

Professional Systems – Retail Business

Version 7.5

User Manual – revision 13

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If you are a registered user and consider there is anything you think could be improved about the software, and this manual, please contact us at (09) 432 8904 or professionalsystems@professionalsystems.co.nz.

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Introduction

This Manual provides the information required to get the best out of Retail Business.

Introducing Professionals Retail Business

Retail Business includes a full back office package so you may consolidate your retail, customer, stock, orders and accounting information. For instance, end of day/shift cash up in Front Counter can be recorded as a bank deposit in one easy action. Sales receipts may be converted to invoices.

In addition, and at least as important for business prospects, is the integration between client management and Front Counter. You may set up regular customers, email them notice of special deals, produce orders, discounts and loyalty programs. For your peace of mind you may also email invoices and statements so that credit control is simplified and sped up.

Contacting Professional Systems

If you wish to contact us for assistance in using Retail Business please make sure you have your registration number available. You also need to be currently paid up for support (\$195. incl. GST per year). Before contacting us, be sure the answer to your question is not readily available by using help (F1) or looking in this manual.

To contact us call (09) 432 8904, or email info@professionalsystems.co.nz if the problem is not urgent. Registered users may contact us with ideas to improve Retail Business. Periodically Professional Systems polls registered users with ideas that have been submitted to see if there is a significant demand for those ideas to be included.

If you are not paying for support, and wish to, go to Appendix 1, fill in the form and send it to us with your payment. You may also pay for support online at www.professionalsystems.co.nz. Payment entitles you to regular (free) updates of the software and inclusion in email contacts about ideas to improve the software as well as tips for you to get the most out of the software.

Installation

1. Place the DVD in the drive
2. The installation procedure starts automatically.
3. Click Install.
4. Retail Business icons are set up on the Desktop and Start menu. You are now ready to go.

Using Retail Business

Access to functions from the menu in Retail Business depend on your user access level. If you have administrator's access rights you can access all menu options. If you have data entry access you can access data entry options, and reports.

The only people who can change user access levels are those with administrator's access rights. If you are in a multi-user environment such rights should be given to no more than two people. If everyone has them there is a high chance of things going wrong simply because people who seldom use some component, and do not need to use it, make mistakes when they use such

operations. It also makes it difficult to find out what caused such mistakes if they do happen.

There are two main form types in Professionals Retail Business - Data entry and report forms.

1. Data Entry:

All the data entry forms behave in the same way.

- When editing or adding data you cannot exit from the form. Save or cancel the operation first.
- Key (code) fields have a button beside them. You can view more about the key by clicking the button. If the form is in edit or add mode a record may be selected from a list of the keys by clicking the "Select" button.
- Deleting key records (such as ledger account definitions) is only possible if there are no records dependent on that key. For example account transactions.
- If you are adding a record, and must create a key field, the save button is not enabled until you do so.
- When entering certain key fields the database will be searched, as you enter data, for that code. This means ".....cannot be found!" displays until the correct code has been entered. At which time the description of that code will be displayed beside the field.

2. Reports:

- The report forms allow you to select a preview or to print the report immediately.
- If you select preview, you can print the report from the preview. Preview allows you to change print queues and save the report in a form that allows it to be emailed.
- All reports work on certain key fields and a date range. Make sure you select the required key codes.
- When you select key codes their descriptions display to the right of the entry field. Make sure that is the correct description.
- Because most reports work on a date range (usually the date of the transactions) you may find nothing on the report. This is one of the reasons for using preview before printing the report.

3. Help:

- You may view the help file at any time. It is in the folder C:\PSL and is CBRetBus.chm. If you click on the file Windows will run the help facility. You may also place the file on your desktop.
- All forms have context sensitive help. To view the help information about any form, press the F1 key when the form is activated.
- Some fields have hints attached. To view any hints move the mouse cursor over the field

Starting Professionals Retail Business

You can start Professionals Retail Business from the Start Menu or the program icon on the desktop.


When starting Retail Business first enter a valid user number and password. This is not required if you have turned off user security in the POS Settings. However you need to log on to the POS as it keeps a record of who has sold what and can report on cashier turnover.

The system administrator should have created passwords for everyone who is to use the system. These may be different from your Windows password as they set the level of access you have to the program. Once you have entered the password you will be prompted to select the company you wish to have active (if more than one company has been set up). It is possible to change to another company by returning to the main menu and double-clicking the "Change Active Link" button. If you prefer to use the Company Operations form then switching companies displayed

there changes the active company

The administrator can change companies when maintaining links under account setup.

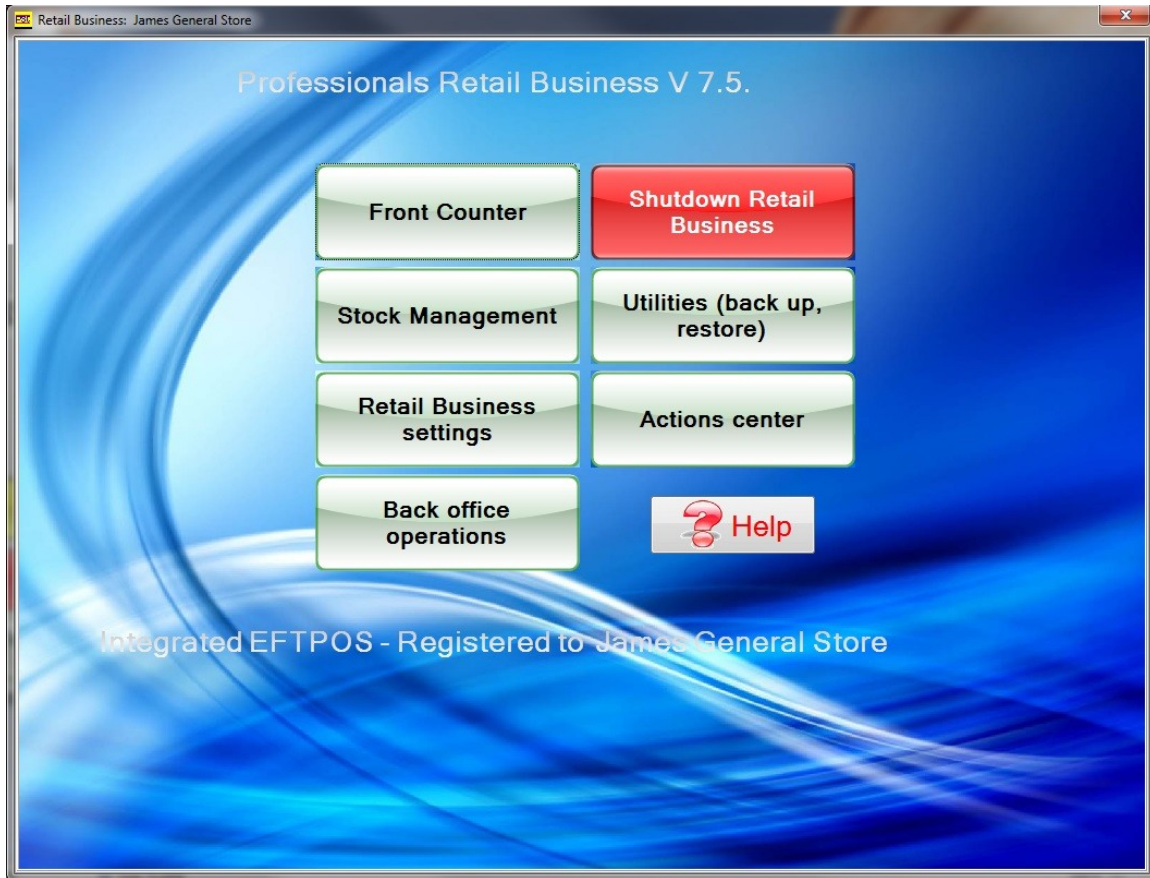
When first starting Professionals Retail Business, and if user access is turned on, you are presented with the following form.

A screenshot of a Windows-style dialog box titled "Professionals Log on". The dialog has a light gray background and a dark gray border. Inside, there are two input fields: "Your user number [*]" with the value "100" entered, and "Password [*]" with a masked password of six dots. Below these fields is the text "Welcome System Administrator". At the bottom, there are two buttons: "OK" with a red checkmark icon and "Cancel" with a red X icon.

Enter a valid user number and password. If you are starting Retail Business for the first time, the user number and password are included in the installation instructions. See User Security to change them.

Once you have set up the software you can disable the requirement to log on every time the software starts up. Go to **System Settings->POS settings** and uncheck the **Activate Password access** box. If you do so cashiers still have to logon when starting up the POS. This is because of the need to be able to track who has what float amount and who has made what amount of sales.

The following form displays. This is the main menu form.



From this form you can carry out all operations. If you have set up users with less access than the system administrator they cannot activate all options. The company operations form also provides access to all back office operations and an up-to-date view of the financial situation.

Editing or Adding Data

All maintenance forms are set up in a similar fashion. When adding or entering data the following applies on all forms:

- When the "Add/New" button is clicked initially all but the Cancel buttons are disabled. The "Save" button becomes active when compulsory information has been entered.
- When the "Add" button is clicked all fields are blanked. Except on the bank transaction where the first bank account displays.
- When you click the "Edit" button all buttons but the "Save" and "Cancel" buttons are disabled.
- You cannot exit from a form when in add or edit mode.
- Move from field to field using the Tab key. Do not use the enter key. The fields are set up so that, if you are in the first one pressing the tab key will take you to the next.
- You cannot enter anything in certain fields. Such fields are displayed because, if necessary, those fields can be used to search for the relevant data. But the data in them is generated by the system and is used by the system to link records, or as a unique key that decreases the chance of user errors. For example invoice numbers. You can enter the first invoice number in the company set up and from then on the system generates new invoice numbers.
- Many forms include a data list. These provide a view of several records at once. When you click on the arrows below, or scroll the list, the content of the fields on the form changes to show the highlighted record. The list and navigation buttons are disabled in

- add or edit mode.
- Click the "Cancel" button if you make a major mistake. This returns the fields to their previous contents if you are editing them, or to the current record when adding data.
- Some fields have a button beside them with a magnifying glass in it. Use this to open a drop down list you can select the required code from. When you are adding a new record, or editing, you may select an existing code to be displayed in the relevant code field.
- Most forms include a search facility to search for key fields such as journal codes, bank accounts, invoices, clients and suppliers.

Setting up Professionals Retail Business

Retail Business has to be set up in a particular order. As follows:

1. Modify the company that was installed when you first started Retail Business to match your requirements.
2. Setting up a department/lanes is optional. If you wish to set up more than one department complete all those required for each company created. If you are running separate operations (eg, retail shop and workshop) set up a department for each. This allows you to keep track of the performance of each, and your total financial situation.
3. Review the existing ledger accounts and add your own if required. Once an account is set up you can create budgets for it.
4. Creating a bank record is optional. The main bank record may be shared between a company's departments. You don't need to create a bank account. However, if you intend to use the end of day/cashup facility it is a good idea to, at least, set up a dummy bank account. Doing so gives you some idea what should have been banked from the POS.
5. If you want to keep supplier records (or are using the invoices accounting basis) create supplier records in **Supplier Details** before entering the opening balances, as cheques may need to be linked to supplier's invoices. You need to set up suppliers if you intend to run stock replenishment.
6. If you are using the Hybrid or Invoices accounting basis, enter all your current clients.
7. Once you are ready to start running, set up any recurring transactions. These are fixed amounts that occur at known times, such as lease and mortgage payments. Setting them up in Recurring Transactions means you do not have to concern yourself with them until something changes.
8. Go to stock management and set up the required stock configuration, lines and groups. Stock configuration allows you to link your supplier customer numbers to stock orders. Stock lines and group allows you to set up, and group stock items, for sales – including GST holidays. To use the POS stock lines buttons you must create stock lines and link those lines to the required stock items.
9. Set up stock. You can load it from a range of price lists. Or set it up manually. In the inventory form you can set up item specials, stock replenishment rules, package items and volume discounts and POS options buttons.

Company Set up

- Enter the Company name. It is included on the top of reports and invoices.

Professionals Company Maintenance

Company name [*] Description **F1 - Help**

Address Default income account:

Sales and general income

Email/web site :

Phone Number Fax

Last Invoice No. :

☐ Auto generate customer codes.

☐ Activate system save on shutdown.

T.E.S.T.

Sales tax settings

☒ Registered ☐ Exclusive on Invoices

Percent [*] No. of Months

Number [*]

Accounting Basis

☐ Invoice ☒ Payment ☐ Hybrid

☐ Use checkout scale ☐ Activate customer bookings.

Editing company. 11 August 2015

If you are using the GST report form, or intend to invoice customers, it is necessary to include your address details as well. All the rest of the information is optional.

- **Company Name** and **Code** are compulsory fields, as are all the sales tax (GST).-related fields.
- Include a **description** if you wish it to be printed on invoices.
- To ensure your sales receipts are complete enter the full postal address that is the same the I.R.D. has on file.
- Enter either your email address or we site. If you enter your email address it is used when emailing invoices, etc to clients.
- Enter your phone and fax number if you want them to appear on invoices, etc.
- Enter the last invoice number. You can start from 0 (the default) or use you own format – for example 201100000. Where the first four characters represent the year. Doing this allows you to work out how many invoices you generate every year.
- If you want to be reminded to backup your records check the box "Activate system save on shutdown". You will then be prompted to connect your backup media when you shutdown the software.
- If you have a logo you want to include on invoices, statements, quotes and delivery dockets click Logo.

The following form displays:

Load company logo into the Company Control record..

Make sure the logo file (logo.bmp) is in the folder C:\PSL\Database\images

T.E.S.T.

- Click **Load**. A file browsing form opens.
- Go to the folder where you saved the logo.bmp file. Click **Confirm**.
- The logo is placed into a folder C:\PSL\Database\images. If you need to change the logo's size open the file in that folder. Not the one you originally worked on.

To include a logo you need to do the following first:

1. Create a bit map file called logo.bmp. If you have an existing logo on your website open it in Paint and Save as a bit map file called logo.bmp. Generally the file format is jpeg and you need to change that to a bitmap file.

2. You may need to change the size of the logo. To do that in Paint click Image -> Stretch/Skew. Initially decrease the size by 50 percent horizontal and vertical. You may need to change the size some more.

3. Once you have linked the logo to the company record you can experiment with the size to get it to fit properly by placing it on the invoice/statements (System settings -> Invoices/Statements) and positioning it where you want it.

See Invoices/Statements formats for how to position the text, and logo, on the forms.

Setting up sales tax.

Include the information about GST if your business is registered. Your GST number needs to appear on sales receipts and invoices.

If you have multiple GST registrations (and I can't see why a SME would want to - you certainly don't need to.), set up a company for each registration. When calculating GST imputation transactions for departments with GST enabled are included in the calculation.

Example:

You decide to use Retail Business to maintain a complete financial record for the household. Set up two departments, one for the business the other for domestic expenditure and income. One partner is self-employed, and registered for GST and their department has G.S.T enabled. The domestic "department" does not.

Warning – while the above is technically possible it is not advised if you want to make completing tax returns simple. It is better to put domestic transactions into separate bank accounts and another set of transactions. Perhaps another "company" is best. Don't use this option if you are running a limited liability company.

- Check the **"Registered"** box to activate sales tax.
- Enter the correct information in the relevant fields. The Accounting Basis defines how GST calculates on the GST imputation form.

Sales tax settings

☒ Registered ☒ Exclusive on Invoices

Percent [*] No. of Months

Number [*]

Accounting Basis

☒ Invoice ☐ Payment ☐ Hybrid

- The **Exclusive on Invoices** box is used in Retail Business to calculate, and display GST on invoices. If not checked prices are calculated as inclusive of GST.
- The **"No. of Months "** field enables the system to calculate the begin and end dates of GST periods automatically, based on the last GST return.
- Select one of three methods of accounting for GST Check the relevant button.

If GST is not relevant to any department you must make sure the "Enable GST" box for that department is not checked in the department set up form.

Department/Lanes Set up

Departments/lanes are optional. Set up two, or more, to report on the profitability of part(s) of your business. For example if you run a shop and workshop.

For descriptive purposes fill in the name of the department (the name is printed on report and receipts). If more than one department is set up be careful to select the correct accounts (the department displays) when entering transactions. If more than one company is created select the active one when starting Retail Business.

- There are three compulsory fields. **Code**, **Name** and **GST Enabled for this department**.
- **Code** is used to search for the department (if there is more than one), and is a key field in transactions.
- **Name** is part of headers on reports and identifies the department cash accounts belong to in transaction maintenance forms.
- **Enable GST for this department**, if checked all transactions for that department have GST calculated. (This setting overrides the Company GST set up). The default, when adding a department, is checked.

Professional's Business Accounts - Department and ledger account settings

Departments/Divisions **Ledger Accounts**

Code and Name :

Manager's Name :

Description :

Postal Address : Address :

Postal Code : Signature :

Phone : Mobile :

E-Mail : Fax :

Navigation:

Exit New Edit Save Cancel Delete

F1 - Help

Browsing 14 January 2016

- The other information (address, etc) is for your own purposes.

Defining the Accounts Ledger

Before defining accounts complete Company set up. The accounts set up when the software was installed are at company level. If you have created any departments you need to create the required ledger accounts for each.

There needs to be at least one income account to carry out banking (end of day cash up) from Front Counter.

General Comments

Once an account has been set up the account code may not be edited. Accounts may be deleted if they are not in use (that is have no transactions against them). Budgets may be set up for the account.

You can create as many accounts as you like. Think of how you wish to track income and expense. For example, if you are a plumber and suspect roofing jobs are your main source of income, it would be wise to set up a separate cash account for roofing jobs. If you sell several lines, it would be sensible to set up income (and possibly expense) accounts for each line. Or you can set them up as separate departments if you wish to keep separate account information.

Account Code	Type	Description	Status
100	INC	Sales and general income	Active
110	INC	Service calls	Active
200	EXP	Goods purchases	Active
210	EXP	Vehicle expenses	Active
220	EXP	Rates	Active
230	EXP	Insurance	Active
240	EXP	Electricity - shop	Active
250	EXP	Electricity - home	Active
1001	INC	Income	Active
2002	EXP	Expenses	Active
260	EXP	Mortgages	Active
270	EXP	Bank fees	Active
280	EXP	Materials purchases	Active
290	EXP	Wages and salaries	Active
10	INC	Capital introduced	Active

Form Use

To create a new ledger account, or edit an existing one, click the New or Edit buttons. The following form displays:

If editing the Edit button is visible. Click that to start editing.

- Most fields are compulsory.
- **Type** - select expense or income. This is used to calculate profit and loss.
- The **Account Code** field must be unique for the company currently active. If you are using numbers, and have multiple departments, the account codes could be something like the following:
1000 - Sales for department 1
1001 - Sales for department 2
- The **Description** field is not compulsory, but you are advised to fill it as it helps to find the correct account from selection lists. The description is also printed in account reports.
- **Department/Division**. Optional. The default is blank – which is a company level account. If you have set up any departments you must enter the relevant one here.
- **Affects tax amount**. Check this if the account is to appear on the profit and loss report. Some accounts, for example loans, do not.
- **Apply sales tax** check if the account is to have GST applied. Most accounts will. The ones that won't are payroll, tax payments, etc, and domestic accounts. This setting overrides the GST status for the company and department. That is, if both have GST enabled, any account to which it does not apply results in transactions for that account not having GST calculated. **If you are going to change it so GST does not apply, do so immediately after you calculate GST Imputation.**
- **Active**. The default is checked. Generally you won't change this.

Bank Maintenance

You may have as many bank accounts as you like. For ease of use specify one account as the default account for cheques/payments. This means that account will appear automatically, when adding payments.

You don't need to set up any bank accounts. Unless you want to record end of day deposits.

Bank details, and accounts, must be completed in the following order:

1. Bank.
2. Bank accounts
3. Account opening balances – if not zero.

Bank

Bank details require that the bank's code (usually the first 2 to 6 numbers of the account code),

and its name, be completed. Everything else is optional.

You may set up as many banks as you have accounts for.

Bank accounts

Each bank can have multiple accounts.

When entering the bank account numbers make sure the format complies with your bank's format. If you are setting up multiple bank accounts, and companies, it is a good idea to create the accounts for each company immediately after you have created it, and any department(s).

A company's bank accounts can be shared between departments. This allows the completion of a payment for goods from one supplier, while allocating it to ledger accounts that have been set up for different departments. If you do not wish to do this check the box labeled "**One dept. only**". When you check the box a list of all departments belonging to the currently active company display. Select the one to allocate the bank account to. This prevents other departments from using the bank account. You would be advised to indicate, in the description, which department, if any, the account is for.

Adding Bank Accounts

- Select a **bank** (to view/select existing banks click on the button to the right of the **Bank Code** field)

Setting up bank(s) and bank account(s).

Bank Information | **Bank Account(s)** | Opening balances | Recurring Transactions

Bank Code No.: 00466 Bank of New Zealand

Account Number: 1789452-90 ☒ Use as default account

Description: Cheque account

Last Cheque No.: 1011796 Last Transaction No.: 1011818

☒ Overdraft provision Overdraft amount: 50000

Account No.	Description	O. D. Am
1789452-90	Cheque account	50
0067931-01	Business saver	
99999999-99	Cash transactions bucket	

Buttons: Exit, New, Edit, Cancel, Save, Delete

Browsing.

-
- Enter a new **bank account** number. It must follow the format of the bank account - use your bank statement to see what it is.
- If this is the **Default bank Account** for cheques and other payments check the **Use as default account** box. The account is then the first to display when adding cheques.
- Enter a **description** of the bank account. Use the same name as your bank account for ease in reconciling accounts and identifying the account in selection lists.
- If you wish, enter the **Last Cheque number** from your cheque book. This is used to automatically increase cheque numbers when entering cheques.
- To allocate this account to one department only check the **One Dept only** box. This is not checked when you click the **New** button.
- If you have an overdraft facility check the **Overdraft provision** box. The field **Overdraft amount** displays.
- Enter the permitted overdraft amount in the **Overdraft amount** field. When entering transactions a warning occurs if the account balance drops below the overdraft amount.

If you are using the software to track supplier charges you still need to create a bank account. It doesn't have to be a match to your actual account. But payments have to be entered for a bank account.

Opening Bank balances

You must have created at least one company and bank account before using this page. If "No company/account links set" displays on the page you cannot enter opening balances.

- Make sure you have not entered any cheques, or other bank transactions, before you create the opening balance(s).
- If you are using Client invoicing complete generating any invoices that payments (deposits) relate to, and bill them (even though you do not mail the invoice). Create the necessary clients and ledger accounts.
- If you are using Creditors make sure you have recorded the supplier's charges that any cheque relates to.

Active Company is : James and Jude

Bank Information Bank Account(s) Opening balances Recurring Transactions

Bank Account No. 999 99999999-99 Cash transactions bucket

Startup Date : _4/12/2012

Balance Amount (from statement): 00.00

Plus deposits not on statement : 00.00 ...

Minus cheques written not on statement : 00.00 ...

Opening Balance : 00.00 + UpDate

Exit New Edit Cancel Save Delete F1 - Help

Browsing. 4/12/2012 10:43:58 a.m. CBBank.pas

- Make sure the caption at the top displays the company opening balances are for. If it does not click the Bank Account tab, and change to the required company. If the bank account has been allocated to a specific department it displays at the top of the page.
- Select the bank account the opening balances are for. Either click the navigation arrows at the bottom of the page, or click the magnify button to select from the list of accounts set up.
- Enter the opening balance date, and the **balance amount** from the most recent bank statement.
- Enter any deposits not on the bank statement. Click the button to the right of the **deposits** field and enter the details. Each deposit can have multiple ledger transactions. The total of the deposits appears in the deposits field when you click the **Export Balances** button on the bank transactions form.
- Enter any cheques that are not on the bank statement. Click the button to the right of the **Cheque field**. The cheque total appears in the cheques field when you click the **Export Balances** button in the Cheques/Payment form.
- Once you have completed the transactions not on your bank statement, click the **Update** button. This creates the opening balance for the bank account. If you do not

wish to update at this point you may return to the form later. Make sure you do not enter any further transactions until you enter the opening balance. **You can no longer run this process for this account without removing all transactions first.**

- If you return after entering the historic cheques and deposits, but have not run the update, repeat steps 4 and 5 (this time without altering anything – the unrepresented transaction value is totaled automatically), click the **Export Balances** button to update the relevant fields, and then click the Update button

The transaction and cheque entry forms behave differently when started from the Opening Balances. Complete the entire set up sequence **before** entering current transactions. If you have created any delete them before proceeding further.

See the details for Cheque entry and Bank Transactions for how to complete the above tasks correctly.

Front Counter

Professionals Front Counter is more than just a point of sale system. It provides facilities for you to carry out stock, supplier and client management from one point of entry. If you don't need to do so then open Quick Sales rather than full service.

Use Front Counter (full service) to carry out client and sales-related operations. Front Counter allows you to:

1. Record sales. Both cash and invoice.
2. Record client payments against invoices.
3. Update, and create, client invoices.
4. Maintain the inventory.
5. Order items for customers.
6. Produce sales reports.
7. Record, release and accept partial payments for lay bys.
11. Record warranties/rentals/registrations.
12. Carry out housekeeping to ensure Front Counter runs quickly.

Point of sale

There are two POS interfaces. **Full service** and **quick sale**. Quick sale works in the same manner as a supermarket (or chain store) POS. When you click Front Counter on the main menu the following form activates:

Select Front Counter interface or function.

POS Full service	Bookings	End of day	← Back
POS Quick sales	Staff rosters	Housekeeping	POS reports
Mobile POS	EFTPOS balances	Settlement cutover	EFTPOS Logon
DPS - Payment Express logon successful.			
Receipt formats	Lane settings		

The form includes customer bookings activated. Two additional buttons (**Bookings** and **Staff rosters**) are visible. To make these active you must check the box **Activate customer bookings** in **Company Control**. If that box isn't visible you don't have the tables required to activate bookings. Please contact Professional Systems if you wish to activate customer bookings.

If you intend to carry out a range of customer-related activities, as well as back office operations, click **POS Full service**. Other wise click **POS Quick Sales**. Quick sales allows you to process normal sales (including specials and volume discounts), plus lay bys and customer discounts.

Note: For end of day processing to work correctly you must select the correct **Payment method** for each sale. That is EFTPOS, Cash, coupons, cheques, etc.

- When you first start Front Counter the Cash Sales page is disabled. The Logon form starts immediately. Use your Retail Business id to logon.
- To have a friendly message print on sales receipts change the **receipt message**. The message you enter is retained while Front Counter is running. Unless you have turned it off in POS settings.

Cash Register logon: Enter cashier id.

Cashier id number :

System Administrator

Receipt message :

Ok F2 Cancel F5

←	/	*	-
7	8	9	+
4	5	6	
1	2	3	↵
0	.		

Log on to enable the Front Counter.

If you log off the next user (including yourself) needs to logon to activate Front Counter

Setting up Front Counter.

There are three areas where you may need to change default settings:

1. International. This is not required in New Zealand. To activate select System Settings on the main menu, then International. The following form activates:

PSL International settings

Select your country:

Tax label (appears on sales):

Exit

Because the default tax type is GST-based only countries that use it, or something similar, can be set up.

1. Select your country.

2. Enter the tax description you want to print on the sales receipt. If in the UK – V.A.T., ABN in Australia. For example.

Warning – don't change settings if operating in New Zealand. Those settings will be used from then on. And you cannot change back to New Zealand without reinstalling the software.

POS Settings

Use this form to change the way the POS behaves. Also to avoid the need to keep selecting printers when switching from receipt to A4. For example when printing client invoices and quotes from Front Counter.

