iVend Retail 6.5 Update 4 – Point of Sale

User Manual

Version: 6.5 Update 4

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Typographical Conventions

Type Style	Description
Example text	Words or characters that appear on the screen. These include: • field names • file names • screen titles • menu names • system messages • paths • options • cross-references
EXAMPLE TEXT	Names of programming elements in the system. These include: • program names • transaction codes • program table names • individual key words of a programming language, when surrounded by body text, for example, SELECT and INCLUDE.
EXAMPLE TEXT	Keys on the keyboard, for example, function keys (such as F2) or the ENTER key.
Example text	Exact user entry. These are words or characters that you enter in the system exactly as they appear in the documentation.
<Example text>	Variable user entry. Pointed brackets indicate that you replace these words and characters with appropriate entries.
[Example text]	The name of a button.

Introduction

The iVend Retail POS module is installed at the Point of Sale register. The following types of transactions can be carried out:

- Sale
- Sale Refund
- Sale Exchange
- Special Order
- Layaway
- Advance Payment
- Quotation
- Gift Certificate
- Coupon Issue

Basic Information Setup

The list below is simply a checklist reminding the user that certain information needs to have been set up in the Management Console before the POS will work properly.

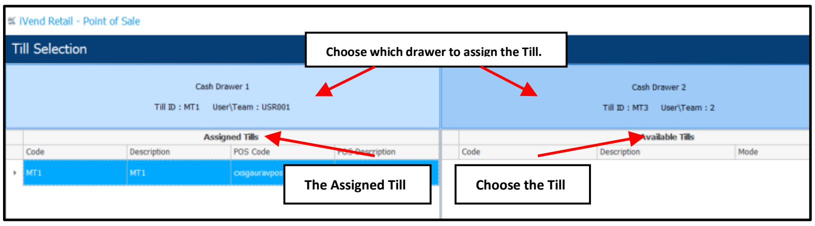
Item	Description
Security User	Every iVend Retail user has to be setup as a Security User (Administration > Authorization > Security User) to provide various access rights in the POS. Rights vary from no access, ready only, and full access.
Store	A store (Administration > Retail Configuration > Store) has to be setup in the Management Console.
POS	A POS (Administration > Retail Configuration > POS) is setup in the Management Console so that it can be assigned to the computer at the point of sale in the retail store. Since a POS has to be assigned to a store, a store needs to be created before a POS is created.
Document Number Series	A Document Number Series for POS (Administration→System Initialization → Document Number Series) is setup in the Management Console so that transaction Id can be assigned to the transactions done from the POS.
Retail Profile	The user can setup Retail Profile (Administration > Retail Configuration > Retail Profile) in the Management Console. Though this is not mandatory, it is commonly used to define the capabilities and behavior of the all POS registers in the store, or can be applied to individual registers/users.
Till Setup	Tills need to be assigned to the POS. These can be set up in the Management Console. (Operation > Till Management > Till)
Job Code	The Job Code (Administration > Human Resources > Job Code) needs to be setup at the Management Console as the user needs to select a job code in order to login at the POS.
Customer Group	A Customer Group (Operations > Business Partner > Customer Group) needs to be set up before individual customers can be set up. . The Customer Group can also be setup from the POS.
Customer	The customer (Operations > Business Partner > Customer) can be setup in SAP Business One and in the Management Console. This qualifies these customers for on-account, special orders and layaway transactions. If a customer is specified as the Cash Customer with Cash Basic payment terms for the “Store” at the Management Console, it will be set as a default customer at the POS. This speeds the transaction as specific customer selection is not required.
Product Group	To setup a product, the Product Group (Operations > Inventory > Product Group) needs to be set first.
Product	In order to proceed with the transactions at the POS, the products need to be setup in the system. Products can only be setup from the Management Console (Operations > Inventory > Product).
Payment Type	Setup the various Payment Types (Administartion > Financial >Payment Type) at the Management Console for the user at the POS to accept the

	payment for the transaction. The payment types defined in the Management console are displayed on the Payment screen at the POS.
Surcharge	To apply surcharge on the transactions at the POS, user need to first setup the surcharges (Administartion > Financials > Surcharge) at the Management Console.
Fulfillment Plan	The user needs to setup a Fulfillment Plan (Operations > Inventory > Fulfillment Plan) at the Management Console to perform a “Special Order” and “Lay Away” transaction at the POS. Fulfillment can also be applied to a “Sale” transaction at the POS.
Layaway Plan	Layaway plan(s) (Operations > Inventory > Layaway Plan) need to be setup so that same can be assigned to the layaway transaction being carried out at the POS.

Starting the POS System

To begin using the POS system:

Step	Action	Result
1.	Click *Start* > *All Programs > iVend Retail > Point of Sale*	When using iVend Retail POS for the first time, the list of POS registers available at the store displays.
2.	Select the registered POS of your choice.	The row is highlighted.
3.	Click [OK].	The registered POS register is selected for use. This is a one time selection and need nit be selected each time the sysem is started. The Log In screen displays.
4.	Enter the valid User Name and Password.	**Note:** Enter the User Name and Password as it was setup in the Security User menu (required) in the Management Console. **Note:** You have the option to touch [Change Password] to enter and confirm a new password.
5.	Click [Login].	The POS system runs several initialization routines, then displays the POS transaction screen.
6.	Hardware Profile Setup	This setup is shownt to the user, on running the POS for the first time. User can select the attached perepherials from the list of available HW list and click OK to confirm.
7.	Click [Time Clock].	The *Time Clock* window displays.
8.	Click [Clock In].	The *Job Code Selection* window displays.
9.	Select the appropriate job code from the job codes listed.	The Job Code is highlighted.
10.	Click [OK].	The *Time Clock window* displays again.
11.	Click [OK].	The *User Menu* window displays again.
12.	Click [Manage Tills].	The *Till Selection* window displays. Displays the available tills that are mapped to the logged in user individually or as a part of a team. **Note:** The *Mode* column displays whether the till is mapped to the user or to the team. The "*Team banking*" option of the logged in user (Management Console > Human Resources > Employee) should be on if the user needs to see the tills that are assigned to the team that he/she belongs to.

13.	Click the [Cash Drawer <#>] button of the cash drawer to be used.	One of the two *Cash Drawer* buttons at the top of the screen is highlighted.
14.		
15.	Select a till from the list of tills in the “Available Tills” grid.	The row is highlighted. **Note:** The tills listed have been created and activated in the Management Console.
16.	Click [Assign].	
17.	Click on [Use Drawer].	The till row is transferred to the *Assigned Tills* list.
18.	Click [OK].	The *POS Transaction* window displays. The system is ready to process transactions.

Available Tills Window Details

The following explains the fields and buttons in the *Available Tills* list section.

