

Professional Systems – Front Counter

Version 7.6

Getting Started - tutorial

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Introduction

This tutorial introduces you to setting up Front Counter 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 (BARetManual.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 Front Counter.

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Setting up Front Counter

To set up Front Counter follow the sequence below:

1. Carry out the routines the set up Wizard prompts: company record, departments (optional), ledger accounts (optional), bank account(s) - optional. If you intend to use the built-in end of day cash up facility, and record bank deposits, you need to set up the relevant bank account. Or a dummy bank account.
2. Go to Stock Management and set up the required stock lines, groups and stock items. Including, if required, any volume discounts, multi-item discounts and stock replenishment rules.
3. Select Client invoicing → Operations → Clients to set up regular customers. Including their contacts and discounts.
4. Select System settings → Cashier Profiles and set up any cashiers and their access levels.
5. Also in System settings → Invoice statements. Set up the format of your invoices. If you intend to use any.
- 6.. Select Front Counter then Receipts Format. 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.
- 7.. Optional: Open Front Counter (logon as System Administrator). Go to the Client accounts tab. Click Loyalty Rules and set up any loyalty cards you intend to use.

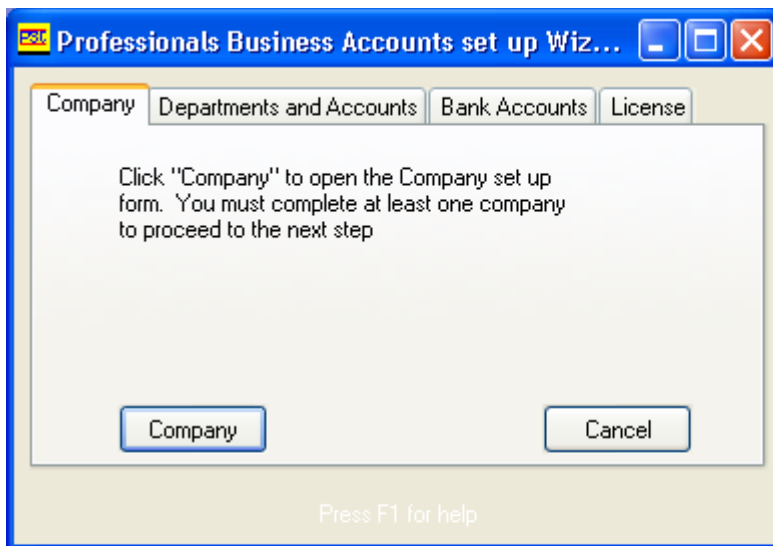
The rest of this manual covers the above set up in more detail.

1. The Set up Wizard

This section relates to the installation of the base system of Retail Business. If you have purchased Front Counter 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 Retail Business 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.

When the wizard starts up you need to **Accept** the license to proceed further.



Once you have the Company tab is activated:

Company settings:

Click Company to activate the company record form. You need to edit the existing, default company. The details entered there affect some (G.S.T., data on sales receipts) settings in Front Counter.

1. Click **Edit**.
2. Change the contents of the **Company Name** field to your business name. This is the name that appears on invoices, orders, statements, quotes and cash sales receipts. You **MUST** change this field. If you don't the wizard starts every time you start Retail Business.
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 as GST returns.
5. Enter your **email** address if you want it to appear on those documents. Entering the email address allows you to email invoices, statements and quotes to clients.
6. Also **Phone number** and **fax**. Also prints on invoices, etc.
7. Check the **Registered** box if you are registered for GST.
8. Check the **Exclusive on Invoices** (also statements, and quotes) if you want prices to be exclusive of GST.
9. Enter the **GST percent**.
10. Enter the **GST period** (1, 2, 6 months)
11. Enter your GST registration **number**. This prints on the sales receipt.
12. Check one of the **Accounting basis** buttons. Most small and retail businesses use the Payments basis. Check your last GST return to find out what yours is if you aren't sure.

Once the GST settings have been made, and you have entered transactions, don't change them unless you are prepared to go through all transactions and edit the transaction amounts to adopt the new values.

Click Save, then Exit.

Professionals Company Maintenance

Company name [*]	James General Store		Description	Hardware, groceries, fast food		Exit
Address	138 Banks Street		Edit	Save	Default income account:	F1 - Help
	Maungatoroto			Cancel	100	
	0146				Sales and general income	
Email/web site :	observa@xtra.co.nz		Sales tax settings			
Phone Number	(09) 430 7689	Fax		<input checked="" type="checkbox"/> Registered	<input type="checkbox"/> Exclusive on Invoices	
Last Invoice No. :	201100035			Percent [%]	15	No. of 6 Months
<input type="checkbox"/> Auto generate customer codes.				Number [%]	23 -256-249	
<input type="checkbox"/> Activate system save on shutdown.				Accounting Basis		
Logo	T.E.S.T.			<input type="radio"/> Invoice	<input checked="" type="radio"/> Payment	<input type="radio"/> Hybrid
				<input type="checkbox"/> Use checkout scale	<input type="checkbox"/> Activate customer bookings.	
Editing company.		11 August 2015				

If you want a logo to print on invoices and statements click the Logo button. You must have created a graphic file (logo.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 returned to the wizard. The Departments and Accounts tab is now active.

Click the Departments/Accounts button.

Department/Lanes and Ledger Accounts settings:

Departments/lanes are optional. However, if you are running multiple cashier lanes you may find it useful to set up more than one department/lane. That allows you to track department performance and carry out separate end of day processing for each department/lane

If you have, for example, both a shop and workshop, and wish to check the profitability of each, it is a good idea to set up a department for each. If you do you'll also need to set up some ledger accounts for each one. The ledger accounts that are installed when the software starts are for the entire company.

Departments can also be used to define cashier lanes so that, once they are set up, you can assign specific departments to the relevant lanes. You can then carry out end of day cash up based on departments.

The departments form is as follows:

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 :

I<=<=>=>I

Exit

New

Edit

Save

Cancel

Delete

F1 - Help

Browsing 14 January 2016

1. Click New if you intend to set up departments. Otherwise exit. Or click on the **Ledger Accounts** tab.
2. Enter a Department **code** and **name**.
3. All other fields are optional.

Ledger Accounts

The software is installed with a set of ledger accounts. Review these to see if anything is missing. For example if you have set up two departments you'll need to, at least, create an income and expense account for each.

If you don't intend to use the back office accounting facilities you can probably leave the ledger accounts alone.

If you intend to use invoices in Front Counter, as well as cash up, you need to make sure the correct accounts are set up.

The ledger accounts tab appears as follows:

Professional's Business Accounts - Department and ledger account settings

Departments/Divisions Ledger Accounts

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

Exit

New

Edit

Save

Cancel

Delete

F1 - Help

Budgets

Audit

Browsing 14 January 2016

To create a new ledger account click **New**. The following form activates

Editing ledger account for : James General Store

Type
☐ Income ☒ Expense

Account Code : 2002

Description : Expenses

Department/Division JMH James Household

☐ Affects tax amount ☐ Apply sales tax ☒ Active

Edit Save Cancel

1. Select the account Type.
2. Enter the **Account Code**. This must be unique. It may be a good idea to get a list of accounts from your accountant.
3. Enter a **description** of the account. This is used to help identify it when you select it when entering transactions.
4. If you have created any departments enter the relevant **department/division**. This means that any transactions using this account are automatically allocated to the correct department.
5. If the account appears on your profit and loss statement check **Affects tax amount**. Accounts that don't are ones like loans.
6. If the account is subject to G.S.T. Check **Apply sales tax**. Some accounts, like salaries and wages, and loans, are not subject to G.S.T.
7. Check **Active** if you intend using the account.
8. Click Save. You are returned to the Accounts tab.

Click Exit to return to the wizard. The Bank Accounts tab is activated.

Bank Accounts

If you don't intend to use the cash up facility of Front Counter to record deposits then creating a bank account is optional. If you do intend to create at least one bank account. You can create multiple bank accounts. If you intend to create any make sure you have the most recent bank statement so you can enter the opening balance.

1. Create the required bank(s).
2. Create the required account(s) for each bank.
3. Enter the opening balance for each bank account. This is optional. You can leave it as zero if you only intend to use the account as a means of tracking deposits

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

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

Bank Code No.: 00466

Name : Bank of New Zealand

Branch :

Postal Address :

Physical Address :

Postal Code : Contact Name :

Phone No. : E-Mail :

Fax No. :

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Exit New Edit Cancel Save Delete

Browsing.

To create a bank record:

1. Click New.
2. Enter the **Bank Code No.** Get this from your account statement. It is the first 2 to 6 numbers of your account number.
3. Enter the **Name**. This helps you identify the bank in selection lists if you have more than one bank.
4. Everything else is optional.

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	

Navigation: ◀ ◁ ▷ ▶

Browsing.

To create a bank account:

1. Go to the **Bank Account(s)** tab.
2. To create a new bank account click **New**.
3. Enter, or select, the **bank code** you previously entered.
4. Enter the remainder of the **bank account number** – leave the bank code off.
5. Check **Use as default account** if you want to one to come up first when entering transactions.
6. Enter a description. This should match the name of your actual bank account.
7. If the account is a checking account enter the number of the last cheque you issued.

If you have opened a new bank account there is no need to create an opening balance. If the account is not new create an opening balance. If you don't, and want to use the accounting functions, the trial balance and balance sheet will not be correct if you don't enter opening balances.

Select **Opening Balance** tab:

1. Make sure the correct bank account appears at the top of the tab.
2. Enter the **start up date**. This is used for documentation purposes.
3. Enter the **balance amount from the bank statement**.
4. If there are any deposits made prior to the closing date of the statement, but that aren't on it. Click the button to the right of the **Plus deposits not on statement**. This opens the Bank transactions maintenance form. Enter the required transactions there. Click the **Update Balance** button when you have finished entering them. The total of all such transactions will be included in the field.

5. If there are any payments/cheques that have been issued, but are not on the statement, click the button to the right of the **Minus cheques written not on statement**. Enter the required cheques/payments and click the **Update Balance** button.
6. If this is a new account there is no need to carry out 4. and 5.
7. When satisfied click **Update**. This creates the opening balance.
8. Warning – once the opening balance has been entered you can't change it. So don't proceed until you are sure you have the right total(s).

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

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

Bank: 00466 Account No.: 1789452-90

Account: 00466 1789452-90

Cheque account: _1/01/2016

Startup Date :

Balance Amount (from statement): 1400.00

Plus deposits not on statement : 00.00

Minus cheques written not on statement : 00.00

Opening Balance : 1400.00

Up Date balance

Exit, New, Edit, Cancel, Save, Delete

Navigation: <=>, <=>, >=>, >=>

Browsing.

There is another tab – Recurring Transactions. This is not required as part of setting up Front Counter. There is more detail about this in the main manual and the help file.

Click Exit to return to the wizard. Then click exit. You have now completed the accounting and general components required to start using Front Counter.

We will now proceed to the components that are more directly related to the retail functions.

2. Setting up Stock

The minimum requirement to start using Front Counter POS is to have stock in the inventory. You can also configure the stock system to provide for sales, 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 look at loading from an Excel CSV 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 from an Excel CSV file

Warning – loading from an Excel spreadsheet can be more trouble than it is worth. Mostly because of the need to ensure that stock and bar codes are unique for each stock item. If you already have a system that allows you to export the inventory to a spreadsheet it may be worth your while to use this option.

If you intend to go ahead please read the following very carefully.

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), Bar code (20 characters), description (240 characters), supplier code (20) (put an 'S' there if none, and must be upper case), unit of measure (10), RRP (leave any commas out), trade price (leave any commas out), buy price (leave any commas out), 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. The 'S' 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 to remove any ',' from prices such as "1,000.00".

- 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															
File Edit View Insert Format Tools Data Window Help															
B1 Barcode															
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	
1	Stock code	Description	Supplier	UOM	RRP	Trade Price	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 PG STUD 2.630M	PLACE	LGTH	11.45	11.45	0	0	0						
39	1006472	1006472 100 X50 RAD MGP FJ TF PG STUD 2.330M	PLACE	LGTH	9.08	9.08	0	0	0						
40	1006473	1006473 100 X50 RAD MGP FJ UT PG STUD 2.311M	PLACE	LGTH	9.04	9.04	0	0	0						
41	1006474	1006474 75 X50 RAD MGP FJ UT 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 SN221E	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 FD5101	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						

In the money fields, make sure there are no commas or '\$' signs. 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 drop down list select "Professionals Inventory".
2. **IMPORTANT** uncheck the "Includes lines and groups" box.
3. Get the list from the folder it is 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 precedes 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 you cannot open the load form. You must use the Update form instead. Updating includes the option to add stock items that are in the CSV file but not in the inventory. It will not import any stock items that already exist.