1. To activate password access when starting the software check the **Activate password access** box. The default is to have password access off. Log ons are still required for access to the POS because of the requirement to track who sold what, and how much.
2. If most of your customers pay by cash, and you want that to be the default active field on the payments processing form, check the **Set cash as the default POS payment type**. The default is to use EFTPOS.
3. **POS defaults to auto mode** is the default mode. If you switch to manual, once the item has been accepted the POS switches back to auto mode.

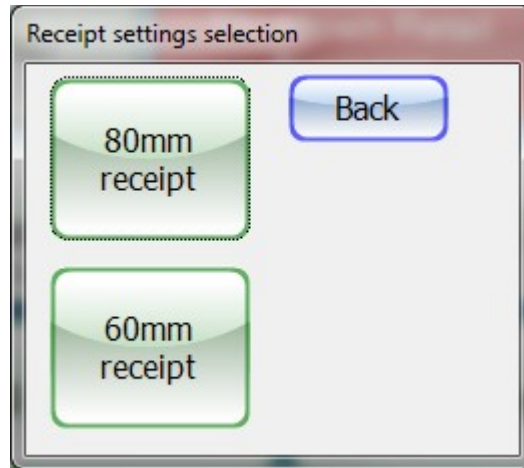
4. To enable stock to include multi-item item selection (for example clothing styles (size, colour, designer/brand), second hand items and bucket pricing check the **Enable multi-item sales selection....** box. Additional fields become visible on the inventory maintenance form when this is checked. Including the **multi-item discounts** and **Stock Details** buttons.
5. Ignore the **Use touch screen payments form box**.
6. When you log on to Front Counter POS the logon form includes a message. This message prints at the bottom of receipts. You can delete it. But, in that case, you need to delete it ever time you logon. The easiest way to remove it is to check the **“Blank “You have been served by...”** box. It will never bother you again
7. To activate the stock line buttons on the POS check the **Enable stock line buttons on POS** box. Don't do this until you have set the buttons up.
8. If you have a second monitor connected the POS can use it as the customer display. Check the **“Activate second monitor.”** box
9. The settings for store-wide sales is not active. To activate it click **Store sale settings**. The following form activates: You can set the dates and then enable the sale by checking the **“Check to activate sale between the selected dates”**. Even if the date is between those two dates the sale will not activate unless you have. The sale includes the days of the start and stop dates.

10. You can set up four printers for specific uses. These settings are only relevant when using Front Counter operations. If you only have the base system this setting is not relevant when using back office reports and forms. If these settings aren't used you need to run previews of invoices, quotes, sales reports, etc. to switch to the correct printer. Because the default printer on the cashier counter should be the receipt printer. Select the printer you wish to allocate to the preferred function. Then check the relevant button. The name of that printer will appear in the correct field.

Note - if using a network the printer names will vary depending on the workstation name. You will need to go to Start → Control Panel → Printers and faxes (XP/Vista) or Start → Devices and Printers on Windows 7 and later and change their names so they are the same on all workstations.

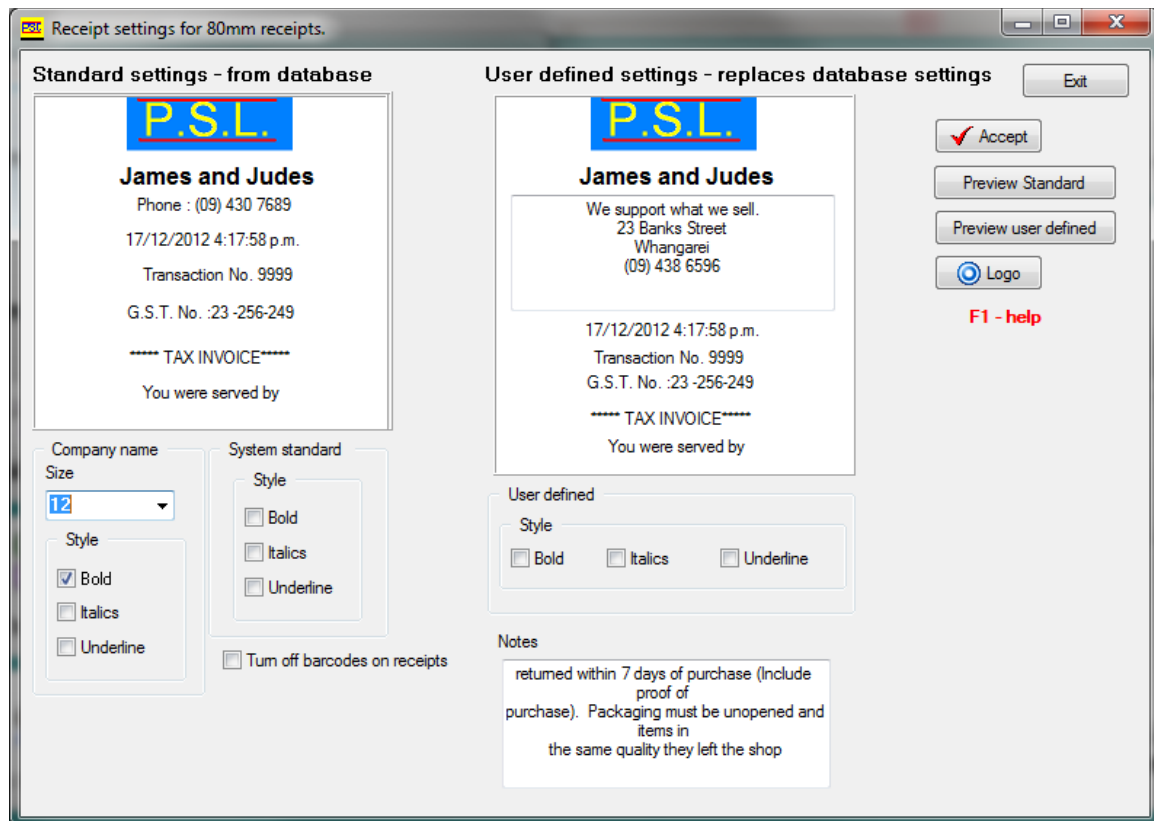
Sales receipts

There are default settings for sales receipts. To modify click **Receipt Printer** on the Front Counter functions form. You must have logged on with system administrator privileges to able to do so. The following form activates:



If you don't have a 60mm receipt printer ignore it. Doing the set up for each is identical.

The following instructions are for modifying the 80mm wide receipt printer.



The settings on the left are standard or default. You can change their appearance. But not the contents. The logo is there because it was included. You don't need to include one.

If you enter anything into the text fields on the right the user defined settings are used. To turn them off clear both fields and click Accept.

The top text box should not have any more than 5 lines in. This is because the sixth, and subsequent lines will over write the date and time, and possibly also, the transaction number lines.

To preview your changes click Preview user defined.

- Set up the appearance of the company name. This is based on the name entered into the company control record. Be careful with the size. The maximum size cannot exceed 14 point. If you have a long name you may need to make it smaller. It is a good idea to make it bold.
- Date, time, transaction number, GST Number, “***TAX INVOICE***” and 'You were served by.....’ print on both types of receipts. The panel to change is System Standard.
- To leave bar codes/sku and plu codes off the receipt check **Turn off bar codes on receipts**. The result is a receipt that looks more like a supermarket receipt.
- Select the settings for the user defined text. These settings apply to both top and bottom text.
- The bottom text can be something like a returns policy, or special message.
- To set up a logo for the receipt follow the instructions below.

Other settings relate to stock and are covered in the section on stock management.

Setting up a receipts logo

1. Using your existing logo (if you have one) – open Paint.
2. Open the file logo.bmp from the C:\PSL\Database\images folder. If you don't have a logo file you will need to create one. Refer to Company Control for an explanation.
3. Save it as logoss.bmp. Note the 'ss'. This stands for sales slip. You cannot use the logo that you have already loaded for the company because it is most likely too large for receipts.
4. Resize the file. Select Image → Stretch/Skew You may be able to get away with decreasing it by 50% horizontally and vertically.
5. Save the file.
6. Open the settings menu in Front Counter. Select any of the format sizes.
7. Click the Logo button. Load the file and then Confirm.
8. It should appear on the example forms.
9. If it doesn't appear to fit you will need to go back to Paint and fiddle around a bit more with the size. Form now on make sure you open the file logoss.bmp in the C:\PSL\Database\images folder.

Setting up the stock line buttons

Stock line buttons are designed to be used to process the sale of items that don't have any bar codes and for which you would otherwise have to manually enter the stock code. For example vegetables, bakery goods, takeaways, other food items.

To connect stock line items to the POS buttons carry out the following sequence:

1. Create a stock line for each keypad button. The words “This button is not assigned” are replaced as you link stock lines to the relevant buttons.
2. Create the required stock items (you can set them up as packages if you wish to track inventory levels in detail) and link each item to the relevant stock line.
3. Link all the items of the selected stock line/menu definition to the stock selection buttons.

The following describes linking stock lines to the relevant POS menu keypad button.

On the Systems Settings form select **POS buttons**. The following form activates:

The example above has eight buttons set up. You can set up up to 36 stock line buttons. Note – when you open Full Service POS the stock line buttons are at the bottom of the form. Their actual layout depends on the width of the POS screen.

The stock line descriptions are used as captions on the relevant buttons. To make sure everything fits there should be no more than 40 characters in each stock line description.

From this form you can create new stock lines and link stock items to selection buttons. It is these buttons that are activated when you press the relevant button on the POS.

Once you linked the stock line to the selected button click **Menu buttons**. The following form activates:

This form displays the stock items already linked to the stock line highlighted in the Stock lines button form.

If there are no items linked to the stock line the list on the right will be empty. If there are items in it add buttons. To create stock items click the **Stock Items** button.

If an item has already been linked to a button you cannot link it again. If you wish to remove the item from the button click **Clear**. To create a new button highlight an item on the list that has not been assigned. If it has not been assigned the Accept button is activated. Click **Accept**.

Operating Front Counter

You may suspend Front Counter by clicking **Lock Front Counter**. To reactivate enter a valid user id and password

The Front Counter form is set to occupy the entire screen. To use other programs use Alt+Tab to switch between them.

With auto on each item, when scanned, results in an addition to the docket list. When the identical items are scanned the quantity is added to automatically.

Depending on the stock item being sold, and the sales settings for that item, the actual display will vary.

- **Retail** price is the default price. To change it turn **auto** off – click the **On Auto** button. It changes to **On Manual**. If you made a mistake in auto mode highlight the incorrect item and click **Change**. The **Accept** button displays. Make the changes and click **Accept**.

Processing sales

Front Counter POS appears as follows in auto mode. This example has the stock lines buttons activated.

Operator: System Administrator

Lock Front Counter **Exit Front Counter**

☐ Create new stock item if code not found.

Front Counter/POS | Customer accounts | Stock management | Supplier stock orders

3	PDL 2 way electrical socket	0.00	75.00
1	HILLS C/LINE VILLA FAMILY F/GRN FD87010	0.00	354.67
1	HILLS SIETRO 6 RETRACTING C/LINE FD51014	0.00	199.99
1	LAWFORD PLSTC CTD C/LINE WIRE 9G	0.00	19.55
1	250 watt - spotlight	0.00	120.00

Due : 769.21

Item Code :

Discount (%) : Quantity :

Unit price : Net amount :

To process a normal sale (that is sale on auto – single item) carry out the following sequence:

- Enter, or scan, the bar code. If there is no bar code enter the **Item code**. Or click the appropriate button on the buttons at the bottom. If you do so the form appears as follows:

Operator: System Administrator

Lock Front Counter Exit Front Counter

☐ Create new stock item if code not found.

Front Counter/POS Customer accounts Stock management Supplier stock orders

3	PDL 2 way electrical socket	0.00	75.00
1	HILLS C/LINE VILLA FAMILY F/GRN FD87010	0.00	354.67
1	HILLS SIETRO 6 RETRACTING C/LINE FD51014	0.00	199.99
1	LAWFORD PLSTC CTD C/LINE WIRE 9G	0.00	19.55
1	250 watt - spotlight	0.00	120.00

Due : **769.21**

Void docket Docket discount

Quantity : Finished

27A PDL L/HOLDER SWIT 1/2 THR	27B PDL L/HOLDER SWIT 3/8 THR	27C PDL L/HOLDER SWIT 5/16 THR	27D PDL L/HOLDER SWIT 5/8 THR
28L PDL BATTEN HOLDER ANGLED	29L PDL BATTEN HOLDER STRAIGHT	PDL L/HOLDER UNSW 1/2 THR	30B PDL L/HOLDER UNSW 3/8 THR
PDL 2 way electrical socket	250V EXTENSION CORD	Shelving units	35 PDL MAINS SWITCH 1 POLE 60A
29S PDL SKIRT FOR BATTEN HOLDER	29R PDL RING FOR BATTEN HOLDER	31 PDL FLUSH BOB FOR 63T	SENTINEL ROTARY 40 CLOTHESLINE SN221084
HILLS C/LINE VILLA FAMILY F/GRN FD87010	LAWFORD PLSTC CTD C/LINE WIRE 9G	HILLS QUATRO 4 RETRACTING C/LINE FD51000	HILLS SIETRO 6 RETRACTING C/LINE FD51014
HILLS QUATRO 4 MOUNT BAR FD51008	HILLS SIETRO 6 MOUNT BAR FD51016	HILLS ONE PIECE POST KIT FD51004	HILLS TWO PIECE POST KIT FD51006
LAMP - 40W SES 300 DEGREE	12 PDL PLUG APPLIANCE BLACK	250 watt - spotlight	20B WHTPDL BASEONLY WHITE STRAIGHT
34B WHTPDL BASE ONLY	30/6 PDL GRADE RUBBER	35 PDL L/HOLDER SWITCH	36 PDL L/HOLDER UNSW

- In the above example six items are ringed in red because the stock level is below the minimum level set for replenishing stock.
- As you click the buttons the item selected is added to the docket list. The default number to be sold is one. Keep clicking the appropriate buttons to add items. Unless the item is being weighed – in which case enter the weight into the Quantity field if check out scales are not activated.
- Keep scanning/entering until you have finished.
- Click the relevant Tendering button.

The numeric keypad

The numeric key pad enables you to enter quantities and item codes.

In auto mode the keypad adds characters to the Item Code field. In manual mode, or when changing an item, the quantity field is active.

The keypad doesn't sum the values you enter. As in $1 + 2 = 3$. It adds the number after the value already in the quantity field. As in 1 then 2 results in 12. If you want to add to, or subtract from, the quantity press the '+1' or '-1' keys. If you want to enter a quantity of 100, first press the '1', then '0' twice.



Tendering POS payments

- Select the preferred payment method. Customers can pay using up to two different payment methods.
- If Cash/EFTPOS is selected enter the amount of cash to pay either by using the buttons or by directly typing into the active (Cash) field. As you do so the EFTPOS field changes to the balance due. Click **Accept** once the amount being tendered has been entered.
- If any change is due the amount displays on the Change pop up form.
- Click **Accept**.
- Optionally print the receipt.
- If the payment includes items that require you place them in the cash drawer (coupons, cash, cheques) the cash drawer opens.

Operator: System Administrator

Lock Front Counter **Exit Front Counter**

☐ Creating barcodes if not there.

Front Counter/POS Customer accounts Stock management Supplier stock orders

5 27B PDL L/HOLDER SWITCH 3/8 THR 0.00 112.35

Due : 112.35

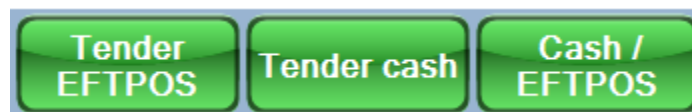
Item Code :

Discount (%) : 0.00
Quantity : 1.00

Cash pay out **Cash out** Unit price : 0.00 Net amount : 0.00

- If the customer is buying more than one of an item click you can just keep scanning the bar code or switch **To Manual** to enter the number of items. To switch back to auto click the **To Auto** button. It changes to **To Manual**. If the identical items are in any order – just keep scanning. They will be added to the Qty of the matching item as you do so.
- If an item is being returned click the **Refund/Credit (F9)** button. You may include returned items as part of a normal sale. For example if the customer returns an item sold for \$12.50, you may record that and the record of a sale for another item at \$12.50. The net effect is to update the inventory - the returned item is placed back in inventory and the replacement is taken out. If the “sale” is for a return/credit only an additional form activates to allow you to select whether the transaction is a refund or credit note. The default is credit note.
- If you allow returns for same value items make sure you enable the **“Allow free sales, refunds”** box in **POS settings**.
- When changing an item's quantity, and you change your mind, click the **Cancel (F5)** button. If you have accepted it, click **Void (F6)**.
- **Due** is added to as the items are accepted.

To finalize the sale click the relevant tendering button.



Sales can be a combination of two payment types. For example someone can pay by both EFTPOS and cash.

If tendering cash and EFTPOS the tendering form appears as follows:

Total due: \$151.35

Cash tender: 50

EFTPOS tender: 101.35

Enter here first

To pinpad

7 8 9

4 5 6

1 2 3

0 .

Clear

Cancel

Reprint last receipt

Add cash out

- Customers may also make multi-tender payments by using more than one EFTPOS or credit card. In that case enter the amount for each card. Click **Accept** (if using Wolfstrike or Ingenico two-way) when the terminal accepts their card. Or the tendering form shuts down automatically once the total amount owing has been processed.
- If the EFTPOS terminal is offline you can record the payment as an offline EFTPOS payment if the terminal doesn't go to electronic offline voucher mode. When it does you can enter up to 99 transactions.

If the customer wishes to be provided with cash (assuming an EFTPOS sale) enter the amount into the **Cash out field**.

If you make a mistake – click Clear and start again.

If the payment is in cash or a coupon, and change is due, when you click **Accept** the change form activates to remind you of the amount due.

Change : 0.50

Close F5

Click **Close** and you are returned to the POS form.

- Docketed Cash outs are provided for. These are when the entire transaction is only cash out. In that case click the Cash out button.
- The cash out amount shows on the sales receipt as Cash out.
- If the customer pays by cash enter the amount tendered. Any change due is calculated and rounded. If the cents figure is 5 cents or below the rounding is down, and up if it is above.
- If you are having a sale the POS can calculate the sale price. Group items in the inventory or create a store wide sale in **POS settings**. You can have different sale discounts for items by the group they are in. If you have a large number of stock items this could be a major operation, initially. See Stock Lines and Groups to find out how to set up sales. Once the correct set up has been completed sales may be turned on and off very easily.
- You may set up item specials within the inventory by clicking the **Sales Setting** tab.

Using the Stock line buttons.

If you have activated the Stock line buttons in **POS Settings** a panel displays at the bottom of the POS screen. It only displays buttons that have been allocated to a stock line with stock items. Each stock line can have up to 88 items. You may select as many items as required before clicking **Finish**. As you press each button the item is added to the docket list.

To change the quantity change the number in the **Quantity** field before pressing the button. Or simply keep clicking the relevant button.

The POS appears as follows when you click one of the stock lines buttons:

The screenshot shows the POS interface with the following elements:

- Operator:** System Administrator
- Buttons:** Lock Front Counter, Exit Front Counter
- Checkboxes:** Create new stock item if code not found.
- Tabs:** Front Counter/POS, Customer accounts, Stock management, Supplier stock orders
- Transaction List:**

Qty	Description	Unit Price	Total Price
3	PDL 2 way electrical socket	0.00	75.00
1	HILLS C/LINE VILLA FAMILY F/GRN FD87010	0.00	354.67
1	HILLS SIETRO 6 RETRACTING C/LINE FD51014	0.00	199.99
1	LAWFORD PLSTC CTD C/LINE WIRE 9G	0.00	19.55
1	250 watt - spotlight	0.00	120.00
- Due:** 769.21
- Buttons:** Void docket, Docket discount
- Quantity:** 1.00
- Finished:** Button
- Stock Line Buttons Grid:**

27A PDL L/HOLDER SWIT 1/2 THR	27B PDL L/HOLDER SWIT 3/8 THR	27C PDL L/HOLDER SWIT 5/16 THR	27D PDL L/HOLDER SWIT 5/8 THR
28L PDL BATTEN HOLDER ANGLED	29L PDL BATTEN HOLDER STRAIGHT	PDL L/HOLDER UNSW 1/2 THR	30B PDL L/HOLDER UNSW 3/8 THR
PDL 2 way electrical socket	250V EXTENSION CORD	Shelving units	35 PDL MAINS SWITCH 1 POLE 60A
29S PDL SKIRT FOR BATTEN HOLDER	29R PDL RING FOR BATTEN HOLDER	31 PDL FLUSH BOB FOR 63T	SENTINEL ROTARY 40 CLOTHESLINE SN221084
HILLS C/LINE VILLA FAMILY F/GRN FD87010	LAWFORD PLSTC CTD C/LINE WIRE 9G	HILLS QUATRO 4 RETRACTING C/LINE FD51000	HILLS SIETRO 6 RETRACTING C/LINE FD51014
HILLS QUATRO 4 MOUNT BAR FD51008	HILLS SIETRO 6 MOUNT BAR FD51016	HILLS ONE PIECE POST KIT FD51004	HILLS TWO PIECE POST KIT FD51006
LAMP - 40W SES 300 DEGREE	12 PDL PLUG APPLIANCE BLACK	250 watt - spotlight	20B WHTPDL BASEONLY WHITE STRAIGHT

The above example is for hardware.

Using Quick Sales.

The Quick Sales interface is designed to behave in the same manner as a chain store or supermarket point of sale. It assumes every sale is “cash”. You may enter, and complete the sale of items, and include lay bys and customer orders if you have the required access rights.

The quick sales POS form – with the stock line buttons active - is as follows:

Client invoices cannot be created from the Quick Sales form. Neither can you create new stock items “on the fly”. You can apply an existing regular customer discount and maintain lay bys as well as releasing them.

Client orders can be created if you have top level access. Or someone who has authorizes your access.

All buttons behave in the same manner as their equivalents in Full Service.

If the customer has provided evidence they are exempt GST click **Tax Exempt** prior to entering anything for them. Sales return to the default setting once the sale is finished.

Invoice payments

- To enter customer payments for a credit invoice. First select the customer the payment is for by clicking **Reg. Cust F11** and selecting the customer from the list. The customer's name is placed in the green field at the top of the POS form. Click the **Invoice payment** button. The **Stock list** button changes to **Invoice list**. Select the invoice from the list.

Operator: System Administrator

Lock Front Counter Exit Front Counter

Create new item if code not found Dinwoodie and Brown. Loyalty card number 10000007 Expires 25/10/2017

Front Counter/POS Customer accounts Stock management Supplier stock orders

Due : 0.00

Void docket Docket discount

Other tender F2 Void item F6 Open drawer

To Auto F3 Change item F7 Refund / credit F9

Accept F4 Cancel F5 Review sale F8

Invoice : 201100037 Client code: MJD For : Invoice 201100037 test

Cash pay out Cash out Payment : 3.25

Invoice list Invoice payment Print order Tender EFTPOS Tender cash Cash / EFTPOS

Tax exempt Clr cust F1 Assign booking Lay bys F10 Park docket Release docket

Ice cream Cold Drinks Takeaways Fresh vegetables Hardware Groceries

Miscellaneous goods

- Item code** changes to **Invoice**. Enter the invoice number or select it from the client's invoice list. This list shows all invoices the client has against them. It also shows whether any payment has been made.

View/select invoices

Selected customer

Code :

Dinwoodie and Brown

Search Invoices

Number :

Select

Cancel

Invoice No.	Description	Due Date	Invoice Date	Amount	Paid	Due	to c
201100037	test	20/12/2015	24/11/2015	3.25	0.00	3.25	

- The POS changes to manual mode when you click **Invoice Payment**. It switches back to auto mode when you click **Accept**.
- The full amount due on the invoice is placed in the **Payment** field. You may enter less than is owed. In that case the next payment defaults to the new balance due.
- If you don't know the invoice click the **Invoice list** button. This activates a form that allows you to find invoices by client.
- Click **Accept**.

The POS appears as follows

Operator: System Administrator

Lock Front Counter **Exit Front Counter**

☐ Create new item if code not found

Dinwoodie and Brown. Loyalty card number 10000007 Expires 25/10/2017

Front Counter/POS Customer accounts Stock management Supplier stock orders

0 Payment for invoice # 201100037 0.00 3.25

Due : 3.25

Void docket Docket discount

Other tender F2 Void item F6 Open drawer

To manual F3 Change item F7 Refund / credit F9

Clear fields F5 Review sale F8

Item Code :

Cash pay out Cash out Discount (%) : 0.00 Quantity : 1.00

Unit price : 0.00 Net amount : 00.00

Stock list F12 Invoice payment Print order Tender EFTPOS Tender cash Cash / EFTPOS

Tax exempt Clr cust F1 Assign booking Lay bys F10 Park docket Release docket

7 8 9 Clear

4 5 6 +1

1 2 3 -1

0 . Ok

Ice cream Cold Drinks Takeaways Fresh vegetables Hardware Groceries

Miscellaneous goods

Click the preferred tendering button. The debtors record is updated with the payment.

Lay bys processing

- Lay bys must be for regular customers. That is, you must create a customer record to attach any lay by(s) to.
- To activate the lay bys form click the **Lay bys** button on the POS form. The lay bys maintenance form activates. You can also create new customers from this form.
- Once the lay by has been created it is easier to select the customer on the POS. Then click the Lay bys button. The lay bys form opens with the customer's lay by(s) already selected.
- If the customer already exists select them on Front Counter first.
- Once you created the required customer(s) select the customer the lay by is for. If the customer has a regular discount that will be displayed on the form. The discount IS NOT automatically applied to lay by items. You need to apply it if you wish to.
- To create, or record payments, for lay bys select the customer then click **Lay bys** on the POS. The lay bys form displays. To pay part, or all, of the lay by click the **Select** button.

Lay buys for: James General Store

Customer
Code : OHIG
Sam O'Higgins

Instructions	Pick up on	Laid by on	Paid to date	Total due	Balance
▶ New shop fittings	18 03 2016	30 01 2016	0.00	5035.00	5035.00

Item Code	Description	Quantity	Amount
▶ TRANS1500	1500 kV Transformer	1.00	2500.00
SECSYSTEM	Four camera security system	1.00	2195.00
404000	LAMP - 40W SES 300 DEGREE	25.00	340.00

To create a new customer click the **New** button if it is visible. In the above example it is not as the customer was already selected in Front Counter. Once the new customer has been created their record displays when you close down the customer form.

You may now create, change, or delete, lay bys. If you intend to complete the sale of the lay by items click the **Lay by** button on the POS sales tab. And then click the **Select** button.

The form displays all lay bys for the active customer. Plus the details of the currently selected lay by. Lay bys can have multiple items. You can release individual items and enter partial payments. Final release can only occur when the client has paid the total balance due.

To print a list of the lay by items click the either the Receipt or A4 button. If you click the A4 button the lay by list is shown in preview mode. You need to switch to the required A4 printer to make sure it prints on that printer.

To create a new lay by click **Lay by F2** then **New**.

Maintaining laybys for : Sam O'Higgins

Active Lay by :

Instructions :

Lay by date :

Pick up date :

Total to pay: 5035.00 Paid : 0.00 Balance : 5035.00

Navigation:

Description	Quantity	To Pay
▶ 1500 kV Transformer	1.00	2500.00
Four camera security system	1.00	2195.00
LAMP - 40W SES 300 DEGREE	25.00	340.00

Buttons:

Right sidebar buttons:

To create a new lay by click **New lay by** at the top right.

Instructions are optional. If the client has multiple lay bys it helps to enter something to identify the lay by. The instructions print on the top of the lay bys list.

The Lay by date defaults to today's date and the pick up date to today plus 30 days.

