

Why Use Pause Sale? Pause Sale holds an in-progress transaction — items, pricing, and customer details intact — so you can assist another customer and return to complete the sale without losing any work. Common scenarios:

- Serve the next customer while another shops for an additional item or waits on a background check result.
- Hold a sale while waiting for required compliance steps — such as a NICS background check — to be completed.
- A customer wants to finalize later in the day — save their cart without re-scanning everything.
- Hand off a transaction between staff members sharing a register during a busy shift.

1 Scan Items Into the Cart, Then Click Pause

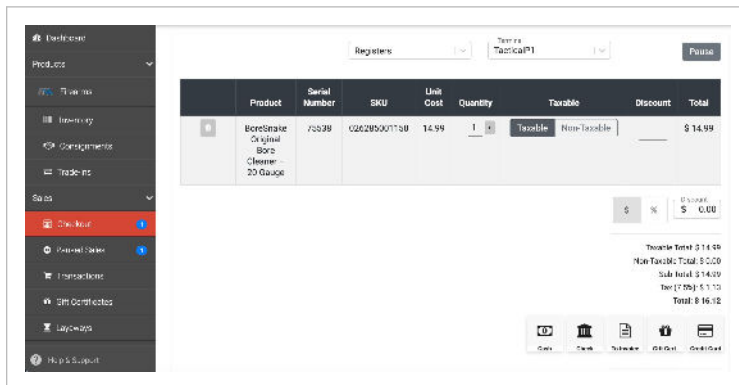


Fig. 1 — Checkout screen. Click Pause (top-right) to hold the sale.

Go to **Sales** → **Checkout** and scan the customer's items as normal. The cart displays each product, serial number, SKU, unit cost, quantity, taxable status, and running total.

When you need to step away from this transaction, click the grey **Pause** button in the upper-right corner of the screen.

2 (Optional) Add Identifying Info Before Pausing

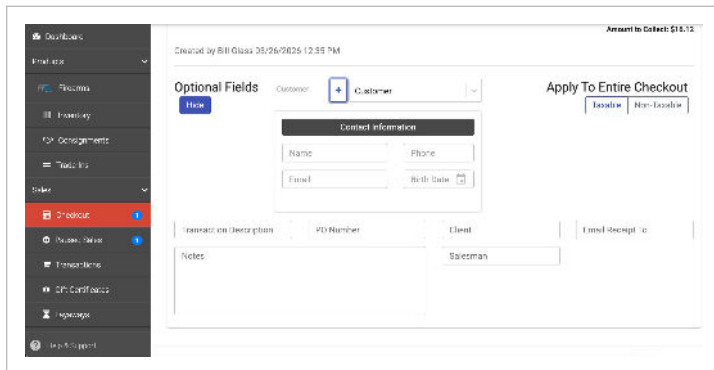


Fig. 2 — Optional Fields panel, accessible by scrolling down before pausing.

This step is optional — most useful in busier stores where multiple sales may be paused at the same time.

Before clicking Pause, scroll down in the checkout screen and click **Show Optional Fields**. You can then fill in:

- **Customer** — attach a customer record via the + button.
- **Transaction Description** — e.g. "Back at 4pm".
- **Salesman / Notes** — for context or accountability.

Once filled in, click **Pause** as usual.

3 View All Paused Sales

Items	User	Created	Description	Customer	Resume	Delete
1	Bill Glass	03/26/2026 12:35 PM	Customer Returning at...	John Smith	Resume	Delete

Fig. 3 — Paused Sales list. The nav badge shows total open paused sales.

Navigate to **Sales** → **Paused Sales**. Each held transaction displays:

- **Items** — number of line items in the cart
- **User** — staff member who paused the sale
- **Created** — date and timestamp
- **Description** — your transaction note
- **Customer** — attached customer name

Click **Resume** to reload the cart, or **Delete** to discard it.

4 Resume the Sale & Collect Payment

Product	Serial Number	SKU	Unit Cost	Quantity	Taxable	Discount	Total
BoneSnake Original Bone Cleaner - 20 Gauge	75538	026285001150	14.99	1	Taxable	Non-Taxable	\$14.99

Taxable Total: \$14.99
 Non-Taxable Total: \$0.00
 Sub Total: \$14.99
 Tax (7.5%): \$1.13
 Total: \$16.12

Cash, Check, To Invoice, Gift Cert., Credit Card

Fig. 4 — Resumed checkout with all original cart items and pricing restored.

Click **Resume**. The checkout screen reloads with all original items, quantities, pricing, and customer info intact — exactly as it was left.

Make any final adjustments, then collect payment via **Cash, Check, Credit Card, Gift Cert., or To Invoice**.

The **Paused Sales** badge in the left nav always shows the live count of held transactions so open sales are never overlooked.

Tip: There is no limit to how many sales you can pause simultaneously — ideal for busy weekends or gun show environments. Always add a Transaction Description and attach a Customer record so any staff member can confidently pick up where you left off.

For additional help, visit the **Help & Support** section in the left navigation panel or contact TacticalPay support.