Stock – manual creation

If you have plenty of time, or only a relatively small inventory, creating the stock items manually is probably practicable.

To start the stock maintenance form Stock Management on either the Back Office main form or the start up form of Retail Business. The following form activates:

Stock management for : James Electrical Ltd

Stock config Stock line buttons Suppliers Process orders Customer orders Supplier orders Requisitions Stock take Replenish stock Stock statistics Exit

Utilities

Image

Export

Load from file

Update from file

Update prices

Lists

List/Select

Full list

By supplier

Suppliers - details

No buy price

Specials

Packages

Level below 3

Refresh totals

Code	Description	Price	In stock
123SAMP	1 METRE EXTENSION CORD	19.01	-46
124SAMP	3 METRE EXTENSION CORD	23.46	-1
125SAMP	EXTENSION CORD WIRE	6.79	-11
1243SPD	3S PDL MAINS SWITCH 1 POLE 60A	23.15	-2
531PDL	12 PDL PLUG APPLIANCE BLACK	10.59	-5
620WHTB	20B WHTPDL BASEONLY WHITE STRAIGHT	24.39	0
64721BW	21B WHT PDL BASE ONLY WHITE ANGLED	24.29	0
736PDL	20/8 PDL SPARE RUBBER WASHER	3.36	0
949PDL	25 PDL L/HOLDER SWITCH C/GRIP	19.35	0
965PDL	26 PDL L/HOLDER UNSW C/GRIP	9.25	0
1007PDL	27A PDL L/HOLDER SWIT 1/2 THR	22.47	0
1023PDL	27B PDL L/HOLDER SWIT 3/8 THR	22.47	-4
1058PDL	27C PDL L/HOLDER SWIT 5/16 THR	22.47	0
1074PDL	27D PDL L/HOLDER SWIT 5/8 THR	22.47	-8
1112PDL	28L PDL BATTEN HOLDER ANGLED	10.12	-5
1155PDL	29L PDL BATTEN HOLDER STRAIGHT	8.23	-11
1171PDL	PDL L/HOLDER UNSW 1/2 THR	12.71	9
1201PDL	30B PDL L/HOLDER UNSW 3/8 THR	12.71	-15
1252PDL	29S PDL SKIRT FOR BATTEN HOLDER	2.01	0
1287PDL	29R PDL RING FOR BATTEN HOLDER	1.35	0
1295PDL	31 PDL FLUSH BOB FOR 63T	15.12	-1
ELEC	Electrical subcontractor	0.00	0
PPGARCB311	RONDO DIRECT FIX CLIP FOR 310 35MM CEILING	0.72	-415
PPGARCB312	312 RONDO CEIL BATTEN JOINER	0.98	-539
PPGARCB34030	RONDO 3.0MM PERIMETER CHANNEL FOR 35MM	10.17	-101
PPGARCBNZ31	RONDO 16MM CEILING BATTEN 4.8M NZ31 PRO	15.28	-73
PPGARFC304	RONDO DIRECT FIX CLIP FOR 301 TIM/STEEL 92	0.66	-200
PPGARPTNZ18	RONDO 3.0M PERIMETER ANGLE NZ18	8.93	0
ATLAS	Atlas stove	1440.00	-1

Search

By code:

By description :

By alternate code

Sales/restocking

Replenishing Package items Sales Settings

Item styles Volume discounts Multi-item discounts

Labels

☐ Set up price labels (A4)

A4 sheet

A4 sheet no bar codes

Bar codes (prices)

Bar codes (no prices)

No bar code

Quantity labels

Weight labels

F1 - Help

Total items: 999.00 Total value: 22037.12 Total retail value : 44215.35

11 September 2015

1. To new stock item click **Add**. The form changes as follows:

Stock management for : James General Store

Stock config Stock line buttons Suppliers Process orders Customer orders Supplier orders Requisitions Stock take Replenish stock Stock statistics

Utilities: Image Export Load from file Update from file Update prices

Lists: List/Select Full list By supplier Suppliers - details No buy price Specials Packages Level below 3 Refresh totals

Code	Description	Price	In stock
3590417	SENTINEL ROTARY 40 CLOTHESLINE SN221084	128.88	53
3590429	HILLS C/LINE VILLA FAMILY F/GRN FD87010	354.67	10

Search By code:

View item Add F2 Edit F3 Delete F6 Long Description

Adding stock item.

Stock item details Item sales details

Bar Code: Code/PLU: Supplier's stock code:

Line: Group: Description: Supplier: In stock: 00 Buy Price: 0.00 Trade: 0.00 Retail: 0.00 Distributor price: 0.00

Unit: On Order: 0.00 Has been discontinued: Is a package: Non-stock item

Style: Alternate search code: Distributor: Colour:

Close Save Clear fields

1201PDL	308 PDL L/HOLDER UNSW 3/8 THR	12.71	-4
1252PDL	29S PDL SKIRT FOR BATTEN HOLDER	2.01	19
1287PDL	29R PDL RING FOR BATTEN HOLDER	1.35	0
1295PDL	31 PDL FLUSH BOB FOR 63T	15.12	12
PPGARC311	RONDO DIRECT FIX CLIP FOR 310 35MM CEILING BATT	0.72	100

No bar code Quantity labels Weight labels

Total items: 565.00 Total value: 3347.25 Total retail value: 3808.55

14 January 2016

- If the item has a bar code enter it in the **Bar Code** field. If that is the code you will use all the time 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 front counter to speed up sales processing.
- 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.
- 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.
- Line** is optional. To place something here you need to create Stock Lines. Once stock lines have been created you can create stock groups. You must use stock lines if you have non-barcode items (fruit, vegetables, bakery goods, services) that you intend to sell through Front Counter. The stock line is used by the stock line buttons to find the relevant stock items.
- Group** is optional. If you intend to carry out group/section 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". You can also set up G.S.T. holidays.
- Enter a **description** of the item. You may want to include size information. The description is printed on the sales receipt. It also appears on the stock item buttons. So make it as clear, and short, as possible.
- 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.
- In stock** is optional. Retail Business changes this value every time a sale is completed. You may decrease stock levels to negative values.
- 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**. You may enter a zero value here. The Retail Price must include G.S.T. If you have entered a 0.00 for retail price the POS switches to manual mode and waits for you to enter a unit price. But only if you are scanning the code. If options are activated such items are added to the docket list immediately they are selected.
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. It also allows you to link multiple items together if you wish to track sales performance. For example one book title may be available in bother paperback and hardcover. Setting up such a link allows you to obtain a single total for all sales of that title.
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 JPEG or BMP files.

If you wish to have the item on special click the “Item sales details” tab. The form will be as follows:

Check the box “**On special**”, set the sale price decrease and the dates the special is to be active between. Click **Save**.

Setting up stock items to be weighed.

To set up items to be weighed first install, and set up, the scale. Professionals Retail Business supports the CAS PD-II, CAS AP1, Ohaus Aviator 7000 and Wedderburn DS-series 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 **MUST** be sold through the use of the stock line buttons. You can set them up to use non-integrated scales. That requires that the POS defaults to manual mode so you can enter the weight once it is available. 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:

3. Go to Stock management, select each item to be weighed and click Edit for each one.
4. Open the tab "Sales item details" and check the button "**Weigh item**"

In the POS select the item from the relevant buttons. Place the item on the scales. Wait for the weight to display 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.



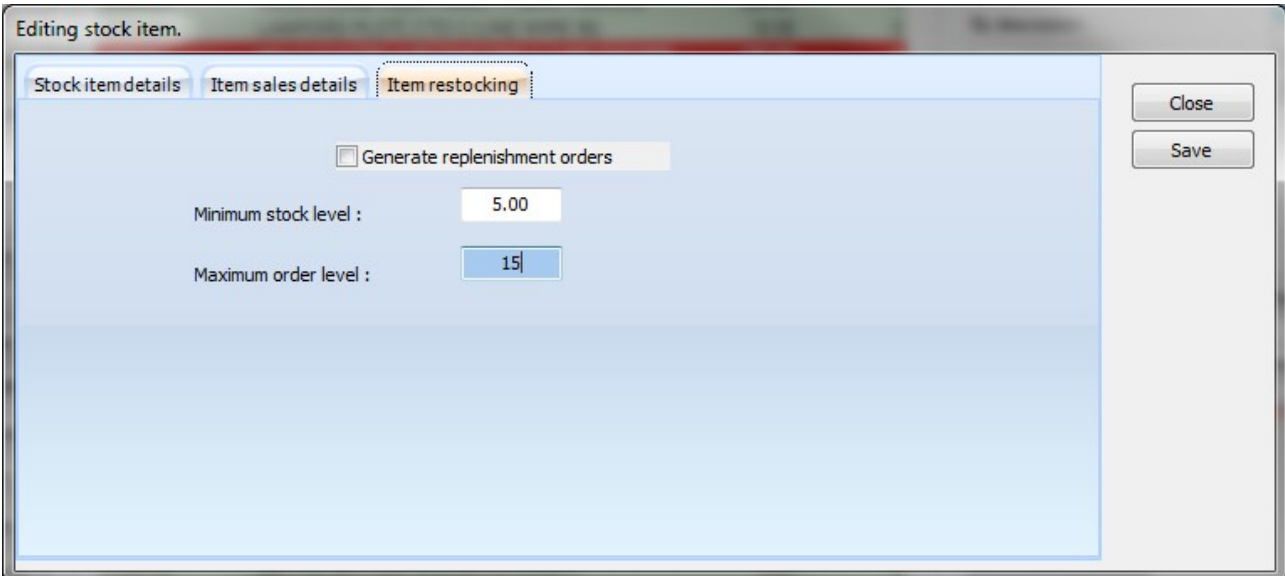
The screenshot shows a POS interface for weighing an item. It features three input fields, each with a black background and yellow text: "Unit price : 0.00", "Weight : 0.00", and "Amount : 0.00". The "Amount" field has a small blue selection box around it. Below the fields are four buttons: "Accept" (green), "Read scale" (yellow), "Clear" (cyan), and "Cancel" (red).

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

Stock replenishment

If you want to set up just in time ordering the relevant stock items must be allocated to suppliers. If the supplier field in the inventory maintenance form is blank the item will not be included in any order.

1. If you want to set up low stock level warning you can do so for each item you think it is required for. In the inventory maintenance form, click the **Item restocking** tab. And enter the values required. To enable auto replenishing check the **Generate replenishment orders** box.



The screenshot shows the "Editing stock item" form with the "Item restocking" tab selected. It includes a checkbox labeled "Generate replenishment orders" which is currently unchecked. Below this are two input fields: "Minimum stock level : 5.00" and "Maximum order level : 15". On the right side of the form are "Close" and "Save" buttons.

2. Alternatively you can set up replenishment rules that can be applied to all items that have been linked to a certain supplier. In that case click **Replenish Stock** button, then the **"Replenishment rules"** button. And select the supplier. All their items appear in the list below their name. Enabling this allow you to generate supplier orders when you need to. All the items the level selected applies to are added to the order automatically.

2. Enter the value that will trigger a stock order creation - **Minimum stock level**.

3. Enter the value that will appear, by default, as the default **maximum order level**. This amount can be changed once the order has been created.

4. Click Save.

Setting replenishment rules for: MasterTrade

☒ Auto replenish on ☐ Apply to all items

Minimum stock level : 10.00

Maximum order level : 150.00

Save Cancel

Item description	Warn level	Max. order level
▶ 250V EXTENSION CORD	10	150
3S PDL MAINS SWITCH 1 POLE 60A	0	0
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	0	0
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

You can turn auto replenish off by unchecking the box.

Once you have set up the auto replenish parameters you can generate orders for items when the level reaches, or is less than, the defined minimum stock level.