The amount paid, and due, are calculated as you enter payments and items for the lay by.

To maintain lay by items click **New item**, or **Edit item**, at the bottom of the form.

The following form opens:

Lay by details

Adding item to lay by.

Item code :

Description :

Discount : No. of Units :

To pay :

Buttons:

The item must be in the inventory. To create a lay by with multiple items select them individually. You may enter as many inventory items as you wish.

- To select a lay by for payment click **Select**. The following form activates:

Changing lay by balance for: Sam O'Higgins

OHIG

Payment amount : 1000.00

To pay : 4085.00

☐ Release lay by and update inventory

Save F2 Cancel F5

- Enter the amount to pay. You can enter a partial payment. The payment amount always defaults to the balance owing. When you enter a complete payment the lay by can be completed because the **Release lay by and update inventory** box is checked and active.
- The above example shows that, if the amount shown in **Payment amount** is paid, the lay by will still have \$4085.00 to pay.
- Click Save. You are returned to the POS with "Lay by payment" on the docket list.
- If the customer pays off the total for the lay by Front Counter POS will appear something like the following:

Operator: System Administrator

Lock Front Counter **Exit Front Counter**

☐ Create new item if code not found Sam O'Higgins.

Front Counter/POS | Customer accounts | Stock management | Supplier stock orders

0	Lay by payment	0.00	4085.00
1	1500 kV Transformer	0.00	0.00
1	Four camera security system	0.00	0.00
25	LAMP - 40W SES 300 DEGREE	0.00	0.00
20	250 W Osram dimmer light bulb	0.00	0.00

Due : 4085.00

Item Code :
 Discount (%) : Quantity :
 Cash pay out Unit price : **Net amount :** 00.00

- An entry is added to the docket list with a code of LAYBY and a description of "Lay by payment". The lay by items are included – with a net price, each, of 0.00 as they have been paid for by way of payments for the lay by. As above.

Releasing and paying for laybys:

Select the regular customer then click **Lay bys** on the POS page.

When making up the sale enter the amount of payment by clicking the **Select** button in the main lay by form. The total paid, to date, is included in the lay by display.

The Select form always defaults to the balance owing. If the amount to pay, and the amount being paid don't equal the total value of the lay by it cannot be released. Until the lay by is released the inventory level is not adjusted. Once the lay by has been paid for all items are added to the sales record. Only the lay by payment has a sales amount. The items are printed with "Lay by item" added to their description on the receipt.

The lay by payment is given a code LAYBY in FC. Multiple partial payments can be made. If the total layby has been paid for the layby can be released and the inventory updated.

Note the **To pay** amount is 0.00 and the **Release lay by and update inventory** box is checked. When this box is checked the inventory is drawn down. Leave it as the default unless you have a very good reason not to. At the same time the lay by is cleared.

Regular customers

Front Counter enables you to manage regular customer sales. You may:

1. Set up an automatic discount for them.
2. Define the customer as a cash only, or invoice customer. This provides a warning to the cashier if the customer requests credit.
3. Build invoices from Front Counter sales and pay them using the POS.

Regular customers can also have lay bys, orders and loyalty cards.

To modify the customer's sales settings click the **Sales / Loyalty** button on the **Client Maintenance** form. The following form displays:

Regular customer arrangements for : Dinwoodie and Brown

F1 - Help

Customer type
☐ Cash ☒ Invoice

Discount (%) : 10.00

☒ Loyalty card active

Short Description : Loyalty card

Loyalty number : 10000007

Card id (from card) : 9588521229987

Card active from : 26/10/2015

To : 25/10/2017

Available Card Types
Loyalty card

Loyalty numbers can be in the range: 1000000 to 9999999

Accumulated points : 0.00

Accumulated dollar value : 0.00

Minimum points required for redemption : 1000.00

Edit F3 Save F4 Cancel F5 Delete F6 Discounts Card Labels List cards

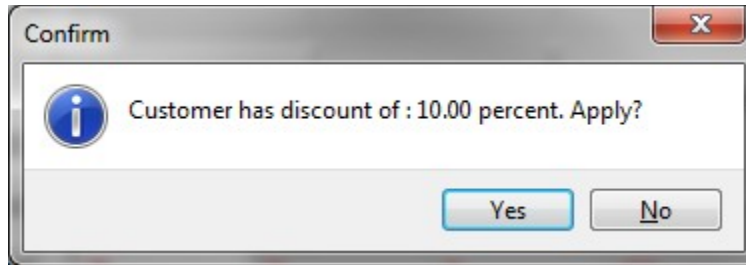
- The customer is an invoice customer.
- They have a discount of 10 percent.
- They have a loyalty card (gold) and have not accumulated any points through sales.

Alternatively you may activate this for the active client on the Client Accounts page of the full service POS by clicking **Loyalty**.

Discount is always optional when carrying out sales. If the customer has discounts enabled, and you select them by clicking **Client** and selecting a client, you are given the option of applying discounts for the rest of their sales. You can also clear the discount for any one sale item. To do so go to manual mode prior to scanning the item's bar code or clicking the stock line buttons.

If you enter the discount field, and don't have administrator's rights, you need to get someone who has to authorize the discount.

When a customer with discount enabled is selected the following form appears:



The POS appears as follows when a customer has a discount and a loyalty card.

Operator: System Administrator

Lock Front Counter **Exit Front Counter**

☐ Create new stock item if code not found. Dinwoodie and Brown.Loyalty card number 10000007 Expires 25/10/2017

Front Counter/POS | Customer accounts | Stock management | Supplier stock orders

1	Shelving units	10.00	247.50
1	3S PDL MAINS SWITCH 1 POLE 60A	10.00	20.83
1	HILLS C/LINE VILLA FAMILY F/GRN FD87010	10.00	319.20
1	HILLS SIETRO 6 RETRACTING C/LINE FD51014	10.00	179.99

Due : **767.52**

Item Code :
 Discount (%) : Quantity :
 Unit price : Net amount :

The above customer is an invoice customer, with a discount of 10% and a current loyalty card.

Sales are completed with a 10 percent discount. That does not include multi-item discount items.

When the sale has been tendered Front Counter is reset to "Normal". That is, the client field is cleared and the discount is set back to zero.

If the client has an active loyalty card tendering payment results in the following form activating:

Adding loyalty points for MJD Receipt 3229 Amount : 573.67

Scan/enter Card Id: Expires: 25/10/2017

Ok to approve.

Accumulated points: 0.00	Accumulated dollar value: 0.00
Additional points earned: 5736.70	New point's value : 5.74
Total points earned: 5736.70	Total dollar value : 5.74

Enter the card id. If you are using EAN8 or EAN13 bar codes you can scan it. When the card expires, the accumulated points and additional points earned from the current sale are zeroed. In the case above the points total a value of \$5.74.

The cashier must enter the card id. This can be scanned if a bar code is used. In that case the bar code must be EAN8 or EAN13.

If the total value of the accumulated points, plus the new points, exceeds the value of the item being purchased the points may be redeemed. In that case the loyalty card summary looks like the following.

Adding loyalty points for MJD Receipt 8465 Amount : 17.96

Enter Card Id: Expires: 27/11/2014

☒ Redeem points

Ok to approve.

Accumulated points: 529.71	Accumulated dollar value: 26.49
Additional points earned: 17.96	New point's value : 0.90
Total points earned: 547.67	Total dollar value : 27.38

Check the box "**Redeem points**". It is only visible if the points value exceeds the value of the item being purchased. If you check it the sale is completed with a sale type of LOYALTY. The payment processing form doesn't activate.

Client Accounts

This page provides an overview of the displayed client's situation, including any invoices, payments and stock orders. You may create new invoices and record payments (if they are not

included in the till takings).

The Payments made list displays payments for the currently highlighted invoice.

You can use this tab to check that the customer is acceptable as a credit risk if they haven't purchased anything for a while as it displays their entire credit history

To generate a one-off invoice click **Invoices**. This opens the invoices form.

To check for, and record (if not using the POS page), client payments click the **Payments** button. This opens the client payments form. Recording a payment here means no record is kept of the payment in sales. Add such payments to a deposit in **Bank Transactions** as a detail transaction.

To print a single job sheet click **job sheet**. You may print blank sheets or ones that include details of an existing client. The job sheet can be used to describe what the customer wants done.

Click **Registration** to maintain things like rentals, warranties, any other arrangements you may have with the customer that are time-dependent.

To maintain loyalty card rules click **Loyalty Rules**.

To maintain, and release, lay bys click **Lay bys**. When opened from this page the lay bys form allows you to change customers.

To find out what orders are due, or overdue, for delivery click **Delivery**. Enter the date range the deliveries are due within and preview the report.

Record client lay bys by clicking the **Lay bys** button. A client must exist before entering the lay by. Clients can be created from within the Lay bys form. To do so click **Clients** on the form.

See above for details on managing lay bys.

Actions – also known as registrations

Actions may be recorded by clicking the **Registration** or **Actions** button on the Client Accounts tab or going to Contacts Management in Back Office.

If the customer does not have a client record create one. Click **New** on the customer Accounts tab. To find existing actions click the **Actions** button.

This form displays any arrangements and existing invoices the client has. The invoice may relate to the arrangement. The intention is to provide one point of access to enable verification of registration.

The form displays any arrangement(s) the customer may have. As well as the invoices that may have given rise to that arrangement.

To maintain arrangements click **Maintain actions**. The following form displays:

- Optionally select the item **Code** from the inventory. You can skip this step and enter a one-off description.
- The description is the same as the inventory item. It can be changed.
- Optionally enter a **Main id** and, optionally, two alternate ids. These provide a means of identifying units that have separate serial numbers.
- Enter the date, and time, the arrangement starts.
- Enter the date, and time, when it finishes. This can be the same day as it starts.
- Enter any payment for an extended warranty or bond.

Once the arrangement is complete it is available in the Actions list that can be used by help desk staff. As follows:

Actions management.

Search for id code :
 Status: ☒ All ☐ Open only ☐ Closed only

Action :

Actions between : Thursday , 30 January 2014 and : Saturday , 7 May 2016

Name	Action	Id Code	From	Start time	Expires/Due	Time	Payment
▶ Dinwoodie and Brown	Arrange testing of CCTV system		1 Mar 2016	12:00:00	4 Apr 2016	12:00:00	
Dinwoodie and Brown	Arrange for air con service	99876652516	1 Feb 2016	13:00:00	7 Mar 2016	14:00:00	
Malcolm Lindeque	Fujitsu -F450 air conditioning unit - service	12345678901	20 Apr 2011	12:30	20 Feb 2016		
Ian Cardigan	To carry out cooling system service	459rref11	12 Aug 2015	12:30	11 Nov 2015		
Ellen Cordery	Remind of specials in September		12 Aug 2015	12:30	2 Sep 2015		
James Henry	Atlas stove	238776THA	2 Nov 2010	12:30	2 Sep 2015		
James Henry	Phillips Magna Air conditioning unit	238776THA	6 Aug 2010	12:30	6 Aug 2015		
John M Liberty	LG - four element gas hob	21668847HB	17 Jun 2011	12:30	17 Jun 2015		

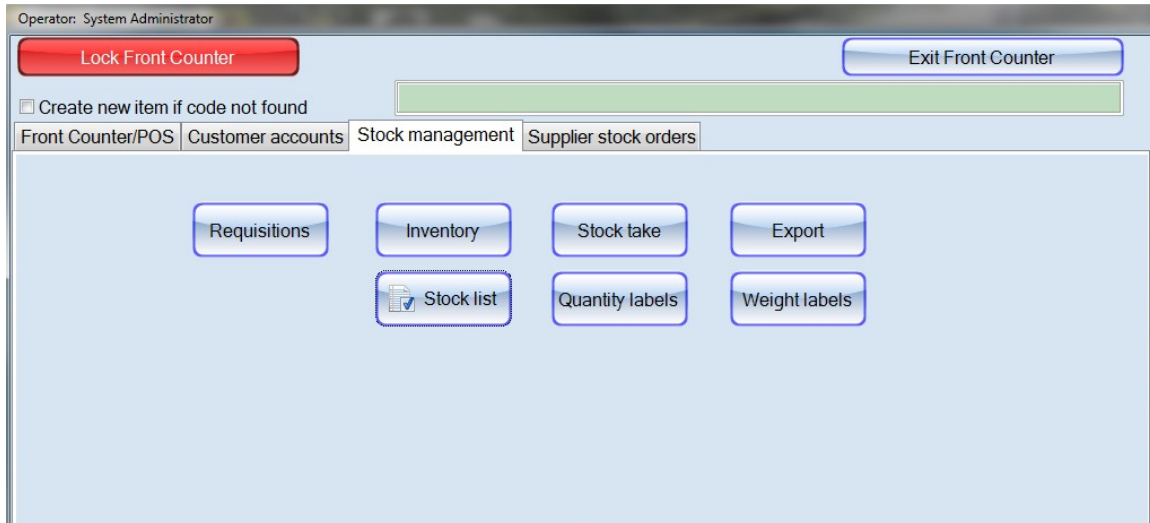
When a customer contacts you it is assumed they have the serial number. To check for warranties due to expire click the **Expires/Due** column header

Once the warranty has expired close or delete it in the warranty maintenance form. Or, alternatively, send them a reminder notice so you can increase the chances of repeat business. The registrations list can be set to display only open, closed, or all arrangements.

This form is also the main contacts management form.

Stock Inquiries

To maintain stock orders or find out if an item is on order go to the Supplier stock orders tab in Front Counter.



To maintain stock requisitions click **Requisitions**. This activates the requisitions form. Requisitions are for when one part of your business takes stock out of the inventory but doesn't sell it immediately. For example it may be held in a service van or used for demo purposes. You may wish to know where such items are. If the item is sold the inventory is drawn down by the invoice, or cash sale, created to record that sale.

To maintain stock click **Inventory**. This activates the Stock management form. Stock management allows you to set up sales displays, define item buttons, set item specials and multi-item discounts.

If carrying out a stock take click **Stock take**. Stock takes can be carried out by dividing them into stock lines. This can help make it easier to carry out if you have a large inventory.

To create an export file of the entire inventory in Comma delimited (Excel - CSV) format click **Export**. If you create such a file it can be imported again using the stock inventory Update process. Be aware that Excel often puts new characters into files if you save them as something other than the original format.

To check whether an item is in stock, and its price, click **Stock List**. This is the same stock list as is activated from the **Front Counter** tab.

To produce detailed quantity and weight labels click the relevant buttons. **Quantity labels** produce labels (including bar codes) that include expiry date, date packed and your business name. **Weight labels** include the weight of the item, as well as the other data on quantity labels.

Requisitions

You can use stock requisitions if stock is removed from the inventory for internal purposes and you want to know where it is. For example if you run a service business and hold stock in vans. If this is done make sure you don't include that stock as part of a detailed line on any invoices

created by the service staff if **Draw down stock** is checked when creating the requisition. If you do the stock will be drawn down twice and as a result stock levels will be wildly inaccurate.

The requisitions form is as follows:

Maintaining requisitions for: James General Store

Requisition

Number : REQ-62

Who by : James

Reason : Delivery van - extra stock

Date : Friday, 14 August 2015 ☐ Draw down stock

Navigation: < < > > Search

Item Code	Description	Quantity
123SAMP	250V EXTENSION CORD	10.00
1234YJ	PDL 2 way electrical	10.00
5699911	250 watt - spotlight	10.00
TRANS1500	1500 kV Transformer	1.00
▶ GEN1	Generator - 1500KV	1.00

Buttons: Add F2, Edit F3, Cancel F5, Save F4, Delete F6, Add F10, Edit F11, Delete F12, Print, Report

Requisition items must exist in the inventory.

- To add a new requisition click **Add (F2)**.
- The number is created automatically.
- Enter the name of the person requisitioning the stock. Depending on your internal policies they may need to sign the requisition form.
- Enter the **reason**.
- Enter the **date**.
- If stock is to be drawn down check **Draw down stock**. If the item is to be included on the invoice don't check the box. In that case the requisition is purely for information purposes.
- Click Save.
- Details become visible.

To enter details

Maintaining requisitions for : James General Store

Requisition
 Number : **REQ-62**
 Who by : James
 Reason : Delivery van - extra stock
 Date : Friday , 14 August 2015 ☐ Draw down stock

Navigation: << < > >> Search

Buttons: Add F2, Edit F3, Cancel F5, Save F4, Delete F6, Exit, Print, Report

Adding to requisition.

Details
 Stock Code : ZZ12345
 150 watt Osram light bulb
 Quantity : 15

Buttons: Save, Cancel

- Click **Add (F10)**.
- Select/enter the stock item's code or bar code.
- Enter the **quantity** being requisitioned.
- Click **Save**.
- If written authorization is required click **Print** and sign the form.

PSL Report Preview :

Stock Requisitions
James General Store

Reason : Delivery van - extra stock Requisition No. : REQ-62
 Who by : James Date : 14 August 2015
 Signature : _____

Code	Description	Quantity
123SAMP	250V EXTENSION CORD	10
1234YJ	PDL 2 way electrical socket	10
5699911	250 watt - spotlight	10
TRANS1500	1500 kV Transformer	1
GEN1	Generator - 1500KV	1
ZZ12345	150 watt Osram light bulb	15

31% Page 1 of 1

To find out what requisitions have been completed click Report. Select the dates and then click either Preview or Print.

Supplier Stock Orders

Operator: System Administrator

Lock Front Counter **Exit Front Counter**

☐ Create new item if code not found

Front Counter/POS | Customer accounts | Stock management | **Supplier stock orders**

Orders for supplier

Code :

MasterTrade

Orders
Replenish
List orders

Number	Supplier	Description	Order Date
63		Stock replenishment order	14/08/2015
64		New stock	1/02/2016

Stock Code	Description	Ordered	Buy value	Provided
1074PDL	27D PDL L/HOLDER SWIT 5/8 THR	10	193.78	0
1252PDL	29S PDL SKIRT FOR BATTEN HOLDER	10	15.1	0
949PDLs	25 PDL L/HOLDER SWITCH C/GRIP	10	145.1	0
64721BW	21B WHT PDL BASE ONLY WHITE ANGLED	15	274.35	0

To list orders, and their status, click List. If you have a large number of orders the list can be fairly long.

Report Preview :

Thumbnail Search Results

Order No.	Who to	Description	Date	Placed?
200700004	Supplier order to: PLACE Placemakers	Still another test order	22 Jan 2007	Yes
200700005	Supplier order to: BUNN Bunnings	And another	22 Jan 2007	No
200700006	Supplier order to: CARTERS Carters	Order for job TIKI/1	22 Jan 2007	No
200700007	Supplier order to: MICO Mico	Plumbing order	23 Jan 2007	No
200700008	Supplier order to: PLACE Placemakers	Order for Quote : TIKI2/1-1/1 Job Card : TIKI2	30 Jan 2007	No
200700013	Supplier order to: HAR Harper Collins Publishers	Harper Collins	5 Apr 2007	No
200700014	Supplier order to: PEN Penguin Publishing	New books	22 Feb 2008	No

Page 1 of 2

Click Orders to maintain orders for all suppliers.

New orders can be created, and old ones maintained. See Stock for more detail about stock orders.

To produce client orders use the **Client Accounts** page.

You can generate stock replenishment for those items set up for it.

You can list all open orders – click **List**.

To include an item in a supplier stock order include the relevant supplier code as part of the item's inventory entry.

Stock Replenishment

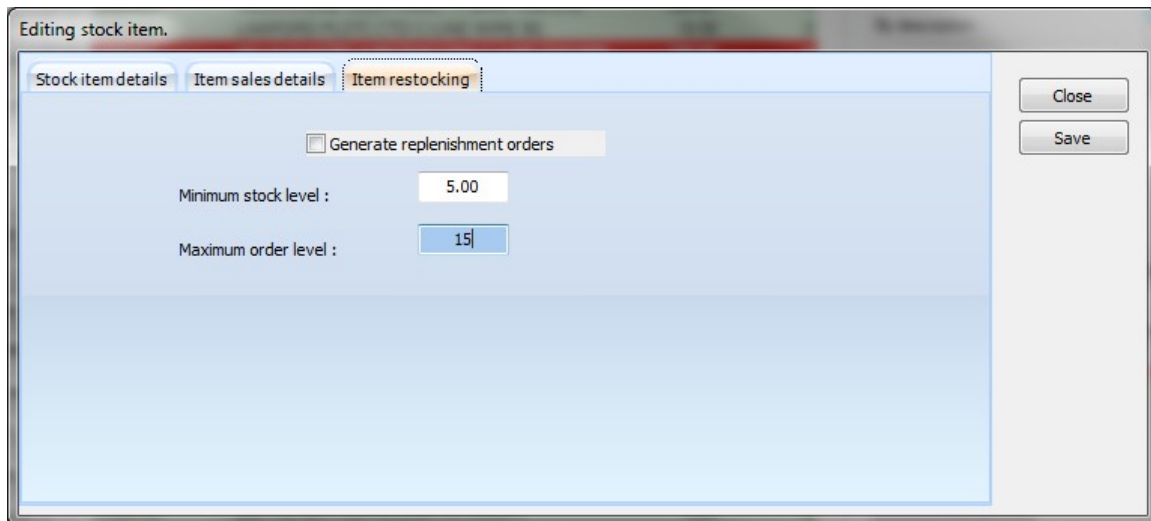
To enable stock replenishment you need to set replenishment on for each stock item. Set the level it is activated at, and the minimum standard order level.

There are two ways to set replenishment.

1. For each item, whether it has been linked to a supplier or not. This restricts you to producing stock replenishing lists of all items due for restocking.
2. For each item by supplier. This enables you to produce supplier orders.

Once you have set the minimum stock level all the relevant lists (including stock management) highlight any items due for restocking in red.

- 1 For each item: Select the **Item restocking** tab on the stock maintenance form.



- Check **Auto replenish on** if the item is to be included in stock orders. To stop including this item in replenishment orders uncheck it. For auto replenishment to work the item must be linked to a supplier – put their code into the **Supplier code** field on the Stock item details tab.
- Enter the **minimum stock level** that will trigger an entry in the stock order. In the above example order processing will include this item when the stock drops to 5, or below.
- Enter the **minimum order level** to be included in the stock order. In the above example

15 is the default number of units each time this item is included in an order.

You can turn auto replenish off without having to change the stock and order levels. If stock items have been imported from a price list it is set to off. Turn it on for the items you want it active for.

When you click **Replenish** in the Stock Order page the following form displays. Select suppliers that have been set up to receive orders. This may include their email address.

Replenishing stock for : James General Store

Supplier : MasterTrade

Current open orders.

Order	Description	Order value	Date
▶ 63	Stock replenishment order	1050.50	14/08/2015

If there are any open orders they display. The default is to add the additional stock to the selected open order. If no orders are open a new, open, order is created. Each time a supplier order is created in this way it has a description "Stock replenishment order". Note the order above

You can review orders and change the quantities ordered, or delete items you don't want to stock anymore. In that case it may be a good idea to turn off automatic replenishment for that item.

Select the supplier to place the order with. If that supplier has any open orders they display in the list. Whichever one is selected is the one the items are added to. If you don't want that to happen close all the existing orders. In that case a new order will be created.

End-of-day/shift, Cash up/Banking

You must be logged on with administrator's rights to run this process.

Open this form from the Front Counter selection form. When first opened the date used to calculate the banking is today's date. Change the date if required. To carry out banking make sure:

1. No one is logged on to Front Counter or
2. The selected date is correct. Unless you are carrying out cash up for the previous day's takings.
3. If someone is logged on, exit Front Counter, and reenter. Cancel the log on. The sales page must not be active.

If you change the date click the **Calculate** button to obtain the amount to be banked.

The left-most column shows the totals based on sales completed by cashiers. The right hand

column provides for check totals based on your calculations, and the totals from your EFTPOS provider. Cash in drawer defaults to the amount that should be there. Based on the total cash taken in, minus any change and cash outs.

If you leave the check totals at zero the entered amounts are used.

Front Counter end of day processing for : James General Store

Deposit Date : 26/08/2015

Sales on : 26/08/2015 ☐ Retain next day's float

Total float amount :	200.00	Check totals	
+ Cash tendered :	62.50	Cash in drawer	53.90
+ Cheques :	0.00	Cheques :	0.00
=====			
- Cash outs/pay outs	0.00	Drawer balance :	53.90
- Change :	8.60	Discrepancy (Over) :	0.00
Minus next day's float :	200.00	To deposit :	53.90
Refunded :	0.00		
Coupons	0.00	Coupons :	0.00
Offline EFTPOS	0.00		0.00
<input checked="" type="checkbox"/> Deposit EFTPOS payments			
+ EFT/POS	357.30	EFT/POS	0.00
Total electronic transfers :	357.30	=====	
		Total EFTPOS.	0.00
Total banking from sales :	411.20	Discrepancy :	0.00
Cash pay outs	0.00		
Deposit in bank account :	00466-1789452-90 Cheque account		
<input type="button" value="I<"/> <input type="button" value="◀"/> <input type="button" value="▶"/> <input type="button" value="I>"/>			
Income ledger account			
100	<input type="button" value="Sales and general income"/>		

- Make sure the date is for the day the sales are for. If you change them click **Refresh** to refresh the totals.
- Enter the amount of money to be retained for next day's float into **Minus next day's float**. If it differs from the previous amount
- Enter the actual amount in the cash drawer(s) into the **cash in drawer** field if it differs from the amount calculated
- To calculate the amount in the cash drawers click **Calculate**. The cash calculator will pop up. Enter the relevant denomination counts into the fields and click **Accept**. Include the

float amount as part of the money in the drawer. It is subtracted when you click **Accept** – providing you have already entered the next day's float value. The total will be placed into **cash in drawer**. The example below has no discrepancy.

Retail Business cash calculator.

	Denomination count	Value
Ten cents	<input type="text" value="10"/>	1.00
Twenty cents	<input type="text" value="2"/>	0.40
Fifty cents	<input type="text" value="5"/>	2.50
One dollar	<input type="text" value="5"/>	5.00
Two dollars	<input type="text" value="6"/>	12.00
Five dollars	<input type="text"/>	0.00
Ten dollars	<input type="text"/>	0.00
Twenty dollars	<input type="text"/>	0.00
Fifty dollars	<input type="text"/>	0.00
One hundred dollars	<input type="text"/>	0.00
Five hundred dollars	<input type="text"/>	0.00
One thousand dollars	<input type="text"/>	0.00
		=====
		20.90

- If the EFTPOS balance (from your provider) differs from the amount displayed enter that amount into the EFTPOS check total field. The aim is for the Discrepancy totals to be zero.
- Compare the **To deposit** total with the **Drawer balance**. Any discrepancy is displayed. When you click Bank you will be given the option of banking the drawer balance rather than the **To deposit** amount.
- Optionally, using the EFTPOS sales report enter the recorded EFTPOS sales in the Check totals fields. This is purely for checking purposes.
- To record a bank transaction of the EFTPOS sales check the box "**Bank EFTPOS sales**".
- Select the bank the deposit is to be made in. If you don't have a bank record set up you can ignore this.
- Select the ledger account the income relates to.
- If required produce a detailed audit report (Audit) or a daily banking summary (Banking). The daily banking summary will have identical figures to the form
- Click Bank. The form is cleared. If the **Total deposit** is zero you will be told there was nothing to bank.
- Refunds and Coupons are for information purposes and, in the case of coupons, to make sure the values match.