Field	Description/Activity
Available Tills	
Code	Displays the available tills that are mapped to the logged in user individually or as a part of a team.
Description	Displays the description of the available till(s).
Mode	Displays the mode of the till – whether the till is mapped to the user or to the team.
POS Code	Display the POS Id to which Till is assigned to.
POS Description	Display the POS description.
Assign	To assign the till to the selected cash drawer
Remove	To remove the selected till from the cash drawer to which it is assigned.
Use Drawer	To use one of the two cash drawers available.
[Close]	To close the selected till that is assigned to a cash drawer.
Shutdown Terminal	Closes the POS terminal
Time Clock	Opens the Time Clock screen.
[OK]	To proceed to the next screen
[Cancel]	To close the screen and go back to the previous screen

Time Clock Window Details

The following are the fields and descriptions in the *Time Clock* window.

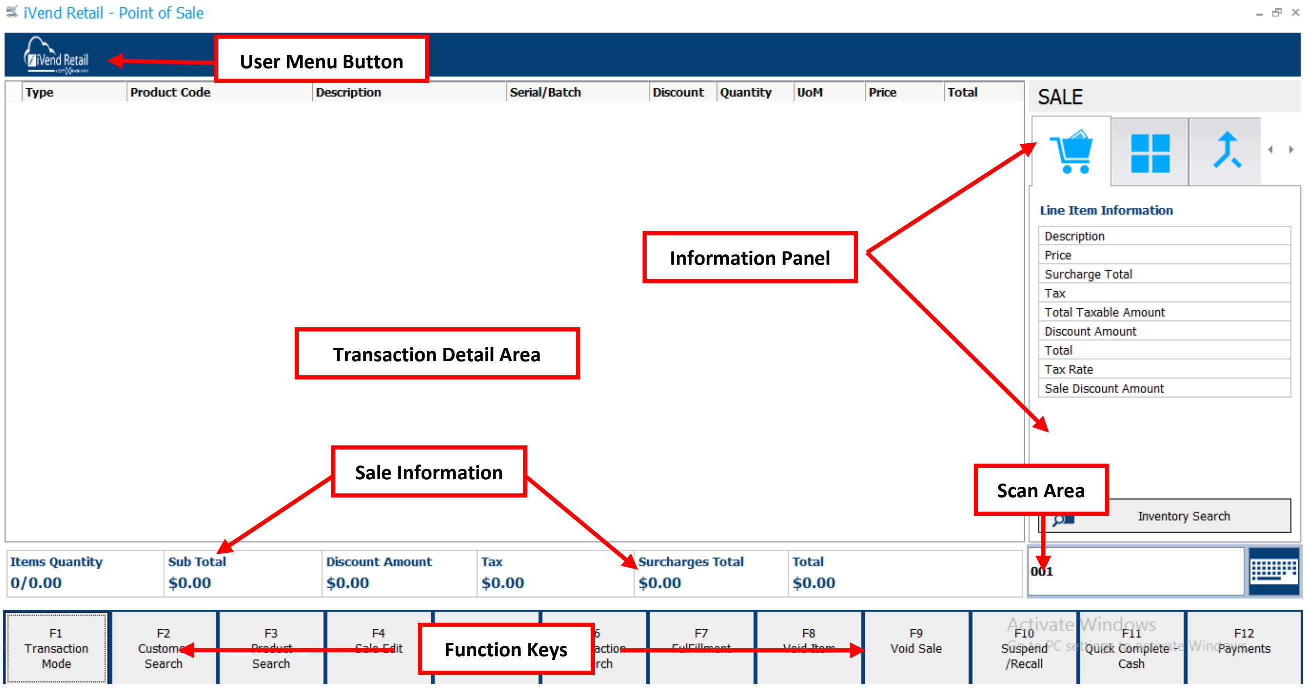
Field	Description/Activity
User Information	
User Code	Displays the user code of the logged in user
Name	Displays the logged in user's name as setup in the system
Job Code	
Job code	Displays the job code selected by the logged in user
Description	Displays the description of the selected job code
Current Session	
Session Start Time	Displays the time when the current session was started
Last Break Time	Displays the time when the user had taken last break
Total Time	Displays the total time since the user started the current session
Total Working Time	Displays the difference between the total time and the total break time for the session
Total Break Time	Displays the total break time taken by the user during the current session
Total Number of Breaks	Displays the number of breaks taken by the user in the current session
Current Business Day	
Number of Sessions	Displays the total number of sessions during the current business day. The date of business does not change until the End of Day activity is done for the store in the Management Console.
Start Time of Business Day	Displays the time when the end of day for the previous day got completed.
Total Time	Displays the total time since the start time of the business day.
Total Working Time	Displays the difference between the total time and the total break time for the business day
Total Break Time	Displays the total break time taken by various users logged in at the POS during the business day
Total Number of Breaks	Displays the number of breaks taken by the different users logged in at the POS during the business day

[Clock In]	To start the session
[Break In]	To start the break
[Break Out]	To end the break
[Clock Out]	To end the session
[Print Session]	To print the details of the current session
[Print Day]	To print the details of the current business day
[End of Day]	This button will be enabled only in case the user is setup to perform the End of Day from POS. Clicking on this button performs End of Day activities and also changes the business date of the system. The operation also re-assigns the till to the POS/User in case the store is setup for auto reassignning the tills at End of Day.
[OK]	Click OK to proceed with the Clock In activity
[Cancel]	To close the screen and return to the previous screen

POS Screen

The following illustrates the major elements comprising the POS screen. With the introdution of iVend POS Designer feature, users can design their own POS Screens to suit their business requirements.

The further section of this documents are explained based on the iVend Template which is a default template used by iVend POS.



POS Transaction Details Window

The section defines the details of the line item(s) included in the current transaction. The details of the section are as follows:

Field	Description/Activity
Type	Displays the Transaction Mode of the line item.
Product Code	Displays the product code of the line item.
Description	Displays the description of the product.
Discount	Displays the discount offered on the line item.
Quantity	Displays the quantity of the line item being transacted.
UoM	Display Unit of Measure of the selected item.
Price	Displays the product price of the line item.
Total	Displays the total amount of the line item. It is calculated as: • For Tax Inclusive Products :(Price*Quantity)-Discount.

	• For Tax Exclusive Products: (Price + Tax)*Quantity – Discount.

Header Details

The information about the current user, POS and store is displayed on touching the . The Header details are as follows:

Field	Description/Activity
User Code	Displays the code of the user logged in at the POS. The Code is setup in the “Employee” (Administration > Human Resources>Employee) option of the Management Console.
User Name	Displays the full name of the user logged in at the POS. The Name is setup in the “Employee” (Administration > Human Resources>Employee) option of the Management Console.
POS Code	Displays the code of the POS to which the user is logged in. The Code is setup in the “POS” (Administration > Retail Configuration>POS) option of the Management Console.
Store Code	Displays the code of the store to which the POS is attached. The Code is setup in the “Store” (Administration > Retail Configuration > Store) option of the Management Console.
Date	Displays the calendar date.
Business Date	Displays the business date. It is the system date, which gets updated when the user performs the End of Day activity in the “End of day”(Operations > Till Management > End of day)

Sales Footer Details

Field	Description/Activity
Item(s)/Quantity	Display the total items on the transaction/ Displays the total quantity of items added in the transaction.
Sub Total	Displays the sum of the product price of the line item(s) being transacted. The sub total does not include the tax amount.
Discount	Displays the amount of discount being offered on the transaction. This is in addition to any discounts applied to individual items that may appear in the item rows in the transaction details area.
Tax	Displays the total amount calculated as the summation of the tax amount being offered on the line item(s). Taxes for any refunded items have been deducted.
Surcharges	Displays the surcharge amount being attached to the transaction. This is in addition to any surcharges that have been applied to individual items and appear in the rows of the transaction details area.