The auto replenish process can be run from the Stock Orders page of Front Counter or from the stock menu -> Replenish stock. As follows:

CBPOSaleForm 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

Navigation: << < > >>

Stock Code	Description	Ordered	Buy value	Provided

Navigation: << < > >>

Click **Replenish** and the following form opens:

Replenishing stock for : James General Store

Supplier : MasterTrade

Exit
Set supplier rules

Current open orders. **Report** **Replenish** **Review order**

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

Any open orders for the supplier are listed. If you click the **Replenish** button new lines are added to the selected open order for items that are due for replenishment. To create a new order Review the orders and

close them. If none are listed clicking Replenish results in the creation of a new order. Once the process has been run the new order displays and may then be reviewed.

Warning - until the stock level of auto replenish items is above the auto replenish level clicking Replenish keeps adding those items to the selected order as separate lines.

You may review the order and change ordered quantities or delete any lines that were created. To make sure the order is complete add the supplier, and your customer code, to the stock control record. That is, if you're going to email the order to the supplier.

When a stock order is generated the stock inquiry page, and the inventory maintenance form, display the number of items on order. To keep this total accurate use stock orders to record order fulfilment. When you update the number provided the number on order is decreased by the number provided.

If you don't use auto replenish, or link items to suppliers you can still track what needs to be reordered. By setting the Minimum stock level the Stock Management form displays any items that have dropped to that level, or lower, in red. As follows:

Stock management for : James General Store

Utilities: Image, Export, Load from file, Update from file, Update prices

Lists: List/Select, Full list, By supplier, Suppliers - details, No buy price, Specials, Packages, Level below 3, Items on layby, Reorder items, Refresh totals

Double-click to view the selected item

Code	Description	Price	In stock
3590417	SENTINEL ROTARY 40 CLOTHESLINE SN221084	128.88	44
3590429	HILLS C/LINE VILLA FAMILY F/GRN FD87010	354.67	-1
3590460	LAWFORD PLSTC CTD C/LINE WIRE 9G	19.55	0
3590461	HILLS QUATRO 4 RETRACTING C/LINE FD51000	155.55	-6
3590462	HILLS SIETRO 6 RETRACTING C/LINE FD51014	199.99	-8
3590463	HILLS QUATRO 4 MOUNT BAR FD51008	29.32	-1
3590464	HILLS SIETRO 6 MOUNT BAR FD51016	29.32	-2
3590465	HILLS ONE PIECE POST KIT FD51004	71.10	-3
3590466	HILLS TWO PIECE POST KIT FD51006	88.88	-6
123SAMP	250V EXTENSION CORD	19.01	11
1243SPD	35 PDL MAINS SWITCH 1 POLE 60A	23.15	-3
531PDL	12 PDL PLUG APPLIANCE BLACK	10.59	-1
620WHTB	20B WHTPDL BASEONLY WHITE STRAIGHT	24.39	0
64721BW	21B WHT PDL BASE ONLY WHITE ANGLED	24.29	0
736PDL	20/8 PDL SPARE RUBBER WASHER	3.36	0
949PDL	25 PDL L/HOLDER SWITCH C/GRIP	19.35	0
965PDL	26 PDL L/HOLDER UNSW C/GRIP	9.25	0
1007PDL	27A PDL L/HOLDER SWIT 1/2 THR	22.47	0
1023PDL	27B PDL L/HOLDER SWIT 3/8 THR	22.47	-1
1058PDL	27C PDL L/HOLDER SWIT 5/16 THR	22.47	-3
1074PDL	27D PDL L/HOLDER SWIT 5/8 THR	22.47	-4
1112PDL	28L PDL BATTEN HOLDER ANGLED	10.12	-1
1155PDL	29L PDL BATTEN HOLDER STRAIGHT	8.23	-5
1171PDL	PDL L/HOLDER UNSW 1/2 THR	12.71	5
1201PDL	30B PDL L/HOLDER UNSW 3/8 THR	12.71	-2
1252PDL	29S PDL SKIRT FOR BATTEN HOLDER	2.01	19
1287PDL	29R PDL RING FOR BATTEN HOLDER	1.35	0
1295PDL	31 PDL FLUSH BOB FOR 63T	15.12	-3
PPGARC311	RONDO DIRECT FIX CLIP FOR 310 35MM CEILING E	0.72	100

Search: By code: [] By description: [] By alternate code: []

Sales options: Item styles, Options buttons, Volume discounts, Multi-item discounts, Invoiced sales

Labels: [] Set up price labels (A4), A4 sheet, A4 sheet no bar codes, Bar codes (prices), Bar codes (no prices), No bar code, Quantity labels, Weight labels

Discontinued item, Reorder item

Total items: 543.00 Total value: 3053.84 Total retail value: 3405.87

29 January 2016

In Front Counter, if you use the item buttons, the buttons of such items are ringed in red. On the stock selection list they are red as well.

You can print a list of all all such items by clicking the "Reorder items" button. The list can be printed as receipt or A4 width.

3. Setting up customers

If you intend to issue invoices you have three options. Create a record for each customer. Or, as the chain stores do, create a CASH client. Or do both.

With customers set up you can convert Front Counter sales to invoices and create a debtor's record while carrying out normal Front Counter sales activity. You can create customers from Front Counter and check their credit worthiness.

You can also set up client discounts, loyalty cards and specify whether the client is a cash only or invoice client.

Customer maintenance can be activated from a number of place in Retail Business. From the customer account tab of Front Counter, the Invoicing menu, contacts menu, client operations, and from the client selection list.

Customers can be created from all forms that use customer records – by clicking the “New” button. However, to create both customers and their contacts it is useful to select Customer Maintenance. The Customer Maintenance form is as follows:

Customer maintenance.

Double-click the selected customer to edit their record.

Code	First name	Middle name	Last Name or company	Last job No.
MJD	Dinwoodie	and	Brown	0
POLY	Northland		Polytechnic	0
CV	Raymond		McCarthy	0
DAJ	Developers		Active	1
MB	Marketers		Books	1
CDU	Computer		Underhill	1
JJM	J J		Macromax	0
WDYKS	Wendy		Dykstraco	0
KAYOC	Kylie		O'Carroll	0
RAVP	Ravi		Matel	0
LEEC	Leeanne		McDonald	0
BOBR	Bob		Wayne	0
HJAN	Jens		Jansen	0
SUHARR	Sue		Harnes	0
FJAMES	Fred		James	0
PAULD	Paul		O'Flanery	0
GAYC	Ray		Cook	0
LOUP	Louise		Parker	0
DLGRAY	Doug		Brown	0
ALG	Alan		Cotter	0
TWTHOM	Tony	W.	Thomson	0
HELCOR	Ellen		Cordery	0
ICONG	Ian		Cardigan	0
GRPUR	Grace		Churchill	0
RRYAN	Dick		Ryan	0
OHIG	Sam		O'Higgins	0

Exit Add F2 Delete F6 View details Sales/Loyalty Photo

Customer is closed

Search customers

Code Last/company Name Customer List

Double-click to edit selected contact

First Name	Last Name	Direct dial	Email address	Role	Postal address	Suburb
Phillip	Brown	(07) 435 7888		Partner	P.O. Box 534	
Joan	Hardy	(07) 435 7889	jhardy@dinwoodieandbrown.co.nz	Office Admin		

Add clients to the customer maintenance form as follows:

1. To create a new customer click **Add**. The form changes as follows:

2. Enter a unique **code**. If you have activated auto code generation in Company control this is done for you.
3. **First name** and **Middle** are optional.
4. Enter a **last, or company name**. If the company name is very long you can spread it across all three name fields. On invoices, statements, etc, it will be printed as the full name.
5. If the client's **physical address** is different from their postal address enter that. If the physical address is included it is used on delivery dockets. Rather than the postal address.
6. Enter the **postal address** (including post code). This must be entered as it is used in documents like invoices, quotes and statements.
7. Optionally enter the **phone**, **alt phone** and **mobile** numbers. If you do you can use the software to find these numbers (using Contacts) rather than depending on the phone book. Also the phone number is included in the reminders list. Along with the email address.
8. Enter the customer's email address. Doing this enables you to send documents to the customer using email. You need to also include your email address on the company control record.
9. **Description of work**, and **Notes** are optional.
10. **Notes** are for client-specific information. You can enter up to 250 characters so there is room for a fair amount of information.
11. If you intend to provide the client with a discount click Sales/Loyalty after you have saved the client record. The same form also allows you to specify whether the client is an invoice or cash customer.
12. If you wish to confirm the customer's id you can include a photo of them. You will need a web cam, or digital camera. If you have entered a photo the Photo button is visible when you are carrying out sales in Front Counter for the client.

Contacts

Contacts are optional. If you create any contacts one can be included on invoices, statements and quotes. Doing so is useful if the client is a relatively large organisation and you want to make sure your document is referred to the right person. Contacts can also be included on the reminders list so that you can timetable when to carry out some operation. See the manual for more information on contacts.

4. Cashier Access and user 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. Access

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 Front Counter to activate sales.

Maintain staff access profiles

Staff id no : 100

First Name [*] System

Last Name [*] Administrator

Exit

New staff

Save

Cancel

Delete

<< < > >>

Staff details F1 - Help Security Log

New Password [*] Change

Repeat [*] Confirm

☒ Active Password [*]

Set Access Level [*]

- ☒ System Administrator - access to all facilities. Including set up.
- ☐ Transaction data entry. No set up forms.
- ☐ Periodic user - Front counter operations and reports
- ☐ Reports and enquiries only

1. To create a new user click **New User**
2. The **Staff id No.** is allocated automatically. This prevents duplicate ids.
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 Front Counter you can suspend the sales facility. It then needs to be unlocked by entering both number and password.

If you have set the box "Manager authorisation required for discounts" in POS settings then only cashiers with system administrator rights can approve customer discounts that are one-off (rather than 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.

Invoice settings.

It is possible to change the layout of the top of invoices, statements and quotes. From the main menu select System Settings. Then Invoice/Statements.

You can change the size, position and font of the Company Name and Description. If you left the company description blank in the company control record you may wish to reconsider. The description can be used as marketing tool.

The position and style of the address can be changed. As you can see from the following example the phone number and email address are included.

The form is as follows after an invoice setting has been completed:

The screenshot shows a window titled "Modify invoice and statement headers." The preview area at the top displays the company name "James and Judes" in a large, bold font, with "Electrical services and sales" below it. To the left of the company name is the text "T.E.S.T.". To the right of the company name is the address "138 Bank Street Whangarei", the phone number "0114", and the email "jamesandjude@xtra.co.nz". Below the preview area are four main sections: "Company name", "Company description", "Address", and "Logo position". Each section has a "Position" and "Style" sub-section. The "Company name" section has a "Size" dropdown set to "24", "Position" set to "Center", and "Style" with "Bold" checked. The "Company description" section has a "Size" dropdown set to "14", "Position" set to "Center", and "Style" with "Bold" checked. The "Address" section has "Position" set to "Right" and "Style" with "Bold" checked. The "Logo position" section has "Position" set to "Left". There are "Accept" and "Exit" buttons at the bottom right, and a red "F1 - help" link.

If you have preprinted stationery you can ignore these settings by disabling the printing of the header. This option is available for invoices, statements and quotes.

If you have a small, graphic logo you can create preprinted forms and then modify the settings to provide for it.

Don't make the company name too large as it will overlap the description. You may wish to preview these once you have created an invoice or two. Then fine tune the settings.

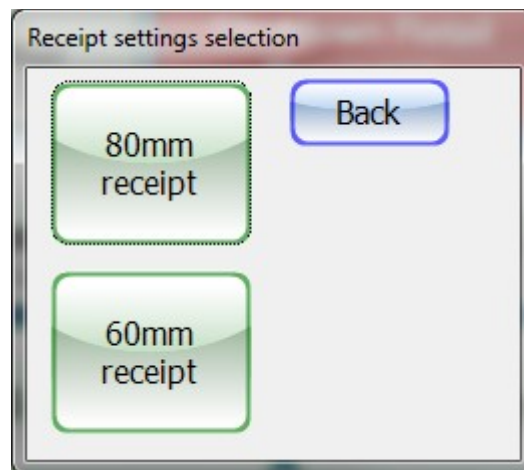
Sales Receipt settings

Sales receipts layouts can be modified in a similar manner to invoices. To do so log on to Front Counter and click Settings. This button is only activated for those with 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 is set by the lane setting for the cashier. This means, if you have multiple workstations, one lane can use 80mm, the other 60mm.