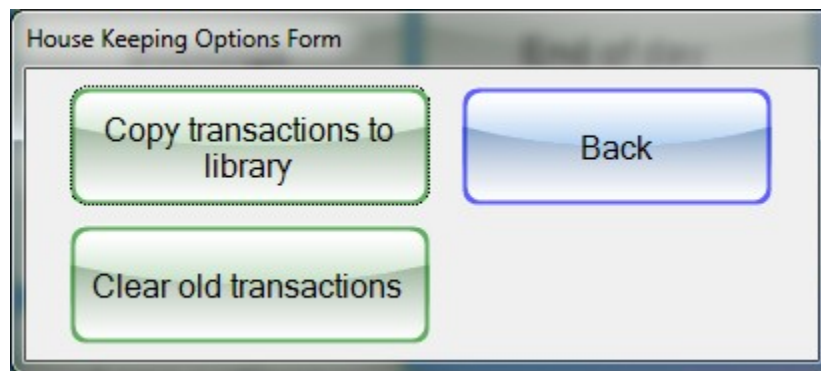
The form includes separate totals for EFTPOS and and offline EFTPOS sales. The EFTPOS total is banked if you check the Deposit EFTPOS payments button. The offline EFTPOS payments are for reconciliation purposes.

If you wish to validate the float balances against actual transactions click the **Audit** button.

If customer invoices were paid through Front Counter a detailed bank transaction is created that includes a payment record for each invoice and a single line for the cash. Other wise the bank transaction is a simple one using the bank account selected at the bottom.

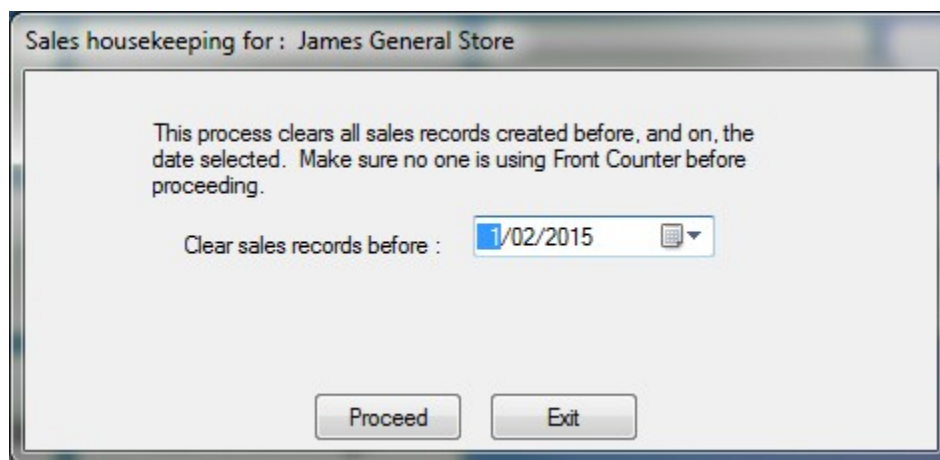
Housekeeping

Select **Housekeeping** on the Front Counter selection form.

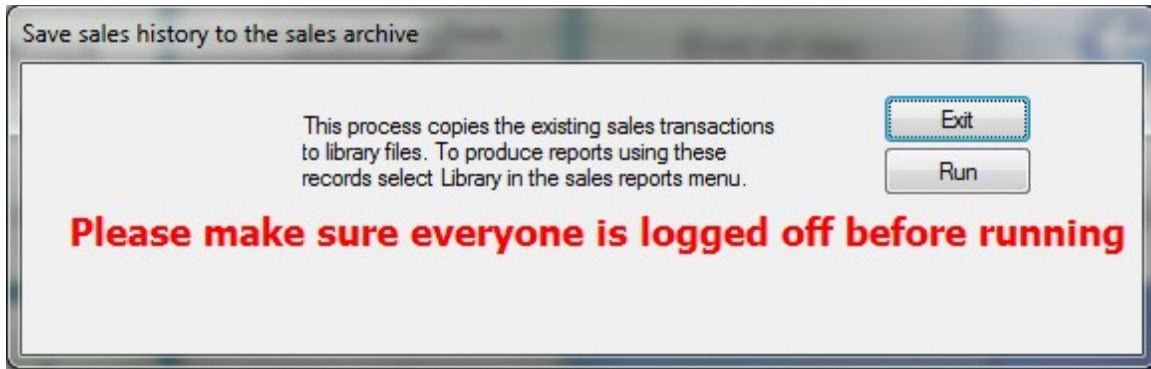


This menu provides two options:

1. Clear out sales records no longer needed. Running it periodically clears up space on the disk and, on a network, improves response times.



2. To keep an extended history of sales, copy them to a history library. Library reports are available from the sales reports menu. If you have a large number of transactions daily it may be a good idea to run this option at least once a week. Or monthly.

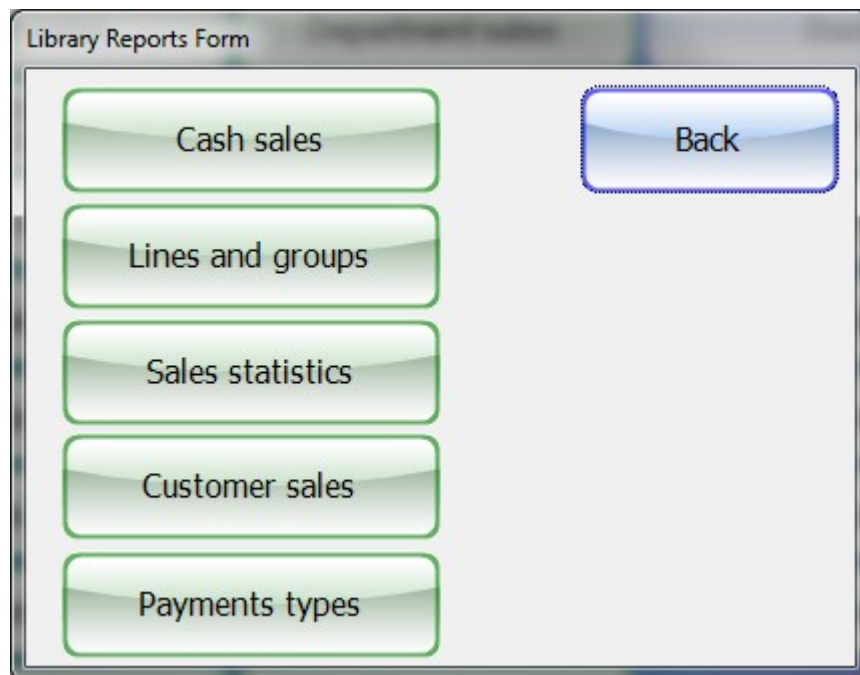


Once the records have been cleared you cannot recover them unless you have a recent back up archive.

Warning – do not run either option unless everyone is off the system. If you have not run the copy transactions option for a long time the process could take a while. Up to 15 minutes for 15 megabytes.

The sales report menu includes a button to activate the library-based reports. These reports will be as complete as the date you last updated the library.

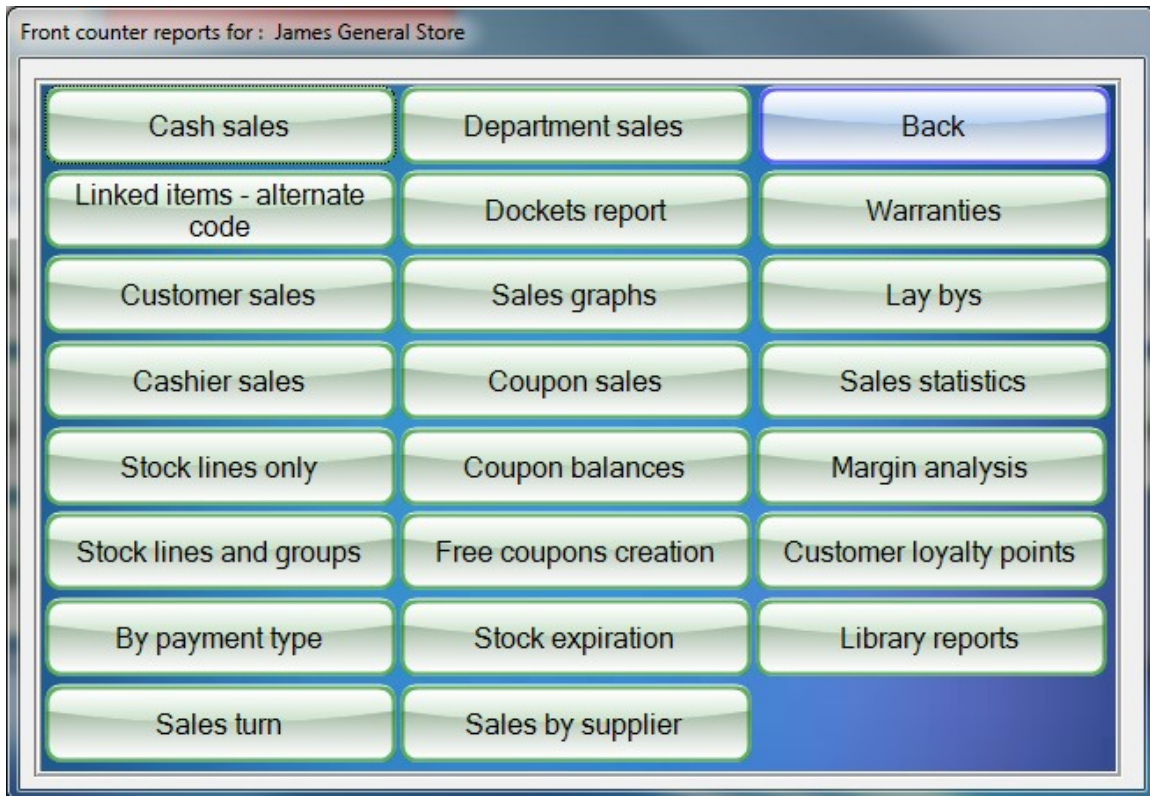
The library reports form is as follows:



Library reports are restricted to stock-related activity/sales only. Non-sales data is not copied into the library – for example warranties/arrangements, invoices, etc.

Sales reports

There are thirteen sales reports available. All reports provide for a selection based on client or inventory item, and by date. As a result there is an extensive range of information available.



1. Warranties - by all, or selected, clients. Up to, or between, selected dates.
2. Linked items – alternate code. This report requires that you have set up stock items sharing a common alternate code. The options are other wise the same as **Cash sales**. You need to select the alternate code to report on.
3. Cash sales - all, or selected, inventory items. Up to, or between, selected dates. This report is useful for assessing how popular any item was.
4. Margin analysis – this report calculates the margin on actual sales. It is based on an average sale price compared with the actual buy price of the items.
5. Customers sales - you need to select regular customers in the POS for this report to include any information. This report is for selected customers up to the selected date.
6. Cashiers – the value of sales by cashier. You can use this to assess performance pay if you have that arrangement. IN that case each cashier has to have their own logon.
7. Lay bys - by selected customers and pick up dates.
8. Sales statistics. This report prints the amount of sales for each item, the percentage of number of total sales, and the percentage of total sales value. It gives a good indication of whether it is worthwhile to continue stocking an item.
9. Stock lines only – only items belonging to stock lines, all or selected.
10. Lines and groups. The same as sales statistics but by lines and groups. You can use this to assess the success of any line and group-based sales.
11. Payment types – use this report to find out which payment types are the most popular
12. Stock turn. This report requires that stock is ordered, and fulfilled, by using stock orders. It calculates an average duration based on stock orders for the relevant items made up within the period selected. If you regularly delete stock orders this report will be of no use.
13. Department sales – this requires that you have more than one cashier lane and that the lane has been assigned to a specified department.
14. Dockets reports – sales by dockets, including the detail of each docket. Use this to check cashiers aren't playing games with sales.
15. Sales graphs – a range of graphs for sales between selected dates

16. Coupon sales – dockets for which the tendering option was coupons.
17. Coupon balances – this provides a summary of the balances for each credit coupon currently in use.
18. Free coupons creation – use this report to check for when, and for whom, free coupons were created.
19. Stock expiration – based on stock orders fulfillment dates and selected age of items. This only works if you use stock orders to update the stock.
20. Library-based reports. Library reports use data from archived sales records. To add to the archive select Housekeeping -> Copy transactions to library. This process must be run when no one else is using the system. The archived records are removed from the live system. If you have a large number of transactions (15,000 a week or more) it is a good idea to run this monthly. Or even weekly.

Reviewing sales

To review existing sales records click the **Review (F8)** button. A reviewed sale may not be changed. The sales slip can be reprinted.

The review selection list appears as follows:

Review/select existing sales receipts for : James General Store

Search for docket no. : Search by time (HH:MM:SS):

Search by date (dd/mm/yyyy) :

☐ Display interrupted transactions only ☐ Display free sales ☐ Display loyalty redemptions

☐ Display partially completed transaction only

Receipt No.	Type	Check	Amount	Amount tendered	Change	Cashier
3229	EFTPOS		\$573.67	\$573.67	\$0.00	S
3228	EFTPOS		\$767.52	\$767.52	\$0.00	S
3226	EFTPOS		\$4,085.00	\$4,085.00	\$0.00	S
3225	EFTPOS		\$1,000.00	\$1,000.00	\$0.00	S
3224	EFTPOS		\$3.25	\$3.25	\$0.00	S
3217	EFTPOS		\$23.85	\$23.85	\$0.00	S
3213	EFTPOS		\$5.90	\$5.90	\$0.00	S

The sales are in date order. With the most recent sales are the top. Use this to verify a return item if the customer has lost the sales slip but knows that date of the purchase, and the amount. Other wise it can be difficult to find a specific record.

The review list is for non-archived sales. This means if you archive sale records every week you will need to print a library sales report to find the receipt if it is older.

If you forgot to print a sales receipt review gives you the chance to do so. Select the sale, then click **Clear review**. The receipt is printed as a duplicate.

If you are using an EFTPOS terminal with Front Counter, and the terminal fails for some reason, you can review interrupted sales – check the box **Display interrupted transactions only**.

If the tendering process was interrupted for any reason, especially if a signature was required, then check the box **Display partially completed sales only**.

The POS appears as follows when reviewing a completed sale.

Operator: System Administrator

Lock Front Counter Exit Front Counter

☐ Create new item if code not found Dinwoodie and Brown. .Loyalty card number 10000007 Expires 25/10/2017

Front Counter/POS Customer accounts Stock management Supplier stock orders

1	250V EXTENSION CORD	0.00	19.01
1	HILLS C/LINE VILLA FAMILY F/GRN FD87010	0.00	354.67
1	HILLS SIETRO 6 RETRACTING C/LINE FD51014	0.00	199.99

Due : **573.67**

Void docket Docket discount

Clear Review F2 Void item F6 Open drawer

To manual F3 Review Details F7 Refund / credit F9

Clear fields F5 Review sale F8

Item Code :

Cash pay out Cash out Discount (%) : 0.00 Quantity : 1.00

Unit price : 0.00 Net amount : 0.00

Stock list F12 Invoice payment Print order Tender EFTPOS Tender cash Cash / EFTPOS

Tax exempt Clr cust F1 Assign booking Lay bys F10 Park docket Release docket

7 8 9 Clear

4 5 6 +1

1 2 3 -1

0 . Ok

Ice cream Cold Drinks Takeaways Fresh vegetables Hardware Groceries

Miscellaneous goods

If the **Void** or **Accept** buttons are clicked a warning message displays. The action is not carried out. You cannot edit a completed sale.

To clear a reviewed sale click **Clear Review (F2)**. You can reprint the sales receipt if required.

Creating Items not in inventory

Front Counter does not require the inventory be fully populated before using it. Stock items can be created "on the fly". To do so check the **Create new stock item if code not found** box. When the sale is Accepted a new inventory item is created.

Once checked this box stays checked unless you uncheck it.

The Sales form appears as follows when this facility is enabled and a new item is being entered.

Operator: System Administrator

Lock Front Counter Exit Front Counter

☒ Create new stock item if code not found.

Front Counter/POS Customer accounts Stock management Supplier stock orders

Due : 0.00

Void docket Docket discount

Other tender F2 Void item F6 Open drawer

To Auto F3 Change item F7 Refund / credit F9

Accept F4 Cancel F5 Review sale F8

Item Code : jmgd New item.

Item De This is a new item's description

Cash pay out Cash out Discount (%) : 0.00 Quantity : 1.00

Unit price : 25.00 Net amount: 25.00

Stock list F12 Print order Tender EFTPOS Tender cash Cash / EFTPOS

Tax exempt Reg. Cust F11 Assign booking Lay bys F10 Park docket Release docket

Ice cream Cold Drinks Takeaways Fresh vegetables Hardware Groceries

Miscellaneous goods

7 8 9 Clear

4 5 6 +1

1 2 3 -1

0 . Ok

- The page switches to manual mode as soon as an Item code that cannot be found is entered.
- Enter the **Description** and **Unit price** of the item.
- Click **Accept** and the new item is saved to the inventory. Whatever code you entered as the item code is saved into the Stock/PLU code field. If you used a bar code you may not change that code, nor remove the item. It is better to use a shortened stock/PLU code rather than a bar code. Especially as you are less likely to make a mistake when entering it.

This function is really only practical when you are not under pressure to complete sales. Or there is an alternative cashier lane customers can use.

Items saved in this way do not have a buy price. To carry out stock valuation a buy price is required.

The inventory form has the facility to check for items with no buy price. It is the **No buy price** button in the lists group on stock management. When clicked the following form appears:

To enter the buy price highlight the item and click Select to edit it.

List of stock items with no buy price for James General Store

Search by description : Select Exit

Code	Description	Items in Stock	Retail Price
▶ ZZ12345	150 watt Osram light bulb	-118	2
YELLOWCAPSICUM	Yellow capsicum	0	1.65
XZ154432	250 W Osram dimmer light bulb	-165	2.5
VELVETINE	Velvetine pears	0	2.95
VANSYRUP	Vanilla syrup	0	0
VANICECREAM	Vanilla ice cream	-5	0
VANFLAV	Vanilla flavour	0	0
TROPPIZZA	Tropical Pizza	-11	0
TRANS5000	5000 kV Transformer	0	3900
TRANS2500	2500 Kw transformer	0	1500
TRANS1500	1500 kV Transformer	-1	2500
TRADPIZZA	Traditional pizza	-9	0
TOPTOMS	Extra tomatoes	0	0
TOPPINE	Pineapple	0	0
TOPOLIVES	Olives topping	4	0.6
TOPMROOM	Mushroom topping	0	0
TOPHAM	Ham topping	0	0
TOPEXTRACH	Extra cheese topping	2	0.5

◀ ▶ ⏪ ⏩

This list should not be allowed to become very long. Check it regularly and update the relevant item's buy price. Buy price is required to calculate stock value. Generally the only items that remain on this list are non-stock items like freight, services, etc.

Creating client invoices from Front Counter

Retail sales may be invoiced. To do so follow the sequence below:

- Enter the sales items as usual.
- Before clicking **Other tender** click **Reg. Cust** to select the customer the invoice will be for. If you wish you can set up a cash customer to generate one-off invoices on request. You will have to make the "cash" customer an invoice customer as well. For example if the customer has to show that the purchase is based on a purchase order.
- Click **Other tender** and then select the **Generate Invoice/Coupon** option

With a regular customer selected Front Counter should look something like the following:

Operator: System Administrator

Lock Front Counter Exit Front Counter

☐ Create new stock item if code not found. Dick Ryan.

Front Counter/POS Customer accounts Stock management Supplier stock orders

1	Shelving units	0.00	275.00
1	PDL 2 way electrical socket	0.00	25.00
1	HILLS SIETRO 6 RETRACTING C/LINE FD51014	0.00	199.99

Due : **499.99**

Void docket Docket discount

Other tender F2 Void item F6 Open drawer

To manual F3 Change item F7 Refund / credit F9

Clear fields F5 Review sale F8

Item Code :

Cash pay out Cash out Discount (%) : 0.00 Quantity : 1.00

Unit price : 0.00 Net amount : 00.00

Stock list F12 Invoice payment Print order Tender EFTPOS Tender cash Cash / EFTPOS

Tax exempt Clr cust F1 Assign booking Lay bys F10 Park docket Release docket

7 8 9 Clear

4 5 6 +1

1 2 3 -1

0 . Ok

Ice cream Cold Drinks Takeaways Fresh vegetables Hardware Groceries

Miscellaneous goods

The client's name in the green field at the top of the POS. That is required before the sale can be converted into an invoice.

- **Select the client from the Client's list.** Make sure the client is not a cash client. If the client is Cash only you may still generate a sales invoice for them.
- Once you have the correct client displayed in the green field at the top of the POS you can click **Other tender**.
- The **Generate Invoice/credit note** button is activated. Click that.

Tender payment - select payment method(s).

Receipt no. 3241 Total due: 499.99

EFTPOS / Coupon	Cash / Coupon	Coupon	Cheque
Generate invoice/ credit coupon	Redeem credit (not coupon)	Redeem credit coupon	Offline sale

Cancel

Change : 0.00 **F1 - help**

Total tendered : **0.00**

Balance due : **499.99**

- Enter the required details about the new invoice.

Generate invoice / credit coupon / gift card for receipt :3241

☐ Tax exempt

Billing date : Monday , 1 February 2016

Date payment due: Sunday , 20 March 2016

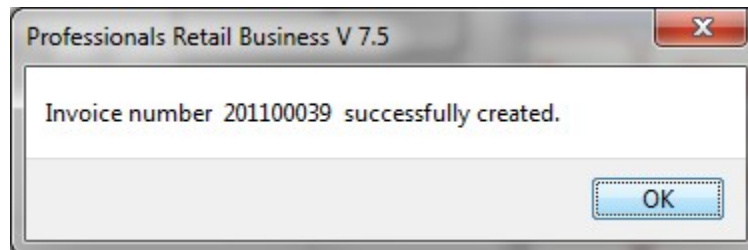
Purchase order :

Description :

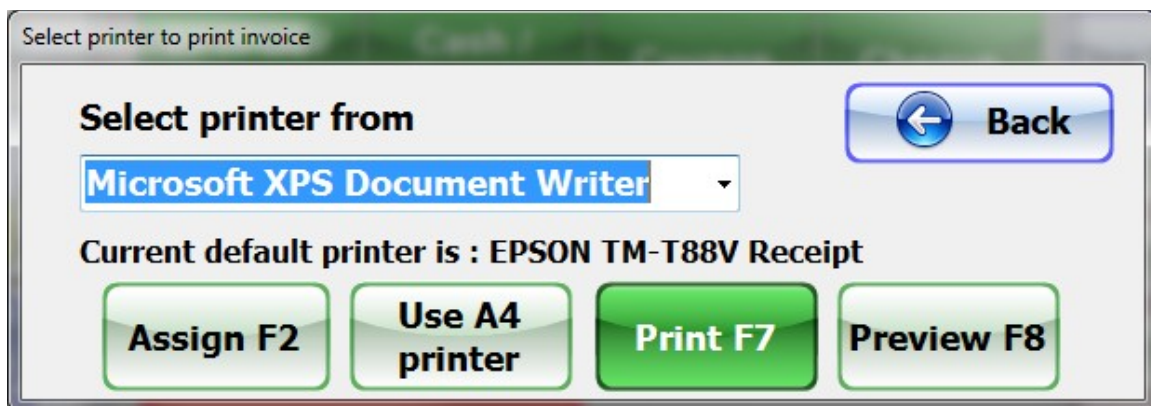
Generate invoice and order **Generate Invoice F2** **Cancel F5** **Include notes**

Credit / gift card
Free coupon (prize, etc)

- If the invoice is for a tourist with GST exemption check **Tax exempt**.
- Enter the **date payment is due**. The default is 30 days from the current date.
- Enter any **purchase order**.
- Change the **description** if you wish. The description helps to identify invoices when selecting them for payment.
- Click **Generate** to create the invoice. The creation is confirmed and the number displayed.



- Click Ok and a form activates to allow you to select the correct printer for the invoice. You can select preview if you wish to check the invoice.
- If it looks ok print it. If it needs to be changed go to the Client accounts page and modify it there.
- The printer selection dialogue activates. Invoices printed from here don't include notes. They do include a remittance advise slip.



- Select the printer to print the invoice – the default is to use the receipt printer. Once it is highlighted click **Assign F2**, then Print or Preview (then print). If you wish to use an A4 printer select the appropriate printer, assign it (F2), then print.
- Click Back to return to the sales page.

Once the invoice is printed the default printer is reset back to the usual.

Parking and releasing sales dockets.

Parking a sales docket allows you to put aside a sale while the customer gets another item. And still serve other customers in the queue. You can also use the holds facility to assign a docket to a booked customer when they come in, hold it, and then release it when they are ready to pay.

To hold a sale click the **Park docket** button, after you have entered at least one sales item. The sale is immediately removed from the docket list.

To release a held sale click the **Release** button. A selection form activates. It may be a good idea to read off a couple of the detail lines to confirm you have the correct docket if there is more than one. Select the docket to release. Once you have done so you may add, change, or void items.

Docket	Name	Amount	Date	Cashier Code
3233		\$22.10	22 Dec 2015	10

Release (F4)
Cancel (F5)

Search for receipt :

F1 - Help

Qty.	Description	Unit price
1	Asparagus bunch	4.5
1	Yellow capsicum	1.6
1	Jersey Benny Potatoes	2.9
1	Kohl rabi	1.5
1	1.5L Fanta	2.5

Held items can be released in any cashier lane. This means a customer can switch lanes and the docket, created by another cashier, can be released by the cashier of the lane they are now in.

At the end of the day there should be no held dockets. If there are you need to release and then void them.

Staff rosters

Use staff rosters to allocate staff to duty at certain times. The aim of staff rosters to check that staff are available for any bookings that are made. You can print off staff rosters by individual staff member. Or all staff.

In addition rosters can be used to advise staff of when they're expected to be on.

Rosters must be set up by the day. If you attempt to duplicate a date you will be warned and will not be able to save the roster.

The staff rosters form is as follows:

Staff roster maintenance for: James General Store

Change date to view roster

Friday , 5 February 2016

Notes :

Very busy today. Need everyone on deck all day

Staff id	Name	From	To
101	McLay	08 : 00am	6 : 00pm
102	Smith	08 : 00am	6 : 00pm
103	Gibson	08 : 00am	6 : 00pm

Use Notes to include special information that relates to that day. The notes print on the roster form.

The form opens with today's date showing.

To create a new roster change the date until **New Roster** becomes visible. Click it. When a date with no roster set is selected the form will look like the following:

Staff roster maintenance for: James General Store

Change date to view roster

Monday . 8 February 2016

Notes :

Staff id	Name	From	To

You can create rosters as far in the future as you like. If you wish to provide specific instructions you can include notes. They print with the roster. When editing a roster the only field active is **Notes**.

The form will now look like the following:

Once you have set up the roster for the day you can start adding staff to the roster.

- Select the staff member's id. This is the same id as they use to log on to Front Counter.
- Enter the times they will be **on from** and **to**. In 24 hour format. That is 8.00am is 0800 and 1.00pm is 1300.

Staff roster maintenance for: James General Store

Change date to view roster

Monday , 8 February 2016

Notes :

Adding roster details

Staff id : 101 Janet McLay

On from (24hr) : 0800

To : 1800

When adding details you must enter the staff member's id and then their start and finish times. The times must be in the 24 hour clock format. For example 8:30 am should be entered as 0830.

Once a number of staff have been added to the roster you may print the roster.

You can edit staff details from the rosters form - click **Staff**.

To clear old rosters click **Clear old rosters**. Select the date to clear to.

Clear staff rosters prior to selected date.

Clear rosters up to (and including) :

If you wish to check that a staff member hasn't been over committed, or for that matter, under committed, click the **Review** button.

A form activates that allows you to check for days and times the staff member selected in the details list has been rostered on.