Total	Displays the total amount of the transaction. It is calculated as (Sub Total-Discount + Sale level Surcharges + Surcharge(s) on line item(s) + Tax).

Information Panel

This section includes a variety of information relevant to the current sales transaction.

Transaction Mode

The section displays the active transaction mode in the panel header.

Customer Information

A default customer will have been set up to appear automatically in the Customer Code and Name fields – typically a universal “cash” customer. At other times, one will select a specific customer to either take on-account, or special orders, or to keep building a history of the customer’s purchases.

Field	Type	Description/Activity
Id	Text Box	Displays the code of the customer.
Company Name	Text Box	Displays the name of the company with which the customer is associated. Displays the name of the company with which the customer is associated.
Name	Text Box	Displays the name of the customer.
Credit Limit	Text Box	Displays the credit limit of the customer.
Balance	Text Box	Displays the account balance of the customer.

Line Item Information

This section displays certain information about the selected item. The following are the details:

Field	Description/Activity
Product Id	Product code of the line item.
Description	Description of the line item.
Quantity Available	Quantity of the line item available at the store.
Tax Code	Tax code being applied on the product.
Tax	Tax amount being attached to the product.
Fulfillment Attached	Displays if a fulfillment has been attached with the current item.
Fulfillment Charges	Displays the total fulfillment charges for the current item.

Surcharge	Displays the surcharge amount being attached to the line item.
Reserved Stock	Quantity of line item reserved for fulfillments at the store.
Discount by System	Displays value of the discount applied though the pricing setup in the system.
Discount by User	Displays value of the discount given manually by the user.
Discount by Coupon	Displays value of the discount given by system after application of discount coupons.
Discount by Promotion	Displays value of the discount applied though the promotion setup defined in the sytem
Total Discount	Displays the net discount applied on the item. The net discount is calulated based on the discount group setup defined under Management Console → Retail Configuration→Discount Resolution Setup.

View Inventory

Click [View Inventory] to display the inventory status of the selected item in all locations in the system.

Upsell Product Display

If the selected product has upsell products set up for it, then the entire information panel will display the upsell items that might be selected and added to the transaction.

Scan Area

You may scan item barcodes or transaction barcodes into this area. Item barcodes will add the item to the transaction details area. Scanned transaction barcodes will display the transaction details.

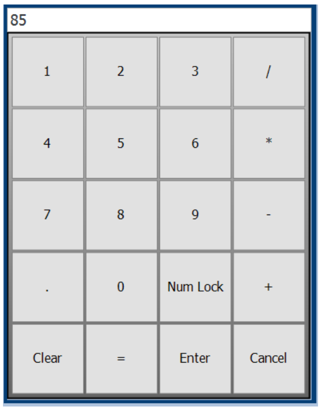
Alternatively, the section is used as a free text field and the user can manually enter the product code, customer code, or transaction id to search for the product, customer or the transaction at the POS.

Using the On-Screen Keypad

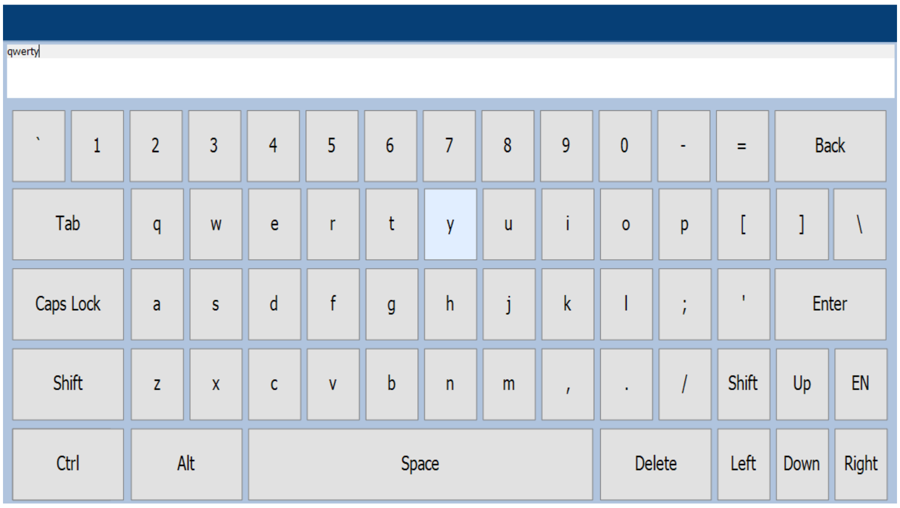
A keypad will appear in certain transactions that allow you to either enter or modify needed values. You may touch the characters on the screen to enter values or use the keyboard.

To replace the existing value, touch [Enter] on the keypad to enter the new value you have entered in the keypad's text box. If no value is being changed, bypass the keypad and touch [OK] on the command bar at the bottom of the screen.

Keypad Screen – Example 1



Keypad Screen – Example 2



Using a Search Screen

Several opportunities are presented to use a search screen that includes search criteria fields and columns of information. The following describes the ways to use those features.