To access receipt formatting select Front Counter then Receipt printer format. The following form displays:
Select the width of printer you use.



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

 A complex dialog box titled "Receipt settings for 80mm receipts." with a blue header bar. It is divided into two main columns. The left column is titled "Standard settings - from database" and shows a preview of a receipt for "The General Store" with details like phone number, date, transaction number, and GST number. Below the preview are controls for "Company name" (a dropdown menu set to "12"), "Style" (checkboxes for Bold, Italic, Underline), and a checkbox for "Turn off barcodes on receipts". The right column is titled "User defined settings - replaces database settings" and shows a similar receipt preview but with a different layout, including a "Notes" section at the bottom. Below the preview are controls for "User defined" style (checkboxes for Bold, Italic, Underline) and a "Notes" text area. On the far right, there are buttons for "Exit", "Accept", "Preview Standard", "Preview user defined", and "Docket logo", along with a red "F1 - help" link.

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 Front Counter you can change, or remove, a message that prints on sales receipts. That message remains unchanged while you are logged on, or if Front Counter 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.

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 match what is to go on the Stock line buttons. You can create up to 36 stock line 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 relevant item to the required stock line.
3. 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 button.

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

The screenshot shows the 'Link buttons to stock lines' form. It includes a list of stock lines on the left, a grid of buttons in the center, and a table of linked lines on the right. The 'Stock line to' table lists: Icecream (Ice cream), coldrink (Cold Drinks), Takeaway (Takeaways), veges (Fresh vegetables), HARDWARE (Hardware), GIFTS (Gifts), GROCERIES (Groceries), and Misc (Miscellaneous goods). The 'Item buttons' button is currently selected.

The button captions are the descriptions entered into the Stock lines. If you change the descriptions you need to **Remove** the relevant button and relink it.

It is not a good idea to go above 40 characters in each stock line description. You should attempt to make the stock line descriptions as brief as possible.

From this form you can create new stock lines and link stock items to POS 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 **Line Buttons**.

You can have up to 36 stock line buttons. Be aware that only half of them display at a time. You need to scroll the line buttons panel if you have set up more than 18.

Once you have set up the button definitions you can activate the buttons from the stock line buttons form.

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

To link stock items to the POS buttons you must create the item and make sure it is linked to the relevant stock line/menu. 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. 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.

To replace an existing item, select the relevant button, click the Clear button. The button is removed. To add a button select an item from the list at the right. If that item has not already been attached to a button the **Accept** button is enabled. The new button is added at the end of the existing buttons.

If you want to change the order that items list displays check the relevant button in the **"Items list display order"** group at the top. To be able to select group order you need to have allocated groups to all items in the stock line. Group order can be very handy because it allows you to group items by their relationship. For example all lights, all cables, etc.

Adding items to the buttons:

1. Select an unallocated item from the list. The Accept button remains disabled until an unused item, and button, is selected.

3. Click Accept.
4. If populating the buttons for the first time proceed down the list rather than jumping around.

Once you have finished exit. Then return to this form to check that you have clicked Accept every time for each button. If any buttons are blank reselect the correct item and click Accept.

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 "POS 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 Front Counter is auto or manual.

The screenshot shows the 'Front Counter - global settings' window with the 'Store wide settings' tab selected. The settings are organized into two columns of checkboxes:

- ☐ Activate password access.
- ☐ Enable multi-item selection (styles, colours, prices).
- ☒ Only managers can open the till.
- ☐ Activate docket discounts
- ☐ Enable scanning on Cafe POS (Hospitality only)
- ☐ Manager authorisation required for refunds and discounts
- ☐ Allow free sales/gifts/exchanges
- ☒ Print order(s) when payment made
- ☐ Enable docketed cashout
- ☐ Remove POS button if item discontinued
- ☐ Enable customer bookings

Below these is a section for 'Apply loyalty points to sales/specials/discounts' with two radio buttons: 'Yes' (unselected) and 'No' (selected). To the right of this is an 'Activate store sales' button. At the bottom left of this section, it says 'No store sale set up.'

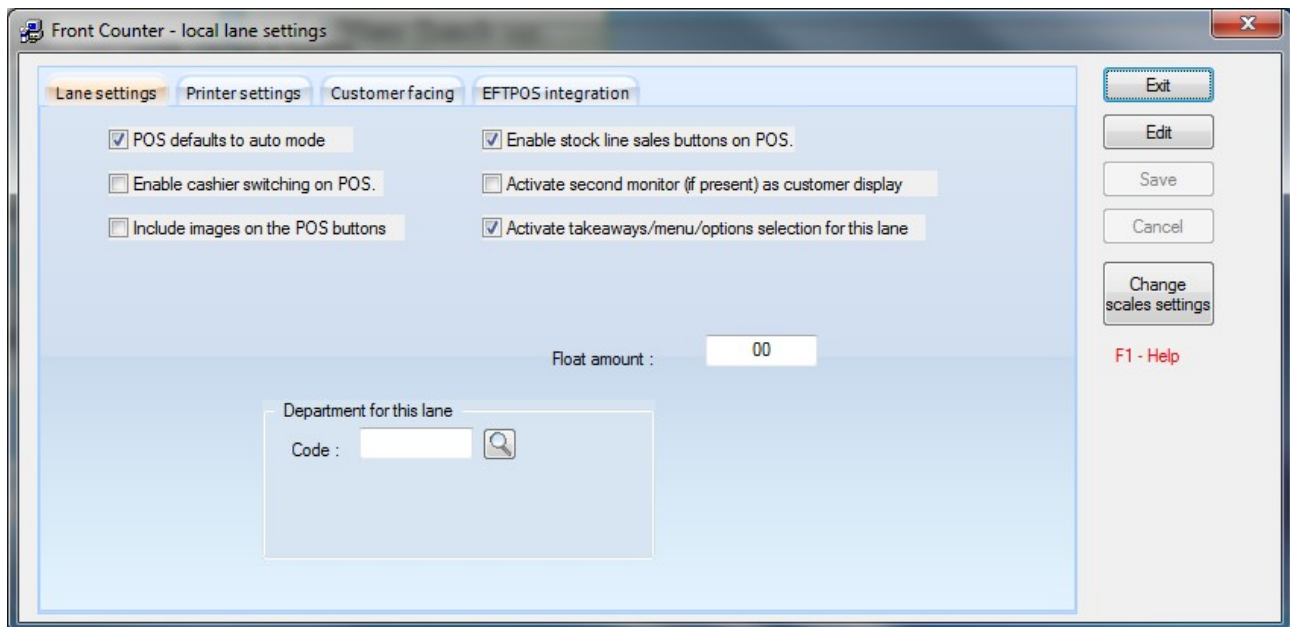
On the right side of the window, there are buttons for 'Exit', 'Edit', 'Save', and 'Cancel'. Below these is a red text label 'F1 - Help'.

The above sets up Front Counter to operate in the following manner:

- Loyalty points are not allocated to item sales when those items are on sale, are specials, or a discount has been applied. Switch to No if you don't want that to happen.
- Password access is not required when starting the Retail Business. It is required when opening any one of the POS interfaces. This is because of the need to track cashier sales volumes and float allocations.
- The default payment type will be EFTPOS.
- Front Counter POS opens in auto mode. This means each time you swipe an item's bar code it is added to the sold items list. If identical items are added the quantity increments each time the code is scanned..
- Multi-item selection - clothing (styles) and second hand items functions is not enabled. If enabled you can enter additional detail about clothing styles and 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.
- A second(customer) display monitor has not been activated. If it is, and you are running multiple cashier lanes, the software will check to see if the relevant PC has a second monitor attached. If it does that will be used as the customer display.
- Checkout scales have not been activated. If you enable the checkout scales you need to define the relevant stock items as being subject to weighing. Make sure those items have their own stock lines and are included on the stock line buttons.

- 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. To share printers, or use one connected directly to a cashier workstation, make sure the description is the same on all PCs. Use Printers and Faxes to change the name if required.
- A store-wide sale is active. To change, enable or disable store-wide sales click the **Store Sales setting** button.

Warning. If you have multiple cashier lanes open the Lane settings form to set the lane printers and any unique settings for that lane. The lane settings form limits settings to those that are not store-wide. It is as below.



Notice that certain settings cannot be changed in lane settings. For instance the loyalty points allocation and store sales. Those settings are global not lane-based.

In the case of the Ingenico EFTPOS two-way terminals you **MUST** set the configuration for each lane PC because the serial port assignment is likely to be different on each one.

To activate lane settings you need to have a multi-lane license. Open the lane settings from the POS functions form of the lane license once it is installed. Install, and run, the setup for the base system first.

If you don't set the printers in POS settings reports will always use the default printer. You will need to select the report preview option so you can change to the correct printer there.

Operating Front Counter – POS.

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 drag the caption bar to the bottom of the screen rather than exiting from Front Counter.

With auto on each item, when swiped, results in an addition to the docket list. The quantity changes as each item is scanned. Or you can change the number of items by pressing F3 to go to manual mode and enter the number of units.

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

For example, generally the **Buy Price** is not visible, and the **Price Calculation** group is invisible unless it is set as visible for a stock item in Stock Management.

- **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**.
- If the retail price is 0 the POS goes to manual mode. You then need to enter the actual price.

Processing sales

The POS page appears as follows in auto mode. This example is Full Service and the stock lines buttons are activated.

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

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

- As you click the item buttons, or scan the bar code, the item selected is added to the docket list. The default number to be sold is one. The quantity sold is changed as each item is scanned or selected. If you wish you can apply discounts, or change the quantity, by clicking **Change item F7**.
- The item is recorded as sold.
- Keep scanning/entering until you have finished.
- Select the payment method. Either **Tender EFTPOS**, **Tender cash** or **Cash/EFTPOS**. If you wish to arrange another form of payment (for example invoice or gift coupon) select **Other tender**.
- If you select Tender EFTPOS the following form activates:

Total due: 298.15

Tendering:

298.15

Cash out amount

0

7	8	9	<div style="background-color: #4caf50; color: white; padding: 5px; margin-bottom: 5px;">Accept</div> <div style="background-color: #ffc107; color: black; padding: 5px; margin-bottom: 5px;">Clear</div> <div style="background-color: #dc3545; color: white; padding: 5px;">Cancel</div>
4	5	6	
1	2	3	
0	.		

This is for the non-integrated EFTPOS option. The amount to be tendered MUST equal the amount to pay. You can also record cash outs.

The numeric keypad

The numeric key pad enables you to enter quantities and also key in a numeric stock code.

7	8	9	Clear
4	5	6	+1
1	2	3	-1
0	.	Ok	

In auto mode quantity always defaults to one.

Scanning the bar code adds the item to the Quantity already on the docket list.

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 of POS payments is carried out mostly by using the following buttons:

EFTPOS	Cash	Cash / EFTPOS	Credit card
--------	------	------------------	----------------

Other tenders, when clicked, activates the following form that allows additional payments processing.

Tender payment - select payment method(s).

Receipt no. 10611 Total due: 96.85

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

Cancel

Change : **0.00** **F1 - help**

Total tendered : **0.00**

Balance due : **96.85**


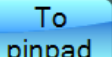
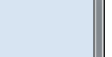
- Select the preferred payment method.
- The above example is for a docket for a one-off customer. If the customer is a regular, and has been selected in Front Counter, **Generate invoice/credit coupon** and **Redeem credit coupon** are active.
- If you wish to handle gift cards you need to set up a "gift card" customer and create all gift cards for that "customer". That enables the customer to gift the cards to anyone and for you to track the use, and redemption of level, such cards. Gift cards operate in exactly the same manner as those for Whitcoulls, Mitre10, etc.

If you select Cash/EFTPOS the following form activates:

Total due: \$24.50

Cash tender:

EFTPOS tender:

.70	.80	.90	\$1.00	\$2.00	   To pinpad	
.40	.50	.60	\$5.00	\$10.00		Clear
.10	.20	.30	\$20.00	\$50.00		Cancel
\$100.00					Last receipt	Add cash out

- 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. Or, in this case, click the **"To pinpad"** button to activate EFTPOS processing.
- If any change is due the amount displays in the Change field of the Payments form.
- When the total tendered equals the total due you are returned to the POS. If EFTPOS integration is enabled (as in this case) press the **To pinpad** button to start terminal processing.
- 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.

