



# Retail Point of Sale

## Table of Contents

<b>1. Operating the Point-of-Sale.....</b>	<b>1</b>
<b>2. Payment Methods.....</b>	<b>14</b>
<b>3. Cash Up Procedure. ....</b>	<b>16</b>
<b>4. End of Day Procedure.....</b>	<b>20</b>

## 1. Operating the Point-of-Sale.

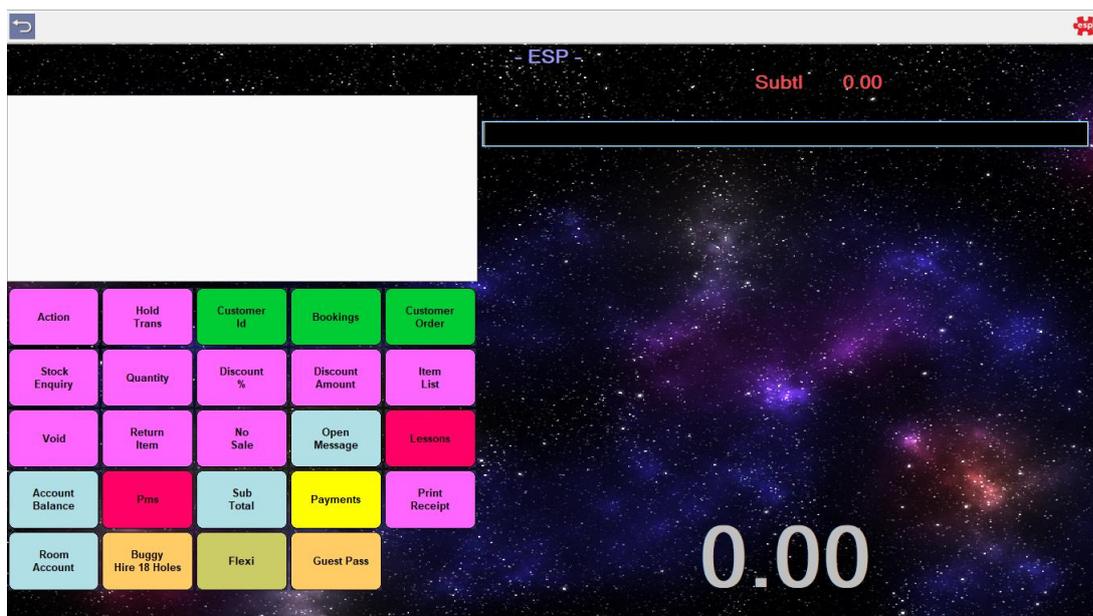


## Logging into the Point-of Sale

When logging in to the Retail Point of Sale screen the window shown below will be displayed. At this point the operator ID may be entered or their swipe card may be used (where applicable).

Enter Operator ID.		
7	8	9
4	5	6
1	2	3
0	BS	CR
Action		

The screen will now resemble the example shown below.



If the system is left idle for a period of 30 seconds (no keystrokes or mouse clicks) the system will automatically log-out the user. This is a security feature designed to minimise the risk of improper use of operator logins.

## Action



By selecting this button, you will be presented with four options; authenticate user, view held transactions, return to point of sale, and exit point of sale.

## Hold Trans



By selecting this button, the system will log the current user out of Point of Sale and display the 'Enter Operator ID' window as in below.

Enter Operator ID.		
7	8	9
4	5	6
1	2	3
0	BS	CR
Action		

This is a security feature designed to minimise the risk of improper use of operator logins. This functionality should be used when leaving a terminal.

