Professional Systems – Cash Register

Version 7.6

Getting Started - tutorial

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Introduction

This tutorial introduces you to setting up Cash Register and some of the concepts and practices that will help you make the best use of the software. The tutorial provides the minimum amount of information to get started.

Further information may be found in the full manual that is included on the installation disk as an Adobe Acrobat file (CRRetManual.pdf). That manual is installed in the C:\PSL folder The same information is available by pressing the F1 key at any time while running Cash Register.

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Setting up Cash Register

To set up Cash Register follow the sequence below:

1. When the software first starts the company control form activates. Edit the existing company to create your own. The sales tax information goes on receipts.

2. Go to Stock Management and set up the required stock lines, groups and stock items. Including, if required, any volume discounts and replenishment rules.

3. Select System settings → Cashier Profiles and set up any cashiers and their access levels.

4. Select Cash Register then Receipt Printers. Select the size of paper your receipt printer uses. Set up the layout for your cash receipts. If you want to include a logo make sure you have a file called logoss.bmp and place it in the folder C:\PSL\Database\Images. You may need to use the Windows Paint application to change its size to fit the receipt width you use.

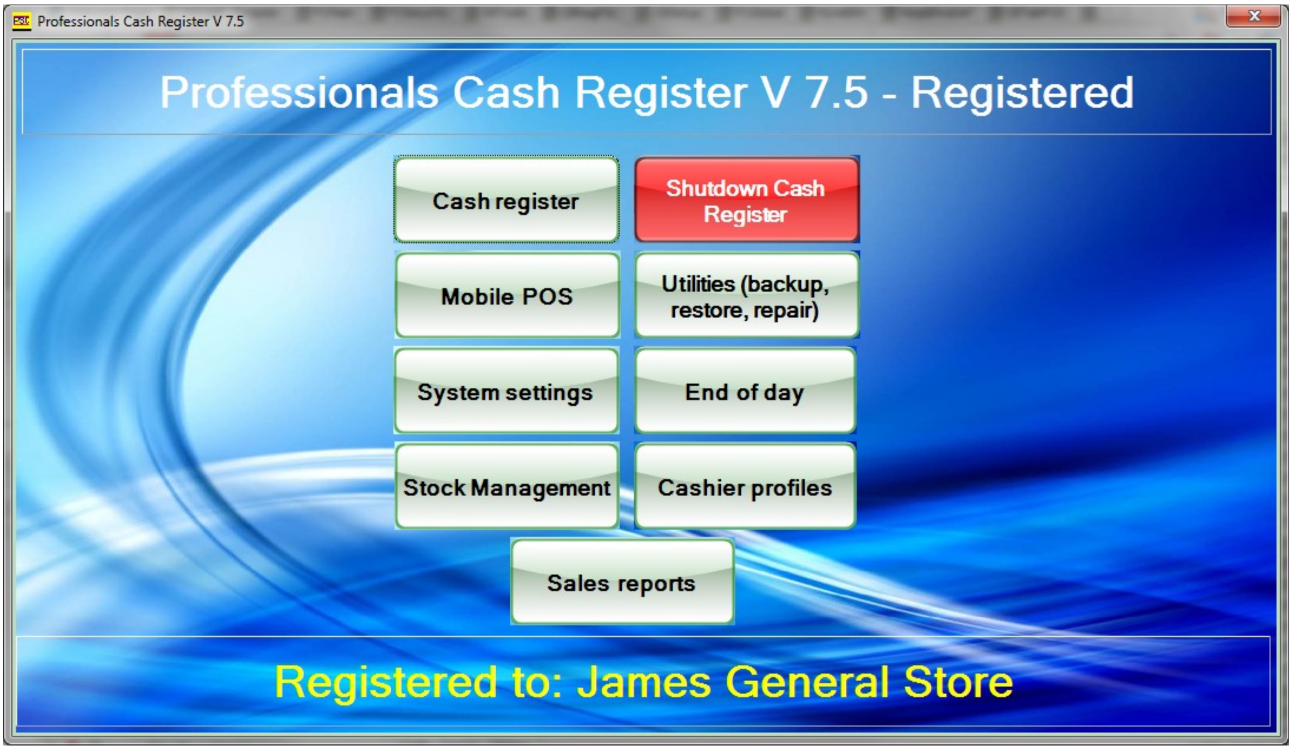
The rest of this manual covers the above set up in more detail.

1. Company Control

This section relates to the installation of the base system of Cash Register. If you have purchased Cash Register cashier's workstation the set up must be carried out on the PC the base system was installed on. The workstation installation does not include these tools.

When starting Cash Register for the first time you are advised of the default logon settings for the system administrator. Take a note of these. Click Ok to create them and then enter them into the logon form to start.

Cash Register's main form is as follows:

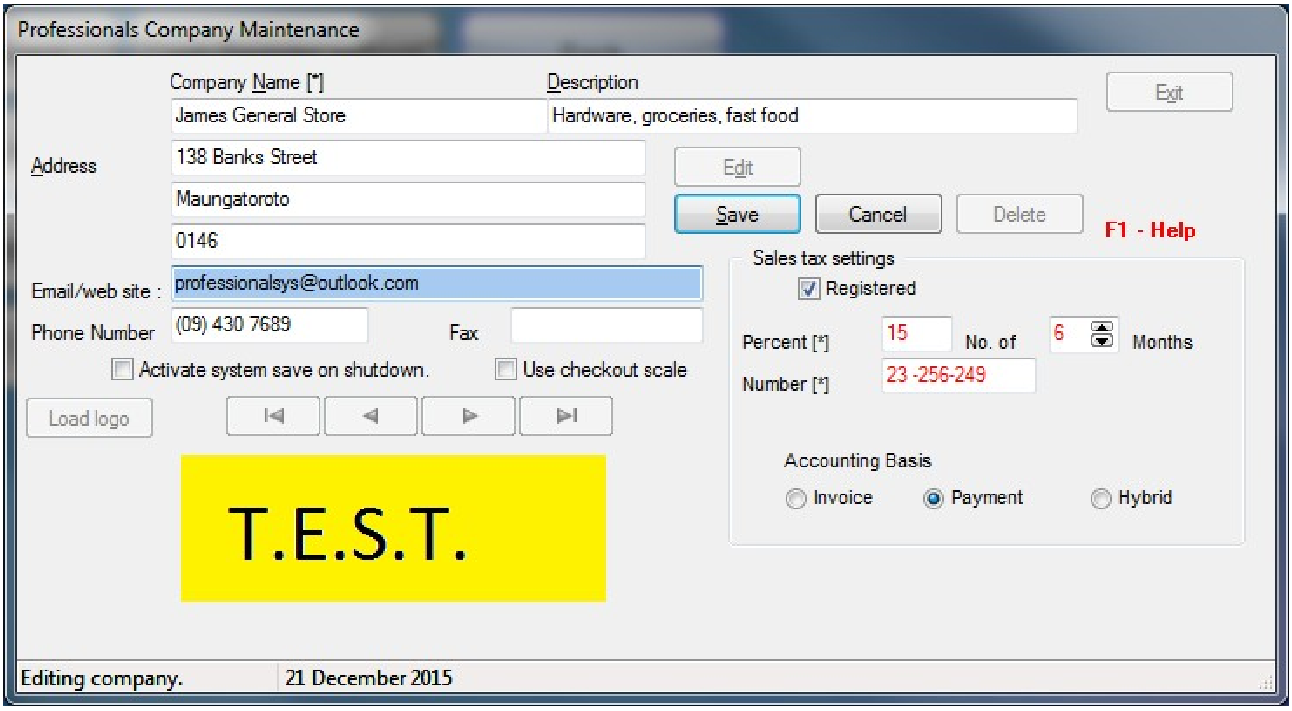


Company control settings:

The details entered here affect (sales tax., address) settings in Cash Register as they are printed on the sale dockets.

1. Click **Edit**.
2. Change the contents of the **Company Name** field to your business name. This is the name that appears on stock orders and sales receipts. You MUST change this field. If you don't Company Control starts every time Cash Register restarts.
3. Change the contents of the **Description** field. The content here, if anything, appears on the same documents as the name.
4. Enter your **postal address**. This is used on the above documents as well.
5. Enter your **email** address if you want it to appear on those documents and if you want to email orders to your suppliers..
6. Also **Phone number** and **fax**. .
7. Check the **Registered** box if you are registered for GST.
8. Enter the **GST percent – this is optional.**
9. Enter the **GST period** (1, 2, 6 months). This is optional
10. Enter your GST registration **number.** This prints on the sales receipt.
11. Check one of the **Accounting basis** buttons. This is optional. Check your last GST return to find out what yours is if you aren't sure.
12. If you have a checkout scale and want to use it with the POS then check the box “Use checkout scale. You must be using one of the following scales – Ohaus Aviator 7000, Wedderburn DS866, CAS API or CAS PD-II.

Click Save, then Exit.



If you want a logo to print on receipts click the Logo button. You must have created a graphic file (sslogo.bmp) to do this. If you have a logo on your website you will probably have to convert from jpeg (or png) to bmp. Open it in Paint and select Save as → Bitmap file. You will probably have to resize it as well to make sure it fits. You must save the logo file to the folder C:\PSL\Database\images.

You are now returned to the main form.

2. Setting up Stock

The minimum required to start using Cash Register POS is to have stock in the inventory. You can also configure the stock system to provide for sales discounts, group stock items into lines and groups, set up replenishment rules and arrange volume discounts. We will concentrate on the minimum required to get going.

There are two, possible, ways of loading the inventory:

1. Load from an existing price list or inventory. You can load from most trade suppliers, as well as MYOB Retail Basics, Quickbooks and Cashbook Complete. In addition, if you have your stock in an Excel spreadsheet you may be able to change things around so it can be used to load the inventory. We describe loading from an Excel CSV file. To set up the Professional Systems inventory file.
2. Load the inventory by entering everything manually. If you intend doing this load only those items you sell regularly, and often. That will get you going. The inventory is also updated as you make orders for new stock items.

Loading stock from an Excel CSV file

To load from an Excel CSV file you must format the columns in a certain order and style. Any deviation from this and the items will not load.

This is not a tutorial in using Excel. If you are not sure how to carry out the operations described it may be a good idea to load the items manually. The time required to learn how to carry out the operations may be greater than the time required to load the items manually.

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 Import form (select Update from inventory maintenance).

The import file must be in the following format:

Stock code (20 characters), Barcode (20 characters), description (240 characters), supplier code (20)(if there are none put an 'S' in there. In upper case), unit of measure (10) – use 'Ea' if there is none, RRP (leave any commas, or “$”, out), trade price (leave any commas, or “$”, out – 0.00 if none), buy price (leave any commas, or “$” out – 0.00 if none), no. in stock (0 if none), no. on order (0 if none).

A row should look something like the following:

1234567890123,1234567890123,This is a description field, S,Ea,14.00,10.00,8.00,0,0

In the above example there is no supplier code and the 'S' has been added as a “place holder'. It is removed when the list is loaded.

If your existing stock system uses the equivalent of stock lines and groups you can include them. The stock line column follows the description column. The maximum length of the stock line code is 20 characters. The group column follows the stock line column. The maximum length of the group code is 20 characters.

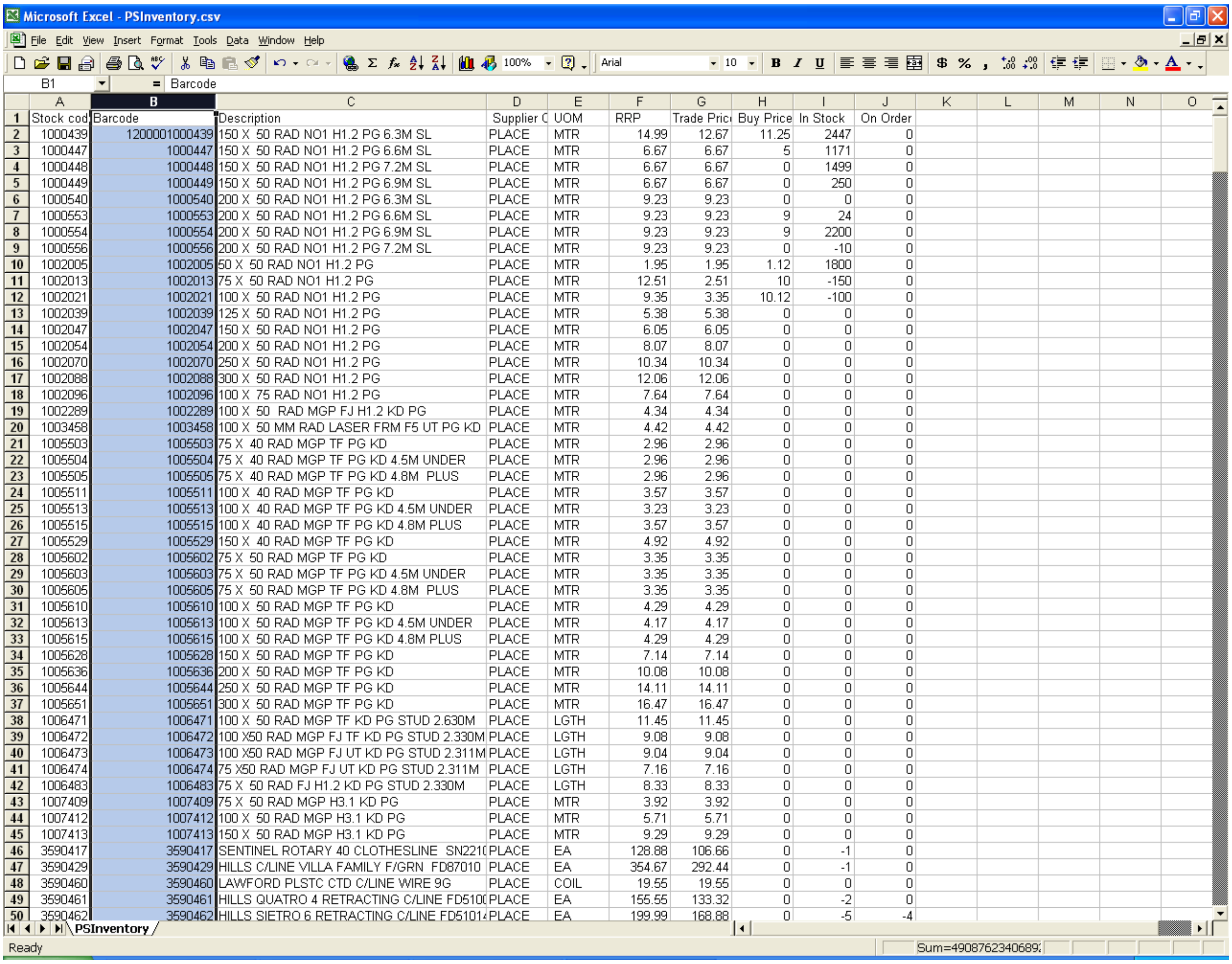
If RRP, trade price and buy price are likely to have values higher than 999.00 you need to reformat the entire column.

- Select the column by clicking on the letter bar at the top.
- Right click and select Format.
- Select custom and, from the list to the right select '0.00'. That gets rid of any commas.
- Do this for every column that is numeric.

Stock code is compulsory. It must also 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.

Don't put the stock code into the bar code field. If you have items with no bar code you can add it later.

You must include the field names at the top of each column.



Microsoft Excel - PSInventory.csv

B1 = Barcode

	A	B	C	D	E	F	G	H	I	J
1	Stock cod	Barcode	Description	Supplier C	UOM	RRP	Trade Pric	Buy Price	In Stock	On Order
2	1000439	1200001000439	150 X 50 RAD NO1 H1.2 PG 6.3M SL	PLACE	MTR	14.99	12.67	11.25	2447	0
3	1000447	1000447	150 X 50 RAD NO1 H1.2 PG 6.6M SL	PLACE	MTR	6.67	6.67	5	1171	0
4	1000448	1000448	150 X 50 RAD NO1 H1.2 PG 7.2M SL	PLACE	MTR	6.67	6.67	0	1499	0
5	1000449	1000449	150 X 50 RAD NO1 H1.2 PG 6.9M SL	PLACE	MTR	6.67	6.67	0	250	0
6	1000540	1000540	200 X 50 RAD NO1 H1.2 PG 6.3M SL	PLACE	MTR	9.23	9.23	0	0	0
7	1000553	1000553	200 X 50 RAD NO1 H1.2 PG 6.6M SL	PLACE	MTR	9.23	9.23	9	24	0
8	1000554	1000554	200 X 50 RAD NO1 H1.2 PG 6.9M SL	PLACE	MTR	9.23	9.23	9	2200	0
9	1000556	1000556	200 X 50 RAD NO1 H1.2 PG 7.2M SL	PLACE	MTR	9.23	9.23	0	-10	0
10	1002005	1002005	50 X 50 RAD NO1 H1.2 PG	PLACE	MTR	1.95	1.95	1.12	1800	0
11	1002013	1002013	75 X 50 RAD NO1 H1.2 PG	PLACE	MTR	12.51	2.51	10	-150	0
12	1002021	1002021	100 X 50 RAD NO1 H1.2 PG	PLACE	MTR	9.35	3.35	10.12	-100	0
13	1002039	1002039	125 X 50 RAD NO1 H1.2 PG	PLACE	MTR	5.38	5.38	0	0	0
14	1002047	1002047	150 X 50 RAD NO1 H1.2 PG	PLACE	MTR	6.05	6.05	0	0	0
15	1002054	1002054	200 X 50 RAD NO1 H1.2 PG	PLACE	MTR	8.07	8.07	0	0	0
16	1002070	1002070	250 X 50 RAD NO1 H1.2 PG	PLACE	MTR	10.34	10.34	0	0	0
17	1002088	1002088	300 X 50 RAD NO1 H1.2 PG	PLACE	MTR	12.06	12.06	0	0	0
18	1002096	1002096	100 X 75 RAD NO1 H1.2 PG	PLACE	MTR	7.64	7.64	0	0	0
19	1002289	1002289	100 X 50 RAD MGP FJ H1.2 KD PG	PLACE	MTR	4.34	4.34	0	0	0
20	1003458	1003458	100 X 50 MM RAD LASER FRM F5 UT PG KD	PLACE	MTR	4.42	4.42	0	0	0
21	1005503	1005503	75 X 40 RAD MGP TF PG KD	PLACE	MTR	2.96	2.96	0	0	0
22	1005504	1005504	75 X 40 RAD MGP TF PG KD 4.5M UNDER	PLACE	MTR	2.96	2.96	0	0	0
23	1005505	1005505	75 X 40 RAD MGP TF PG KD 4.8M PLUS	PLACE	MTR	2.96	2.96	0	0	0
24	1005511	1005511	100 X 40 RAD MGP TF PG KD	PLACE	MTR	3.57	3.57	0	0	0
25	1005513	1005513	100 X 40 RAD MGP TF PG KD 4.5M UNDER	PLACE	MTR	3.23	3.23	0	0	0
26	1005515	1005515	100 X 40 RAD MGP TF PG KD 4.8M PLUS	PLACE	MTR	3.57	3.57	0	0	0
27	1005529	1005529	150 X 40 RAD MGP TF PG KD	PLACE	MTR	4.92	4.92	0	0	0
28	1005602	1005602	75 X 50 RAD MGP TF PG KD	PLACE	MTR	3.35	3.35	0	0	0
29	1005603	1005603	75 X 50 RAD MGP TF PG KD 4.5M UNDER	PLACE	MTR	3.35	3.35	0	0	0
30	1005605	1005605	75 X 50 RAD MGP TF PG KD 4.8M PLUS	PLACE	MTR	3.35	3.35	0	0	0
31	1005610	1005610	100 X 50 RAD MGP TF PG KD	PLACE	MTR	4.29	4.29	0	0	0
32	1005613	1005613	100 X 50 RAD MGP TF PG KD 4.5M UNDER	PLACE	MTR	4.17	4.17	0	0	0
33	1005615	1005615	100 X 50 RAD MGP TF PG KD 4.8M PLUS	PLACE	MTR	4.29	4.29	0	0	0
34	1005628	1005628	150 X 50 RAD MGP TF PG KD	PLACE	MTR	7.14	7.14	0	0	0
35	1005636	1005636	200 X 50 RAD MGP TF PG KD	PLACE	MTR	10.08	10.08	0	0	0
36	1005644	1005644	250 X 50 RAD MGP TF PG KD	PLACE	MTR	14.11	14.11	0	0	0
37	1005651	1005651	300 X 50 RAD MGP TF PG KD	PLACE	MTR	16.47	16.47	0	0	0
38	1006471	1006471	100 X 50 RAD MGP TF KD PG STUD 2.630M	PLACE	LGTH	11.45	11.45	0	0	0
39	1006472	1006472	100 X50 RAD MGP FJ TF KD PG STUD 2.330M	PLACE	LGTH	9.08	9.08	0	0	0
40	1006473	1006473	100 X50 RAD MGP FJ UT KD PG STUD 2.311M	PLACE	LGTH	9.04	9.04	0	0	0
41	1006474	1006474	75 X50 RAD MGP FJ UT KD PG STUD 2.311M	PLACE	LGTH	7.16	7.16	0	0	0
42	1006483	1006483	75 X 50 RAD FJ H1.2 KD PG STUD 2.330M	PLACE	LGTH	8.33	8.33	0	0	0
43	1007409	1007409	75 X 50 RAD MGP H3.1 KD PG	PLACE	MTR	3.92	3.92	0	0	0
44	1007412	1007412	100 X 50 RAD MGP H3.1 KD PG	PLACE	MTR	5.71	5.71	0	0	0
45	1007413	1007413	150 X 50 RAD MGP H3.1 KD PG	PLACE	MTR	9.29	9.29	0	0	0
46	3590417	3590417	SENTINEL ROTARY 40 CLOTHESLINE SN221(	PLACE	EA	128.88	106.66	0	-1	0
47	3590429	3590429	HILLS C/LINE VILLA FAMILY F/GRN FD87010	PLACE	EA	354.67	292.44	0	-1	0
48	3590460	3590460	LAWFORD PLSTC CTD C/LINE WIRE 9G	PLACE	COIL	19.55	19.55	0	0	0
49	3590461	3590461	HILLS QUATRO 4 RETRACTING C/LINE FD510(	PLACE	EA	155.55	133.32	0	-2	0
50	3590462	3590462	HILLS SIETRO 6 RETRACTING C/LINE FD5101	PLACE	EA	199.99	168.88	0	-5	-4