In manual mode the POS appears as follows. Note that there is now a **To Auto** button. The default is to activate the POS in manual mode. To switch it to activating in Auto select **POS Settings** in the **Retail Business Settings** form and check the box **"Open Front Counter in auto mode"**. From then on it will open in auto mode and you will need to click the **"To manual"** button to switch.

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**

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**

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**

7 8 9 **Clear**
4 5 6 **+1**
1 2 3 **-1**
0 . **Ok**

Ice cream **Cold Drinks** **Takeaways** **Fresh vegetables** **Hardware** **Groceries**


- If the customer is buying more than one of an item you can keep swiping or click **To Manual** to switch to manual mode so you can enter the number of items. The Quantity buttons are activated and clicking them changes the value in the **Quantity** field. First click the **Clear** button so the Quantity is 0.. To switch back to auto click the **To Auto** button. The button changes to **To Manual**.
 - If an item is being returned click the **Refund / Credit F9** button. You may include refunds 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 accept exchanges you need to set the POS to allow transactions with a value of 0. In that case go to POS settings and check the "**Allow free sales/gifts/exchanges**" box. Be aware, this allows cashiers to sell through items where the customer pays nothing.
 - 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 added to the docket list.

Press "**Tender EFTPOS**". The following form activates:

- Sales can be a combination of two, or more, payment types. For example someone can pay by both EFTPOS and cash.
- Customers can also multi-tender cards – that is use more than one card. In that case enter the first amount they are paying. The form displays the balance to pay..
- If the total payment is by cash, and the customer does not have the correct change, click Clear to zero the tendering field and enter the actual amount of their payment.

Total due: \$24.50

Tendering : Enter cash out

.70	.80	.90	\$1.00	\$2.00	 To pinpad	
.40	.50	.60	\$5.00	\$10.00		Clear
.10	.20	.30	\$20.00	\$50.00		Cancel
\$100.00					Last receipt	

- If the EFTPOS terminal is offline you can record the payment as an offline EFTPOS payment. If your EFTPOS terminal permits electronic offline vouchers (EOV) you can still process the payment as EFTPOS. The software will carry out an update of such transactions when you next start it. Or they will be updated as soon as the terminal returns to online mode.


If the customer wishes to be provided with cash (assuming an EFTPOS or Credit Card sale) that amount into the **Enter Cash out** field.

If you select Cash/EFTPOS the payment processing form will look something like the following:

Total due: \$24.50

Cash tender:

EFTPOS tender:

.70	.80	.90	\$1.00	\$2.00	 To pinpad	
.40	.50	.60	\$5.00	\$10.00		Clear
.10	.20	.30	\$20.00	\$50.00		Cancel
\$100.00					Last receipt	<input type="button" value="← Enter here first"/> <input type="button" value="Add cash out"/>

Once the total due has been paid the tendering form closes automatically. Unless you are using either the Ingenico or Wolfstrike two-way option. In that case click the **Accept** button which becomes visible once the

correct amount has been tendered.

If change is due the change form activates to remind you of the amount due.



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

Cash out can be completed at any time. It is up to the cashiers to make sure there are sufficient funds in the cash drawer. If you need to add to the float, put the sale on hold, log out, change the float amount in the Lane settings form. Then release the sale and complete it.

- If the customer wishes to obtain cash out only, and you are prepared to allow it, you can use the Cash out button.
- When you click the **Cash out** button the page switches to manual mode. The **Accept** button becomes visible. The stock code field defaults to CASH OUT.
- Click **Accept** when the cash out amount is entered.
- **Due** is the sale plus any cash out.
- When you click **Tender EFTPOS** (you cannot use the other two) the cash out amount is placed into the **Cash out** field.
- 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. 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 item detail** tab.

Integrating EFTPOS terminals

Retail Business and Retail Workshop support the following EFTPOS integration options:

1. DPS Payment Express.
2. EFTPOS NZ - EFI interface
3. Skyzer (Ingenico) - Nitro interface
4. Skyzer (Ingenico) - two-way interface
5. WolfStrike - two-way interface.
6. SmartPay - Smartlink

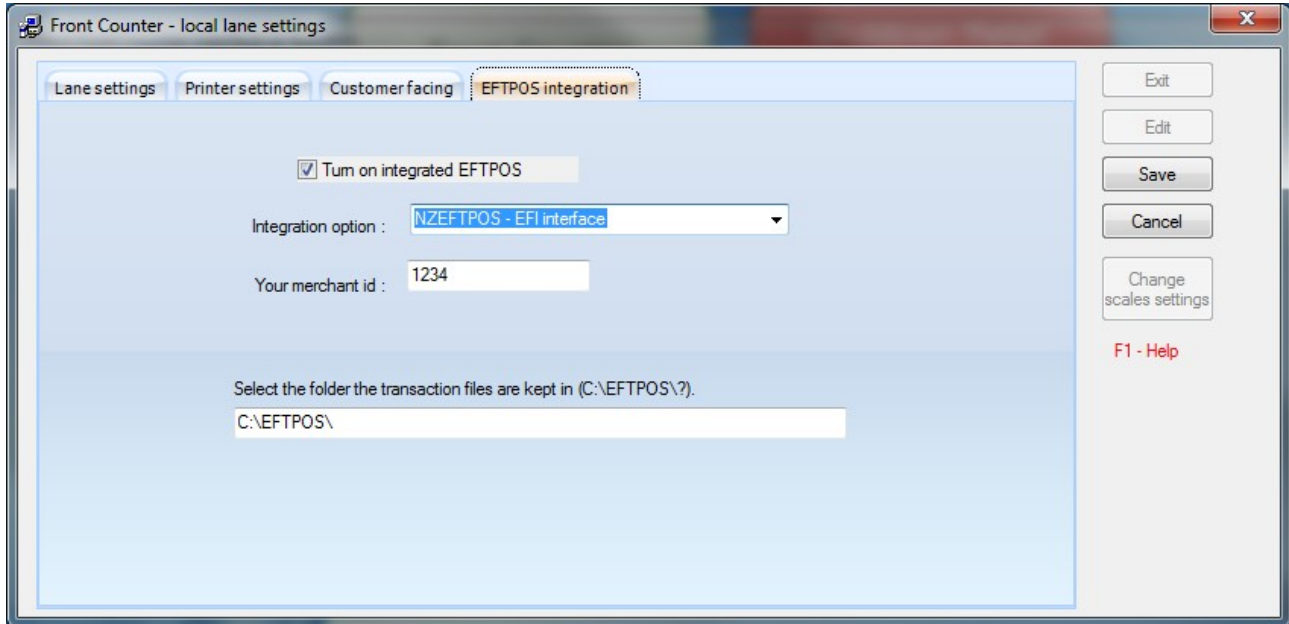
To integrate EFTPOS first install the required installation files from your EFTPOS provider. In the case of the Ingenico terminals your installer needs to install the Skyzer - Nitro library. Or, alternatively, the two-way communication method can be used.

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 installed.

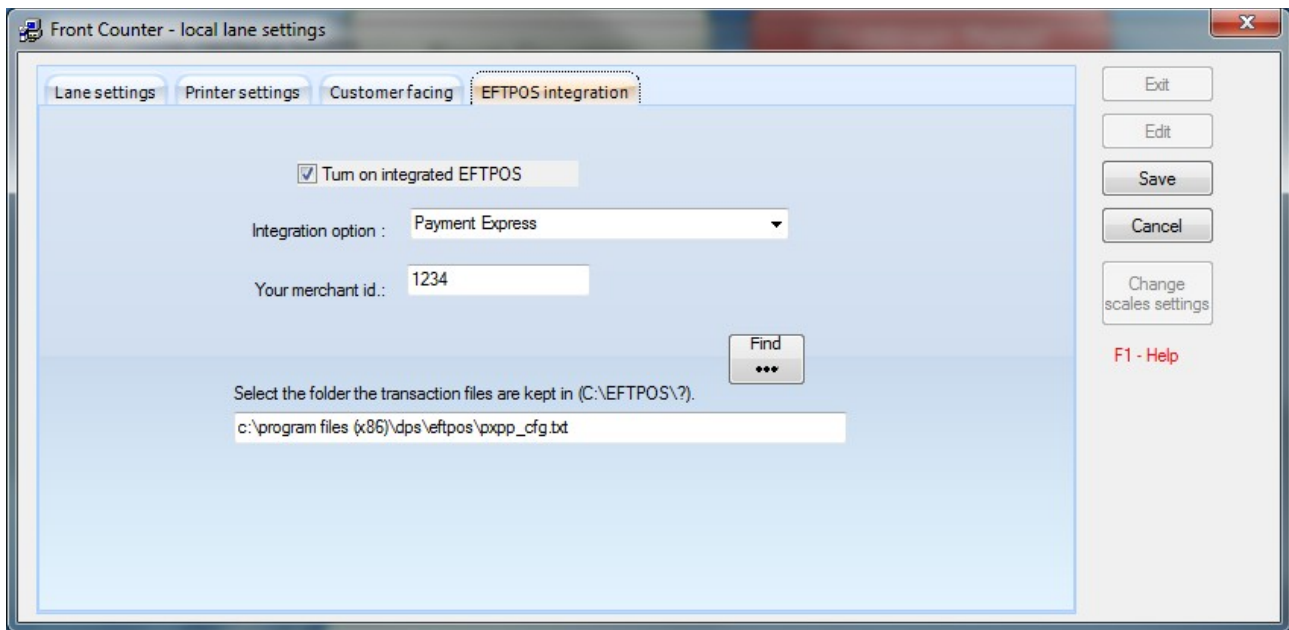
Select **System settings** -> **POS settings**.

- Click the Edit button.
- Check the "Turn on integrated EFTPOS" box.
- Four additional fields and/or buttons will appear. As below. This example shows the settings for NZ EFTPOS - EFI interface



- Select the EFTPOS option you have installed.
- 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 where 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.

The following example shows the settings for DPS Payment Express:



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

To speed up the completion of transactions a couple of lines need to be changed in the file pxpp_cfg.txt. This file may be found in the folder [C:\Program files\DPS\Eftpos](#) if your computer is 32 bit Windows. Or [C:\Program files \(x86\)\DPS\Eftpos](#) if 64 bit Windows.

The lines are <EnableDisplayTimer>1</EnableDisplayTimer>
 <EnableAcceptedDisplayTimer>1</EnableAcceptedDisplayTimer>

The '1' needs to be changed to a "0". It is suggested you get the Payment Express support person to do it when they set up the DPS software.

In addition the software attempts to connect to your provider (and the terminal/pinpad) when you open the Front Counter functions selections 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 **POS settings**, the EFTPOS link must use the default receipt printer. Printing EFTPOS receipts is, usually, a requirement. It is 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.

Professionals Company Maintenance

Company name [*]	James General Store		Description	Hardware, groceries, fast food		Exit
Address	138 Banks Street		Edit	Save	Default income account:	F1 - Help
	Maungatoroto		Cancel		100	
	0146				Sales and general income	
Email/web site :	professionalsys@outlook.com		Sales tax settings			
Phone Number	(09) 430 7689	Fax		<input checked="" type="checkbox"/> Registered	<input type="checkbox"/> Exclusive on Invoices	
Last Invoice No. :	201100037			Percent [%]	15	No. of 6 Months
<input type="checkbox"/> Auto generate customer codes.				Number [%]	23 -256-249	
<input type="checkbox"/> Activate system save on shutdown.				Accounting Basis		
Logo	T.E.S.T.			<input type="radio"/> Invoice	<input checked="" type="radio"/> Payment	<input type="radio"/> Hybrid
				<input checked="" type="checkbox"/> Use checkout scale	<input checked="" type="checkbox"/> Activate customer bookings.	
Editing company.		15 January 2016				

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 POS Settings, select **Edit**, and click **"Change scale settings"**.

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

Front Counter - local lane settings

☒ POS defaults to auto mode
 ☒ Enable stock line sales buttons on POS.

