POS PORTAL OPERATOR MANUAL

Incorporating the Butcher modifications and Sales Assistant Point of Service.

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POSPORTAL – MANUAL

1. LOGIN TO POINT OF SERVICE

The overall controlling computer program for the point of service is POSPORTAL.
This program is the <u>User Interface,</u> it is connected to the scales, the receipt/journal printer(s) and barcode reader(s), which may be used for scanning items or frequent shopper (loyalty) or other functions.

For sales to be registered or made in the <u>user interface</u> it must be running and active and the "cashier" (person responsible for the money in the cash drawer) <u>logged in</u>.

Please note: What an operator logged into the POSPORTAL is able to do is determined by the privileges associated with that person's log in, and are not necessarily the same as an **administrator** *or some other sales assistant logged into the user interface.*

If an operator appears not to be able to perform the range of activities desired, check the operator's log in privileges in the set up area of the Posportal program. In order to access this area an administrator level log in is usually required.

Once an appropriate operator is logged in, the operator can perform the various tasks outlined in this manual depending upon their particular privileges.

At this juncture the point of service is ready to receive transactions. Other point of service functions are available from this point by *selecting* the required function by pressing the appropriate button on the screen.

Note:

1.   *Functions which are not available are "greyed out" indicating they cannot be used at this stage.*

2.   *New operators or an existing operators password or other details <u>must</u> be created or changed using the back office software – TRS or AMC CIT portal, and then sent to the POS using the DISTRIBUTION function in TRS or the portal.*

USER INTERFACE – POINT OF SERVICE

The *Pos Portal System* is a specific user interface that emulates the store work flow using the traditional scale entry common within the retail environment.

The electronic scales are plugged into the computer and "talk" to the <u>user interface</u> program constantly sending the weight of the item on the scale.

A barcode scanner may be plugged into the equipment and this "talks" to the program continually. This can be used in place of pressing keys associated with items or functions which have a *scannable* barcode on them. For example this could be a price embedded barcode on a pre-packaged meat item or a frequent shopper (loyalty) card.

The initial <u>user interface</u> screen is shown below:

Carefully note the various buttons appearing on this screen, as shown above.

The *user interface* has four (4) control buttons:

- **Ring Off**   - Finalises the currently active customer transaction, collects the tender, opens the cash drawer, if appropriate and prints a receipt, if required.

- **Void**   - Allows the voiding of the active customer transaction. This button dynamically changes to **Delete** to perform the void item function.

- **C**lear   - Erases all the characters typed into the PLU window field.

- *Find*   - Opens a search window enabling the logged in operator to search the item database for an item. The search can be by description or item code. Once found the item can be inserted into the currently active transaction by the operator.

- *PLU*   - Tells the user interface the numbers entered into the PLU window are a price look up (PLU).

One Shot Plu (OSP):

To the right of the user interface is a series of 9 buttons, these are *One Shot Plu (OSP) buttons.* Pressing these buttons will with the one touch sell this item – either by weight or quantity.

Warning: The products (items) associated with the button(s) may change dynamically based upon the *"Top Sellers"* if this facility is used, so always check visually you are about to press the button you really mean to. Operators need to exercise care and look at the name on the button that describes the product as it can change.

Menu:

This button controls the access of the user to a range of control functions and a great many additional OSP buttons. Behind the menu button is a series of panels, which have 8 columns and 9 rows of buttons, that can be set up to be OSP's. Above the top of the screen opened by pressing the menu button is 8 buttons. The first 6 of these open up OSP item pages, the seventh is used to set up "functions" and how the PosPortal program will behave and the eighth is a "CLOSE" button, which returns the PosPortal program back to the "selling" screen. Supervisor or administrator control can be configured over the use of these buttons and the various functions they perform.

Sign On / Sign Off:

At the bottom of the *OSP* buttons are two buttons, which are used for signing on and signing off from the user interface. At the bottom of the screen are two rows of buttons that correspond to the operator(s) signed on currently to the system. These order of these buttons is reflected by the "Function" keys on the top of a keyboard. The first button in the first row can be made the active operator (sales assistant) by either pressing that key on the touch screen <u>or</u> by pressing the F1 key on the keyboard. The second operator would be made active by either touching the second button on the first row or by pressing the F2 key on the keyboard. To make operators 9 to 16 active you must press the ALT key before the F1 to F8 keys.

Numeric Pad:

In the centre of the screen is a numeric pad with an *X* button. The X button is used to indicate the immediately previously entered number(s) are a quantity multiplier.

The numeric pad digits are pressed to enter the numbers in the PLU field on the user interface.

Current Transactions:

There is a window below the *numeric pad*. This window shows the active customer transactions within the system for the various logged in operators. This *Current Transaction* window is active to touch and can be used for operators to retrieve active sales for further item sales or finalisation.

Active Transaction:

The transaction currently being processed is displayed in a window immediately below the PLU sold window. This window shows the active transaction with its comprising items and the operator (or sales assistant) performing this transaction.

Plu Window:

The PLU window is on the top left of the user interface screen.

The top field is where the numbers from the *numeric pad* are visible.

Upon pressing the *"PLU"* button the description, price, weight and extended price is shown to the operator.

Note: The PLU window displays the information on the last Plu sold for a variable period of time controlled by settings within the configuration file (PosFrontEnd.ini file which is contained in the Windows or WINNT *directory.*

Note: The user interface will only accept a weight from the scale if the item number (PLU) entered into the <u>user interface</u> is a "weighted" item. If the item entered is a fixed price or undefined or item sold by the unit rather than by weight the scale entry is ignored by the program.

The <u>user interface</u> requires the shop assistant to login to use the program.

1. <u>Logging in to User Interface:</u>

    a)   Press the "***Sign On***" button.

    b)   Press the buttons corresponding to the operator concerned login name, using the numeric pad on the screen, *this must be a "sales assistant" login name..*

    c)   Touch the "***Password***" field with your finger to move the cursor to the password field.

    d)   Enter the *"**Password**"* for this operator using the numeric pad on the screen.

    e)   Press the "Accept" button, if correct.

    f)   To re-enter a password then use your finger to highlight the password field.

    g)   To abort the Operator Sign On process press the "Cancel" button.

The screen below shows the User ID 3 logging in.
Note the password *is not visible* when entered.

h)   Following the successful entering of the "**UserID**" and "**Password**" the user
        interface changes to the following example. *Note: the UserID name(operator
        Pos 3) is shown on one of the buttons at the bottom of the screen. The name
        appears on the next available button and is not always in the same position
        each login.*

i)   The active operator is shown in the status line of the screen, in this case the active operator is *Pos 3*.

2.   Logging off from the User Interface

An operator can only log off from the user interface if there are no outstanding active transactions for this operator. Secondly, to log off an operator may require a *Supervisor* confirmation over log off, depending upon how the user has configured the system.

To log off:

a)   Press the button corresponding to the operator (sales assistant) to be signed off.
b)   Press the "*sign off*" button on the right hand side of the screen.
c)   Enter the Supervisor *"UserID",* example uses operator user id 1 as supervisor.
d)   Touch the *"Password"* field with your finger ensuring the cursor has moved to this field.
e)   Enter the Supervisor *"Password"* using the numeric pad.
f)   Press the "Accept" button to accept.

A successful log off is confirmed by the removal of the operators name from the shop assistant buttons at the bottom of the user interface screen.

A sample logoff process is shown below:

Operator *Pos3* was highlighted and the *Sign Off* button pressed, the following screen:

The operator button corresponding to an *Administrator* or *Supervisor* User ID is selected and entered their Password is also entered into the respective field. The "*Accept"* button is then pressed:

User Interface screen after the operator, *Pos3*, has logged off is shown above.

Note: the button originally associated with the "Pos 3" sales assistant no longer is visible, nor selectable.

3.   <u>Closing User Interface Screen:</u>

Depending upon how the user interface is configured the <u>user interface</u> screen may not be able to be closed (using the X on the right hand top border) if there are any operators still logged in or if there are "active transactions" yet to be finalised.

If it is configured to allow the user interface to be closed with either sales assistants logged in or active transactions pending then <u>simply</u> press the "X" in the upper right hand corner of the user interface, otherwise follow the procedure:

To close the user interface, all active transactions must have been finalised and all operators logged off.

4.   <u>Resizing User Interface Screen:</u>

The screen size can only be resized if the configuration, which is set up through the MENU and SETUP buttons, enables the resizing. Otherwise the screen size by default is set up for an 800 x 600 screen resolution, which cannot be changed by the operator.

If you need to change the size of the screen, for any reason and cannot, contact your system administrator.

5.   Selling Items using User Interface

Items can only be sold using the user interface if they have a non-zero selling price (this is referred to as a price lookup or *PLU*) and if the item exists in the butcher's product or inventory master file.

Items can be *sold by the weight or by the unit*. This is controlled by settings in the inventory or product master file. An item, which is a *weight PLU,* cannot be sold as a unit under the same PLU number. Likewise, a PLU, which is a unit PLU, cannot be sold by weight under the same number.

The selling procedure, or workflow, is the same whether the item is a fixed unit or weight (scale) price lookup and is described below:

Selling a Weight Item:

a)   Place the item on the scales.
b)   Press either the "one shot plu" key corresponding to the item on the right hand side of the user interface, or press the item number, using the numeric pad, and then press the PLU button.
c)   Once the PLU has been selected the weight, selling price and the weight times the selling price (extended price) of the item is shown on the user interface screen and the customer display.
d)   The sales assistant may either *add* or *remove* some of the product from the scales and the weight will be automatically adjusted. This is referred to as *"active weight"*.
e)   When the sales assistant is satisfied with the weight of the item and wishes to "ring" it up, the relevant sales assistant button is pressed.

An item, which is sold by weight displays, "Scale #0" in the status line at the bottom of the user interface. The "status line" is the one with the date and time displayed on the right hand side.

Selling a non-weight Item:
Quantity:

a)   Select the item (PLU) by pressing the numbers & pressing the PLU button.
b)   If more than a ***quantity*** of one of the item is being sold then:
     i.   Press the number of the item being sold, then
     ii. Press the "X" button.
c)   To finalise the item sale press the "sales assistant" button.

Finalising the line item sale:

The pressing of the sales assistant button has several affects:

a)   The last valid weight from the scales is accepted as the final item weight.
b)   The item, its weight (if applicable), the selling price & extended price form part of this sales assistant's active transaction.
c)   The scale and user interface is then available for another sales assistant to use or for the same sales assistant to begin processing the customer's next sales item.

Until the "sales assistant" button is pressed:

a)   The item may be freely changed.
b)   An item sold by weight can continually have its weight changed.
c)   The item entered is *not added* to the customer's transaction.
d)   Another sales assistant can use the scale and terminal.

Because of d) above, the sales assistant *must* ensure the rapid weighing or selling of an item completion by pressing their sales assistant button as quickly as possible to finalise the items inclusion into the customer's sale.

Should either the item be changed or another sales assistant use the scale/terminal before the sales assistant has pressed their sales assistant button to finalise the inclusion of the item into their customer's sale then the item will need to be *re-weighted or re-entered* prior to finalising the sale.

In screen below the item (PLU) number 1 (Minute Steak) has been entered, it is a *weight* item, the weight from the scales is 1.213 kg:
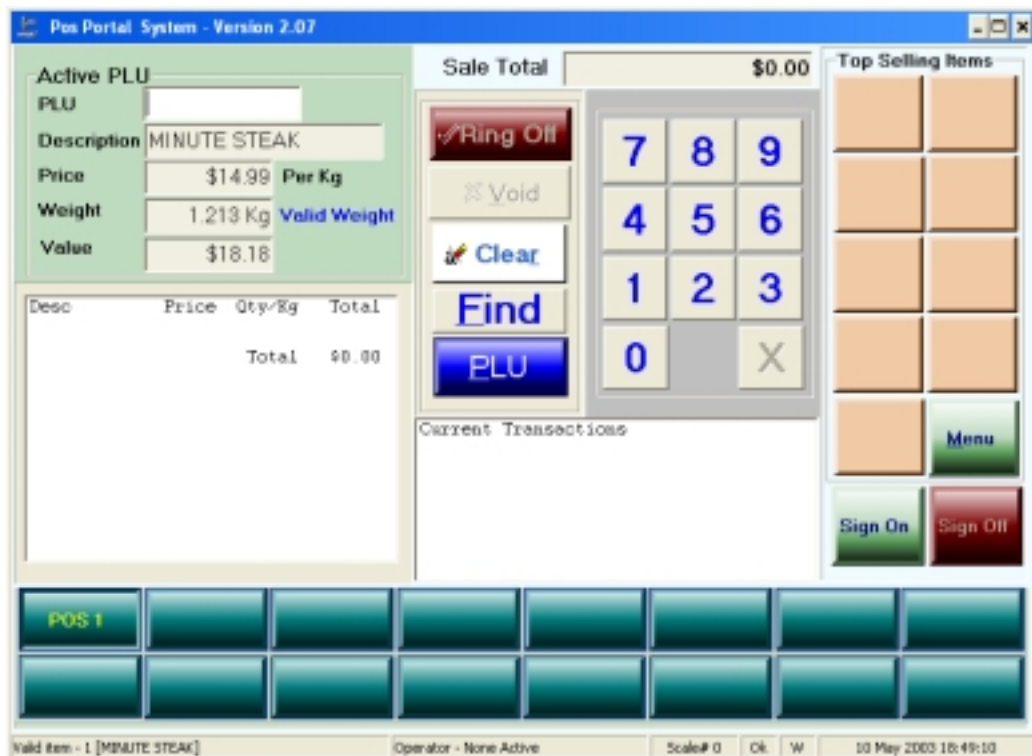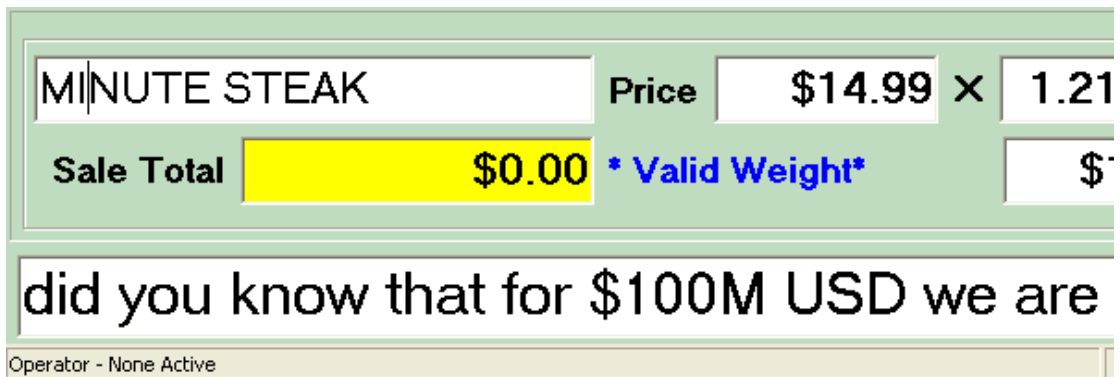
The descriptive display immediately above is the one shown to the customer and is generally occupies the top 1/3rd of the customer display screen.

Note: the Sale Total has not been added to yet. This is because the *"sales assistant"* button has not yet been pressed.

The next screen snapshot shows the screens after the pressing of the sales assistant button,

      a)   Note, now the Sale Total has been added to by this item's value,

      b)   *Note, the customer display no longer shows the detail of the item purchased **but** the running sales total has been increased and is visible to the customer*

      c)   Note, the "Current transaction" display has been updated by this transaction for sales assistant "Pos1"

This example has shown commencing a new transaction. What happens if the sales assistant wants to add to an existing transaction.

In the following example let's assume an additional item is to be sold to Pos 1's Current Transaction.

The screen starts off as:

The terminal is in the state with the journal on the left indicating the last item processed was by sales assistant "POS 1".

The "Current Transaction" window in the lower centre of the screen shows there are current transactions for both sales assistants "Pos 1" & "Pos 2".

For sales assistant Pos 1 to continue its sale:

Additional Items Method 1:

a)   Press the button "Pos 1" – *this retrieves Pos 1's active transaction*:
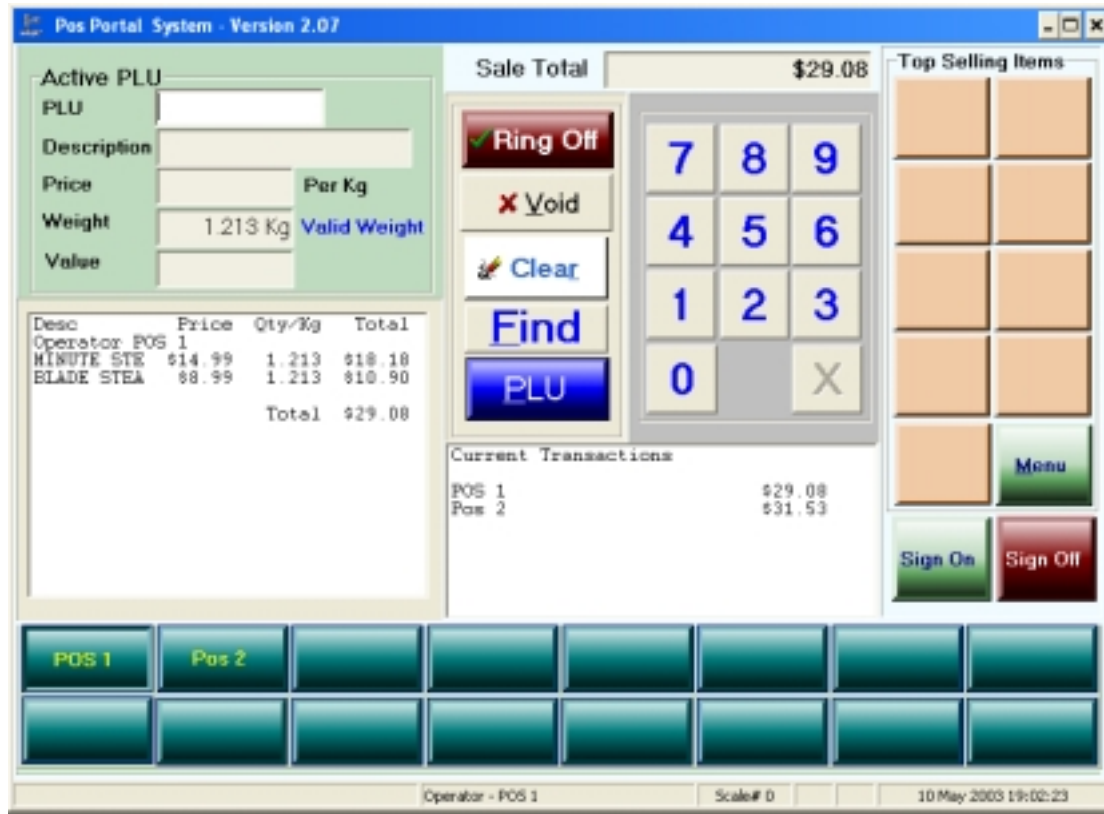
Note: the "Sale Total" and journal now reflects sales assistant Pos 1's current transaction. The items in the journal on the left are Pos 1's customer's.

b)   Pos 1 can now continue to sell its customer's item(s) remembering to press their sales assistant button (Pos 1) after each item is either weighed or sold to put it into the transaction.

Additional Items Method 2:

a) Sell a new item in the standard way – enter the number, press PLU and then press the appropriate sales assistant button.

b) The current active transaction for this sales assistant is brought up in the journal window showing the previously items in this customer transaction.

c) The item sale is placed against the sales assistants current active transaction.

6 Finalisation of a Customer Sale

A customer sale is finalised by the tendering process, i.e. money tendered and completed, in the PosPortal software.

All customer sale functions are performed in the PosPortal module including:

- Discounts, at either item or subtotal level, are given in this module.
- Item corrects, i.e. varying the quantity, is performed in this module.
- Item void.
- Sales void.
- Debtors sales, this is a specialised form of tender.
- Frequent Shopper or Loyalty transactions.
- Tendering and sale finalisation.

6.1   Processing Tender of Customer Transaction:

a) In the user interface select the transaction you wish to finalise and tender. If this is not the active transaction displayed in the journal window then:

   i. Press your sales assistant button to make your current transaction the active transaction. The items in your customer sale will be shown in the journal window.

   ii. Press the *"Ring Off"* button. *This finalises the sale and automatically opens a tendering screen.*

Note:

- The Sale Total is displayed, in this case $29.08.
- The permitted functions are shown with *icons* (buttons – non greyed).
- Tender buttons CASH, VISA or CHEQUE are visible & can be selected. The actual tender types shown here depend on those configured for any specific system. The number of keys could be a few as one or as many as 160.
- A Discount function is available.

6.2   Cash Tender

- A *fast currency note* bar is available, in our example they are yellow keys with denominations of $100, $50, $20, $10, $5. The *left most* button is a rounded cash tender key. In this example it is $29.10 as the rounding policy configured in the system is to round both up and down. The exact amount owing is $29.08 this is rounded up to $29.10 and generates a rounding figure of 0.02 in the *rounding* window, if configured to be shown on the bottom of the tender screen. This rounding only occurs for CASH tenders.

The *fast cash note* keys are shown above, these are configured in the SETUP EDIT function under the TENDER folder. The denominations are user definable.

6.3   Cheque Tender

To process a *cheque* from a customer to pay a transaction or even if it is a part payment of the transaction, or debtor account, touch the *cheque field* and then use the *numeric pad* on the right hand side of the panel to enter the amount of the cheque.

When complete press the *"Accept"* button.

Once the *"Accept"* button is pressed on a *cheque tender* a window pops up for the operator to fill in the following information:

- o   Cheque number (this can be any number of characters, numbers or characters from 1 to 16).

- o   The name of the bank who is the issuer of the cheque, e.g. National Australia Bank or St. George, etc.

- o   The drawer of the cheque, i.e. the person or company whose cheque it is.

Once the cheque details are entered the screen looks as below:
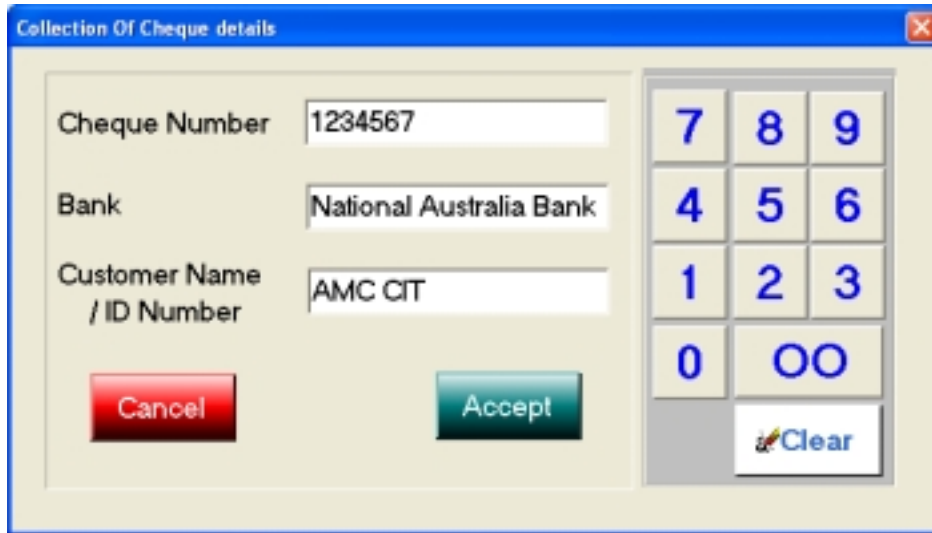
Once the details are completed press the "Accept" button and the transaction is finalised and the screen returns to the PosPortal selling screen.

6.4   Credit Card Tender

6.5   Split Tender

Press the tender button corresponding to the type of credit card you are presented with, or if only a generic credit card tender is being used press that button. The different types of credit cards are setup in the "Menu", "Setup", "Tenders" section of the program.

To perform a credit card tender, in this example a Visa card, do the following in the tender screen:

Touch the Visa or Credit Card field to put the cursor in it.

Use the numeric keypad to fill in the amount of the tender that is to be made by the credit card concerned. In this example that is 60.61 .

Press the *"Accept"* button to complete the credit card tender.

Once the *"Accept"* button is pressed a pop up screen requiring details including authorisation, if internally required, is shown to the operator. This form is only shown where an automatic EFTPOS interface is not in use and is referred to as a manual EFT or credit card transaction.

Complete the information requested and then press the *"Accept"* button.

In this particular case the outstanding amount was $60.61 and we have tendered $60.01 on the Visa credit card. This leaves an outstanding balance of 60 cents on this customer's transaction.

The outstanding balance is shown in the window on the tender screen towards the bottom right hand side, here it shows a balance of 60 cents.

We can now tender out the balance of this transaction using CASH and we will have performed a *"split tender"*.

6.6   Split Tenders

A *"split tender"* is a situation where a customer tenders more than one type of form of payment. This could be a mixture of *cash, credit card or cheque*.

The user simply has to realise that until the balance outstanding on a transaction is zero, then the tender screen will continually be shown to the operator or the transaction will not disappear from the *selling screen*.

Please review the tender methods outlined in 6.1, 6.2, 6.3, 6.4 and 6.5 for a discussion of each of the tendering methods.

6.7   Tenders & Cash Up

Cash control within a store is a major function of systems or management. To facilitate accurate and rapid cash up procedures the operators <u>must</u> be encouraged to accurately perform the tendering process. The system cannot know how any transaction was paid unless it has been told.

The *cash up* procedure involves counting the various tender types in the cash drawer a store is running and then filling in the tender type in the cash up procedure either at the portal or the TRS back office.

The process is not complicated and can be achieved rapidly providing operators have done their tasks correctly and with due care during trading.

Cash control is paramount in preventing or detecting fraudulent activities within a store. Do it properly to avoid suspicion.

7.   Finding Items

A button is provided on the main selling screen that enables the operator to within a sale transaction to *find* an item to include in the transaction.

On pressing this *find* button:
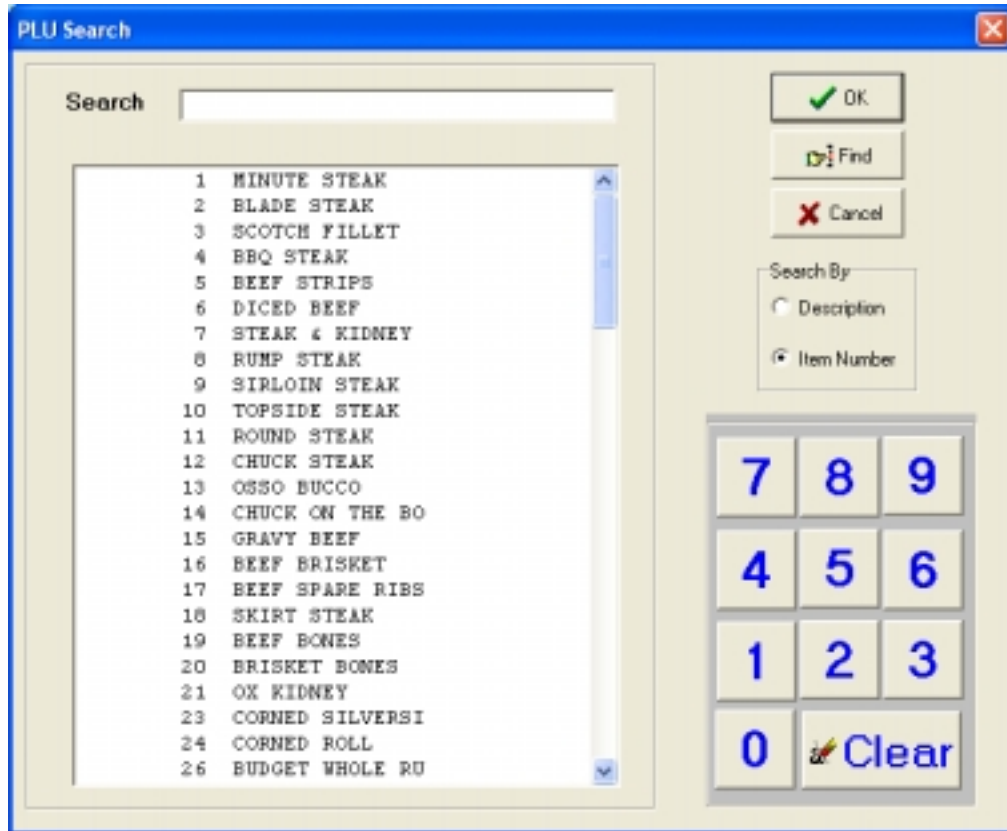
By examining the upper right hand side options at the top, it is evident the search can be made by either *description* or by *item number*. The default is item number.

The following screen shows a *find* or *search* operation by using the *item number*. In this case the number was *0200*.
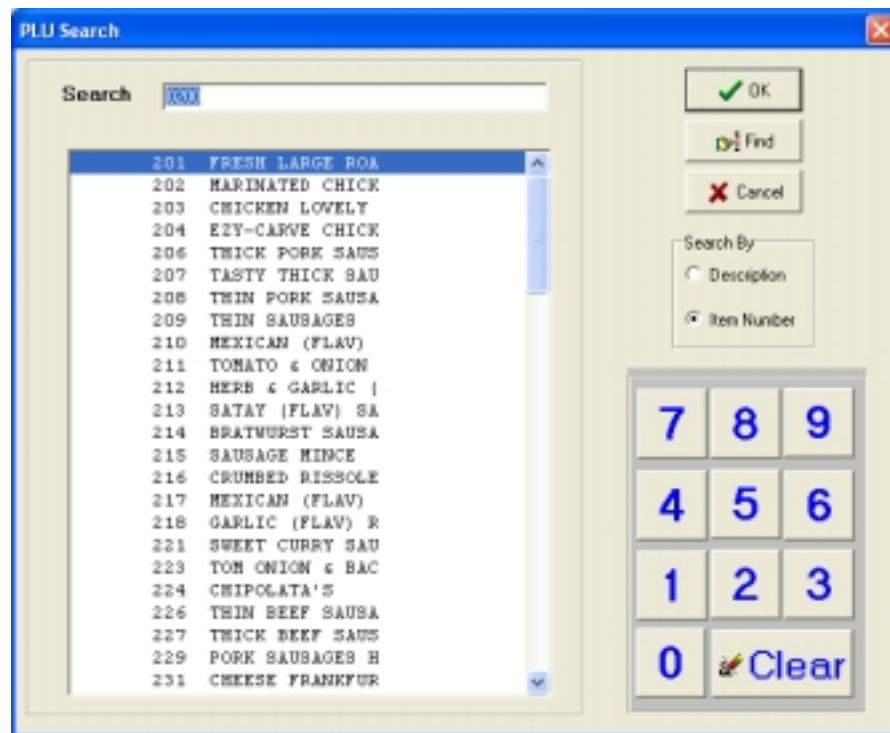
The display shows items commencing with this item number range. Where there are more than a screen window number of these items, scroll bars are shown in the window that can be used to scroll through the items listed until the required one item is found.

Using find with item description:

Enter the first character in the description of the item the operator wants to find, here we have entered the letter "G".
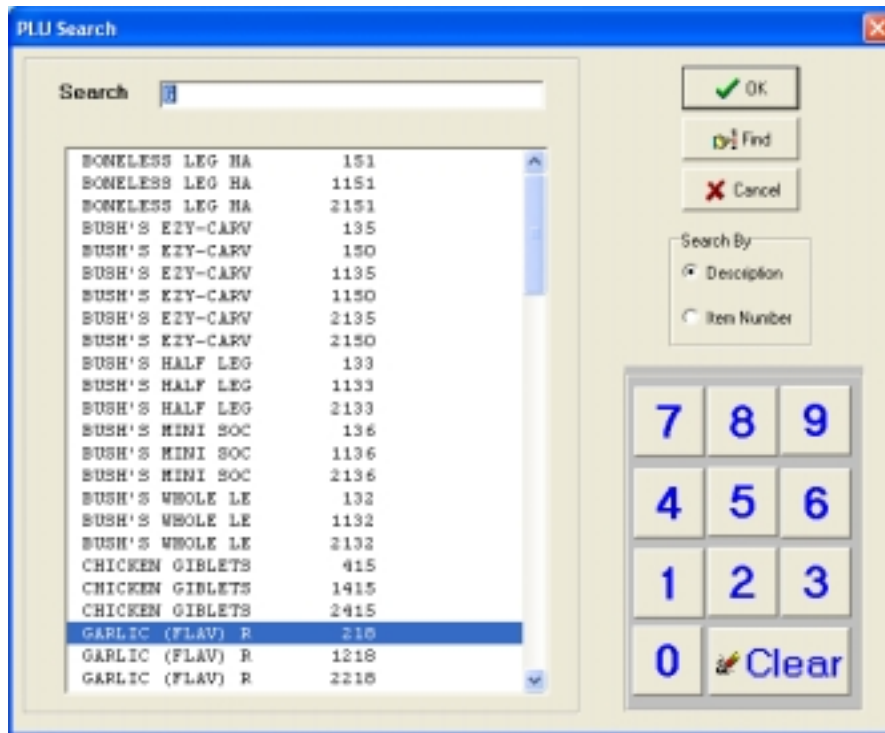
Once again scroll bars are shown where there are more items that will fit in the window. Use the scroll bars to reach the item wanted.

Find by Item Number or by Description

When the item has been found and highlighted with the coloured bar, press the *"OK"* button to select the item. This returns the operator to the main selling window and accepts the weight on the scale or a unit quantity depending upon the individual setup of the item concerned.

8.   Void Transaction
Transaction Void

To *void a transaction* or perform a *transaction void* select the operator's transaction.

The *Void* button becomes visible.

Press the *Void* button

A confirmation window pops up
>> – press *"Accept"* to continue with the void.
>> - press *"Cancel"* to abort the void.