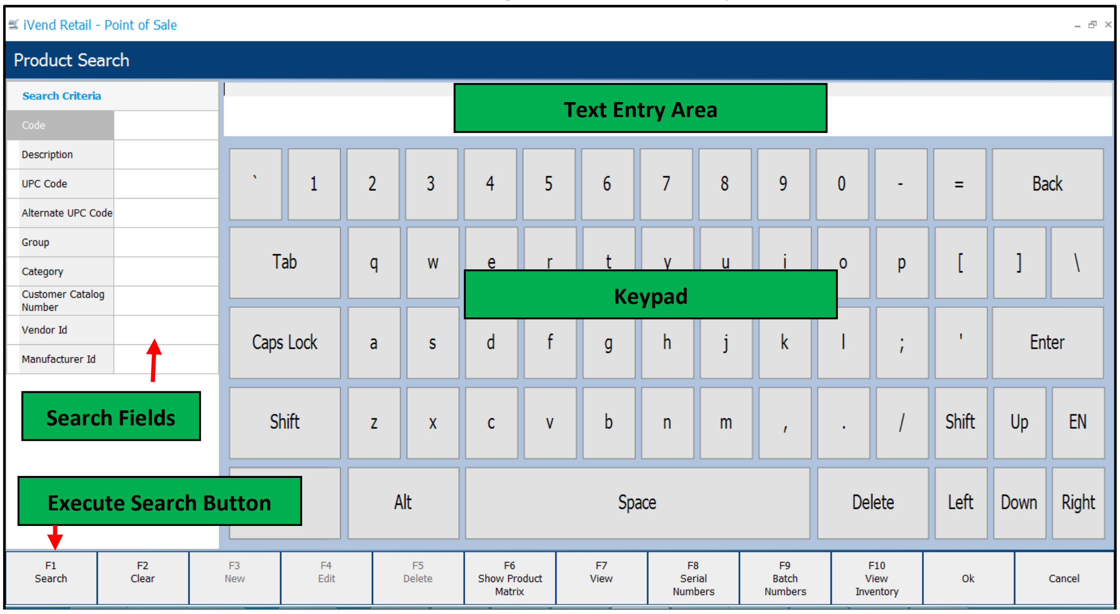


Figure 1 - Sample Search Screen

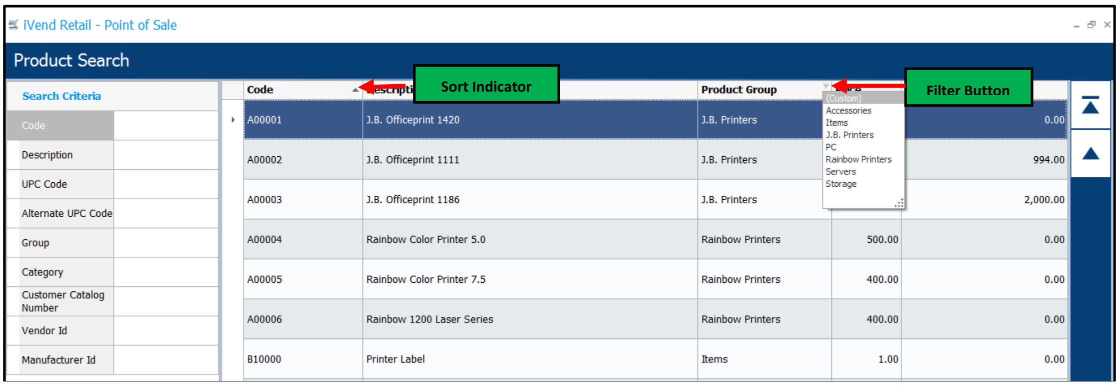


Figure 2 - Sample Search Screen

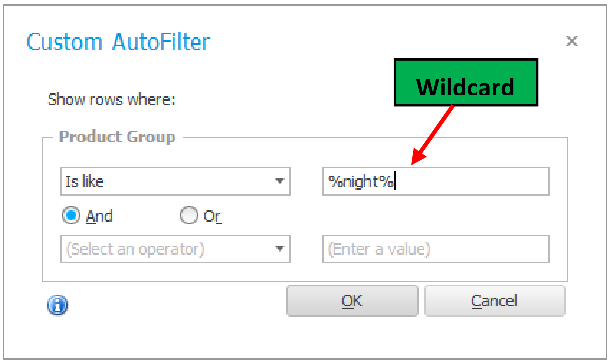


Figure 3 - Sample Search Screen

To Search with Search Criteria Fields

Step	Action	Result
1.	Press search function key or touch search function button on screen.	The search screen will display. Various search screens will present differing sets of search criteria fields and columns.
2.	To search by a search field, touch the search field.	The keypad displays.
3.	Use the keypad to enter a value to search by in the text field, then touch [Enter].	The value is displayed in the search field.
4.	Press F1 or touch [F1 Search].	The results are displayed .

To Search Using the Sort Feature

Step	Action	Result
1.	Press search function key or touch search function button on screen.	The search screen will display. Various search screens will present differing sets of search criteria fields and columns.
2.	Press F1 or touch [F1 Search].	Full list of results will be displayed.
3.	Touch the column header of the information to be sorted.	A sort icon displays, and the information is sorted in ascending order.
4.	Touch the column header second time to reverse the sort order.	

To Search for Items Using a Custom Filter

Step	Action	Result
1.	Press search function key or touch search function button on screen.	The search screen will display. Various search screens will present differing sets of search criteria fields and columns.
2.	Press F1 or touch [F1 Search].	Full list of results will be displayed.
3.	Hover over the column header of the information to be filtered , and touch the filter icon.	The list of terms to filter by are listed along with the *Custom* option.
4.	Select the *Custom* option.	The *Customer Filter* window displays.
5.	Choose the operator to use for filtering from the drop down field displaying the " *equal" operator*	
6.	Enter the desired filter value in the field to the right of the operator field.	**Note:** Use the wildcard character (%) as needed on either or both sides of the characters entered to perform a focused

		search on terms containing the characters entered.
7.	**Option:** Enter a second operator and filter value in the second row, and choose either the *And* or *Or* option.	
8.	Touch [OK].	The filtered results are displayed.
To clear the search filter		
1.	Uncheck the *Description* checkbox in the bottom left hand corner of the screen, or	The entire list is displayed without the filter.
2.	Touch the filter icon, and choose *All* from the drop down list.	The entire list is displayed without the filter.

POS Transaction Screen– Function Keys

iVend Retail's POS transaction screen can be operated with a touch screen monitor, a mouse, or with the keyboard and its function keys. The following describes the various functions available with the function keys displayed on the screen.

In the following text, it may be assumed that touching a button on screen can also be accomplished by clicking the button using the mouse.

F1 Transaction Mode

Press this function key to select the transaction mode for the transaction being done. When the user at the POS presses F1 function key or touches the [F1 Transaction Mode] button on screen, the various transaction modes are displayed.

The function keys are made available to select the modes from the *Select Mode* menu. Either touch the mode on screen or press the function key on the keyboard. They are as follows:

Field	Description/Activity
Select Mode	
F1: Sale	The mode enables the user at the POS to sell a product(s) to a customer.
F2: Sale Refund	The mode enables the user at the POS to refund the customer for any product sold.
F3: Sale Exchange	The mode enables the user at the POS to exchange a sold product with another product
F4: Special Order	The mode enables the user at the POS to create a special order for a product(s). This mode is disabled for a cash customer.
F5: Advance Payment	The mode enables the user at the POS to accept payment from the customer and credit it in the customer's account. If the customer pays an advance against a sales order or pays an outstanding amount, this mode needs to be used to accept the payment. The mode is disabled for the cash customer.
F6: Layaway	The mode enables the user at POS to carry out lay away transactions. The user can specify the product that the customer wants and accept deposit for the same.
F7: Quotation	The mode enables the user at POS to create a quotation. This quotation can then later be fetched for converting it into sales or sales order.
F8: Gift Certificate	The mode (Gift Certificate) enables the user at POS to issue a Gift Certificate to the customer.
F9: Coupon Issue	The mode allows the user to issue Coupon to the customer from POS. Coupons marked for ***Issue at POS*** can only be isssused using this option.

The selected mode appears in the title banner on the information panel.

F2 Customer Search

Press this function key to search the existing customers. This function is used to select a customer for the current transaction, to look up a customer’s transactions, or to enter a new customer, or update an existing customer’s details.

