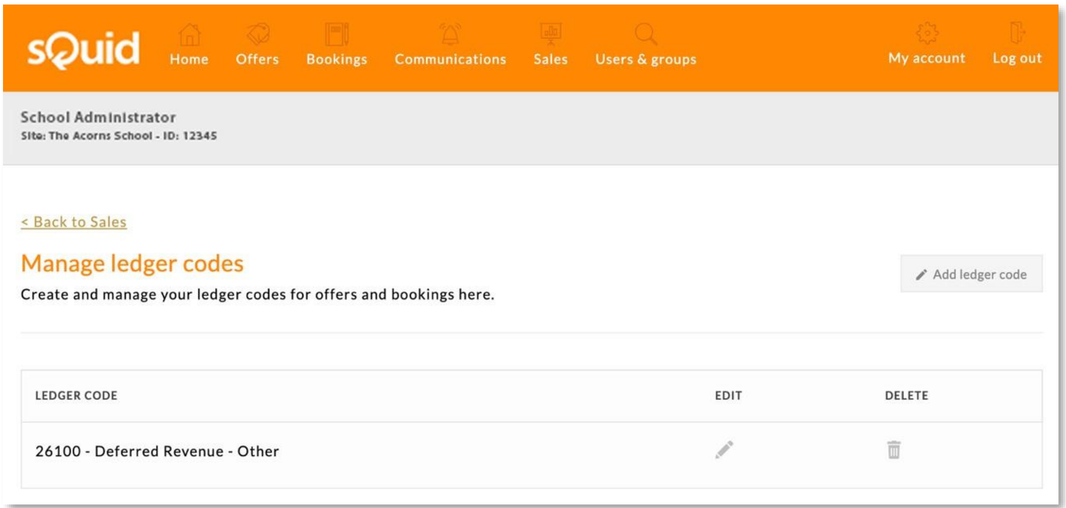


- **Review the payment** at the next screen. Here you can **print a receipt** for the payment if required
- Click **Finish**

04 Ledger codes

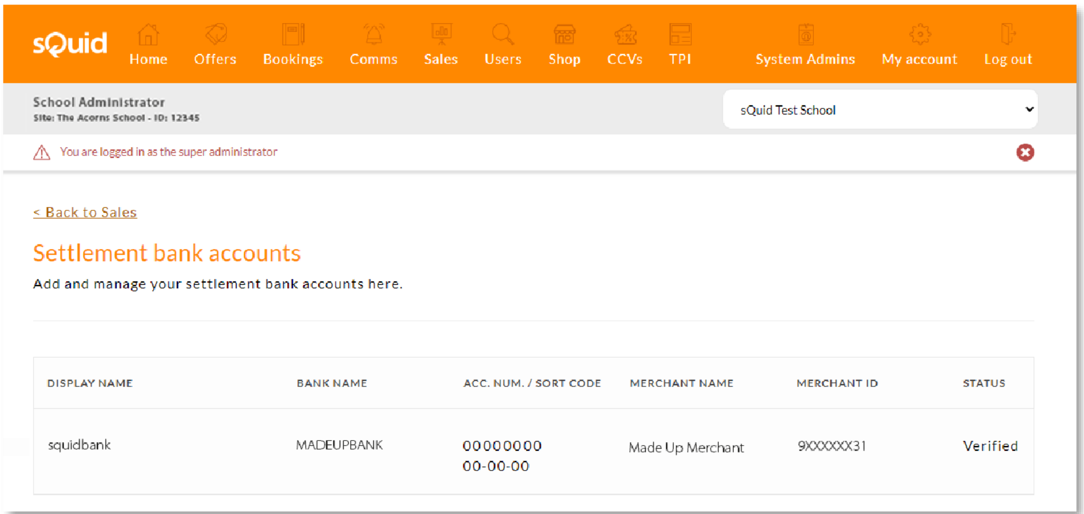
Selecting the **Ledger codes** tile allows you to **view, edit, add** or **delete** ledger codes.