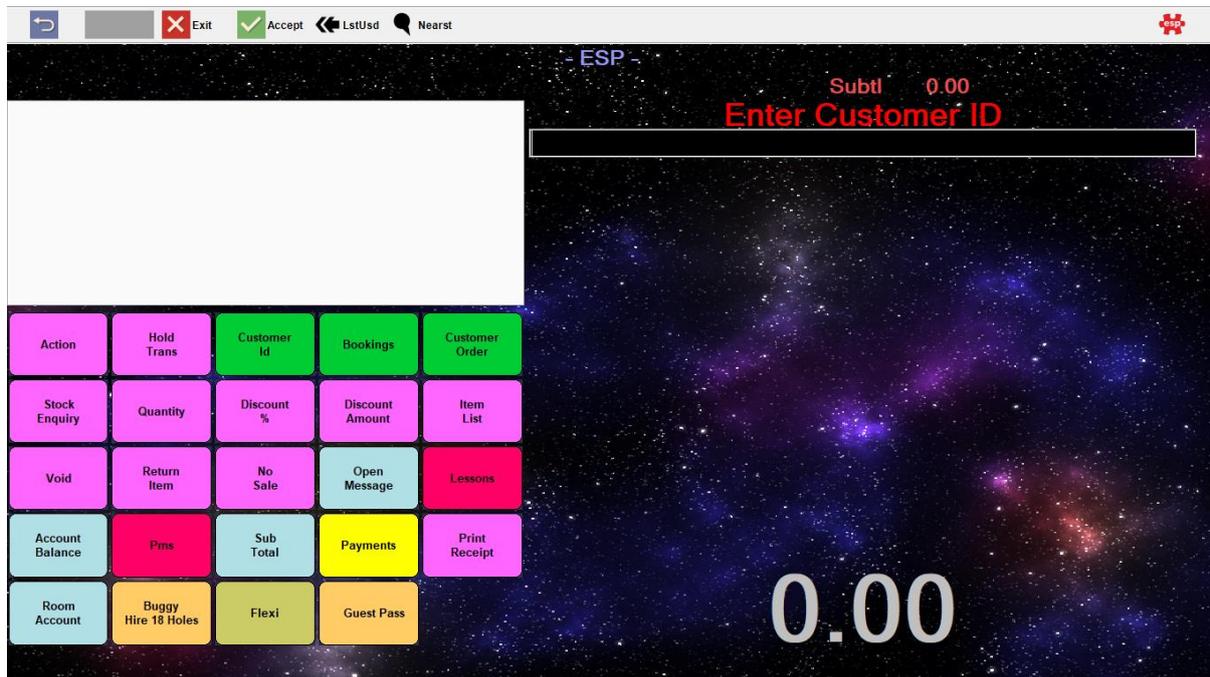
## Customer ID



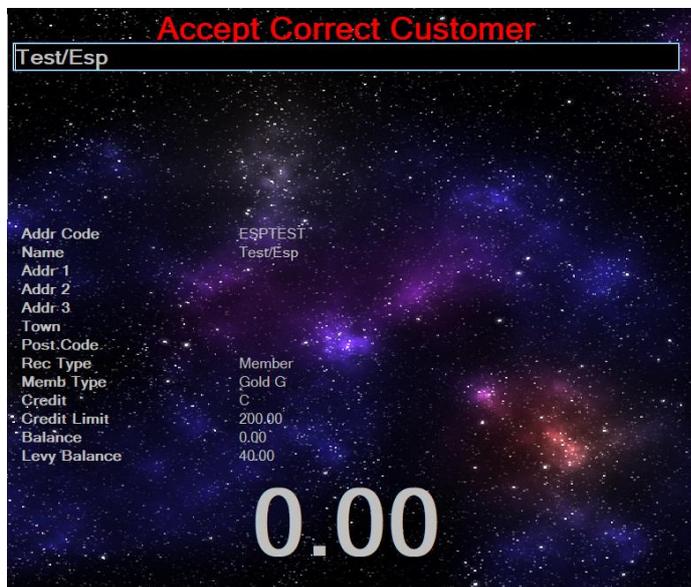
This button is used for identifying a customer from the customer database, this is necessary for discounts etc to be recognised.



After selecting the Customer ID button, the screen will have a prompt in the top right-hand corner as below.



At this point a Customer Address Code may be entered or their membership card swiped. The Customer's details will be displayed as shown



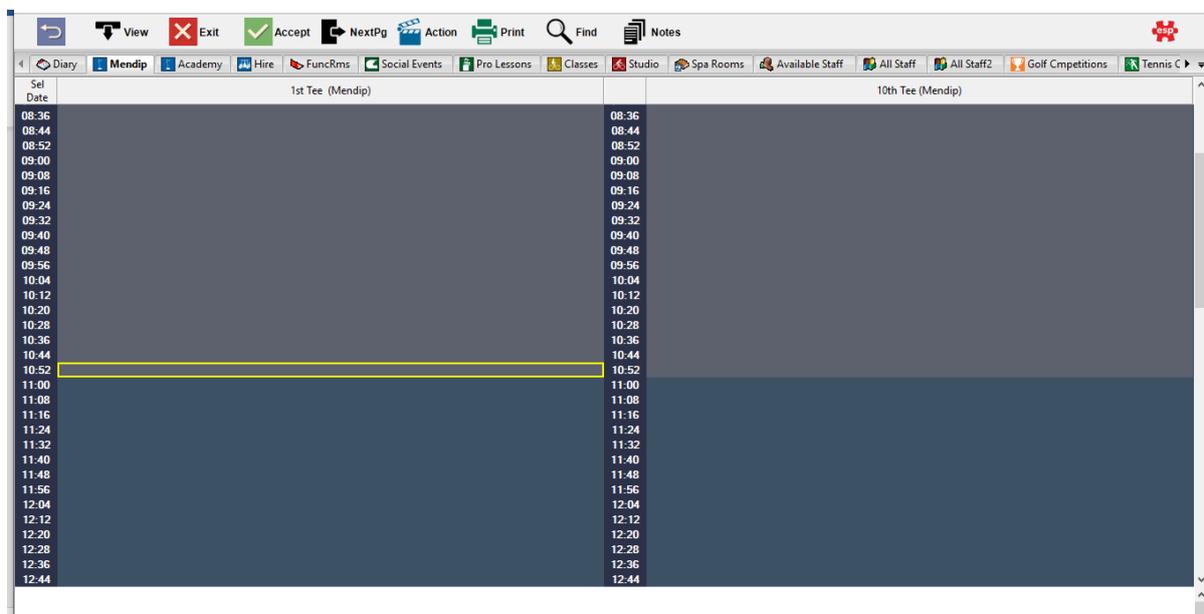
Transactions may now be completed for the customer in the usual manner.



## Bookings



By selecting this button, the system will navigate to the bookings screen as shown below.