The “Customer Search” screen is displayed on pressing the F2 function key or touching the “F2 Customer Search” button on screen. The details of the screen are as follows:

Field	Description/Activity
Search Criteria	
Code	Enter the code of the customer to be searched.
Name	Enter the name of the customer(s) to be searched. The following fields will be searched for searching the customer name. • First Name • Last Name • Middle Name • Nick Name • Company Name
Customer Group	Enter the Customer Group for which the records are to be searched.
Accounting Id	Enter the accounting id of the customer to be searched.
Marketing	Select one of the following scenarios: All-To search for all the users setup in the system. True-To search for the users with ‘Is Marketing’ enabled. False-To search for the users with ‘Is Marketing’ disabled.
Tax Number	Enter the Tax Number of the customer to be searched.
Phone Number	Enter the phone no. of the customer to be searched. The phone number will be searched in the following fields. • Mobile Phone • Phone Number • Fax Number • Alternate Phone Number
Active	Allows user to search active customers. This is set to True by default.
Zip Code	Allows the user to search the customer on the basis of Zip Code. iVend Retail will look into the zip code of customer address to match the records.
Address	Allows the user to search the customer on the basis of Address. iVend Retail will look into the customer address to match the records.
Electronic Id	Enter the Electronic Id of the customer to be searched.
Email Id	Enter the Email Id of the customer/loyalty member to be searched.
Search Results	

Code	Displays the Id of the customer searched.
First Name	Displays the first name of the customer searched.
Buttons	
[F1 Search]	This button enables the user to search for the existing customers. Specify the "Search Criteria", if any, by entering/ selecting the required values and touch the search button. The search results are displayed in the grid. If the user does not enter any value against the "Search Criteria" all the existing customers are displayed in the grid.
[F2 Clear]	This button deselects the selected row in the "Search Results" grid.
[F3 New]	This button enables the user to setup a new customer. Click this button to open the "Customer" screen. For details of the setup refer the Customer section in the Management Console manual.
[F4 Edit]	This button enables the user at the POS to update the details of the customer setup. Click this button to open the "Customer" screen and edit the information.
[F5 Delete]	This button deletes the selected row in the 'search results grid'. On touching the delete button, the system prompts for the confirmation message.
[F6 Copy]	This button copies the content of the selected row in the 'search results' grid to the 'data setup' screen.
[F7 View]	This button opens a customer screen for the selected row in the read only mode.
[OK]	Click this button after selecting a customer to specify the customer for the current transaction at POS.
[Cancel]	This button closes the screen.

F3 Product Search

Press this function key to search the existing products. This function is used to select a product for the current transaction, to enter a new product, or update an existing product's details.

The "Product Search" screen is displayed on pressing the F3 function key or touching the [F3 Product Search] button on the screen. The details of the screen are as follows:

Product Search Criteria Fields

Field	Description/Activity
Search Criteria	
Code	Enter the code of the product to be searched. The user can enter the code either through the keypad on the right side grid or the keyboard and press F1 or touch "F1 Search" to display "Search Results Grid" for the product searched.

Description	Enter the description of the product to be searched. The user can enter the description either through the keypad on the right side grid or the keyboard and press F1 or touch "F1 Search" to display "Search Results Grid" for the product searched.
UPC Code	Enter the bar code for the product to be searched. The user can enter the code either through the keypad on the right side grid or the keyboard and press F1 or touch "F1 Search" to display "Search Results Grid" for the product searched.
Alternate UPC Code	Enter the alternate barcode of the product to be searched. The user can enter the code either through the keypad on the right side grid or the keyboard and press F1 or touch "F1 Search" to display "Search Results Grid" for the product searched.
Group	Enter the Product Group on which you want to search the product records.
Category	Enter the Product Category on which you want to search the product records. A single product can belong to multiple product categories.
Customer Catalog Number	Based on the selectd Customer in the transcation, enter the Customer Catalog code for searching the product.
Vendor Id	Enter the Vendor Id supplying the product as search criteria.
Manufacturer Id	Enter the Product Manufacturer Id as search criteria.
Search Results	
Code	Displays the code of the product searched.
Description	Displays the description of the product searched.
Product Group	Displays the product group of the product searched.
Price	Displays the price of the product searched.
Available Quantity	Displays the quantity of the product available in the Store.
Buttons	
[F1 Search]	The button enables the user to search for the existing products. Specify the "Search Criteria", if any, by entering/ selecting the required values and touching the search button. The search results are displayed in the grid. If the user does not enter any value against the "Search Criteria" all the existing products are displayed in the grid.
[F2 Clear]	The button deselects the product searched and enables the user to specify the search criteria to search another product(s).
[F3 New]	The button enables the user to setup a new product. Click on this button to open the "Product" screen. For details of the setup refer the Product section in the Management Console manual.

[F4 Edit]	The button enables the user at the POS to update the details of the product setup. Click on this button to open the "Product" screen and edit the information.
[F5 Delete]	The button deletes the selected row in the 'search results grid'. On touching the delete button, the system prompts for the confirmation message.
[F6 Show Product Matrix]	The button copies the content of the selected row in the 'search results' grid to the 'data setup' screen.
[F7 View]	The button displays the product screen in the read only mode for the selected row.
[F8 Serial Numbers]	The button displays the "Serial Search" screen for the selected row in the search results grid. It is enabled only for serial tracked products.
[F9 Batch Numbers]	The button displays the "Batch Search" screen for the selected row in the search results grid. It is enabled only for batch tracked products.
[F10 View Inventory]	Click this button to view inventory of the selected product in other warehouses.
[OK]	The button updates changes to the database and closes the screen.
[Cancel]	The button closes the screen.

Serial Search

When the [F8 Serial Numbers] function key is used, the *Serial Search* window is displayed.

Serial Search Criteria Fields

Field	Description/Activity
Search Criteria	
Serial Number	Enter the serial number to be searched for the product. The user can enter the serial number either through the keypad on the right side grid or the keyboard and press F1 or touch "F1 Search" to display "Search Results Grid" for the serial number searched.
Search Results	
Serial Number	Displays the serial number(s) for the product.
Id	Displays the code of the product being searched.
Description	Displays the description of the product being searched.
Admission Date	Displays the admission date. It is the date on which the product is added to the store inventory.
Status	Displays the status of the product searched. Only products with the status 'In Store' can be added to the inventory.
Buttons	
[F1 Search]	Enables the user to search for the serial numbers of the product. Specify the "Serial Number", if any, by entering the required value and touching the search button. The search results are displayed in the grid.

	If the user does not enter any value against the "Search Criteria" all the existing serial numbers for the product are displayed in the grid.
[F2 Clear]	Deselects the serial number searched and enables the user to enter another serial number to be searched for the product.
[OK]	Selected record is inserted into the transaction.
[Cancel]	Closes the screen.

Batch Search

When the [F9 Batch Numbers] function key is used, the *Batch Search* window is displayed.

Batch Search Criteria Fields

Field	Description/Activity
Search Criteria	
Batch Number	Enter the batch number to be searched for the product. The user can enter the batch number either through the keypad on the right side grid or the keyboard and press F1 or touch "F1 Search" to display "Search Results Grid" for the batch number searched.
Search Results	
Product	Displays the Product Id of the product.
Batch Number	Displays the batch number(s) for the product.
Available Quantity	Displays the quantity for the batch number(s), available to be sold at the Store.
Buttons	
[F1 Search]	Enables the user to search for the batch numbers of the product. Specify the "Batch Number", if any, by entering the required value and touching the search button. The search results are displayed in the grid. If the user does not enter any value against the "Search Criteria" all the existing batch numbers for the product are displayed in the grid.
[F2 Clear]	Deselects the batch number searched and enables the user to enter another batch number to be searched for the product.
[OK]	Selected record is inserted into the transaction.
[Cancel]	Closes the screen.