If *"Accept"* is pressed, dependent on the configuration, a supervisor or administrator verification window may pop up and require entry:

If the Supervisor verification pops up enter the User ID and Password and then press the *"Accept"* button.

Once this is done the transaction is voided.

Note: Voided transactions are tracked by the system and are referrable to the operator making the void transaction. This information is reported upon at the portal and TRS back office level.

Post performing the transaction void the selling screen in our example looks like:
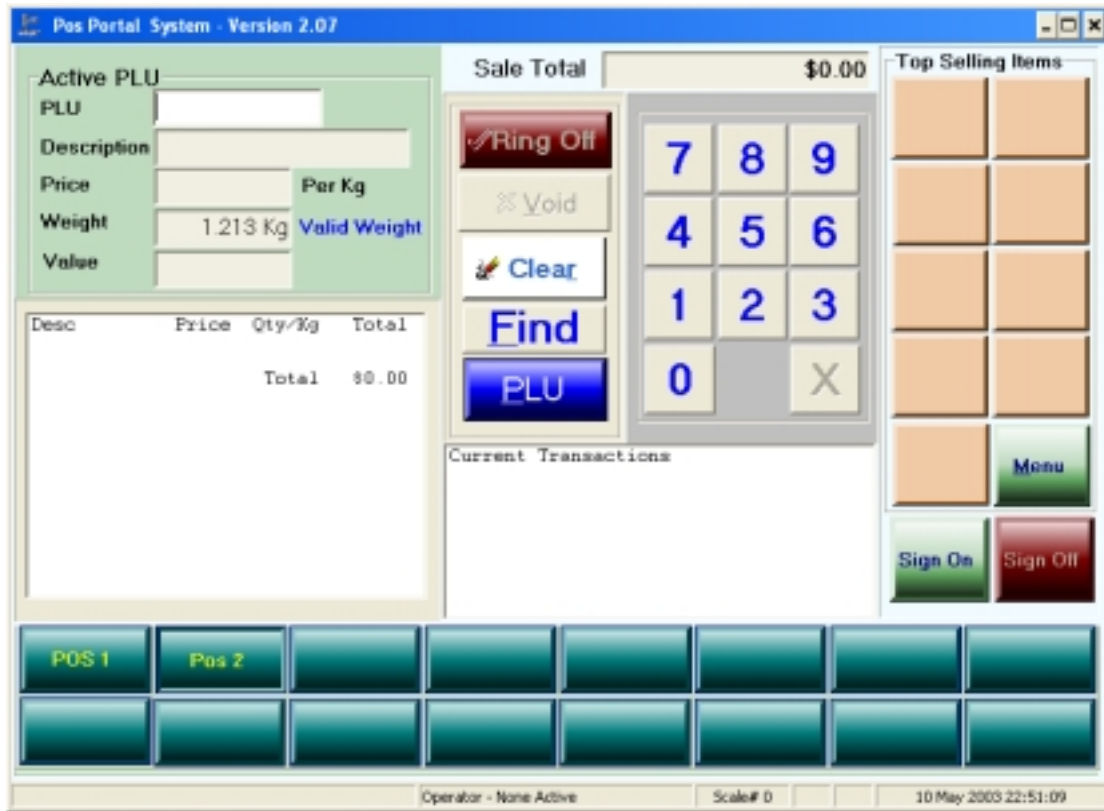
9.   Void Item

To void or delete an item from a transaction, firstly select the transaction so that the items in it are visible.

The *delete* button becomes visible when you have selected the transaction.
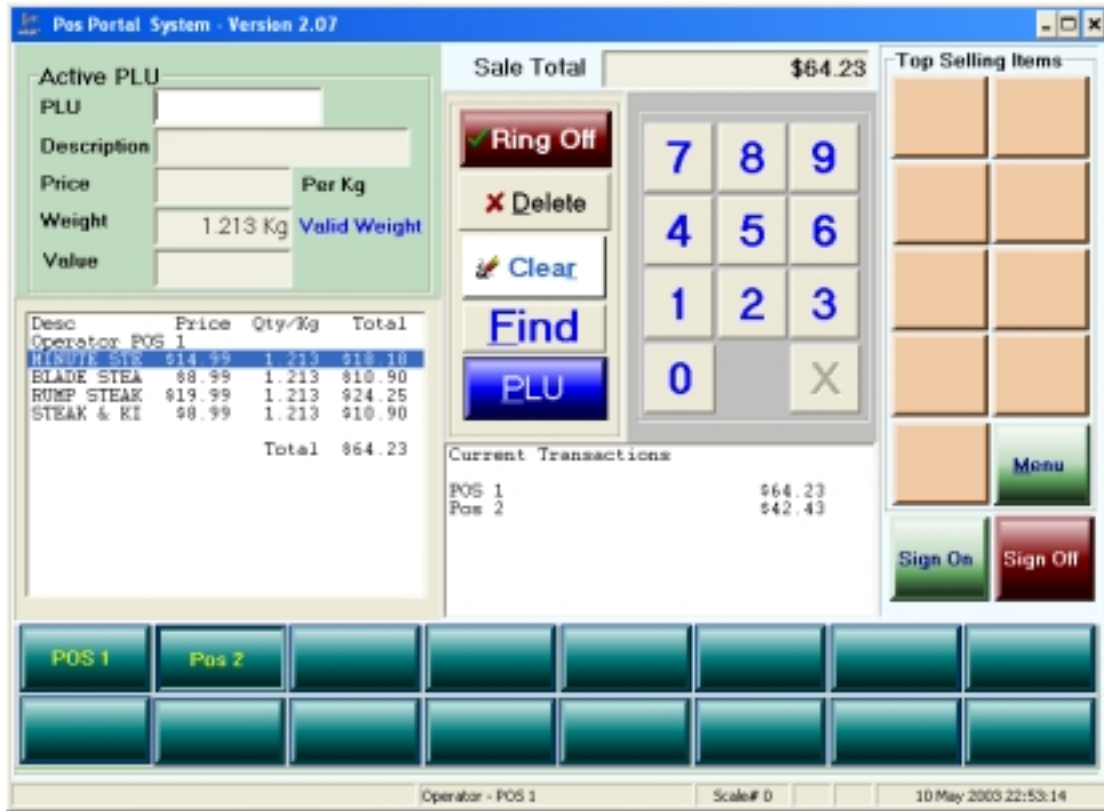
Then press the *delete* button.

Supervisor control is usually on this function, and if it is the following window is shown and must be completed by a supervisor *before you can choose the item to delete.*.

When completed, press the *"Accept"* button to enter the *delete* or *void item* function.

The screen shown to the user is:
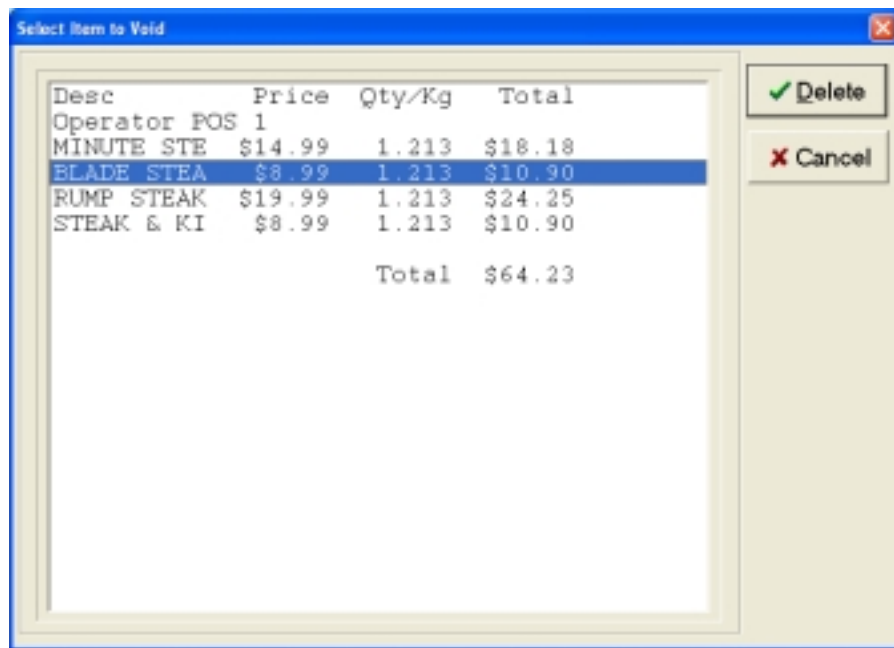
Using your finger touch the item to be deleted and press the *Delete* button.

The item being deleted above in this example is BLADE STEAK for $8.99 per KG and weighing 1.213 kg with an extended price of $10.90

The item has now been removed from the transaction and the item void is complete:

10.   Park Sale

To park the current sale for a particular operator:

10.1   Highlight the transaction to be *Parked* or *Suspended* . Here we are suspending or parking the current transaction for operator POS 1.
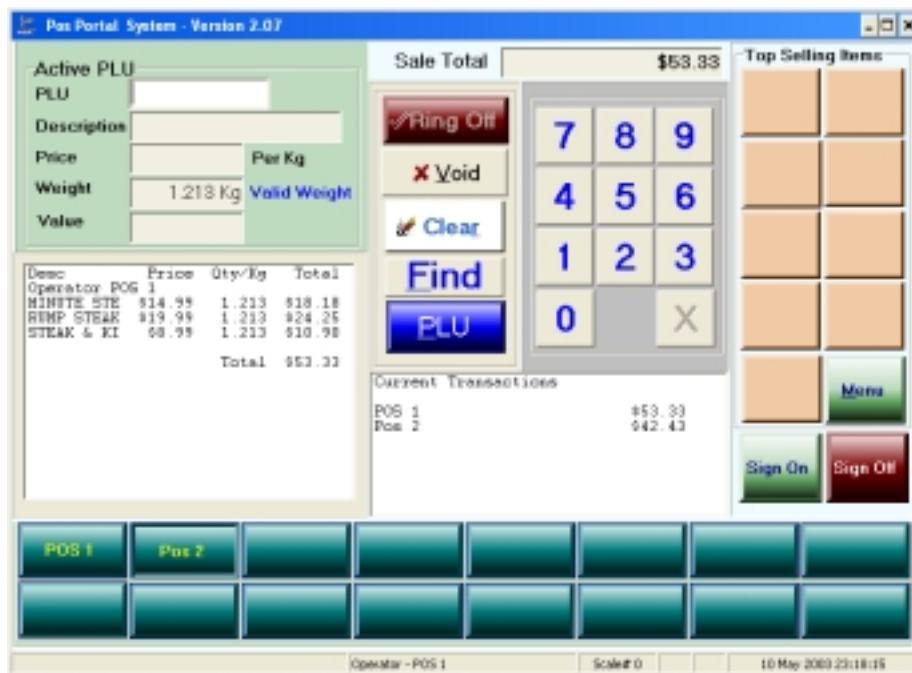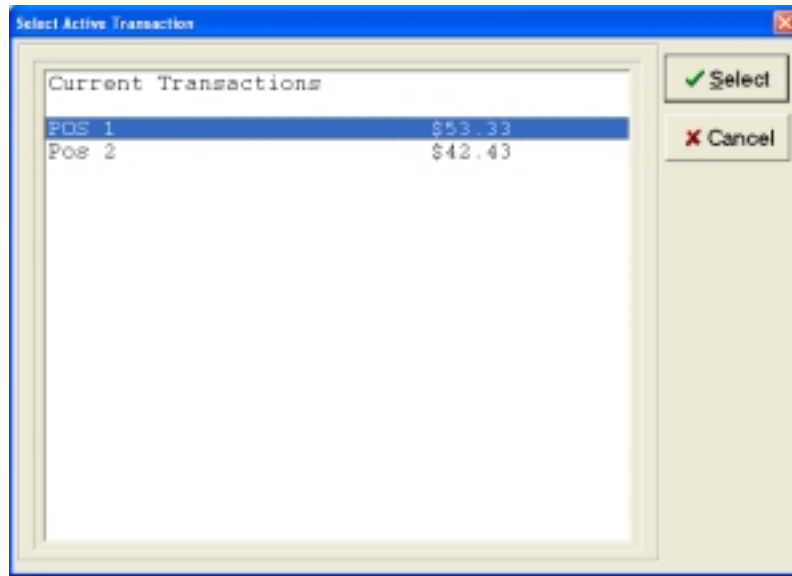
10.2   *Press* the MENU button and then press the FUNCTION button on the top row of buttons.

10.3   In the body of the buttons under this option find the button, which is labelled *Park* and press it. (row 3 column 1 in our example layout).

The current transaction for operator POS 1 has been *parked* or *suspended* and the operator can proceed to another new transaction.
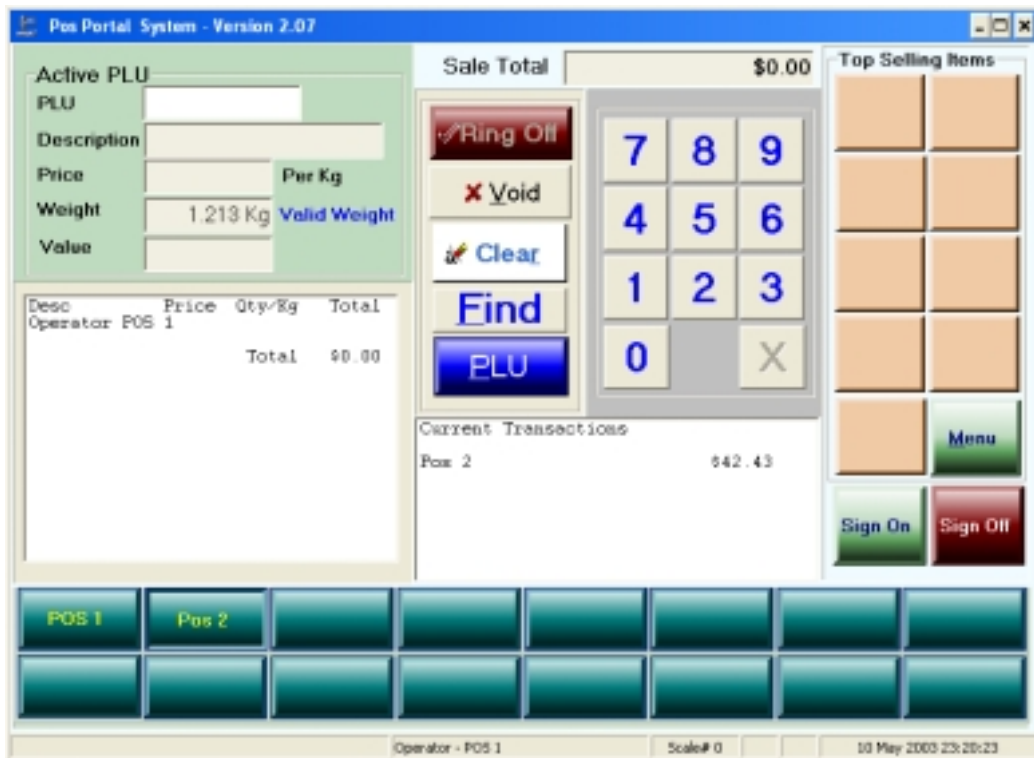
A receipt with a reference number for retrieval is issued to be kept by the operator or given to the customer.

11.   Retrieval of Sale

To be able to retrieve a sale it must have been parked first. When a sale is parked a receipt is printed with a reference number on it. This reference number should be used to retrieve the transaction later.

Steps:

11.1   Select the logged in operator to retrieve the sale for. Use the 2 rows of buttons on the lower part of the selling screen.

The operator is confirmed selected by it appearing in the left hand window. Here we have chosen *POS 1* confirmed by the *Operator POS 1* in the left window.

11.2   Press the MENU button and press the FUNCTION button on the top row.

11.3   Find the button, which says *Retrieve* and press it.
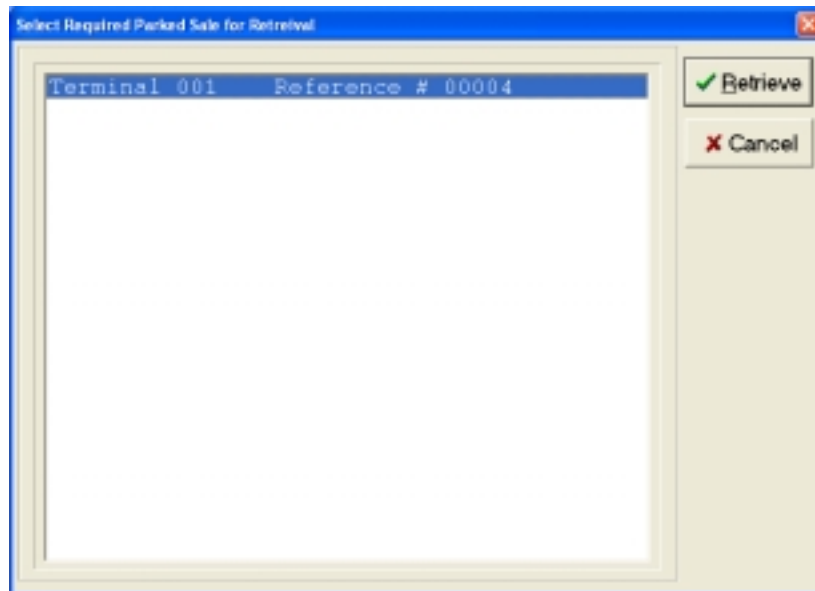
Select the required parked sale, using its reference number and then press the *Retrieve*
button. *The reference number is usually the journal number.*

Once the *retrieve* button has been pressed the transaction is recovered to the selling screen:
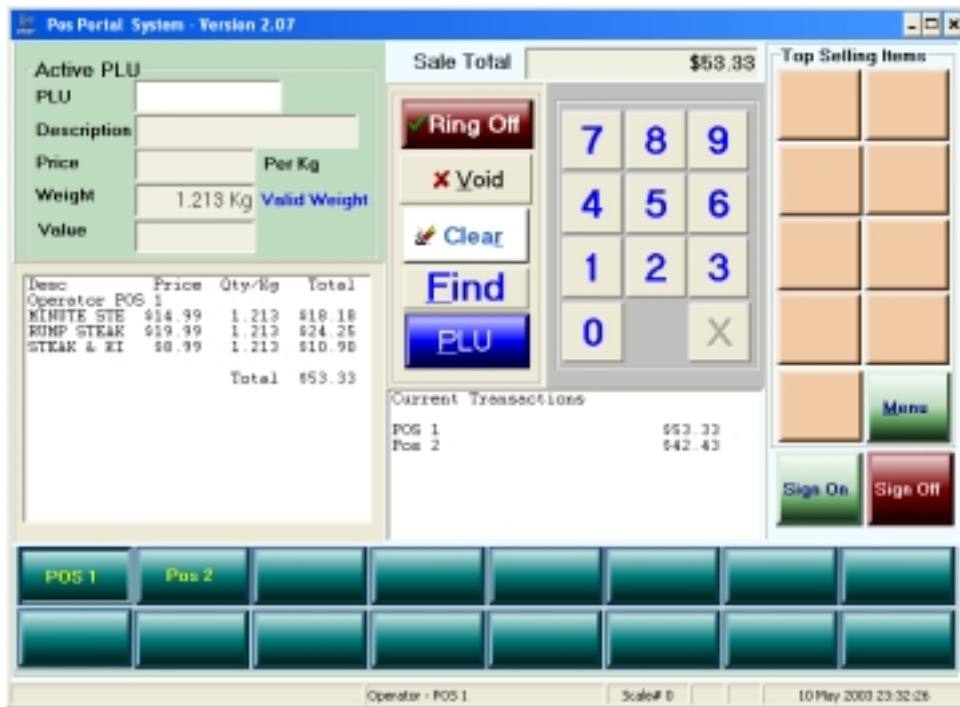
The operator, *POS 1*, can now continue to add items or delete items or tender and finalise this transaction as they would normally do, as if the sale had not been parked.

12.   Discounts Subtotal - standard

Discounts can be given at *sub total* level from the *tendering* screen or at *item level* *after* the operator and transaction have been selected. This section discusses the subtotal discount.

The previous screen shows a transaction for $53.33 and a *rounding* of 2 cents.

To apply a discount:

12.1   Press the *Discount* button.

   After the entry of the supervisor userID and password, if required, this opens
   up a window showing all the permitted discounts, which could be given to the
   customer. These discounts are set up using the FUNCTIONS page and
   Discount Editor facility.
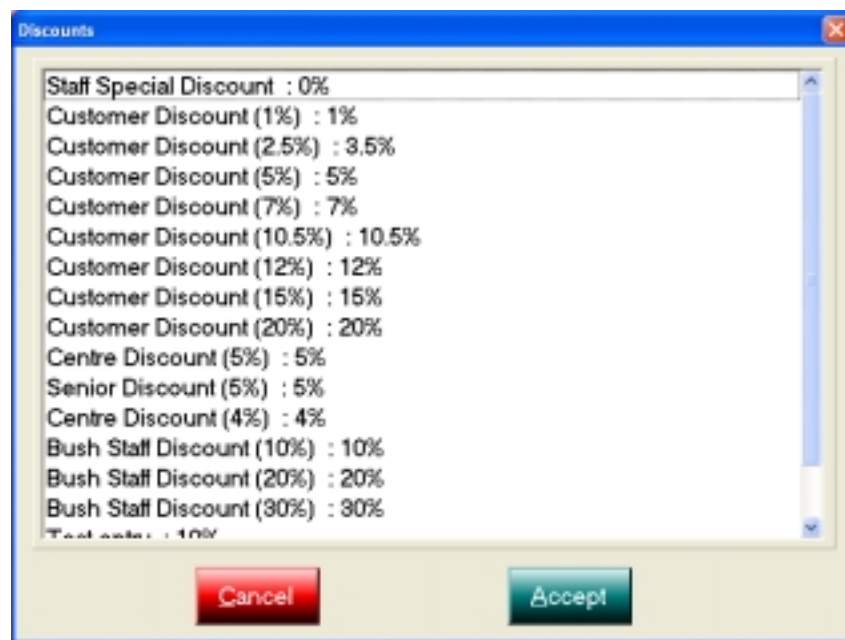
Use the scroll bar to see the discount sought and press your finger on it.
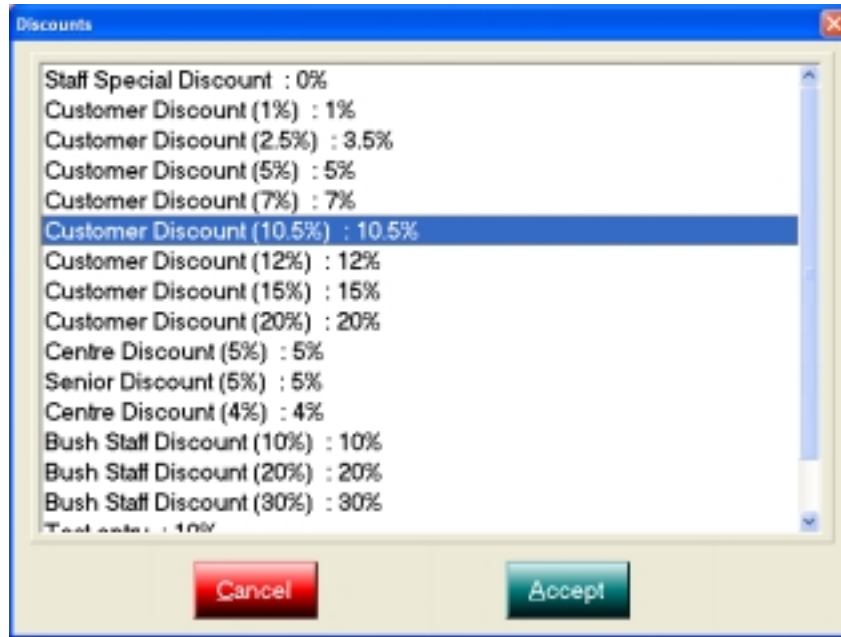
12.2   Press the "Accept" button.

In this example the sale total has been reduced by 10.5%, the selected discount to $47.33 and the *discount* window shows a monetary discount of $5.60 has been applied to the transaction.

12.3   The operator then tenders out the transaction either in CASH, CHEQUE or CREDIT CARD (Visa).

12.4   Once tendering is completed the program returns to the selling screen.

13   Discounts Subtotal – special (including staff discounts)

Special discounts, such as staff discounts, can be given. To apply these discounts do the following:

13.1   Select the transaction.
13.2   Press the *Ring Off* button to reach the tendering screen.
13.3   Press the *Discount* button.
13.4   Enter the *Supervisor* user ID and password if required.
13.5   Highlight the *staff special discount* line & press the "Accept" button on the discount type window.
13.6   The previous step brings up the *staff special discount* window.
13.7   Enter the amount of *Free Goods* and the *percentage discount* to be applied to the balance of the sale value.

In this example we give $10.00 of free goods and a 30% discount on the sale balance *after* the free goods have been deducted.

Note the sale value has been reduced by the free goods ($10.00) and a 30% discount has been applied to the reduced sales balance of $43.33 resulting in a total discount of $23.00 and a new sales total of $30.33 for this transaction.

Tendering is completed in the usual way.

All discounts are tracked in the financial and cashing up facilities in the system, either in the back office TRS modules or the Portal reporting.

14   Discounts Item level

Discounts can be given at an item level, the process is:

14.1   Select the transaction containing the item(s) to be discounted.
14.2   Press the MENU button.
14.3   Press the FUNCTION button.
14.4   Find the DISCOUNT button and press it.
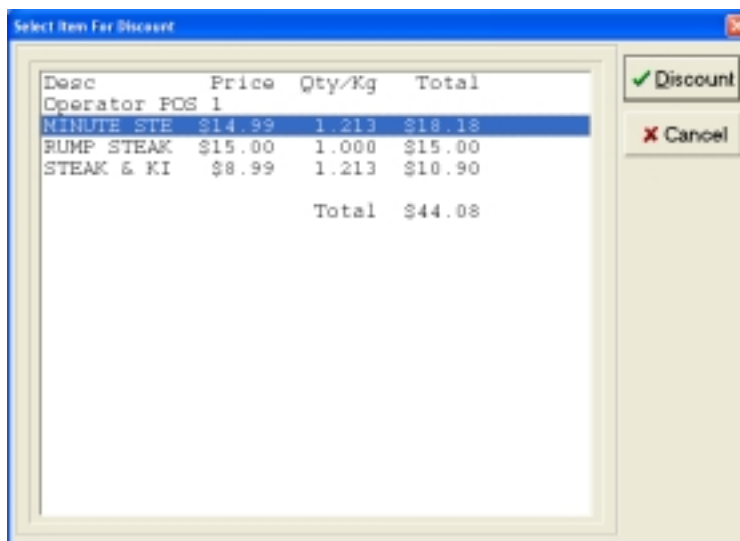
14.5   Highlight the item to discount and press the *Discount* button.
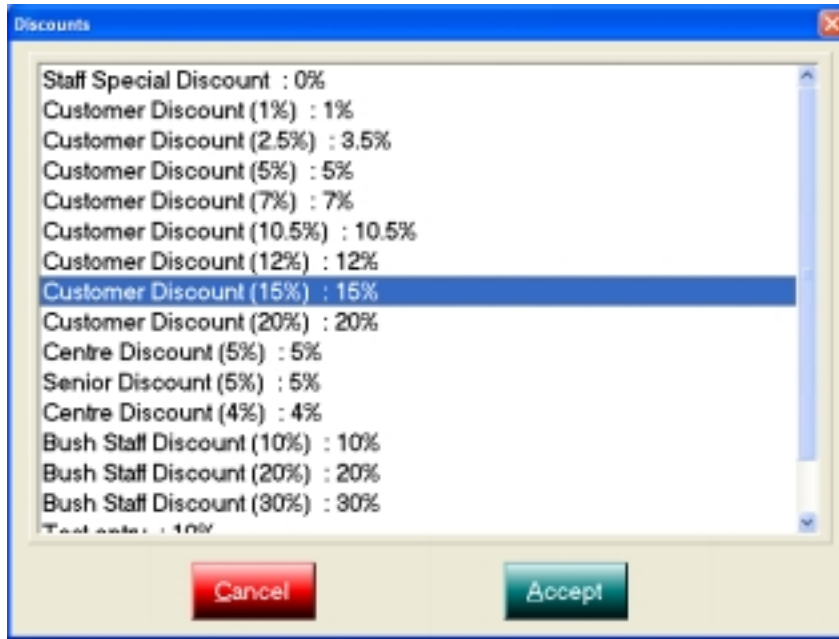
Select and highlight the discount to be given and press the *"Accept"* button.

14.6   The discount is applied to the item selected.
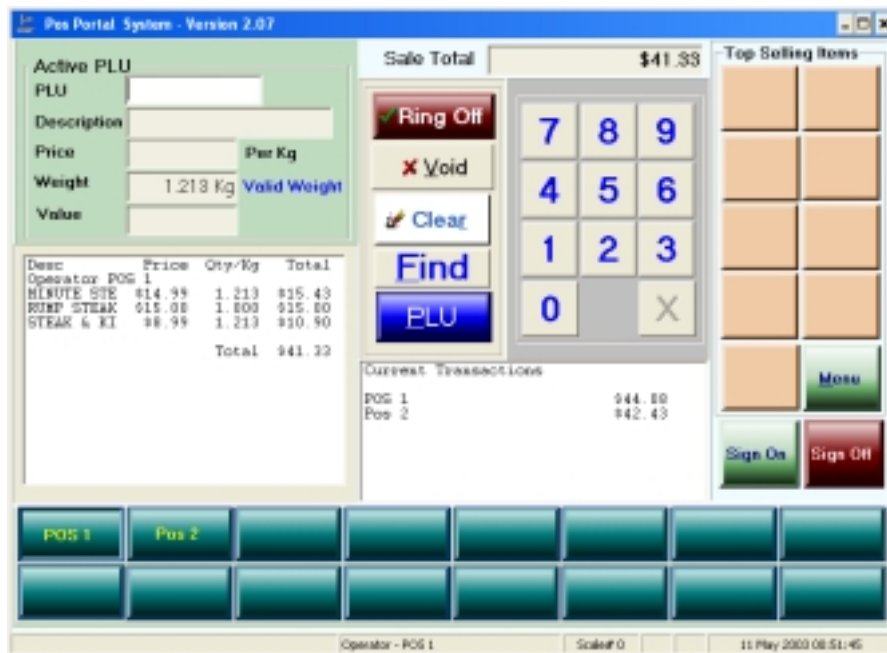
14.7   To apply item discounts to other items in the same transaction, repeat the steps in this process.

15   Price Change (Override)

To alter or *override* the price of an item in a sale:

15.1   Select the transaction in which the item appears.
15.2   Press the MENU button.
15.3   Press the FUNCTION button on the top row right hand side.
15.4   Press the PRICE CHANGE button in the button matrix & the following screen is shown:
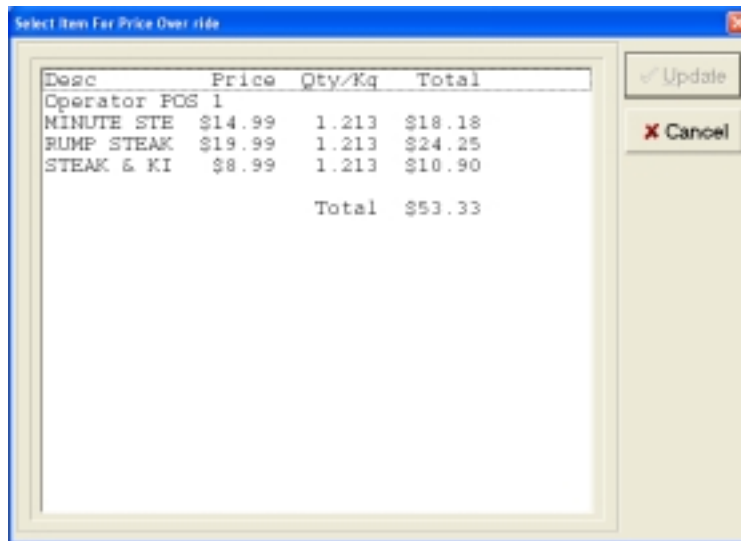
15.5   With your finger highlight the item to change the price of and then press the *Update* button.
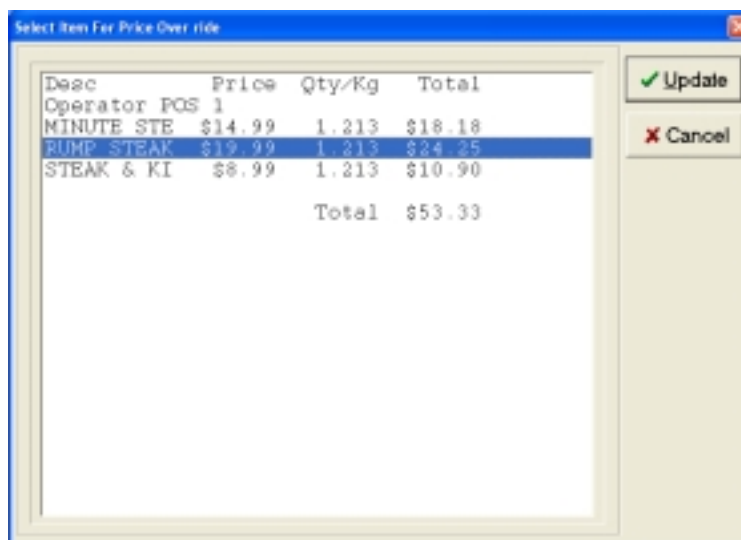
Here we will change the selling price of the item *rump steak* from $19.99 per kg to $15.00 per kg. After we have selected the item and pressed *Update* we see:

15.6   Use the *–1* and the *+1* finger size buttons to *decrease* and *increase* the selling price per kilogram or unit by a whole number of dollars.