PSInventory

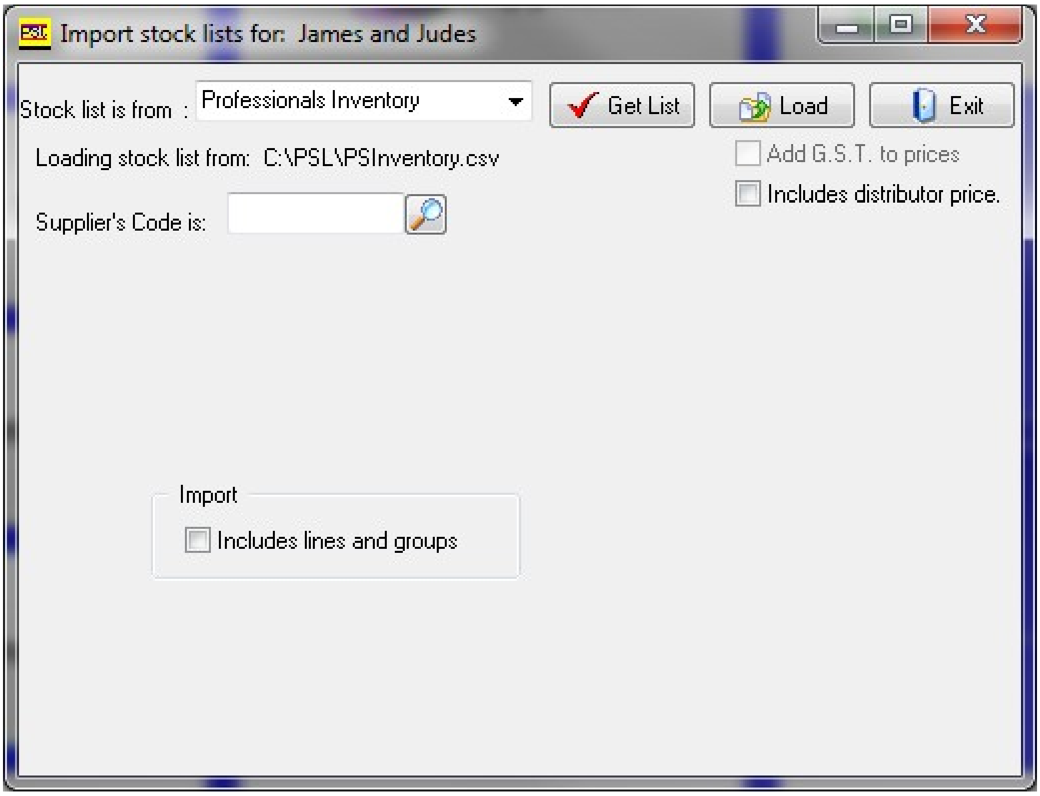
Ready Sum=4908762340689

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.

When ready to load the file go to the Stock menu and select Load. The load form is as follows:

Follow these instructions:

1. From the dropdown list select "Professionals Inventory".
2. IMPORTANT uncheck the "Includes lines and groups" box.
3. Get the list from the folder you have it in by clicking "Get List". The form that then opens allows you to browse for the file to import.
4. If the prices don't include G.S.T. you need to add it. So check the **"Add GST to prices"**. If you are importing using the Professionals Inventory format you must include GST in the prices when you place them into the import file. In that case the **"Add GST to prices"** box is disabled.
5. Click Load.



When the load has finished you will be told how many items successfully loaded.

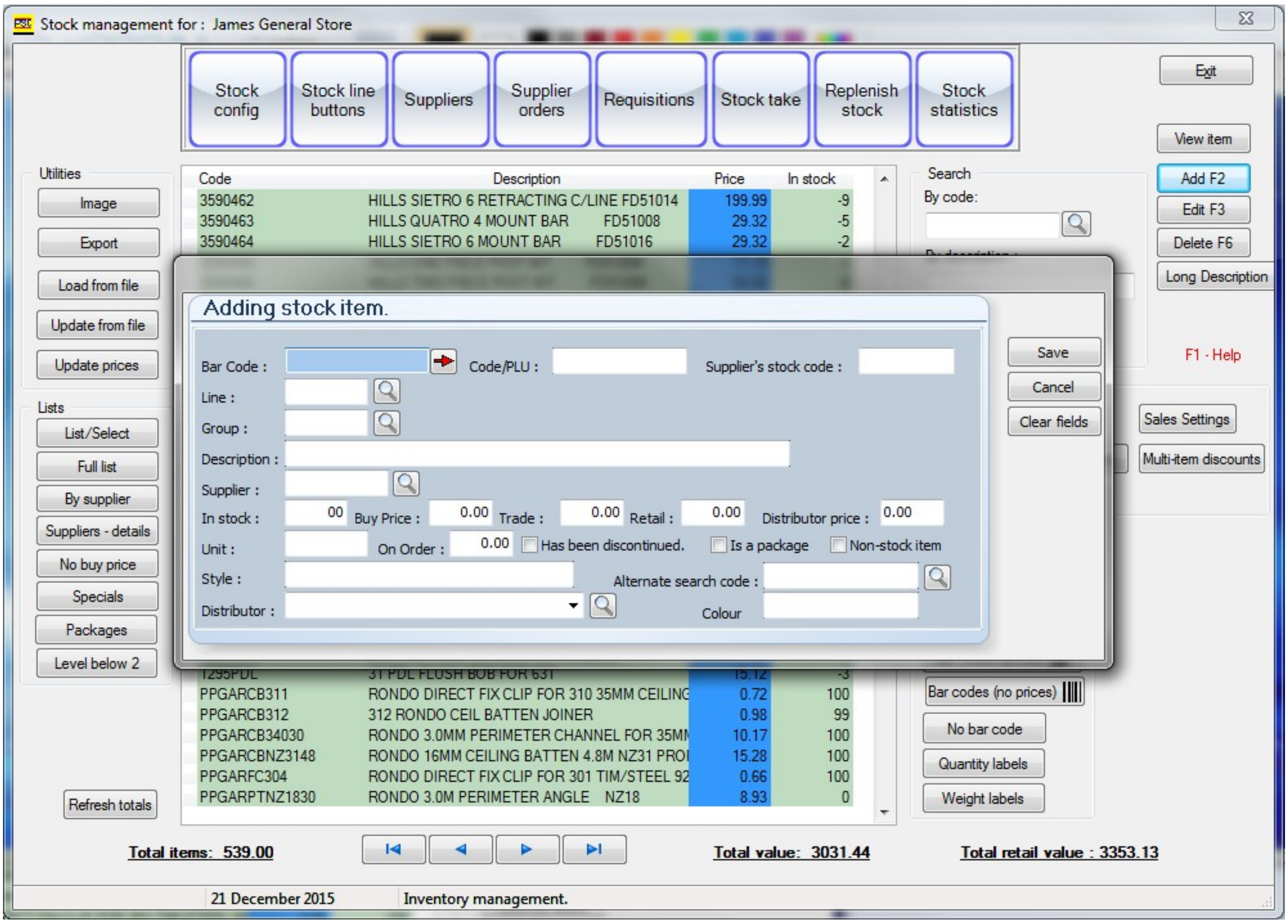
If the load fails at some point go into the inventory. Scroll to the bottom. The last record there immediately preceeds the one that failed. You need to look at the file to see what may have caused it to fail. For example commas in numeric fields – 1,000.00 instead of 1000.00. Non zeroes, or blank, where there should be zeroes. Fix the problem and then use the Update form to load the missing items.

Warning – if you have already entered any stock items the load will be aborted. You must use the Update form instead. Updating includes the option to add stock items that are currently in the CSV file but not in the inventory. It will not import any stock items that already exist.

Stock management – creating new items

If you have plenty of time, and only a relatively small inventory, creating the stock items manually is probably practicable. If you are starting your shop for the first time, or have never used POS software, you may have no choice but to enter the stock manually.

To start the stock management form click **Stock Management** on the main form. The following form activates:



1. To create a new stock item click Add. The form will appear as above.
2. If the item has a barcode enter it in the **Bar Code** field. If you have the actual item, and a scanner, then scan the code from the item's label. That is more accurate, and quicker, than attempting to enter all of them manually. If that is the only code you will use click the red arrow to place it in the Code/PLU field. If you enter a bar code you can use a bar code scanner at the Cash Register to speed up sales processing. The software will create barcodes for you – first enter 12 numbers. As soon as the 12th number is entered the button **"EAN13 check digit"** appears under the **"Supplier's stock code:"** field. Click it and the required check digit is added to the code. At the same time the code is checked to make sure it is unique
3. If you have a code that is distinct from the bar code enter it into the **Code/PLU** field. This field is useful for entering abbreviated codes that allow you to identify items when there is either no bar code or you use codes that are useful to you. As a hint quite often people use the first letters of the description. Which makes it easier to remember the code.
4. If the item has a supplier's code enter it into the **Supplier's stock code**. This field is used when generating supplier orders. Suppliers may have codes they use in their warehouse system. Including that code in the order helps them find the item.
5. **Line** is optional. To place something here you need to create Stock Lines. Once stock lines have been created you can create stock groups. The stock line is required if you intend to use the Stock line buttons on the POS. These are very useful when using touch screens and if you have items with no barcodes. Like vegetables and fruit, or bakery items.
6. **Group** is optional. If you intend to carry out line sales you need to create groups. Doing so allows you to split the sales into different sales discounts. And leave some groups at normal price. It also allows you to organise stock take by groups so it is not a "big bang" and set up G.S.T. holidays.
7. Enter a **description** of the item. You may want to include size information. The description is printed on the sales receipt. So make it as clear as possible. The description also shows on the stock line buttons so it is a good idea to make it as short as possible – up to 40 characters

maximum.

8. **Supplier** is optional. You need to create supplier records to include their code in the inventory. With suppliers included you can arrange supplier orders and replenishment/order processing.
9. **In stock** is optional. Cash Register changes this value every time a sale is completed. You may decrease stock levels to negative values.
10. **Buy price** is optional. If you don't enter buy price (including GST) you cannot carry out stock take in a way that enables you to provide your accountant with the value of stock on hand.
11. Enter **Trade Price** if you offer it. Include G.S.T.
12. Enter **Retail Price**. This is not optional. Retail Price must include G.S.T. You can save without entering it. But, in that case, either the item must be a package or you will not be able to process the sale on the POS. If you are running a takeaways or café you may wish to include instructions on orders. In that case enter no retail price. But such items MUST be selected from the stock line buttons.
13. Enter the **unit** – eg Ea, M, LM, Litre, etc. This is printed on sales receipts.
14. **Alternate search code** is optional. This allows you to find items by using your own code system. For example part of the description or a serial number. This code can be used to link related items together so you can assess sales success.
15. Click Save.
16. You can include an image of the item if you wish. Click **Image**. You need to know where the image file is. If a stock item has an image the image button is activated on the stock selection lists. Images must be PNG, JPEG or BMP files.

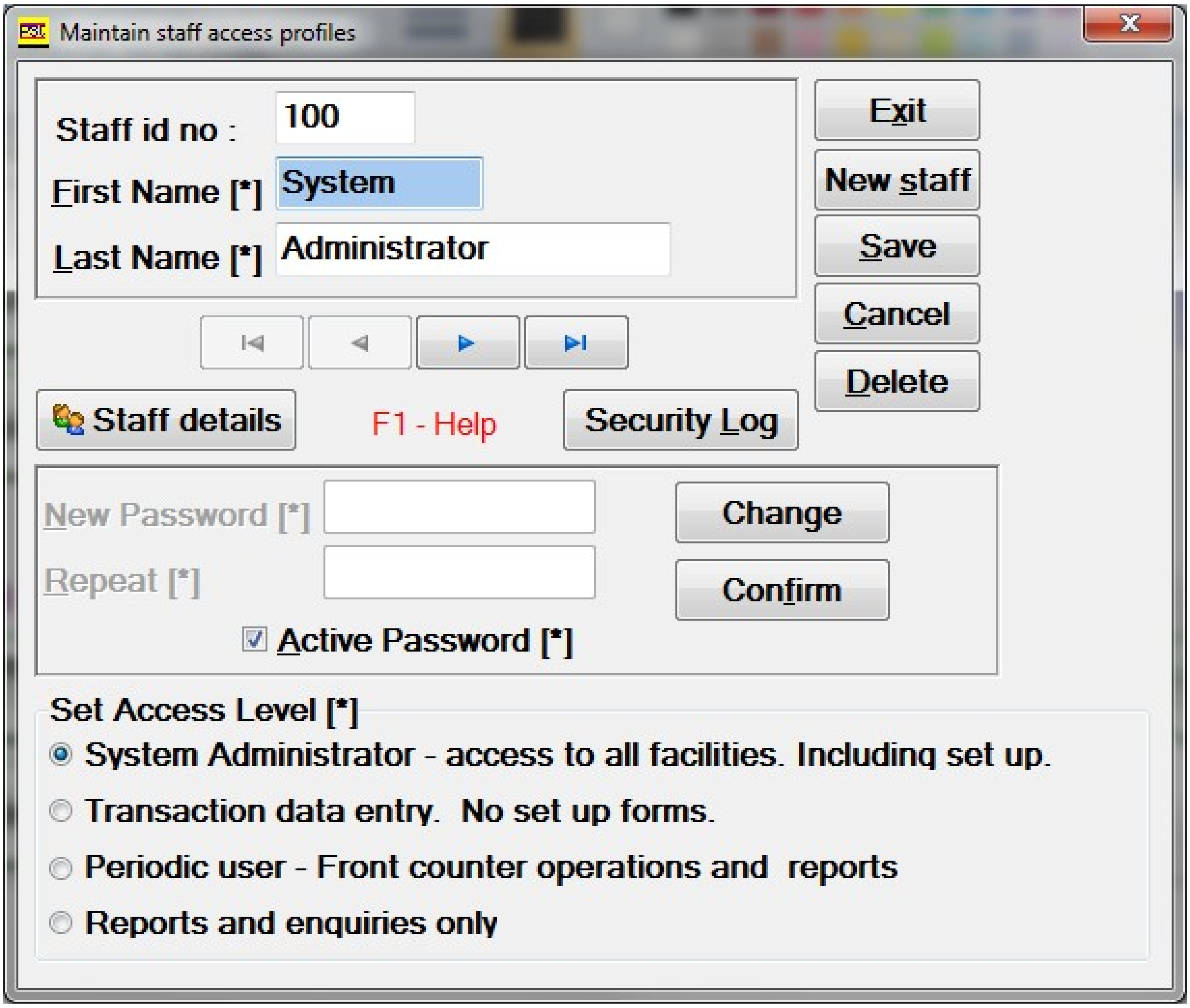
3. Cashier profiles

If you have more than one cashier you may wish to define their profile. Rather than have them share yours. This will enable you to check the cash drawer balance at the end of the day. In addition you will be able to report on who made the most sales. Which could be useful if you intend to implement an employee's rewards scheme.

Start the cashier security form from the System Settings menu. **Cashier Profiles**.

Warning – the system administrator's profile is created when the software first runs. Do not remove this profile. You can change the password if you wish.

The user profile settings define cashier access rights when logging onto the software. They have to log on to both the software and Cash Register to activate sales.



1. To create a new user click **New User**
2. The **User No**. is allocated automatically. This prevents duplicate numbers.
3. Enter the user's **first name**.
4. Enter their **last name**.
5. Now enter the user's **password**.
6. Enter the **New Password** and **Repeat** it. Both must match. The password cannot be part of the user's name.
7. Generally you can leave the **Active Password** box checked.
8. Set their **access level**. Generally cashiers need data entry level. Other wise they cannot create new customer records or complete invoices. The default is periodic user. So you need to change it.
9. Click **Save**.
10. When the new cashier starts don't forget to tell them both their user number and password.

In Cash Register you can suspend the sales facility. It then needs to be unlocked by entering both number and password.

Only cashiers with system administrator rights can approve customer discounts that are one-off (rather then for regular customers). When the cashier enters the discount field an authorisation form pops up. If you don't want to be bothered with this, and trust your cashiers completely, you need to give them system administrator access.