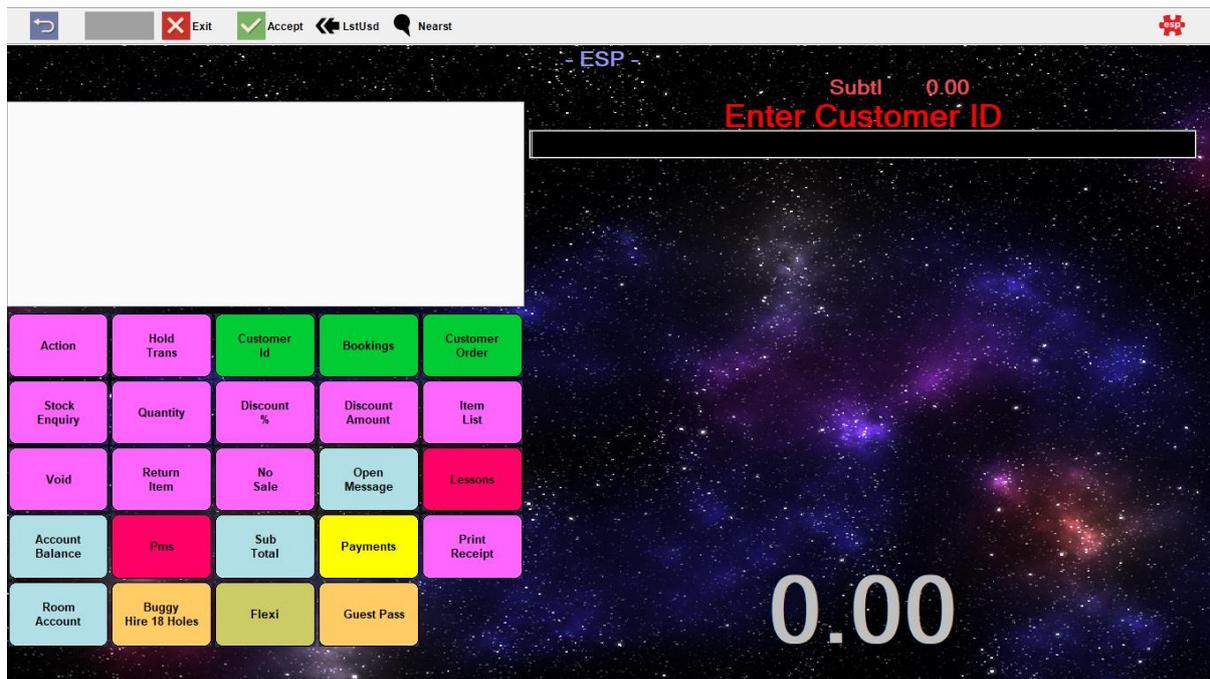
The benefit of accessing the bookings screen in this way is that when bookings are made the deposit/full amount can be paid off by selecting F2 Exit and returning to the Point of Sale Routine.

## Customer Order

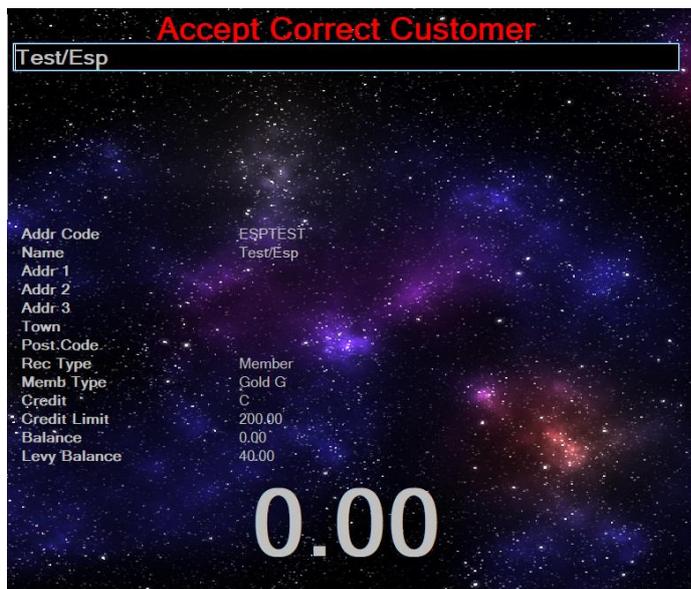


The Customer Order button is used to identify a Customer from the Customer File Routine and make a either a booking or an order without blocking/selecting a resource. This function could be used to place a specific order for a customer.

After selecting the **Customer Order** button, the screen will have a prompt in the top right-hand corner.