15.7   To alter the number of cents or as an alternative to 14.6 use the numeric keypad to alter both the dollars and cents. You may need to use the *clear* button to remove the price numbers.

        Remember: The decimal point on the numeric pad <u>must</u> be used to indicate the decimal digits.

15.8   Press the *"Accept"* button when you are satisfied the price change is correct. The screen below shows the successful price change of our item in this transaction with the transaction value reduced from $53.33 to $47.28.

Note: *Price changes made in this way are for this particular transaction only. This style of price change does not change the price in the product master. To permanently change the price, it must be changed in the product master on either the back office TRS or the Portal in the inventory file maintenance functions.*

16   Quantity Override

To change the quantity or the weight of an item that has already been included in the transaction:

16.1   Select the transaction.
16.2   Press the MENU button.
16.3   Press the FUNCTION button.
16.4   Press the *QUANTITY CHANGE* button, which shows the following screen:
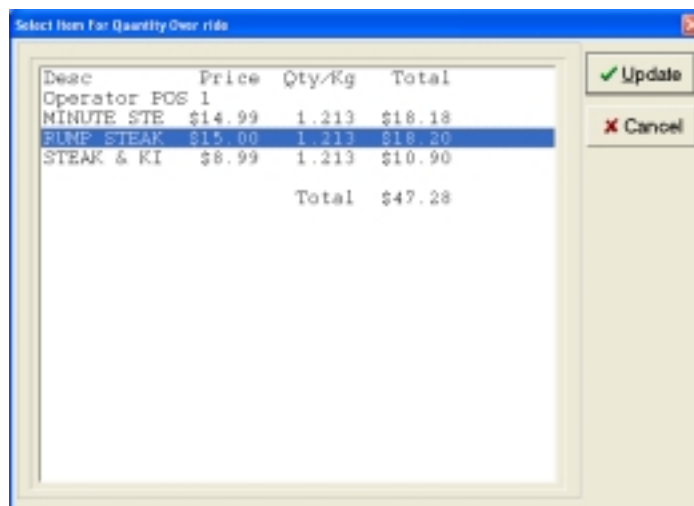
Here we have chosen the RUMP STEAK to change the quantity of. Its original quantity is a weight of 1.213 kg. To change highlight the item and press the *Update* button.

Use the same process as for the *price change* method to alter the quantity.

For whole unit changes use the –1 and +1 buttons.

For changes to the numbers after the decimal point use the numeric pad.

Alternatively, press the *clear* button and re-enter the entire quantity including the decimal point.

In our example let's change the quantity to 1.000 kg.
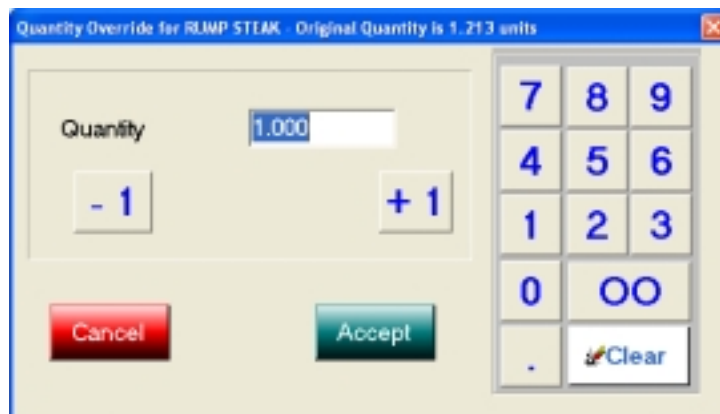
16.5   The resultant transaction is show below:

Note, the quantity of the RUMP STEAK has been changed from 1.213kg to
1.000 kg with the resultant price change.

17   Advance

An "advance" is where the operator or supervisor puts money into the cash drawer.
This could be to increase a cash float or to provide sufficient cash for a petty cash or
other pay out from the cash drawer that requires cash.

To perform an *advance*.

17.1   Press your operator button.
17.2   Press the MENU button.
17.3   Press the FUNCTION button on the top row of buttons.
17.4   Press the ADVANCE button and the following window is shown:

17.5   Using the numeric touch pad fill in the amount of cash to be advanced & press *Accept*.

Note: The numbers are entered into the top row of the screen. The decimal point is implied and the second screen row shows the actual amount that will be advanced to the cash drawer attributable to this operator performing the function. In the case above the numbers touched on the pad are 20000 in the first row this shows as $200.00 in the second row.

17.6   Once the advance has been made the system returns to the selling screen.

18   Handover

A handover is where cash, cheques or credit card vouchers are removed from the terminal's cash drawer for interim placing in a safe or for banking purposes. When a handover is performed the system knows what has been "handed over" in terms of both amount and type of tender. Whatever has been handed over must be accounted for at the time of performing the *cash up*. The amounts and type of tender handed over is attributed to the operator performing the handover.

To perform a *handover*:

18.1   Press your operator button.
18.2   Press the MENU button.
18.3   Press the FUNCTION button.
18.4   Press the HANDOVER button and the following screen is shown:

Because *handover* is usually configured as a secure function requiring a second person (the supervisor) to know it is being done. Enter the supervisor's *user ID & password* and then press *Accept*.

Once this is done the following screen is shown:

The operator now enters in the amount of cash (using the fast currency buttons or numeric touch pad. For example below $200.00 in cash is being handed over.

Note: The operator may only handover one type of tender at a time, in this example the operator has selected CASH and the CHEQUE & VISA fields are automatically coloured BLUE and are disabled (cannot enter anything in them).

When happy with the amount of cash to be handed over then press the *Accept* button.

If accepted the selling screen is shown to the operator.

18.5   To perform a CHEQUE handover do the same procedure however enter the numbers into the CHEQUE field and the CASH & VISA fields will be disabled (appear BLUE). Enter in the amount of the actual cheque you are handing over, not a total of all cheques.

With cheques each cheque is handed over and the cheque details as per the cheque tender process are requested, thus you will see the following screen:

In this window enter in the details of the cheque you are handing over for the amount declared in the earlier screen.

Each individual cheque <u>must</u> be handed over separately by repeating this process.

When completed & the *Accept* button is pressed the screen reverts to the selling screen.

19   Petty Cash Out

All money in the form of cash or other tender types removed from any cash drawer within the store <u>must</u> be accounted for if the store is to balance – this is referred to as *cash control* and it is an integral component of point of service systems. The need to buy items from an outside source can occur for many reasons in a store, this could be milk or tea or coffee or power boards or anything else. The correct way to reflect such miscellaneous purchases is by way of petty cash. *Petty Cash* is used for the purchase of small cost items and not major capital expenditure, although the system does not normally prohibit such purchases. Unusually large petty cash purchases may result in the tax authorities interest being pricked with undesirable auditing outcomes following.

Petty Cash is a two sided transaction, firstly, there is the taking out of money from the cash drawer with which to buy the item, this is referred to as *petty cash out* and the change is put back in the cash drawer as well as the details of the petty cash purchase, *petty cash in*. It is not possible to control petty cash without both the petty cash out and petty cash in transactions being performed. If both sides are not performed the store will not balance the cash drawer and financial control will have been lost.

19.1 Petty Cash Out

This is the first leg of a petty cash transaction and it involves the removal of cash from the cash drawer from which to buy the goods. At this stage it is not generally known exactly how much the item costs and so more than is actually required is usually taken out. For example to buy milk perhaps $5.00 is taken out <u>but</u> the milk actually costs $2.70, this means there should be change returned to the cash drawer of $2.30 .

The process is:

19.1.1 Select operator.
19.1.2 Press the MENU button.
19.1.3 Press the FUNCTION button.
19.1.4 Press the PETTY CASH OUT button and the following screen is shown:

Enter the recipient, generally an alphanumeric keyboard is required for this, and enter the amount being handed to the operator using the numeric buttons.

When completed the form looks like the following:
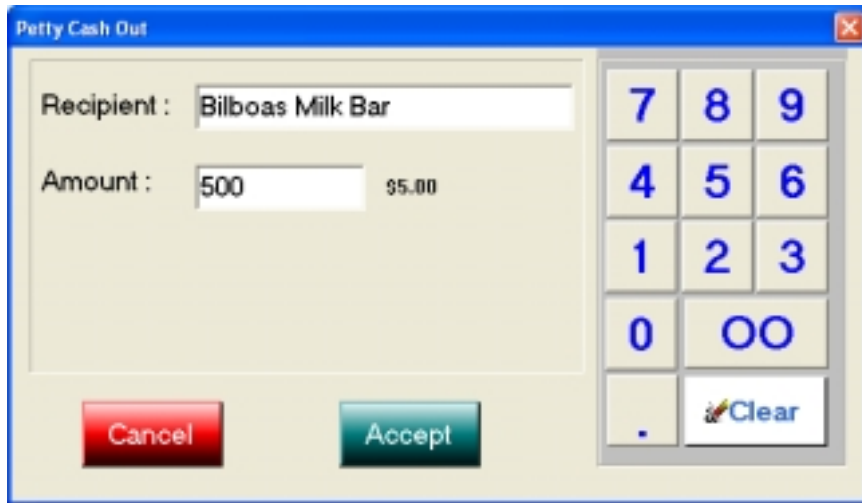
19.1.5 Press the *"Accept"* button to complete the *petty cash out* transaction.

19.1.6 The program returns to the selling screen and a line entry appears against the operator to whom the money was given in their current transaction.

Note, that the petty cash out of $5.00 appears in the current transaction of the operator it does alter the balance of the customer transaction whose balance was $41.33 and now is $36.33, this means *petty cash transactions* should not be done by an operator with an active customer transaction.

A journal entry is created, which in our case is mixed with a customer transaction:

```
--------------------------------------------------
MINUTE STEAK
    1.213kg @ $14.99/kg              $15.43
Inclusive of Discount of $2.75
Price Override : Original Price $19.99
RUMP STEAK
    1.000kg @ $15.00/kg              $15.00
STEAK & KIDNEY
    1.213kg @ $8.99/kg               $10.90
Petty Cash Out                  -$5.00
Recipient Name : Bilboas Milk Bar
Sub Total                       $36.33
Rounding                         $0.02
Total                           $36.35
Cash                           -$36.35
Change Due                       $0.00
OPERATOR:   POS 1
ITEMS:    3
TERMINAL:  1
JOURNAL:   00010   13-May-2003 00:09
--------------------------------------------------
```

The *petty cash out* transaction journal or tracking number is 00010 and this must be used in the *petty cash in* transaction.

19.2 Petty Cash In

This is the process of returning change to the cash drawer from a petty cash out transaction or alternatively returning the receipt for the item purchased to the store to formally account for the money advanced to the operator under petty cash out.

The process for *petty cash in* is:

19.2.1 Select your operator button without a pending customer transaction.
19.2.2 Press the MENU button.
19.2.3 Press the FUNCTION button.
19.2.4 Press the PETTY CASH IN button and the following screen results:

Complete the *Transaction Number* by entering the <u>receipt number</u> of the *petty cash out* transaction using the numeric buttons. The system verifies this receipt number exists. It is not possible to record a petty cash in transaction *unless* the *transaction number* exists.

Use the drop down box beside the *Account* to select the store <u>general ledger</u> account the petty cash transaction item purchased is to be reported against.

Enter the amount of the petty cash purchase.

Note, the drop down list of general ledger petty cash items which can be allocated to. Here we have selected *advertising*.

Note, also the *Transaction Number* is 00010, which is the *petty cash out* transaction number printed when the petty cash money was taken from the cash drawer.

Note, the actual item purchased cost $2.70 and the *advance amount* of $5.00 is shown on the screen.

19.2.5 To accept the details entered in, press the *Add* button. The specifics of our petty cash in transaction then appear in the screen window.

Note, the remaining <u>unaccounted</u> for *advance* has changed from $5.00 to $2.30 because the petty cash in transaction has accounted for $2.70 with the purchase.

19.2.6 The next step depends upon the circumstances.

19.2.6.1   Further *petty cash in* transaction:

19.2.6.1.1 Use the drop down box to select the general ledger account for this next item in the same petty cash in transaction.

19.2.6.1.2 Enter the cost of this item in the amount field.

19.2.6.1.3 Press the *Add* button and the screen window is as follows:

Note, the two items appear in the window. This denotes these two items were purchased from the same supplier – Bilboas Milk Bar.

Note, each item has been allocated against a different general ledger account, with the $2.70 against account 305 Advertising & $2.30 against account 430 Stationary.

Note, the *Advance* (i.e. the petty cash out) amount remaining to account for is now $0.00 .

19.2.6.1.4 When all relevant entries have been made press the *"Accept"* button. The program returns to the selling screen, which appears as below:

Note: The two entries in the left window, firstly, the *Petty Cash* with a total of $5.00 (this is a debit) and then the *Petty Cash In* line with a negative $5.00 (this is the *credit*), the net is of course zero. This means *no cash was returned to the cash drawer*.

19.2.6.2   Change is to be returned to the cash drawer from the petty cash taken

19.2.6.3   In 19.2.5 the petty cash in transaction reflected a purchase of $2.70 from an initial petty cash out of $5.00 this leaves $2.30 to account for. For clarity the screen to this stage is shown again below:
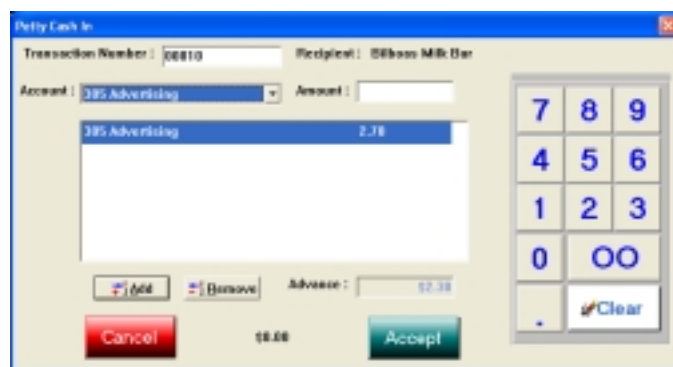
19.2.6.4   This time there is no further petty cash transaction. Thus we were
            advanced $5.00 under the *petty cash out* transaction, journal number
            00010 & we have accounted for $2.70 in the *petty cash in* transaction,
            there remains $2.30 to account for.

19.2.6.5   Press the *"accept"* button and the selling screen returns wanting $2.30
            from the operator to be placed in the cash drawer from operator POS 1:

19.2.6.6   To complete the transaction opening the cash drawer to receive the
            $2.30 from POS 1 press the *Ring Off* button and complete the tender
            screen.

19.2.6.7   This completes the *petty cash in* transaction.

A receipt and journal entry is generated as below:

```
--------------------------------------------------
Petty Cash In
Transaction Ref.:          12
305 Advertising                $2.7
Advance                    $5.0
Recipient Name :           Bilboas M
Petty Cash Out                  $5.00
Petty Cash In                  -$2.70
Total                      $2.30
Cash                       -$2.30
Change Due                      $0.00
OPERATOR:   POS 1
ITEMS:     2
TERMINAL:   1
JOURNAL:    00013    13-May-2003 00:54
--------------------------------------------------
```

Receipt Format:

```
----------------------------------------

Petty Cash In

Transaction Ref.:          10

305 Advertising                $2.7
430 Stationary                 $2.3

Advance                    $5.0

Recipient Name :           Bilboas M


Recipient Sign.:..................


Cashier Signature:................


----------------------------------------
Petty Cash Out                  $5.00
Petty Cash In                  -$5.00
----------------------------------------
Total                      $0.00

Change Due                      $0.00
```

```
OPERATOR:  POS 1
ITEMS:    2
TERMINAL:  1
JOURNAL:   00011   13-May-2003 00:47
-------------------------------------------------
```

This shows $2.30 was returned to the cash drawer from the *petty cash out* amount of $5.00 and the transaction reference is 00012.

The *petty cash out* transaction for $5.00 is shown below with the reference number 00012:

```
-------------------------------------------------
Petty Cash Out                    -$5.00
Recipient Name : Bilboas Milk Bar
Total                             -$5.00
Refund - Cash                      $5.00
Change Due                         $5.00
OPERATOR:  POS 1
ITEMS:    0
TERMINAL:  1
JOURNAL:   00012   13-May-2003 00:49
```

```
----------------------------------------

Petty Cash In

Transaction Ref.:         12

305 Advertising            $2.7

Advance                    $5.0

Recipient Name :           Bilboas M


Recipient Sign.:...................


Cashier Signature:.................


------------------------------------------
Petty Cash Out                     $5.00
Petty Cash In                     -$2.70
------------------------------------------
Total                              $2.30
Cash                              -$2.30
```

Change Due $0.00

OPERATOR: POS 1
ITEMS: 2
TERMINAL: 1
JOURNAL: 00013   13-May-2003 00:54
----

20   Returns (method 1)

This process enables the operator to both bring an item back into stock as well as *refund* money to a customer. The process is fully audited and keeps track of the returns made by each of the operators for later reporting on either the back office computer or the portal.

Method 1 involves the operator scanning the item to be returned and then selecting the *Return Item* function.

In essence the operator selects the *Return Item* function from the FUNCTIONS menu and the system automatically makes the quantity negative.

Steps in the process are:

20.1   Select your operator button to make you the currently working operator.
20.2   Ring up the item to be returned, as if a sale of it was to be made.
20.3   After the item has been rung up.
20.4   Press the MENU button and then the FUNCTION button, this opens the following window to you:

20.5   Press the *Return Item* button to choose the return item function.

20.6   The following screen is shown and on this screen select the item to be returned:
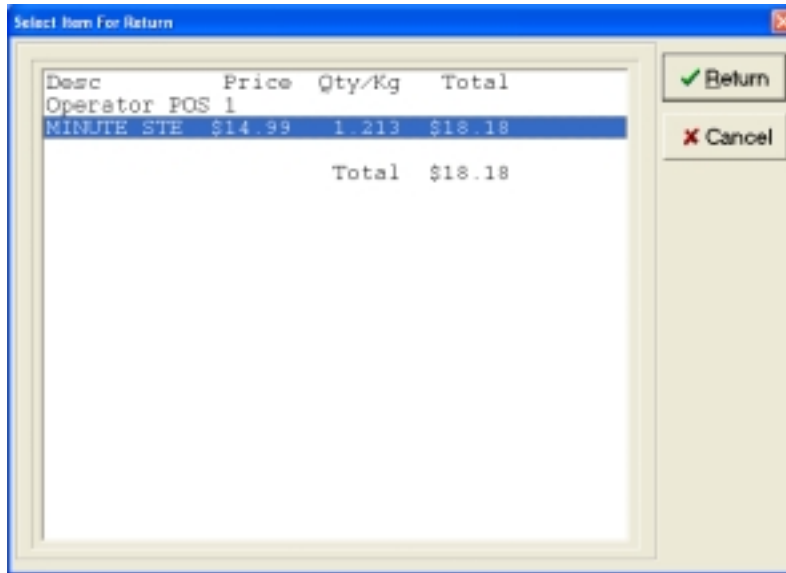
20.7   The item sale is automatically converted to a *negative quantity and a negative sale amount*, this is reversed off the transaction. However, the actual final step of incrementing stock and making the financial *refund* to the customer only occurs when the *Ring Off* button is pressed and the transaction is finalised.

Above shows the *Return Item* transaction completed apart from the ring off process.

20.8   Press the *Ring Off* button shows the tender screen that reflects this is a
        RETURN:

Note the words, *RETURN* in the lower part of the screen, this indicates the
item is being returned. If the return item is part of a multi item sale in which
there is a balance owing to the operator the screen shows the following:

Note, here the MINUTE STEAK of $18.18 has been returned (negative) and
the SCOTCH FILLET of $31.53 has been sold to the customer. This leaves a

balance owing by the customer to the operator of $13.35, which is shown in the transaction window.

At *Ring Off* the tender screen shows:

Note: The $13.35 amount and particularly note there is no RETURN message next to the "Sales Total" line. This indicates the $13.35 is due to be paid to the cash drawer and not the customer. The actual receipt is shown as *sample receipt 2* below.

20.9   Enter in the tender method the amount to be returned to the customer and press the *Accept* button.

20.10   The *RETURN ITEM* process is completed, the item has been into stock and the tender type has been decremented for cash-up. A *receipt* is printed as shown below:

Sample Receipt 1 – **Return item only in transaction**

```
    AMC CIT DEMO

MINUTE STEAK
    -1.213kg @ $14.99/kg           -$18.18
Sub Total                    -$18.18
Rounding                     -$0.02
---------------------------------------
Total                        -$18.20
Refund - Cash                 $18.20

Change Due                    $18.20
```

```
OPERATOR:  POS 1
ITEMS:    1
TERMINAL:  1
JOURNAL:   00016   20-May-2003 11:49
--------------------------------------------------
```

Sample receipt 2 – **Multiple items in sale**

```
    AMC CIT DEMO

MINUTE STEAK
    -1.213kg @ $14.99/kg           -$18.18
SCOTCH FILLET
    1.213kg @ $25.99/kg            $31.53
----------------------------------------
Total                      $13.35
Cash                       -$13.35

Change Due                     $0.00


OPERATOR:  POS 1
ITEMS:    2
TERMINAL:  1
JOURNAL:   00017   20-May-2003 12:16
--------------------------------------------------
```

21   Return Item (Method 2)

Fundamentally, method 2 is the same as method 1 in all aspects except the order in which the return item button sequence and processing is performed.

In method 1 the item is scanned and then the *Return Item* button is selected.

In method 2 the *Return Item* button is pressed and the item is scanned.

Otherwise the results and procedures are identical in methods 1 & 2.

21.1   Select the operator button.
21.2   Press the MENU button and then the FUNCTION button.
21.3   Press the RETURN ITEM button.
21.4   Scan or enter the PLU code and the item is returned.

22   Tare Editor

This function enables the allowance for the packaging in weighed items to be made. When an item is sold by weight and is has been pre-packaged there is an additional weight of the item caused by the weight of the materials (plastic & polystyrene, etc) in which it is wrapped. This generally means the item with packaging weighs more than the item. The *tare editor* is a means whereby this additional weight due to the packaging is <u>taken off</u> the total weight when placed on the scales and the customer is charged for the actual weight of the item only.

Packaged items sold by weight frequently, if not always, have a label on them that indicates what the weight of the product is. The label reflects the weight without the packaging. This means if the operator does not setup the tare then the weight of <u>actual product</u> in the pack purchased by the customer will be less than they have been **<u>charged</u>** for. This is a serious weights & measures issue and should not be disregarded.

To select the *tare editor* go to the MENU then FUNCTIONS area and then press the TARE EDITOR button.

The following screen is shown:
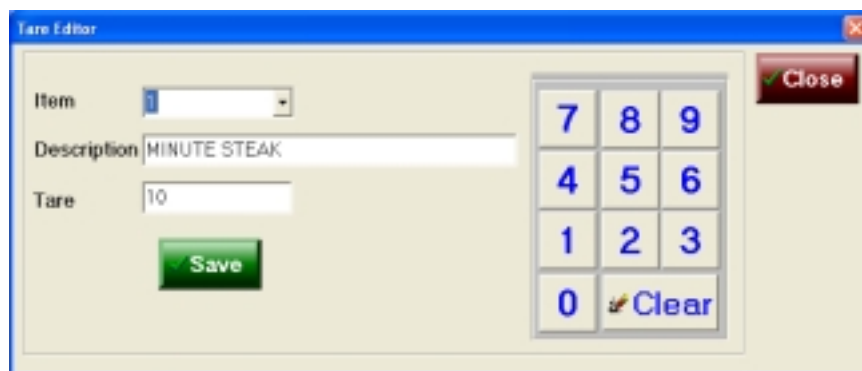
In the screen note the following:

a)   There is a *drop down list* in the first field for the item to select.
b)   Once the item is selected its description appears in the *description* field.
c)   The <u>*third field*</u> is where either an <u>existing</u> tare is shown or where the operator uses the button numeric pad to setup the tare.

22.1 Tare – to view an existing

a)   Position your finger over the arrow on the right hand side, or use the numeric pad buttons to enter the PLU number you wish to see. In this example PLU 123 has been selected and it has no tare setup.
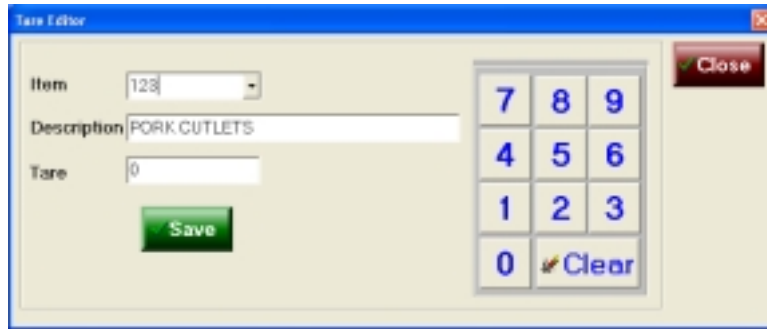
Note the description shows PORK CUTLETS.

22.2 Tare - to set up

A tare can only be setup for an item that is a weighed item. If the item you are looking for does not appear in the tare list box or cannot be found by entering numbers of the numeric pad you should:

a)   Check the item exists in the product master for your store.
b)   Check the item is an item sold by weight.

Once the item has been displayed to setup the tare weight, that is the weight allowance for the packaging that will be subtracted from the combined weight of the item and its packaging when placed on the scales, simply:

a)   Enter, using the numeric pad buttons, the packaging allowance in *GRAMS*.
b)   Press the *SAVE* button.

The tare weight for this item sold by weight has now been setup.

23   Labels

The ability to print labels to place on items, both pre-packaged and unit sold products is provided in the system. The *Label* printing module is located under the FUNCTIONS button. A *price embedded barcode* can be generated for the item on the label. This means the label can be scanned at the point of service and the weight calculated based upon the price contained in the barcode label attached to the item.

These labels can include the information shown in the screen below:
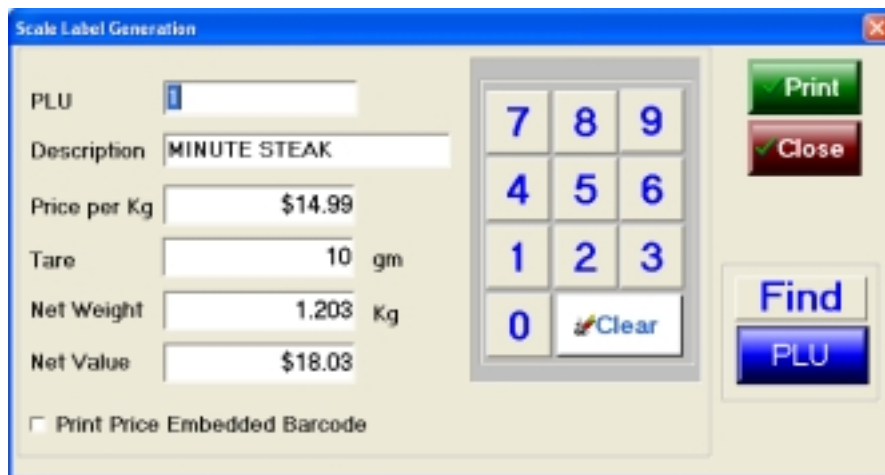
A complete example is shown below:

In this example, the price is shown @ $14.99 per kilogram, the *tare* of 10 grams and the *net weight* (weight after allowance for tare) and the *Net Value*.

This module's purpose is to enable the packaging and labelling of products requiring to be weighed.

The process is:

23.1   Press the MENU then FUNCTION buttons.
23.2   Press the LABELS button.
23.3   Place the item to be labelled on the scales
23.4   Use the numeric pad to select the item PLU being weighed to be labelled.
23.5   *Change the tare*, if need be, this is the only field on the screen you may change.
23.6   Select the *Price Embedded Barcode* option, if desired.
23.7   Press the print key when a steady weight has been reached to PRINT the label.

The FIND button can be used to search for an item, by either *description* or *Item Number,* if the PLU code is not known.
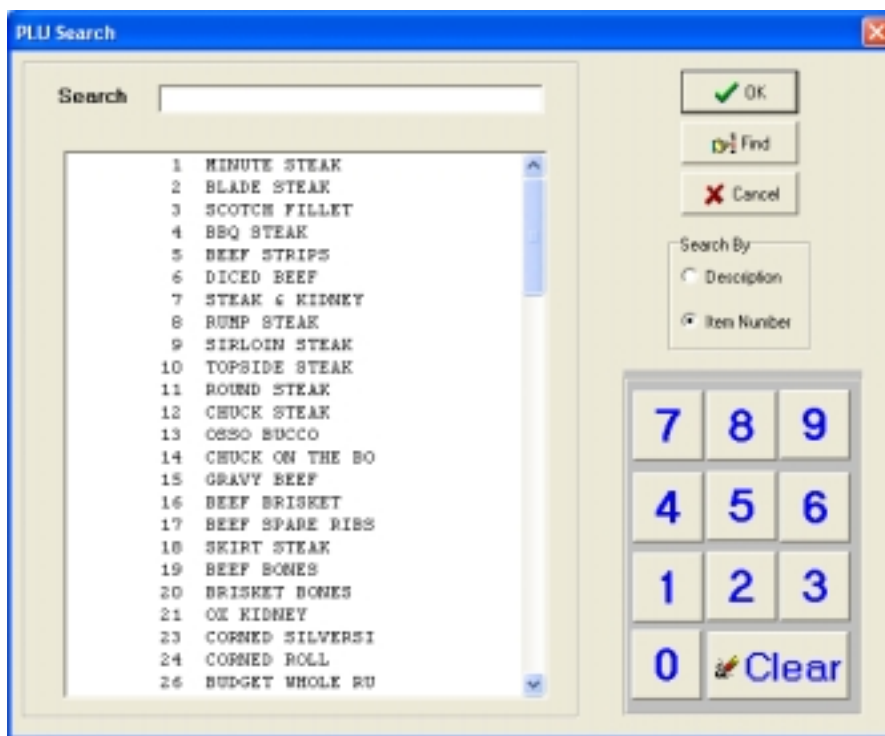
Once the item required is found press the OK button.

The procedure to use this facility is exactly the same as that for FIND ITEM.

24   FUNCTION WINDOW

A wide range of configurable functions or specialised processes can be configured on the matrix of buttons found on the MENU / FUNCTIONS button sequence. There is a matrix (or grid) of 8 columns times 9 rows of individual buttons on this FUNCTION screen. This means there is a total of 72 possible buttons that can be allocated to various functions.

Each particular clients or user's system may be configured differently. In view of this fact, this manual will explain the major functions frequently allocated on this screen. If you have buttons with different names or processes allocated to them please check to see if there are supplementary pages to your manual that explain these, or alternatively, speak to your system administrator if either there are buttons discussed in this manual that are missing or additional to those discussed in this manual in your implementation.

A simple FUNCTIONS screen is shown below:

System Administrators should take great care in how they use these buttons and be very sure of how they either remove or implement additional functions behind these buttons.

This approach provides an extremely flexible and powerful tool to system administrators that allow them to tailor their systems to meet their business' needs both current and future.

> *Warning:*   Before any buttons are changed make sure you are *fully* aware of the implications.

The many of the buttons configured in the prior screen are <u>basic</u> Point of Service functions, which we have discussed previously in this manual. These particular functions are not discussed in this section.

From the screen layout shown on page 63 button colours, button text and the underlying function called when the button is pressed can be controlled.

The function controlling the configuration of this FUNCTION screen and also the other *top row* buttons that show when the MENU button is pressed is called the ***<u>Functions Edit</u>***.

24.1 Functions Edit

This button provides access to the process that controls the allocation of processes to the buttons, not only on the FUNCTION screen, but also ALL the other major GROUP buttons on the TOP row of the buttons accessed when the MENU button is pressed on the SELLING SCREEN.

Pressing the *Functions Edit* button shows the screen:
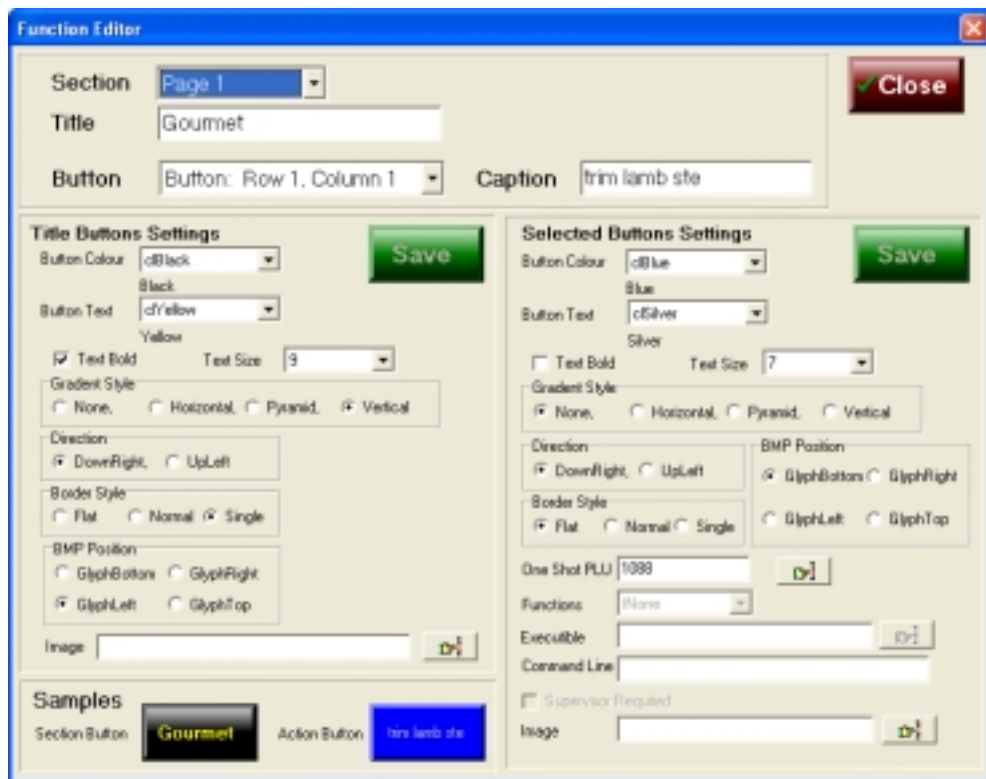
This window appears quite complex, and it indeed does require some understanding to make proper use of. ***<u>DO NOT USE UNLESS</u> you really know what you are doing!***

This structure means there are:

a)   TOP ROW – 7 GROUP or TITLE buttons.

b)   UNDER EACH TITLE BUTTON – there are 8 columns of 9 buttons corresponding to 72 buttons under each "title" button. There are a total of 504 *programmable* buttons under the MENU button.