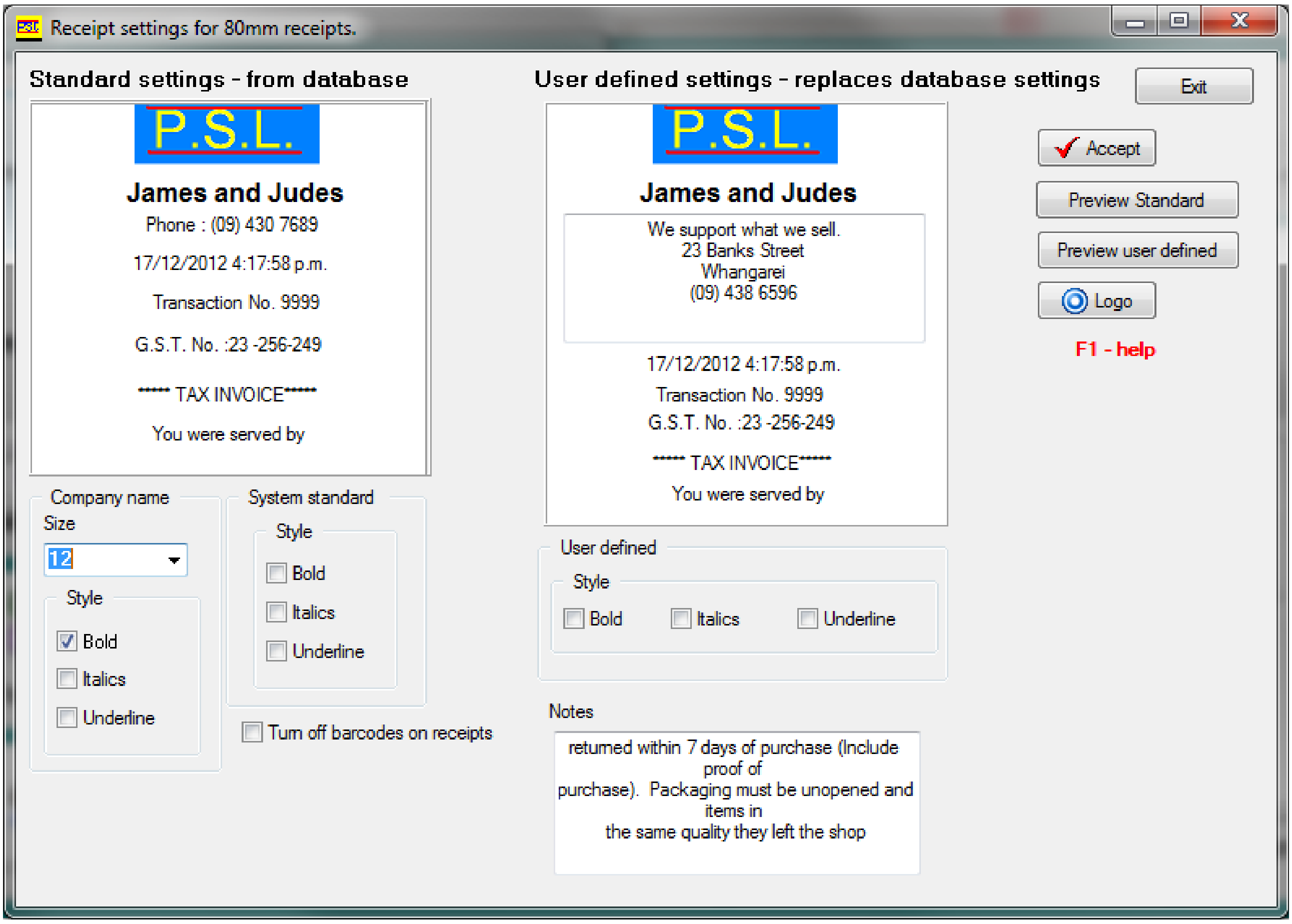
Sales Receipt settings

To change receipt settings start up Cash Register, select Settings Settings then Receipt Layouts. This action

requires system administrator access.

Select the size of paper that matches your receipt printer. These settings also work on a laser printer. Although, if you use a laser be aware the receipt is going to take a little longer to print. And will look a little strange. If you use A5 paper it will look less strange. But still strange.

You can define settings for both form widths. Which form width is used if set when the cashier logs on. This means that, if you have multiple workstations, one cashier can use 80mm , the other 60mm.



There are two receipt layout options – standard settings and user defined.

1. Standard settings uses the company record only. You can modify the size and style.
2. **System standard** allows you to modify the style of the information both receipt types share – the date and time, transaction number, GST number, “TAX INVOICE” and “You were served by – name of cashier”.
3. You can turn off bar codes printing by checking the **Turn off bar codes on receipts** box. This results in a receipt more like that produced by supermarkets. If you don't use bar codes the stock code is printed (or not) instead.
4. To switch to user defined settings enter information into the text boxes. It is not a good idea to enter more than 5 lines into the top text box. This because the first line of the standard information may be overprinted by the last line in that box.
5. If anything is entered into the text boxes the user defined settings are used.
6. To return to standard, clear the text boxes.
7. You can modify the style of the text in those boxes by checking either Bold, Italics, or underline. Or combination of all three.
8. To include your company logo load the existing logo (logo.bmp) into paint and select Save as - > logoss.bmp. You will need to make it smaller. In Paint select Image → Stretch/Skew. Decrease its size by 50% horizontally and vertically - at least.

When logging on to Cash Register you can change, or remove, the message that prints on sales receipts.

That message remains unchanged while you are logged on or if Cash Register is suspended. If the message has been changed, and you log off, you need to change it again when logging back on. The message is included on the receipt above the contents in the last text box.

You can also turn off the message in the **POS Settings** form – see below.

Setting up stock line buttons

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

1. Create the stock lines you want to add to the buttons on the POS stock line panel. You can create up to 36. If a button isn't assigned to a stock line, or the stock line has no stock items linked to it, the button will not display on the POS.

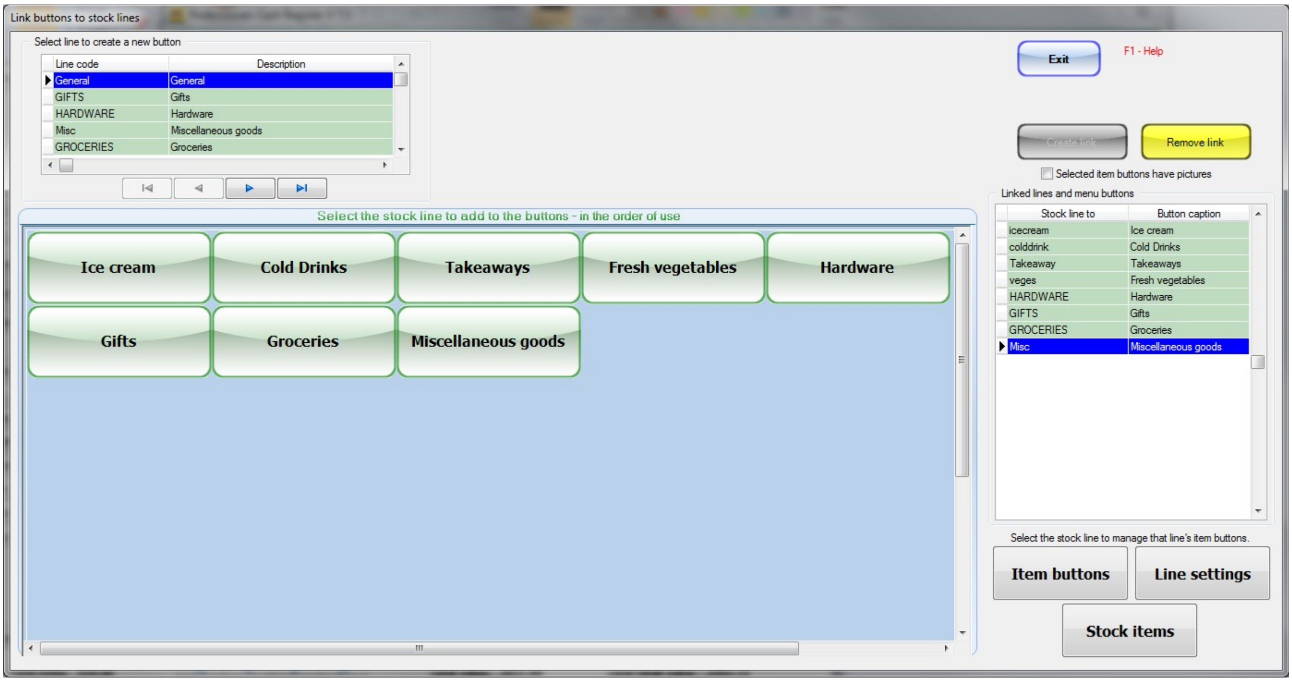
2. Create the required stock items (you can set them up as packages if you wish to track inventory levels in detail).

3. Assign the stock lines you want to use to the stock line buttons.

4. Link the items of the selected stock line to the stock line selection buttons.

The following describes linking stock lines to the relevant POS stock line buttons panel.

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



The button captions should accurately describe the items you sell. For example ice creams, vegetables, fruit, etc. Set those descriptions in the Stock lines form from Stock Management.

Each stock line is connected to a button in the order you select them. So make sure you select from the Stock lines list in the order in which you want them to appear on the POS.

While the description displays on multiple lines it is a good idea to make sure it is as short as possible. The "Miscellaneous goods" button at the bottom right is about the maximum you should have. And more letters/words and the rest will appear on the next line down.

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. To link stock items to POS buttons click

Items buttons.

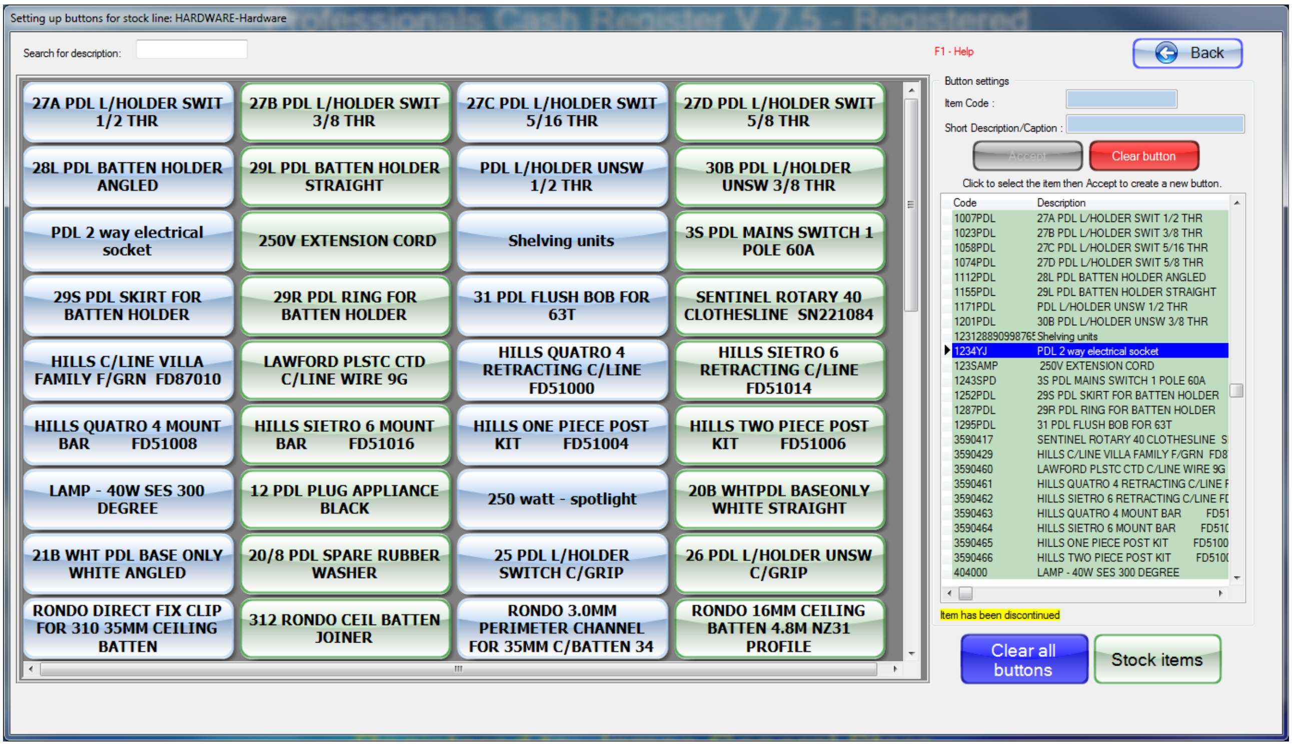
Once you have set up the button definitions you can activate the buttons from the POS Settings form. If any stock lines don't have stock items linked to them those buttons are not displayed on the POS. That means you may have more buttons created here than will appear on the POS.

To link stock items to the buttons click **Item buttons**. The following form activates.

To link stock items/packages to the POS buttons create the item/package and make sure it is linked to the relevant stock line. In the example below the stock line is "Cocktails". All stock items linked to the selected stock line show in the list to the right.

You can link up to 88 items to the buttons. Or 66 if the buttons are set up to use pictures. This means you can have more stock items for the stock line than the number of buttons available to link them to. This allows you to add new items without them being attached to a button and replace discontinued items when ready to do so.

When linking the stock items/package you must select them individually. Each link enables a simple click of the relevant button to bring over the item/packages retail price and complete the sale.



In the example above all stock items for Hardware have been linked to a POS button. Additional items can be created for the stock line, and linked when ready.

To replace an existing item, select the relevant button, click the Clear button, select the replacement item, and click Accept. New items must be added to the existing buttons at the end. If you want to create a new order for the buttons click **"Clear all buttons"** and replace them in the new order.

The above is the appearance of the stock items buttons when first opened. This is what they look like on the POS.

Adding items to the buttons:

1. Select an item on the list. If it is not already allocated the "Accept" button will be activated.
2. Click Accept.
3. If populating the buttons for the first time you can order the buttons in the manner that will make

most sense to cashiers. For example with the most in demand items at the top. In addition related items can be grouped.

To make sure you can deal with stock that is to be weighed on a checkout scale create stock lines that consist of items that have the **Weigh on checkout scale** box checked in Sales settings for those items.

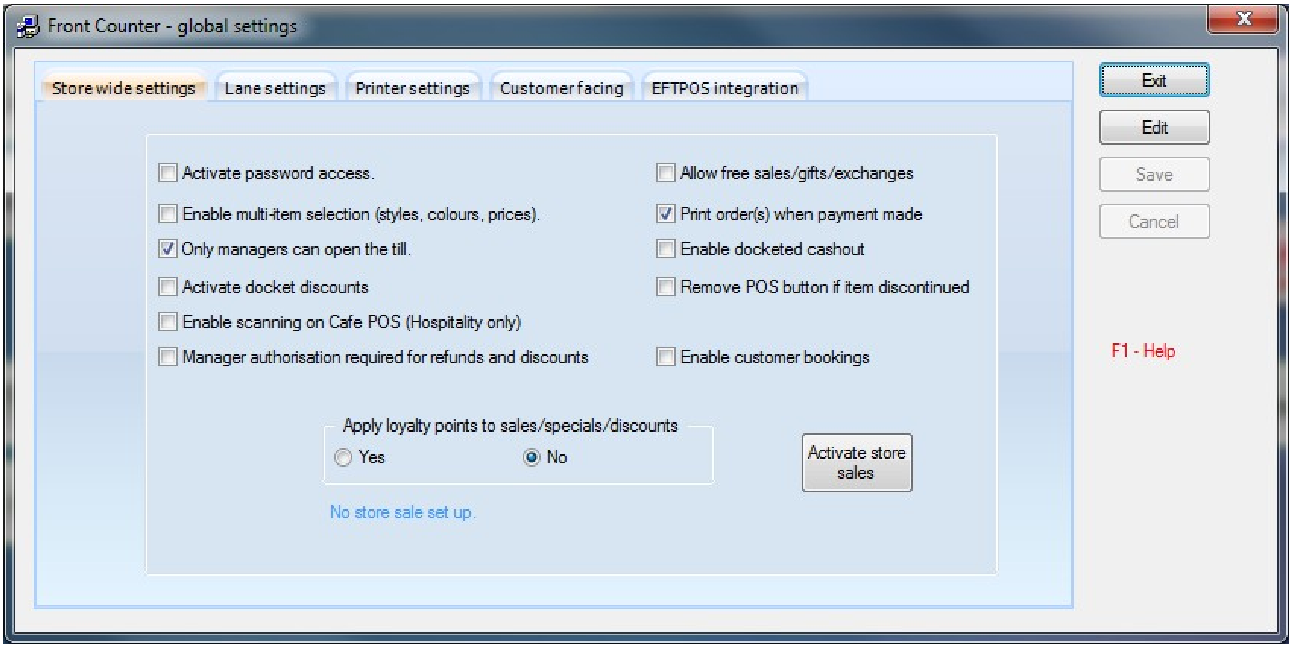
POS Settings

Open POS settings from the System Settings form. Select **"Cash Register settings"**.

POS settings define how the POS accesses hardware (printers) and how it manages security. It also allows you to define how the POS works. That is, whether loyalty points can be applied to sales, specials and discounts. Whether the default payment type is cash or EFTPOS and whether the default mode in Cash Register is auto or manual.

There are two POS settings forms – the Global one. Which controls all operations that apply to the POS lane running off the base system as well as those operations that must be common for the entire store. And the local one that controls how each cashier work station operates in relation to matters that aren't required to be store wide. For example the receipt printers, the EFTPOS terminal settings.

Common operations settings are – password access, allowing free sales/gifts/exchanges and whether a second monitor will be used as the customer display.



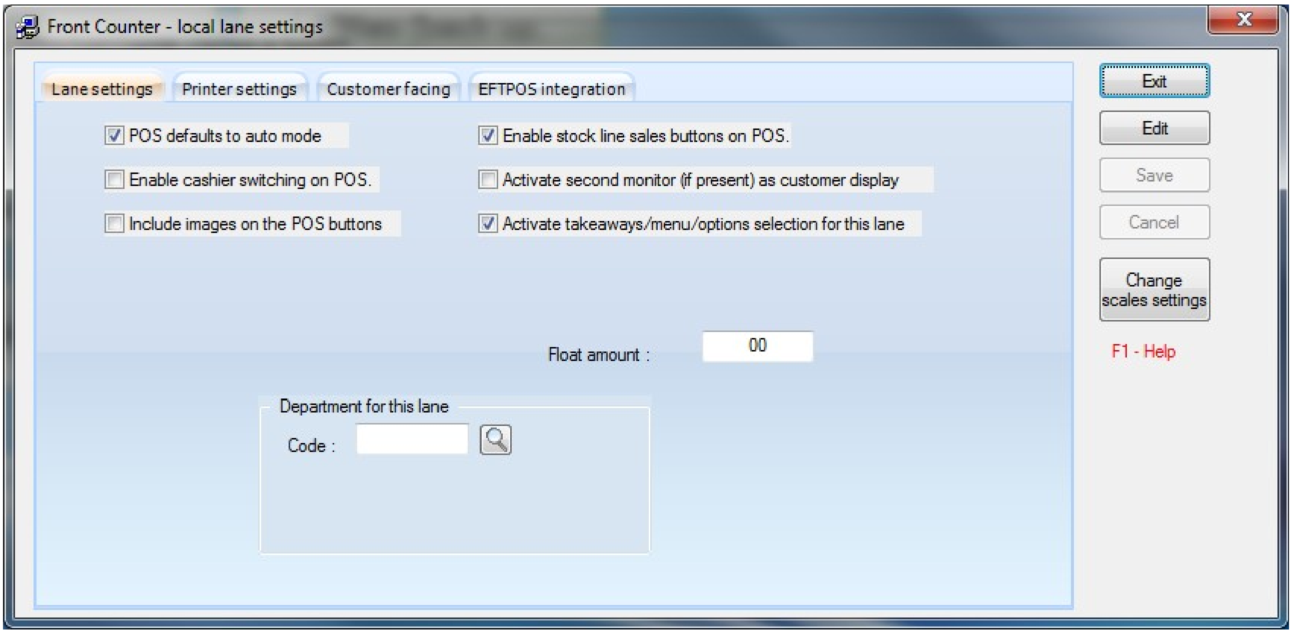
The above sets up Cash Register to operate in the following manner:

- Password access is not required when starting the Cash Register. Cashier profile id is required when opening the POS. This is because of the need to track cashier sales volumes and float allocations.
- The default payment type will be EFTPOS.
- Cash Register POS opens in auto mode. This means each time you swipe an item's bar code, enter its code, or select it from the stock buttons it is added to the docket list. Unless you select the same item more than once. In that case the quantity, and value, of the existing entry is changed.
- Multi-item sales (Clothing (styles), bucket items and second hand items) functions are enabled. You can enter additional detail about clothing items, and both individual and multi-item bucket prices as well as second hand items in the inventory. Look for the button **Item details** on the stock management form.
- The POS has been set up to activate the stock line buttons.
- Menu selections and options have been enabled. This mean that you can create multiple options for stock items. Look for the button **"Option settings"** on the Stock Management form.