The form appears as follows:

Rosters review for: Janet McLay

Rostered on dates

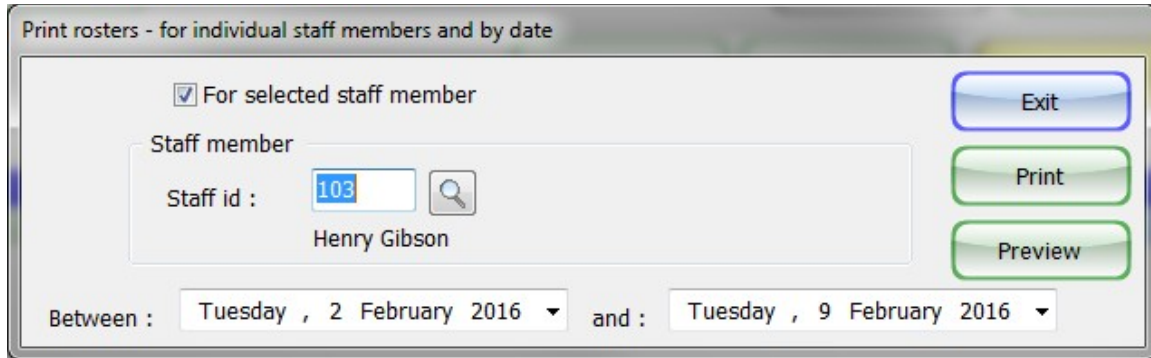
Between :

and :

Date on	From	To
2/02/2016	10 : 30am	6 : 00pm
3/02/2016	09 : 00am	6 : 00pm
5/02/2016	08 : 00am	6 : 00pm
7/02/2016	10 : 00am	6 : 00pm
8/02/2016	08 : 00am	6 : 00pm

If you change the dates click the **Refresh** button to redraw the list.

To print a roster click the **Print** button. Select the dates to include. The roster is printed by staff member. That means all the times they are on within the selected period are grouped together. You can print rosters for each staff member - for their own use. And you can print one for all staff. That can be displayed where it can be checked by staff - or you.



The default period is 7 days from the current date.

The above example will print a roster for Henry Gibson for the times he is on between 2nd Feb and 9th Feb.

Booking reasons

Booking reasons helps you to identify why people have made bookings. These are required when entering a booking. If the reason descriptions are clear enough that may be all you need to identify what the customer wants done.

Using reasons allows bookings to be grouped together so you can see possible time and resource conflicts. If you attach standard services to any reasons the items that make up the services are added to the Front Counter docket when the service is assigned to a docket. This can help decrease cashier error if you have complex services for which customers require a full receipt.

There are two types of booking reasons if you are using the Hospitality suite. **General purpose** and **hospitality**. The hospitality reasons must relate to table bookings. Services are connected to those two types. That means a service created from the POS bookings form is general purpose and cannot be applied to a reason used in the Hospitality suite. And vice versa. And bookings created in Hospitality cannot be seen in the POS bookings form.

To maintain booking reasons click the **Reasons** button on the **Bookings maintenance** form.

The following form activates:

Service code	Description
general	General booking
service	Service booking
dropoff	Courier drop off
pickup	Courier pick up
sales	Sales visit

The example above is for a hair salon. You can create any reasons that match your business.

- To create a new reason click **Add**. The fields are cleared.

Service code	Description
general	General booking

Maintain services

Code:

Description:

- Enter a unique reason code. If the code isn't unique you may not save the reason.
- Enter a description of the reason
- When finished click Save.

Standard services

To include standard services with any reasons click the Reason items button on the Booking Maintenance form. The following form opens:

Click New service. The form will look like the following. Select an existing reason/service.

- Click save

Service/reason items

- Now click **New item** and enter/select an item from the inventory in Item code. Each service can include multiple items from the inventory. You can combine both stock and

non-stock items. When a customer booking is assigned to a sales docket all the details of the reason for that booking are added to the docket.

- The description from the inventory entry is placed in the **Description** field. If you wish to have something else appear on the sales docket change the description. Whatever the description is here is what is used on the sales docket.
- Click Save.
- You can add multiple items to the service list. Each item will be included on the sales docket if you assign a booking to a docket. You can remove any items after they've been added. Or add further ones.

Customer Bookings

Customer bookings allow you to book customers in for certain things - hair cuts, maintenance, deliveries, etc.

To set up bookings first check the **"Enable customer bookings"** box on the Company Control form. If this box isn't visible you don't have the required files to use bookings. Please contact Professional Systems.

To attach staff to specific customer bookings you must also set up staff details. You don't need to do this – it is optional.

Each booking must be for a set reason. As above. It is possible to attach standard services/items to reasons. If you do they are placed onto the Front Counter docket list if the booking is assigned to a docket. You can add more items. Or remove ones that don't apply. Doing this helps increase accuracy when a booking is for a reason that involves multiple (standard) items on the bill.

To set up complete bookings follow this sequence:

1. Set up staff details. First create the staff profiles. Including their details.

2. Set up booking reasons. You can set up as many reasons as you like.
3. Make sure you have entered all required items/services into the inventory.
4. Link the relevant inventory items to the service/reason in the services form.

The form displays bookings for the date in the **calendar**. The display is in appointment time order with the earliest at the top. To view only those bookings for a selected reason enter a reason code into the **List for reason** field.

Double-click the booking to view the notes.

Name	Note	Staff	Phone #	Arrival time	Reason
Tony W. Thomson	Wants to see the new freezer range			09:00:00	General booking
John Smith Ltd	Dropping off mower for service			09:15:00	
Dick Ryan	Wants us to look at the air conditioning unit - need to visit.			10:15:00	
Sam O'Higgins	Needs to drop off mower. Thinks there is a problem with the starting.	Henry		10:30:00	Service booking
Northland Polytechnic	Dropping off large package - needs track and trace			11:30:00	Courier drop off
Leeanne McDonald	Purchased air con unit. Wishes to replace it.	Janine		11:50:00	
Hubert Openbusch	Packages - track and trace. Very fragile.	Henry		13:00:00	Courier drop off
Henry Jones	Freezer replacement required. Already contacted and it appears th			13:10:00	
Louise Parker	Wants see if we can start stocking the new range			13:15:00	Sales visit
Arthur McMahan	Wants to see if we have any demand for their stock.			13:30:00	Sales visit
J J Macromax	Courier drop off		438 9628	13:30:00	Courier drop off
Kylie O'Carroll	Courier drop off. Need to arrange special courier - contents are hazz			14:00:00	Courier drop off
Raymond McCarthy	Courier drop off		430 7447	14:00:00	Courier drop off
Paul O'Flanery	Bringing in new generator - says it won't start.			14:15:00	
Grace Dowd Lawyers	Service booking. Air con needs to be serviced. Fan is very noisy.	Henry		15:30:00	Service booking
John Smith Ltd	Expects a big parcel - needs to pick it up			16:00:00	Courier pick up
Ravi Patel	Courier pick up			16:00:00	Courier pick up

- To create a new booking select the date the booking is for then click **New booking**. The editing panel opens.

Maintain customer bookings.

Clear bookings Reasons Reason items Staff profile Customers

Select the booking date

January 2016

Mon Tue Wed Thu Fri Sat Sun

28 29 30 31 1 2 3

4 5 6 7 8 9 10

11 12 13 14 15 16 17

18 19 20 21 22 23 24

25 26 27 28 29 30 31

05 Tuesday January 2016

Activate reminders

Reminder sent Reminder due Due today

Double-click the booking to view the notes.

Name	Reason (optional)	Date	Time (24hr)	eg 1.00pm is 13.00.00.	Reg. Customer	Name	Notes	Staff member id	Arrival time	Reason
Tony W. Thomson		Tuesday, 5 January 2016	00:00:00						09:00:00	General booking
John Smith Ltd									09:15:00	
Dick Ryan									10:15:00	
Sam O'Higgins									10:30:00	Service booking
Northland Polytechnic									11:30:00	Courier drop off
Leeanne McDonald									11:50:00	
Hubert Openbusch									13:00:00	Courier drop off
Henry Jones									13:10:00	
Louise Parker									13:15:00	Sales visit
Arthur McMahan									13:30:00	Sales visit
J J Macromax									13:30:00	Courier drop off
Kylie O'Carroll									14:00:00	Courier drop off
Raymond McCarthy									14:00:00	Courier drop off
Paul O'Flanery									14:15:00	
Grace Dowd Lawyers									15:30:00	Service booking
John Smith Ltd									16:00:00	Courier pick up
Ravi Patel									16:00:00	Courier pick up

Reason (optional):

Date: Tuesday, 5 January 2016 Time (24hr): 00:00:00 eg 1.00pm is 13.00.00.

Reg. Customer: New

Name:

Notes:

Staff member id:

Arrange reminder

Save Cancel

- Optionally select/enter a **reason** code. Reasons should be used if you have set up standard services that include pricing/item details.

Maintain bookings

Reason (optional):

Date: Tuesday, 5 January 2016 Time (24hr): 00:00:00 eg 1.00pm is 13.00.00.

Reg. Customer: New

Name:

Notes:

Staff member id:

Arrange reminder

Save Cancel

- The **Date** defaults to the date selected on the calendar. If you change it the entry will "disappear" when you save it. To make it appear you have to change the calendar to the relevant date.
- Enter the arrival time. Enter the time in the 24 hour clock format. That is, for example, 08:30:00 for 8:30 am, 13:00:00 for 1:00 pm. The am/pm time is displayed under that field once you have saved the entry.

- Enter a regular customer enter/select code into the **Reg. customer** field. This is not compulsory. If the customer is a first timer click the **New** button and enter their name. Their full name displays in the **Name** field..
- Setting up customers as regulars allows you obtain their phone number an email addresses. Other wise you can leave the **Reg. Customer** field empty and enter their name into the **Name** field.
- If there are any special notes about the booking enter them into the **Notes** field.
- Enter/select the staff member's access code into the **Staff id.** field. This isn't required if you intend to allocate customers to staff as they arrive or don't need to allocate customers at all. Entering the staff id allows you to check, at a glance, whether any one staff member is over committed.

The bookings list displays in arrival time order. This helps to check if any staff member is double-booked.

If you have entered the customer's email address into their customer record, you can send them a reminder email of the booking. Click the **Email reminder** button. The first time you do this the message field is clear. After that, if you check the **Retain message** box the last message is retained and displayed next time you open the email form.

You can print out, or review, bookings for any day. To do so make sure the date you want to look at is the date on the calendar. If you want to look at bookings by reason make sure the reason is displayed in the **List by reason** field. To look at a staff member's bookings first make sure the staff id is displayed in the **List by staff id** field.

You can send reminders to staff.

- Make sure you have included their email address as part of their profile.
- Make sure the relevant staff members have been assigned to a booking.
- Select the booking and click "**Staff reminder**".

Once you have the correct code(s) displayed click the relevant reports button.

You can assign a booking to the docket when the customer arrives in the store. Place the sale on hold. You can add further items to the docket should they purchase more than those included in the service.

Assigning bookings to sales dockets

To assign a booking to a docket the booking must exist. And it must be for the current date.

Make sure the sales docket has no entries. Then click **Assign Booking**. The following form is activated:

In this case two bookings have already been assigned to dockets. If you attempt to change the docket assignment you will be warned. But you can do so as it is possible the booking was assigned to the wrong docket.

Professionals Front Counter: Assign 3262 docket to selected booking.

Assign to docket Back

Bookings

Name	Assigned staff	Arrival time	Docket #	Service	Notes
John M Liberty	Janine Smithfield	09 : 30am		pickup	Courier pick
Paul O'Flanery	Henry Gibson	10 : 00am	3257		
Long Higgins	No staff assigned.	10 : 15am		service	Service book
Ken Holy	No staff assigned.	10 : 30am	3259		
Raymond McCarthy	No staff assigned.	11 : 00am		sales	Sales visit
Ravi Matel	No staff assigned.	12 : 45pm		supply	Supplier call

When you click **Assign Docket** you are returned to Front Counter and the sales docket will have, at least, one entry if the service has been set up as a standard service. Other wise you need to immediately add an item to the docket. The entry will have a value of zero. To change it to the required amount click Change. Then Accept. Most of the time that is all you need to do. The software has been set up to apply the item's price in this manner as, other wise, when you change prices in the inventory you would need to change them for all service items by deleting the item and reattaching it.

Warning – when recording bookings it is a good idea to create a regular customer record for the person the booking is for. If you want to send reminders and/or phone them.

If you enter them as a one-off customer the docket retains the customer's name. However if you assign the booking to the docket when they come in the door, and place the docket on hold, no customer name displays on the Release form. As a result you may not be sure you have the correct docket when you release it. However, if you do release it, and it is an assigned docket, the customer's name will show at the top of Front Counter.

When a booking has been assigned the Front Counter POS appears as follows:

Operator: System Administrator

Lock Front Counter **Exit Front Counter**

☐ Create new item if code not found Ravi Matel. Supplier call out

Front Counter/POS | Customer accounts | Stock management | Supplier stock orders

1	3S PDL MAINS SWITCH 1 POLE 60A	0.00	23.15
1	1500 kV Transformer	0.00	2500.00
20	150 watt Osram light bulb	0.00	40.00
5	12 PDL PLUG APPLIANCE BLACK	0.00	52.95

Due : 2616.10

Item Code :

Discount (%) : Quantity :
Unit price : Net amount :

- The customer's name, and description of the service, is in the green field at the top.
- All items are added to the docket with the quantity defined when the service details were set, plus price. So there is no need to change the items. Unless you need to.
- If the customer purchases other items you can add them to the docket. Dockets can be created when the customer arrives and placed on hold until they pay.

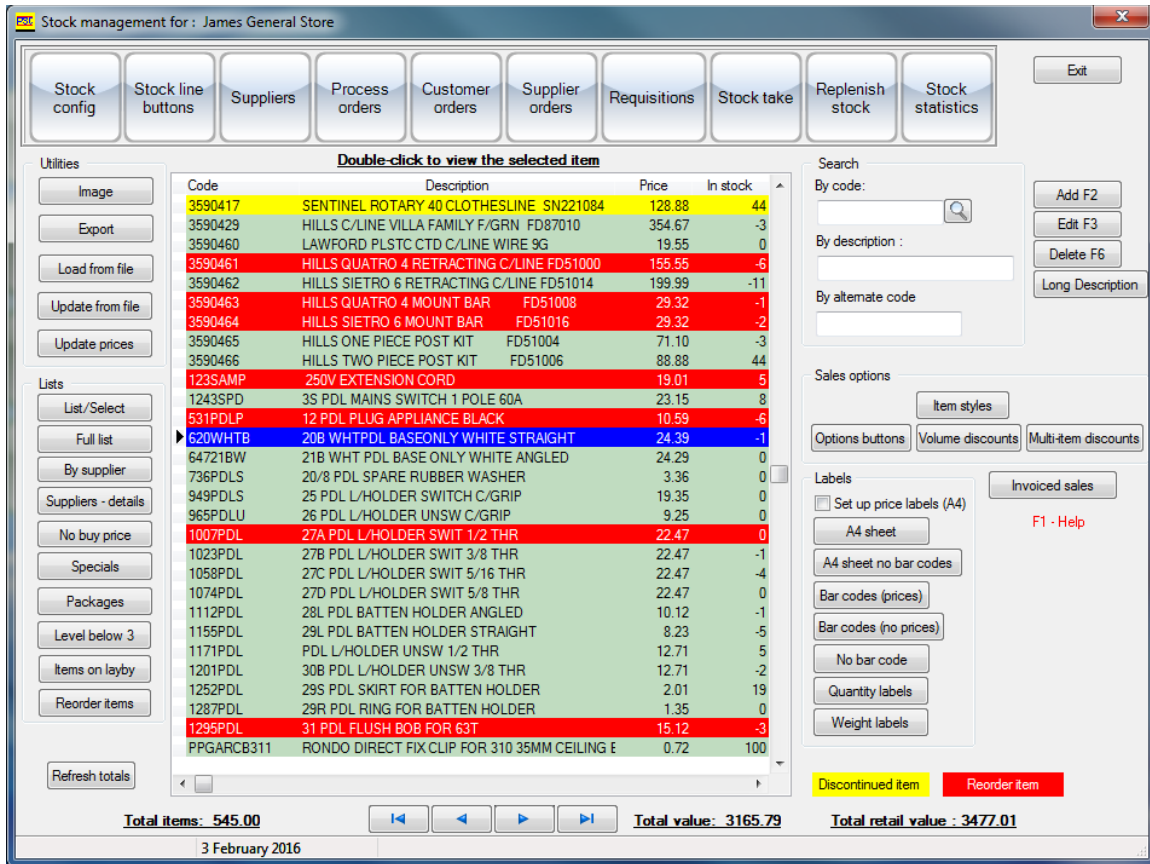
Back Office Operations

To find out about back office financial operations refer to the Business Accounts manual (BAManual.pdf) that covers back office operations. That file can be found in the <C:\PSL> folder.

The back office operations that are covered here are Stock Management and Customer/contacts.

Stock Management

Use the Stock Management form to carry out inventory-related operations. This form can be accessed from Front Counter by clicking **"Inventory"** on the Stock management tab, or **New item** or **Edit Item** on the stock selections list.



Because the inventory can become very large it is a good idea to divide it into different lines and each line into different groups. This makes it much easier to set up sales and carry out stock take.

In the above example one item shows as yellow because it has been discontinued. Those in red are like that because the stock level has dropped below the level to require replenishing.

For details about using lines and groups read the section on Stock Lines and Groups.

To use the Stock line buttons you must create stock lines. Groups aren't necessary in that case.

It may be possible to load the inventory from an existing price list.

Currently the following price lists can be imported:

1. Placemakers.
2. Carters
3. MasterTrade (also Corys and EquipSafety) - select comma separated.
4. Mico - select extended comma separated.
5. J.A. Russell.
6. Ideal Electrical - select NZA Gold
7. Electus Distribution – initial load – includes price breaks, not bar codes
8. Telfers (Redpath, Radcliffs)
9. Professional Systems exported inventory (CSV).
10. Electus Distribution Silver Core price list – includes bar codes.
11. MYOB – retail basics stock export.
12. Cashbook Complete – CSV.

13. QuickBooks after the IIF file has been converted to CSV.

Others will be added as customers request them. If you wish to do so please provide an example file from your supplier's web site or software.

If you are running a bookshop the following price lists can be imported (first check the "Use Book List" box on the Stock Configuration form).

1. Educational Distributors Ltd
2. Harper Collins.
1. David Bateman
2. Reeds
3. Craig Potton Publishing

Importing from Excel (CSV) file.

To import stock from an Excel CSV file the fields must be in a particular order. And certain fields must have something in them and be unique.

The CSV file is the same format as the Professionals stock export file. When importing select the Professionals Inventory option in the Load form (select Load the stock menu).

The import file must be in the following format and order:

Stock code (20 characters), Bar code (20 characters) - leave blank if you don't have any, description (240 characters), supplier code (20) (leave blank if none), unit of measure (10), RRP (leave any commas out), trade price (leave any commas out) 0 if none, buy price (leave any commas out) - 0 if none, no. in stock (0 if none), No. on order (0 if none).

Stock code is compulsory. **It must be unique.** Bar code is not compulsory, but, if importing, it must be unique. If you intend to leave a field blank then that field (column) in Excel must also be blank.

In the money fields, make sure there are no commas. So 1,000.00 should be 1000.00. That means the field should be text in Excel, or be set up as Custom - 0.00 so no commas are created when the amount is above 999.99. Not numeric.

In the Load form follow these instructions:

- From the drop down list select "Professionals Inventory". IMPORTANT uncheck the **"Includes lines and groups"** box.
- Get the list from the folder you have it in by clicking "Get List".
- If you are updating (rather than loading) check the "Create new items" box.
- If the prices don't include GST you need to add it. So check the "Add GST to (listed) prices".
- If you have included the distributor prices check the **Includes distributor price** box.
- Click either Load or Update. Depending on which form you are using.

Warning: The load will not run if there is already stock in the inventory. In that case select **Update** and check **Create new items**

Prices can be updated from a current supplier price list from the relevant web site or downloaded by email.

Other price lists will be added when suppliers provide details and there is sufficient demand from Professional's customers. You can add material items while entering invoice details and stock orders if an item's code is not found.

Stock Configuration

Use this form to configure the stock sub-system

- A **unique code** is required.
- **Description** is optional - put something in there if you are running more than one company.
- **Last bar code, last stock order** and **last sales** slip fields are optional. If you wish to create your own bar codes they must conform to the EAN13 standard. That is, 13 characters (numbers) long, a non-zero as the first character and a check digit as the last two numbers. If you have a bar code generator you would be advised to generate bar codes using that. If you don't there is a good chance your bar codes don't comply with the standard. In that case the scanner will not work and you will need to enter the code manually. There is a risk, if using price lists from your supplier(s) that your bar codes may overlap theirs. In that case don't create your own.

- Check **Use book labels** if running a bookshop. This ensures the correct fields are visible in the inventory maintenance form and the correct supplier list is available to load and update the price lists. If it is not checked the suppliers are assumed to be trade.

- Customer number(s) are required if you intend to use stock orders and send orders to the supplier. To complete these fields create the supplier first.
- **Last stock order** and **Last Sales slip no** can be left at 0 and will increment from there.

Stock lines and groups

Using stock lines and groups helps to simplify the management of the inventory. Because some price lists can be very long (up to 30000 plus items) consider whether there is benefit in making use of lines and groups. Some lines and groups are created automatically (if you select that option) when loading the price lists (Carters, Mico and Placemakers). Although the descriptions are not exactly all that useful.

Having stock lines and groups allows you to set up sales for items within groups when having a sale. You can also arrange sales tax holidays by groups.

Stock Lines - these are the highest level of division possible. For example timber, pipes, secondhand books, etc. Stock lines are the level applied to the Stock line buttons. You can attach up to 18 stock lines to the buttons in Front Counter. And up to 36 stock items for each line.

Stock groups - these are the divisions that group stock items into categories such as framing, beams, piles, etc under a stock line such as timber. Group items if they are likely to share sales discounts and are part of shelving sections for stock take..

Stock line maintenance for : James General Store

Current Stock Line Configuration

Line Code : General

Description : General

New Exit

Edit Save

Cancel Delete

<< < > >>

Group Code	Description
blah	blah
test	This is a test

New group

Edit group

Delete group

<< < > >>

- Create the stock line first. Click **New** in the top group of buttons.
- The line code can be quite descriptive. It must be unique.
- Enter a description of the line. This displays on the inventory item for those linked to the line. If the stock line is to be used on the Stock line buttons make sure the description is no longer than 40 characters long.
- Click **Save**
- Create any groups that belong to the stock line. Groups are the level at which sales and specials (like GST holidays) can be arranged. Groups are not required unless you want to split stock into sections for partial store sales.

Creating a stock group

- Click **New group** in the bottom group.
- Enter a **code**. This can be quite descriptive. If you have other groups of "lights", for example, it is a good idea to make the code sufficiently descriptive to avoid confusion. For example "SecLights" for security lights, "Relights" for reading lights.
- Enter a **description**.
- If the group is to have a sale check **Sale on** and enter the dates during which the sale will be held. You can set up sales before they are to activate. When **Sale on** is checked the sale will start on the date entered.
- If the group is subject to G.S.T leave **Sales tax enabled** checked. This can be unchecked if you intend to arrange a GST "holiday".

With sales activated the form appears as follows:

The sale is to be held between 3rd and 10th of February 2016. A 10 percent discount will be applied to all items in this group.

Stock Orders

There are two types of orders; supplier orders and client orders. Supplier orders can be built from client orders by running the **order consolidation** process. Both types of order can be generated from Full Service Front Counter.

You can also build supplier orders by setting up stock items to automatically replenish when the stock level reaches a defined quantity. In that case the stock item **MUST** include the supplier code.

Supplier orders can be started from the Stock Orders page of Front Counter and Stock Management. Client orders can be started from the Client Accounts page of Front Counter and the Stock Management.

You can largely maintain the inventory from orders.

- If an item does not exist in the inventory entering it into an order creates it in the inventory.
- When entering the items provided the number of items in the inventory is increased.
- When entering items into an order the number on order in the inventory is updated. As items are recorded as provided the number on order is decreased.
- If the buy price and retail price change entering the new prices into an order updates the price in the inventory.
- All orders can be emailed. When sending a supplier order you need to have entered you customer number for the relevant supplier into stock configuration.

Stock Orders – single supplier

Single supplier orders enable you to consolidate all items for the supplier. For these orders to work properly you must make sure items in the inventory are linked to suppliers. If you have loaded the inventory from MYOB Retail basics, Cashbook Complete or QuickBooks, you need to go through the inventory and create that link.

You can email orders to suppliers. Make sure the supplier's email address is included in their record.

Orders can be placed for clients. When an order is for a client the order displays in the Client Operations form.

- Click **Add**.
- **Order number** is obtained from stock configuration and is created automatically.
- If the order is for a client check **Client order**. **Client Code** and a selection button display. Select the client code.
- Include a description of the order if you wish to. For example if the order is for a particular job. It is a good idea to include a description as it makes it easier to identify the order when selecting it for fulfillment or if checking for overdue orders.
- Select the supplier.
- Enter the date of the order. Default date is the current day.

Maintaining stock orders for: James Electrical Ltd

Order Number: 60

☐ Client order

Description: Replacement items - electrical

Supplier Code: MAST MasterTrade

Order Date: 11/09/2015

Order value: 0.00

☐ Invoice created

☐ Placed ☐ Closed

Buttons: Add, Edit, Save, Cancel, Delete, Print, Fulfillment (Fulfilled, Selected), Operations (Charges, Pay, Invoice, Email, Inventory, Labels no barcodes, Bar code labels)

Details: Add F10, Edit F11, Delete F12, From sales

Stock Code	Description	No. Ordered	No. Provided	Amount

- The order is not **placed**, and is **open**. Placed status enables you to check the status of an order from within Front Counter -> Supplier Stock Orders->List. When the order has been emailed, or posted, change the status to placed by checking the box.
- If you are entering an order based on a supplier invoice you can create that invoice from the order. **Is invoiced** is checked if you have run that process. You can only run it if the order has details. An order can only be invoiced once. So enter the entire invoice before creating the invoice. Once the invoice exists you can record payments for it in Cheques/Payments.

When the header has been saved details can be entered.


To load the order with sold items sourced from the supplier click the **"From Sales"** button. You have the option of loading all items sold within a selected period, or selecting items.

If you are entering the contents of a supplier order from a supplier invoice each line may not include GST. All inventory items must include GST within their price. When adding details **Add GST to buy price** is checked by default. If using existing stock items uncheck the box or GST will be added to prices that already include it.

Adding order line for order: 60

Order Details

☐ Add G.S.T. to buy price

Stock Code : 1201PDL  Supplier stock Code :

Description : 30B PDL L/HOLDER UNSW 3/8 THR

Buy price per unit : 9.53 Number Ordered : 20 Total : 219.19

Retail price per unit : 12.71 Total provided : 0.00

Number Provided : 0 Current amount : 0

Current stock level: -15.00

☒ Zero negative stock level and add balance (if any)

Save F2 Cancel F5

- Enter a **stock code**. If this is a new stock item the description field displays "New stock item". In that case enter the correct description. If the item selected is not for the same supplier as the order you will be warned.
- If this is a new item enter the **description**.
- Enter the **buy price per unit**. This field is optional but if the field is zero when saved that is the buy price in the inventory. As a result you will not be able to produce a proper stock valuation at the end of the year.
- Enter the **number ordered**. This number updates the **On order** field in the inventory and enables you to advise clients if an item is on order by viewing the stock list in Front Counter.
- If carrying order fulfillment enter the **Number Provided**. This always displays as zero as the number provided is added to the **total provided**.
- **Current amount** displays the total value of the items provided.
- If you allow stock levels to go to negative numbers, and want the number being ordered to be the number added to stock, check the box "**Zero negative stock value and add balance (if any)**".