LEFT SIDE PANEL

Basic screen construction means that always the *left side* of the panel shown is always the TITLE button setting.

RIGHT SIDE PANEL

Is *always* the individual button within the top title row button.

DEFAULTS

Where possible, absolute defaults are configured and options are selected from a *drop down list*. These fields are identifiable by the presence of an *arrow* on the right hand side of the field. You can only choose from the shown options in these cases.

PANELS

The Function Editor is divided into several *panels*.

SAMPLE PANEL

This panel shows the results of the changes the user makes to the configuration.

24.2.1   Selecting Group & Specific Button

The major button groups, of which there are seven (7) permitted, are also referred to as *PAGES*. The eighth is always the CLOSE button.

Page 1 is the left most TITLE button and Page 8 is the right most TITLE button.
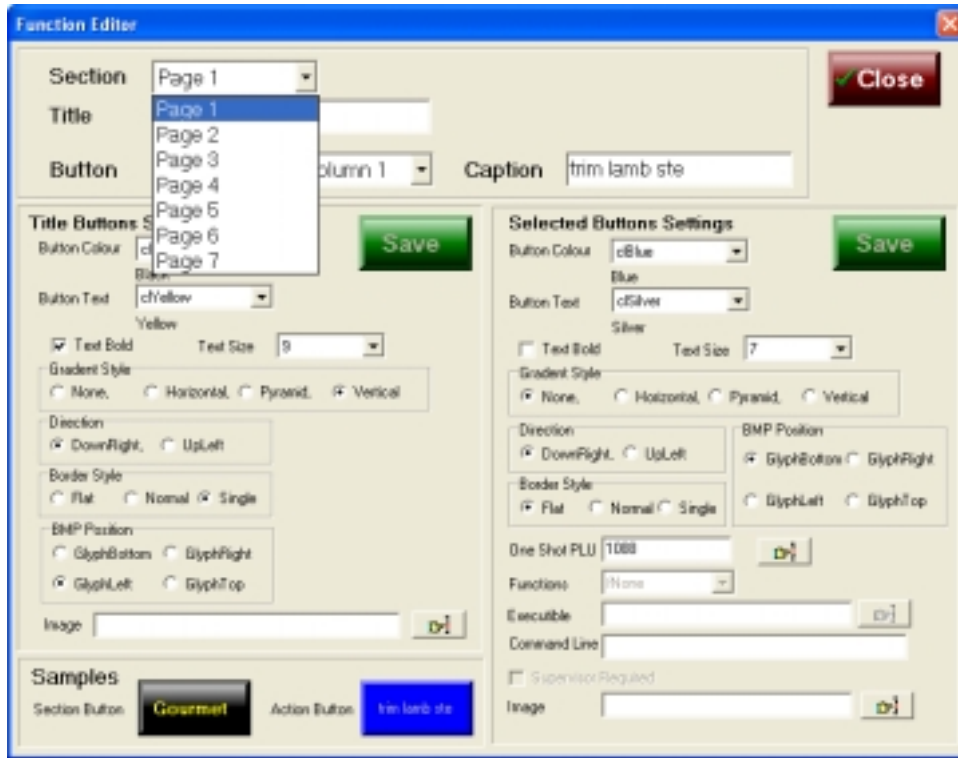
Let's choose the "Page 2" to work on in our examples, the view usually presented to the operator is shown below:
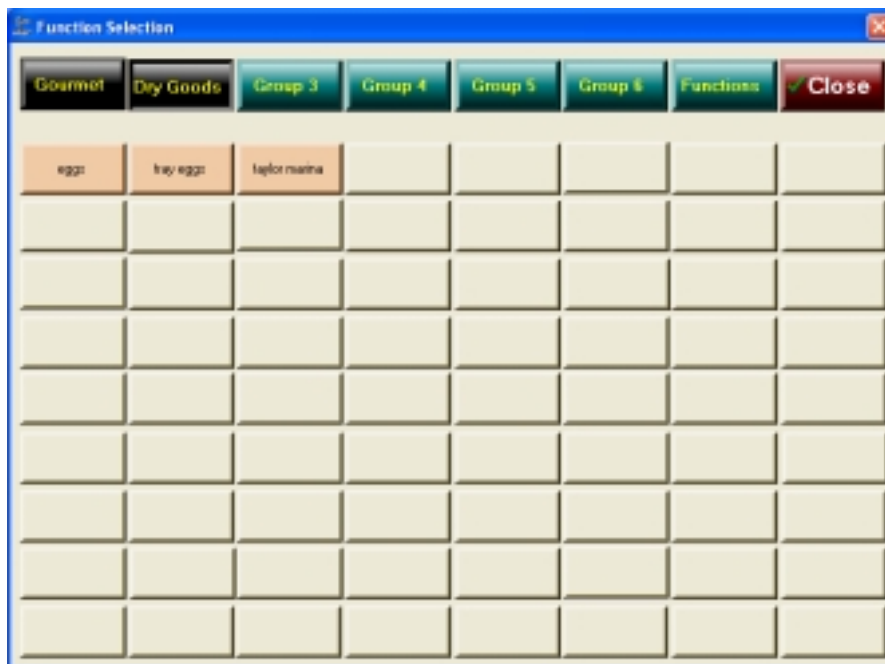
Notes:

a)   The TITLE button on *Page 2* is called "Dry Goods".

b)   There are currently only three (3) *specific function* buttons configured. These are "eggs", "tray eggs" and "taylor marina".

c)   The balance of the TITLE buttons are shown, with the exception of the
        FUNCTIONS button, with the *default caption* "Group3", "Group4",
        "Group5" and "Group6".

In the FUNCTIONS EDITOR selecting "Page 2" shows us the following
screen. The editor defaults to the first button in the first row, in other words,
Row 1, Column 1 which is captioned "eggs".
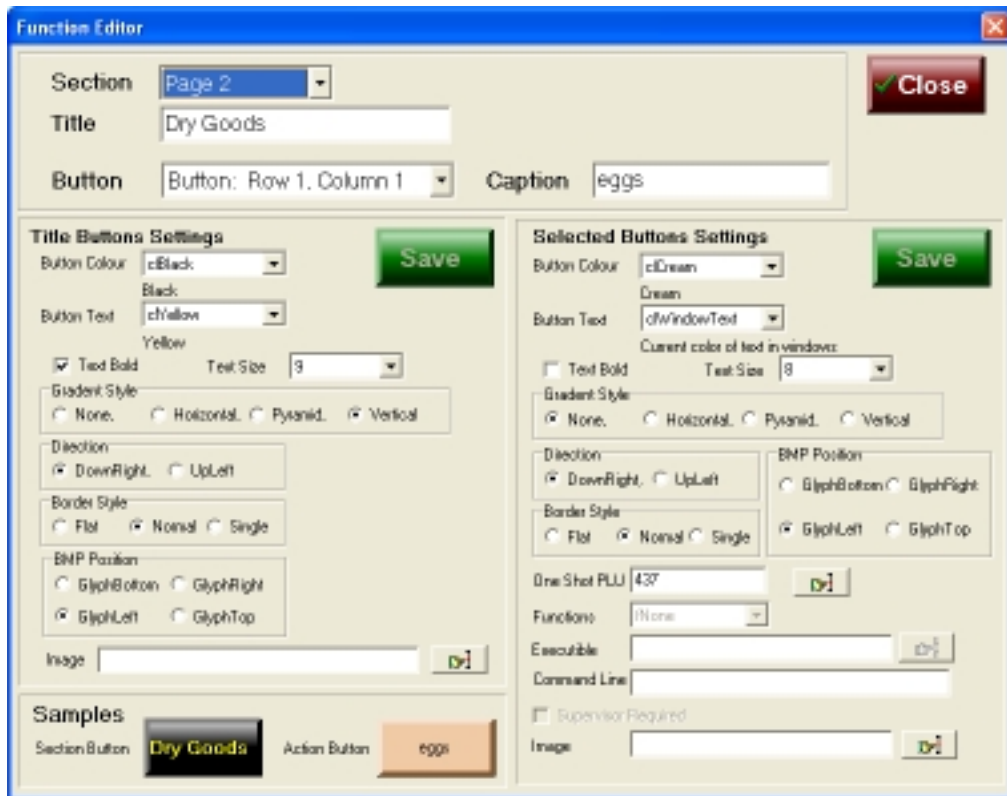
24.2.2   Altering grid button

24.2.2.1   *Colour of Button*

The button "eggs" is currently "Cream" (clCream) as shown in the
right hand panel **Selected Buttons Settings** under the *button colour*.

To change the button colour press the arrow on the right hand side of
the *Button Colour* field:
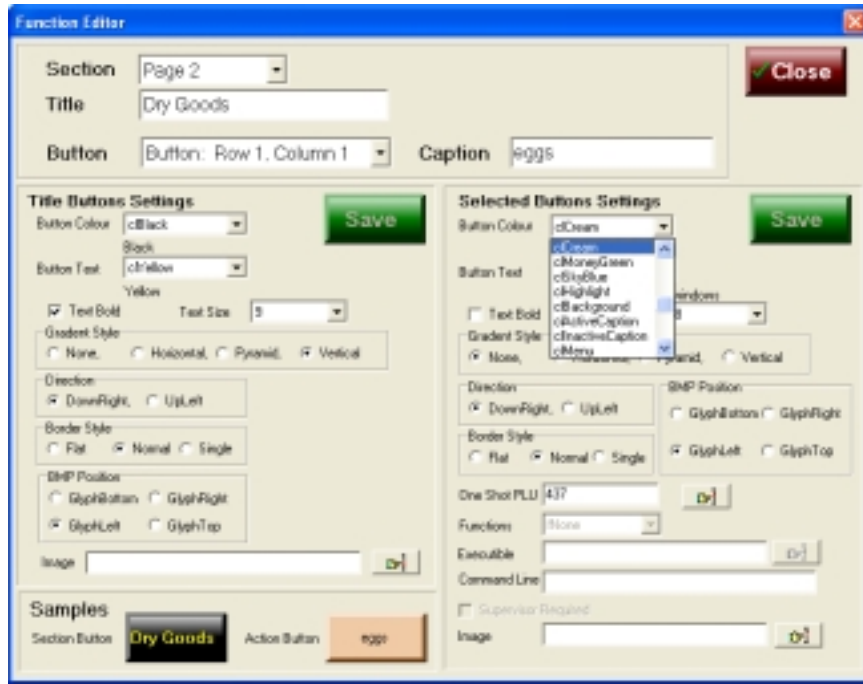
The <u>allowed</u> colours are shown to the operator.

To change the colour of the "eggs" button to SkyBlue then touch the line that says *clSkyBlue*.
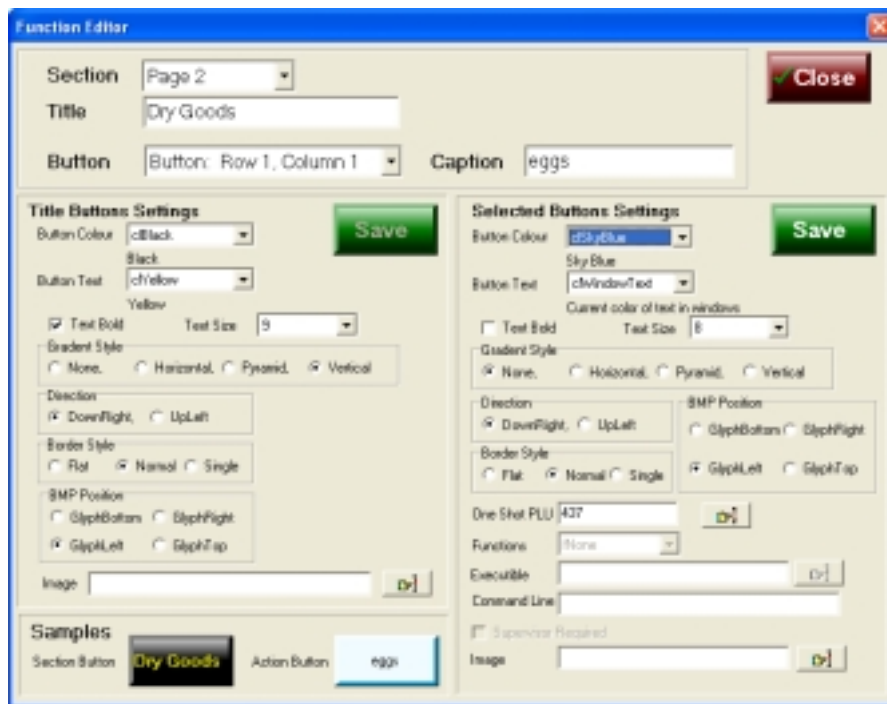
Note the button in samples has changed to reflect our selection.

Let's change the colour to *red*.
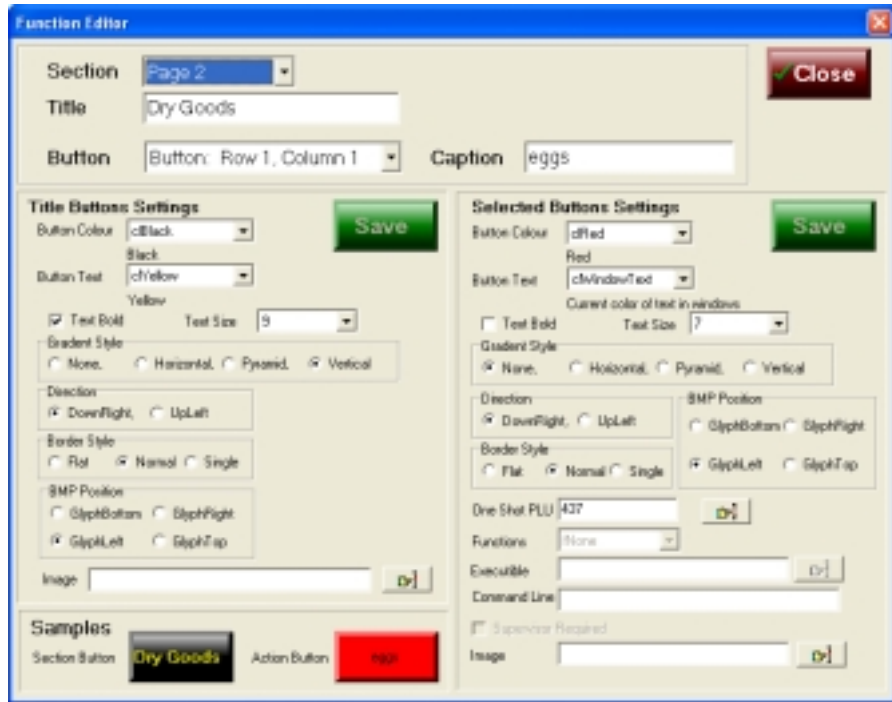
Once again see the row button has changed colour to reflect our choice.

To make the change *active* press the *SAVE* button <u>on the right hand panel</u> – we are altering a row button, not a title button.
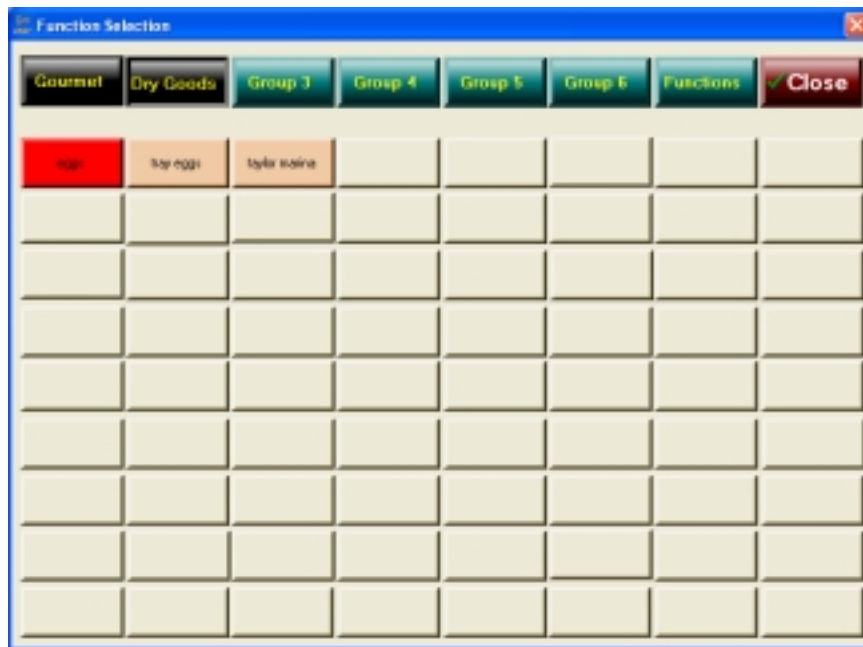
24.2.2.2   *Grid button text colour*

In the right hand panel under *Selected button settings* is a field called *Button Text* – this field controls the colour of the text on the grid button.

Only the colours shown when the arrow on the right of the field is pressed can be selected.

24.2.2.3   *Grid button text bold*

Ticking the *Text bold* field results in the text on the button being shown in <u>bold</u>.

24.2.2.4   *Grid button text size*

By altering the value in this drop down box, the size of the text printed on the grid button is increased or decreased.

<u>Remember</u>, there is a limit to the number of characters that can be displayed on a button. This also means there is a limit to the size of characters on the button. The greater the size of the characters the fewer characters will fit on the grid button.

24.2.2.5   *Gradent Style*

This refers to the shape of the *button*, this is irrespective of whether it is a *grid or title* button that is being changed. The best means of gaining an understanding of these effects is quite literally to <u>play</u> with the functions. A limited number of optional "look" effects are offered – namely, NONE, HORIZONTAL, PYRAMID or VERTICAL.

24.2.2.6   *Direction, BMP Position, Border Style*

These effects produce different looking buttons, either *grid* or *title* buttons are affected. It is safe to play with these, but as a precaution make sure you record the standard button settings for these features, <u>before</u> you start making changes to them.

The buttons, both grid & title, can have *bitmaps* positioned on them. The positioning is controlled by the settings of the *BMP Position* check box. The <u>*actual bitmap to display on the button*</u> is set in the field headed **Image**. *The <u>image field</u>* has a search facility to assist in browsing for the image to display on the grid button.

In all cases these effects are produced by checking the radio button. To select a specific effect touch your finger over the feature and press. When selected the radio button is shown selected with the presence of a dot in the otherwise empty circle.

A radio button is deselected when there is no dark dot in the centre of the circle.

24.3.1   One Shot PLU allocation to Grid Button

One shot PLU items can be allocated to *grid buttons*, they cannot be allocated to title buttons. However, please remember that you must select the appropriate *Section* which by default means you <u>must</u> know which *title* grouping you want the OSP to be allocated to a grid button within.

Having selected the correct Section, the choose the *grid button,* using the drop down box at the top of the screen page, and then touch the "ONE SHOT PLU" field on the right hand side of the screen page. No numeric pad is provided and to select a specific item to allocate as an OSP to this grid button press the *"Pointing Finger" icon* to the right of the ONE SHOT PLU field. When selected the following screen is seen:
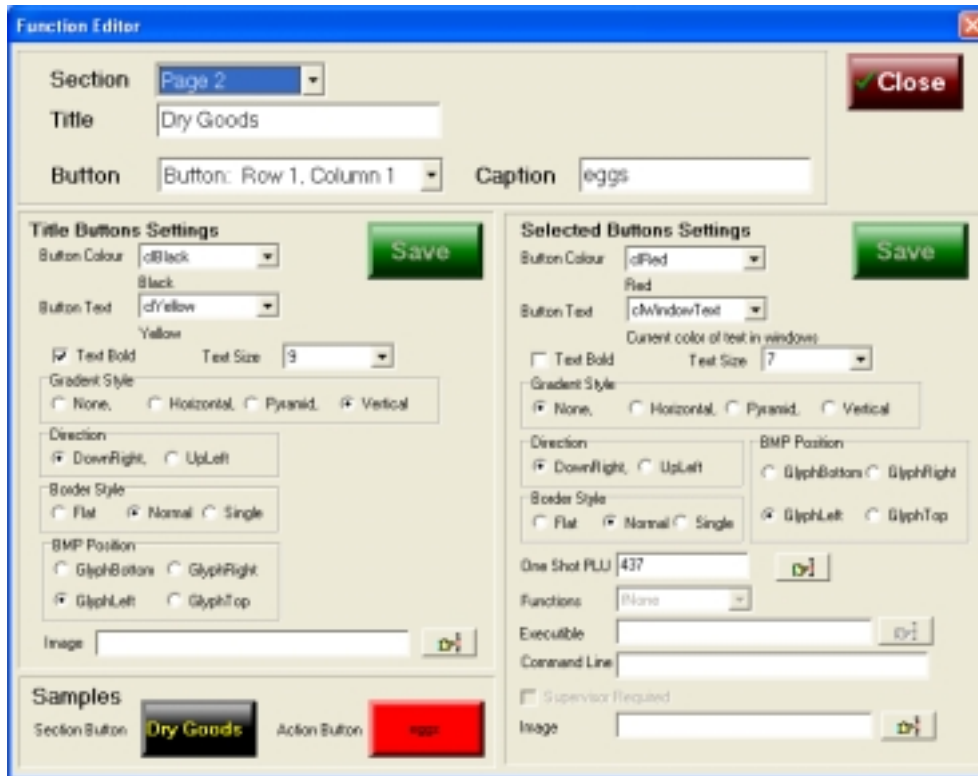
Note: Here TITLE page "DRY GOODS" has been selected (Section is Page 2) & the grid button that will be effected is BUTTON ROW 1, COLUMN 1 (by reference to the Button field). The grid button is currently set for the OSP "EGGS" which is item number (PLU) 437.

Lets say we want to change this from "EGGS" to "TRAY EGGS" which is item number 438. BY pressing the finger icon we see:
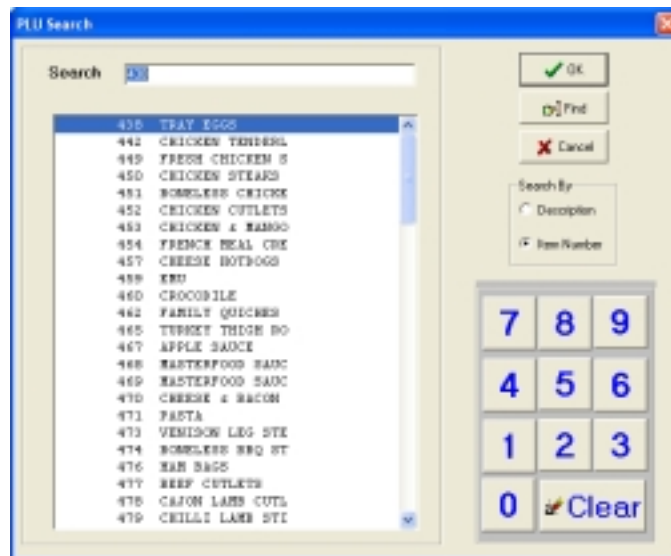
Note that it is possible to select the OSP item by using either the *description* or the *item number* and a search for facility is provided.

Caution to make use of the *search facility* make sure the numeric pad buttons on the screen image are used and not a keyboard. Using the touch panel provided results in the building up of a number of digits as they are pressed, using a keyboard erases the digit previously pressed when a new key is depressed.

Using the numeric touch pad press the number required to get to the TRAY EGGS in this case the item number is 438.

Press the OK button when the item required has been highlighted this confirms the selection.
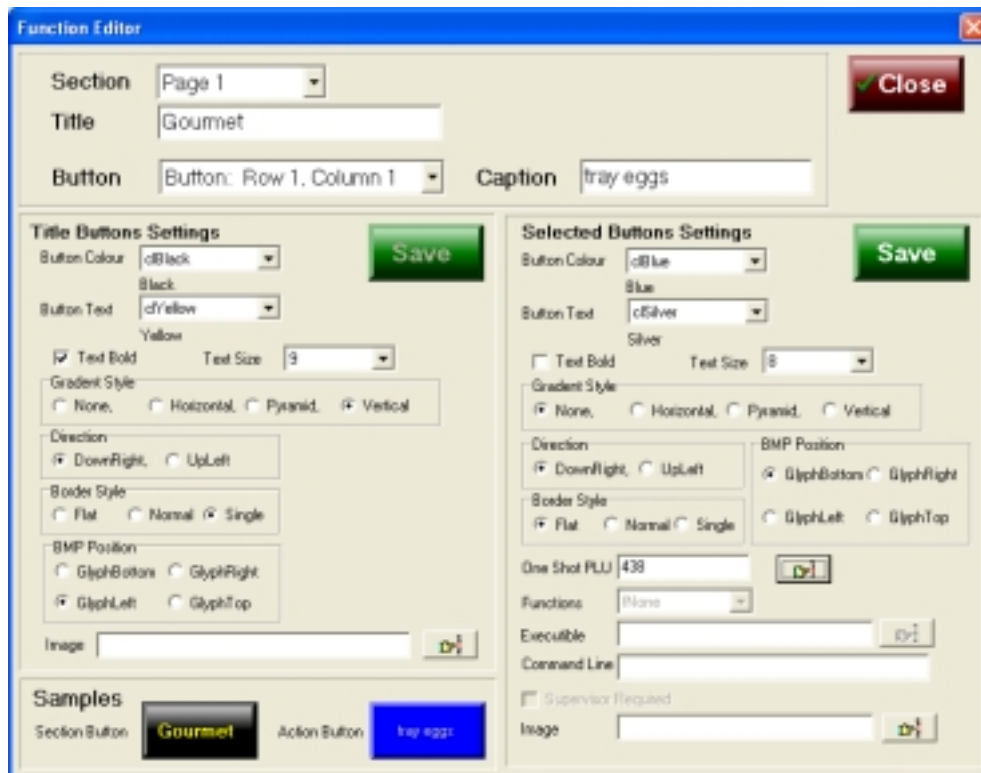
This has changed the OSP (One Shot PLU) associated with this *grid* button from item number 437 to item number 438. When this grid button is depressed in the DRY GOODS MENU page it will now sell a TRAY of EGGS at its price.

If the description radio button is highlighted in the *search screen*, the items are displayed in *alphabetical* order and to select an item touch the item description to highlight it and then press the OK button.

Caution: There is no alphanumeric touch button panel provided by which to make selections. Most frequently the item number is used and this is the default. Consequently, generally the required OSP item number to insert is known to the operator prior to entering this screen. So be prepared.

A sample of the OSP search in description mode is shown below:
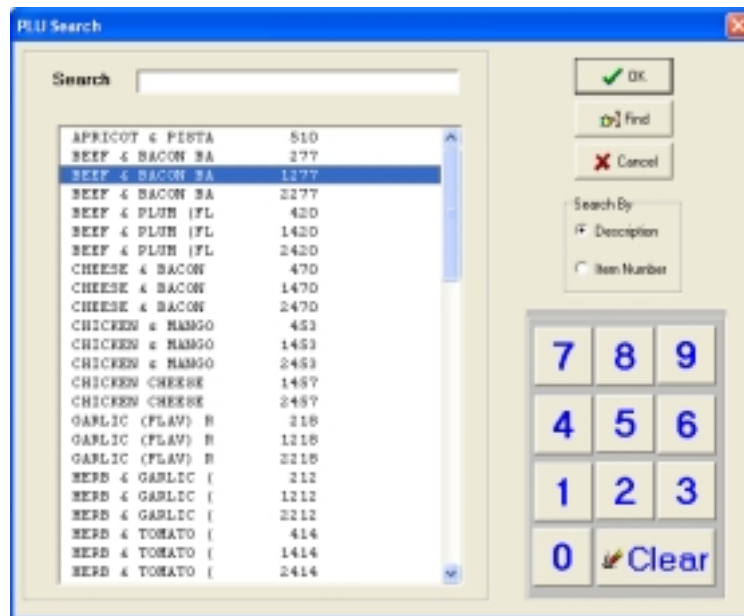
Normally, OSP buttons are allocated from the STORE SERVER application TRS or from the CENTRAL PORTAL. Under these circumstances all the *terminals* connected to the network in any particular or all stores are simultaneously updated.

If buttons are changed on a POSPORTAL terminal the changes will *only affect that particular terminal*. Be very very cautious about changing buttons on a single terminal unless that is the exact intention – this is perfectly allowed within the POSPORTAL system.

24.4.1   Functions

The "FUNCTIONS EDIT" allows various *functions* to be allocated to grid buttons. This facility should be used with caution and unless there is a new function to implement or very good reason why they are to be altered the allocation of functions to grid buttons should be left to the support service provider and done under instruction.

The following screen image shows the FUNCTION that "locks the screen so it can be cleansed" configured on page 7, grid button row 1 column 1.
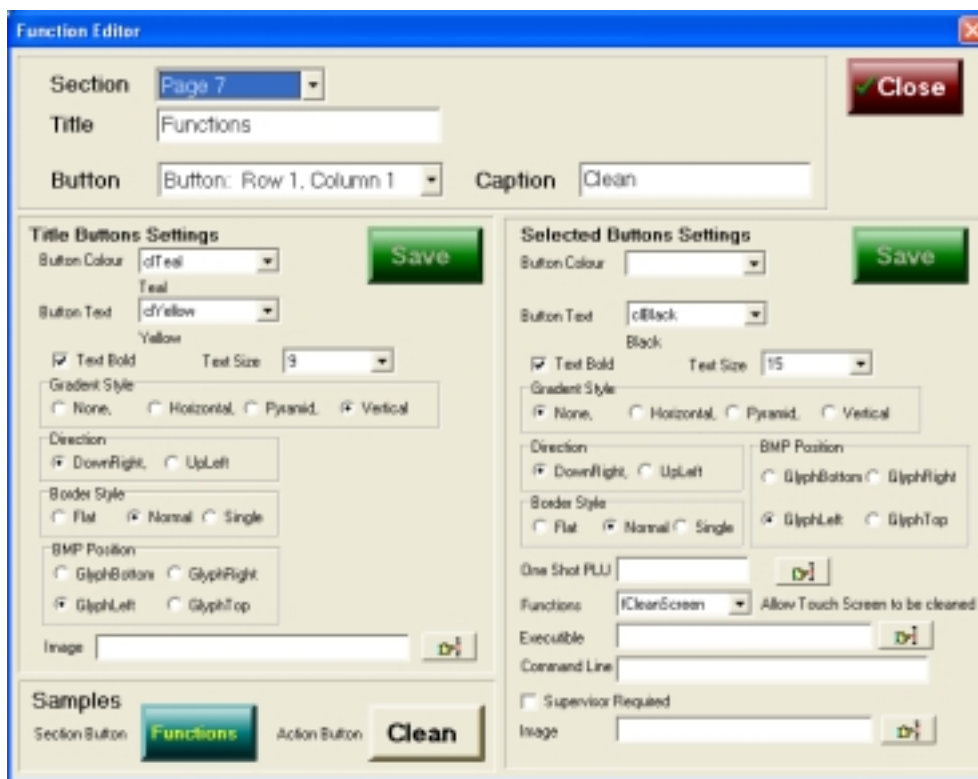
The function is called "fCleanScreen" and there is a text description of the function to the right hand side of the function name, in this case "Allow Touch Screen to be Cleaned".

A list of the functions available is shown to the user by touching the arrow to the right of the "Functions" field:
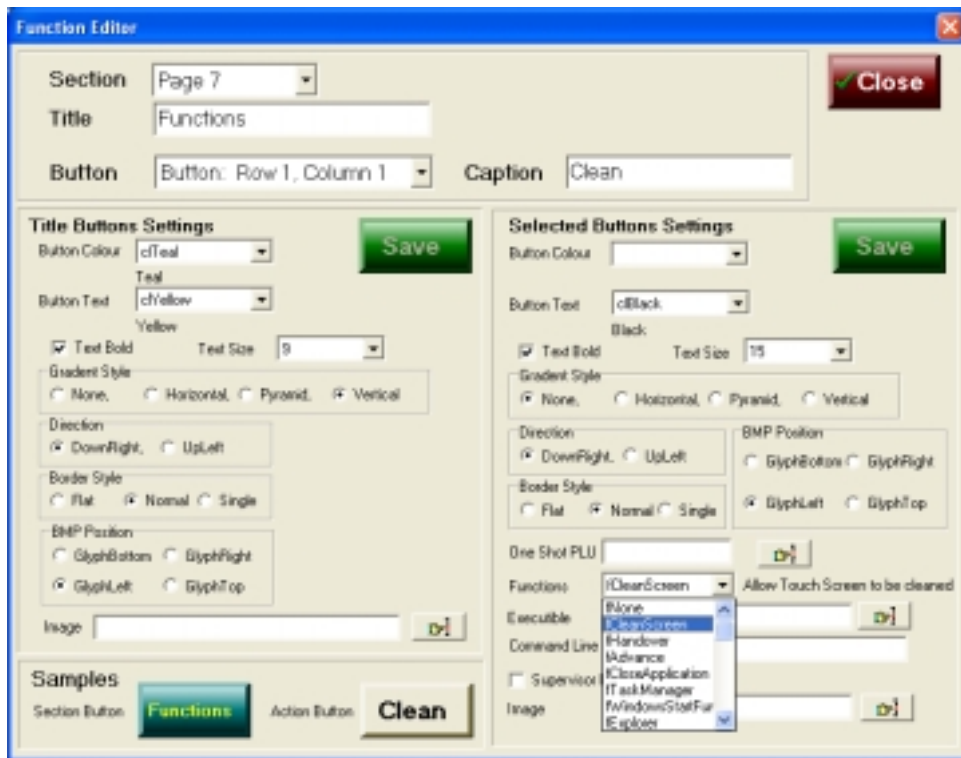
This list is continually added to as more and more functions become available. Descriptions of the exact function's purpose is generally supplied to the support provider.