- Checkout scales have not been activated. Before activating checkout scales make sure all the relevant stock items have their own stock lines, are included on the stock line buttons and are set to be weighed. Scales activation requires that you first check a box on the Company Control form.
- Three printers have been set for the functions they are used for. The default reports, etc printer will only work on the main server because the description is unique for that PC.
- Images are set to be included on the POS buttons
- The POS will always prompt for a receipt to be printed at the end of tendering.

Cashier lane settings

If you have multiple cashier lanes you need to configure the POS lane settings for each lane. As below:



This lane has ETPOS integration (using NZ EFTPOS – EFI interface) activated. The POS lane also has nothing allocated as the default float.

Operating Cash Register

When the POS is activated the cashier has to log on.

- In the above example **Receipt message** is blank. This is because it has been “turned off” in Cash Register settings.

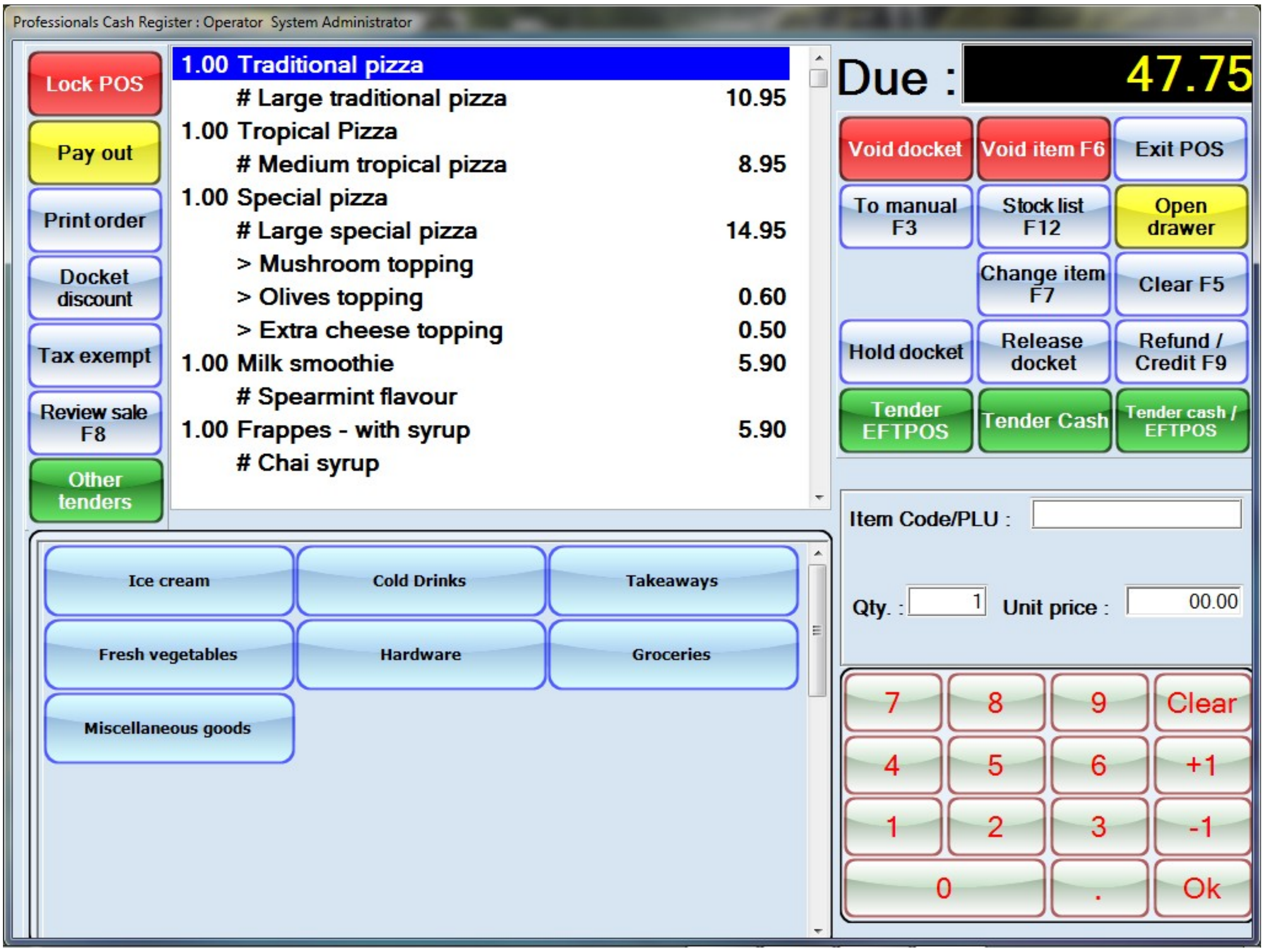
You may suspend Cash Register by clicking **Lock POS**. To reactivate enter a valid user id and password.

The Cash Register form is set to occupy the entire screen. To use other programs drag the blue caption bar to the bottom of the screen rather than exiting from Cash Register.

With auto on scanning an items bar code results in an addition to the docket list. If you sell more than one of any item you can keep scanning – each additional item is added to the first one entered.

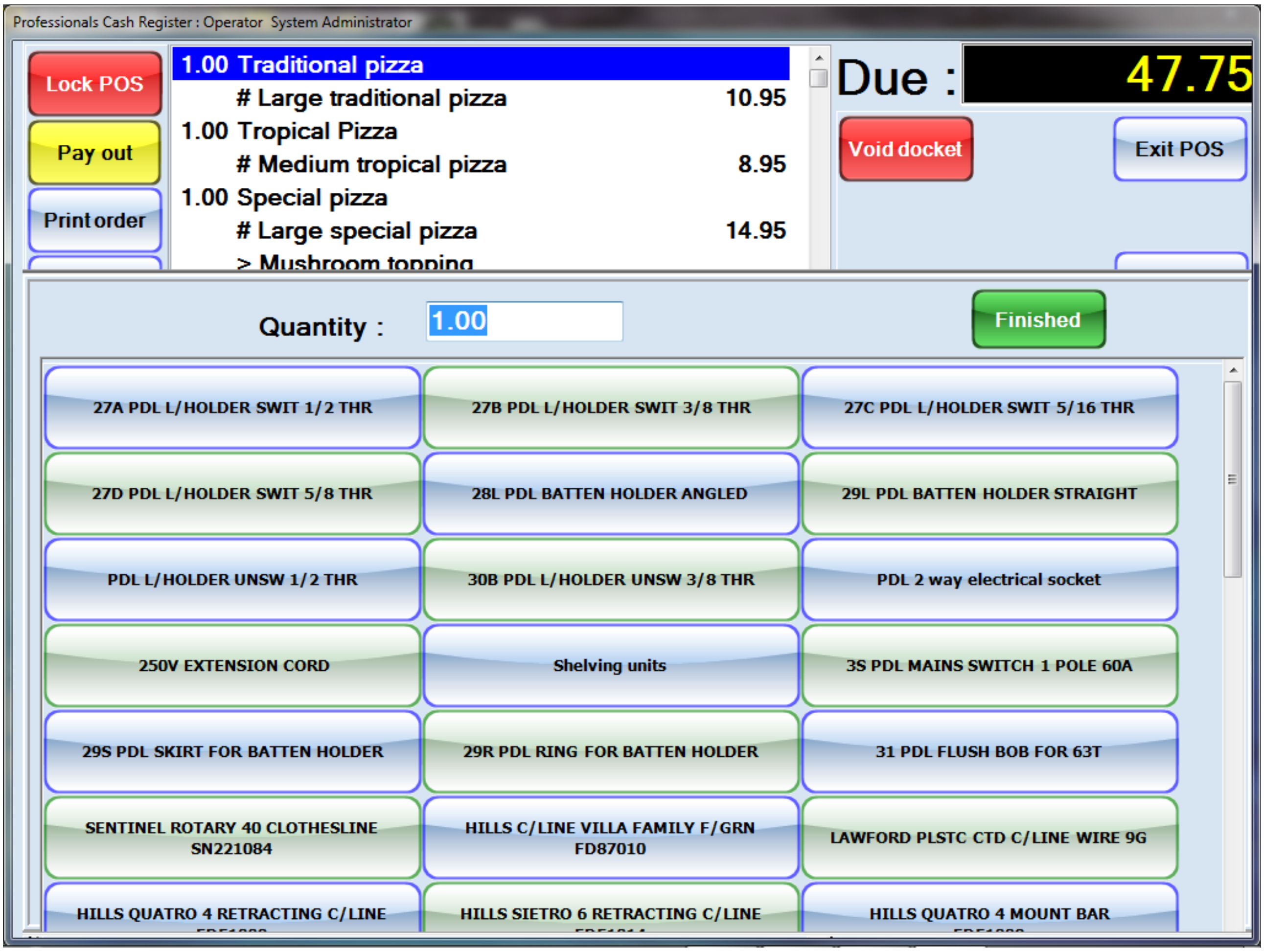
Processing sales

The point of sales form appears as follows in auto mode. This example has the stock lines buttons activated. **Note** - not all 36 stock line buttons are showing. This is because some have no items attached to a stock line. Or there is no stock line attached to a button.

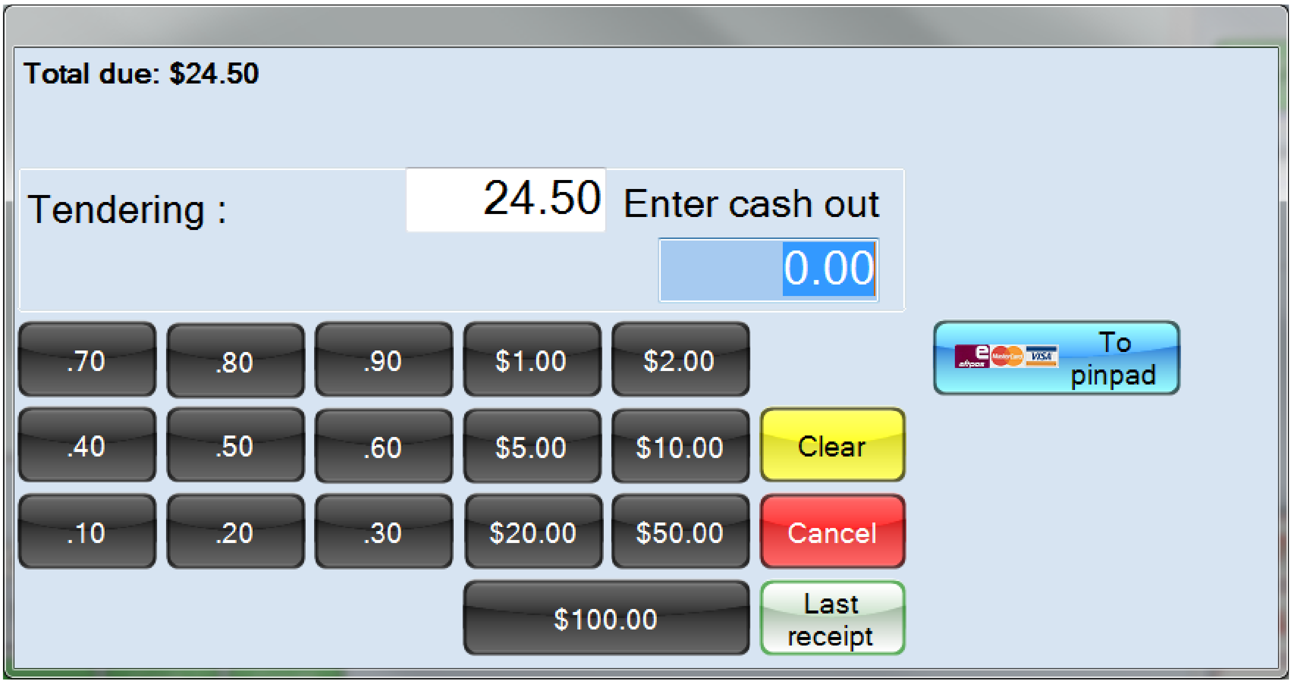


To process a normal sale (that is sale on auto – single item) carry out the following sequence:

- Enter, or scan, the bar code. If there is no bar code enter the stock code. Or click the appropriate button on the stock line buttons.
- To delete an item on the docket list click the **Void item** button. Or click **Void docket** if you wish to remove all entries.
- If stock line buttons are activated, and you click one, the POS form appears as follows:
- This displays all stock item descriptions for those items belonging to the relevant stock line that have been attached to a stock item button. You can set up up to 88 items. In the example below 45 have been set up. Although not all display. Use the scroll tab, or mouse wheel to view the ones not showing.



- As you click the relevant item button the item is displayed in the docket list. The default number to be sold is one. Change the quantity number to something else before clicking the item button to change the quantity. Or just keep clicking the item's button. The quantity is added to as you do so.
- Click **Finished** to shut down the item buttons.
- Keep scanning/entering until you have finished.
- Click either the **Tender EFTPOS**, **Tender Cash** or **Tender Cash / EFTPOS** buttons. If another form of payment – cheque, offline EFTPOS or Coupon – is being tendered click the **Other Tenders** button.



- The above example is for EFTPOS tendering. If you allow cash outs enter the amount requested in the "Enter cash out" field.
- If cash tender is selected the tendered amount is rounded up, or down, as appropriate. If the customer is tendering more than the amount shown click **Clear** and enter the amount actually tendered. As you click the buttons the number on each button is appended to the number already in the **Tendered amount** field.
- Click **Accept**. You are returned to the POS form and prompted to print the receipt.

The numeric keypad

The numeric key pad enables you to change quantities for items already on the docket.

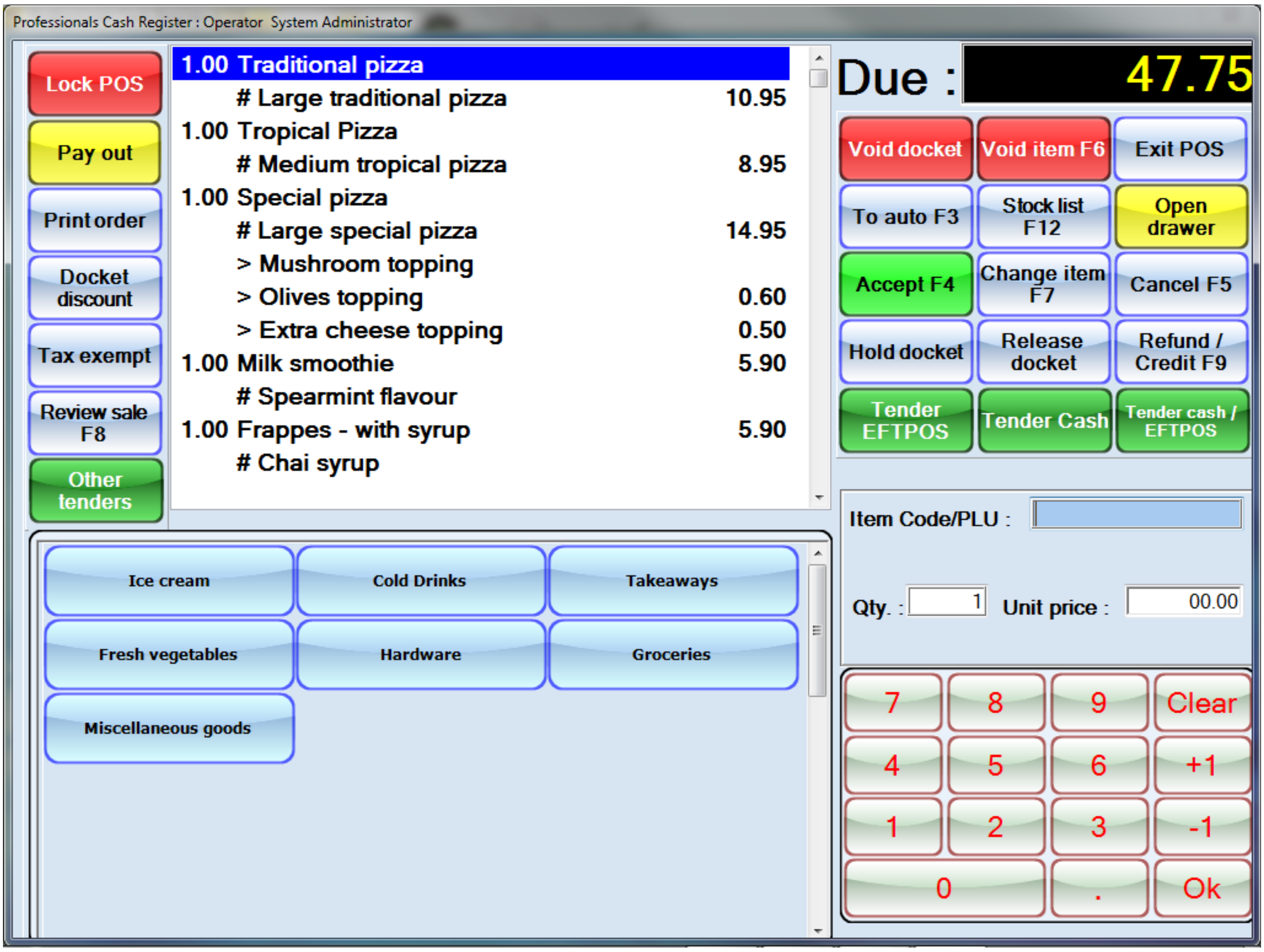
The keypad is always active. In manual mode clicking the keypad buttons changes the quantity. The click Accept. The item sale will be for the quantity you entered.

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.

Manual Mode

In manual mode the POS appears as follows. Note that there is now a **To Auto** button. As well as an **Accept** button.