☐ Enable cashier switching on POS.
 ☐ Activate second monitor (if present) as customer display

☐ Include images on the POS buttons
 ☒ Activate takeaways/menu/options selection for this lane

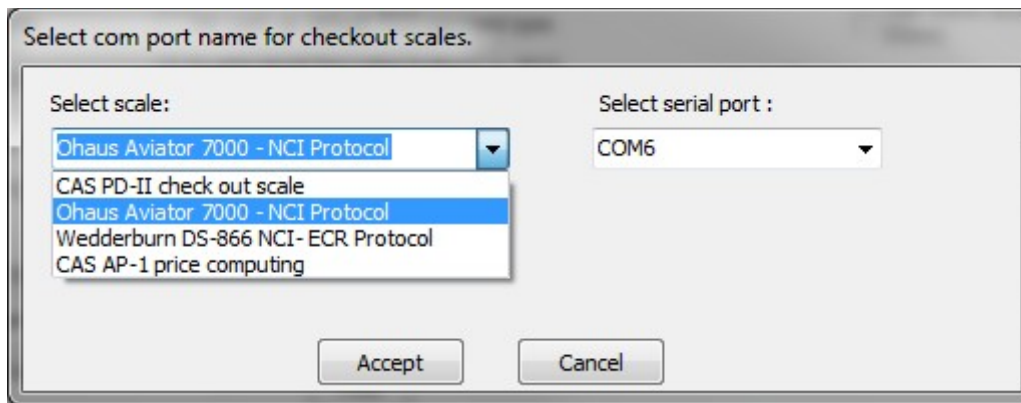
Float amount : 00

Department for this lane

Code :

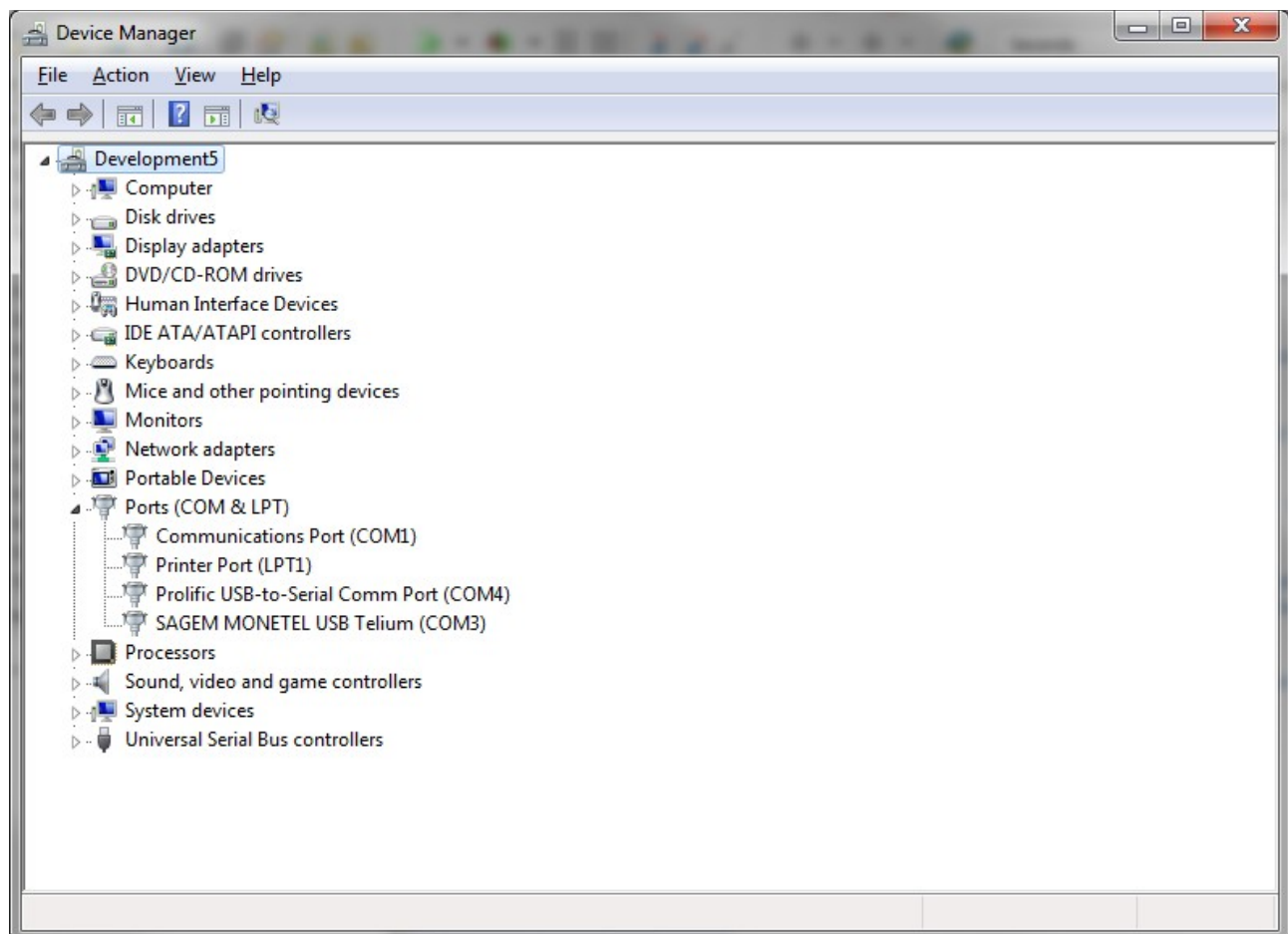
Exit
 Edit
 Save
 Cancel
 Change scales settings
 F1 - Help

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 coms 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 CAS AP1 checkout scale

No settings need to be changed on this scale. Make sure you have the correct serial cable for the scale and connect to the serial port.

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-866, 770, 771, 781, 788 scales

For these scales to operate with the POS set the protocol to NCI-ECR (Type V) Protocol. Please refer to the scale's manual for the instructions.

The communications settings for the Wedderburn scale must be: data bits = 8, parity = even, 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.

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, Ohaus Aviator 7000 and Wedderburn DS-series 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 **sales settings of Stock Management**). 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 up to 88 items in it. And you can set up 36 stock lines to attach to buttons. A total of 3168 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, or edit, the items click the **"Item sales details"** tab.

Editing stock item.

Stock item details **Item sales details**

☐ Extras prompt

Expires by : Tuesday , 3 February 2015

☒ On special

Percent decrease : 0.00

Dollar decrease : 0.00

Special starts : Friday , 15 January 2016

Finishes : Tuesday , 19 January 2016

Discount limit (0 is none): 0.00

☐ Display prices (buy, trade and retail)

☐ Warn on discount.

☐ Turn on price calculation option

POS response

☐ Weigh item

☐ Kitchen item

☐ Normal

☐ Print to receipt printer

☒ Do not print on order

Close

Save

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

Professionals Cash Register : Operator System Administrator

Lock Cash Register Exit Cash Register Due : 0.00

Stock list Cash out/pay : 0.00

Qty.	Description	Net amount

Quantity : 1.00 Finished

Brae burn apples - lose Cabbage - half Cabbage - whole Carrots - bagged

Lose carrots Cauliflower - half Whole cauliflower Cucumber - chest

Cucumber - telegraph Green lose se

New Zealand truss tomatoes Onions -

Kumara

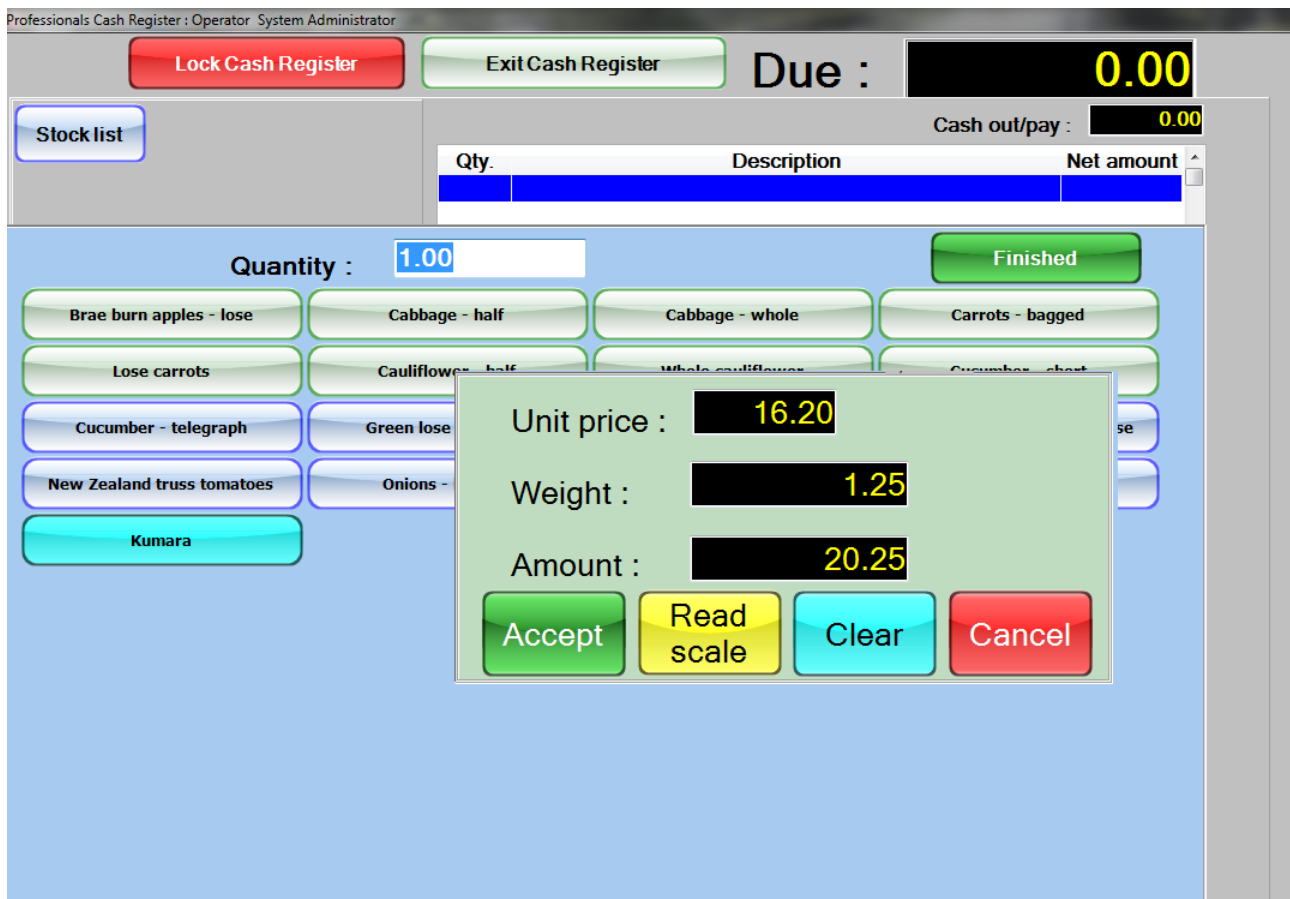
Unit price : 16.29

Weight :

Amount :

Accept Read scale Clear Cancel

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.

