

# The total sales and number of tickets do not match between historical and sales reports.

## Summary:

The total sales and number of tickets do not match between historical and sales reports. (Management History, Tax History, Flash Sales, Sales Analysis by Tax Code)

## Cause:

Each report calculates the sale and ticket figures based on the taxable status of the items sold on the ticket.

## Solution:

The Management History by Tax Code report includes all tickets and sales in the date range selected, even if the items on the tickets were marked as non-taxable.

The Tax History report includes all tickets and sales in the date range selected for each Tax authority, and does not include tickets and sales if all the items on the ticket were marked as non-taxable. This means the Tax History report could duplicate tickets if there is more than one tax authority applicable to the items on the tickets.

The Flash Sales report includes all tickets that were posted for the date range specified but does not include any non-sale/return lines in the sales amount. This would include tickets that were pay-ins, pay-outs, pay-on-accounts, or deposits for orders/layaways. If there were 30 tickets for the day for a total of \$100, but 1 of them was a deposit for \$30.00 on an order, the number of tickets will be 30 and the sale

amount would be \$70.

The Sales Analysis by Tax Code report includes only tickets that are actual sales tickets in the date range specified. If there are 30 tickets for the day for a total of \$100, but 1 of them was a deposit for \$30.00 on an order, the number of tickets will be 29 and the sale amount will be \$70.

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