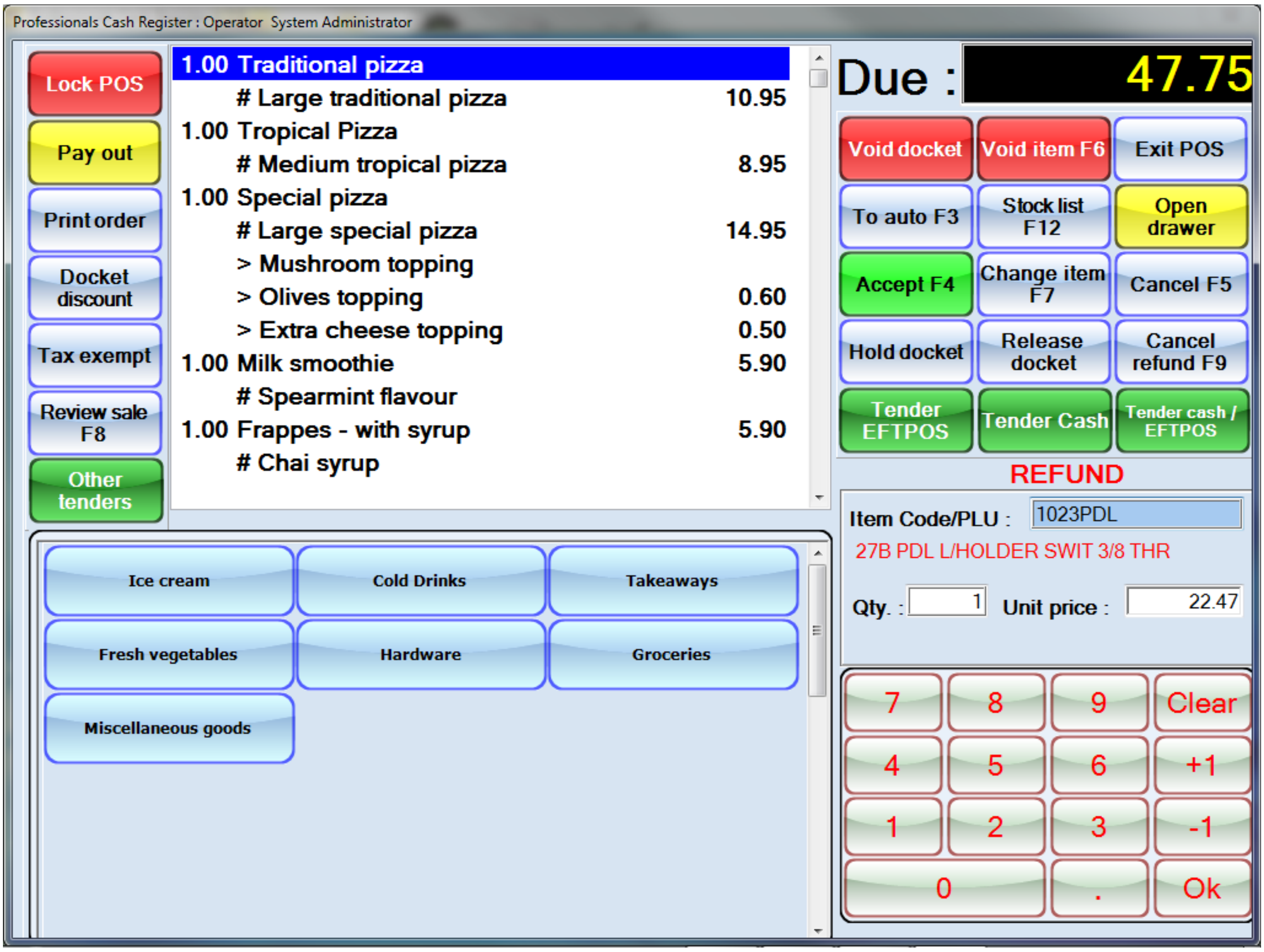
- If the customer is buying more than one of an item you can just keep scanning the bar code. Or you can click the **To Manual** button to switch to manual mode so you can enter the number of items. To switch back to auto click the **To Auto** button. It then changes to **To Manual**.



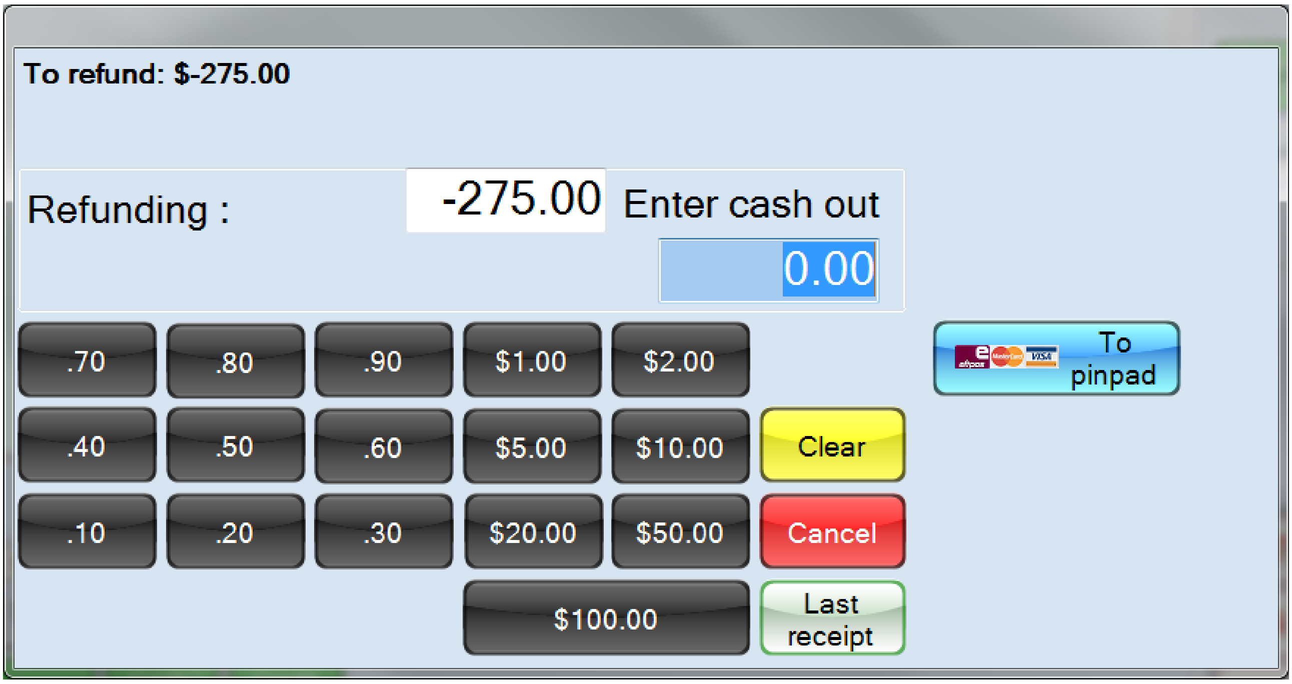
- If you are in manual mode, and use the stock line buttons, the POS behaves as if it is in auto mode. That is, the selected items are added to the docket list.
- In manual mode you need to select the item from the stock list or scan the code into the **Item code/PLU** field.
- The keypad buttons change the quantity.

Refunds

- If an item is being returned for a refund click the **Refund/Credit (F9)** button **BEFORE** scanning/entering the item's code.
- When you do so the POS changes to manual mode – as above and **'Refund"** displays in red immediately above the docket list. Note that the **Item code/PLU** field includes a code, the **Qty** defaults to one and the **Unit price** displays the current price.
- You may include returns within 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 clicking.
- If the transaction is for a refund/credit only the POS appears as follows:



- The tendering form looks like the following for a refund:



- The above example is an EFTPOS refund. If a cash refund is being made the tendered amount is rounded.

- If manually altering items and you change your mind, click the **Cancel (F5)** button.
- To clear an item from the docket list click **Void (F6)**.
- To clear the list click **Void docket**.
- **Due** is added to as the items are accepted.

If change is due, when you click **Accept** the change form activates to remind you of the amount due.

This pop up shows after the drawer has been opened.

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

Cash out

Whether you have enough cash in the drawer to allow for cash outs or pay outs is up to the amount you specify as the float amount. And how much cash you have accepted.

Cash outs can only be processed as part of the EFTPOS tendering process. If you require docketed cash outs you need to purchase Professionals Retail Business.

Setting up sales and special pricing.

- Multiple sales and special pricing can be set up.

1. **Percentage sale discounts** – by group.
    - To do this group items in the inventory. 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.
    - Discount sales by group can be set as active so as to operate between certain dates.
    - Stock items must be linked to the relevant stock line and group.

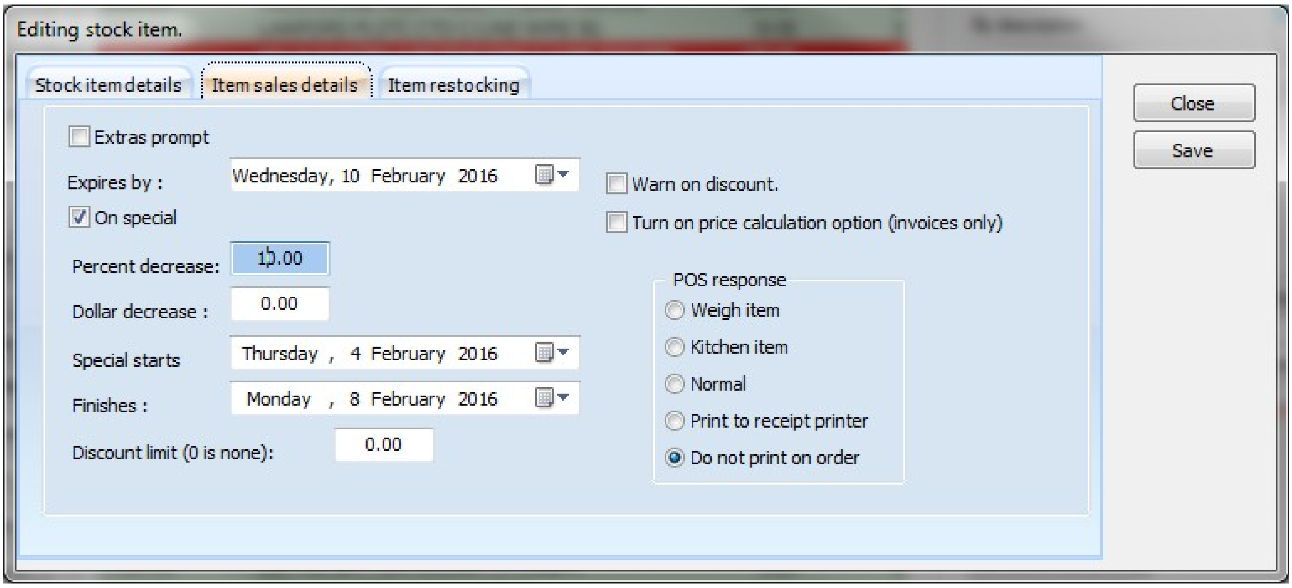
2. Store-wide sales. Set these up in the POS Settings form. Store-wide sales DO NOT apply to items with their own special prices. For example item discount, volume discounts or bucket prices. If you want any of those items included you must clear those specials. A store-wide sale overrides any group sales set up.

3. **Item discounts.** Item discounts can be set up from the Stock Management form. Select the correct item(s) and click the Item Settings button.

4. **Volume discounts**. Also known as price breaks. These are applied based on the number of items purchased. The discount changes when a certain number of items is being purchased. You can set up to three levels of pricing. If you use volume discounting for any items those items cannot be included in any bucket price lists.

5. **Multi-item discount prices.** These discounts depend on the customer buying in multiples of a figure set when the bucket pricing was set up. For example one item will not trigger special pricing, but two will – and the existing sold item price is then changed to the same as the special price. A third item will not attract the special, the fourth will and it is allocated to the third item. Multiple items can be placed in price buckets. An example of multi-item discounts is "Buy two, get a third at half price."

- You may set up item specials within Stock Management by clicking the **Item Sales Setting** tab when you have selected the required stock item. The following form activates:



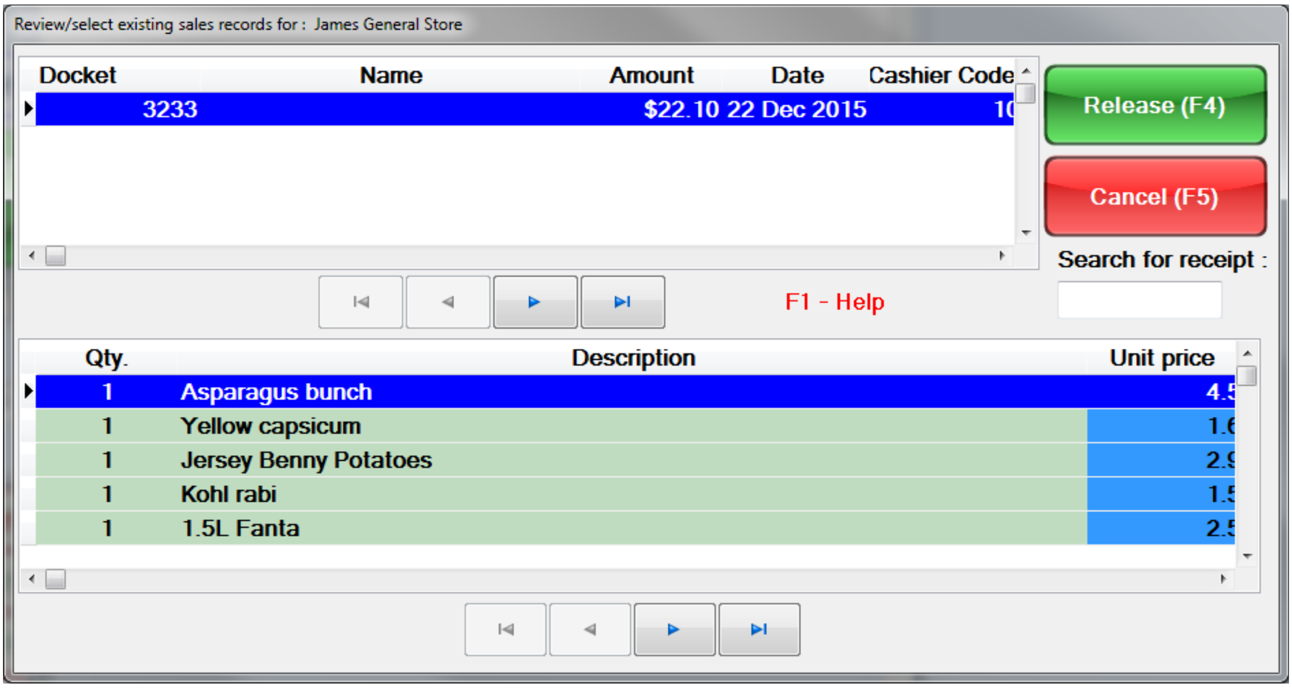
To activate special pricing for the item click **Edit** and check the **On special** box. The form will then appear something like the above.

Enter the sale discount as either a percentage of a flat dollar amount. Set the date special will start on and when it will finish.

In addition you can change what details show for the selected item when it is being sold through the POS. The “Display prices...” and “Turn on price calculator...” only affect the display if the default mode is manual or you switch to manual mode to change the item sales details.

Sales – holds and releasing

Sales can be put on hold if required. For example if the customer has forgotten something, needs to get it off the shelves and there are other customers in the queue. To hold a sale click the **Hold** button. The docket list is cleared. To release a sale and, possibly, add more items to the docket click the **Release** button. When you do the following form activates:



Click the **Release** button to place the selected docket back into the POS docket list. You can add more items to it or void existing items.

Integrating EFTPOS terminals

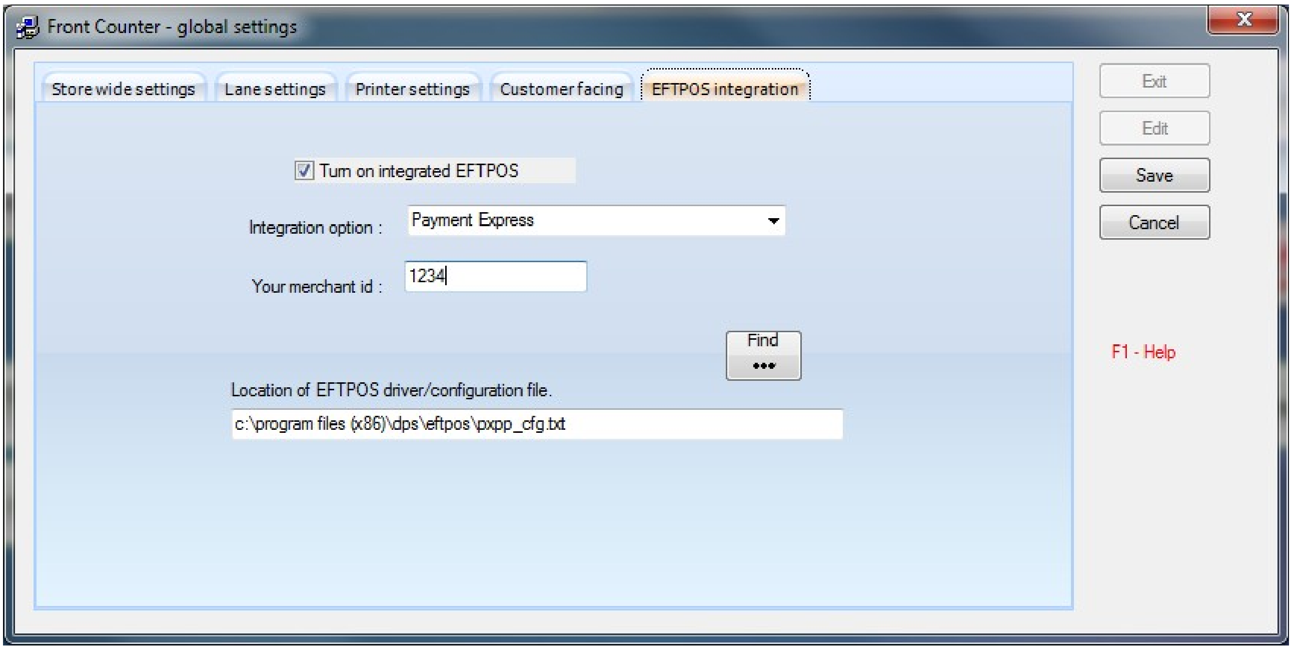
The following EFTPOS integration options are supported by Cash Register.
1. NZ EFTPOS – EFI interface.
2. DPS Payment Express – XML interface.
3. Ingenico iCT220, iCT250, iWL252 terminals in either Nitro or two-way mode.
4. The Wolfstrike Vega S5 – in two-way mode.

To integrate EFTPOS first install the required installation files from your EFTPOS provider. In the case of the Ingenico terminals your installer needs to install the Skyzer - Nitro library. Or, alternatively, the two-way communication method can be used.

When installing NZ EFTPOS (ANZ) make sure you select the NZEFTPOS - **EFI interface** option when installing the EFTPOS software.

Once the EFTPOS terminal and/or pinpad software has been installed you need to let the software know it is ready to use.

Select **System settings -> Cash Register settings**.



- Click the Edit button.
- Check the "**Turn on integrated EFTPOS**" box.
- Four additional fields and/or buttons will appear. As above.
- Select the EFTPOS option you have installed.
- Cash Register supports DPS Payment Express, NZ EFTPOS (ANZ credit card required), Ingenico two-way (serial), SmartPay SmartLink, Wolfstrike Vega two-way.
- Enter your merchant id - this is only required for DPS Payment Express. You may wish to enter your merchant id anyway as a means of checking in case you need it.
- Enter/select the installation data about the location of the configuration file, communications port or required folder.
- In the case of DPS Payment Express you need to locate the file "pxpp_cfg.txt". That file will be in the folder **C:\Program files\DPS\Eftpos** on a 32 bit WIndows PC and in **C:\Program files (x86)\DPS\Eftpos** on a 64 bit Windows PC.
- If you have selected **NZ EFTPOS - EFI interface** the folder C:\EFTPOS\ is placed in the field. This is the default folder the NZ EFTPOS client looks for the required transaction files. If you used another folder when setting up NZ EFTPOS you need to change this. If you do, make sure the '\' is on the end of the folder name.

Once you have set up the software to link to your EFTPOS provider the tendering payments forms include additional buttons. The **"To Pinpad"** button always displays. The others depend on the behaviour of your EFTPOS installation.