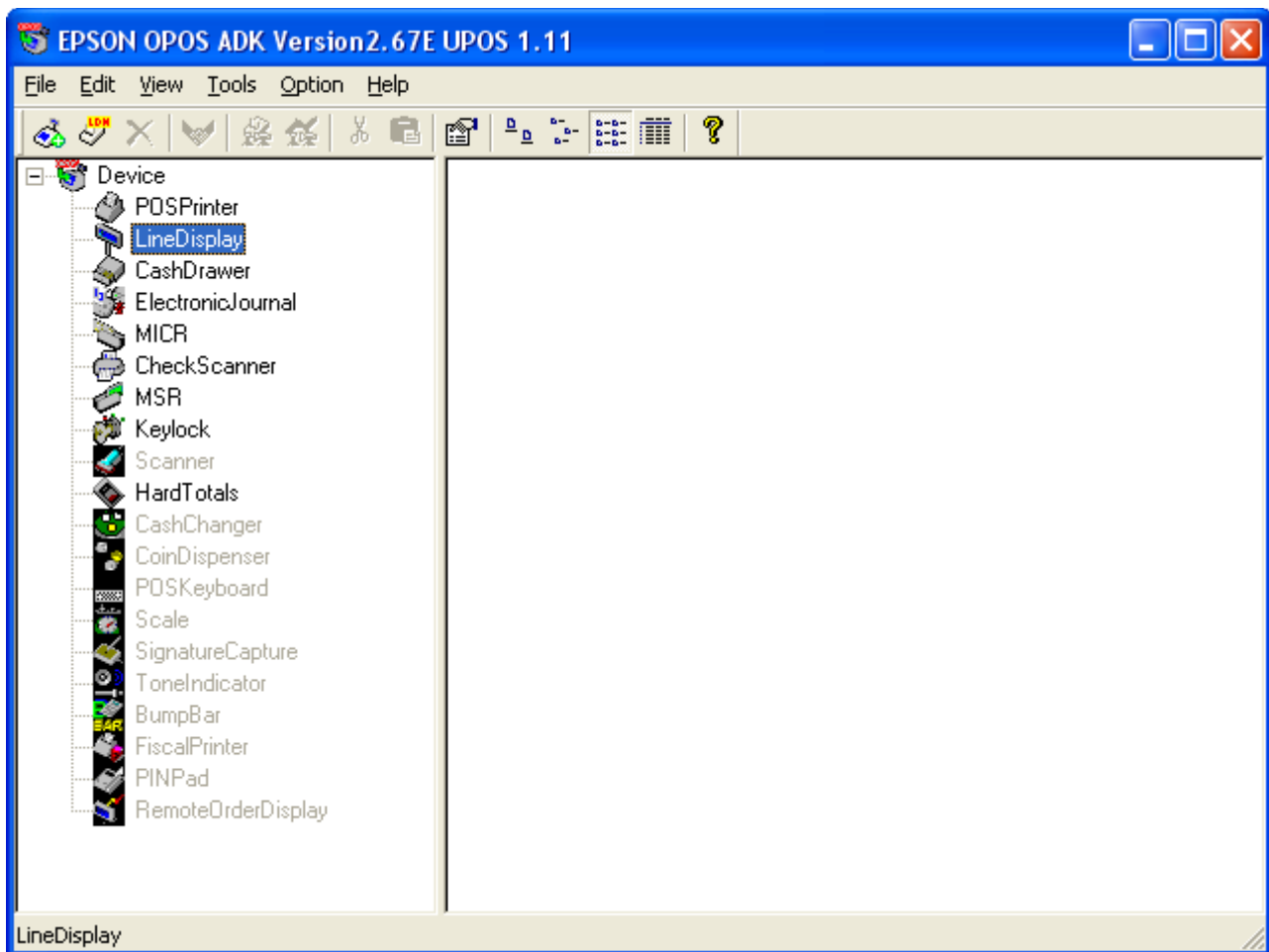
To install the customer display:

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:

Add New Device [Select DeviceNameKey]

Add New Device

Select Device Name: Select detailed model:

☐ Display Ver1.xx ☒ Display Ver2.xx

Used Port:

Device Description:

INF File Name:

Add New LDN

Set up a logical device name if necessary.

* A logical device name isn't indispensable.
A logical device name isn't set up in the case as the blank.
And, a logical device name can be set up even later.

< Back Next > Cancel Help

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

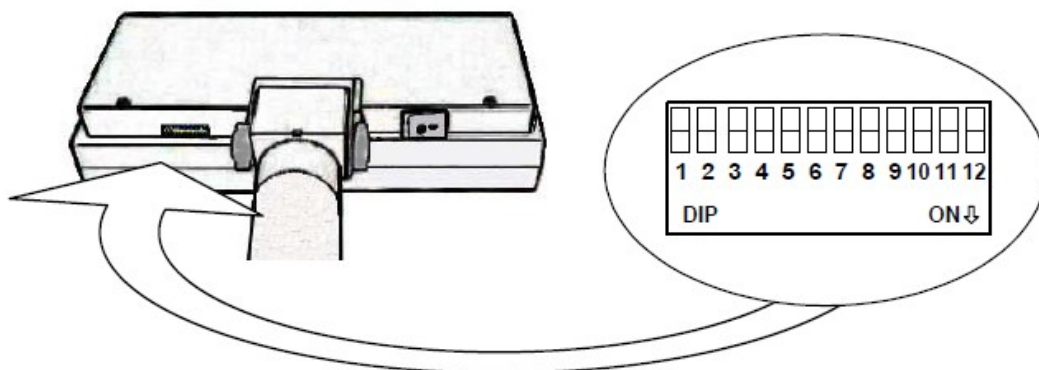
The best idea is to select DM110 as all later models are also compatible with that.

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:

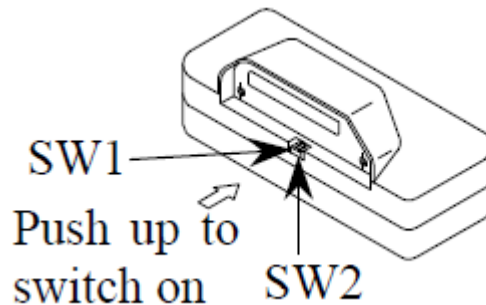
5. DIP SWITCH SETTING



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.

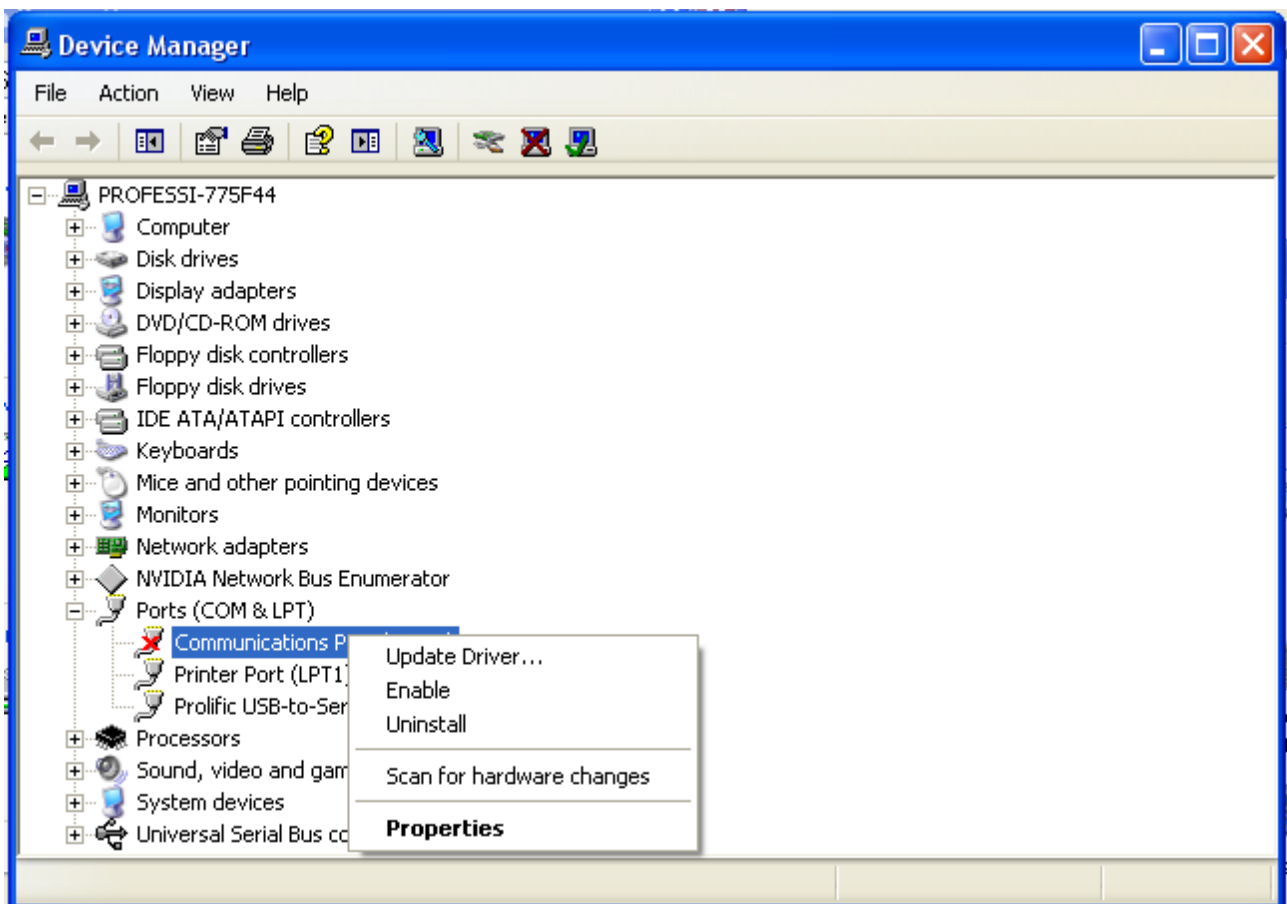
The switches are located as follows:



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:

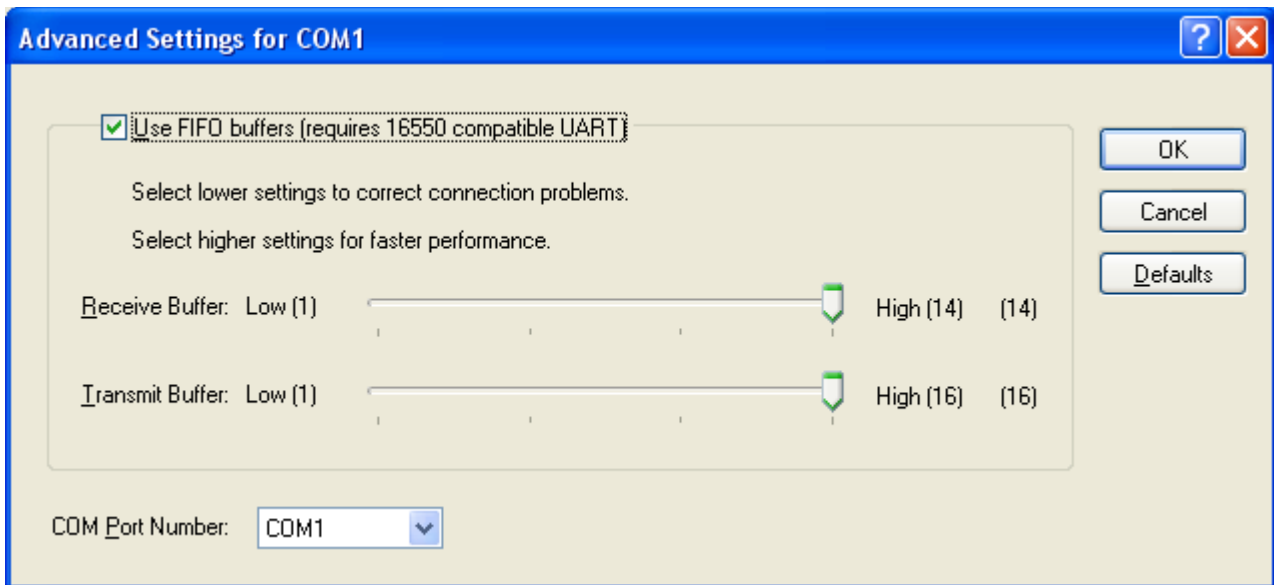


To activate this form select (in XP) Control Panel -> System -> Hardware -> Device manager.
If using Windows 7 or 8 select Control Panel → Hardware and Sound → Device Manager

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.

Accept the option to restart your PC.