To remove the order from reports you can delete it (not a good idea if you want to use the Stock turn report) or close it.

Invoice the order (if required) after it is complete. You can add lines to an invoice once it is created.

To maintain supplier charges click **Charges**. If you accidentally created the invoice before completing the order delete it. A new invoice can then be created.

Order fulfillment.

There are three ways of carrying out order fulfilment:

1. Fulfil each line a time. If the order has a large number of items this can be tedious. However doing it this way does allow you to modify the number provided (including negative numbers if you get it wrong).
2. Fulfil the entire order. To do so click Fulfilled. This results in each line having the number provided being equal to the number ordered. If the order is not, already, placed that is done and the order closed. The inventory is also updated with the number provided being

added to the number of items in stock. Once this process has been run it cannot be run again.

3. Fulfill each line with either the total ordered or a lesser number of items. To do this click **Selected** in the Fulfillment group. The following form activates:

Processing order fulfillment for order: 60

Stock Code	Description	On order	Provided
64721BW	21B WHT PDL BASE ONLY WHITE ANGLED	10.00	10.00
1023PDL	27B PDL L/HOLDER SWIT 3/8 THR	20.00	10.00
1007PDL	27A PDL L/HOLDER SWIT 1/2 THR	10.00	0.00
1252PDL	29S PDL SKIRT FOR BATTEN HOLDER	20.00	0.00
1201PDL	30B PDL L/HOLDER UNSW 3/8 THR	10.00	0.00

Exit

All

This form allows you to mix complete fulfillment with partial fulfillment from selected lines. To record all lines as being fulfilled click the **All** button. You can then enter the actual numbers for the lines that are not fulfilled. When you exit from the form the order is updated.

Client orders

Client orders work in much the same way as supplier orders. The major difference is that items can be from multiple suppliers.

Because supplier orders can be consolidated from multiple client orders it is a good idea to enter order fulfillment into the client orders consolidated orders are built from. This enables you track the state of client orders.

Maintaining client stock orders for : James General Store

Order Number :	60	<input type="checkbox"/> Closed	Exit Add F2 Edit F3 Save F4 Cancel F5 Delete F6 Invoice Email Inventory Add F10 Edit F11 Save Cancel Delete F12 Print A4 Print 80mm	
Customer code :	MJD	Dinwoodie and Brown		<input type="checkbox"/> Placed
Address :	P.O. Box 534 THAMES			
Description :	Electrical order			
Date :	14/08/2015	Planned delivery :	14/09/2015	
Value :	0.00	<input type="checkbox"/> Invoiced		

Navigation: << < > >> Search

Adding stock order/details.

- To create new order click **Add**.
 - The **order number** is created automatically.
 - Select an existing client. If there is no record for the client click the button to the right of the **Client Code** field, and then New on the list form.
 - Once the client has been selected the **Address** field displays their postal address. This is to lessen the chance of wrong clients when dealing with common surnames.
 - Enter a **description** of the order. This field displays on order lists and reports and helps to identify the order.
 - Enter the **date** of the order. This defaults to the current date.
 - Enter the **Planned Delivery** date. This date allows you to identify which orders are overdue and provides a reminder.
 - The boxes **Closed**, **Placed** and **Invoiced** are not checked.
 - Click **Save**. The details list becomes visible.

To create order details:

- Click the **Add** button beside the details panel. The details maintenance window opens.

	Description	Ordered	Provided
Maintain details			
Item code :	TRANS1500		
Description :	1500 kV Transformer		
Price per unit :	2500.00	Qty. Ordered : 1	Total : 2500.00
Qty. Provided :	0	Total provided : 0.00	Current amount : 0
		Save	Cancel

- Enter an existing stock item code in the **Stock Code** field. This can be either the bar code or stock code (if different).
- The description of the item displays in the **Description** field.
- The retail price of the item displays in the **Price per unit** field.
- Enter the number ordered. The **total** field is updated as the price per unit field is changed.
- Click the **Save** button. When you do so the **Value** of the order is updated. When adding details the items ordered field of the stock item is updated.
- When the items are delivered enter them into the No. provided field. When you save the number provided is added to the number of the selected item in stock, and the number ordered is decreased.

Client order can be converted to an invoice. To do so click the Invoice button. You can also email the order to the client to confirm what has been ordered, and when.

If you run stock consolidation the order's status is changed to Placed when all items have been allocated to supplier orders.

Close the order to prevent further items being added. Or you can delete it if not using the stock turn report.

Stock Management

Inventory can deal with book lists, trade supplies or just about any set of items you can think of. Including nonstock items

the bar code into the field. Bar codes can be changed. But not if you make them the Code/PLU (price look up).

- If the bar code is to be the main search code click the arrow to the right of the bar code field to place it in the **Code/PLU** field. In Front Counter the inventory is searched first for the bar code and then the item code if the bar code is not found. Both codes can, therefore, be different. The **Code/PLU** field is compulsory.
- If the supplier has a stock/warehousing code that differs from either the bar code or stock/PLU code enter it into the **Supplier code** field.
- If **lines** and **groups** are defined select the relevant ones. These fields are optional even when set up. To search for non-line/group items on the inventory list you must check the **Display all items** box. Including lines and groups makes it easier to run stock take and arrange store sales. You must place a stock line code into that field to include the item on the stock line buttons.
- Enter a **description** of the item.
- Enter the **Supplier** if required. If the item was loaded from a supplier price list, or order, this field already has the supplier code in it. If this is a one off entry that will be subsequently kept up to date using the price list update facility the supplier code is required. If you intend to use stock orders it is a very good idea to enter the supplier. To run stock replenishment you must enter a supplier code.
- Enter the **number in stock**. This field is optional in that negative stock amounts are permitted. If you intend to run the stock valuation report this field has to be accurate at least once a year – after stock take.
- Enter the **Buy Price**. This field is used to calculate stock valuation.
- Enter the **Trade price**. This is optional. This is loaded from some supplier price lists.
- Enter the **Retail Price**. This is compulsory.
- **Distributor price** is not compulsory. This price only applies if you have resellers and provide a special price just for them. If you do this price can be used on any invoices you create for them.
- All prices must include GST.
- Enter the **Unit** (for example MTR, EA, LTR, KM). This is optional and prints on sales slips and invoices.
- The **Has been discontinued** box defaults to unchecked. If you check it the item displays on selection lists in yellow. Selecting the item in Front Counter, invoices, quotes, etc results in a warning that it has been discontinued.
- If the item is to be a package check the **Is a package box**. If the item is being added this is active. If checked another form activates when you save the item. See below for more information.
- Enter an **alternate search code** if you want to use a code that is more descriptive than a numeric code. This code can be searched in this form and in the stock list page of Front Counter.

To run stock replenishment click the **Item restocking tab**. The following form displays:

You can set up two types of replenishment:

Editing stock item.

Stock item details Item sales details **Item restocking**

☒ Generate replenishment orders

Minimum stock level : 5.00

Maximum order level : 10.00

Close

Save

1. By each item - no supplier code required. This allows you to see if the minimum levels have been reached and allow you to print an "Orders list" from Stock Management. Set this using the Items restocking tab on the stock maintenance form. As above

2. Full, just in time, replenishment. This requires all items you want to run this for have a supplier code. You can then set warning levels for all items that have the relevant suppliers. Activate this process by clicking the **Replenish stock** button on Stock Management. As follows:

Replenishing stock for : James General Store

Supplier : MAST MasterTrade

Exit

Set supplier rules

Report Replenish Review order

Current open orders

Order	Description	Order value	Date
63	Stock replenishment order	1050.50	14/08/2015
64	New stock	628.33	1/02/2016
65	hardware order	936.90	9/03/2016

This form shows all open orders. To allocate stock due for ordering select the order you want to use. If there is none (that includes if all orders have been closed) then a new order will be created.

From this form you can also set the "rules" for replenishing all items attached to the selected supplier. Click **"Set supplier rules"**

Selected supplier replenishment rules

Setting replenishment rules for: MasterTrade

☒ Auto replenish on ☐ Apply to all items

Minimum stock level : 10.00

Maximum order level : 25.00

Save Cancel

Item description	Warn level	Max. order level
250V EXTENSION CORD	10	150
3S PDL MAINS SWITCH 1 POLE 60A	5	10
▶ 12 PDL PLUG APPLIANCE BLACK	10	25
20B WHTPDL BASEONLY WHITE STRAIGHT	0	0
21B WHT PDL BASE ONLY WHITE ANGLED	0	0
20/8 PDL SPARE RUBBER WASHER	0	0
25 PDL L/HOLDER SWITCH C/GRIP	0	0
26 PDL L/HOLDER UNSW C/GRIP	0	0
27A PDL L/HOLDER SWIT 1/2 THR	5	20
27B PDL L/HOLDER SWIT 3/8 THR	0	0
27C PDL L/HOLDER SWIT 5/16 THR	0	0
27D PDL L/HOLDER SWIT 5/8 THR	0	0
28L PDL BATTEN HOLDER ANGLED	0	0
29L PDL BATTEN HOLDER STRAIGHT	0	0
PDL L/HOLDER UNSW 1/2 THR	0	0
30B PDL L/HOLDER UNSW 3/8 THR	0	0
29S PDL SKIRT FOR BATTEN HOLDER	0	0
29R PDL RING FOR BATTEN HOLDER	0	0
31 PDL FLUSH BOB FOR 63T	5	15

Navigation buttons: < << >> >

You can set the same rules for all items. Or set differing rules. Including leaving auto-replenish off for some and one for others.

- To turn on automatic replenishment check **Auto replenish on**. This enables you to generate supplier orders when stock items reach a set level. If the item has been discontinued you cannot activate this form and auto replenishment is turned off by default.
- Set a value in **Minimum stock level**. When the stock level reaches this figure, or below it, the item will be included in an order when you run the replenish process.
- Set a value for **maximum order level**. This is the default number of items/units that will be ordered when the replenishment process is run.
- If you want to apply the same rules to all items check "**Apply to all items**", enter the levels and click Save. You can still change the levels if you want to.

Stock replenishment requires that you keep the inventory stock level accurate. Other wise the system will generate unwanted orders. Prior to turning replenishment on set the stock level at the actual amount for the relevant items.

To change the default sales display settings for a stock item in Front Counter click the **Item Sales details tab**. The form appears as follows:

- **Extras prompt.** Check this if you wish to be reminded of something that may need to be included, or be sold, with an item. For example batteries for those items that don't include batteries. When checked the following form activates:

- When you sell an item with **Extras prompt turned** on a popup form appears with the prompt in it.
- **On special.** Check this if the item is to have a special price. If checked the three fields **Discount (%)**, **Special starts**, and **Flat Discount (\$)** appear. The special can be based on either a percentage discount, or a flat discount. Not both.
- **Warn on discount.** Check this if you want a message to pop up warning that the item should not be discounted. This warning is to prevent discounts being applied. Not the warning that senior authorisation is required for discounts.
- **POS response** Select the option you want. If the item is to be weighed, and you have installed a checkout scale check Weight item. This will trigger the "weighing popup" from the items buttons. The other options set which printer the item goes to if an order is to be printed. These have no effect on the details shown on a receipt. They are for cafes and takeaways.

Price breaks/Volume discounts

All items can be set up for volume discounts. To do so click **Price breaks** on the inventory form when the item the discounts are to apply to displays.

The following form displays:

Creating new price breaks/volume discounts for: 3590417 : SENTINEL ROTARY 40 CLOTHESLINE SN2210...

How many price breaks?

First break

1+

You can set up a maximum of three price breaks. To do so change the number in **How many price breaks?**

With three price breaks selected the form appears as follows:

Creating new price breaks/volume discounts for: 3590417 : SENTINEL ROTARY 40 CLOTHESLINE SN2210...

How many price breaks?

First break

1+

Second break

5

Third break

10

Set the number above which the discount will apply by changing the values in **Second break** and **Third break** fields. The break is defined as one above the number displayed. So 1+ means 2 up to the next break, 5+ means 6 and greater. The first break cuts off at 5.

With the full range set the form appears as follows:

Creating new price breaks/volume discounts for: 3590417 : SENTINEL ROTARY 40 CLOTHESLINE SN2210...

How many price breaks?

First break Second break Third break

1+ 5+ : 10+ :

If price breaks have already been set clicking **Price breaks** brings up the following form.

Maintaining price breaks/volume discounts for: 1000553 : 200 X 50 RAD NO1 H1.2 PG 6.6M SL

1 + : 3 + : 6 + :

With price breaks set the POS switches to manual mode and waits for the cashier to enter the quantity.

Price breaks also work in client invoices.

Multi-item discounts

Multi-item discounts are an alternative form of volume discount to the price breaks. Where price breaks allows multiple levels of discount multi-item pricing only allows one and applies only to multiples of the number to be discounted. But it allows it to be applied to multiple items. For example - if the discount is triggered when there are two items, the third item does not have the discount applied. However if 4 items are then purchased the discount price is applied to the third item as well as the fourth.

For example: Multi-item discount pricing of 3.00 for the purchase of 2 of an Item. Normal price 3.25

1. Cashier scans one of Y. Price \$3.25
2. Cashier scans one of X - normal price for X
3. Cashier scans one of Y - Price \$3.00 - total price for all Y purchases now \$6.00
4. Cashier scans one of Z - normal price for Z.
5. Cashier scans one of Y. Price \$3.25. Total price for all Y purchases now \$9.25.

As you can see the items can be scanned in any order.

To set up item multi-item discounts click the **Multi item discounts** button on the **Stock Management form**. If the item already has price breaks set you will be warned that they must be cleared before this discount can be applied.

The multi-item discount set up form is as follows:

The screenshot shows the 'Maintain multi-item discounts' form. At the top, there are input fields for 'Number of units' (set to 2) and 'Discounted price' (set to 1.50). Below these are navigation buttons: a double left arrow, a single left arrow, a single right arrow, and a double right arrow. A list of items is displayed with columns for 'Stock code' and 'Description'. The first item, '9588766551222 1.5L Coca Cola Diet', is highlighted in blue. The other items are '9588766512117 1.5L Coca Cola', '9588766512148 1.5L Diet Fanta', and '9588766512131 1.5L Fanta'. At the bottom of the list are 'Select stock item' and 'Remove item' buttons. On the right side of the form, there is a vertical stack of buttons: 'Exit' (highlighted with a blue border), 'New price discount', 'Change discount settings', 'Remove discount', 'Save discount', and 'Cancel changes'.

Stock code	Description
9588766551222	1.5L Coca Cola Diet
9588766512117	1.5L Coca Cola
9588766512148	1.5L Diet Fanta
9588766512131	1.5L Fanta

The multiplier for the price is set in the top panel. As is the bucket price when the relevant items on list are being sold.

The discounted price is the **discounted price per unit**. So, if the normal price is \$3.00, and the price for 2 is \$5.00, the **Discounted price is \$2.50**.


To create a new discount rule click New Price settings. The form appears as follows:

This screenshot shows the same 'Maintain multi-item discounts' form, but with the 'Number of units' field set to 4. The 'Discounted price' field still shows 1.50. The list of items and the buttons on the right are the same as in the previous screenshot. The 'Exit' button is no longer highlighted.

The above discount price will apply whenever items in the group are in multiples of four.


To add items to the discount list click **Link to stock item**. The following form activates:

Creating new discount links.

Stock item : 

Select the stock item by clicking the magnifying glass or entering the code. The form should look something like the following:

Creating new discount links.

Stock item : 

250ml Red Bull Primo

Multi-item discounts override sales prices and any specials. So, if you want to include any items in a sale, or special, you need to remove them from the this discount list. You can do that from within Stock Management by clicking **Multi item discount** and then **Clear**. Or you can do it in the above form by clicking **Remove link**.

Item/POS options

Item options allows you to select options to add to the sales docket. Any stock item can have multiple options. For example:

1. A bike can have options such as - carry pack, speedometer, a range of different pedal types, etc.
2. Takeaways can have (eg. battered fish) - no salt, additional scoop of chips, salad, sachet of sauce, etc.
3. Hot drinks (eg coffee - mocha) could have the following options - have here, extra cream, cinnamon, extra chocolate, extra shot, etc.

It is possible to go to a second "layer". So, if we take the second example **Salad** can have its own set of options:

- Vinegarette, no mayonnaise, balsamic vinegar, etc.

Options don't have to have a price. They can be instructions only. As in "no mayonnaise". If the options have their own price that price is added to the total value of the transaction.

To activate options go to **POS settings** and check the box **"Activate takeaways/menus/options."**

Once that has been set another button becomes visible on Stock Management – **Options settings**.

To create new options, or modify existing ones, go to Stock Management. Select the item the option(s) are to be for. Click the "Options settings" buttons.

Note - make sure all the required options have already been created in Stock Management.

Select the item in Stock Management for which you want to create options.

CHAISYRUP	Chai syrup	0.00	0
▶ TROPPIZZA	Tropical Pizza	0.00	-11
TRADPIZZA	Traditional pizza	0.00	-10
SPECPIZZA	Special pizza	0.00	-4
SMALLTROP	Small tropical pizza	5.95	1
MEDTROP	Medium tropical pizza	8.95	1
LARGETROP	Large tropical pizza	12.95	3
SMALLTRAD	Small traditional pizza	4.95	0
MEDTRAD	Medium traditional pizza	7.95	0
LARGETRAD	Large traditional pizza	10.95	0
SMALLSPEC	Small special pizza	6.95	1
MEDSPEC	Medium special pizza	9.95	2
LARGESPEC	Large special pizza	14.95	5
TOPEXTRACH	Extra cheese topping	0.50	2
TOPPINE	Pineapple	0.00	0
TOPTOMS	Extra tomatoes	0.00	0
TOPHAM	Ham topping	0.00	0
TOPOLIVES	Olives topping	0.60	4
TOPMROOM	Mushroom topping	0.00	0

By alternate code

Sales options
Options buttons
Labels
☐ Set up price la
A4 sheet
A4 sheet no bar
Bar codes (prices
Bar codes (no pri

Notice the list includes three different tropical pizzas – small, medium and large

- When you click **Option Settings** the options settings form activates.
- In the example Tropical pizza has been selected. Notice that the list below it also relates to pizzas. These are used to create various option lists.
- The case of Tropical pizza we want to create options for differing sized pizzas.
- Tropical pizzas have already been set up as stock item buttons for a **Takeaways** stock line. Along with Traditional pizza and special pizza.
- Notice the list includes three different tropical pizzas - small, medium and large.

Option buttons for: Tropical Pizza

Item option (buttons)

Code : SMALLTROP

Button caption : Small tropical pizza

Price : 5.95

New button Exit

Edit Cancel

Save Delete

Code	Button caption
SMALLTROP	Small tropical pizza
MEDTROP	Medium tropical pizza
LARGETROP	Large tropical pizza

Small tropical pizza Medium tropical pizza Large tropical pizza

Tropical, special and traditional pizza have been set up as non stock items with a retail price of \$0.00. It is the differing sizes that have the price. The above example has no further options.

As you can see this one already has options set up and displaying. The buttons always display the option items in the order they have been entered into the options list. This means, if you wish to insert one into the existing list at any position but the last, you need to delete the options until you get to the option it is to appear after. Then re-enter the options you removed.

Now let's look at options that, in turn, have options. We will use special pizza.

The following are the special pizza size options. Again there is a price for each size.

Option buttons for: Special pizza

Item option (buttons)

Code : MEDSPEC

Button caption : Medium special pizza

Price : 9.95

Code	Button caption
SMALLSPEC	Small special pizza
MEDSPEC	Medium special pizza
LARGESPEC	Large special pizza

Small special pizza Medium special pizza Large special pizza

Each option is to have topping options. Those options are going to be the same for each size. Some have a price, some won't.

As follows.

Option buttons for: Large special pizza

Item option (buttons)

Code : TOPEXTRACH

Button caption : Extra cheese topping

Price : 0.50

Buttons:

New button Edit Cancel Save Delete

Code	Button caption
TOPTOMS	Extra tomatoes
TOPOLIVES	Olives topping
TOPMROOM	Mushroom topping
TOPHAM	Ham topping
TOPEXTRACH	Extra cheese topping
TOPPINE	Pineapple

Buttons:

Extra tomatoes Olives topping Mushroom topping Ham topping Extra cheese topping Pineapple

Notice that Cheese has a price. The others may have prices as well. Or none.

To do this you MUST add the options to each size. Setting up one size DOES NOT mean the other sizes have those same options. This is because options may vary between other wise similar items.

It is a good idea to set the buttons up so the most popular options are on the top row. And also set them up so that related options are grouped together. That minimises the amount of "hunting" the cashier will need to do to select the correct option.

Also make sure the option descriptions are short and clear.

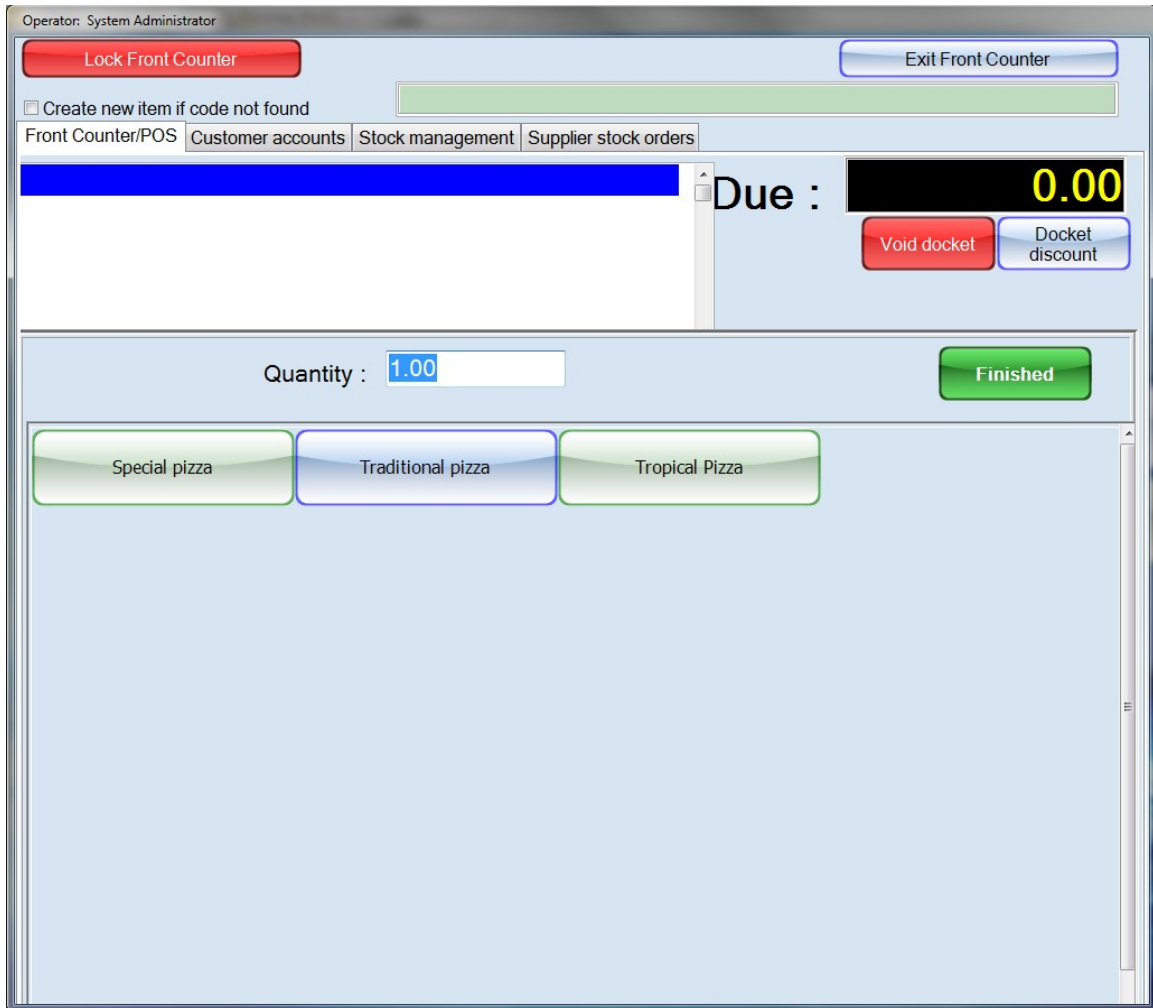
You can have up to 24 options at each group of options.

Once options have been set up you can select them from the items buttons. The following example uses Takeaways (the stock line)

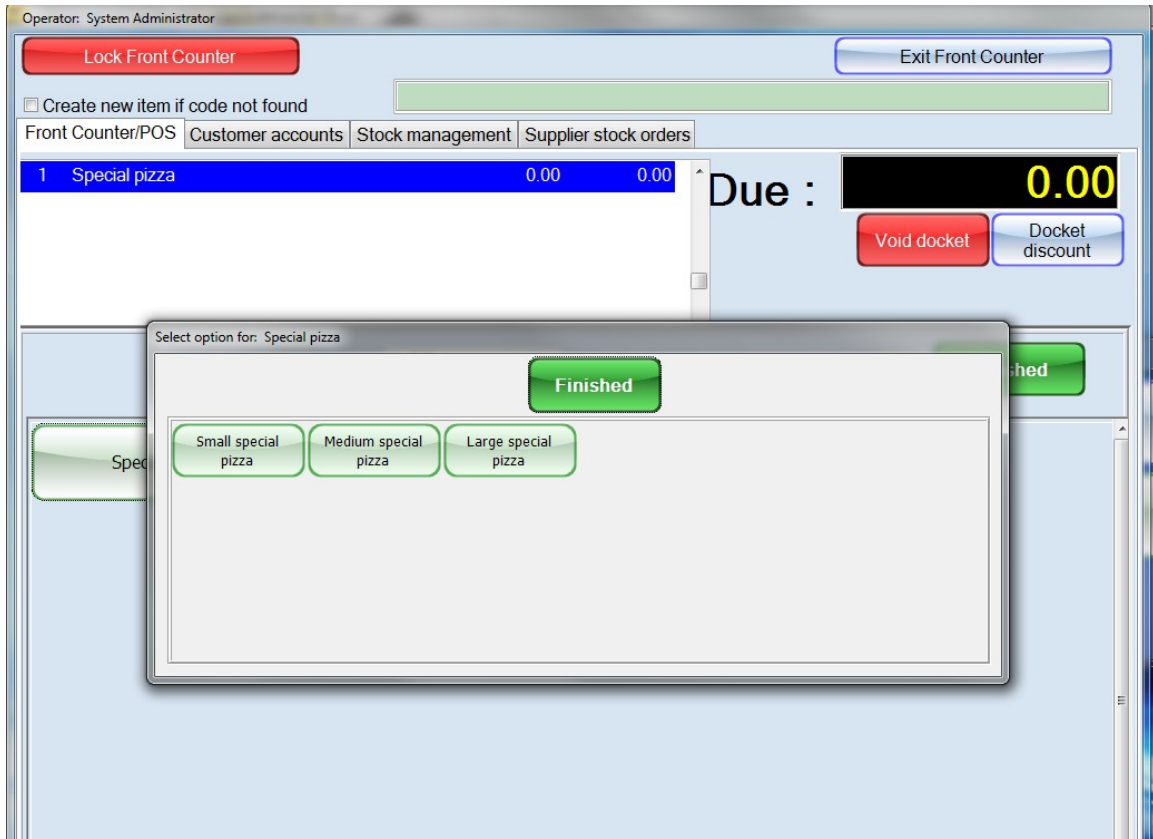
If an option also has options selecting it results in those options being made visible.