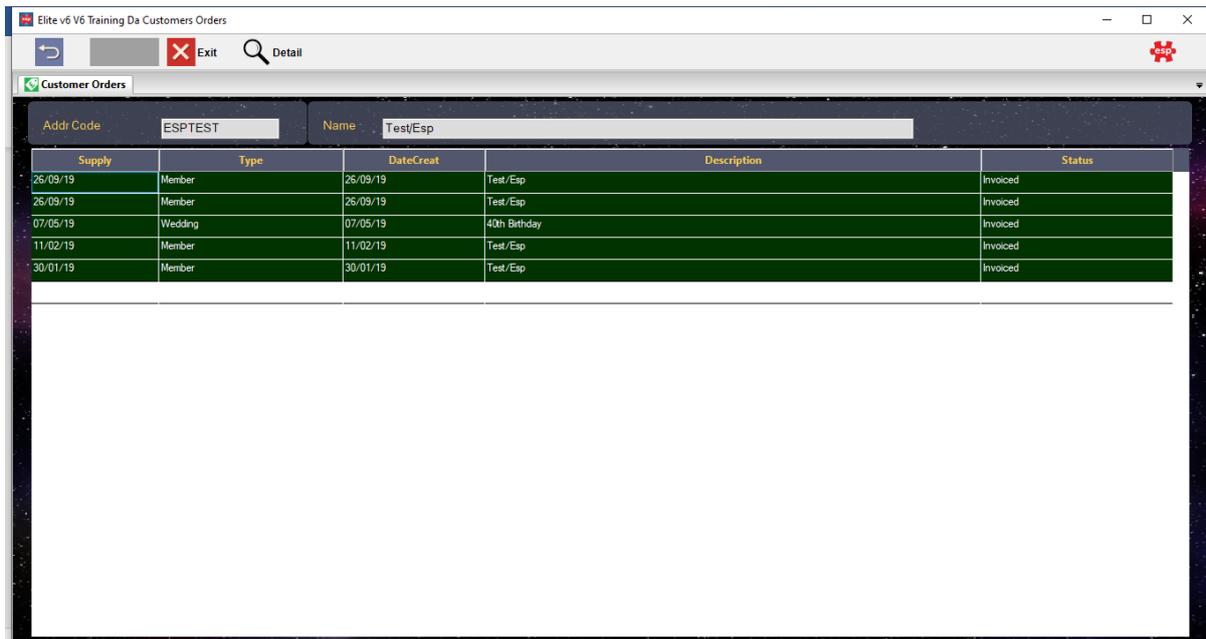
At this point a **Customer Address Code** may be entered. The Customer's details will be displayed as below.



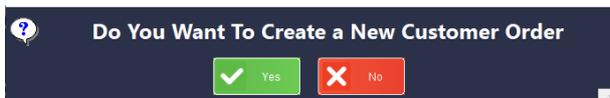
Choose **F3** at this point to accept the customer.



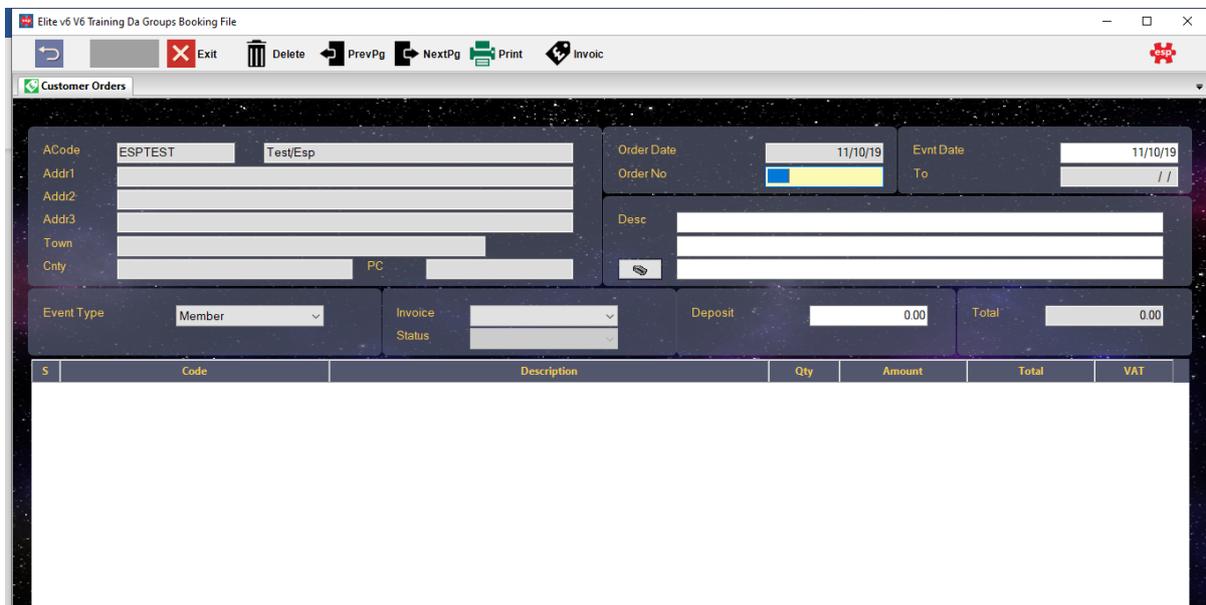
The system will now display the Order screen in the Customer Record.



Select 'F10 - Create' to create a new customer order.



Select – Yes. The Customer's Order screen will now be displayed.



Enter a new order number and a description for the order. Place the cursor under the **Code** field. At this point select **F1 Help** and the window below will appear.



Now select the type of item required from the list, the relevant Package/Menu/Stock file will now be displayed. Select the **required item** and choose **F3 Accept** twice to pull the item through onto the order.

By selecting **F9 invoice**, the window below will appear with the options to open a day account or invoice the booking.