Warning: It is dangerous to the operation of the system for these functions to be altered by untrained staff.

24.5.1   Executables

The PortalPos programs are capable of causing configured programs to commence running. These programs can be any executable and are not limited to those provided by the supplier or developers of the PortalPos program. In view of this some knowledge of what an executable will do when it runs is required to successfully configure these buttons.

Executables can only be configured to grid buttons.

In the screen image below note the "search" icon on the right hand side of the field called "Executable".
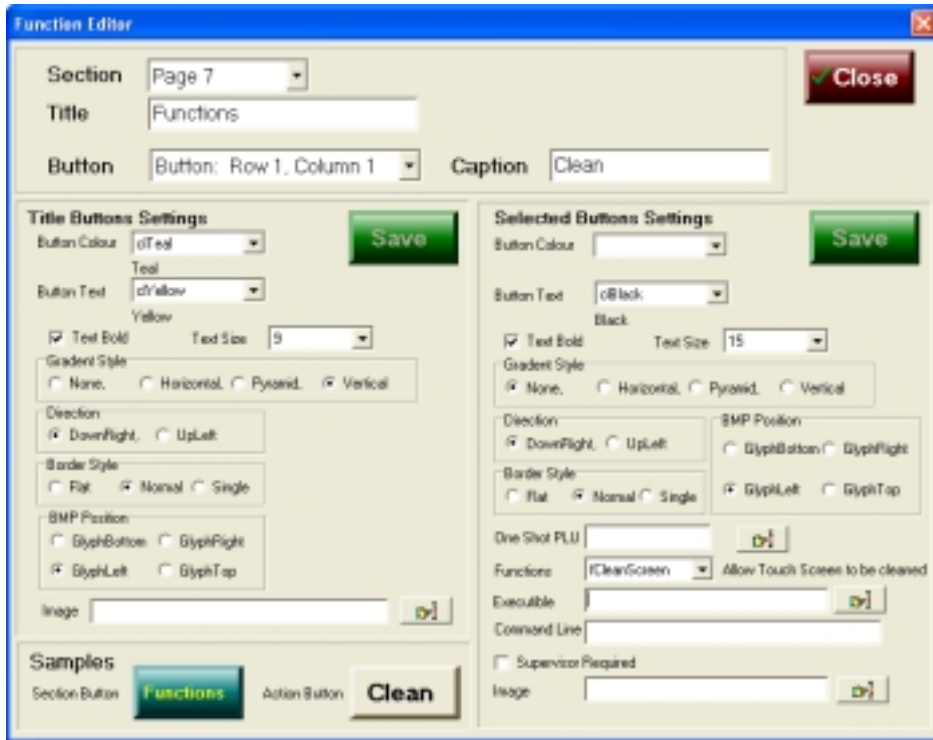
Pressing this finger icon opens a directory selection from which the required directory and indeed executable can be selected.

In the following example the directory selected is TILLMAST and the executable program highlighted is "I.EXE" (internet explorer)
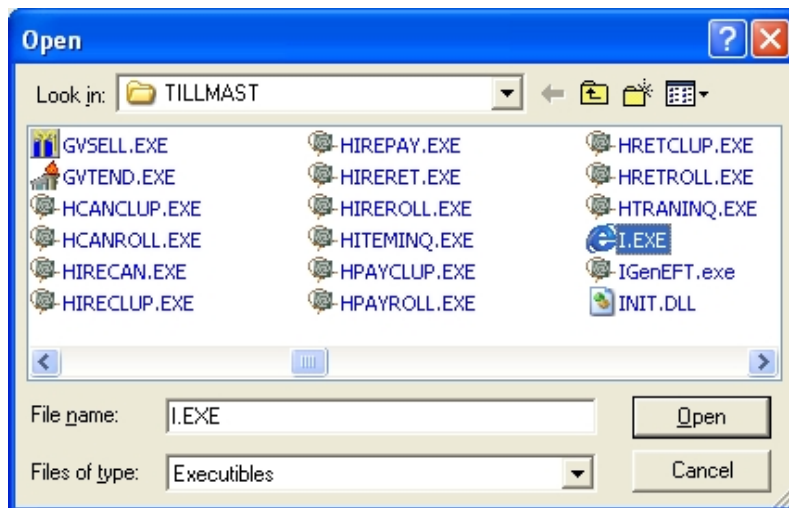
To accept the I.EXE program to link to this button when it is pressed touch the "OPEN" button.

The selected executable is now linked to this button, as shown below:
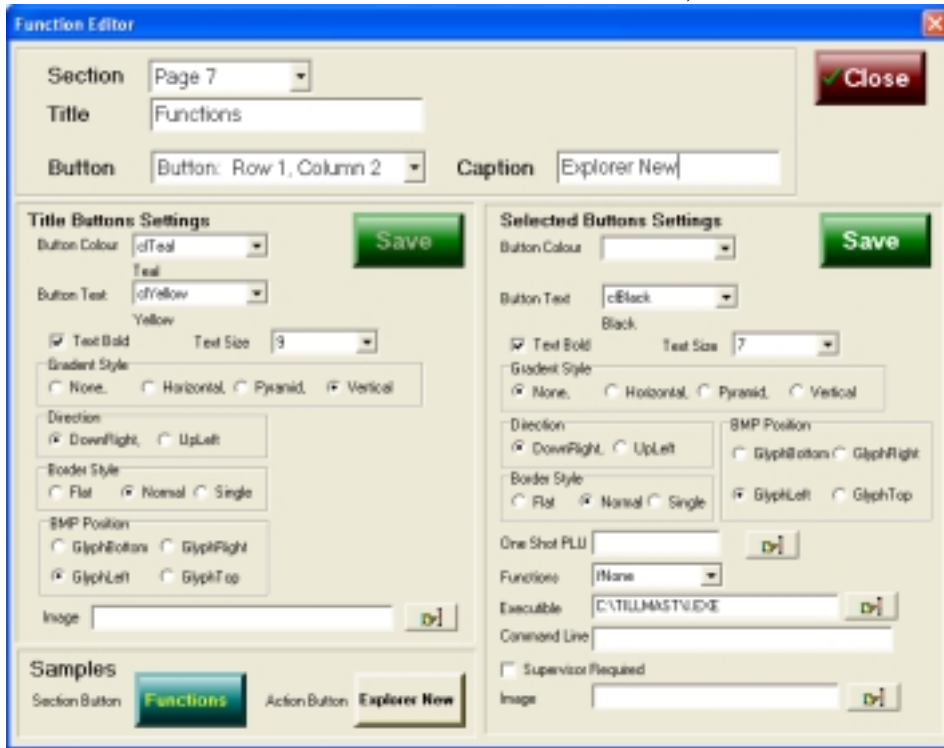
Look at the "EXECUTABLE" field and see the full path and program name are displayed.

To the person using the terminal (PortalPos) this button now appears as:

24.6.1   Command Line

DO NOT USE THIS FIELD OTHER THAN UNDERC SPECIFIC INSTRUCTION
BY SUPPORT PROVIDER. IT IS DANGEROUS AND COULD RESULT IN
DAMAGE TO THE SYSTEM CONFIGURATION AND OPERATION.

24.7.1   SUPERVISOR REQUIRED

In circumstances the store manager or indeed the store owner may wish to put certain
features and functions under what is referred to as "SUPERVISOR CONTROL".
This is where this is done. To place a function or feature under *supervisor control*
simply, touch this box.

The first screen image on the next page shows the "FUNCTION" the **Tare Edit**
initially not requiring a *supervisor identity & password* to use.

The second screen image shows the **Tare Edit** function configured to require
supervisor control in order to use.

*Caution: Some functions it may appear are not configured for supervisor control
when in fact they are under it. This is because the function internally requires
supervisor control.*

This facility is provided to enable the manager or store owner to place selectively
functions under supervisor control should they wish to do so.
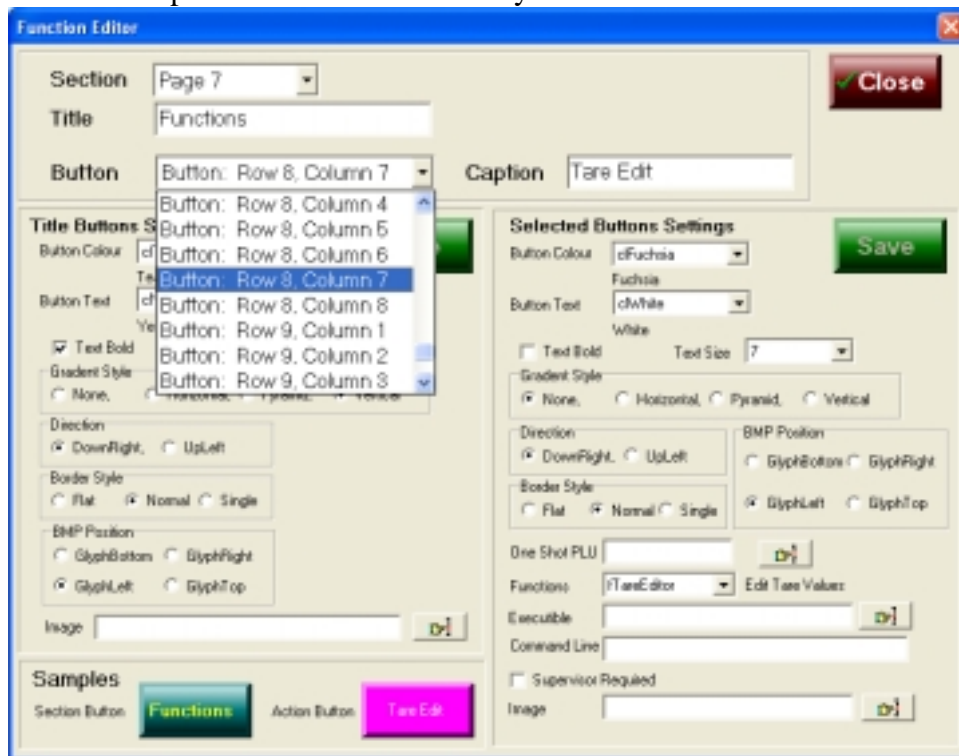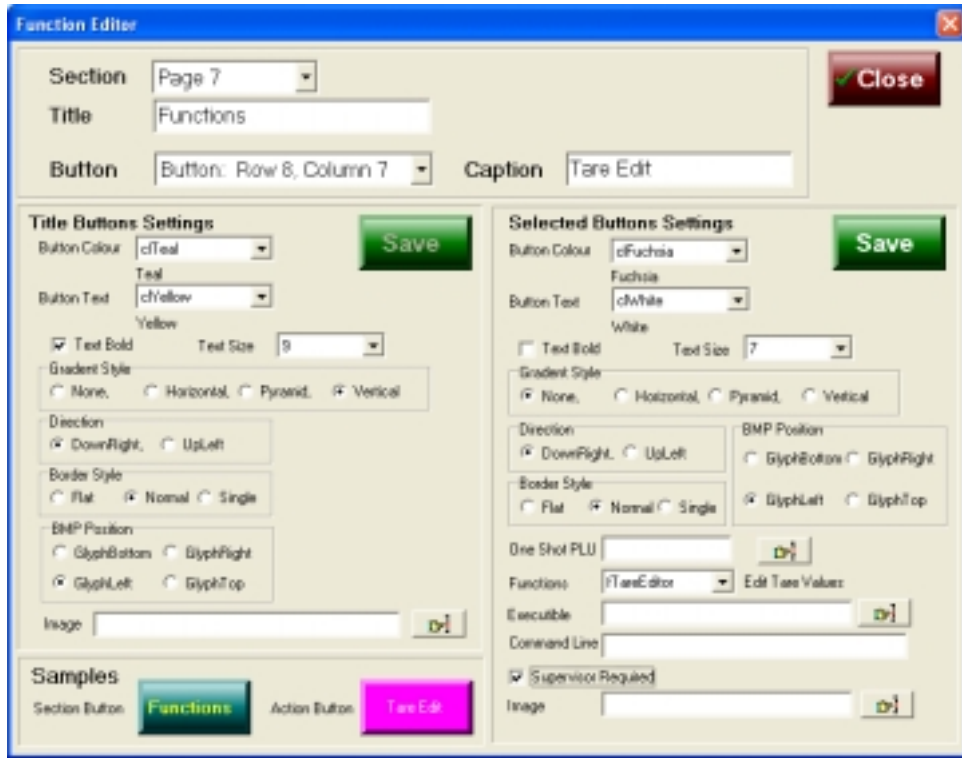
BACK OF OFFICE & INSTORE MAINTENANCE PROCESSES

25.1 SETUP EDITOR

This function is used to configure how the system works within the store and business. It controls many processes either preventing them, or allowing them or determining the way in which they execute when selected from within the POS Portal terminal software.

Because of the potential ramifications of changes made in this section, access to and the use of this function <u>must</u> be *limited* within the business. Uneducated use of this function and what is can control may result in the system either no longer working or not working as desired.

The "SETUP EDIT" function is found, if enabled, on the MENU, FUNCTIONS pages and when selected the screen shows:
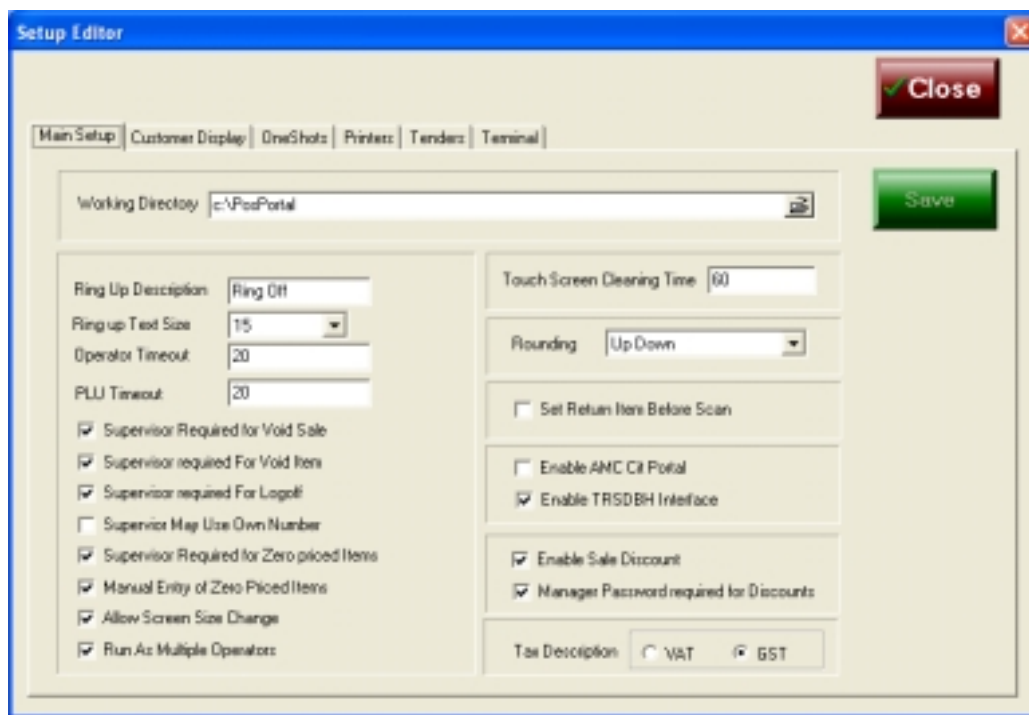
Notice at the top of the form the six (6) "tabs" each with a specific name. Each individual "tab" controls the process of various functions. By *touching* each tab what each controls can be seen.

Note: The SAVE button, the operator may make changes to various fields in various TABS at the same session, however, these will only be committed when the SAVE button is pressed.

In the screen image above the "MAIN SETUP" tab is shown.

25.1.1 Main Setup tab

This tab controls and contains the setup of major items in the terminal's configuration, incorrect changes in this tab may result in the terminal no longer working as expected.

25.1.1.1.1 Working Directory

This specifies whereabouts on the terminal the various data tables are found. In the example shown on the previous page the "Working Directory" is c:\PosPortal. This is also the *default* directory when the system is installed.

UNLESS A SUPPORT PERSON DO NOT CHANGE THIS.

25.1.1.1.2 Ring Up Description

This field specifies what text is displayed on the POSPORTAL terminal screen during transactions to identify the button used to complete a transaction and begin the tendering process.

The default is shown in the example screen on the previous page, it is "RING OFF". The cases may be mixed and the case is not converted. The PosPortal user screen is shown below where the SUB TOTAL button or the button to tell the terminal the operator wishes to begin tendering an no longer sell items is shown as "**Ring Off**".

This text can be changed to anything the operator wishes, however, it should be descriptive to avoid confusion amongst the various store assistants who will use the Pos Portal terminal.

25.1.1.1.3   Ring Up Text Size

This value controls how large the text within the SUB TOTAL or RING OFF button is. The *default* value is 15 point font size.

25.1.1.1.4   Operator Timeout

This value determines the length of time in seconds before a selected operator (shop assistant) in the Pos Portal terminal is *automatically* temporarily logged off from being the *active* operator. In the case previously shown, it is set to 20 seconds.

This means that if an operator has logged in as POS1 and their name appears in the operator buttons at the bottom of the PosPortal screen that 20 seconds after they press their button (POS1) to perform a function, e.g. sell an item, the terminal will automatically *suspend* their transaction and make the terminal available for other users, *unless* the operator POS1 has pressed a button. If they have pressed a button the operator has 20 seconds from the last button pressed before they are automatically *suspended*.

This function does not result in the loss of any completed line entry of a PLU sale or of any other completed transaction, however, if the operator is in the middle of a PLU sale or function and has not pressed their operator button (in this case POS1) the task has not been completed and if the 20 second timeout elapses the customer transaction is suspended as if this incomplete function was never performed.

25.1.1.1.5   PLU Timeout

This is the time following the entry of a PLU number on the Pos Portal terminal screen before the item numbers (PLUs) description and pricing information will disappear from the customer display and operators screens.

In practical terms the value set in this field is the amount of time an operator has once they have selected the PLU number to complete the line item sale of that item number, including weighing if required, and pressing the operator's button.

The default value for PLU timeout is usually set to 20 seconds.

25.1.1.1.6   Supervisor Required for Void Sale

This flag is an *overall controlling* indicator that if set requires a supervisor to enter their password whenever an operator wishes to *void a sale*, i.e. remove *all* items from a non-tendered transaction as if they had not been sold and return the items to the store's stock on hand.

25.1.1.1.7   Supervisor Required for Void Item

This flag, if set requires the *supervisor* to enter their UserID and Password whenever an operator wishes to *void* an item which has been rung up. This must be done prior to the commencement of tendering the sale. Once tendering has commenced an item cannot be voided but must be *returned* in the standard method described in this manual under *returns*.

25.1.1.1.8   Supervisor Required for logoff

If this flag is set an operator may not *sign off* or *logoff* the Pos Portal terminal *unless* a *supervisor* is present and enters their User ID and Password.

If the flag is not set then an operator may logoff at their sole discretion.

25.1.1.1.9   Supervisor may use own number

If set it means a supervisor may supervise themselves. This means any function or process that requires supervisor control can be performed by the operator without further checks if they are a supervisor.

If this flag is not set then any operator, even if they are a supervisor, requires a supervisor to perform functions that are under supervisor control. In the event of an operator who is also a supervisor this means that a different supervisor User ID and Password is required to perform the functions.

25.1.1.1.10 Supervisor Required for Zero Priced Items

In live businesses it is not unusual that a customer will wish to buy an item which is found to not be priced within the system's product master. The Pos Portal provides a means of scanning or selling such an item as a PLU it detects the item has no price and the operator is given the opportunity of entering the price at the time of the sale of the item.

If this flag is set then a supervisor's password is required in order to enter the price of the zero priced item manually.

If this flag is not set the sales operator can if the next flag is checked enter the price of the item manually without requiring a supervisor User ID and Password.

25.1.1.1.11 Manual Entry of Zero Priced Items

This flag controls whether the Pos Portal terminal is allowed to enter the price of an item that has a zero selling price in the product master. If set the operator is permitted to manually enter the selling price for the item. This flag's actions are subject to the settings of the *Supervisor Required for Zero Priced Items* flag.

25.1.1.1.12 Allow Screen Size to Change

This flag, if set, enables the operator to increase the screen size of the Pos Portal window by "dragging" the corners to expand or indeed decrease the size of the screen.

The screen is designed to fill an 800 x 600 resolution SVGA screen and not normally allow the size to be altered.

The *default* on this flag is *unchecked*, i.e. cannot change the size.

On higher resolution screens there may be a case for enabling the screen size to be increased, in this case to do so the box must be checked and a tick appear in it.

25.1.1.1.13 Run as Multiple Operators

There are a number methods of how the operators interact with the terminal cash drawer provided.

25.1.1.1.13.1   Multiple Operators Single Cash Drawer

This is where more than a single operator or teller uses the same cash drawer and in essence there is a single pool of money in that drawer. This is the method used by shop assistants in a store where each teller or assistant does not have their own cash drawer.

This means that at the end of the day, a cashier, not a teller, cashes up the single drawer. In other words one of the assistants is designated as the teller for that particular cash drawer and it is they who *cash up*. In this configuration cash control is in the hands of the cashier cashing up that cash drawer and it is not possible to make each individual assistant responsible for the cash in the cash drawer.

To run the Pos Portal in this way with a single cash drawer and multiple shop assistants using the same cash drawer this box <u>must be ticked</u>.

25.1.1.1.13.2   Single Operator (teller) per cash drawer

This is where each individual sales assistant or teller has their own cash drawer. When they are serving they insert their cash drawer into the Pos Portal terminal and all sales they perform have the tender amount and tender type placed into their particular cash drawer. At the end of the day this particular shop assistant or teller cashes up their own cash drawer using the TRS cash up facilities. In this scenario the individual is responsible for the money within the cash drawer <u>because</u> no other person is permitted to use it.

To run the store in this mode the *Run as Multiple Operators* check box <u>must be unticked</u>.

25.1.1.1.13.3   *Multiple or Single Operators per cash drawer*

Any particular terminal in a store can only run in one or other of the modes described in the previous sections. The terminal runs with either *multiple* or *single* operator mode, it is not possible to have the same terminal run in both modes.

<u>However</u>, different terminals in the same store may operate in the different modes. Some of them may have *multiple operators per a cash drawer* others may run in a dedicated *single operator per cash drawer* mode.

<u>Care</u> must be taken at *cash up* to ensure it is performed correctly.

25.1.1.1.14 *Touch Screen Cleaning Time*

The time figure in seconds set in this field determines the length of time the screen is locked to users and non-responsive to touch when the CLEAN button, if configured is pressed in the Pos Portal FUNCTIONS page.

The *default* is 60 seconds.

25.1.1.1.15 *Rounding*

Depending on the business practices in countries and even States within countries there is a need to be able to handle sales resulting in a total sales amount of:

a)   The exact sales amount – *no rounding*
b)   Round the sales amount to the *nearest* amount neglecting individual cents – *rounding up* or it could be *rounding down*.
c)   Round the sales amount either up or down to the nearest amount – *round up & down*.

The Pos Portal system provides all potential scenarios.

No rounding
– the sales amount is not modified in any way and the exact amount is what is expected to be tendered to the operator.

Round Up & Down
 – the sales amount is either increased or decreased depending on the proximity it is to the 5 cent increment. E.g. A sale of $2.52 would be tendered as $2.50 with the odd 2 cents being reported in the "ROUNDING" figure in the financial reports. On the other hand a sale of $2.53 would be tendered as

$2.55 with the 2 cents gained due to rounding reported as such in the financial reporting.

Round Up

– the sales amount is taken to the next highest denomination. E.g. A sale of $2.51 would be tendered as $2.55 as would a sale of $2.54 , a second example would be a sale of $2.96 would be tendered as a sale of $3.00 and so on.

Round Down

– in this scenario it works exactly the same as the "round up" case however, rather than the tender being rounded up it is rounded down. E.g. A sale of $2.54 would be tendered as $2.50 and so on.

To set the desired *rounding*

1.   Touch the arrow on the right of the field to display the options.
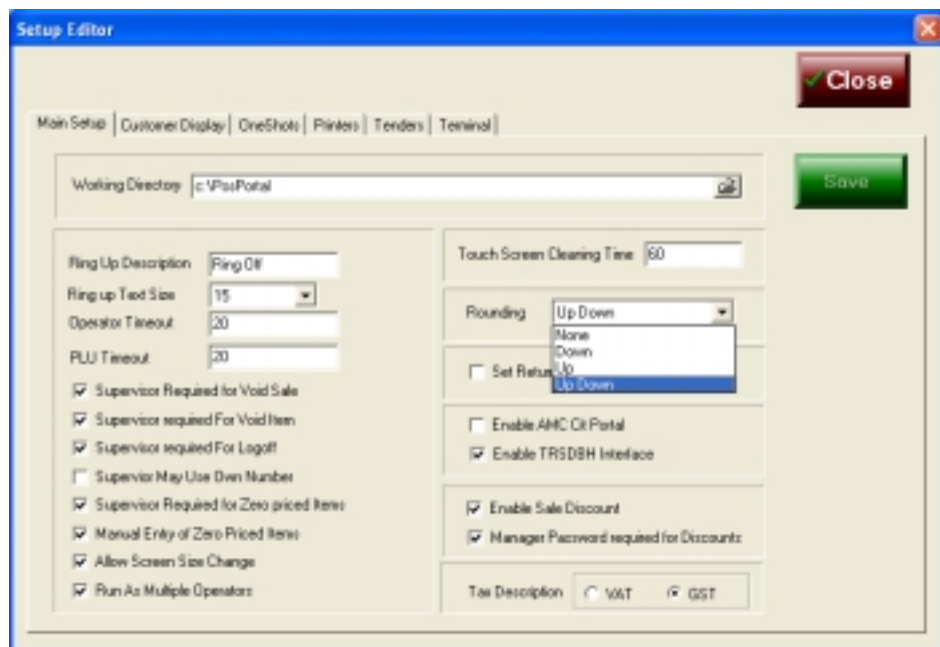
2.   Highlight the method desired by touching it.
3.   Press the SAVE button to commit the change.

25.1.1.1.16 Set Return Item Before Scan

Two methods of initiating a *return of an item* are provided by Pos Portal.

The first is where the RETURN button is pressed prior to the scanning of the item to be returned. This leads to the quantity being negative at the time of scanning.

The second is where the item is scanned first and then the RETURN button is pressed, in this case the quantity is initially positive.

If this flag, *Set Return Item Before Scan*, is set it indicates to Pos Portal the method elected to be used on this terminal is the first one described, i.e. Press RETURN button and then SCAN the item.

25.1.1.1.17 Enable AMC CIT Portal

Setting this flag means that selective information will be prepared by the *end of day* process or other processes for transmission to the AMC CIT retail portal and inserted into databases (tables) for your use there if you have subscribed to this service.

The AMC CIT portal enables the store management or owners depending upon their log ins to peruse reports and even make changes to item pricing and so on which are transmitted back to the affected store(s).

If this flag is not checked the data is not prepared for sending to the portal applications and will not be available on the portal for perusal by anyone.

Note: The portal access is a monthly subscription service.

25.1.1.1.18 Enable TRSDBH Interface

This flag <u>must</u> be checked in all situations where there is a *back office server* present or information relating to *cashup, product master file maintenance, etc.* is being handled in the store.

Where the AMC CIT ASP portal model is in use, this is different to the AMC CIT portal, this interface is not required and the flag is unchecked.

If this flag is incorrectly unchecked then sales information will not decrement stock on hand, user information will not get to the terminals and cash up cannot be performed. *It is a critical flag*.

25.1.1.1.19 Manager Password required for Discounts

Discounts can be given at a variety of levels, see earlier in the manual under Discounts and their types, this flag enables a store manager or owner to ensure the management control of the given of discounts or some of the discounts by requiring *supervisor* intervention.

Note: this is a *global* terminal flag. If it is set then **all** discounts on this terminal would require supervisor intervention.

25.1.1.1.20 Tax Description

Two choices are provided for what tax description is printed on the receipts and in fact throughout the Pos Portal terminal in receipt, journal and other documentation.   In Australia GST is used and should be checked.

25.1.2 Customer Display tab
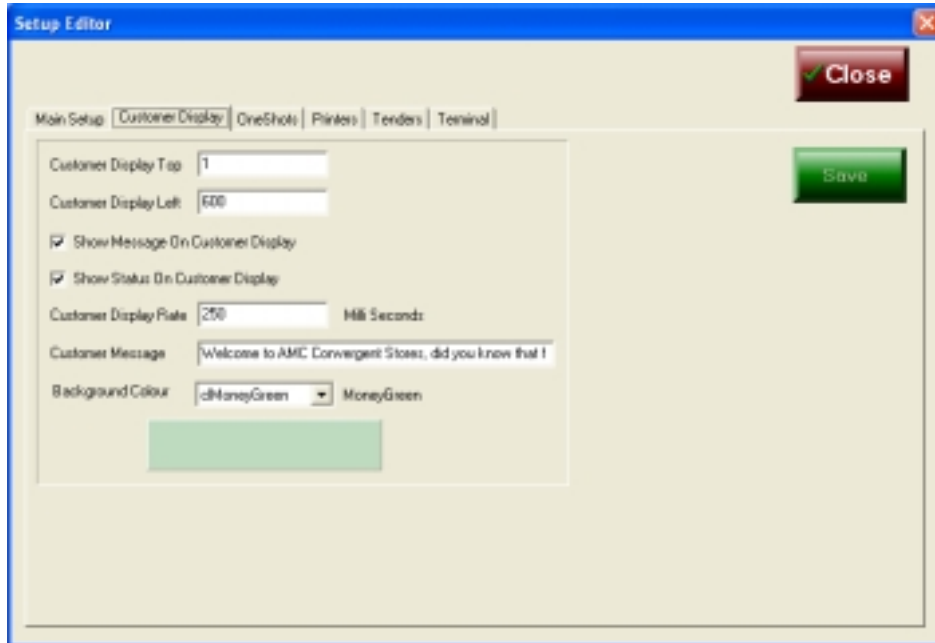
This tab controls both where and what is displayed on the customer display of the Pos Portal terminal.

The Pos Portal terminal uses a screen on which to display to the customer the information on item sold, weight or units sold, price per unit or weight and the extended line item price.

The additional space on the customer screen can be used for advertising and other purposes.

25.1.2.1.1 Customer Display Top

This field determines the vertical positioning of the <u>top</u> of the customer display. The values entered in the field are numbers only and represent *pixels* from the top of the screen.

For example a value of 1 puts the customer display right at the top of the screen.

A value of 100 puts the customer display well down towards the middle of the screen.

25.1.2.1.2 Customer Display Left

This field determines the *horizontal* positioning of the customer display on the screen. The values entered are numbers only and represent *pixels* and a value of 0 is the *left* most part of the screen in relation to the left border of the customer display.

A value of 600 places the *left edge* of the customer display approximately in the middle of the screen.

25.1.2.1.3   Show Message on Customer Display

This is a check box which when checked shows the message set up in the *Customer Display Message* at the bottom part of the customer display. This is a revolving message and can be used for greetings or promotional messages the store manager or owner wishes the customers to see.

If this check box is unchecked the message will not appear to the customer.

25.1.2.1.4   Show Status on Customer Display

The customer display can show some information relating to the date and time and which operator is active to the customer.
For this information to be visible on the customer display the check box must be ticked.

25.1.2.1.5   Customer Display Rate

This field determines the rate at which the *Customer Message* moves across the customer display. The *default* is 250 milliseconds. A millisecond is 1/1000 of one second.

If you want the display message to move faster decrease the time to less than 250 milliseconds.

If you want the message to move more slowly then increase the time to more than 250 milliseconds.

25.1.2.1.6   Customer Message

This field is used to enter the message that will be shown to the customer on the customer display. The message is a revolving message and moves at the speed set up in the previous flag. The message is case sensitive and both numbers and letters can be entered into the field.

The width of the message is greater than the field length indicated by the size of the box.

25.1.2.1.7   Background Colour

This field is a drop down list of the colours that the customer display background can be made.

To change a colour of the background press the arrow to the right of the field and highlight the desired background colour. The ACTION BUTTON below the drop down box shows the operator the new background colour selected.
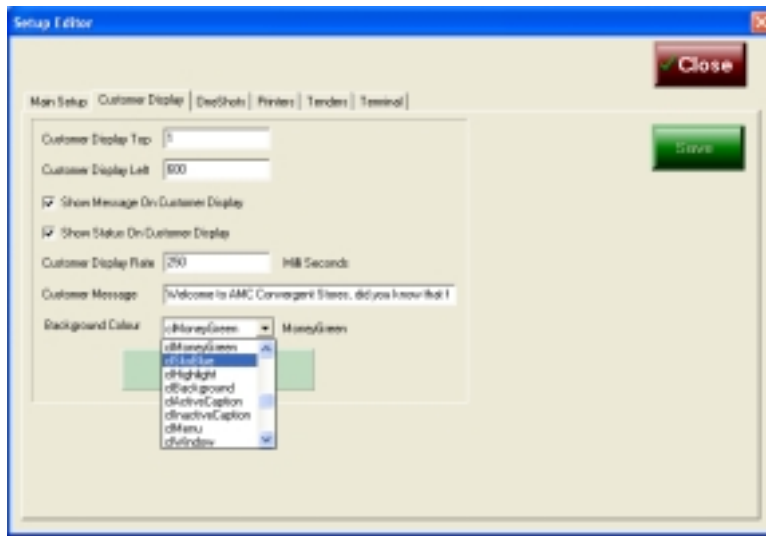
Here the colour cskyBlue has been highlighted.