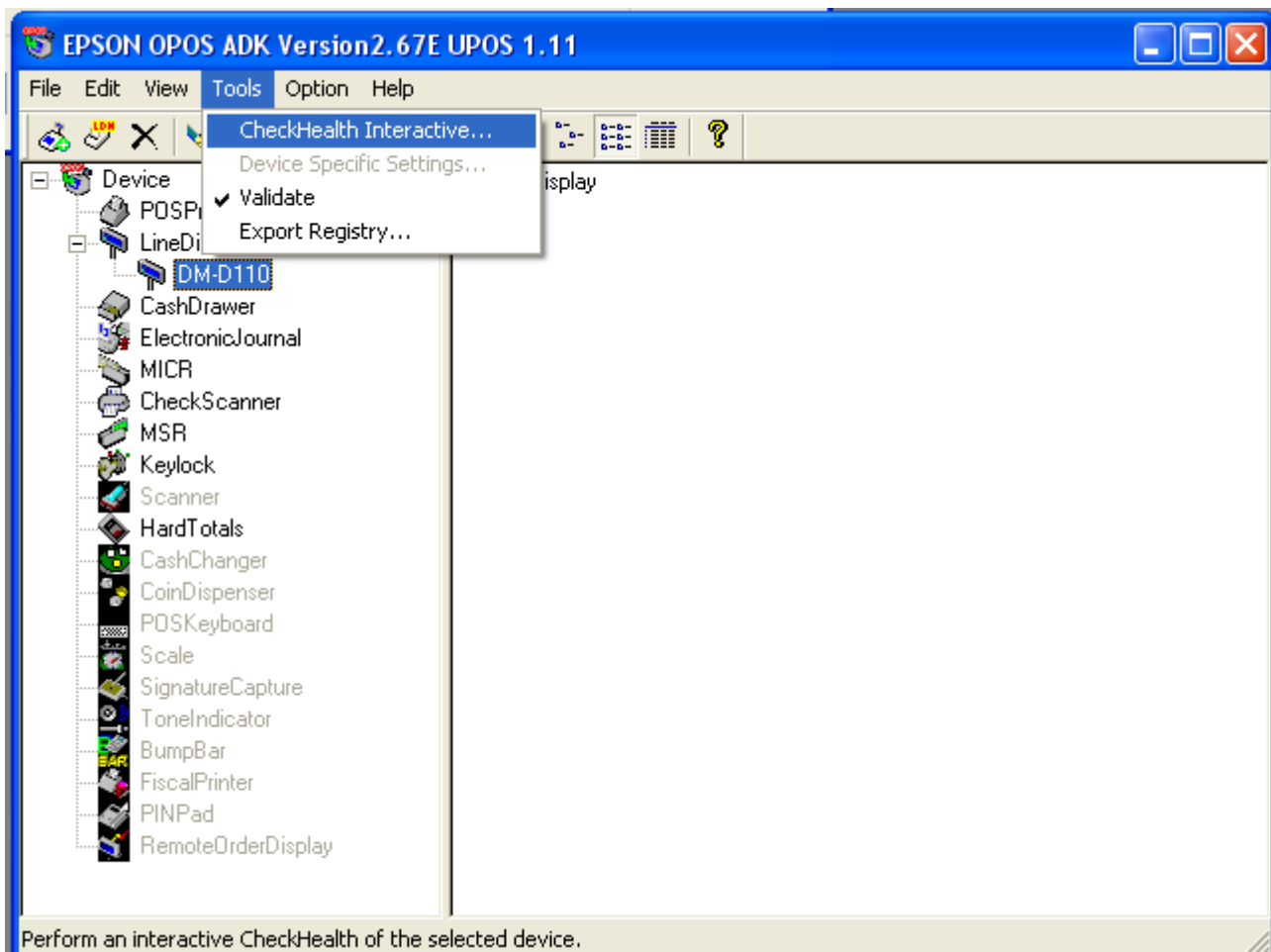
Once the PC has restarted reactivate the Device Manager form. Select the USB to Serial port, right click, select Properties -> Port Settings -> Advanced. Select COM Port Number COM1. You may be warned it is in use. Ignore it. Click Ok. Then Ok to exit the device manager. Restart your computer.



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...

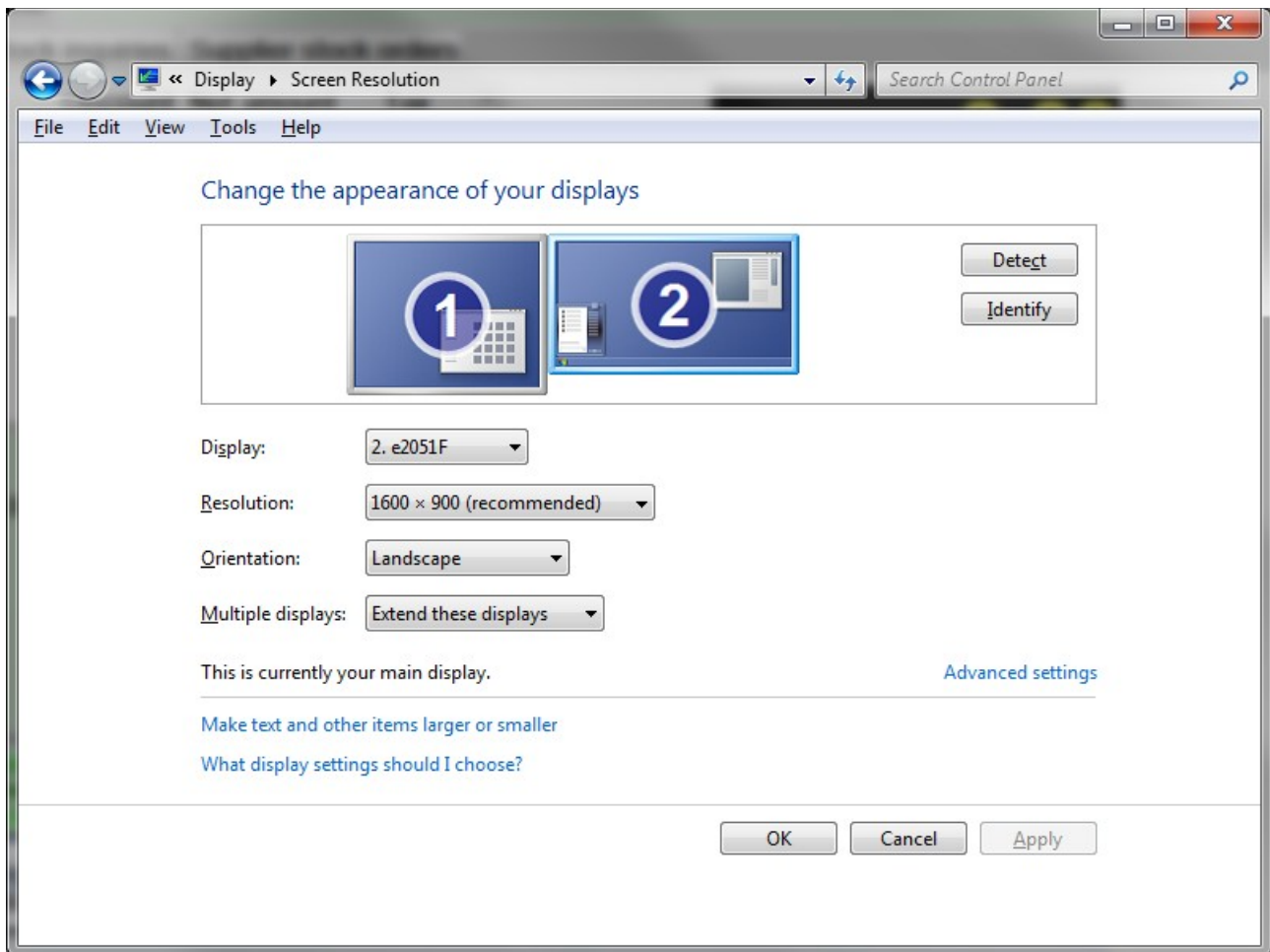
Click **Start**. If successful the phrase "Interactive HCheck!! DeviceName=DM-D110" or something similar should appear on the pole display.

Front Counter 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.

Setting up a second monitor as a customer display.

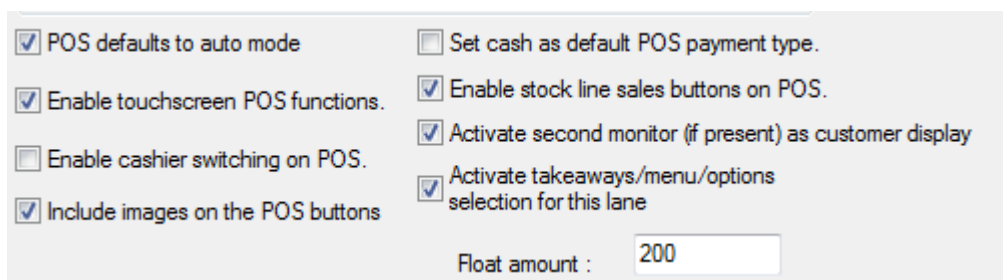
Front Counter can use a second monitor as the customer display. Check that your PC has a connection for a second monitor. You may need to purchase a HDMI cable connection as often the second connection requires that.

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 → POS Settings. Or, if using a networked licence – POS Functions → Lane settings. Check the box “**Activate second monitor (if present) as customer display**”.



Front Counter - 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 (or smaller) 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.

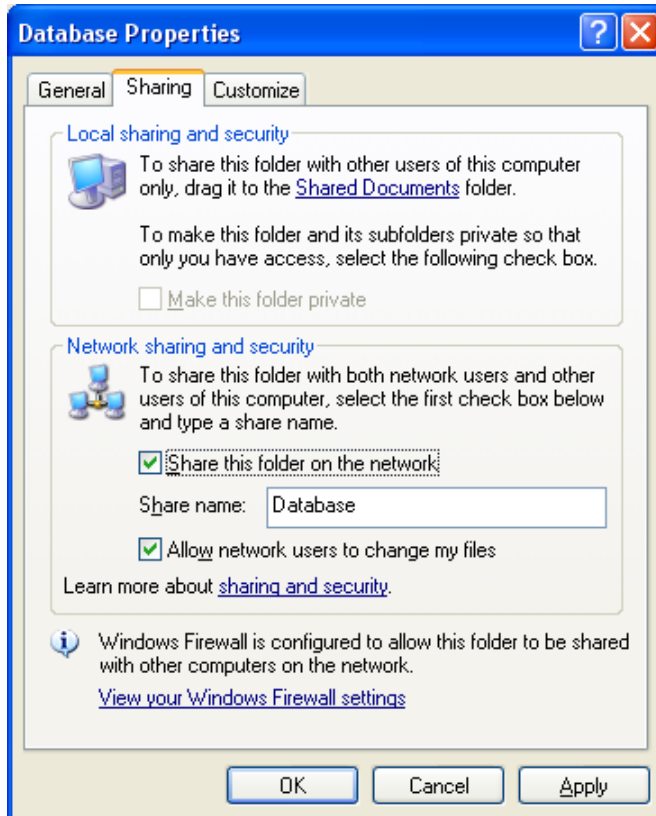
If your PC uses a graphics module on the motherboard you can still get a separate graphics card.

Installing Front Counter – cashier lane

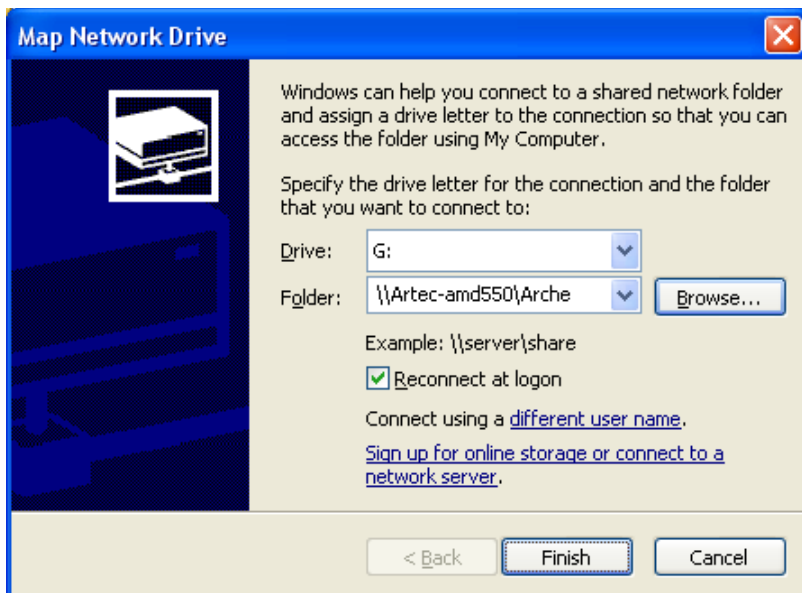
Front Counter can be installed on PCs that have access to the Retail Business database. By default Front Counter is installed as part of Retail Business. Front Counter can be installed as a cashier workstation once the base system is installed. If the intention is to install it on another PC purchase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

To install Front Counter workstation follow the instructions below:

1. Install 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.
4. Use Workgroups (Not the Homegroup) for the network. The default is to select Homegroups. You must select Workgroups instead. This link describes how to set up the workgroup-based network. <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 Cash Register Base System 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.