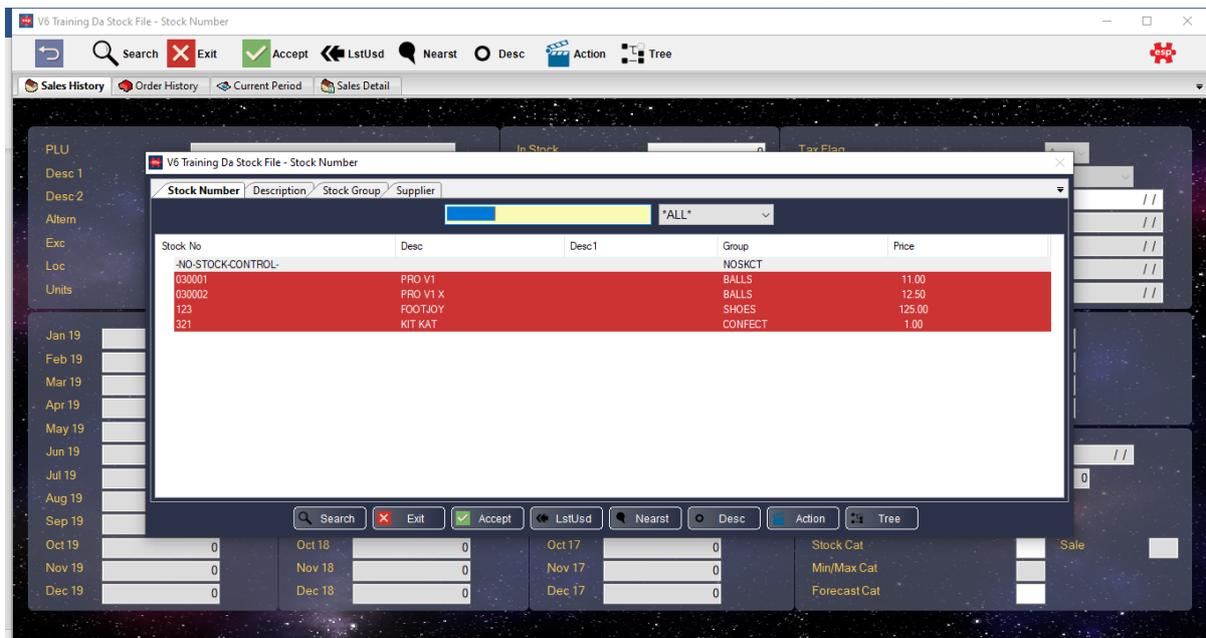


Select F2 Exit twice to return to the Point of Sale Routine.

## Stock Enquiry



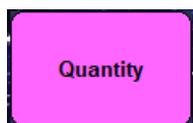
By selecting this button, the Stock Record Filter Screen will be displayed, as shown.



By highlighting a stock item and selecting F3 Accept the stock item details will be shown, including the availability.



## Quantity



The Quantity button may be used as a quick way of entering multiple stock/sundry items in Point of Sale.

Select the item required by clicking or pressing the corresponding button on the keyboard, as below. Enter the quantity required and select 'Quantity'.

## Discount Amount



The Discount Amount button may be used as a quick way of discounting transactions; once the items have been selected in Point of Sale, type the monetary value required to discount, now select the Discount Amount button.

A line will now appear on the transaction screen indicating the discount amount. This will deduct an even percentage from each line in the transaction

## Discount %



The Discount % button may be used as a quick way of discounting transactions.

There are two methods in which discounts can be applied as percentages to items:

### 1 - Discounting Each Line of a Transaction

During a transaction you can enter a discount percentage for each individual item as they are entered at point of sale.

After each item is entered into the point of sale, enter the discount percentage amount you wish to reduce the item by, (e.g. 15% = 1500), and press 'Discount %'

The advantage to discounting each line item is that the customer will see every discount amount which is allocated on their receipt.

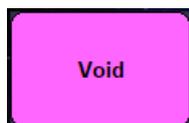
### 2 - Discounting at The End of The Transaction

Once the items have been selected in Point of Sale, sub-total the transaction and then type the percentage required to discount, now select the Discount % button.

A window will now appear as below, allowing the discount to be allocated line by line.



## Void

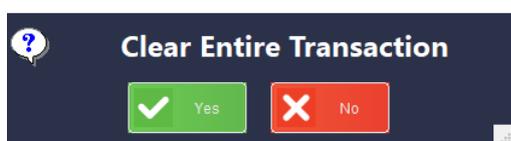


The Void button has two ways of functioning; it may be used to void the last item entered or the whole transaction. To void the last item entered, press the Void key once.

The transaction screen should now resemble below.

1	NXT SLEVE	8.50
1	PROV1	12.50
	** VOID **	
-1	PROV1	-12.50

By pressing the void key for a second time in a row, the system will prompt to clear the entire transaction, as shown.



Select Yes to void the entire transaction.

## Return Item



The Return Item button works in a similar way to the void key, although it may be used to remove unwanted items part way through a transaction.

This function works by adding a new item and then returning it, therefore making it a minus and cancelling-out the original item.

## No Sale



The No Sale button is used for obtaining access to the till without completing a transaction, this may be monitored (with correct password authorisation) within Electronic Till Roll.



The No Sale function can also be configured to print a receipt upon the opening of the till drawer. The information below will appear in the Point of Sale screen.