The screen below shows the ACTION button colour change.
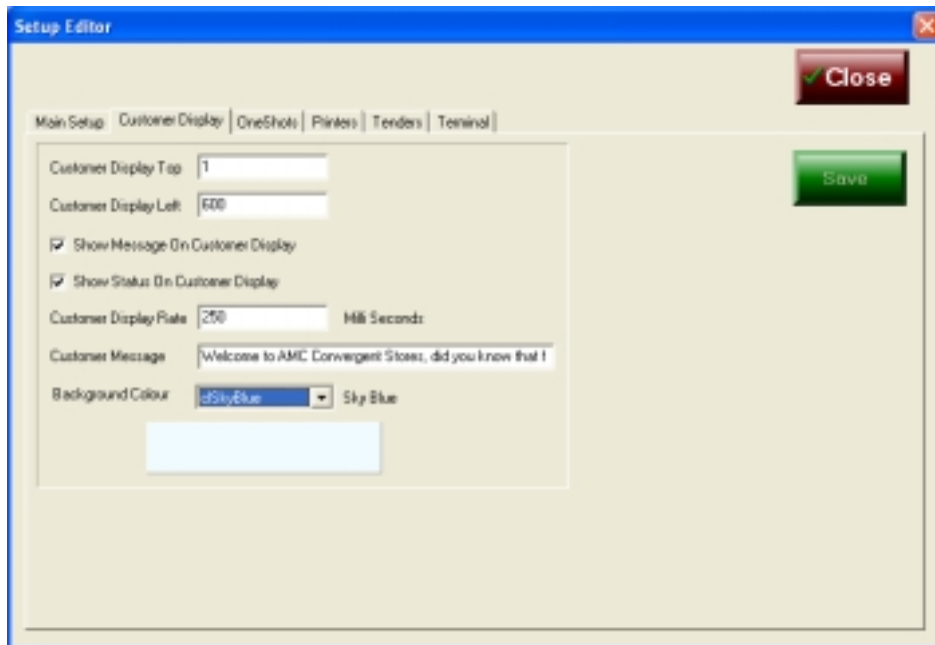
25.1.3 One Shots tab

The *one shots* tab enables the user to set up the buttons on the right hand side of the main Pos Portal terminal screen, indicated in the screen below under the heading of *Top Selling Items*.

This tab cannot be used to set up the buttons on the MENU pages.

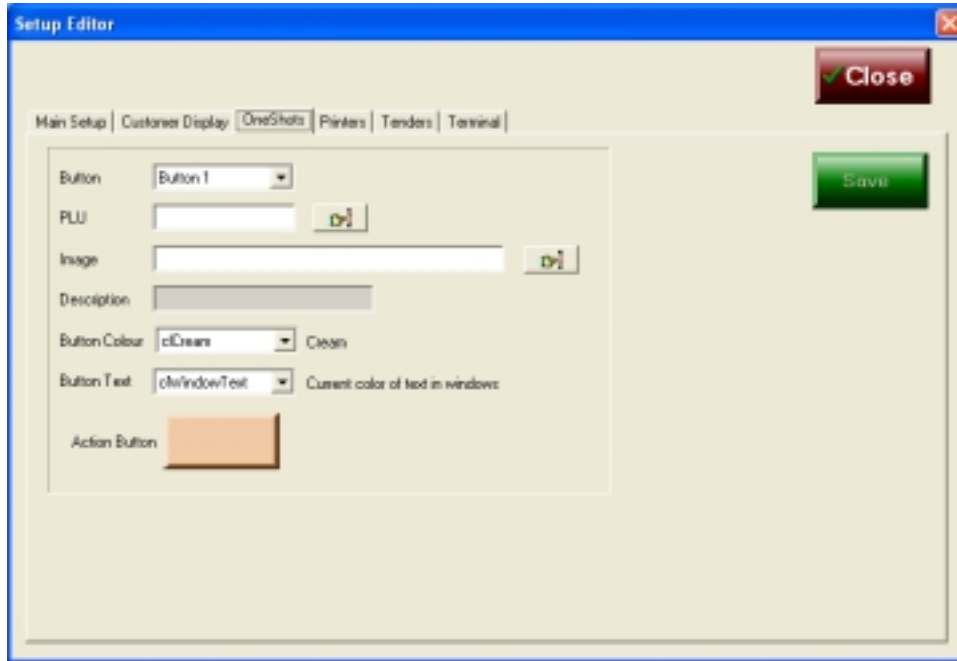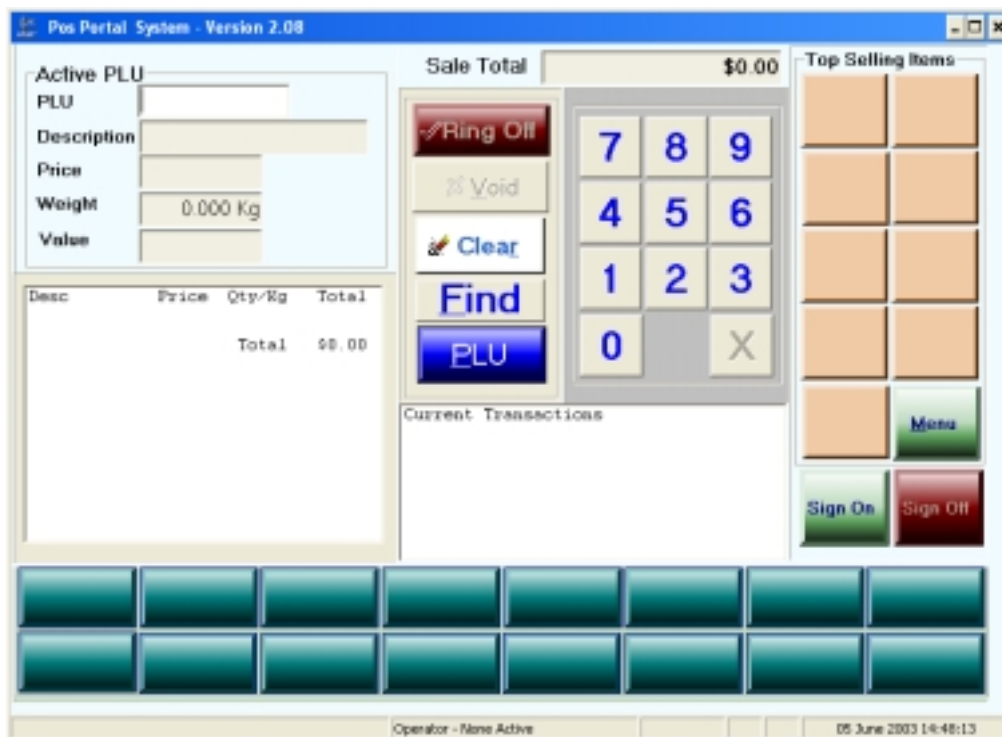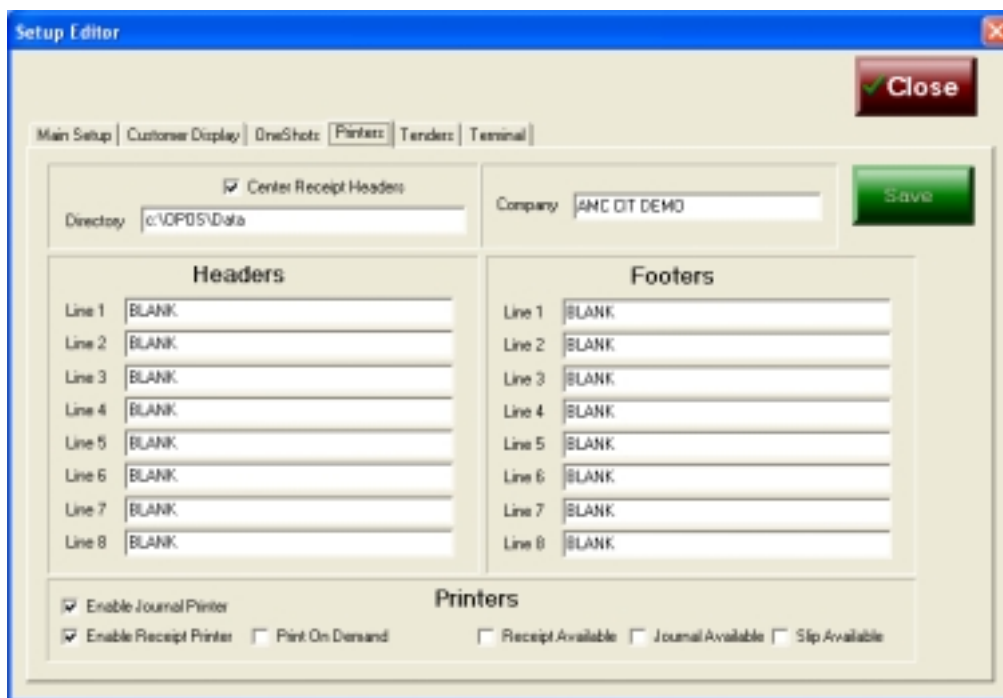### 25.1.4 Printers tab

This tab controls the printers attached to the Pos Portal terminal.

All the printers attached to the Pos Portal utilize the OPOS standards. This ensures the maximum number of different make printers can attach to the Pos Portal terminal because of the common interface and common control methods used by OPOS drives.

However, some specific manufacturers printer features may not be supported by the OPOS standard because of its generic nature. This can mean some features are not available from some printers.

The *printers tab* provides control over the receipt printer in particular. It enables the user to set up the *headers* and *footers* to be printed, whether the receipt headers are to be centred on the printed receipt or not and whether there is a journal printer in the configuration.

Some fields in this tab are for user information only and cannot be changed.
By way of example the *Company* name is decrypted from the licence registration key and displayed. Even though the user may change the name in the Company field, it cannot be saved in its modified form and will revert to the decrypted registration key name when the screen is refreshed.
Equally, the check boxes at the bottom of the screen entitled *Receipt Available, Journal Available and Slip Available* are statuses determined by the OPOS drivers specified in the *Directory* field at the top of the page. As such these fields are for information purposes only and the user cannot change the check boxes.

The fields the user can change are dealt with below:

25.1.4.1.1   Centring the Receipt Headers

This is a flag that tells the Pos Portal terminal program to print the *headers* specified in the *Headers* section of the *Printers tab* centred on the paper receipt or not.

If this field is checked (a tick) then the printing of the headers is centred.

If this field is not checked (no tick) then the header printing is not centred.

25.1.4.1.2   Directory

This field tells the Pos Portal terminal configuration where abouts on the computer's hard disk the OPOS log files and data files are to be written to and found. DO NOT CHANGE THIS FIELD UNLESS YOU ARE A SUPPORT PERSON. In this configuration the *Directory* is C:\OPOS\Data.

25.1.4.1.3   Headers

There are 8 lines of headers that can be printed on the receipt produced by a transaction being processed by the Pos Portal terminal.

If a line is BLANK it is not printed unless there is something to print in the following line, in which case a BLANK line is printed between the two lines containing something to print.

25.1.4.1.4   Footers

There are 8 lines of *footers* that can be set up to be printed on the receipt to be issued to the customer from the processing of a transaction by the Pos Portal terminal.

If a line is BLANK it is not printed unless there is something to print in the following line, in which case a BLANK line is printed between the two lines containing something to print.

25.1.4.1.5   Journal Printer enable

This flag determines whether a journal printer is used by Pos Portal or not.

25.1.4.1.6   Receipt Printer enable

This flag determines whether a receipt printer is used by the Pos Portal terminal.

25.1.4.1.7   Print on Demand

If this flag is set a receipt will only be printed when a PRINT RECEIPT button is pressed.

If this flag is not set the receipt, providing the *enable receipt printer* flag is set and the OPOS drivers detects the receipt printer, is printed after the tendering process is completed.

The Pos Portal system does not enable line by line printing as a transaction is entered. This is to facilitate promotions, specials and other functions as well as to save paper.

25.1.5 *Tenders tab*

This is an important tab function. The tenders, limits, opening of the cash drawer and other controls are set up in this tab. This tab determines what forms of tender are allowed and also determines the *fast cash keys* that appear on the tender screen.
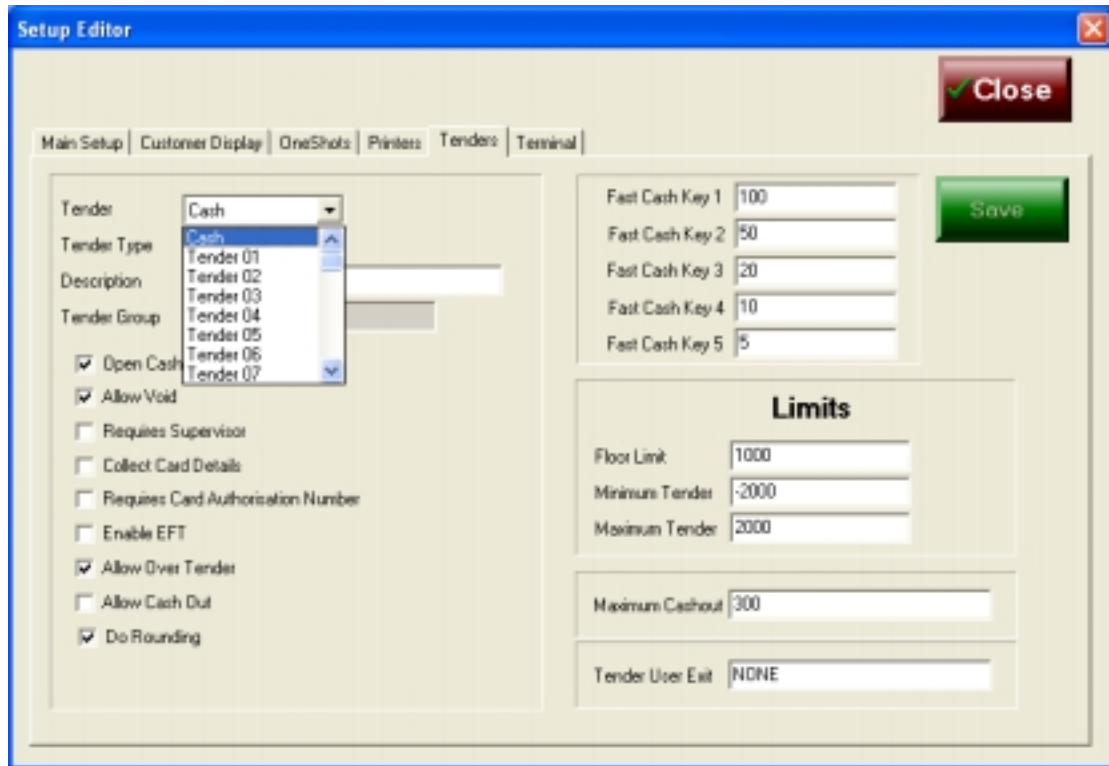

The form is reasonably self explanatory. The *Tender User Exit* field is not currently active.

The above screen shows the typical CASH configuration.

25.1.5.1.1   Tenders number of and Tender Types

There are 48 different *Tenders* including CASH. To select a *tender* use the arrow at the right of the field and scroll bar if necessary to see it and then highlight the one desired.

There are 6 **Tender Types** possible for each Tender. This means it is possible to setup 272 different tender formats.
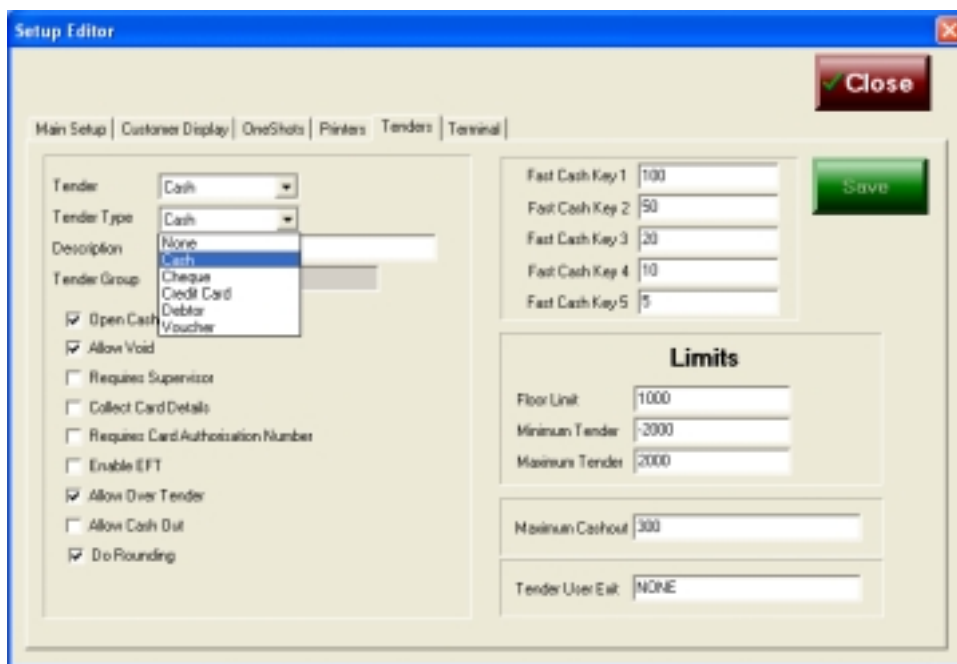
25.1.5.1.2 General Information on Tenders
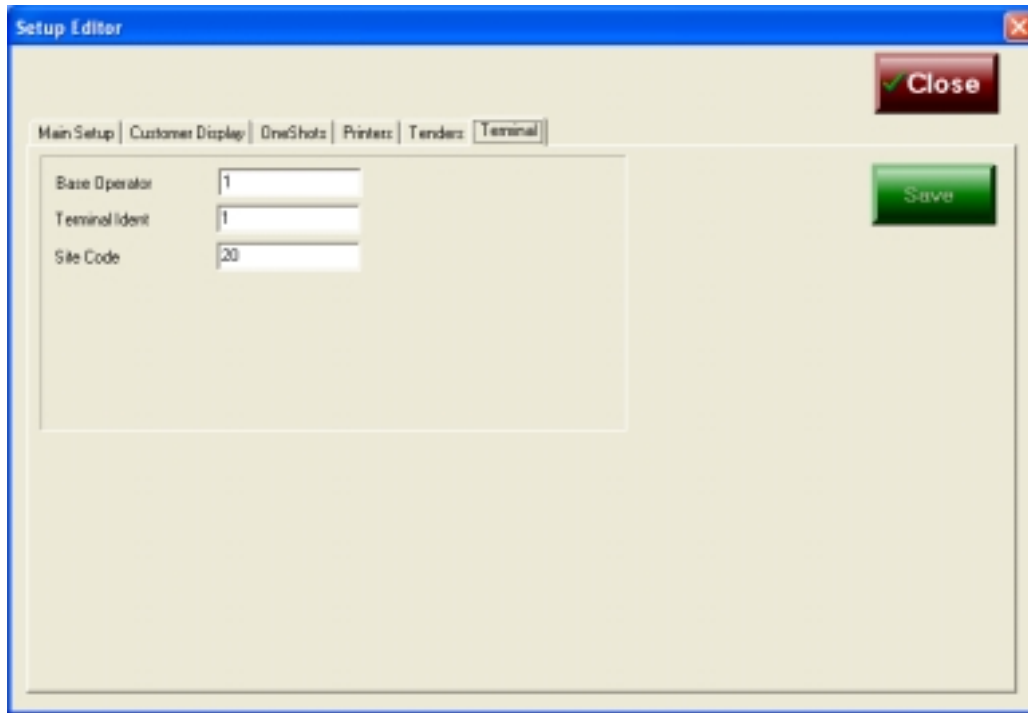
All the *Tenders*, except CASH, are known by the acronym *Tender01, Tender02, Tender03 to Tender47* the actual name shown in the Pos Portal tender screen is not these names but the description entered into the *Description* field. In the screen above note the Tender is *Tender01* and the Description is *Cheque*.

By using the *description* to name each tender on the tendering screen and the standardized "Tender01", etc in the *Tenders tab* an extremely flexible configuration is possible with no fixed tenders other than the CASH tender.

Adding tenders or changing descriptions and limits in this tab become effective after a small pause.

25.1.6 Terminal tab

This tab provides some control information that is used by the Pos Portal terminal.

25.1.6.1.1 Base Operator

This field is <u>only</u> used in those systems that are configured to run as <u>Multiple Operators</u> in the *Main Setup tab.*

Where the Multiple Operators is checked the *Base Operator* is the effective Teller to be used for the store *cashup* procedure.

<u>Remember:</u> The *multiple operators* is the situation where there are more than one operators using the same cash drawer.

It is this operator number that the cash drawer is cashed up to and by.

<u>If the Multiple Operator flag is not checked this field is ignored.</u>

25.1.6.1.2 Terminal Ident

This is the number by which the specific Pos Portal terminal is known in the network.

DO NOT CHANGE THIS FIELD

Altering this field can mean the terminal is no longer connected to the network and the communications may not work and data may not be applied to the *back office systems* or included in the *transmission files* to be forwarded to the *portal*, if configured.

25.1.6.1.3   Site Code

This is the site code of this specific site in the overall network.
This code is used by a wide range of systems and should not, without consultation to the *support personnel,* be altered under any circumstances.

Changing this value from the figure as installed on the site can result in significant charges being levied for restoring the system to the network and functioning.

26.1 Cashing Up

The Pos Portal and TRS solution provides a number of different mechanisms for cash balancing within the store. The ultimate aim of a *Point of Service* system, such as Pos Portal in a business is to ensure two major things, *cash control and stock control*.

Businesses operate under differing rules and procedures, consequently there are a number of different methods provided to cater for these differences. However, it is *poor business practice* to not *cash up* a teller or cashier or terminal on any single day. There are no shortcuts to proper cash management. If routinely performed the processes become second nature, take little time and provide a secure knowledge that all is well in the store concerning the handling of the various negotiable instruments accepted by the business.

26.1.1 Types of Cash Control

Pos Portal supports the following cash control methods:

a)   Teller with their cash drawer.
b)   Common cash drawer with multiple tellers or shop assistants.
c)   Cashier cash drawer.
d)   Head Cashier Cash up.

The first, a) is the situation where there is only one operator at a time using the terminal. This makes it possible for the cash drawer inserts to change with a change in operators. This scenario enables each individual teller to be made responsible for the cash in their particular cash drawer.

The second, b) is the situation where there are more than one operator that uses the cash drawer at the same time. In this situation it is impossible to make any one person responsible for the cash in the cash drawer due to the number of different people both putting money in and taking money out of the same drawer in the same shift. However, in the cash up process it is important that even where there are many operators sharing the same cash drawer at the same time, one individual is made responsible for counting the money in that cash drawer. *Remember*: in the *Terminal tab* of the Setup Editor (Section 25.1) part of the setup for the terminal is to specify which operator is the one who will count the cash drawer and perform the *back office cashup* process – this person is referred to as the Base Operator.
In this option rather than the cash being attached to the specific *teller* all that is known is the cash came from a specific cash drawer and should become money within the store or department or unit. It is possible to have the same Base Operator cash up *all* the cash drawers in the store.

The third method, c) is a more complex situation in which the various shop assistants ring up sales but do not accept cash or money. In reality there terminals do not need to have a cash drawer as no money is either put in or removed from them, rather all the transactions are tendered by a single *cashier* at a specific terminal which does

have a cash drawer. In this scenario the *cashier is responsible* for all the cash in the store as well as the cash drawer. Any shorts or overs are referable to this individual to explain.

The fourth method, d) the *Head Cashier Cash Up* is a specialized cash up procedure in which each of the *tellers* using method a) or for that matter b) or c) hands the cash collected from their drawer to the Head Cashier who then becomes responsible for the money. It is like a double in store check. This method is generally used in supermarkets or department stores where there is a need to have a large number of actual tellers who handle the money and there may be relatively large distances between the terminals and the cash office.

POS PORTAL handles <u>all</u> of these cash up options.

The *cashing up* process generally occurs at the end of the day or shift.

The cash up procedure is performed on the *Back Office* and generally away from public scrutiny for security purposes.

Please remember, a teller or cashier must be cashed up, <u>not</u> a shop assistant. This is important because the logins are frequently different between the two groups.

26.1.2   System Updating of Pos Portal processed information

The Pos Portal terminal software makes use of a highly sophisticated but transparent to the user communications process called *TillGate*.

The Pos Portal transactions are processed by the terminal and are placed into a data file, which is referred to as a *Store & Forward* file. The communications program (TillGate) takes the transactions from the store & forward file and passes them to another process that puts the transaction into the tables of the TRS application and makes the information accessible to the TRS application, this process is called *TRSDBH*.

TRSDBH can be made visible to the operator on the <u>server screen</u> by double clicking on the *icon* in the *system tray* of the terminal.

If either of the processes, TillGate or TRSDBH, are not operating then the information cannot be passed from the Pos Portal terminal to the *back office* application, TRS. To prevent this possibility happening, either accidentally or purposefully, an application called *TillMonitor* continually checks to make sure both *TillGate & TRSDBH* are running on the server system.

Sample screen shots of these processes follow, these are purely for instruction purposes. The operator does not need to do anything at all in relation to these processes, they are automatic in all respects. The screen shots are included for the purposes of clarity only.

TillGate Screen Sample:
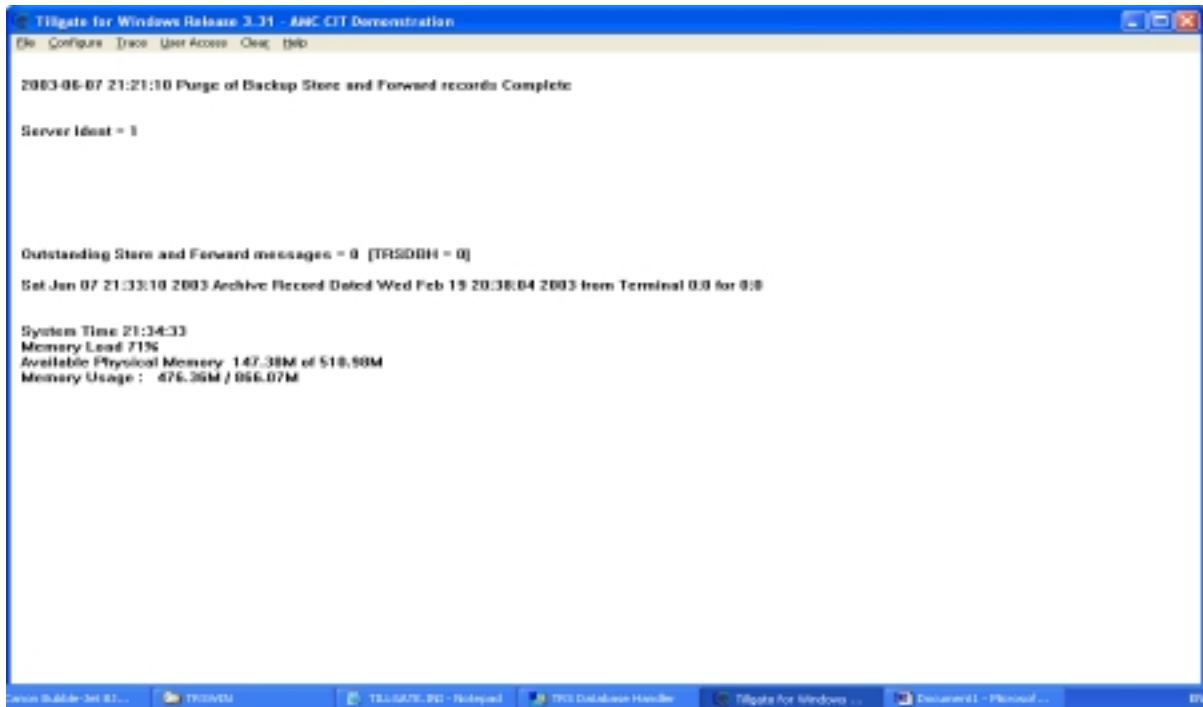
In this screen, note the line that says *Outstanding Store and Forward messages*, which in this example shows there are zero messages outstanding for the TRSDBH process.

Should there be a problem with the communications between TillGate & TRSDBH this message will show an increasing number of outstanding store & forward messages.

TRSDBH Screen Sample:
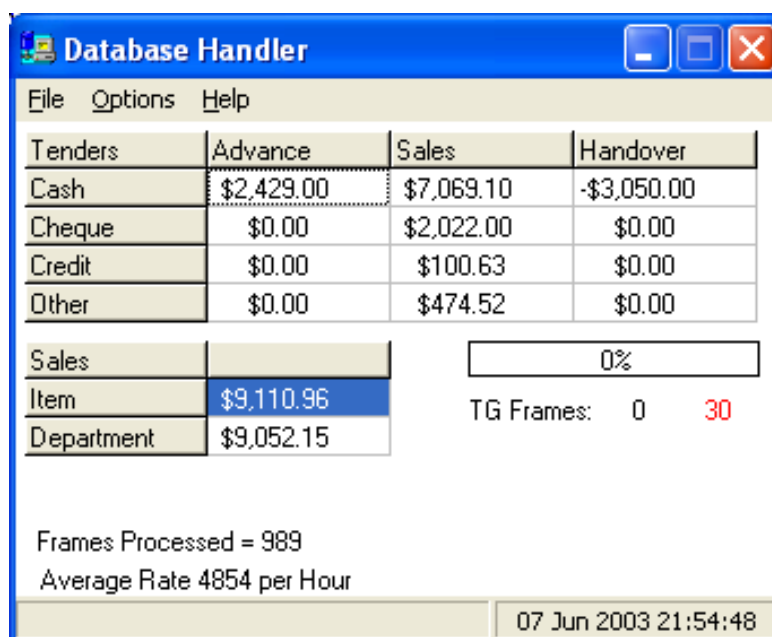
This is the *TRSDBH* process screen and it shows the <u>store</u> transaction processing results in terms of tenders, sales at department & item level, advances and handovers. The\TRSDBH screen also indicates the number of frames processed, this is a reference to the frames passed to it by the TillGate process and the *Average Rate of transaction processing per hour*. These values are for information purposes only.

A *horizontal bar* is shown to the right hand side of the screen. This shows how hard the server is working to process the volume of transactions being passed to it by the TillGate process. This bar with its *percentage loading* and *colouring* provides rapid visualization of the hardware load. The bar colour is normally *yellow* for a low to medium loading and becomes *red* when the loading becomes *heavy*.

The *TillGate* process <u>automatically</u> controls the speed of presentation of transactions from the Pos Portal terminal through the Store & Forward process to the TRSDBH process. When the *horizontal bar* becomes *red*, TillGate *slows* the rate of transaction processing, this allows TRSDBH time to catch up and avoids and errors or loss of information.

TRSDBH checks the validity of the information presented to it from the Pos Portal terminal with a range of sophisticated checks and balance points. If there is an imbalance in any of these a *message in red* appears in the *TRSDBH window*. In the vast majority of situations this reported error is of absolutely no significance to the balancing of the terminal and the store. Most errors reported by TRSDBH are <u>*alerts*</u> that there is a *price* difference between the item price sold on the terminal and the item's price in the TRS database. This error is frequently caused by the application of *discounts, or by zero priced items being sold or weighed items, etc., and are not errors at all.*

TRSDBH is so intelligent that where there are *price differences*, or other differences between the item on the terminal(s) and the server that *it requests the <u>sending of an item change</u>* automatically from the server to the relevant terminal.

These processes between the terminal or terminals and the databases on the server, TillGate & TRSDBH, <u>ensure the data integrity of the Pos Portal & TRS applications.</u>

A sample of a TRSDBH *Exception* is shown in the next screen shot:

Because the TRSDBH window is usually hidden and minimized in the *system tray* operators do not generally or normally see these screens. Should it be visible the *red text line can be removed by* double tapping it with your finger or double clicking the mouse on it.

26.1.3 Cash Up procedure

At the end of a TillMaster™ operator's shift, or at the end of the day, the operator's cash should be counted and entered. This cash count may then be balanced against the sales figures accumulated from the teller's transactions. Discrepancies may then be identified and investigated.

The Cash Up function allows you to enter all cash, cheque, credit card and other tender totals for an operator. TRS™ will notify you if the counted figures do not balance within the cash up threshold of the expected amount. The cash up balancing threshold may be set in TRS™ initialisation file. By default, the cash up threshold is five dollars.

After you have cashed up an operator, or all operators, you may print the Teller Balancing report to record the cash and other tender balancing figures. The Office

Balancing report may also be run to report terminal balancing for the entire retail system.