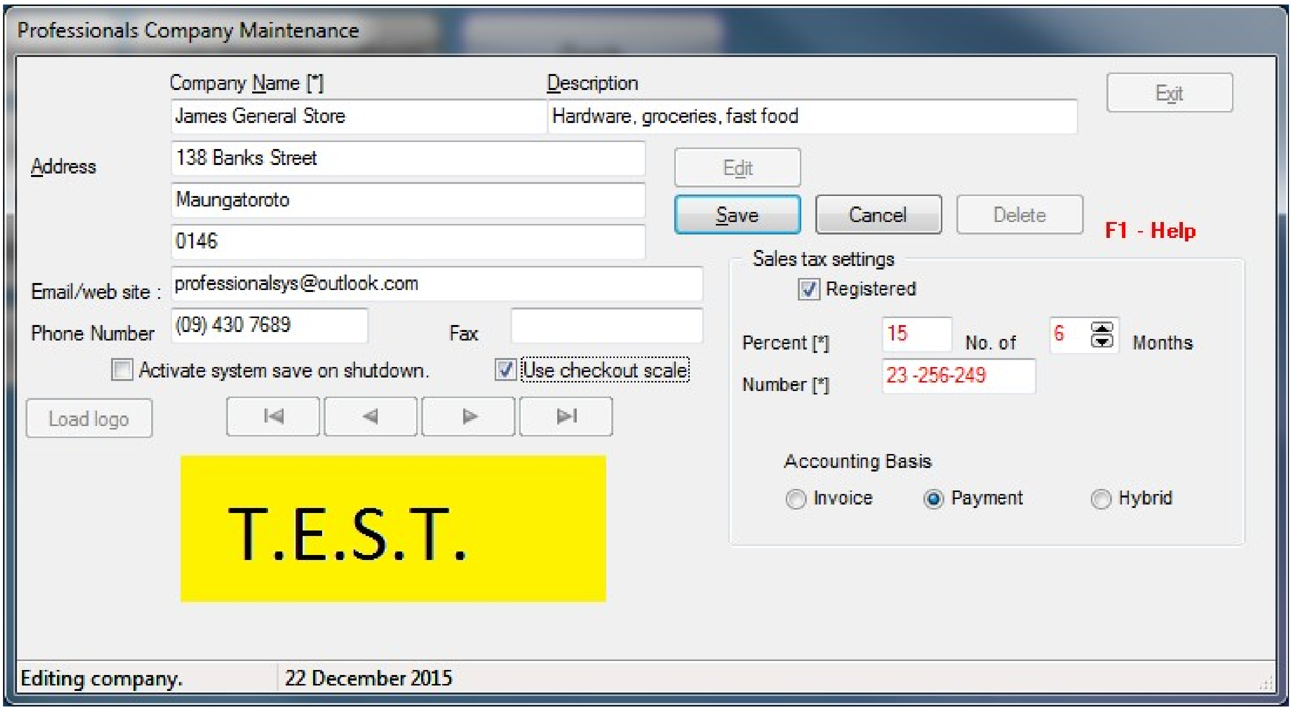
In addition the software attempts to connect to your provider (and the terminal/pinpad) when you open the Front Counter functions form. If the connection succeeds you are advised. Also if it fails. If it fails contact your provider to find out if there is something wrong. If it fails at this point, and you continue to activate Front Counter, the **"To pinpad"** button is disabled and you must carry out sales using the Offline EFTPOS option.

Note :- Front Counter allows the pinpad to print out the EFTPOS receipts. You need to configure the EFTPOS to link to the correct receipt printer. It will need to be the default receipt printer. This means, even though Front Counter can recognise the receipt printer based on the settings you enter into **Cash Register settings,** the EFTPOS link must use the default receipt printer. Printing EFTPOS receipts is, usually, a requirement. And is certainly required when the transaction requires a signature. You can still print off the normal POS receipts should you wish.

Setting up checkout scales

Setting up checkout scales is a two-step process.

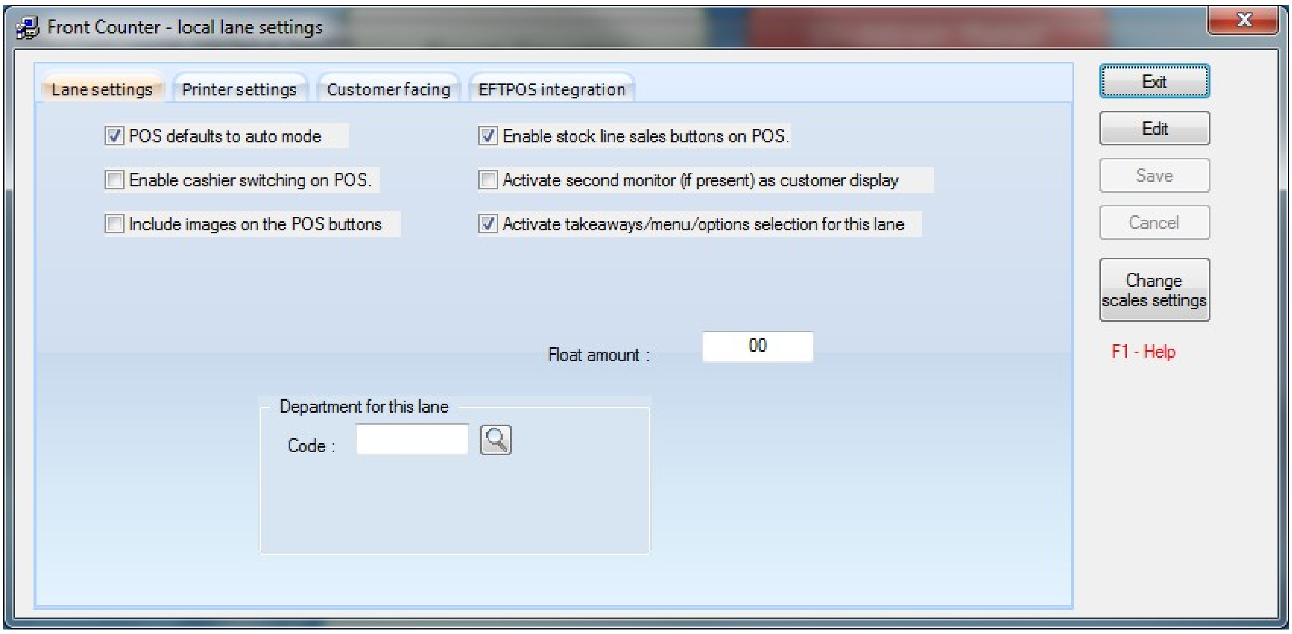
1. In **Company Control** select **Edit** and check the box **"Use checkout scale"**. Click **Save**. This tells Professionals Retail Business that you intend to use scales. Without this setting you cannot make any changes that relate to checkout scales.



2. In Cash Register settings, select **Edit**, and check the box **"Activate checkout scales"**. Select **Save**.

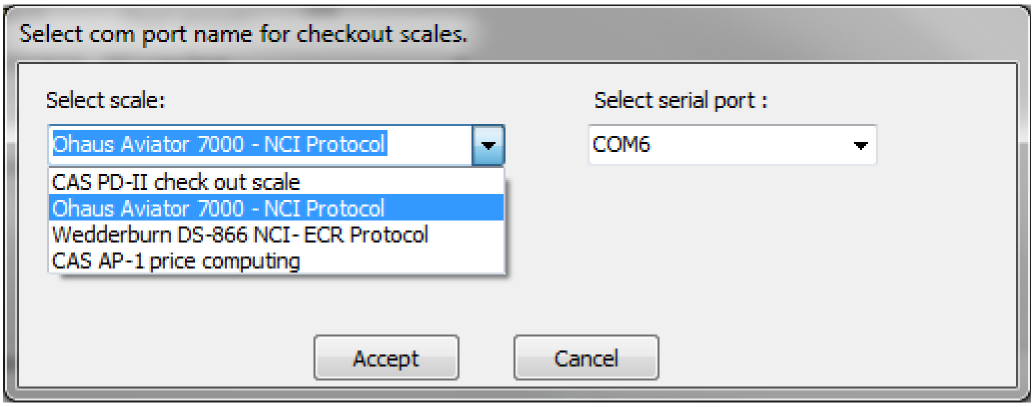
Cash Register supports the CAS PD-II, CAS AP1, Ohaus Aviator 7000 and the Wedderburn DS-series checkout scales.

With the check out scales option checked in Company Control Cash Register settings looks something like the following:



Click the **Change scales settings** button

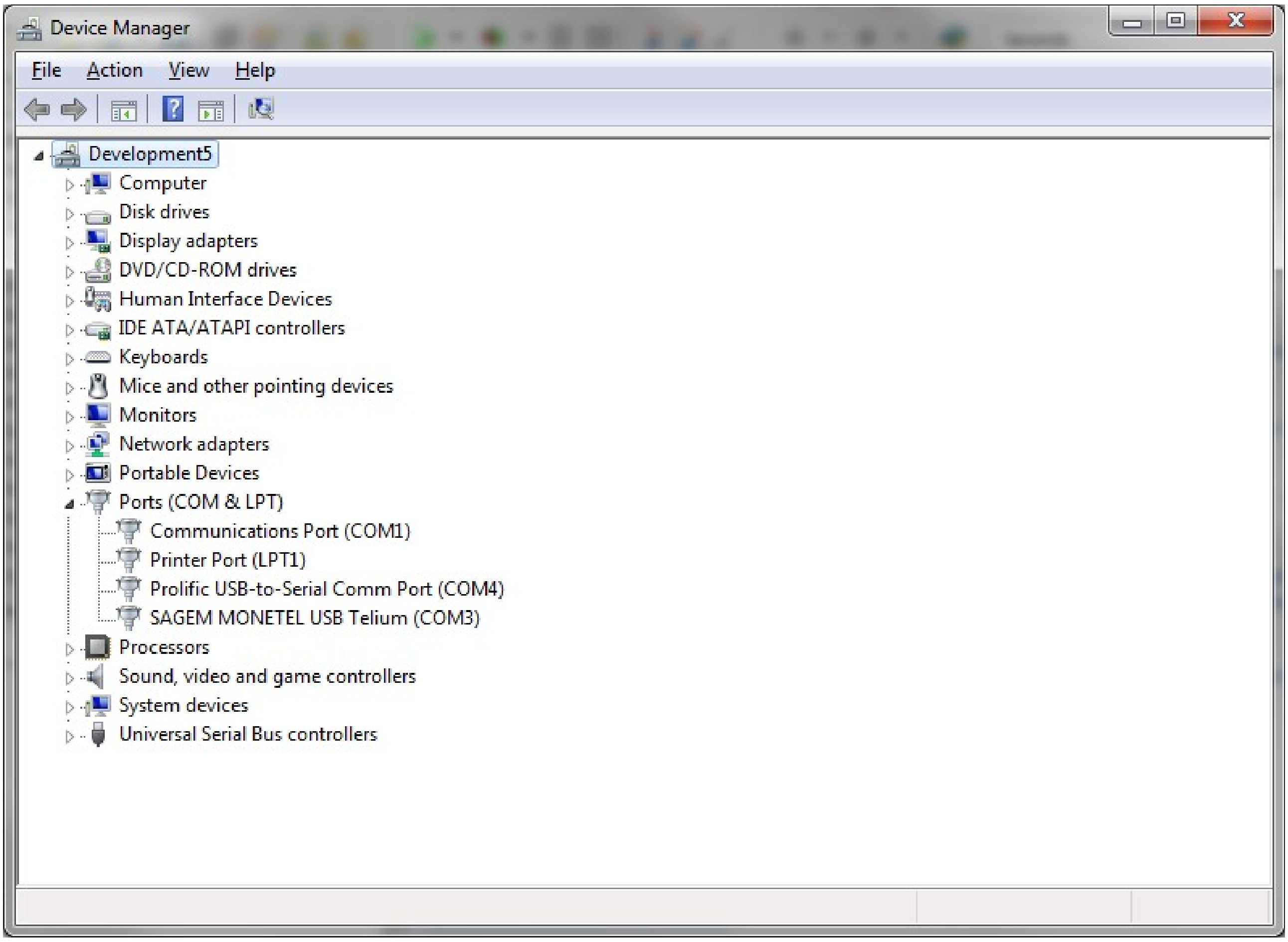
The following form activates:



The Ohaus Aviator 7000 scale setting is shown here. The only requirement is that it is connected to an active COM port. To find out which ports you have available select (XP) - Control Panel -> System -

Hardware tab - Device Manager. In Vista and later versions of Windows select Control Panel -> Hardware and sound -> Device manager (top right).

In either case you should get a form that looks something like the following:



To display all the comms ports double-click the **Ports (COM & LPT)**. If you are using a new PC you need to install a USB to serial converter. In the above case COM4 has been assigned to the relevant device driver. That is the one shown selected in the scales settings form.

Professionals Retail supports the CAS PD-II, Ohaus Aviator 7000 and Wedderburn DS-866 checkout scales. If you are using a scale you wish to have supported please contact us. We will check to see if it can be included. You will need to ship it to us if we decide to go ahead.

The CAS PD-II scale

To enable Professionals Retail Business to use the CAS PD-II checkout scale you need to set the ECR type to Type 5. Go into setup mode as the manual requires and keep pressing the "*" until you get to Type 5. Then press the 0.

The communications settings for the CAS scale must be: data bits = 8, parity = even, stop bits = 1, baud rate = 9600. These should be the default settings. If in doubt contact your supplier.

The Ohaus Aviator 7000 scale

For the Ohaus Aviator to operate with the POS make sure the protocol is set to NCI Protocol. Please refer to the scale's manual for the instruction.

The communications for the Ohaus scale must be: data bits = 8, parity = none, stop bits = 1, baud rate = 9600. These should be the default settings. If in doubt contact your supplier.

The Wedderburn DS-series scales

For this scale to operate with the POS set the protocol to NCI-ECR Protocol. Please refer to the scale's manual for the instruction.

The communications settings for the Wedderburn scale must be: data bits = 8, parity = none, stop bits = 1, baud rate = 9600. These should be set by the Wedderburn technician prior to the scale being shipped. If in doubt contact Wedderburn.

The CAS AP-1 price computing scale

No settings need to be changed on the this scale. Just make sure you have the correct cable from CAS. It does not work with any “off the shelf” serial cable.

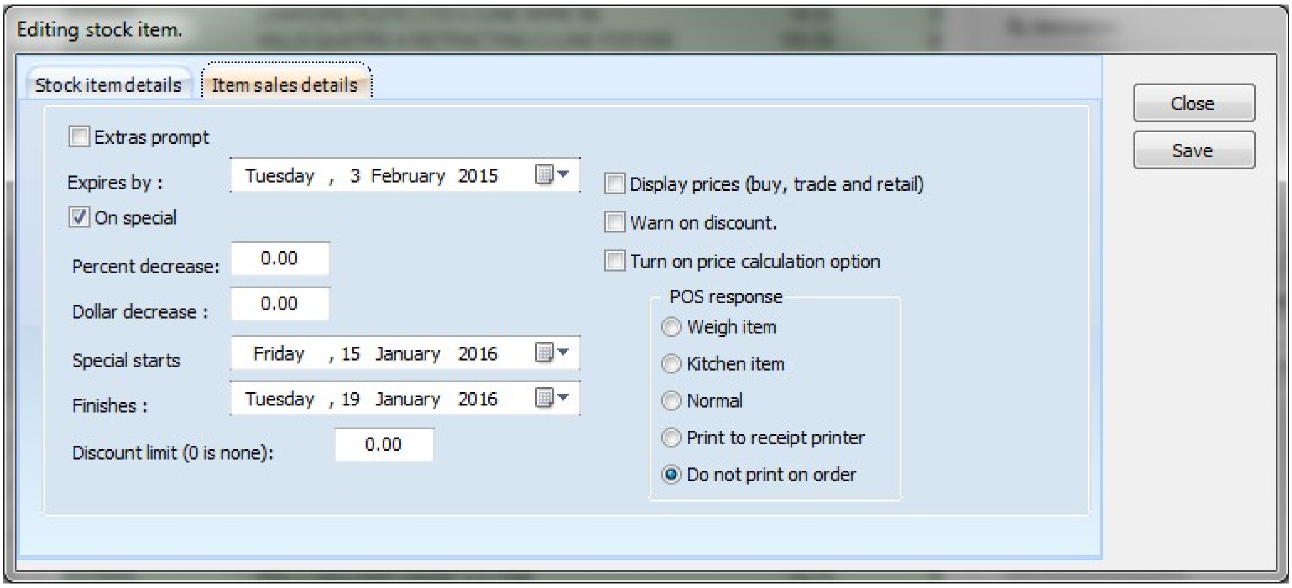
Setting up stock items to be weighed.

To set up items to be weighed first install, and set up, the scale. Currently Professionals Cash Register supports the CAS PD-II, CAS AP-1, Ohaus Aviator 7000 and Wedderburn DS-866 checkout scales. Others will be added on request and after we have made sure they can be installed and used.

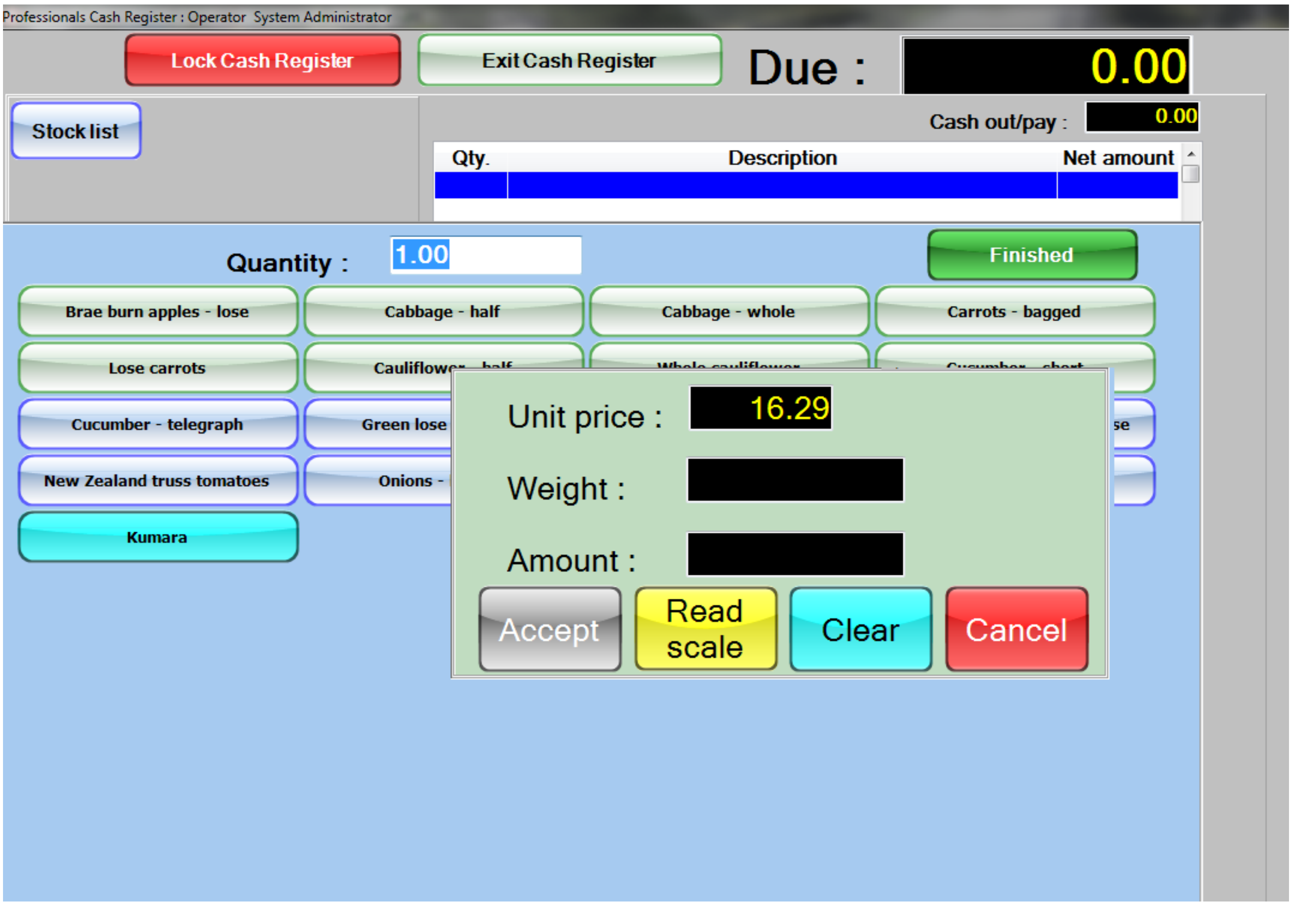
All items to be weighed should be sold through the use of the stock line buttons as doing it that way is much easier for cashiers. You can set items up to use non-integrated scales. In that case the POS changes to manual mode if you have defined the item to be weighed (in **Stock Management->Sales settings**). So you can enter the weight once it displays on the scale. In that case you will also need to remember their stock/PLU code.