F4 Sale Edit

Use this function key to edit the sales transaction. Depending on the rights assigned, the user can update these fields:

- Customer Refrence Number
- Customer Name
- Use Pre-printed Folio
- Tax Code
- Event
- Discount
- Surcharges
- Sales Person
- Layaway Plan
- Layaway Deposit

The “Sale Edit” screen is displayed on pressing the F4 function key or touching [F4 Sale Edit] button on the screen. The details of the screen are as follows:

Sale Edit Options

Field	Description/Activity
Sale Information	
Customer Reference Number	The field enables the user to add, delete or edit the customer reference number. When the user selects this field a key pad is displayed on the right hand side grid, where the reference number can be updated by either touching the keypad characters or with the keyboard. The reference number of maximum 50 alphanumeric characters can be entered.
Customer Name	Enter the Customer Name. By default, the customer name is picked from the customer selected on the transaction however user can change this information.
Use Pre-printed Folio	This field is only used for Chile localization.
Tax Code	The field enables the user to reselect the tax code for the transaction. When the user selects this field, the various tax code(s) setup in the system are displayed on the right side grid. To select a particular code, select its row in the grid and touch on the “Ok” button. If the user at the Management Console has enabled the “Reason Code Details Required” or the “Comment Details Required” for “Sale Tax Override” in the “Retail Profile” assigned to the POS, an “Audit” screen is displayed. For more information on “Tax Code Resolution”, please refer the Management Console User Manual.
Event	Use this field to attach, reselect, remove the event attached.

	When the user selects this field, the various event(s) setup in the system are displayed on the right side grid. To select a particular event, select the row in the grid and touch the “OK” button.
Discount	Use this field to enter the discount amount for the transaction. When the user selects this field, the number pad is displayed on the right side grid. To change the amount, touch the [Amount] button and enter the value. To change the discount percent, touch the [Percent] button and enter the value. The discount is limited by the “Maximum Sale Discount Percent Allowed” or “Maximum Sale Discount Amount Allowed” settings defined at the “Retail Profile” setup in the Management Console. For example if the maximum sale discount amount allowed is defined as 100 at the Management Console. The user at the POS for a transaction of $1000 can give the discount maximum till $100. Discounts applied to the sale are in addition to discounts provided by the price list, promotions, and user applied item discounts.
Default Delivery Location	This field gives the list of warehouses that belongs to the subsidiary of current store. The delivery of the product will be done from the selected warehouse. *This field is editable only in case of Layaway transaction.
Surcharges	The field enables to add surcharge(s), delete surcharge(s), edit the details like surcharge amount, discount amount, tax code of the surcharge added to the transaction. When the user selects this field the various buttons (Add Surcharges, Delete Surcharges, Edit Surcharge) are enabled and the details of the surcharge(s) added to the transaction are displayed on the right hand side grid.
Sales Person	The enables the user to specify the salesperson involved in the transaction. When the user selects this field, the various Sales Person(s) setup in the system are displayed on the right side grid. To select a particular sales person, select its row in the grid and touch on the “Ok” button.
Layaway Plan	Select the layaway plan from the list of available layaway plans.
Layaway Deposit	Displays the layaway deposit amount based on the selected layaway plan.
Layaway Installment	Enter the number of installments in selected layaway plan.
Installment Start Date	Displays the installment start date.
Contact Person	Displays the selected customer.
Delivery Tracking Number	Enter the shipment delivery tracking number.

Shipping Type	Enter the shipping type, from list of available shipping types.
Comment	Enter the comments if needed.
Buttons	
[Add Surcharges]	The button enables to add surcharge(s) to the transaction. Click this button to open the "Surcharge Search" screen and select the surcharge.
[Delete Surcharges]	The button enables to delete the surcharge(s) added to the transaction. On the right hand side grid, select the row of surcharge to be deleted and touch this button.
[Edit Surcharge]	The button enables to edit the details like surcharge amount, discount amount, tax code of the surcharge added to the transaction. On the right hand side grid, select the row of surcharge to be edited and touch the button to open the "Surcharge Information" screen and edit the details.
[Tax Free]	The button makes the transaction Tax Free in spite of any tax code applied.
Installment Details	Click this button to preview the installement information for the layaway transaction.
Collect Attributes	Click this button to capture the Sale attributes defined in the system.
[OK]	The button updates changes to the database and closes the screen.
[Cancel]	The button closes the screen.

F5 Item Edit

Use this to edit the information concerning the item being transacted. Depending on the rights assigned, the user can update these entries:

- Product Description
- Price
- Quantity
- Quantity Available
- Quantity On Transaction
- UoM
- Tax Code
- Discount
- Surcharges
- Sales Person

The "Sale Item Information" screen is displayed on pressing F5 or touching the [F5 Item Edit] button. The details of the screen are as follows:

Field	Description/Activity
Sale Item Information	

Code	Displays the code of the product.
Description	Displays the description of the product. The field enables the user to add, delete or edit the product description. When the user selects this field a keypad is displayed on the right side grid. A new product description can be updated by either using a keypad or a keyboard. If the item is set up as an *Open Description* item then the user must update the description so a description will be displayed in the *Transaction Details* window. You may view the the product profile by choosing [F3 Product Search], selecting an item, and choosing [View]..
Price	Displays the price of the product. The field enables to edit the price amount. When the user selects this field, the number pad is displayed on the right side grid where the user can enter a new price. The price is limited by the "Price Override Lower Limit" and "Price Override Upper Limit" settings in the "Retail Profile" setup in the Management Console. For example, if the lower and upper price override limits are defined as 0% and 10% respectively, at the Management Console. The user at the POS for a product priced as $100 can increase the price of the product maximum till $110 but can't decrease the price. If the item is set up as an *Open Price* item, then the user must enter a price. You may view the the product profile by choosing [F3 Product Search], selecting an item, and choosing [View].
Quantity	The field enables to edit the quantity to be transacted for the selected line item. When the user selects this field, the number pad is displayed on the right side grid. The user can enter the quantity.
Quantity Available	Displays the quantity of the product available at the store.
Quantity On Transaction	Displays the quantity of the product being transacted in the current transaction.
Tax Code	This field enables the user to reselect the tax code for the product. When the user selects this field, the various tax code(s) setup in the system are displayed on the right side grid. To select a particular code, select its row in the grid and touch [OK]. For more information on "Tax Code Resolution", please refer the Management Console User Manual.
Discount	Displays the discount being offered on the line item. The field is displayed only for the products with "Discount Allowed" checkbox enabled in the Management Console. Use this field to enter the discount amount for the selected item. When the user selects this field, the number pad is displayed on the right side grid. To change the amount, touch the [Amount] button and enter the value. To change the discount percent, touch the [Percent] button and enter the value.