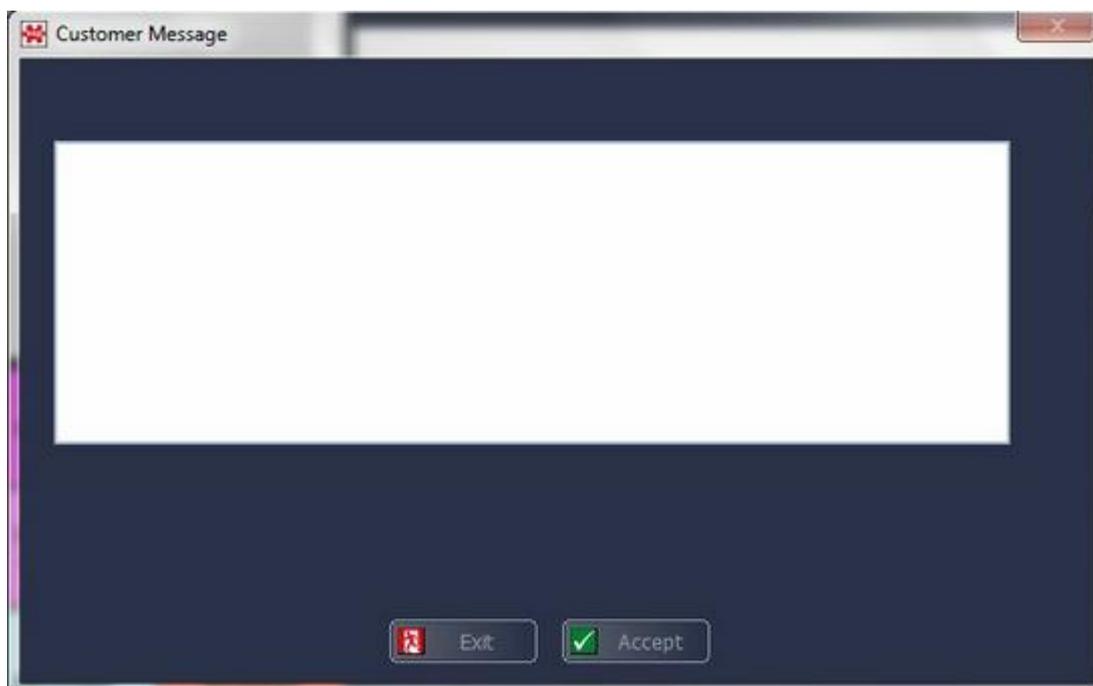
```
ESP          13/12/12 - 10:46
***** N O   S A L E *****
```

## Open Message



The Open Message button is used to type a unique message on the receipt, only one message per receipt can be used and it must be entered before using the Sub-Total function.

When the Open Message button is selected, the window below will appear, and a message may be entered.



The message will not show on the screen but will print on the receipt on completion of the transaction.

## Credit Accounts

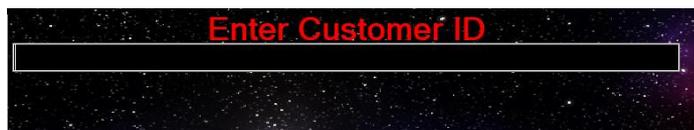


### On Account

The On Account button is a way of adding charges to customers with a valid credit account. This function is used by entering the goods/services required then selecting the Sub Total key, enter the



amount to place on the credit account and select the On Account button. The Customer ID prompt will now appear.



From this screen the exact customer address code can be entered, or F1 Help may be used to search for the correct customer. Alternatively, the membership card can be swiped.

Once the correct customer has been identified, select F3 Accept to add the sale to the credit account.

### Account Balance

The Account Balance button can be used to quickly check the balance of a customer with a credit account. By selecting the Account Balance key, the system will prompt for the customer ID as above.

From this screen the exact customer address code can be entered, or F1 Help may be used to search for the correct customer. Alternatively, the membership card can be swiped.

Once the correct customer has been identified, the information will be available on the screen as below.

A screenshot of a software interface showing customer account information. The background is dark blue. The text is white and organized into two columns. At the bottom right, the number '0.00' is displayed in a large, light blue font.

Addr Code	SMITA01
Name	Smith/Adam
Addr 1	1 Park Lane
Addr 2	
Addr 3	
Town	SUTTON
Post Code	SM4 QPT
Rec Type	Member
Memb Type	Sports Member Off Peak
Credit	C
Credit Limit	10.00
Balance	0.00
Levy Balance	13.84

### Sub Total



The Sub Total button is required before taking payment for a transaction. The number of items and amount due will be shown and a payment can now be made.