> The cash up procedure is performed within the TRS modules <u>unless</u> the store is performing the operation on the Portal.
>
> The TRS application automatically logs the operator off after a period of time and so not infrequently the operator will need to login.
>
> It is not always true that because you have a Pos Portal login that you are permitted to login to the TRS application, so please check and make sure the correct login is used.
>
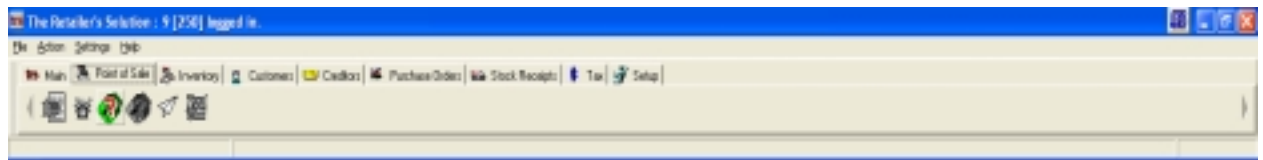> In the screen below, operator 9 is logging into TRS, a password must also be supplied.

Once logged into TRS the following screen is shown:

The *cash up* procedure is under the *Point of Sale* tab.

Move the mouse cursor over the *icons* shown on the screen. As the mouse moves over each icon pause slightly and a context <u>help</u> message becomes visible. This message tells the operator what the function is.

26.1.4 Select Cash Up

Select the *cash up icon* and click on it, the following screen is shown:

26.1.5 Enter Teller or Cashier being cashed up


26.1.6 Enter Date being Cashed Up

By default today's date is automatically filled in to the "CASHUP DATE", if this is not the actual date to be cashed up click on the calendar icon to the right of the date field. This opens up a calendar that can be used to navigate to the correct date to be cashed up.

- Enter the ID of the operator you are cashing up in the User ID field.

- Enter the operator PIN number, or ask the operator to type in their PIN.

- The current date is automatically set in the Cash up date field. If you are cashing up for a different day, then enter that date.

- Click the OK button. A warning will be displayed if an incorrect User ID or PIN number is entered.
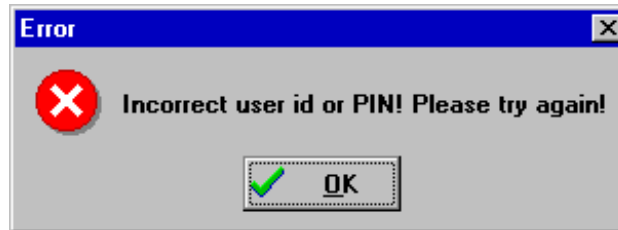
Incorrect id or PIN message

- A warning may be displayed if this User has not been cashed up for a previous shift.
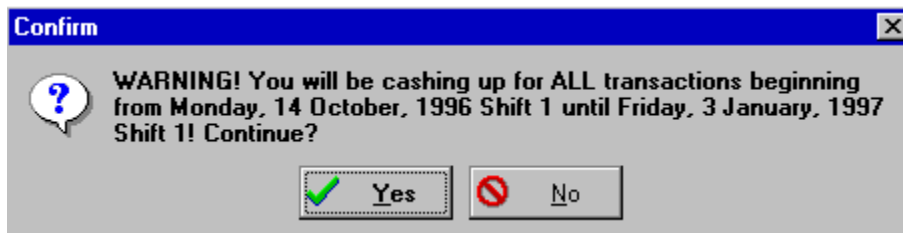
Cashing for all transactions message

- If you click the Yes button, the Cashing Up screen will appear, but the tellers totals for this shift will include the figures for all the shifts that were not cashed up, including the current date.

- The operator you are cashing up must have at least logged in to the PosPortal™ terminal and logged off before you can cash up. A warning will be displayed if the operator you are attempting to cash up has not logged in or out of the terminal.
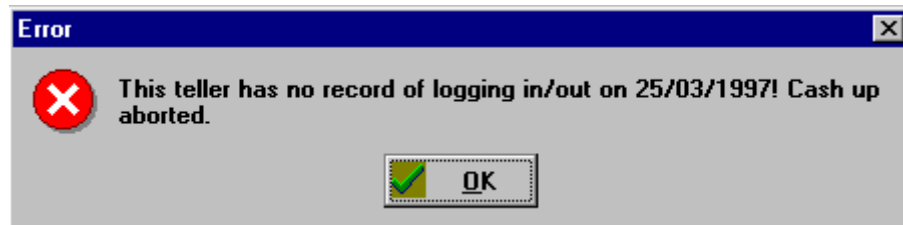
Teller not logged out or in message

- The Cashing Up screen will appear displaying the Teller Number, Name and Date entered. All the available tender types will be listed. You must enter the float, cash and cheque amounts. The other tender type fields will display the amounts that TRS™ has accumulated for the operator's transactions. These amounts may be changed if they are not correct.

Cashing up screen showing all tenders

Entering the Float Amount (if used)

The float is the amount of cash advanced to the operator at the start of the shift to ensure that there is cash in the terminal to perform transactions and give change. This amount is not part of the daily sales cash, therefore must be taken out and declared separately. Each cash denomination should be counted manually, then entered into the Calculate Float screen.

Click the Calculate button beside the Float field.

The Calculate Float screen will appear.

Calculate Float

Denomination	Qty	Value	
$100.00	0	$0.00	✔ OK
$50.00	0	$0.00	✖ Cancel
$20.00	0	$0.00	
$10.00	0	$0.00	
$5.00	0	$0.00	
$2.00	0	$0.00	
$1.00	0	$0.00	
$0.50	0	$0.00	
$0.20	0	$0.00	
$0.10	0	$0.00	
$0.05	0	$0.00	
$0.02	0	$0.00	
$0.01	0	$0.00	
Total:		**$0.00**	

Calculate Float screen

- For every denomination of cash, enter the quantity that was advanced in each field. The value of each cash denomination will display beside the denomination field. The total of all advanced cash denominations will display at the bottom of the screen.

- When you have completed the entries for all denominations, click the OK button.

- The Cashing Up screen will appear with the entered float amount displayed.

Entering the Cash Amount

Once you have entered the float amount, you may declare the amount of cash received from sales. Each cash denomination should be counted manually, then entered into the Calculate Cash screen.

- Click the Calculate button beside the Cash field.

- The Calculate Cash screen will appear.

Calculate Cash

Denomination	Qty	Value	
$100.00	0	$0.00	✓ OK
$50.00	0	$0.00	✗ Cancel
$20.00	0	$0.00	
$10.00	0	$0.00	
$5.00	0	$0.00	
$2.00	0	$0.00	
$1.00	0	$0.00	
$0.50	0	$0.00	
$0.20	0	$0.00	
$0.10	0	$0.00	
$0.05	0	$0.00	
$0.02	0	$0.00	
$0.01	0	$0.00	
Total:		**$0.00**	

Calculate Cash screen

- For every denomination of cash, enter the quantity counted in each field. The value of each cash denomination will display beside the denomination field. The total of all cash will display at the bottom of the screen.

- When you have completed the entries for all denominations, click the OK button.

- The Cashing Up screen will appear with the amount shown in the Cash field.

Entering the Cheque amount

All cheques tendered during sales entered by the operator may be selected to be cashed up and banked. The Cheque Selection screen displays all cheques processed from the TillMaster™ terminal. You can elect to hold cheques and exclude them from the cash up due to incorrect dating or if they were not found.

- Click the Select button next to the Cheque field. The Cheque Selection screen will appear. All cheques processed and any previously held cheques will be displayed in a list showing the following information:

    Status   Indicates whether the cheque is to be cashed up or held.
    Cheque Date   Shows the date the cheque was processed by TRS™
    Cheque No.   The cheque number as entered by the operator at Point
                        of
                        Sale.
    Bank   The bank the cheque was issued from, if entered.
    Customer Name   The customer that tendered the cheque, if entered.
    Cheque Value   The cheque tender amount.

Cheque Selection screen

- The Total Value of cheques to be banked will be calculated from all cheques in the list that have a status of OK.

- To select a cheque for exclusion from the cash up, either double click the cheque entry in the list, or highlight the cheque and press the space bar. The Select Reason screen will appear.

Select Reason screen

- Select the reason the cheque is to be held from the Reason radio buttons.

- Click the OK button. The cheque will show the reason it is held and will be excluded from the cheque total.

- To select a previously excluded cheque for inclusion in the cash count, either double click the cheque entry in the list, or highlight the cheque and press the space bar. The cheque will show a status of OK and be included in the cheque total.

- Click the OK button when all cheques have been correctly included or excluded from the count.

- The Cashing Up screen will appear with the amount shown in the Cheque field.

Handing over the remaining Tenders

The amount calculated by TRS™ as tendered will be displayed for each remaining tender. If this is not correct, click on the tender field and enter the correct amount.

Finalising the Cash Up

- When all amounts for all tenders have been entered, click the OK button.

- If the operator's tender totals balanced within the cash up threshold of the expected amount, the Cashing Up screen will disappear with no messages. The figures entered will be displayed in the Teller Balancing report.

- If the amount entered for any tender is more or less than the expected amount by the cash up threshold, a warning message will appear for each tender found to be over the threshold.

Shortfall warning message

- If you click the Yes button, the Cashing Up screen will be displayed to re-enter or check your figures.

- If you click the No button to accept the shortfall/surplus amount, a Surplus/Shortfall screen will appear, showing the tender type and the shortfall or surplus amount.
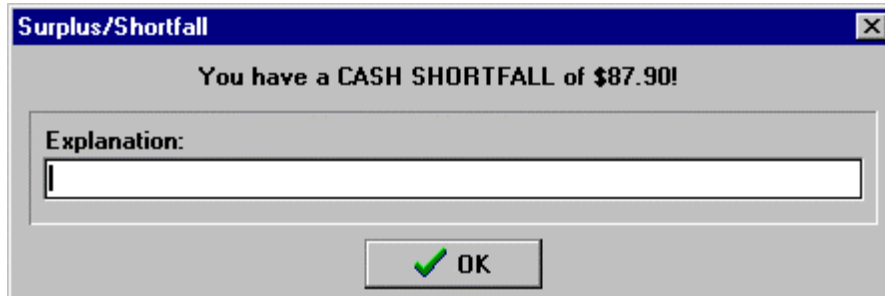
Surplus/Shortfall screen

- Enter the explanation why the amount is more or less than the expected amount. Click OK when finished. The explanation you entered will display in the Teller Balancing report.
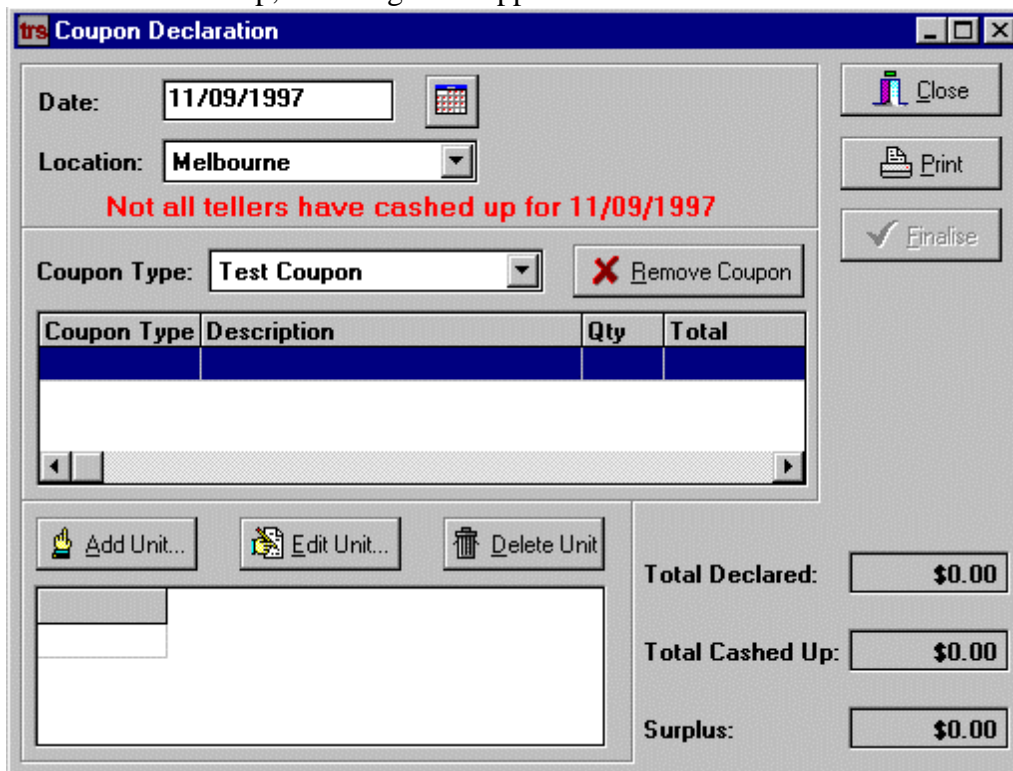
Coupons Declaration

Retailers may elect to accept coupons from customers, which may entitle the customer to a monetary discount, or may be used as a type of tender discount. The coupons received at POS should be declared at the end of an operator's shift during the cash up process. The Coupons Declaration function is used to declare coupons. The Cash Up module (see Cash Up) allows you to enter the total amount of coupons tendered for each operator. However, the Coupons Declaration function allows you to enter the quantity of each coupon type received for all operators. You should declare coupons after you have cashed up all operators.

Declaring Coupons

- Select the POS folder.

- Click the Coupons Declaration Icon.

- The Coupons Declaration screen will appear. If there are tellers which have not cashed up, a message will appear in red on the screen.

Coupons Declaration screen

- Enter the date you are declaring the coupons for, or click the calendar icon next to the date field to select the date from the Calendar screen.

Calendar screen

- Select the location you are declaring the coupons from the Location drop down list.

- Select the type of coupon you are declaring from the Type drop down list.

- Click the Add Unit button to add a coupon unit. The Add Coupon Unit screen will appear.


Add Coupon Unit screen

- Enter the monetary value of the coupon in the Coupon Unit Value field.

- Enter the number of coupons, of that value, in the Number of Units field. The Coupon Total field will display the total monetary value of the coupon unit entered.

- Click the OK button to enter the coupon into the declaration. The coupon unit will be displayed in the list showing the following information:
  Coupon Type   The type of Coupon declared.
  Description   The Coupon description.
  Qty   The number of coupons declared for the coupon type
  Total   The total value of the coupon typed declared.

- The Total field near the bottom of the screen will be updated with the coupon type total. The Total Declared Coupons shows the total amount for all coupons declared using the Cash Up function. The Surplus field shows the difference between the coupons declared and the coupons tendered in the Cash Up module.

- Repeat steps 6 to 10 for each coupon type you wish to declare.

- To display coupon units for other coupon types, select the coupon type from the Coupon type drop down list. The Coupon Unit list will show units declared for that coupon type.

- To change the quantity of a coupon unit, double click the unit in the list, or highlight the unit then click the Edit Unit button. The Edit Coupon Unit screen will appear.

- Change the Number of Units as required. When complete, click the OK button to save the change, or click the Cancel button to discard.

Edit Coupon Unit screen

- To delete a coupon unit from the coupon declaration, highlight the unit in the list then click the Delete Unit button.

- A warning message will appear, prompting you to confirm that you wish to delete the coupon unit.
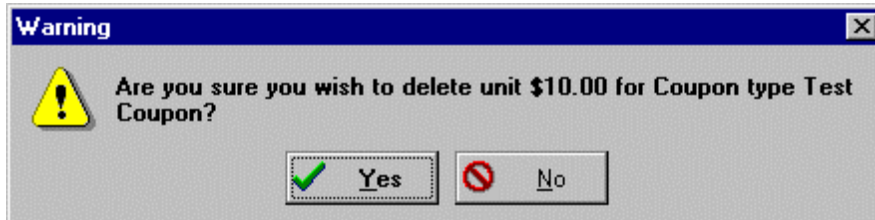

Delete coupon unit warning message

- To delete all units for the selected Coupon Type, click the Remove Coupon button. All coupon units for the coupon type displayed will be cleared.

- When you have completed declaring coupons, click the Print button. A message will appear, prompting you to select whether you wish to view the report on screen before it is printed.
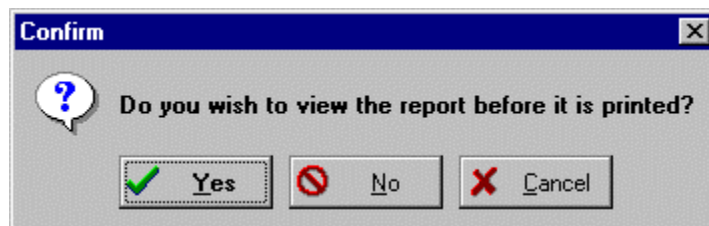
Print confirmation message

- ReportSmith will be activated to display and / or print the coupon declaration report.

- After you have checked the figures on the report, click the Finalise button. This will finalise the coupon declaration. Once you finalise the declaration, you cannot make any changes.

Foreign Exchange
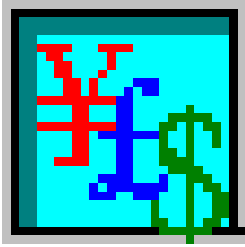
This function is used to define Foreign Currency and Exchange Rates, to be used when foreign currency is received at POS.

Edit Exchange Rates

- Click the relevant Folder (the default Folder for this icon is POS).
- Click the Edit Exchange Rates Icon.
- The Foreign Exchange Editor Screen will appear.

Foreign Exchange Editor Screen

- Use the navigator Toolbar at the top of the screen to scroll through foreign currencies.

Use Denominations	This checkbox indicates that specific note and coin denominations are used. If this box is ticked the screen will include a list of denominations.
Description	The name of the foreign currency.

|	
Exchange Rate	The exchange rate of the foreign currency. For example, a 3 in this field would mean 1 Australian Dollar would buy you 3 of this currency. (Currency Exchange based on Windows Setting).
Commission Amount	The amount of commission the customer must pay to exchange the cash.
% Commission	The Commission Amount is a percentage amount. If this box is not checked, then the Commission Amount will be taken as a monetary amount.
Commission Department	The department the Commission Amounts are to be credited to may be selected from this drop down list.
Decimals	The number of decimal places used in the denominations after the exchange.
Currency Symbol	The currency symbol for the currency. For example ZAR is South African Rand, RR is Russian Roubles.
Change button	The Change Button is used to select a Bitmap picture (.bmp file) to represent the countries flag.
Denominations	A list of the denominations accepted if the Use Denominations checkbox is ticked.

Add Foreign Exchange

- Click the '+' button on the Navigator Toolbar.

- The Foreign Exchange Editor screen will appear with all fields blank ready for entry.

- Enter the required details in the appropriate fields.

- Select the required bitmap to re[resent the country' flag (if available).

- Click the Tick button on the Navigator tool to save the Foreign Currency details, or click the Cross-button to cancel.

Edit Foreign Exchange

- Use the Navigator Toolbar arrows to scroll to the Foreign Currency required.

- Edit the required fields.

- Click the Tick button on the Navigator Tool when complete to save the details, or click the cross to cancel the changes

Delete a Foreign Exchange

- Use the Navigator Toolbar arrows to scroll to the Foreign Currency required.
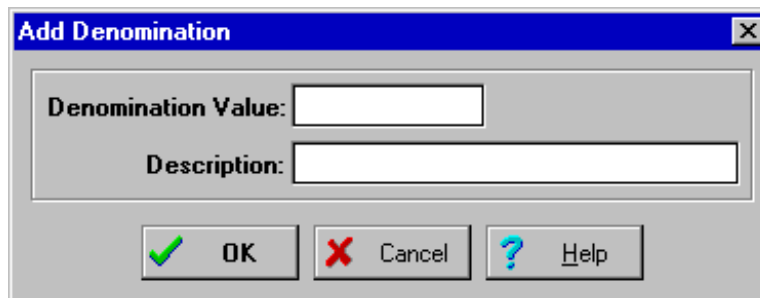
- The confirm deletion warning message will appear.
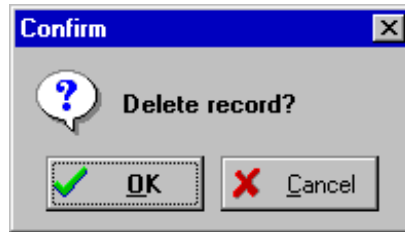
Deletion warning message

- Click the OK button to confirm deletion, or click the Cancel button to cancel the deletion.

Add Denomination

- Use the Navigator Toolbar arrows to scroll to the Foreign Currency required.

- Click the Add Button in the denominations box.

- The Add Denominations screen will appear.

Add Denominations screen

- Enter the amount of the denomination i.e.50 will be ZAR50 or ZAR50.00 depending on the Currency symbol and Decimal specified above.

- Enter the name of the denomination i.e. Fifty Rands or 50 Rand.

- Click the OK button when complete to save the details, or click the Cancel button to exit without saving.

- The denomination will be displayed in the list.

Edit Denomination

- Use the Navigator Toolbar arrows to scroll to the Foreign Currency required.

- Highlight the Required denomination in the Denominations list.

- Click the Change Button in the denominations box.

- The Edit Denominations screen will appear.
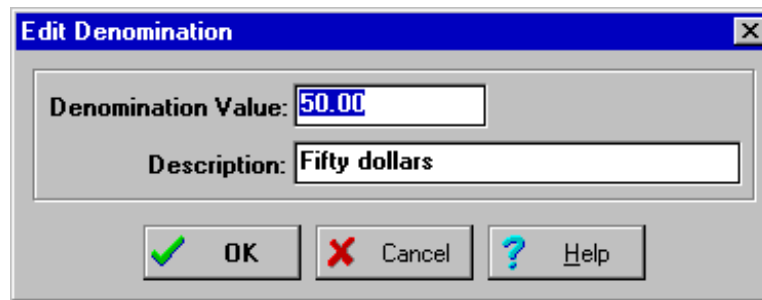
Edit Denominations screen

- Alter the details you require.
- Click the OK button when complete, or click the Cancel button to exit without saving.

Delete Denomination

- Use the Navigator Toolbar arrows to scroll to the Foreign Currency require.
- Highlight the Denomination you wish to delete in the Denominations list.
- Click the Delete Button in the denominations box.
- The Denomination will be removed from the list.

26.1.7

26.1.8
26.1.9

26.1.10

27.1 Safe Balance Procedure

The software provides a number of cash management options, amongst these is the ability to monitor the amounts of CASH that may no longer be in a cash drawer and subject to the monitoring of the Pos Portal program. This store cash management function is referred to as SAFE BALANCE procedure and it enables the manager or store owner to keep track of cash that is within the store and yet to be deposited at the bank.

Some businesses use this function because they are unable to bank directly all the money that has been handed over during the course of a day's trading and have a procedure in place whereby some of the day's takings are banked on the day of trading and some is banked on the following day. At times some of this money is used for change or cash drawer "floats" within the store.

SAFE BALANCE keeps a track of such money.

It is important to realize that the SAFE is a generic term referring to any other storage facility other than the cash drawers or bank for money *within* the store.

The *safe balance* procedure is essentially a <u>cash up</u> procedure and requires the supervisor to **count** the cash in the safe and then enter the various money counted into the safe balance procedure.

In order to use the SAFE BALANCE function the operator <u>must</u> be a *supervisor* and be <u>logged in</u>.

27.1.1   *Starting the Safe Balance Procedure*

The *safe balance* procedure may be located in different places depending upon the store's specific configuration. It will normally be found by:

a)   Press the MENU button.
b)   Press the FUNCTION page button.
c)   Press the SAFE button.

27.1.2   *Logging On*

On a touch screen based terminal the supervisor identities must be numeric. Using the numeric pad of the right hand side of the screen form press the supervisor login identity (ident) to be used for the safe balance procedure.

Enter in the *Supervisor Password* using the numeric pad.

27.1.3   *Select Date that you wish to balance*

The default is to today's date

To change the month use the Up and Down arrows which will move the calendar by one month forward or backward respectively.

The screen image below shows *Supervisor Ident 9* entered and the *Date* of 6 May 2003 selected.



To accept these entries press the ACCEPT button.

27.1.4   *Possible Error / Warnings*

a)   Site did not either trade or a cash drawer was not cashed up
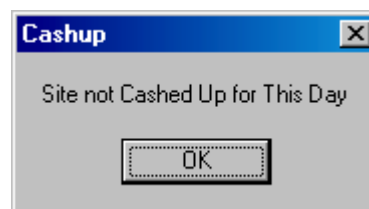
If this message is shown it means that for date selected there is a cash drawer that has not been cashed up or there are no records (no trading) for this day in the sites. (Technically this means the "Tender balance" tables contain no data.)

b)   Either one or more days are being skipped due to the Date selected
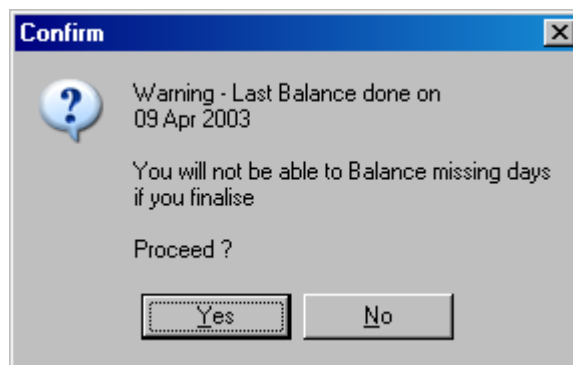
If this message is shown it means the supervisor has selected a date to perform the *safe balance* which will skip one or more days since the *last safe balance* was performed. The procedure asks the supervisor to confirm they wish to skip these days. If the days should not be skipped the supervisor must press the "NO" button and then reselect the date in step 3 of this procedure.

If dates are skipped you are not able to go back and balance a day in between the last safe balance and the one being performed now.

27.1.5   *Entering the Cash*
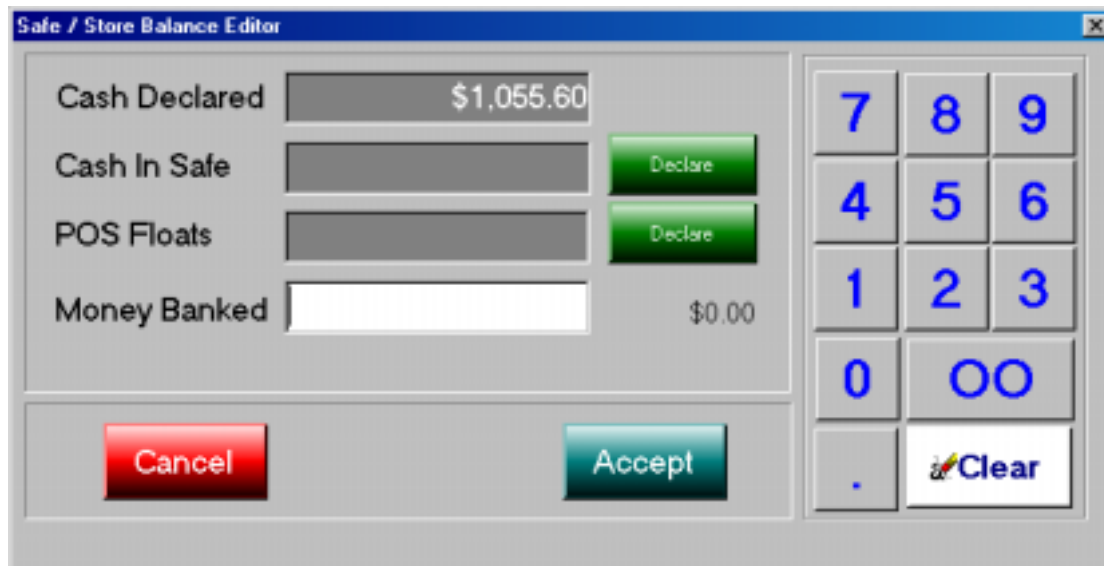
You may *only* enter "CASH DECLARED" after a cash drawer cash up has been performed. The figure is obtained from the "cash up" process.

The "CASH IN SAFE" can only come from counting the cash in the safe.
To enter the CASH IN SAFE following counting it, press the green "DECLARE" button to the right hand side of the "CASH IN SAFE" field. Once pressed a *cash declaration* screen in which the various denominations are entered is made visible to the supervisor.

The "POS Floats" are a store elective amount that is *normally* put into the cash drawers at the commencement of each day and removed from the cash drawers at the end of each day. If *Floats* are used and you wish to declare the float money, press the green "DECLARE" button beside the "POS FLOATS" field. Once pressed a *cash declaration* screen in which the various denominations are entered which comprise the floats is made visible to the supervisor.

The "MONEY BANKED" field is where the money which has been taken from the safe to be deposited into the bank is entered into the system. Any amount entered into this field is *subtracted* from the amount of money in the safe. This is the only means by which cash can leave the safe balance. In other words *unless* money is entered into this field the *safe balance* will continue to increase. The safe balance represents the CASH IN THE STORE.

The screen below shows the "CASH DECLARED" figure of $1,055.60 that was passed from the *CASHUP* of the Cash drawer using the normal *CASHUP PROCEDURE* (not safe balance).

27.1.6   Safe Balance

The *safe balance* is calculated by *adding* together the "CASH IN SAFE" and "POS FLOATS".

If your store does not use the "POS FLOATS" then do not use the associated "declare" button.

If your store uses "POS FLOATS" then these must be declared *separately* to the remaining cash in the safe. This is because this is the fixed float for *cash drawers* which would be put into the cash drawers the following morning or shift. In other words the POS FLOATS are simply being stored in the safe for safe keeping.

The *declaration* screen shown to the user after they have pressed the "DECLARE" button associated with the green "CASH IN SAFE" or "POS FLOATS" buttons is shown on the next page.

Same screen will appear for both safe and float declarations. It calculates running balance. Enter in the numbers of the various denominations counted from either the SAFE or the POS FLOAT as appropriate. DO NOT MIX THEM UP.

A running total ($100.00) is shown above the CANCEL & ACCEPT buttons, use this as a point of reference in your calculations.
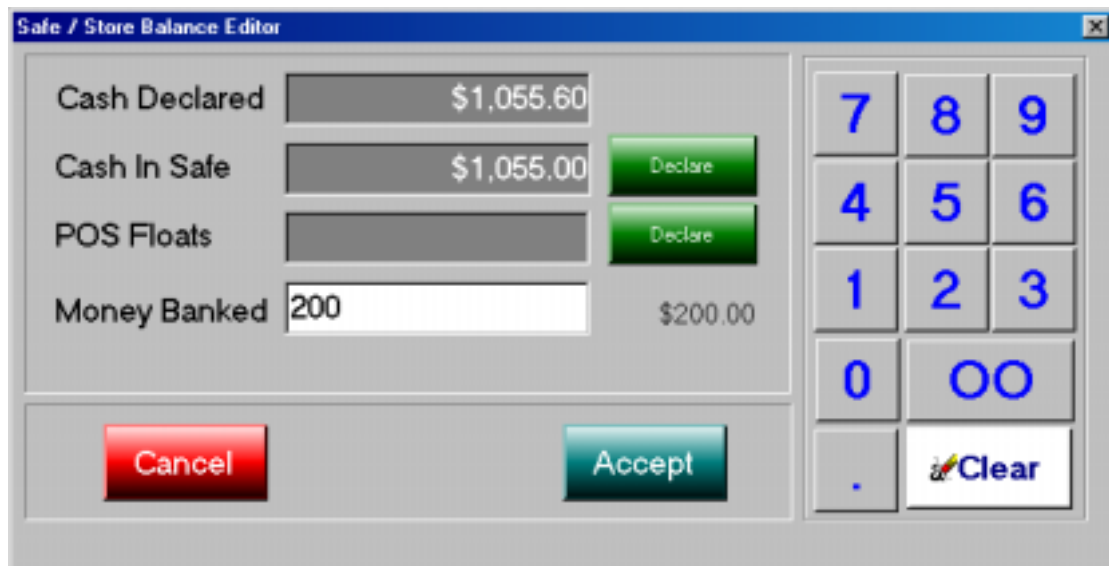
When satisfied with the count of each of these, then press the ACCEPT button.

Once the ACCEPT button has been pressed the supervisor is taken to the next screen shown. You cannot go back to this calculation screen as was completed, although you can ABORT the SAFE BALANCE declaration by pressing the green "DECLARE" button associated with the field amount you wish to re-enter.

If you press the "DECLARE" button again for a field already calculated you will need to re-enter the various denominations for that field.
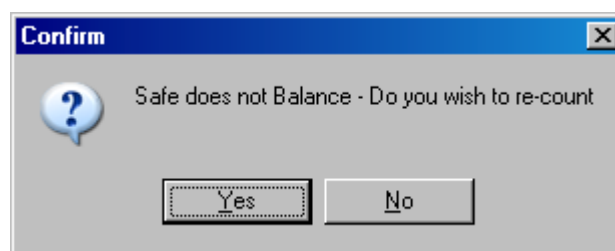

This screen shows:

a)   CASH DECLARED from the normal CASHIER CASH UP procedure of $1,055.60 and,

b)   CASH IN SAFE counted of $1,055.60 this is inclusive of the CASH UP money.

c)   MONEY BANKED of $200.00

The supervisor must enter the amount that has been banked as this is no longer in the safe or the store – this figure is taken off internal "safe balance" figure.
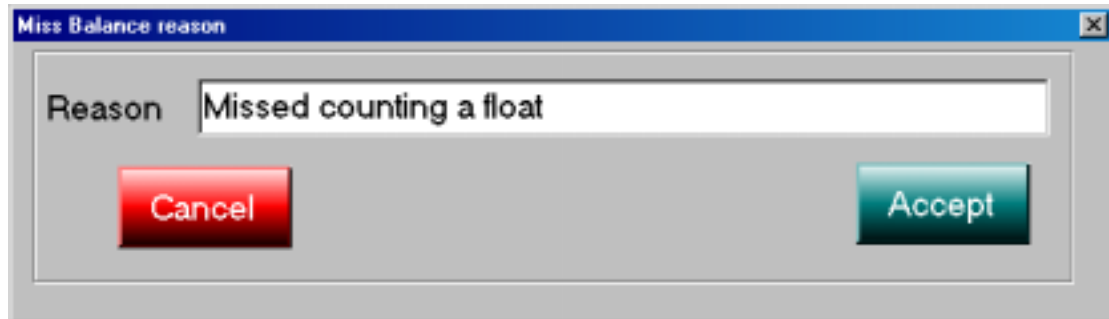
27.1.7   Safe doesn't balance

The *safe balance* procedure is aware of the cash in the safe from previous day(s) and based upon the differences between the previous day(s) and today's *cashier cash up* cash declared, *cash in safe* declared and *Money banked* declared the safe may either:

a) BALANCE,
b) Be OVER
c) Be UNDER

The *safe* balance procedure is said to BALANCE if there is a discrepancy of <u>less than $5.</u>00, otherwise the *safe* balance procedure will report either an OVER or UNDER depending upon the circumstances. The tolerance is user configurable.