The rest of this section describes setting up items that are to be weighed and prices calculated using the scale weight.

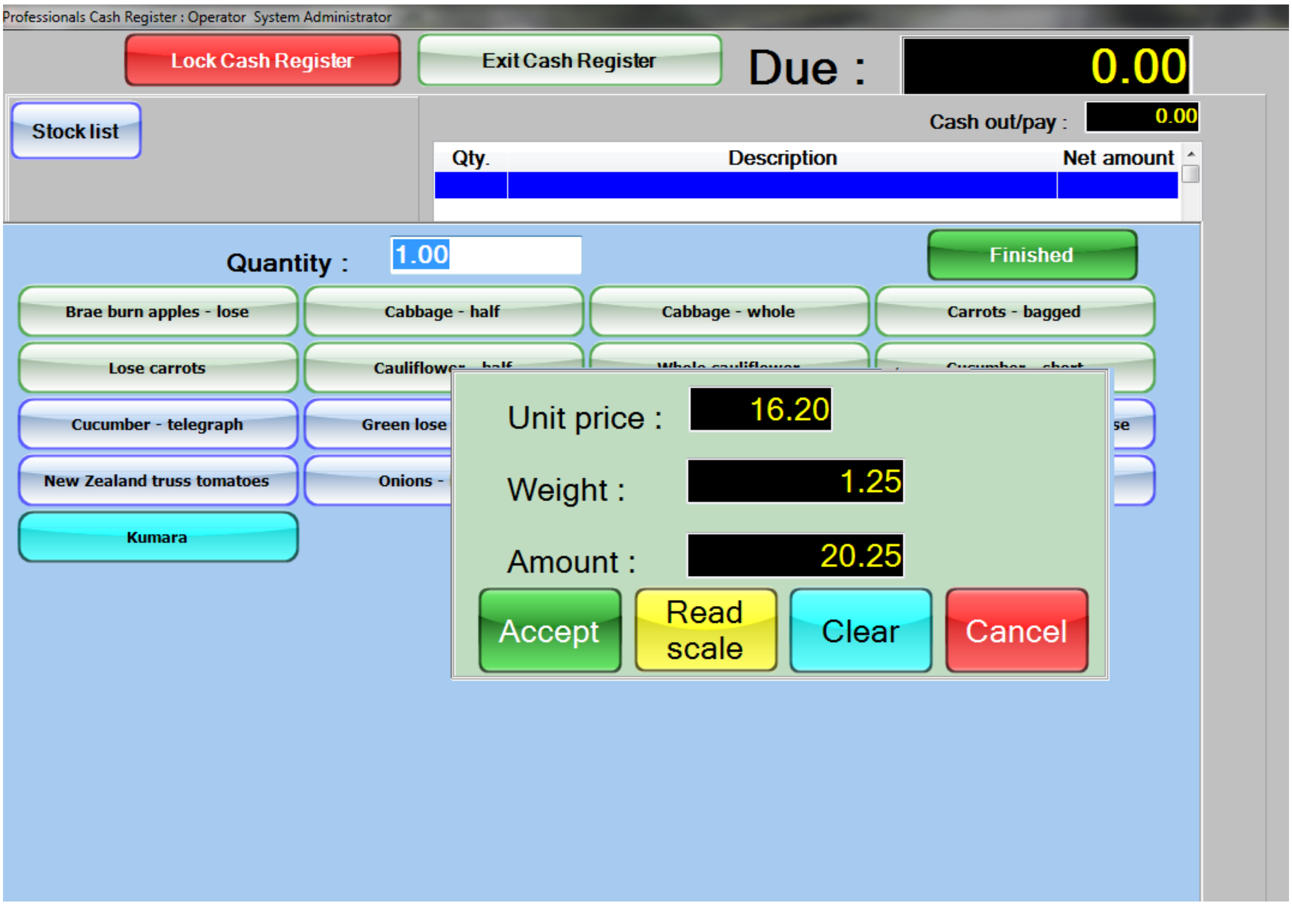
1. Set up the required stock lines for the items to be weighed. Each stock line can have no more than 36 items in it. And you can set up 18 stock lines to attach to buttons. A total of 648 stock items can therefore be allocated to stock line buttons
2. Create the required stock items and link them to the required stock lines. As you create the items, after clicking **Save**, click the **"Sales settings"** button. If you have activated the checkout scales setting in Company Control the form appears as follows:



Click the **"Weigh item"** box. With this checked, and when the item is selected for sale from a stock line button, the POS looks something like the following:



Place the item(s) on the scales. Wait for the weight to appear on the scale display. Then click **"Read scale".** The form should now look something like the following. Notice that the **Accept** button is now enabled. If you change the amount on the scale click **"Clear"** and then **"Read scale"** again.



To add the item to the docket click **Accept**.

Setting up a customer pole display

Your customer pole display must be compatible with the Epson DM series. This may require that you change the factory dip switch settings.

To install the customer display:

1. Download the Epson OPOS-Adk drivers from here:

https://download.epson-biz.com/modules/pos/index.php?page=prod&pcat=9&scat=38&pid=64

Paste the above into your web browser's address line.

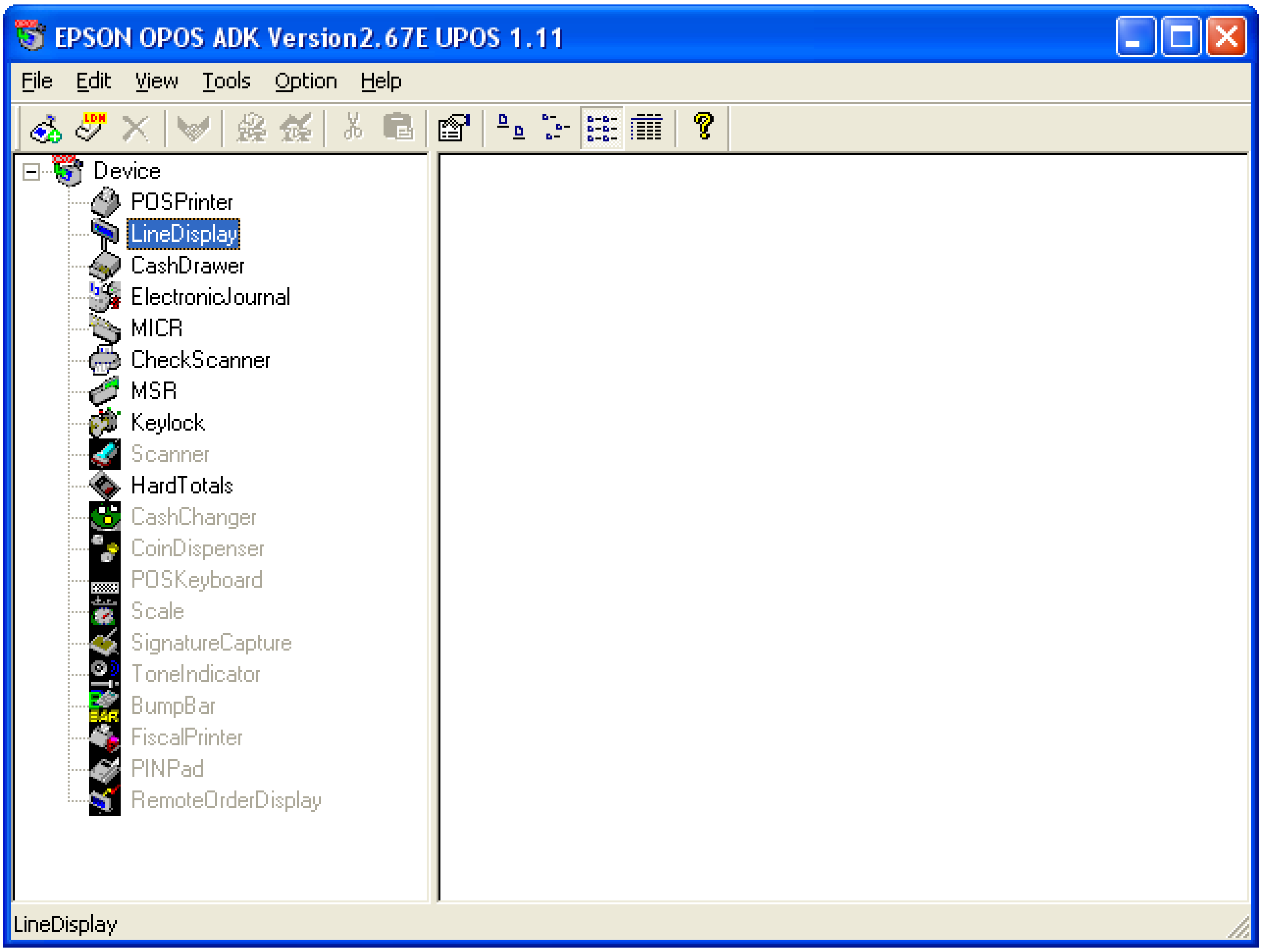
2. Select the OPOS ADK and accept the license agreement.

3. Download the file V267ER9.exe (or whichever is the latest) to your PC. Copy it to the PCs that are going to use pole displays.

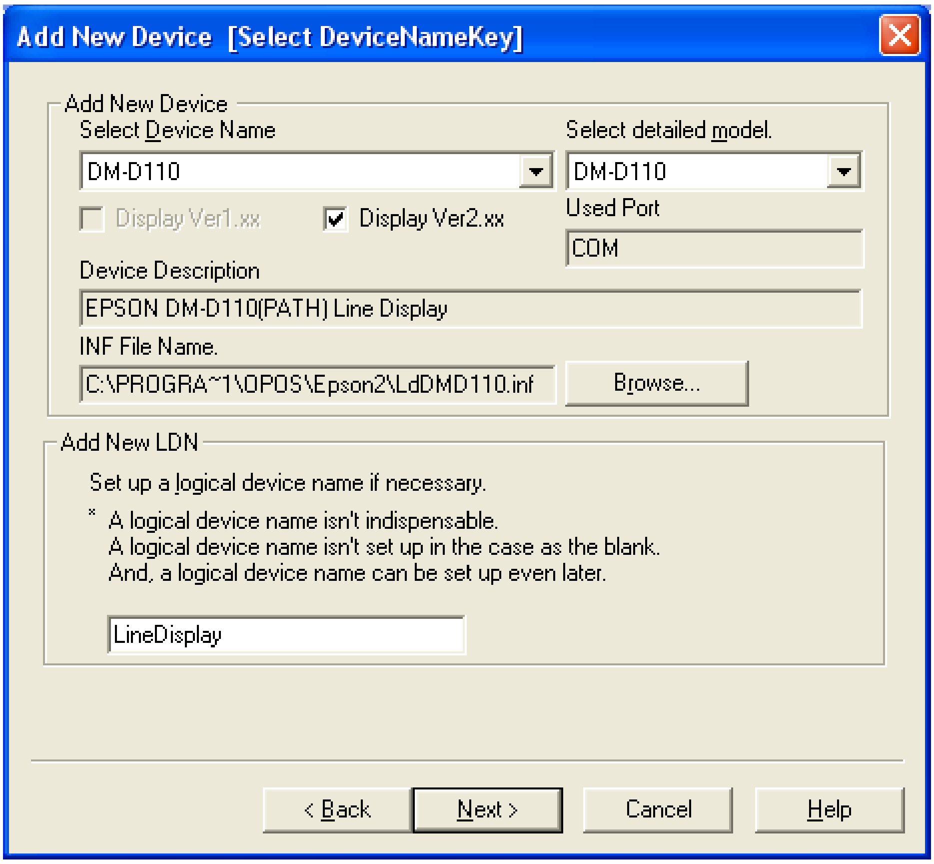
4. Double click the file to install the driver. Install using the defaults. Front Counter needs to find a file that is installed and it must be in the default location.

5. From the Start menu select OPOS -> Setup OPOS.

6. Highlight LineDisplay as below:



7. Right click LineDisplay and select Add New Device. The following form activates:



Select **Next** and accept all the defaults. Do not change anything. Give the new device the logical device name "LineDisplay"

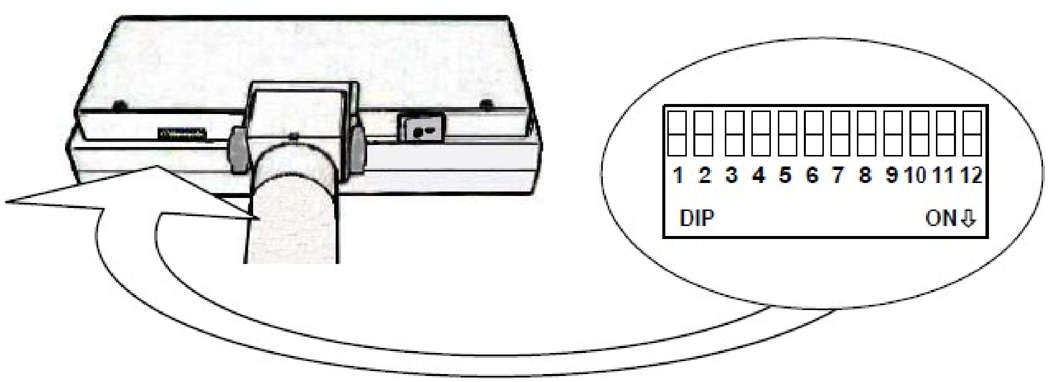
The best idea is to select DM110 as all later models are also compatible with that.

8. Don't connect the pole displays until you have checked the following:

a. Digipos WD series - open the dip switch cover under the display at the rear. Check the switches are set as follows: SW1 - off, SW2 - on, SW3 - on. Down is on, up is off. Lay the display face down.

The switches are located as follows:

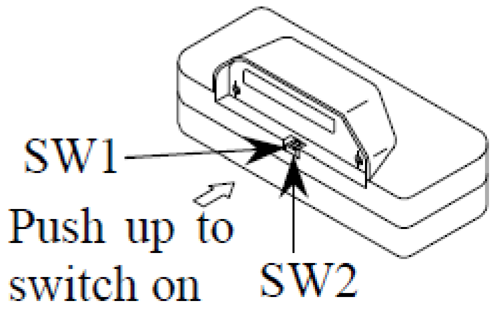
5. DIP SWITCH SETTING



It is possible that the display already has the required settings.

b. Posiflex PD21 series - open the dip switch cover at the back of the display unit. Check the following: SW1 - off, SW2 - off.

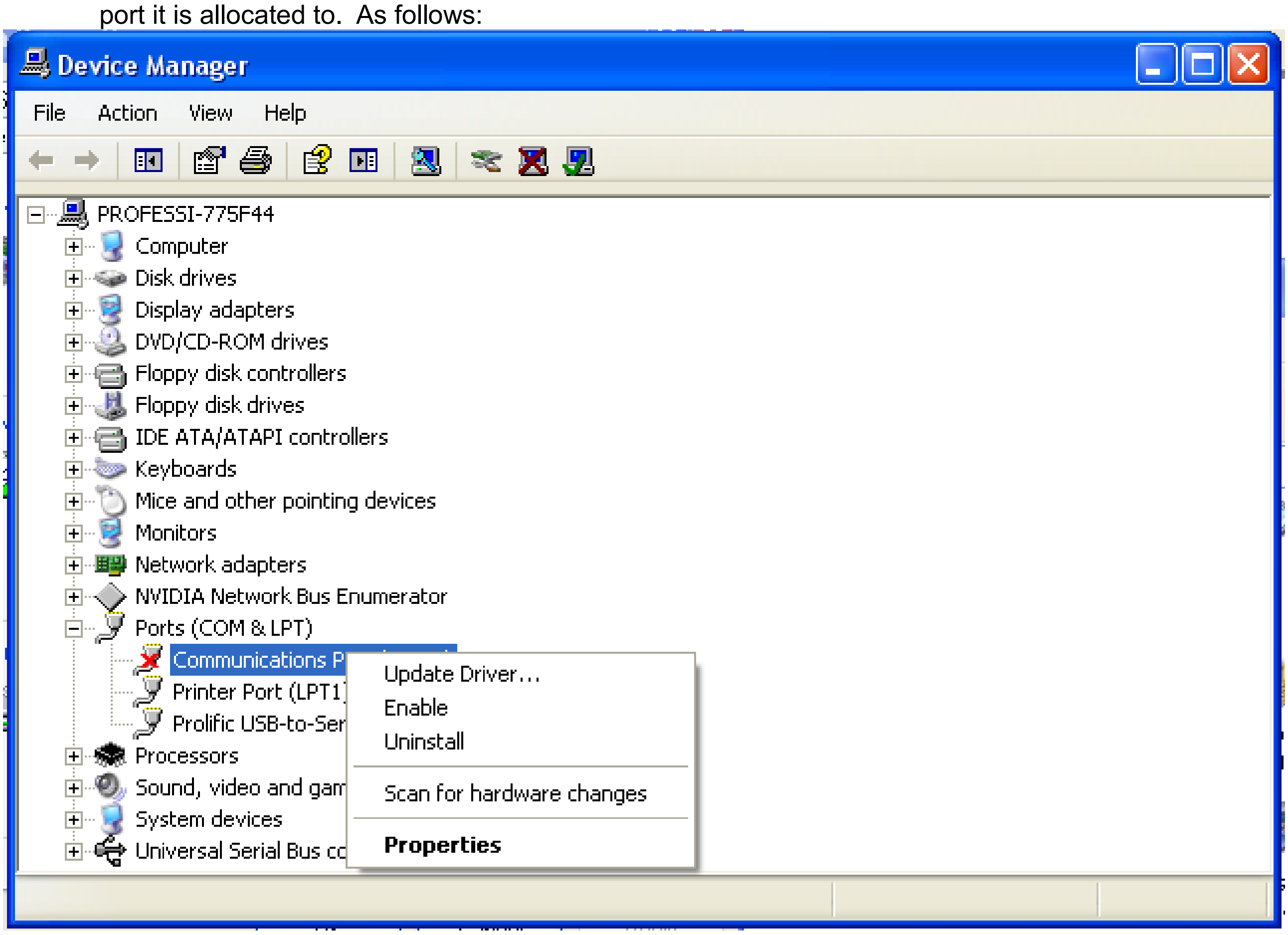
The switches are located as follows:



If you are using an Epson DM series display there is no need to make any changes.