## Sundry Buttons

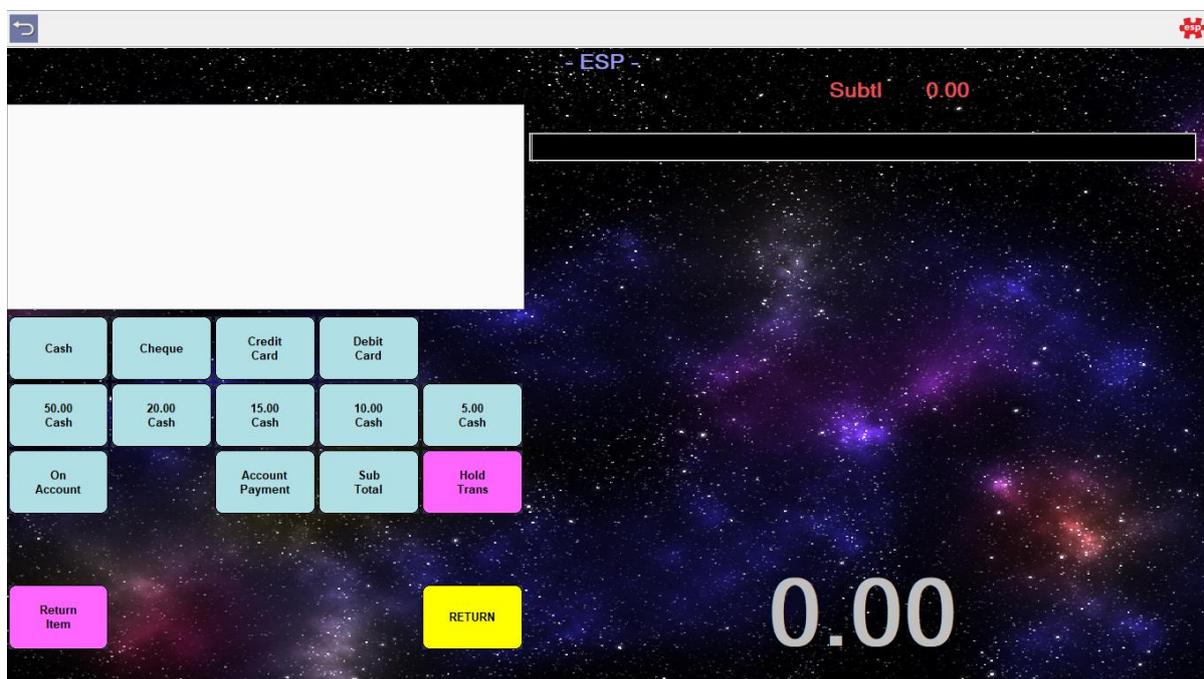
The Sundry Buttons are used for various functions such as voucher sales/redemptions, levy top-ups etc. These types of buttons are a quick way of making a sale without linking to a stock item.

There is a maximum of twelve sundry keys as shown below.



## 2. Payment Methods.

The Payments button is used as a route to the different payment methods. By selecting this key, a new menu of Point of Sale keys will be shown as below.



When making a payment within Point of Sale, the system will force the operator to enter the amount tendered. This is instead of having the ability to hit the Cash key without entering an amount. This feature is defined to minimise cash handling mistakes.

An example of the error message when trying to complete a transaction without entering the amount is shown below.



## You Must Enter Tender Amount

The message shown above will appear for 1 second, after which the transaction may be completed.

### Over Payments

When making a payment through Point of Sale, the system will only allow over payments for cash transactions. If an over payment is attempted with a different payment method the error message below will appear.

## You Can Not Enter More Than The Transaction Amount

The message shown above will appear for 2 seconds, after which the transaction may be completed.

### Refund Receipts

The Refund Receipts have a signature slip at the bottom of the receipt with a space for the authorised personnel's signature as below.

**Example**  
**Golf & Country Club**

Shop  
Tel. 0208 2515100 Vat No. 123 4567 89

-1 CW HawkEye VFT	-124.00
1 BAL DUE	-124.00
CASH	-124.00
CHANGE	0.00

-----

Signature  
-----

Vat Rate	Exd.	VAT	Ind.
17.50	-105.53	-18.47	-124.00

You have been served by J Smith  
Terminal '01' Shop.

22 R00000044 07 10:54 19/07/05

Thank You  
-----  
Please Keep Receipt.



### 3. Cash Up Procedure.

#### Deferred Declaration Cashing Up

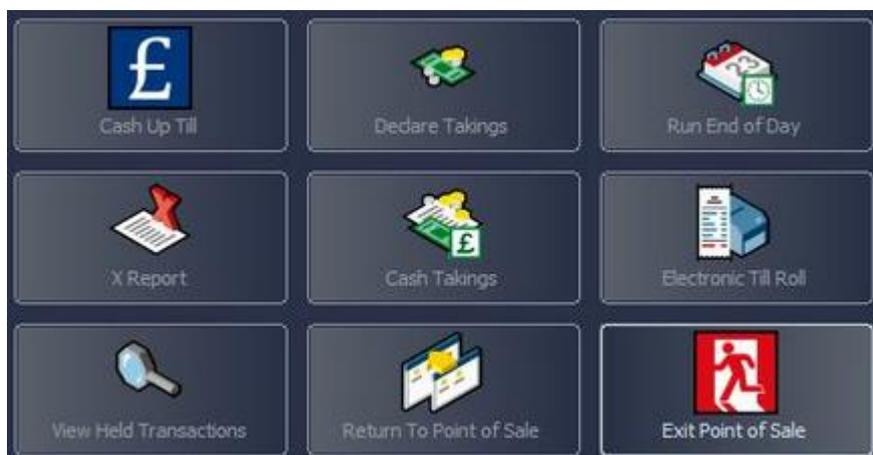
The term 'Deferred Declaration' means that the system may be cashed up by terminal and the terminal may be used again before the takings are declared.

There are two stages to the Deferred Declaration Cashing Up, which are Cashing Up at Point of Sale, and Cashing Up at Back Office.

To cash-up at the POS terminal, Select the **Action** option; either from POS or the log in window. A new menu will appear.



Select **Authenticate User**, then enter your username and password. The following menu will be displayed.



Select the **Cash Up Till** option from this menu. A window will appear displaying the following message.



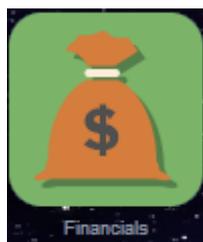
After selecting **Yes**, a receipt of the cash up will print to the printer and a new message will appear.