Where the SAFE BALANCE does nor balance exactly, the supervisor is given the opportunity to re-count **<u>the entire safe balance</u>**.
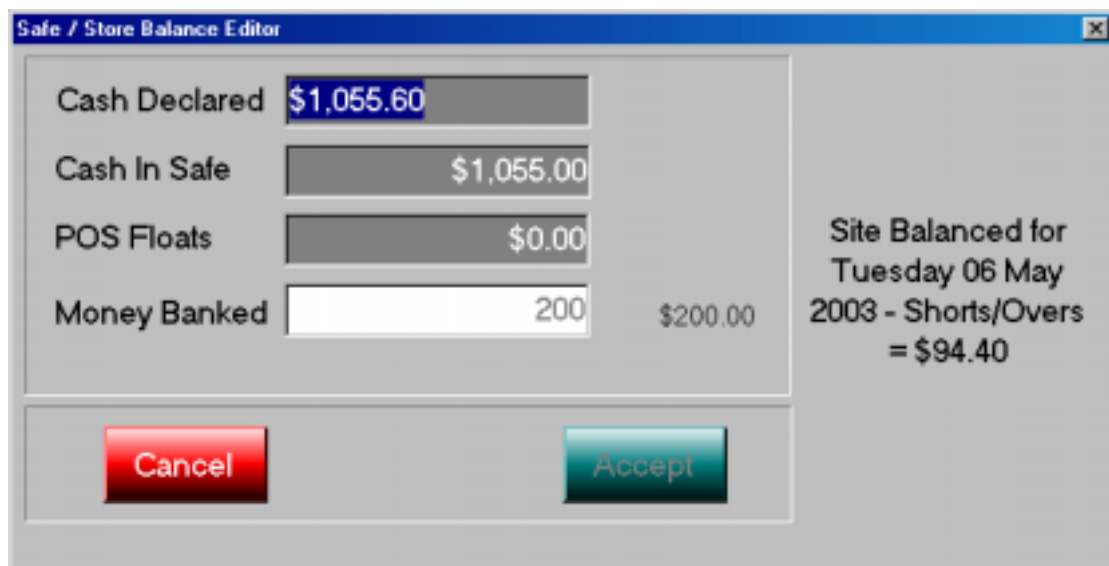
If the supervisor wishes to accept the imbalance, either an *over* or *under* the supervisor <u>must</u> enter the *reason for the imbalance* (an example reason is shown below).

IMPORTANT:

The amount of the OVER/UNDER is deliberately not displayed to the supervisor. This is a security audit feature to avoid potentially fraudulent activities.

27.1.8 SAFE BALANCE which balances

The screen above shows the information displayed to the supervisor when the safe actually does balance within the tolerances ($5.00 default) that have been set.

27.1.9   SAFE BALANCE & END OF DAY

The *safe balance* information is transmitted to the central portal as part of the end of day procedures. This information is then available for perusal as part of the portal BALANCE report for that specific store in the appropriate store chain.

This report can be printed from the portal, there is no in-store report printed.

The store report is accessible on the portal by either the store or any authorized person with the appropriate *UserID* and *Password* to gain access to that store's information.

28.1 Distributing Changes
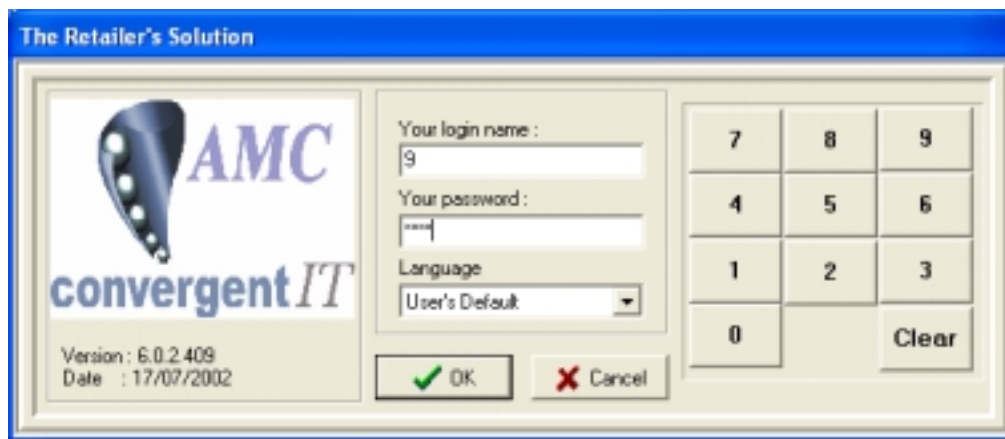
Changes to either the Users, Items, Departments, Tenders or Price changes <u>must</u> be initiated from the *Distribute Changes* icon in the <u>back office</u> modules or via the AMC CIT portal, as appropriate for the particular business concerned.

In order to use the *Distribute* changes function the operator <u>must</u> log in to the TRS application. Please remember that just because an operator has a POS terminal login does not mean the same login is applicable to access to the TRS functions.

Please ask your system administrator for an appropriate TRS login.

The process is:

28.1.1 Login to TRS

28.1.2 Select the Distribute icon (the dart/plane)
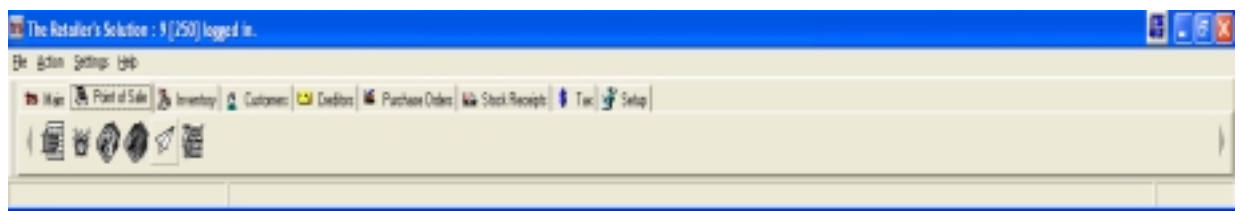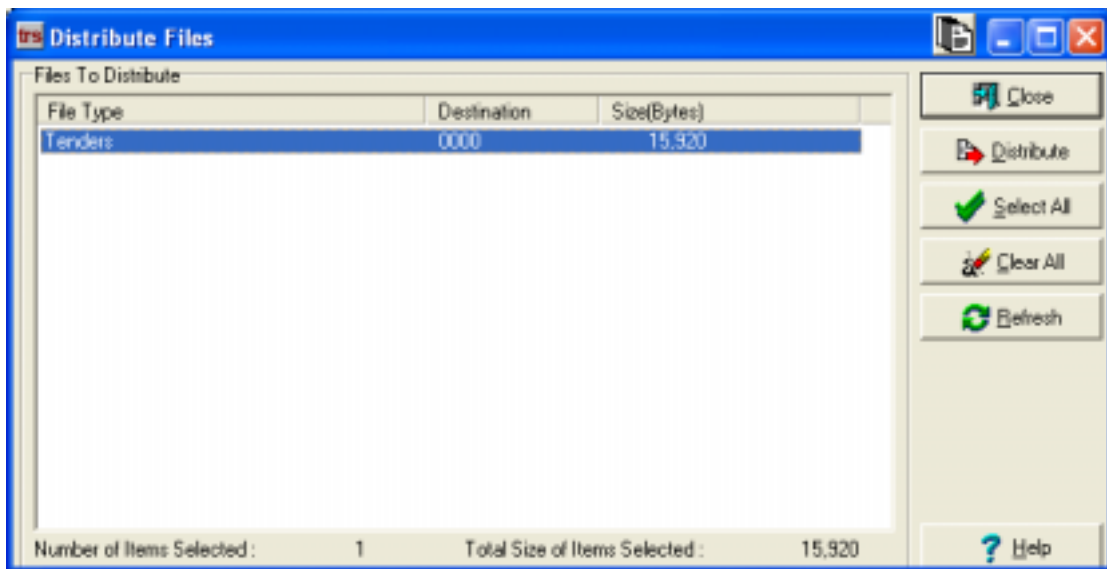

The *distribute files* icon is found under the *Point of Sale* tab in the main TRS menu bar.
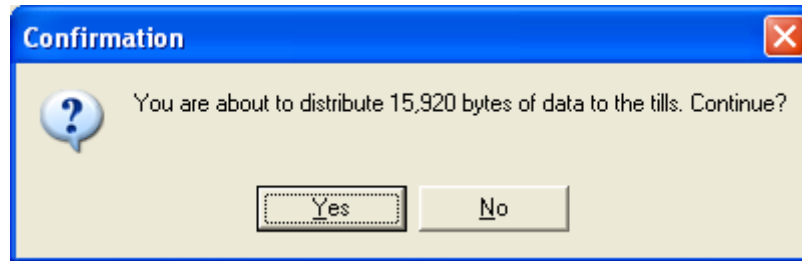
28.1.3   Distribute screen image
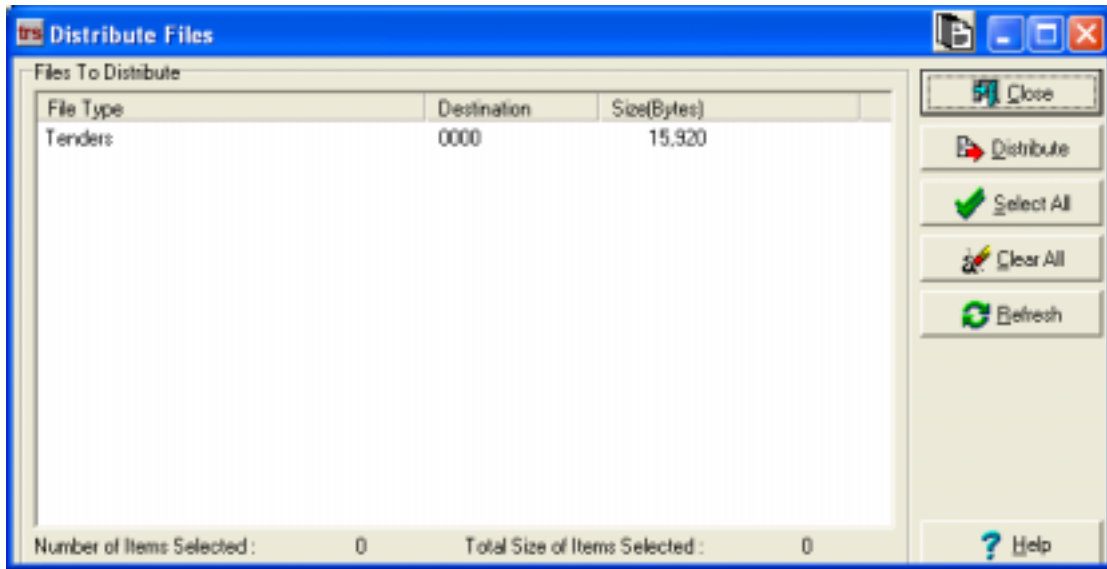
This *Distribute Files* screen shows a file relating to <u>Tenders</u> is available for distribution to the Pos Portal terminals within the store.

28.1.4   To Distribute Files – press Distribute button

Highlight the file to be distributed and then press the *Distribute* button.

28.1.5 Distribution Confirmation

Unless the number of *bytes* to distribute is a ridiculous number (such as 100,000,000) press the *Yes* button, this commences the communications to the terminals in the store and the sending of the changes to update the terminals.

The communications process sends the information using a communications program that is designed to ensure the changes get to the terminals. It will retry if it fails, even if one of the terminals is faulty it will continue to try and send the information which has changed. When the terminal that was faulty is repaired and returned to the site the communications program will send all the previous unsuccessful changes to that terminal.

The communications program achieves this by putting the changes into a state that is called STORE AND FORWARD. When the changes have been sent by using the *Distribute* button, the operator will see the changes file has been moved into STORE & FORWARD – this as far as the operator is concerned is a SUCCESSFUL transmission.
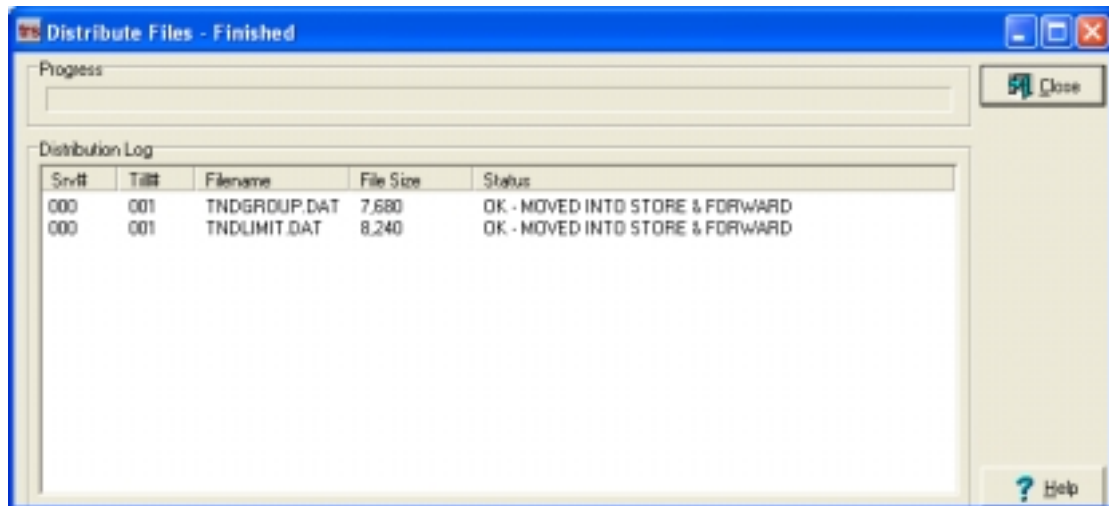
The operator will see the screen above informing them the file has been <u>moved</u> into STORE & FORWARD. At this point the operator can press the *Close* button as the process is completed from the TRS point of view.

28.1.6 Close the Distribute Files window
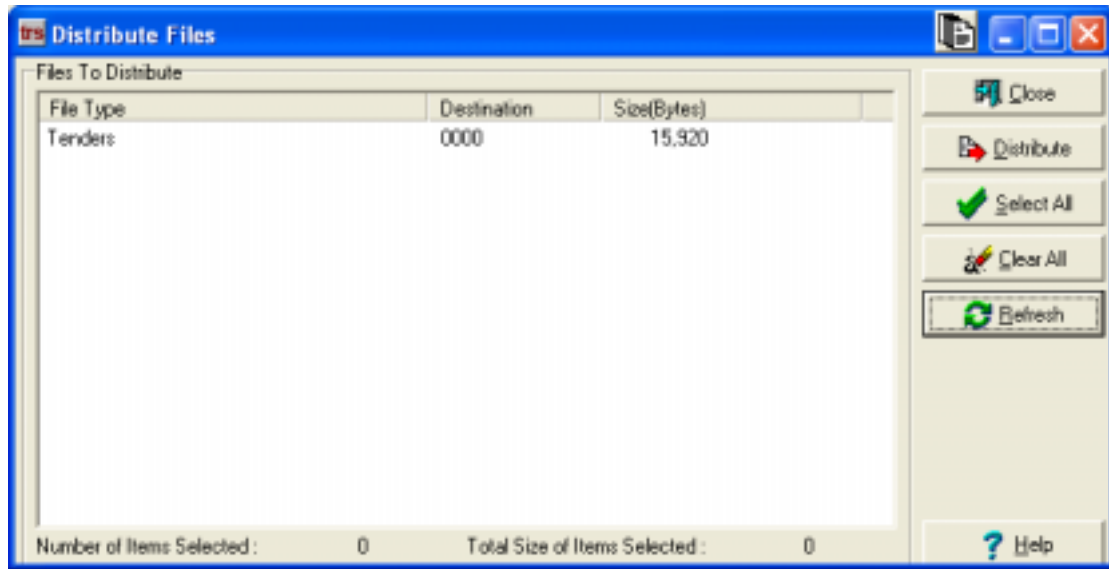
By pressing the *Close* button.

28.2 Distribute files other buttons

28.2.1 Select All

This button highlights <u>all</u> of the *Files to Distribute* shown in the window and is simply a short cut method to select all the files. Otherwise the *distribute files* function and steps is the same as in 28.1

28.2.2 Clear All

This button <u>deletes</u> or *removes* <u>all</u> the files listed in the *Distribute Files* window.

If this button is pressed whatever was in the changes files will be deleted, so if the information had not been already sent to the terminals the information in them will have been lost and the work, whatever it was, will if possible, have to be re-done.

28.2.3 Refresh

The button *refreshes* or <u>re-checks</u> for files that need to be sent to the terminals via the communications program. It does not actually send the files. The actual process to transmit the files is described in section 28.1 previously.

29.1 Batch Update

This is a process that enables the *immediate updating* of item or department information from the TRS back office application to the Pos Portal terminals.

This process does not need to use the *Distribute files* options within the TRS application and avoids the security issues that logins to TRS requires.

The *Batch Update* process is readily called from the MENU button and then the FUNCTIONS page in the Pos Portal terminal program where the Pos Portal program is running on hardware upon which the TRS application is also running. That is one of the in store Pos Portal terminals is also the server for the store.
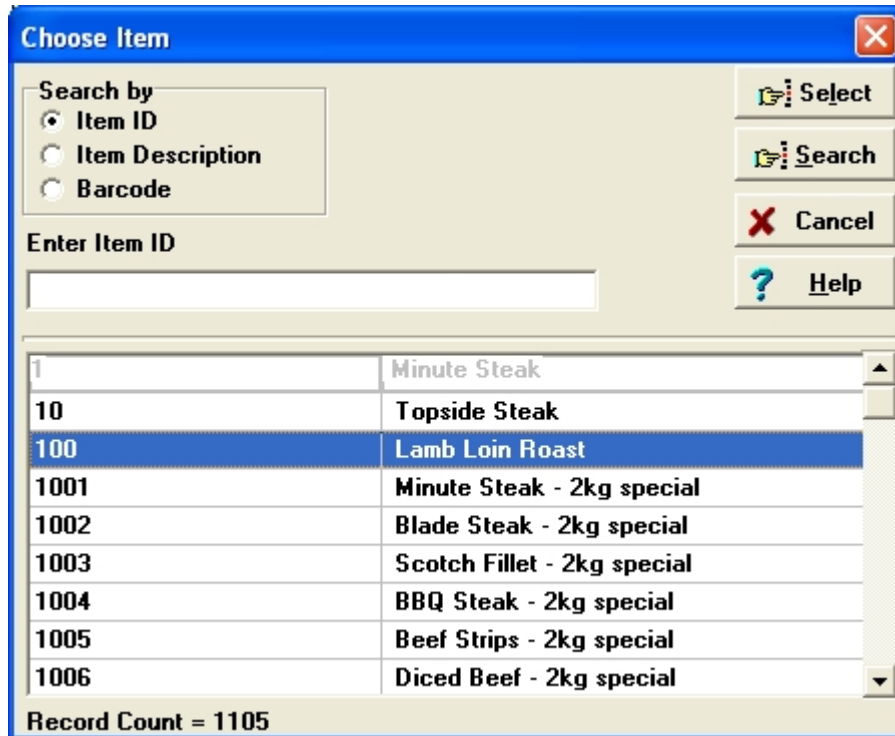
29.1.1 Starting Batch Update program

Identify the <u>server</u> terminal in the store and then press the MENU button followed by the FUNCTION button and find the button with the words *Batch Update* on it and press it.

The following screen will open:
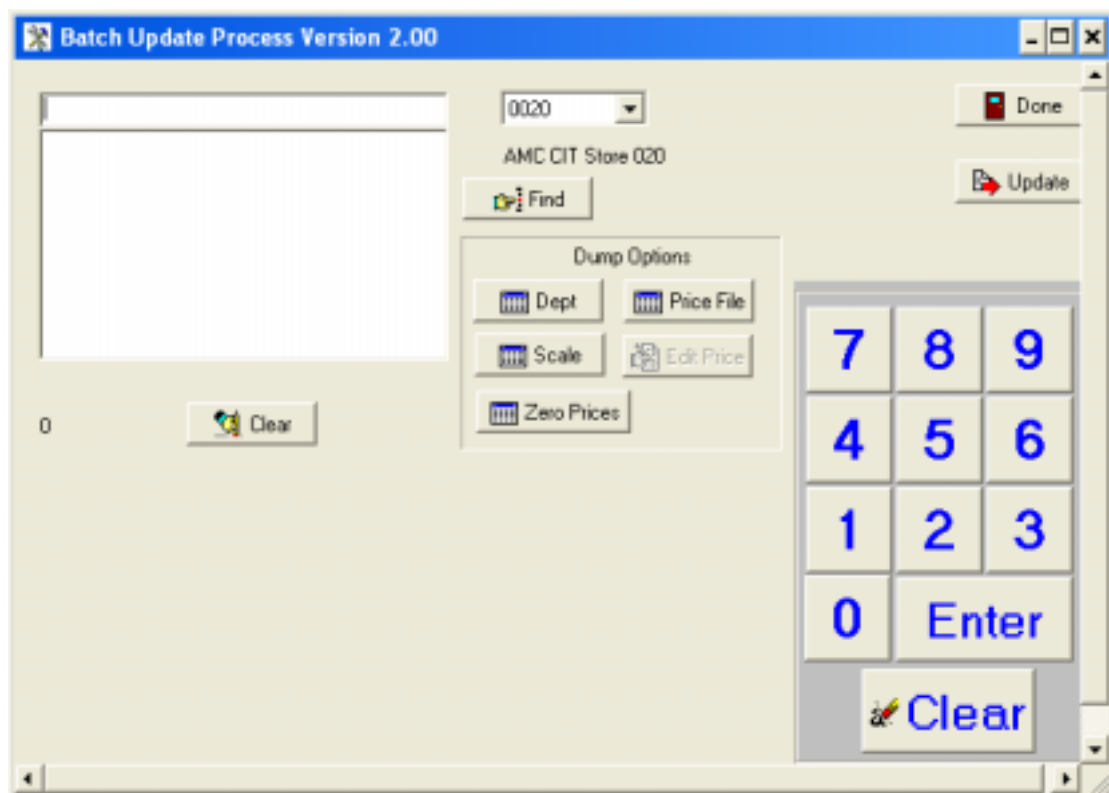
29.1.2   Changing an individual item

The items to send to the Pos Portal terminal by Batch Update can be selected using a search facility, press the FIND button just below the site code, in this instance 0020.

The screen above is shown when this is done.

The search facility allows multiple items to be selected using search criteria of either *Item ID, Item Description or Barcode*.

The Scroll bar to the right can be used by dragging the finger down or up it.

Highlight the item to be included in the particular batch update and press the *Select* button to the top of the screen.

The screen window below these options shows the items.

The next screen image shows that the items 1005, 1006 and 1008 have been selected for batch update.

As each item is selected the information shown on the next screen image is shown to the operator.

If an item has been accidentally included *unfortunately the entire batch <u>must</u> be discarded using the* CLEAR button.

29.1.3   *Reviewing items selected for a batch update*
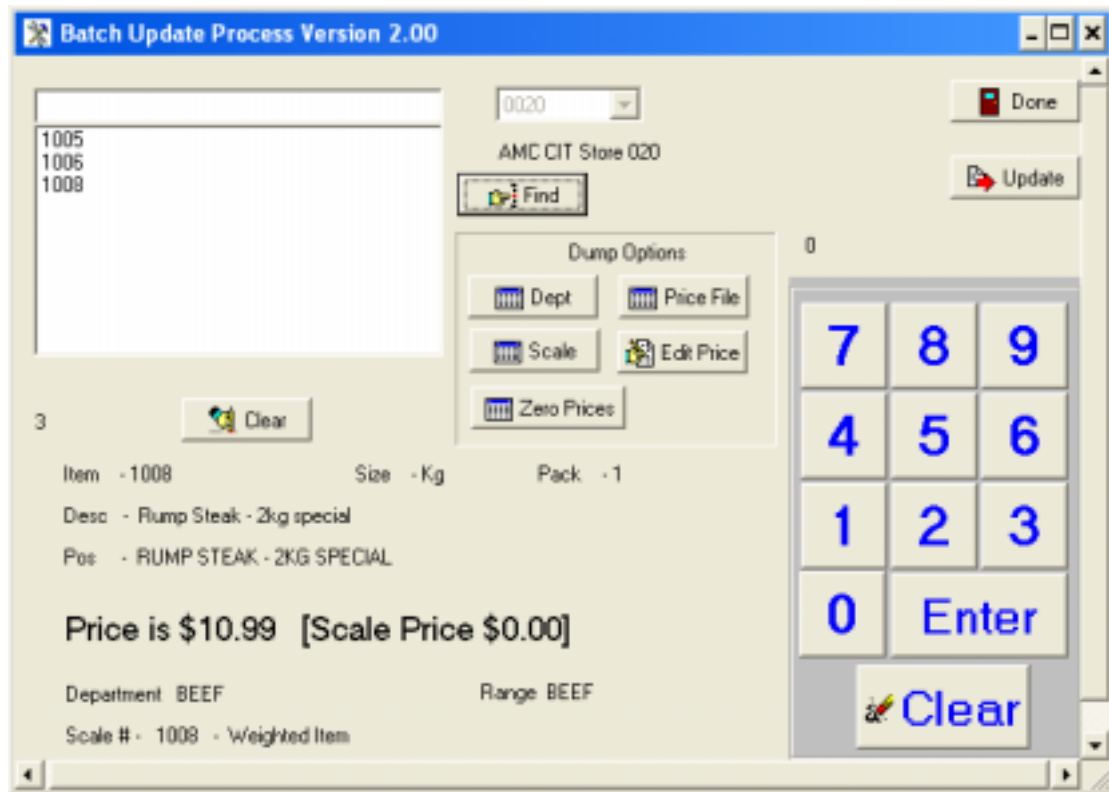
The items included in the batch update can be reviewed by moving the *highlight* onto them. When this is done the items details are displayed in the panel below the windows items included in the batch update.

29.1.3 *Clearing items from batch update*

To *clear* a batch update press the CLEAR button and the following message is shown.
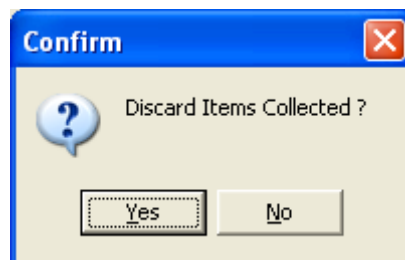
*Remember:* The entire batch will be discarded if the YES button is pressed.

To discard the items in the *batch update* press the YES button, to abort the CLEAR press the NO button.

### 29.1.4 Editing the price of an item in a batch update

Press the *Edit Price* button

Use the numeric touch pad to enter the *new price*.

The fields related to *Use By date* is automatically filled in based upon configurations set within the configuration file for the batch update and the TRS application and for non weighed items these cannot be overridden.
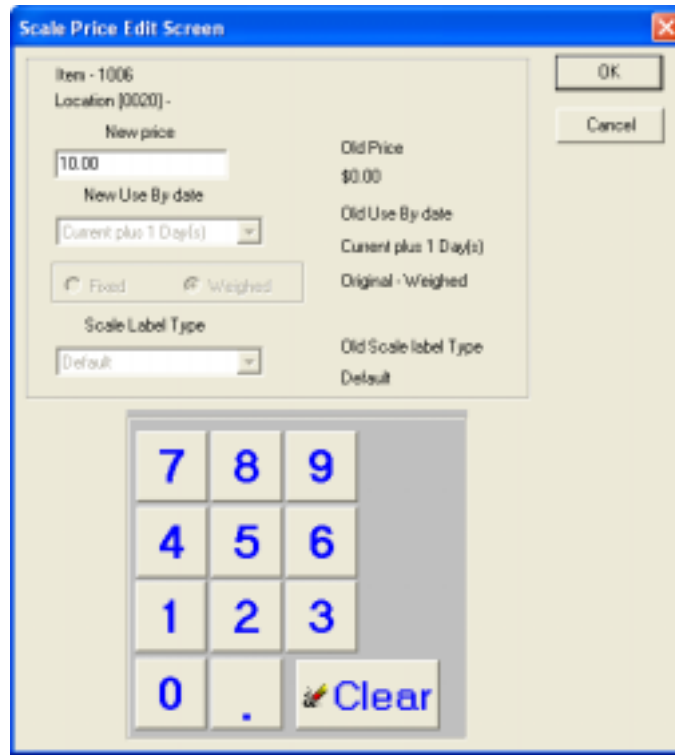
29.1.5   Completing the Batch Update list
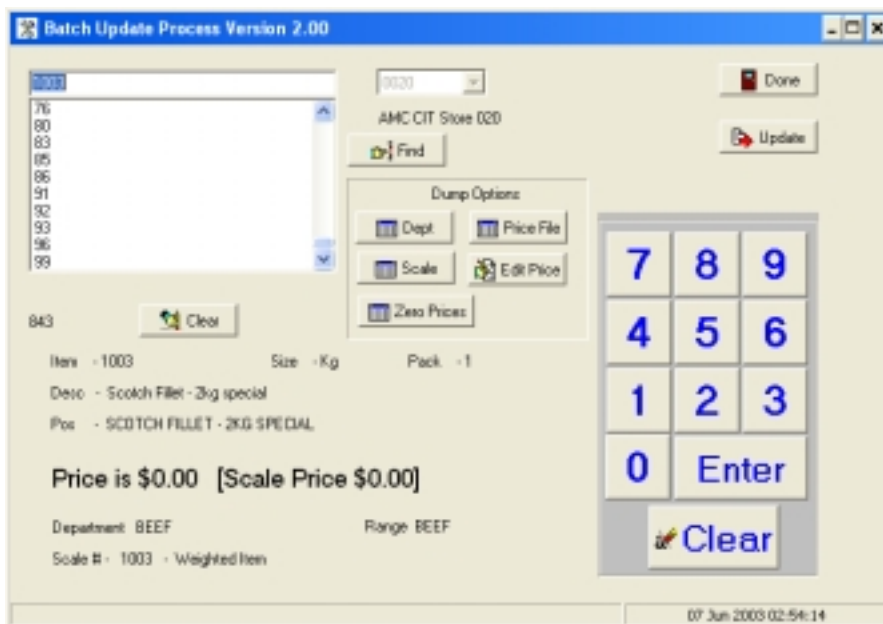
To <u>send</u> the completed list of items placed into the batch update press the UPDATE button.

Approximately 1-2 minutes after the UPDATE button has been pressed the Pos Portal terminals will receive the update to their item files. The price changes cannot take effect whilst the terminal is in the middle of a sale.

29.1.6 Exiting Batch Update

To exit the batch update process press the DONE button.

29.2.1   Other Functions of Batch Update

29.2.1.1   Department Refresh of terminal

This process is also used to *refresh* the department structure within the Pos Portal terminals. The department structure is created from the TRS department structure and transmitted to the Pos Portal terminal(s).

To perform a department refresh press the DEPT button under the *Dump Options*.

This puts the department structure into a file to be sent to the terminals, to effect the transmission press the UPDATE button.

29.2.1.2   Price File

A price file prepared from another machine or transmitted from another site or even the AMC CIT portal can be applied to the terminal item files.

To use this facility press the *Price File* button under the *Dump Options*.
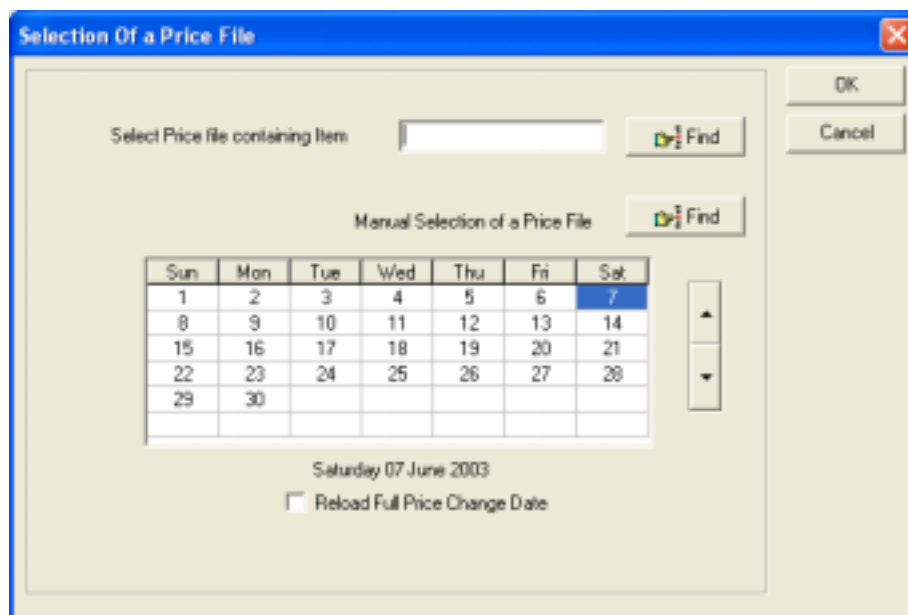
The previous screen is shown, from which the appropriate price file can be found by either entering in the exact name or by using the FIND button to search for the file.