With options set Front Counter operates as follows.

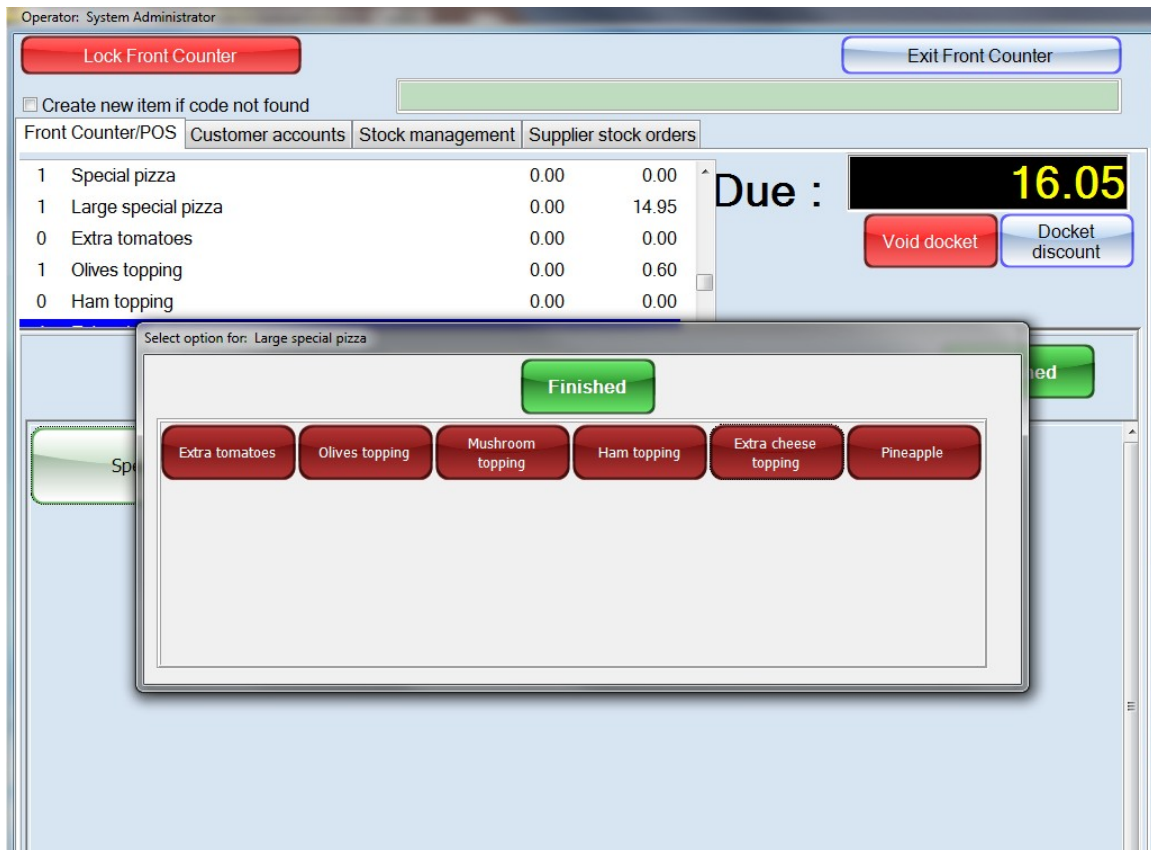
1. Click the stock line button. The stock item buttons become visible.



2. Click the relevant item button. Notice that "Special pizza" does not have a price.



3. Now click "Large special pizza". The options become visible. Select the options you want and click finished when you have selected all you want.



Notice that there is a price in the "Large special pizza" line on the docket. Olives topping also has a price.

You can also set up items and options so they print on orders together.

When the Options are finished with, and the items buttons closed, Front Counter will look something like the following:

Operator: System Administrator

Lock Front Counter Exit Front Counter

☐ Create new item if code not found

Front Counter/POS Customer accounts Stock management Supplier stock orders

1	Special pizza	0.00	0.00
1	Large special pizza	0.00	14.95
0	Extra tomatoes	0.00	0.00
1	Olives topping	0.00	0.60
0	Ham topping	0.00	0.00
1	Extra cheese topping	0.00	0.50

Due : 16.05

Void docket Docket discount

Other tender F2 Void item F6 Open drawer

To manual F3 Change item F7 Refund / credit F9

Clear fields F5 Review sale F8

Item Code :

Cash pay out Cash out Discount (%) : 0.00 Quantity : 1

Unit price : 0.00 Net amount : 0.00

Stock list F12 Invoice payment Print order Tender EFTPOS Tender cash Cash / EFTPOS

Tax exempt Reg. Cust F11 Assign booking Lay bys F10 Park docket Release docket

7 8 9 Clear

4 5 6 +1

1 2 3 -1

0 . Ok

Ice cream Cold Drinks Takeaways Fresh vegetables Hardware Groceries

Miscellaneous goods Security items

Note that three lines have prices. The others are either to confirm the customer's order (they are included on the receipt) or to go on an order for the kitchen staff.

If the **POS response** (in Stock Maintenance) selected for the items on the docket are to print on an orders, or kitchen, printer an order will be printed off immediately tendering is complete. Items that have "Normal" as the POS response don't print on orders.

Non-stock items

You can include non-stock items in the inventory. Check **"Non-stock item"** on the stock maintenance form. Professionals software allows the inventory level to be drawn down to less than zero. However non-stock item levels aren't changed as a result of any sale. To make sure the valuation is correct enter a buy price as zero. And, to make it easier to do stock take, it is a good idea to place all non-stock items into their own stock line.

Creating and printing price labels

You can produce price labels for two label printers - Brother QL series, Dymo Labelwriter 400-series and the Zebra LP series.

For the Brother the following labels are available:

- 29mm by 30.5mm (DK-22210)

- 62mm by 30.5mm (DK-22205)

These fit all the QL series P-Touch printers

For the Dymo the following labels can be printed:

- 32mm by 57mm (# 11354)
- 36mm by 89mm (# 99012)

For the Zebra the following labels are available:

- 40mm by 28mm (L11384)
- 61mm by 36mm (L10005)

The codes in brackets are what to look for when purchasing. The Zebra printer labels are only available online. Search for Peacock Bros.

To print price labels make sure you have the correct stock item displaying in the inventory maintenance form.

There are three label printing options:

1. On an A4 sheet, in multiples of three. Check the **Generate price label** box. Carry out the required actions, then click Labels (A4). The label format is Avery code L7157.
2. Labels (single or multiple) with bar codes.
3. Labels (single or multiple) without bar codes.

Generating A4 label sheets.

When the **Generate price label** box is checked the following form activates.

Labels are printed in groups of three. The number of labels to print is in multiples of 3 – 3, 6, 9, 12, etc.

To print price labels (using A4 - LC 33/L7157 format) click **Labels**.

The labels to print are accumulated into a file. To use a complete sheet of labels generate no more than 33 labels or 3 labels for 11 items.

You may save the report as Excel or MS Word format if you wish to change the formatting. To do so click the Save button on the report form and select the format from the list at the bottom of the form.

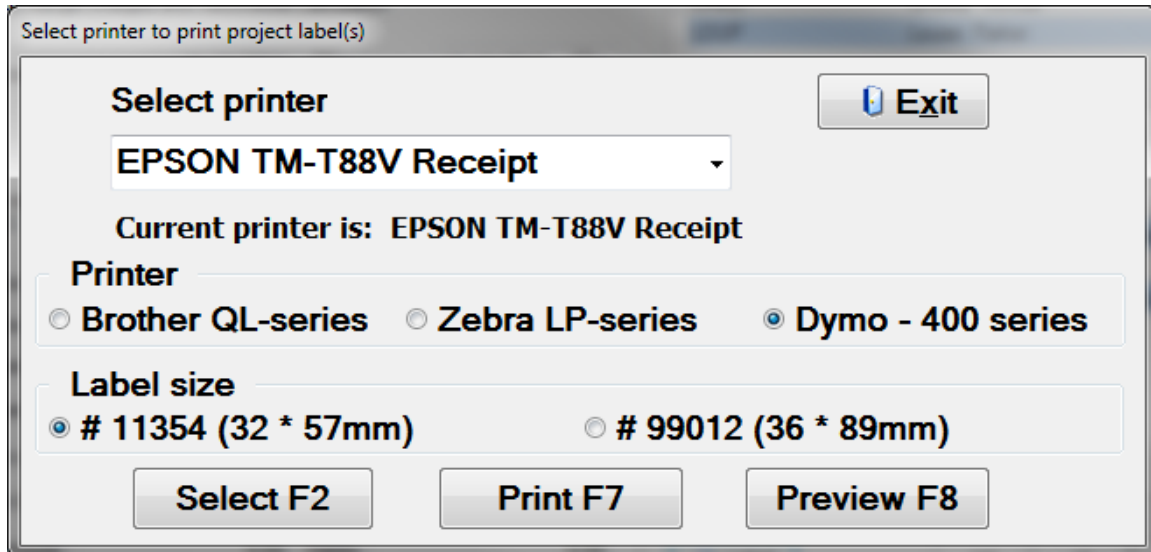
When the labels have been printed they are cleared. To reprint you need to generate again.

If the item does not have a bar code, or it is not valid for the EAN13 format, a bar code is still printed. It will have 0000000000000 at the bottom.

Printing price labels with bar codes.

There are four sizes for labels that include bar code.

It is likely your label printer is not your default printer. As a result you may need to change printers. The form used is the same whether printing with, or without, bar codes.



Select the printer from the drop down list. This list always displays the default printer on the first line.

The four sizes provided allows you to produce both product and display labels. Product labels can be either placed directly onto the item if your price differs from RRP. Display labels can be put onto the shelf edges.

- Click Select or press F2 to update the default printer setting. The example above has been switched to a Brother QL-500. Check the printer the labels are for.
- Check the button for the relevant sized label.
- To print a single label click Print (F7).
- To preview, and possibly print multiple labels, click Preview (F8).

Note that the stock code prints at the top of the label. This is useful if there are any difficulties in scanning the bar code. You can key in the stock code instead. That is one of the reasons it is a good idea to have a stock code shorter than the bar code.

If you preview a label it is possible to print more than one. Click the printer icon with the green wrench on it. Reselect the correct printer and the number of copies you want.

Loading price lists

Price lists can be loaded from supplier price lists. In effect you can create an inventory of all items included on the price list without the need to enter the items manually.

Before loading a supplier's price list make sure you have created the supplier record.

The drop down list displays those suppliers Professional Systems know provide price lists. If you have a different supplier that is prepared to do so, contact Professional Systems (info@professionalsystems.co.nz) with the supplier's contact details. We will obtain the information about the price list's format so it can be included.

To load a supplier price list follow the following sequence:

- Make sure the supplier's price list is saved into a folder on your computer. It is a good idea to create a folder that you always save the files into. This makes it easier to find them again.
- Enter the supplier code or select from list (not if you are loading Jaycars/Electus - in that case the supplier is created as part of the loading sequence.).
- Get the list by clicking the "Get List" button and browsing to find it.
- Make sure you have the correct supplier's code showing in the "Suppliers Code is" field. Ignore this if loading Jaycars/Electus, NZAGold, Cashbook Complete, MYOB or QuickBooks export file. IN the case of Jaycars/Electus a Jaycars supplier is created when the load runs.
- If ready to go, click Load.

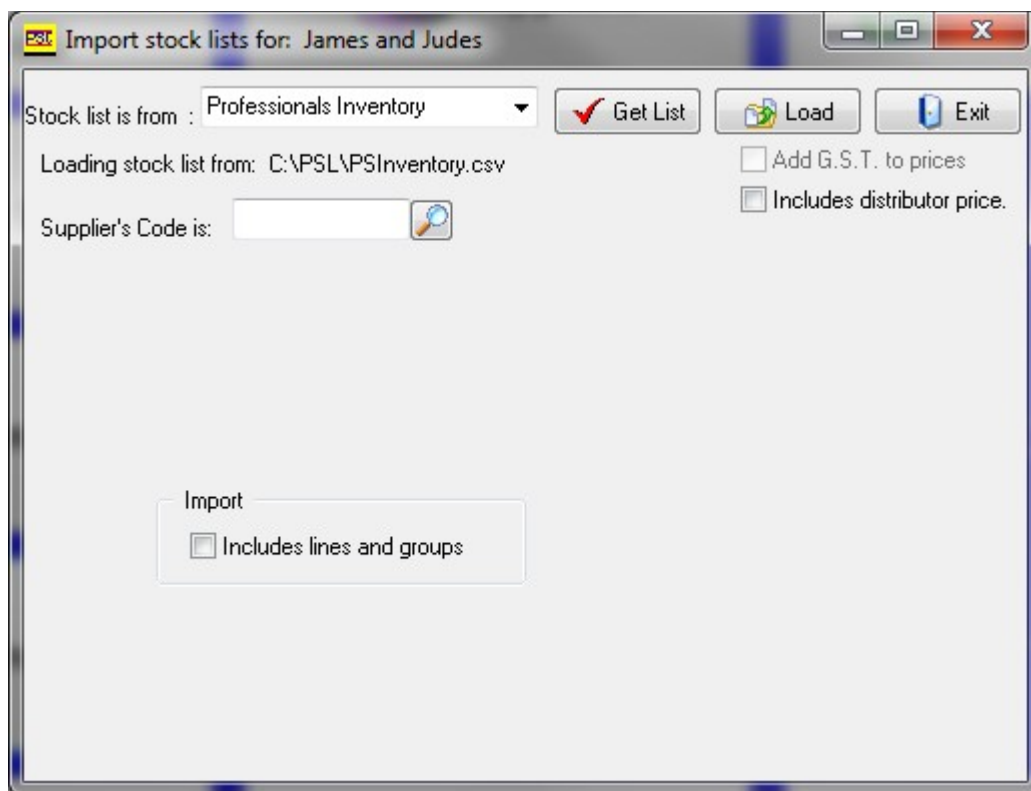
Warning - some price lists are extremely large. For example the Placemaker's full list is over 35,000 items. J.A. Russell's is over 100,000. If you stock only a small fraction of the list it may be better to load the items manually as maintaining such large inventories can be a very difficult operation. Especially if you are loading from more than one supplier.

If you are loading from Carters, Mico, MasterTrade, or MYOB export file it is possible to create stock lines and groups as the load proceeds. To do so check the relevant box in the panel at the bottom of the form.

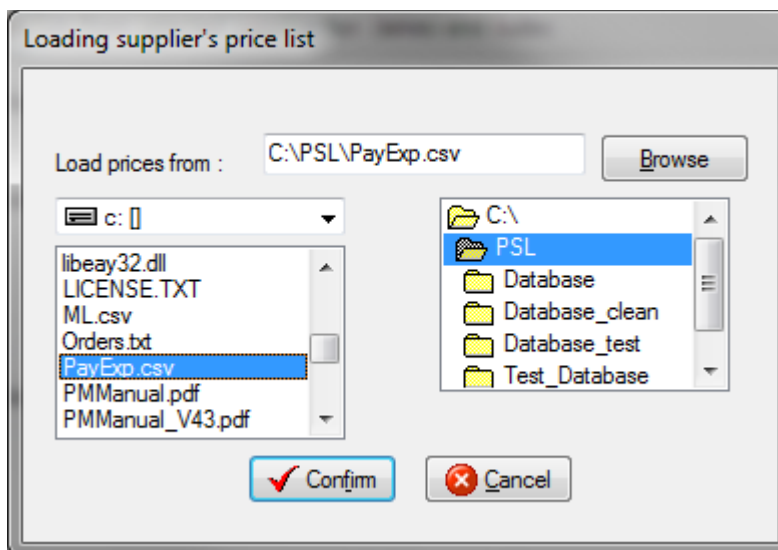
The drop down list includes suppliers Professional Systems know provide price lists. If you have a different supplier, who is prepared to do so, contact Professional Systems (professionalsystems@professionalsystems.co.nz) with the supplier's contact details. Please send us an example of the price list. We will contact the supplier to let them know what we are doing and make sure we have all the information required to import the price list in a manner that is useful.

To load a supplier price list follow the sequence below:

Click **Load**. The following form displays:



- Make sure the price list is saved into a folder on your computer. It is a good idea to create a folder that you always save the files into. This makes it easier to find them again.
- Select the price list from the drop down list.
- Get the list by clicking **Get List** and browsing to find it.



- Make sure you have the correct supplier's code (if required) showing in the **Suppliers Code is** field.
- If ready to go, click **Load**. Make sure the "Loading price list from:" description matches the file you need. If it does not the load will fail.

If loading from Carters, Mico/MasterTrade stock lines and groups can be created as the load

proceeds. To do so check the relevant box in the panel at the bottom of the form.

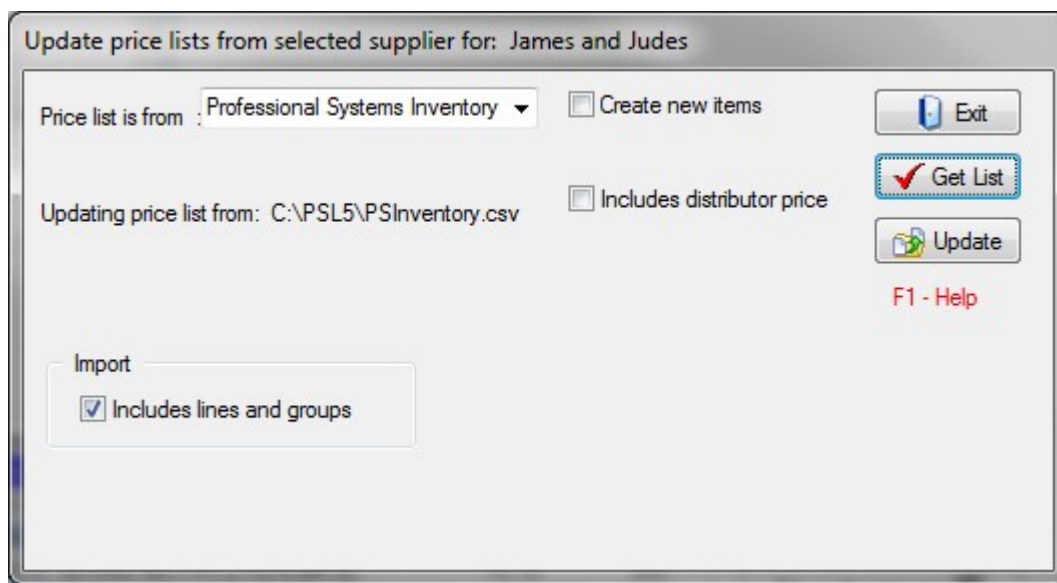
If the import fails before the end check the last record it imported before failing. If you are covered for support send it to us and we will have a look at what stopped it. It is possible that the supplier, or software package, has changed the formats. Tell us what record (Stock code and Bar code plus description) is the last record in the inventory.

If we find out what caused the failure you can continue importing by using the update option.

Updating price lists

Price updates operate on a similar way to loading price lists. Use this to replace old prices with new ones. If the price being loaded don't include G.S.T check the **Add G.S.T to listed prices**.

Add new items to the inventory by checking the **"Create new items"** box.



Updating the price list looks for the existing code and updates the price(s). This means the new prices become effective immediately.

Importing from CashBook Complete

Importing from Cashbook Complete can be quite simple. Depending on the prices in the inventory.

You must have either Excel of OpenOffice installed.

Follow the steps below to carry out the import:

1. In Cashbook Complete go to the Inventory form. Select the entire list (Ctrl C).
2. Make sure the stock fields are in the following order : Group, Code, Description, Units, Cost Price, Sell Price, Type, On Hand, On Order, Min Level, Supplier, Notes, Sales YTD, Qty YTD, Sales LYR, Qty LYR.
3. Right click the mouse and select copy.
4. Start up an empty spreadsheet.
5. Right click and Paste.

6. Look at the Cost Price, Sell Price, SalesYTD, QtyYTD, SalesLYR, and QtyLYR columns. If any are over 999.99, remove the comma. To do this select the entire column, format and change to custom and format as '00.00'. If you don't do this the import will fail. Once the list has been imported values 1,000 and above have the commas put back. If you like you can remove all columns after "On Order". They are ignored.
7. Save as - Comma separated (CSV). Remember where you saved it to.
8. Start up Professionals. Go to the Stock menu and select Load if there is nothing in the inventory. Update if there is something.
9. Now follow the instructions for importing any price list. Select Cashbook Complete from the drop down list. And get the file you saved from the spreadsheet.

Note - the import does not bring in any fields after "On Order". As a result you need to create the required suppliers in the supplier form and then link the relevant stock item to the supplier. Once you have done so you can create supplier orders.

It is possible you have been using the inventory to create invoices and that the prices don't include GST. Professional's inventory is designed to work with Retail Business. As a result GST must be included in prices. Check **Add GST to prices** box to make sure this happens during the import. All stock item handling in the Professionals Series assumes GST is included in the prices and the required adjustments are made accordingly.

Importing from QuickBooks IIF

QuickBooks allows you to create an export file. This is designed to be imported, without any modification, to QuickBooks.

To import to the Professional series stock file you need to modify some things.

1. Rename the file extension from .IIF to .xls. Excel will load the file.
2. In Excel make the following changes to several columns. Change them to custom, 0.00. Select the entire column, right click "Format cells", select "Custom" and '0.00' from the dropdown list. If you have any prices above 999.99 this will get rid of the comma in 1,000.00.
3. To select the entire column click the top of the column (indicated by a capital letter – A, B, C, etc). The columns are PRICE, COST, GROSSPRICE, NETPRICE.
4. Select "Save as" and then select "Comma delimited (CSV)".
5. Use Explore to find the file, then open it using WordPad.
6. In WordPad remove the lines above the field descriptions. Save the file. The file can now be imported into the Professionals inventory.
7. Open Retail Business.. Select the Stock Management Form. If you have not added any inventory items click Load. If you have click Update.
8. Select "QuickBooks IIF to CSV" from the drop down list.
9. Get the file.
10. Click Load.
11. While the update loads you may get error messages saying that some record numbers could not be imported. Note the number and click Ok to continue. You will need to load that item manually as QuickBooks probably put some characters in the record that the import function could not resolve.
12. You may want to do a progressive tidy up as QuickBooks sometimes puts control characters into the description. These take the form of "\n", ' and ". You can do a search and replace in Excel to remove the characters. If you do so replace them with a space.

Stock Take

To carry out a stock take follow the sequence:

1. Load the stock take list – this can consist of all existing stock items, or by stock line. If you have a very large inventory it is better to carry out stock take by line. Click **Load**.

2. Find out how many of each item you actually have and enter that number into the stock take form. Click Edit. The only field that is active is **Number in Stock**.
3. Generate the stock audit report to find out what the difference is between actual stock levels (as manually entered here) and those in the inventory.
4. Load the stock take record into the inventory – this updates the inventory item count.
5. Run the stock value report. This is for tax purposes.
6. Clear the stock take.

The stock take form is as follows:

Carrying out stock take for: James General Store

Stock Item

Bar Code : Code : 1007PDL

Description : 27A PDL L/HOLDER SWIT 1/2 THR

Author :

Exit

Edit

Cancel

Save

Code	Description	In stock
▶ 1007PDL	27A PDL L/HOLDER SWIT 1/2 THR	0
1023PDL	27B PDL L/HOLDER SWIT 3/8 THR	0
1058PDL	27C PDL L/HOLDER SWIT 5/16 THR	0
1074PDL	27D PDL L/HOLDER SWIT 5/8 THR	0
1112PDL	28L PDL BATTEN HOLDER ANGLED	0
1155PDL	29L PDL BATTEN HOLDER STRAIGHT	0
1171PDL	PDL L/HOLDER UNSW 1/2 THR	0
1201PDL	30B PDL L/HOLDER UNSW 3/8 THR	0
1231288909987654	Shelving units	0
1234YJ	PDL 2 way electrical socket	0
123SAMP	250V EXTENSION CORD	0
1243SPD	3S PDL MAINS SWITCH 1 POLE 60A	0
1252PDL	29S PDL SKIRT FOR BATTEN HOLDER	0
1287PDL	29R PDL RING FOR BATTEN HOLDER	0
1295PDL	31 PDL FLUSH BOB FOR 63T	0
3590417	SENTINEL ROTARY 40 CLOTHESLINE SN221	0
3590429	HILLS C/LINE VILLA FAMILY F/GRN FD87010	0

Load from inventory

Audit report

Update stock

Stock value

Clear stock take

List / Select

Search by code:

Search by description :

Search by name:

◀ ▶ ⏪ ⏩

The above example has the stock take already loaded. To load the stock take click **Load from inventory**. The following form activates:

Selecting items for stock take James General Store

Items to select

☒ All ☐ By line

Exit

Create

If you have created stock lines and groups, and linked them to the relevant stock items, you can load by stock line. This makes the process more manageable as each stock take file is that much smaller.

If you check the By line button the form appears as follows. Select the stock line you want to load items for.

Selecting items for stock take James General Store

Items to select

☐ All ☒ By line

Exit

Create

Stock line selection

Line code : General

General

Navigation buttons: First, Previous, Next, Last

To enter the audited stock level for the displayed item click **Edit**. The form appears as follows:

Carrying out stock take for: James General Store

Stock Item

Bar Code : Code : 1058PDL

Description : 27C PDL L/HOLDER SWIT 5/16 THR Number in stock : 10

Author :

Code	Description	In stock
1007PDL	27A PDL L/HOLDER SWIT 1/2 THR	15
1023PDL	27B PDL L/HOLDER SWIT 3/8 THR	20
▶ 1058PDL	27C PDL L/HOLDER SWIT 5/16 THR	0
1074PDL	27D PDL L/HOLDER SWIT 5/8 THR	0
1112PDL	28L PDL BATTEN HOLDER ANGLED	0
1155PDL	29L PDL BATTEN HOLDER STRAIGHT	0
1171PDL	PDL L/HOLDER UNSW 1/2 THR	0
1201PDL	30B PDL L/HOLDER UNSW 3/8 THR	0
1231288909987654	Shelving units	0
1234YJ	PDL 2 way electrical socket	0
123SAMP	250V EXTENSION CORD	0
1243SPD	3S PDL MAINS SWITCH 1 POLE 60A	0
1252PDL	29S PDL SKIRT FOR BATTEN HOLDER	0
1287PDL	29R PDL RING FOR BATTEN HOLDER	0
1295PDL	31 PDL FLUSH BOB FOR 63T	0
3590417	SENTINEL ROTARY 40 CLOTHESLINE SN221	0
3590429	HILLS C/LINE VILLA FAMILY F/GRN FD87010	0

Load from inventory Search by code:

Audit report Search by description :

Update stock Search by name:

Stock value

Clear stock take

List / Select

Navigation buttons: << < > >>

Enter the **Number in stock** and click **Save**.

When you are ready to update the inventory with the stock take click **Update Stock**. This changes the item level to the new one from the stock take.

Be aware – you must make sure that all the items in the stock take file have the correct stock level. Because levels in the inventory are over written by whatever is in the stock take file.

Stock Statistics

This form provides an overview of the situation for any one stock item. It includes some summary statistics that serve to indicate whether the item should be kept in stock.

Stock card summary for : James General Store

Search
By code: Search by description: By alternate code:

Exit Audit Returns

Active Item
Code : 3590462
Description : HILLS SIETRO 6 RETRACTING C/LINE FD51014
Status : Active
In stock : -11 Stock value : -2199.89

Transactions between 5/01/2016 and 4/02/2016

Invoiced
Total items : 1.00
Total value : 199.99
Last invoice date : 01 February 2016

Invoice No.	Date	Amount	Client code
201100039	1/02/2016	199.99	RRYAN

Orders
Total items : 0.00
Total value : 0.00
Last order date :

Number	Date	Amount

Sales
Total items : 3.00
Total sales value : 579.97
Last sale date : 01 February 2016

Docket No.	Date	Items	Amount
3228	31/01/2016	1.00	179.99
3229	31/01/2016	1.00	199.99
3241	1/02/2016	1.00	199.99

The summary covers cash sales, invoices and stock orders. If a cash sale was converted into an invoice there are two entries, one in sales the other in invoices.