<table>
<tr><td></td><td>The amount of the discount is limited by the “Maximum Line Discount Percent Allowed” or “Maximum Line Discount Amount Allowed” settings defined in the “Retail Profile” setup in the Management Console.
For example if the maximum line discount amount allowed is defined as $10 at the Management Console. The user at the POS for a product priced as $100 can give the discount maximum of $10.</td></tr>
<tr><td>Location</td><td>Specify the location for particular transaction. If default location is registered it will be selected by default otherwise system will allow the user to choose from the list which displays all the locations belonging to the warehouse of current store and have been enabled for the particular transaction. Following Locations will be listed :
For Sale Transaction , all sales locations for the warehouse will be listed. Specify the sale location.
For Refund Transaction, all refund locations for the warehouse will be listed. Specify the refund location.
For Exchange Sale two location fields will be displayed :
Refund Location : Specify the location where item will be returned
Sale Location : Specify the location from where new item will be sold
Sale with Delivery Fullfilment , all registered sale locations will be listed when sale is being done. Specify the sale location. When fullfilment is being done all fullfilment locations will be listed.
Sale with Sale Fullfilment, all registered sale locations will be listed at the time of sale,and while doing fullfilment selected sale location will be displayed and user will not be allowed to edit it.
For Layaway with Delivery Fullfilment , all registered fullfilment locations will be displayed. Select the fullfilment location form the list.</td></tr>
<tr><td>Comment</td><td>The field enables the user to add, delete or edit the free text added to the product. When the user selects this field a key pad is displayed on the right hand side grid, text can be added by either using a keypad or a keyboard.</td></tr>
<tr><td>Surcharges</td><td>Use this to:
Add Surcharge(s)
Delete
Edit the details like surcharge amount
Edit the discount amount
Tax code of the surcharge added to the line item.
When the user selects this field the various buttons (Add Surcharges, Delete Surcharges, Edit Surcharge) are enabled and the details of the surcharge(s) added to the transaction are displayed on the right hand side grid.</td></tr>
<tr><td colspan="2">Buttons</td></tr>
<tr><td>[Add Surcharges]</td><td>This button enables to add surcharge(s) to the line item. Click this button to open the “Surcharge Search” screen and select the surcharge.</td></tr>
</table>

[Delete Surcharges]	This button enables to delete the surcharge(s) added to the line item. On the right hand side grid, select the row of surcharge to be deleted and touch this button.
[Edit Surcharge]	This button enables to edit the details like surcharge amount, discount amount, tax code of the surcharge added to the line item. On the right hand side grid, select the row of surcharge to be edited and touch this button to open the "Surcharge Information" screen and edit the details.
[Tax Free]	The button makes the transaction Tax Free in spite of any tax code applied.
[OK]	The button updates changes to the database and closes the screen.
[Cancel]	The button closes the screen.

F6 Transaction Search

Use this to search for the transactions done for the selected customer at the POS.

The *Transaction Search* screen is displayed on pressing F6 or touching the [F6 Transaction Search] button. You may search by one or more of the search criteria listed below. The details of the screen are as follows:

Transaction Search Criteria

Field	Description/Activity
Search Criteria	
Transaction Code	Enter the code of transaction being searched. The user can enter the code either through the keypad on the right side grid or the keyboard and press F1 or touch "F1 Search" to display "Search Results Grid" for the product searched.
Customer Code	Displays the code of the customer whose transaction(s) is being searched.
Customer Group	Enter the customer group for which the records are to be searched.
Actual Date	Enter the actual date for which the transaction is being searched. It is the calendar date on which the transaction is carried out at the POS.
Store	Enter the store code for which the transactions are to be searched. By default it will be populated by the store to which the POS is attached.
Customer Reference Number	Enter the Customer Reference Number for which the records are to be searched.
Date From	Enter the start date range of the business date for which the transactions are to be searched.
Date To	Enter the to date range of the business date for which the transactions are to be searched.
Transaction Type	Select the transaction type from the available list for filtering the transactions. • All • Sale • Refund

	• Exchange • Order • Layaway • Quotation • Delivery • OnAccount • Lost Sales • Gift Certificates
Product Id	If the transaction type is selected then cashier can search the transaction based on the product sold to the customer.
Tender Type	Select the tender type from the list of tenders for searching the transaction. Seleting this will show the list of the transactions in which the selected tender type is used as payment method. • Cash • Credit Card • Debit Card • Gift Certificate • On Account • Check • Travellers Check • Foreign Currency • Voucher • Loyalty • Custom
Card Number	If the Tender type is selected then cahier can enter the last four digits of the credit card to search for the transactions.
Cashier Id	Enter the cahsier id for searching the transactions done by a cashier.
POS Id	Enter the POS Id for searhing the transcation done at a particular POS..
Business Date	Enter the business date for which the transaction is being searched. This is the system date, which gets updated when the user performs the End of Day activity.
Search Results	
Transaction Code	Displays the id of the transaction(s) searched.
First Name	Displays the first name of the customer whose transaction(s) is searched.
Business Date	Displays the actual date for the transaction searched.
Actual Date	Displays the business date for the transaction searched.

Store	Displays the store where transaction was done.
Total	Displays the total amount of the transaction.
Buttons	
[F1 Search]	Enables the user to search for the transactions. Specify the "Search Criteria", if any, by entering the required values and touch the search button. The search results are displayed in the grid. If the user does not enter any value in the "Search Criteria" fields, all the existing transactions for the customer are displayed in the grid.
[F2 Clear]	Deselects the transaction searched and enables the user to specify the search criteria to search another transaction(s).
[OK]	Updates changes to the database and closes the screen. In the "Search Results" grid select the row of the transaction whose details are to be viewed/ edited and touch this button to open the "Transaction Details" Screen.
[Cancel]	Closes the screen.

Transaction Details Screen

Field	Description/Activity
Header	
Type	Displays the type of transaction mode for the selected transaction.
Product Code	Displays the code of the product(s) transacted in the selected transaction.
Description	Displays the description of the product(s) transacted in the selected transaction.
Serial/Batch	Display the serial/batch information of the product.
Discount	Displays the discount offered on the line item.
Quantity	Displays the quantity of the product transacted.
UoM	Display Unit of Measure of the selected item.
Price	Displays the price of the product.
Total	Displays the total amount of the line item in the selected transaction. The amount includes the product price, discount, surcharge, tax applied on the product.
Error Message	Displays message in case an error was received while performing further operation on the selected line item.
Payment Details	
Payment Type	Shows the payment type by which the transaction was tendered.
Account Number	Display the Credit/Debit card number used for payment of the original transaction.