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



05 Settlement accounts

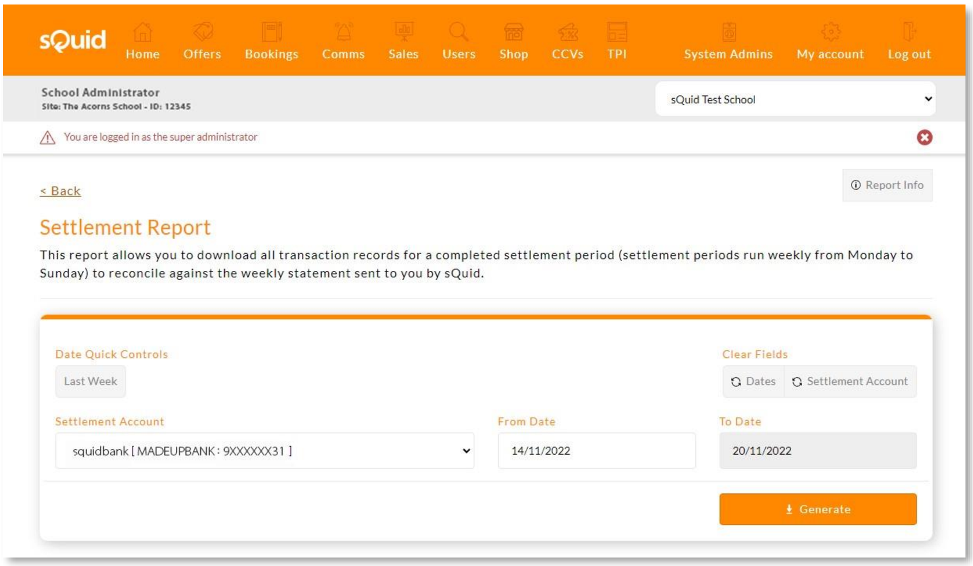
Selecting the **Settlement accounts** tile allows you to **view** all your settlement accounts.



06 Settlement report

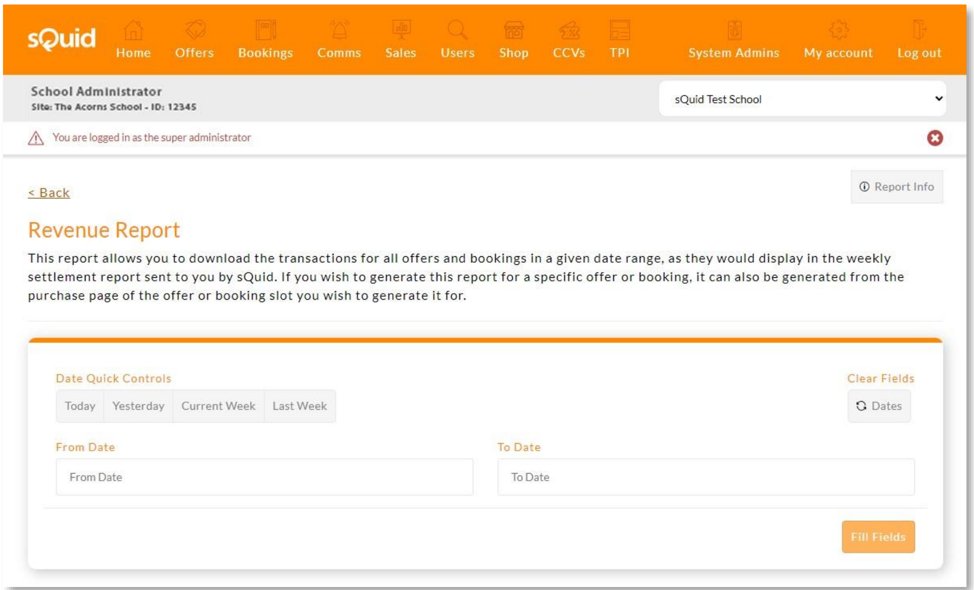
Selecting the **Settlement report tile** allows you to download **all transaction records for a completed settlement period** (settlement periods run weekly from Monday to Sunday) to reconcile against the weekly statement sent to you by sQuid.

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.

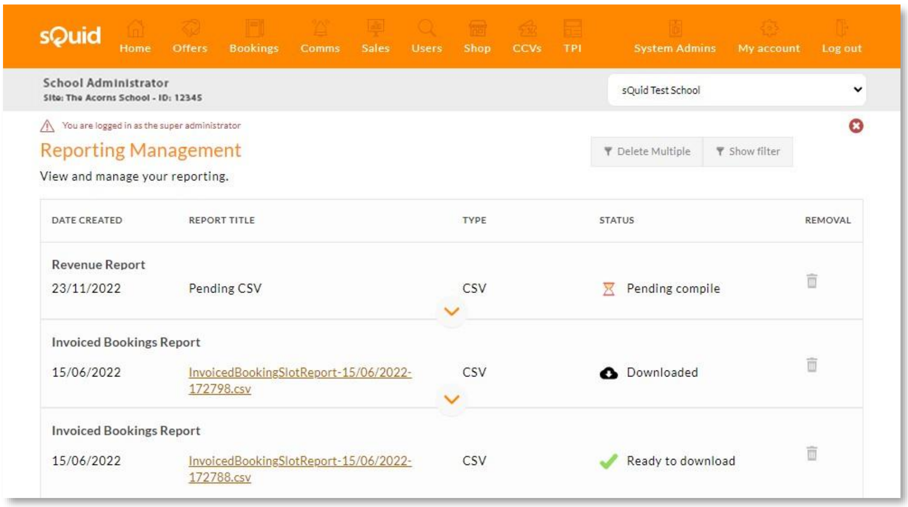


You can also generate a **revenue report** (and others) at **offer level**, for a **specific offer/offers**, and at **booking level**, for a **specific booking/bookings**

***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.



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.**