

Wholesale Terminal Troubleshooting Guide

Issue	Steps to Resolve <i>NOTE: "Click" refers to using a mouse.</i>
If the terminal is slow ...	1. If you have a Citizen printer, unplug the printer power cord from the wall. Wait for 15 seconds then plug it back in.
	2. Verify you have an internet connection: <ul style="list-style-type: none">- Check the light on the Cisco Box (white square) mounted on ceiling. It should be steady green or slow blinking green.- Press Ctrl+Alt+Del on the keyboard to view the wireless icon. If the wireless icon says connected to LQC Radius, then call the LESC to trouble shoot a possible connection issue.
	3. Press Ctrl+Alt+Del on the keyboard to open power options. Press or select "Restart" from the list.
	4. If the above steps do not work, call the LESC.

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If the "Cannot complete transaction. You must complete current Transaction" message appears...	<p>1a) Press or click the Menu Bar icon on top left corner.</p> <p>1b) Press or click on the Shopping Bag icon.</p> <p>1c) Press or click the Actions Tab then Void transaction. <i>NOTE: Void transaction does not cancel the sales order, it only voids the current transaction you are performing such as invoicing, recall, edit, etc.</i></p>
	<p>2. If the transaction "does not void because a partial payment has been made" then press or click Payments (to the right of Lines) on the top left. (If you cannot see Payments, press or click on the black area to the right of the word "Lines".) Press or right click on the payment line to select it and press or click the Void Payment button, then press or click Void Transaction.</p>
	<p>3. Press the Power icon at the bottom right corner of the screen or press Ctrl+Alt+Del on the keyboard to open power options. Press or select "Restart" from the list and click Ok to the screen prompt warning regarding additional users.</p>
	<p>4. If above steps do not work, call LESC</p>

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If the terminal freezes (mouse does not move / Black or white screen appears)...	Hold down the Power button to shut down the Terminal. Press the power button to reboot. Login to the Wholesale Terminal.
If you cannot find a customer...	1. Make sure their permit name is being used when searching.
	2. Enter a partial permit name. For example, put in "KL" for "Klei Assoc Inc". If the name has a single letter, the single letter will not find the customer. For example, "F" or "W" will not find "F W HYDE PARK INC". "H" or "P" or "Hyde" or "Park" or a partial will find it. You can also enter the first 2 digits of the zip code to search through a list of wholesale accounts.
	3. Attempt to search using the customer's permit number.
	4. Enter the street name or zip code in the Search field if known.
	5. If the customer cannot be found, enter them as a Transient customer using their permit number, and call the LESC to have them added to the system.
If Wholesale terminal and RF Scanner inventory do not match...	This may not be an issue. In some situations, wholesale terminal and RF Scanner inventory will not match. For example, if you have open orders for an item, the Available qty column accounts for product existing on open orders in the Wholesale terminal and adjusts the available quantity accordingly. The RF Scanner does not account for product showing on open orders in the Wholesale terminal and will display the actual physical quantity of the product at the Agency.

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If the Show Journal button seems to show duplicate orders...	<p>This may not be an issue. The Journal shows every activity on an order and Receipt ID. After creation, if the order is invoiced, a new Receipt ID is generated and displays 2 lines.</p> <p>If the order was created and updated twice, it will show the same order 3 times. These are not duplicates. Updating, cancelling and/or invoicing does not create another order, only additional receipt IDs.</p> <p>If you go to the <i>Recall Order</i> screen it displays orders by Sales Order number. So if an order has been created and cancelled or invoiced, the order will only show once. If an order was created and updated multiple times, it will still display only once.</p>
If you are looking for a list of orders for a customer...	Use the Search function to find the customer. Press or click on the Customer name to open the record, use the scroll bar at the bottom of the screen to scroll right to see all their orders.
To find the status of an item	Use the Search function to find the item. Press or click on the Item Number to open the record, use the scroll bar at the bottom of the screen to scroll right. The Status will appear as one of the item detail information.

LQC-RADIUS is the wireless network for Wholesale Terminal

LQ-RADIUS is the wireless network for RF Scanner

All technology login procedures including wholesale can be found at:

<http://ohiolmp.com/Documents/Login%20Credentials%20Reference%20Guide.pdf>