Reports

The following is an example of a report dialog form.

Transaction reports for : James and Judes

☒ Display Details
 ☐ Exclude sales tax.
 ☐ Audit report
 ☐ Cash only - nonbank

☒ Enter 'From' date

From

To

☐ Report for Specific Department

☐ Selected Ledger Code

This dialog includes three reports – income and expense, transaction audit, and a cash only report. To generate that report check the **Audit Report** box. Generate the income and expense report by checking the **Display Details** box only.

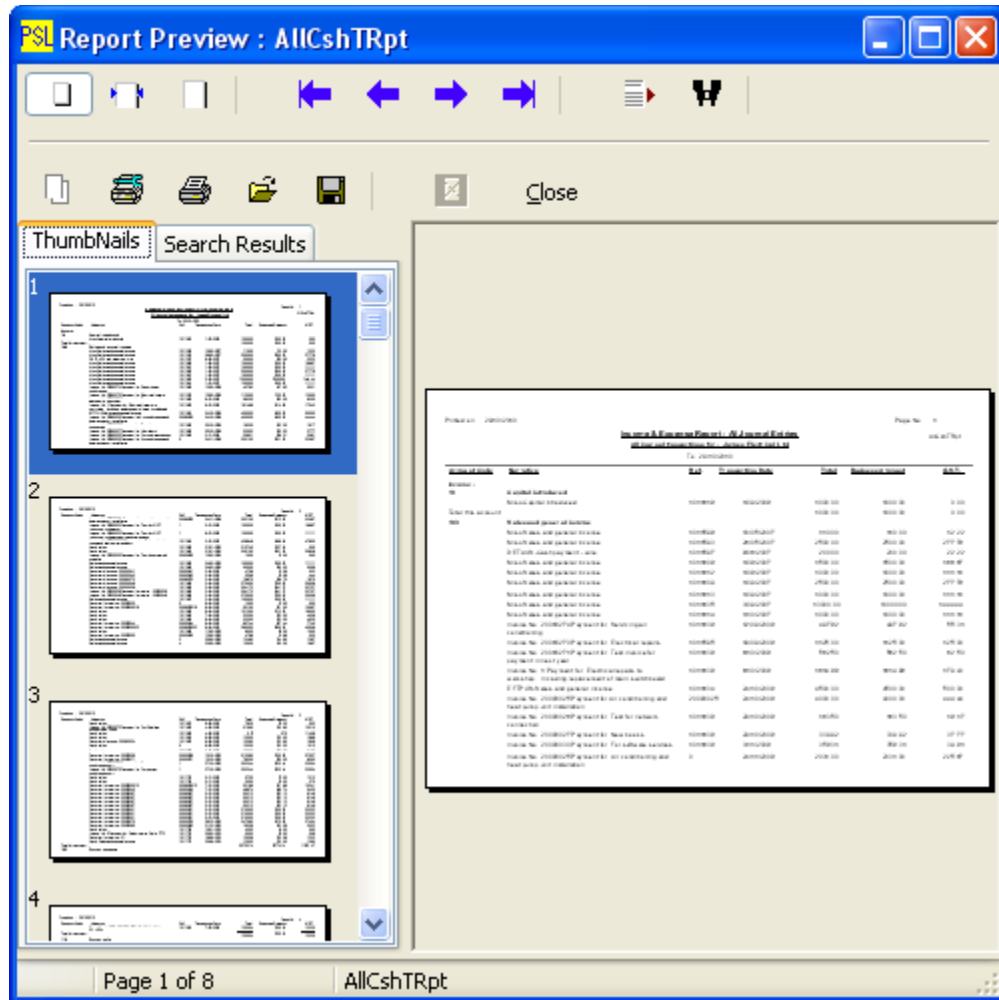
If the **Display details** box is the only one checked the **Selected Ledger code** box becomes visible. Check it to activate the **Ledger code** field. You can then report by selected ledger codes.

If the **Ledger Code** field is blank, even though you have checked the box no report is generated.

Report forms

All reports provide an option for a preview. It is often a good idea to choose this option because it allows you to make sure you have the correct criteria for the report without wasting paper.

Previews allow you to search for certain words, and print multiple copies of the report.



- If there are multiple pages use the blue arrows to go from page to page.
- To resize the report click one of the buttons at the top left.
- To change printers, and produce multiple copies, click the printer icon with the wrench across it.
- To print immediately click the printer icon.
- To save the report click the disk icon.
- To get a saved report back click the open folder icon.

Cashier profiles and user security

Use this form to define who can use the system, and at what level. Once you have set up a user they can be inactivated so they are unable to access the system.

Before creating the user's profile think about what you will need them to be able to change. For example, if everyone is to be able to enter cheques and receipts, and you also want them to be able to create new accounts when on those forms, then you must give them data entry and direct access to key information. In the relevant forms this means there are several additional buttons visible and activated. If you do not give anyone but the administrator such access you will need to create additional codes when requested. This may slow down data entry and can become quite a nuisance.

- If you are the only user, stay with the initial administrator's access. If you can't trust yourself, then you have a problem this software cannot help solve.

Be careful when creating passwords. It is not a good idea to use a user's pet's name, car type, or anything like that. The system will prevent the use of user names. Valid characters in a password are the following: capitals (A...Z) and lower case (a...z), numbers, and the underscore.

When creating a user make sure the date the password expires is the current date; or the date they will first use the system. This forces them to change their password when they first log on. Only the administrator can change passwords that have not expired.

You will need to make up your mind whether to expire passwords. Doing so improves security, so long as users do not put a copy of their password in their top draw. But it can annoy users, and result in simple, and easily solved, passwords.

Cashiers should be, at least, level 2 – access to key data. If you create them with a lower access level than this they will be constantly asking the system administrator to authorise actions.

Do not remove the system administrator's profile. It is created when the software is first installed. At least one other person should have administrator's rights; or at least know what the administrator's log on id and password are.

Maintain staff access profiles

Staff id no : 100

First Name [*] Danny

Last Name [*] Smith

Exit

New staff

Save

Cancel

Delete

Staff details F1 - Help Security Log

Password :

Repeat :

Change

Confirm

Clear pin number

Set discount limit (0 is no limit) : 0.00 Dollar value

☒ Active cashier

Set Access Level [*]

☒ System Administrator - access to all facilities. Including set up.

☐ Supervisor. Can authorise cash out, open cash drawer and discount

☐ Cashier - Front counter operations and reports

☐ Reports and enquiries only

If the user is not to use the system immediately uncheck **Active Password**.

- Once the user has been set up neither their name nor number can be changed. Everything else can be changed.

If you intend to activate bookings, and want to check staff availability and send staff reminders, you need to create details about the staff member. These details include their position, contact details, and the times they are on duty.

Maintain staff details for: Danny Smith

Position : Bakery Manager

Address :

Postal zone :

Phone : 432 8554 Email : danny@gmail.com

Mobile :

Birthday : 29/01/2015 Start : 29/01/2015

Employment type : Full time - permanent

Hours between : and : (24hr clock - 1.00 pm is 1300)

Days on :

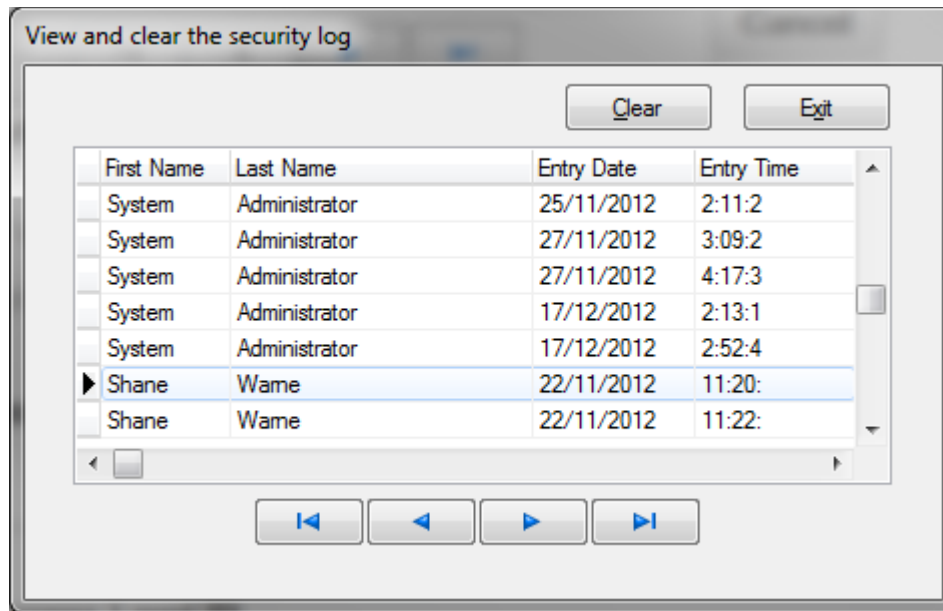
☐ Active

Save

Cancel

The system tracks all log ons. The user name and number are saved to the security log. To view and clear the log, click the "Security Log" button.

Periodically you should clear the log. Especially if you require that all users log on to the software.



Adding a new user

- Click the "New User" button. This creates a new user number with all other fields blank. The user number is automatically created and cannot be changed.
- Enter the first and last name. Both are compulsory. Click "Save".
- If the user is to start using the software immediately check the "Active Password" check box.
- If you intend using Customer Bookings click Staff Details and enter the staff member's position and the time and days they're on duty.

Access levels

- There are four access levels.
- Levels 3 and 4 are currently non-functional.
- Level 2. Users with this level of access can use both Full service and Quick sales. They may not create, or change, any cash or bank accounts, clients or suppliers. They need authorisation to approve discounts.
- Level 1 (Administrator) Only users with this level of access can access Back Office and authorise customer discounts. You also need this level of access to change system settings and carry out cash up.

Changing Passwords

- To create the new password click **Change**. Enter a valid password in the **New Password** field and repeat it in the **Repeat** field.
- If a user forgets their password it can be changed by selected their profile and clicking the "Change" button, entering, and repeating, the new password, then clicking "Confirm". If the two passwords are not identical they will not be saved and both must be re-entered.

Expiring Passwords

- Passwords can be expired. This means the user will no longer be able to use their current password from a certain date. They will have to enter a new password. When they do that a new expiry date is created based on the number of days set when the user was first set up.
- If the password is to expire check **Password Expires**. **Number of Days** and **Expires on**

fields display. You can only edit the **Number of Days** field. As that is changed the expiry date will be changed.

Pin numbers

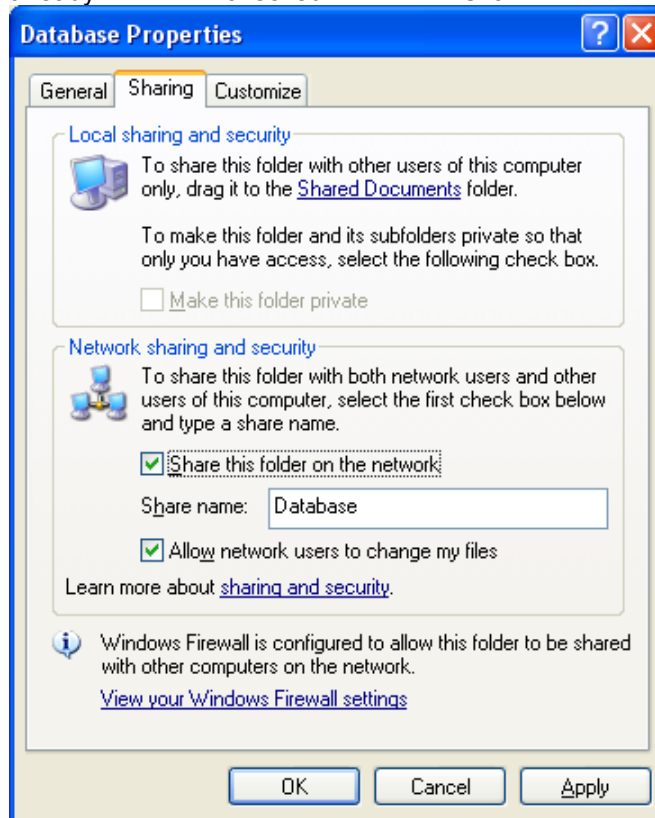
If you intend to use cashier switching, or clock in/out, then the staff member needs to have a pin number. Once you have set the cashier up they will be prompted for their pin number when they go to do either.

Installing Front Counter – cashier lane

Front Counter can be installed on PCs that have access to the Retail Business database. By default Front Counter is installed as part of Retail Business. Front Counter can be installed as a cashier workstation once the base system is installed. If the intention is to install it on another PC purchase a workstation license.

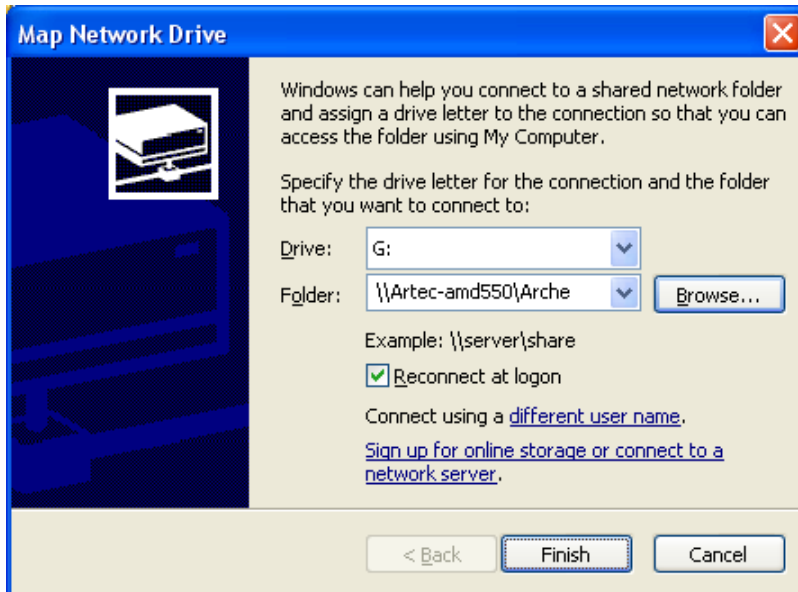
To install Front Counter workstation follow the instructions below:

1. Install Retail Business base system.
2. Make sure the database (by default C:\PSL\Database) can be shared. To share the folder start up Windows Explorer (right click the Start button), select the folder C:\PSL and right click it. Select **Sharing and Security** and check the "Share this folder" box if it is not already checked. Click Apply then Ok.



3. In Control Panel → User accounts and family safety. Turn off passwords for all users on all PCs that are going to be connected.
4. Use Workgroups (Not the Homegroup) for the network.
5. On the PC Front Counter is to be installed on start up Explore and select Tools | Map Network drive.

- Find the drive of the PC Retail Business is installed on by clicking the Browse button. If you cannot find it the connection to the PC may have been dropped. The workstation PC may have to be shut down and restarted. Or repair the connection if using XP, Vista, Windows 7 or 8.



Warning – don't map to the folder the Base System database is on. The network will not be able to connect consistently if you do that. Map to the C: drive only. Or whichever drive the database has been installed on if you are running in a server-based environment.

Once the shared drive displays in the Folder field check **Reconnect on Logon**, click Finish. The database is now accessible from the Front Counter PC. The shared folder must be the drive of the PC, not the full folder as in C:\PSL\Database.

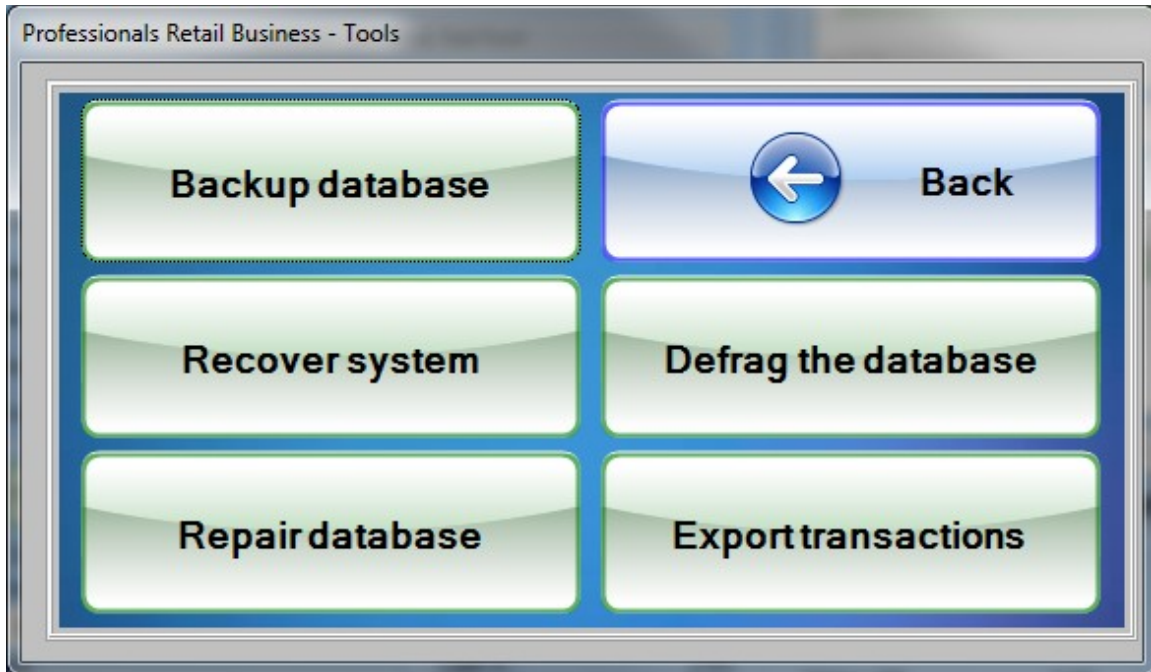
- Place the Workstation installation CD in the PC. If the installation does not start automatically double click Setup.exe. This installs the Front Counter application. Do not change the default settings.

- Go to the Workstation folder on the CD. Double click InstallWkstn.exe and select the network drive defined in step 4 (eg. G:) then the folder C:\PSL\Database.

From now on, so long as both PCs are running, Front Counter can access the data it needs to run.

Tools

Access the tools form by clicking the Tools button on the Back Office main form.



The tools form provides for a range of housekeeping operations. The operations provided for are:

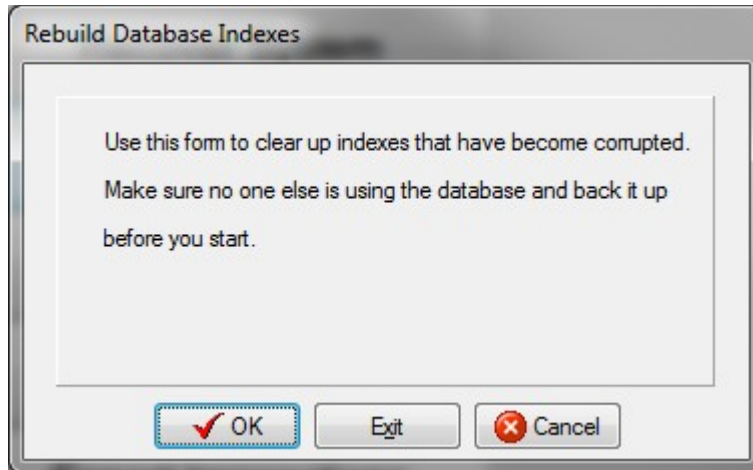
- Repair database
- Optimize database space
- Back up full system
- Recover full system back up.
- Export transactions
-

Repair database

Use this tool if you start getting index errors. Index errors show by reports being in the wrong, or no, order. Generally you should not need to run this tool.

Do not use this tool just because things have not run as expected.

When run, this tool reports progress. If the repair fails an error message says which table it failed on. Contact Professional Systems with that information. You will be asked to run some tests. Make sure you have the latest back up available.



Backing up your data

Before opening any of the back up or recovery tools make sure the backup media is already in place.

It is important to regularly backup your data. Things do go wrong. Sometimes they can be fixed. Other times all you can do is recover the last backup. If that backup was done a long time ago you have a lot of historic data to reenter. If you have never done a backup you **really** need to read this.

Run a full system backup at least once a week. Keep a record of when each backup was run. System backup should be made to media like flash drives, CDs, or another network drive or directory. You can set up the company record to activate the full system back up when you shutdown the software.

If things go wrong recover the last system backup.

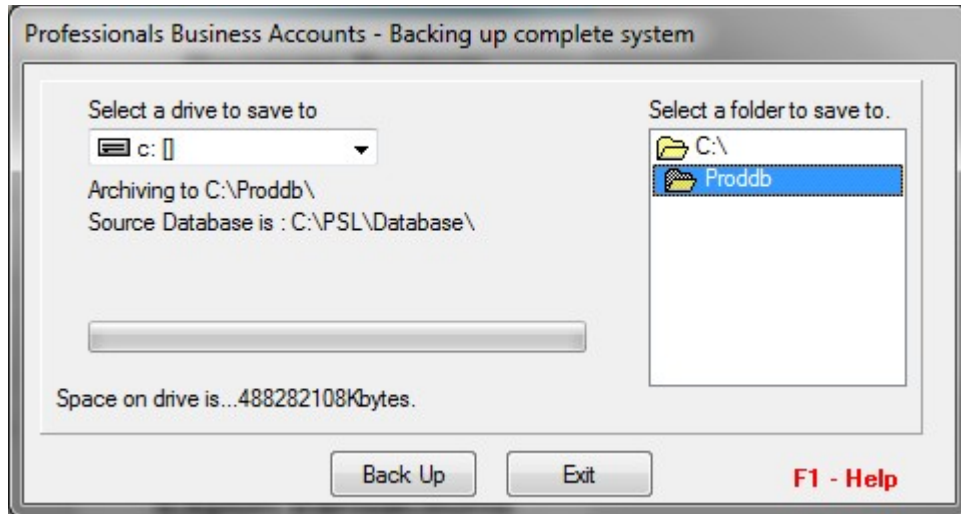
Backing up Retail Business

This process completes a complete backup. If backing up to a CD/DVD make sure it has no data on it, is formatted and is rewriteable (RW). If backing up to a data stick you can create folders.

This process should be run at least once a month. You can run it immediately before switching Retail Business to another PC. In that case make sure you install Retail Business on the PC first.

Retail Business does not clear previous year's transactions when you start a new financial year. The total amount of data can become quite large if you have not cleared them by running the **Clear Previous Year's Transactions** tool.

The system back up form appears as follows:



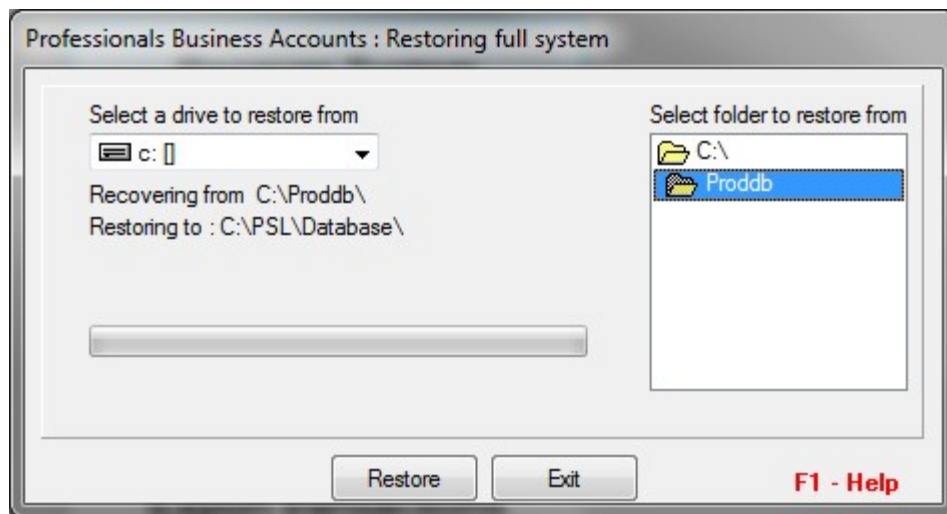
Select the relevant drive from the drop down list on the left. Make sure the correct media is already in place before selecting it. Memory sticks and CD/DVDs show as drives in the list.

This form is set to back up to the E: drive. Which, in this case, is a network drive. If you have an external hard drive attached it may be a good idea to create a back up folder on it.

Recovering full back up

This tool enables you to restore a full system backup. This may be necessary if you are often getting error messages about the indexes (and an index rebuild fails). Or you have switched to another PC, have installed Business Accounts and now wish to recover the entire database.

The system recovery form is as follows:

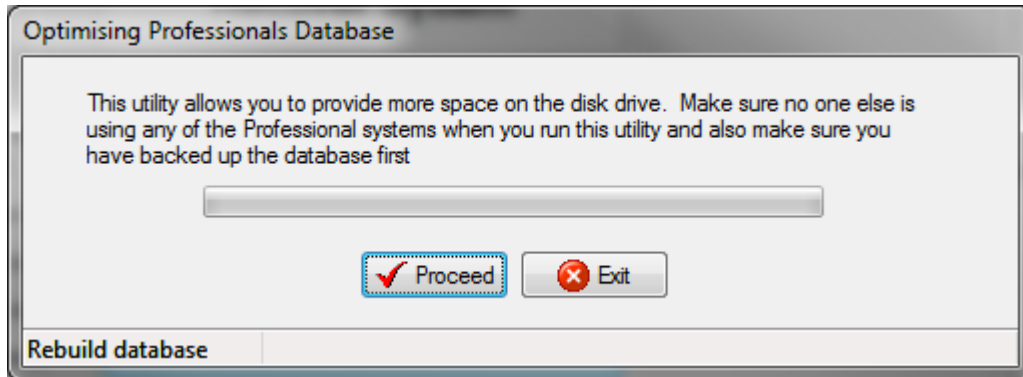


Make sure the recovery media is in place before selecting it from the drop down list on the left. Once the process has started do not interrupt it unless you absolutely have to. If you do interrupt it there is a good chance that the system will not operate correctly as some records depend on others to display correctly.

Optimising system space

This tool enables you to clear up the database. This is the program's version of the defrag tool. When records are deleted the space they take up is not automatically cleared. This tool clears that space.

Make sure no one else is using the software. If they are this tool reports a failure. Backup the system before starting.



Appendix 1

Professional Systems Ltd **Software for the Small and Medium Business**

Fill out this form to register for software support. If you have been using Professional Systems software for some time, and have never paid for support you may do so online at www.professionalsystems.co.nz. Or you may fill in this form and send, with payment, to

Professional Systems Ltd
25B Kupu Place
Ruakaka
WHANGAREI 0116

Name : _____

Company: _____

Registration Number : _____

Registration key : _____

Postal Address: _____

Email : _____

Web site : _____

[] Tick if you wish to be billed for further support after 12 months.

☐ Enclose \$245.00 (including GST). A tax invoice will be provided on receipt.

☐ Payment of \$245.00 deposited in account ANZ 01 0455 0075746 01

Payment may also be made through our website <http://www.professionalsystems.co.nz>

I understand that support consists of telephone support during the hours of 9.00am to 5.00pm Monday to Friday, online access for non-urgent requests, updates, new releases and bug fixes. Also that I may make suggestions for changes to the software and that I may participate in the selection of changes to enhance the software.

Signature : _____