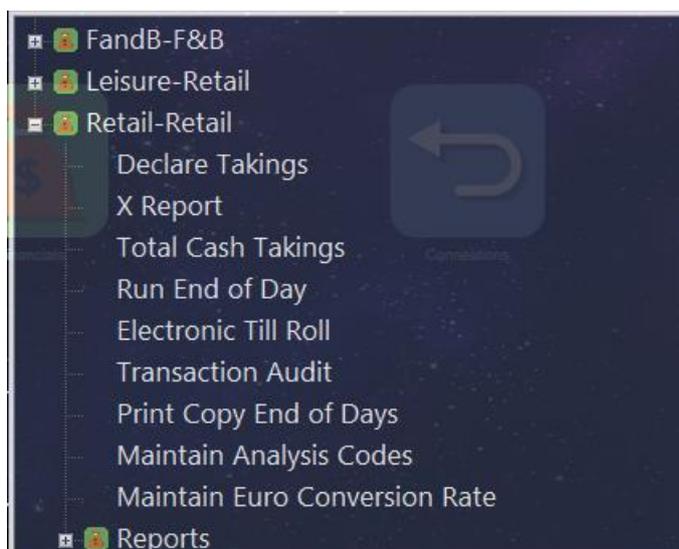
Once the takings have been counted, they may be declared through a Back Office Terminal.

## Back Office

From the Desktop:



Select – **Financials**.

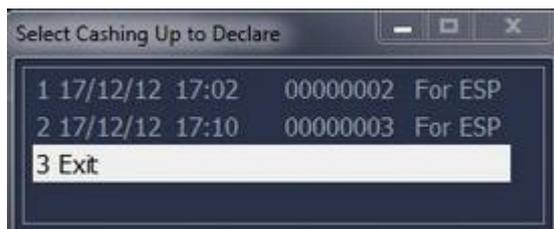


Select – **Retail – Declare Takings**, the following menu will appear.



The appropriate till must be selected from the list. The number (e.g. 00000002) represents the Declaration/Cashing-up Number which will also be printed on the Declaration Receipt when you previously select Cash-up Till.

If **Cash Up Till** is selected more than once, a second option for the same till will appear. This must be selected after the correct cash-up is complete and declared as zero.



This menu will list all outstanding cash ups; index number, date, time, unique reference and till name are shown. Match the correct cash up by using the unique 8-digit reference and click on the option. The following screen will be displayed.



From this menu the total takings (excluding internal/credit accounts) should be entered. Then select **F3 Accept**.

The system will now prompt whether or not to continue with the total entered. Choose **Yes** to continue.

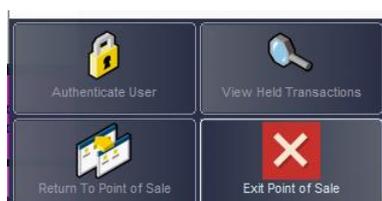
The system will now run the cash up routine and return to the X Reports menu.

Cashing up is now complete.

## Blind Cashing Up

Count the amount of money that you have in the till (excluding float)

Select the **Action** option; either from POS or the log in window. A new menu will appear.



Select **Authenticate User**, then enter your username and password. The following menu will be displayed.



Select - **Cash Up Till** option from this menu. A window will appear displaying the following message.



Select - **Yes**. The following screen will be displayed.



From this screen the total takings (excluding internal/credit accounts) should be entered. Then select **F3 Accept**.

The system will now prompt whether or not to continue with the total entered. Choose **Yes** to continue.

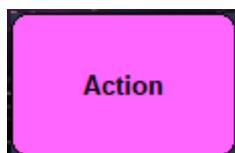
The system will now run the cash up routine and return to the menu.

Cashing up is now complete.

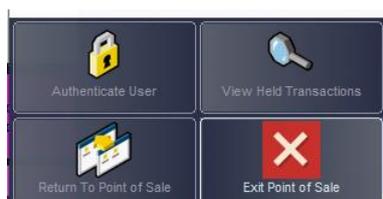


## 4. End of Day Procedure.

To run an End of Day, from the POS:



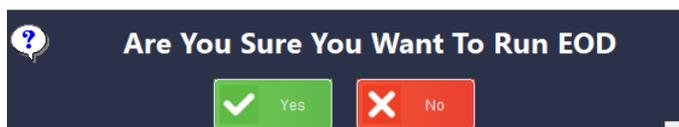
Select – **Action**.



Select **Authenticate User**, then enter your username and password. The following menu will be displayed.

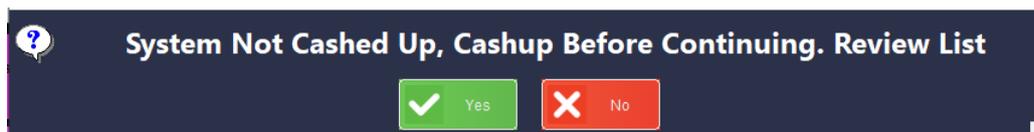


Select the **Run End of Day** option from this menu. The following screen will be displayed.



Select **yes**.

If all tills have been cashed up and are closed down, the system will continue with printing the End of Day Reports. However, if any till that has been used on the day has not been cashed up then the system will force this before the EOD can be complete.



By selecting **Yes** to this message, you will be displayed with a list as below showing the terminals which have not been cashed up.

Once the terminal(s) listed have been cashed up, the End of Day may be run as before.

The following message will be displayed.



Print Completed. Re-Print End of Day Reports