If using any other brand of pole display you need to obtain the user manual and find out how to set it to Epson compatible display.

9. IF the pole display uses a serial (not USB) connection use a USB to serial converter cable. This is required because Windows allocates logical com ports. And they don't always match with the actual serial port on the back of your PC. Install the driver for the converter cable and assign COM1 to the port it is allocated to. As follows:



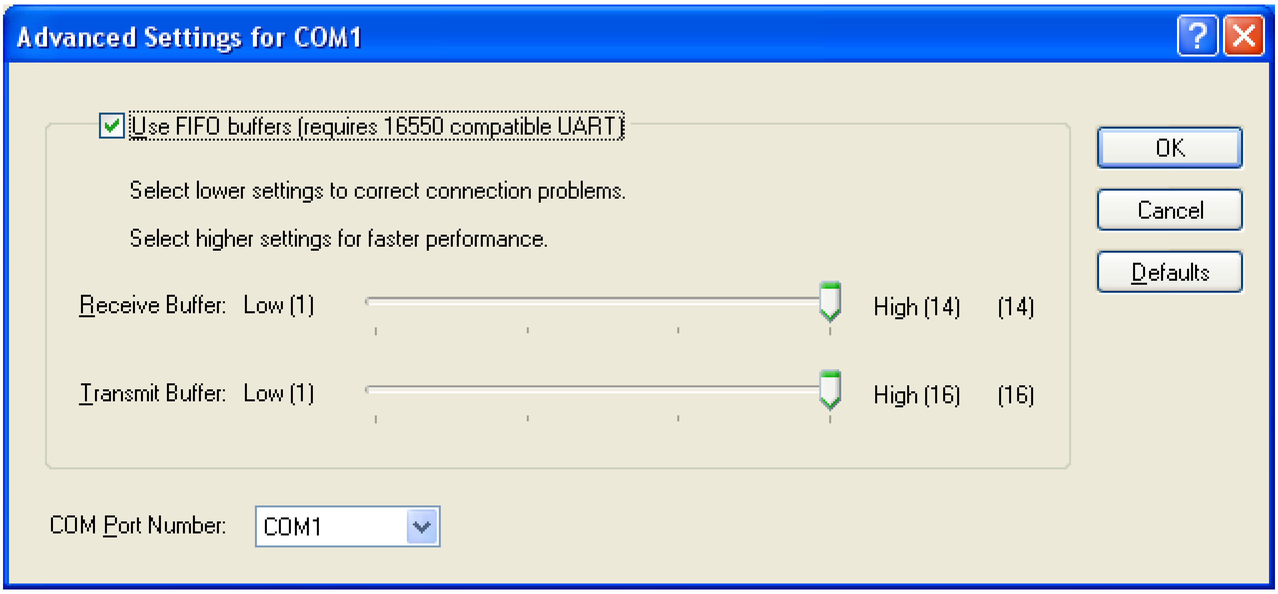
To activate this form select (in XP) Control Panel -> System -> Hardware -> Device manager.
If using Windows 7 or 8 select Control Panel → Hardware and Sound → Device Manager

First disable the default COM1. To do so select **Communications Port (COM1)** (double-click “Ports (COM & LPT)” and right click the mouse. Select Disable. In the above example Enable displays because the port is already disabled.

Warning – if your EFTPOS terminal uses COM1 you must make sure the display uses another connection.

Accept the option to restart your PC.

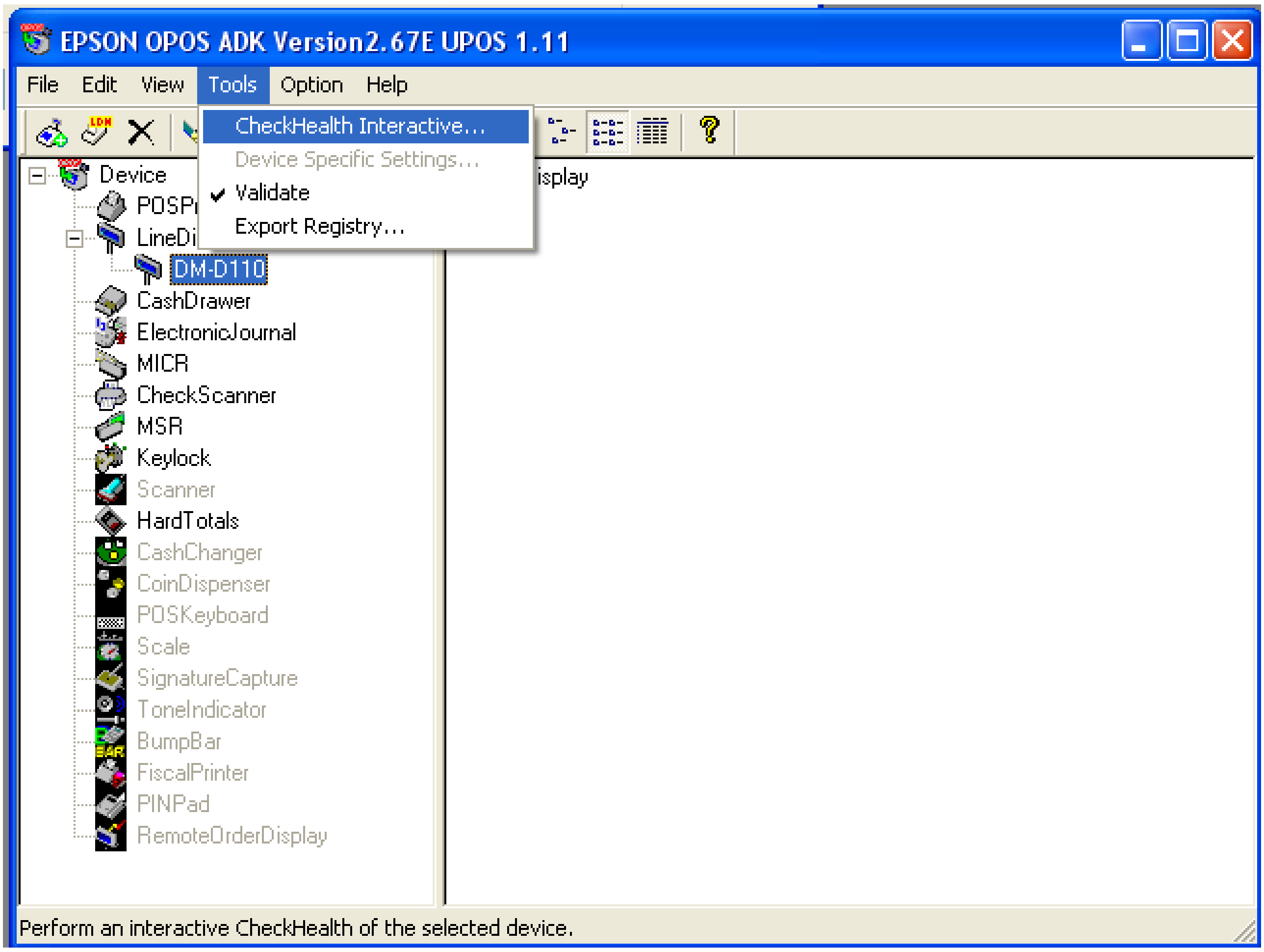
Once the PC has restarted reactivate the Device Manager form. Select the USB to Serial port, right click, select Properties -> Port Settings -> Advanced. Select COM Port Number COM1. You may be warned it is in use. Ignore it. Click Ok. Then Ok to exit the device manager. Restart your computer.



Warning. It is possible you may need to do this every time you restart your computer. Windows may reassign the logical COM1 to another port.

Now connect your pole display.

To check that your pole display is running properly carry out a health check. As follows:



To do so click Start Menu -> OPOS -> Select devices then Line Display. Select Tools -> CheckHealth Interactive...

Click **Start**. If successful the phrase "Interactive HCheck!! DeviceName=DM-D110" or something similar should appear on the pole display.

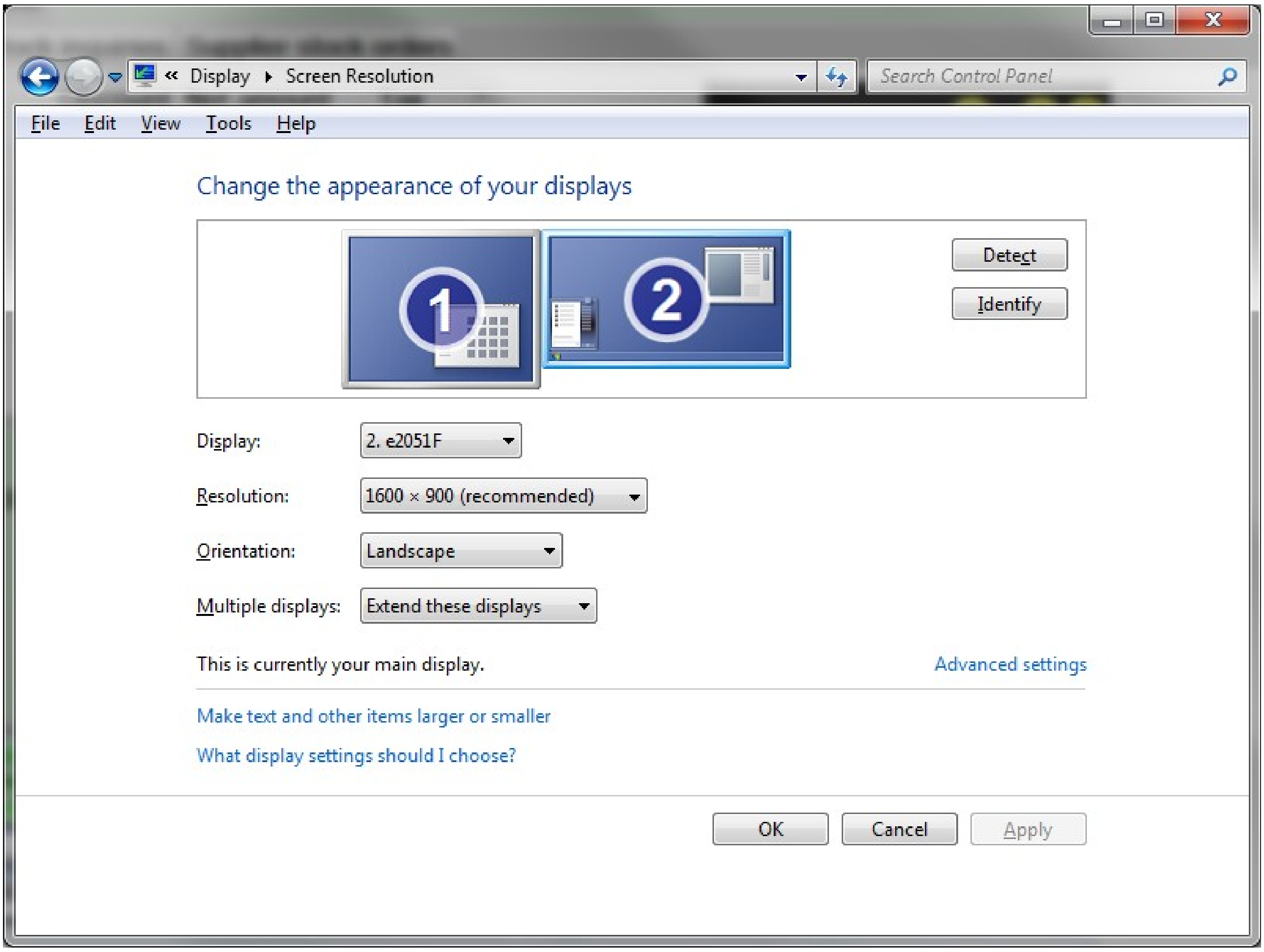
Cash Register also carries out a health check when it starts up. If "Front Counter/POS Welcome" doesn't appear on the pole display then Windows has reassigned COM1. You will have to go through the above process to reconnect.

If you are using the Hewlett-Packard pole display the health check will fail. To test that the display is working you need to start the POS. The display should change to display something along the lines of "Front Counter…."

Setting up a second monitor as a customer display.

Cash Register can use a second monitor as the customer display. Check that your PC has a connection for a second monitor. You may need to purchase a HDMI cable connection as often the second connection requires that.

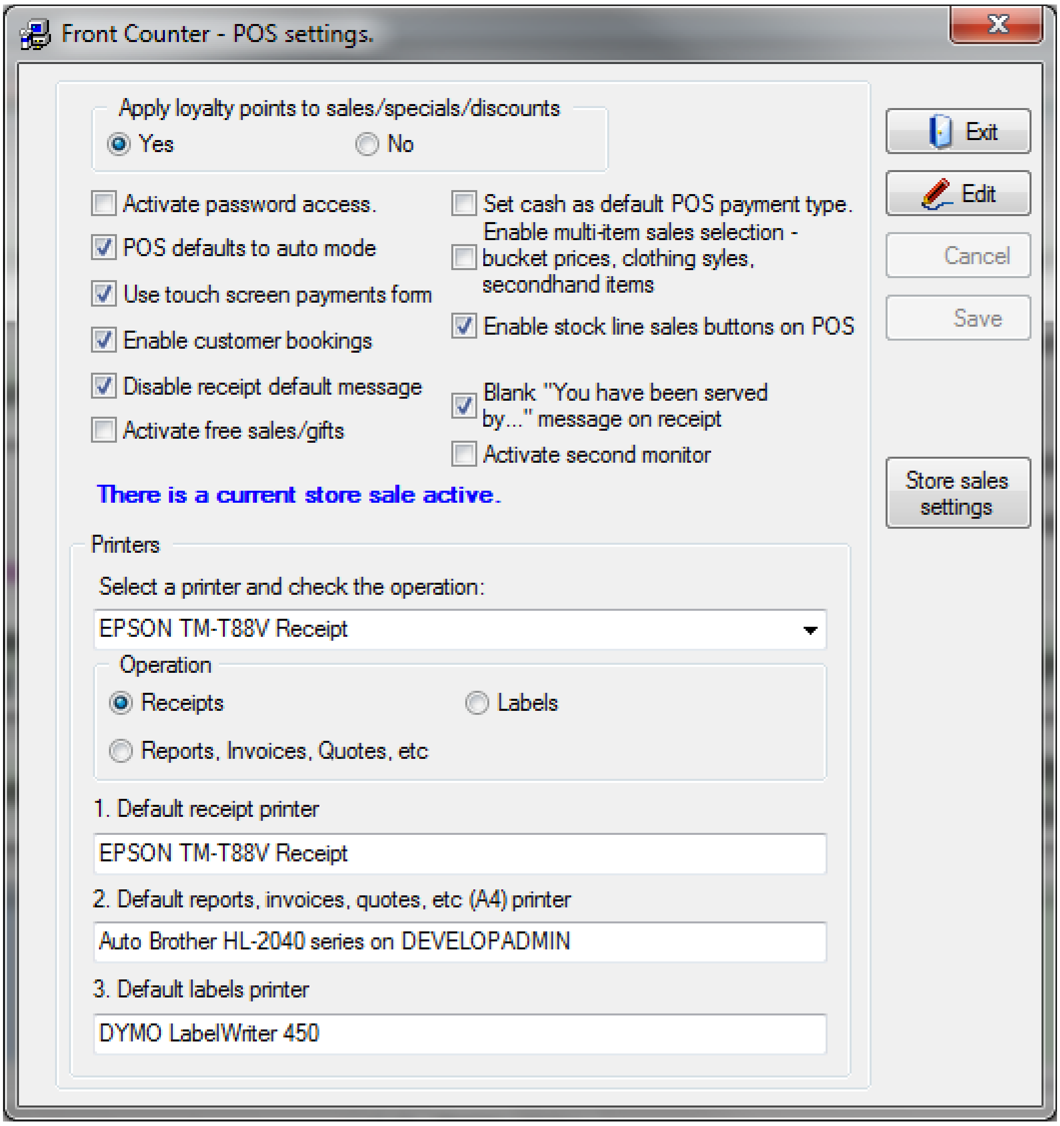
If the monitor is connected it should be set as the second screen and not the desktop. To do this select Hardware and Sound from the Control Panel. Then Display and Adjust Resolution. The following form should display.



In the above example Monitor 2 is selected. Note that under Multiple displays it says "This is currently your main display". Display 1 will be used as the customer display.

Once that is correctly set go to System Settings → Cash Register Settings. If Cash Register is running on the same computer as the back office system. Check the box **"Activate second monitor"**.

If you are running a networked cash register version go to Lane Settings. This is because the back office computer may not have a second monitor. In that case a second monitor cannot be configured using the settings on that computer. Because the controls aren't enabled.



Cash Register - screen resolution

You may need to change the screen's display resolution to get the full POS form to display. Use Control Panel -> Display and change the resolution until it fits. If you still can't get it to fit then the video card you have does not allow the required resolution. If using a 15 inch screen the resolution needs to be 1024 by 768. If your monitor does not allow that you may need to get another, higher resolution, video card.

If your PC uses a graphics module on the motherboard you can still get a separate graphics card.

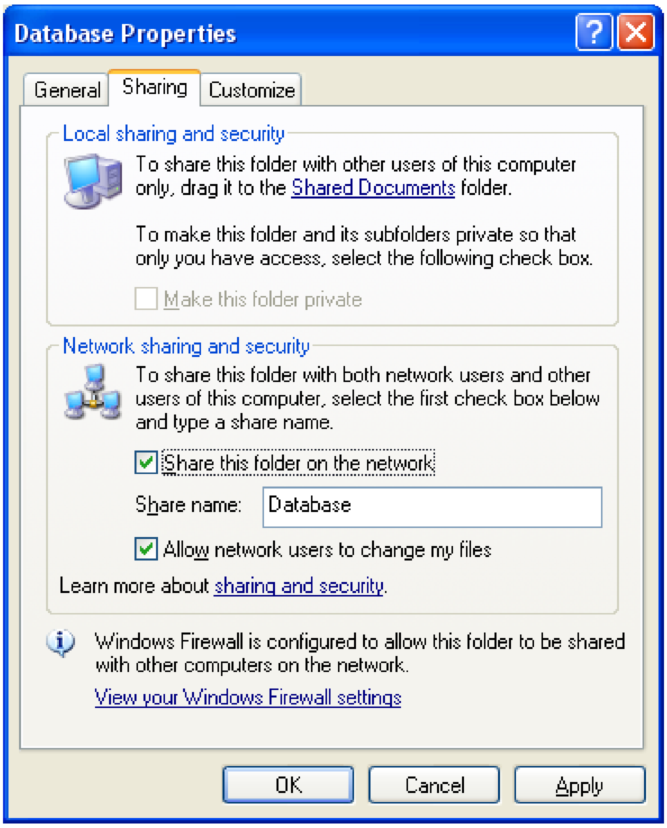
Installing Cashier Lane - standalone

Front Counter can be installed on PCs that have access to the Cash Register database. By default a single Front Counter lane is installed as part of Cash Register. 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 the Cash Register 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. And for the PC they're connecting to.
4. Set up a network. Use Workgroups (Not the Homegroup) for the network. Use the default work group name WORKGROUP as the network name. This link shows how to set up the network correctly http://windows.microsoft.com/en-nz/windows/join-create-workgroup#1TC=windows-7
5. On the PC Front Counter is to be installed on start up Explore and select Tools | Map Network drive.
6. 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.

5. 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.

6. 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.