Ref. Number	Shows the Reference Number retruned by the payment processor in case of the credit cards.
Paid Amount	Displays the paid amount
Discount	Displays the discount if any was applied on the payment
Surcharge	Displays the surcharge if any was applied on the payment
Change	Shows the change amount given to the customer.
Cash Back	Shows the cash back amount given to the customer in case of debit cards.
Foreign Currency Amount	Displays the amount received in foreign currency.
Buttons	
[Sale Refund]	Allows the user to do a "Sale Refund" for the selected line item. The button is enabled only for products with the "Refundable" checkbox enabled in the Product master record.
[Sale Exchange]	Allows the user to do a "Sale Exchange" for the selected line item. The button is enabled only for products with the "Exchangeable" checkbox enabled in the Product master record.
[Sale Payment]	Allows the user to accept payment for the selected transaction.
[Special Order Edit]	Allows the user to edit the "Special Order" for the selected transaction. This button will only be enabled if the transaction has Special Order Lines.
[Special Order Payment]	Allows the user to accept a payment against the "Special Order" for the selected transaction. This button will only be enabled if the transaction has Special Order Lines.
[Fulfillment]	Allows the user to open "Item Fulfillment Information" screen and update the quantity being fulfilled against the transaction and the surcharge(s) applied on the fulfillment plan. The button is enabled for line item(s), to which the fulfillment plan is attached while being transacted.
[Layaway]	Allows the user to open the "Layaways" screen and enter the amount being accepted from the customer. The button is enabled only for line items which have been transacted as a "Layaway".
[Print Transaction]	Allows the user to do any of the following: • Reprint Transaction Receipt • Reprint Gift Receipt • Reprint Payment Receipt • Reprint Gift Certificate
[OK]	Updates changes to the database and closes the screen.
[Cancel]	Closes the screen.

F7 Fulfillment

Use this to attach fulfillment plan(s) to the product(s) being transacted. The plan(s) can be applied to selective or all the products of the transaction.

The "Fulfillment Details" screen is displayed on pressing F7 or touching the [F7 Fulfillment] button. The details of the screen are as follows:

Field	Description/Activity
Product Information Panel (left side of screen)	
Type	Displays the "Transaction Mode" of the line item(s) for the selected transaction.
Code	Displays the code of the product(s) of the transaction to which the fulfillment plan is being attached.
Description	Displays the description of the product(s) of the transaction to which the fulfillment plan is being attached.
Qty Fulfilled	Displays the quantity of the line item which has been added to the fulfillment plan.
Qty Left	Displays the quantity of the line item yet to be added to the fulfillment plan.
Delivery Location	Shows the warehouse from where the delivery is to be made. If the system is not setup for the inter store transactions then this would always be defaulted to the current store's warehouse.
Grid	
Plan Code	Displays the code of the fulfillment plan being added. Click on + to expand the row defining the fulfillment plan. The "Surcharges" and "Details" tab are displayed on expanding the row. The surcharges tab is displayed if the surcharge(s) is attached to the fulfillment plan, similarly the details tab is displayed on adding the product(s) to the plan.
Plan Description	Displays the description of the fulfillment plan being added.
Address	This drop-down field enables the user to select the address details for the customer if it is needed. Click [...] to open the "Address Selection" screen and select the address.
Comment	Use this to add, delete or edit the free text added to the fulfillment. When the user selects this field a key pad is displayed on the right side grid, text can be added by either using a keypad or a keyboard.
Date	Displays the date on which product(s) attached to the fulfillment plan is to be delivered. It is calculated on the basis of the "Min Lead Time" specified in the "Fulfillment Plan" (Inventory > Fulfillment Plan) option of the Management Console.

Delivery Location	This drop-down field enables the user to select the delivery warehouse if it is needed. Click [...] to open the "Delivery Location" screen and select the warehouse from where the delivery is to be done.
Buttons	
[Add Plan]	Allows the user at POS to add the fulfillment plan. Click this button to open the "Fulfillment Plan Search" screen and select the plan.
[Remove Plan]	Allows the user to delete the plan added to the transaction. Select the row of the plan which is to be deleted in the grid and touch this button to remove the plan.
[Add Product]	Allows the user to attach a plan to the line item being transacted. Select the line item in the "Transaction Details grid" and the plan in the "Fulfillment Details grid" and touch the button to add a product.
[Remove Product]	Allows the user to remove the line item added to the fulfillment plan. Click [+] to expand the row defining the fulfillment plan. On the details tab, select the row of the line item to be deleted and touch this button.
[Add All Product]	Allows the user to add all the line item(s) in the transaction to the fulfillment plan. If multiple plans are added to the transaction, select a plan and touch this button to add the line item(s).
[Add Surcharges]	Allows the user to add surcharge(s) to the fulfillment plan. Select the plan to which the surcharge is to be added and touch this button to open the "Surcharge Search" screen and select the surcharge.
[Delete Surcharges]	Allows the user to delete the surcharge(s) added to the fulfillment plan. Click [+] to expand the row defining the fulfillment plan. On the surcharges tab, select the row of surcharge to be deleted and touch this button.
[Edit Surcharge]	Allows the user to edit the details like surcharge amount, discount amount, tax code of the surcharge added to the fulfillment plan. Click [+] to expand the row defining the fulfillment plan. On the surcharges tab, select the row of surcharge to be edited and touch this button to open the "Surcharge Information" screen and edit the details.
[OK]	Updates changes to the database and closes the screen.
[Cancel]	Closes the screen.
Product Information	
Plan Code	Displays the code of the product added to the fulfillment plan.
Plan Description	Displays the description of the product added to the fulfillment plan.
Address	Captures the delivery address
Comment	The field enables the user to add, delete or edit the free text added to the line item attached to the fulfillment plan. When the user selects this field a key pad is displayed on the right side grid, text can be added by either using a keypad or a keyboard.
Date	Captures the date on which the items are to be delivered.

Delivery Location	This drop-down field enables the user to select the delivery warehouse if it is needed. Click [...] to open the "Delivery Location" screen and select the warehouse from where the delivery is to be done.
Surcharge Screen Details	
Code	Displays the surcharge code added to the fulfillment plan.
Description	Displays the surcharge description.
Amount Type	Displays if the surcharge is calculated as a "percentage" or a "fixed amount" of the transaction amount.
Amount	Displays the amount of surcharge

ADDRESS SELECTION SCREEN

The screen displays the address(s) setup for the customer at the Management Console. The user at the POS can select an address to be used for the fulfillment plan. An address may be required according to the surcharge set up.

Field	Description/Activity
Address	Displays the details mentioned in the field 'address 1' of the address.
City	Displays the name of the city of the address.
State	Displays the name of the state of the address.
Buttons	
Add Address	Click this button to capture the new address in case the address is not from the above list.
[OK]	The button saves changes and closes the screen. The user selects the row of the required address and touches the button to specify the selected address for the customer.
[Cancel]	This button closes the screen and takes the user to the previous screen.

FULFILLMENT PLAN SEARCH SCREEN

The screen enables the user to search for the Fulfillment Plan(s) setup in the Management Console. The user at the POS can select a plan to be attached to the product(s) of the transaction.

Field	Description/Activity
Search Criteria	
Code	Code of the fulfillment plan to be searched.
Description	Description of the fulfillment plan to be searched.
Search Results	
Code	Displays the code of the fulfillment plan searched.
Description	Displays the description of the fulfillment plan searched.
Required Address	Indicator of whether the address of the customer is required or not.
Inventory Allocation Method	Displays the method of inventory allocation.

Min Lead Time	Displays the minimum lead time specified for the fulfillment plan.
Buttons	
[F1 Search]	Displays the plan searched in the 'search results' grid. If no 'search criteria' is specified and the search button is touched, all the fulfillment plan(s) setup in the Management Console are displayed in the 'search results' grid.
[F2 Clear]	The button deselects the plan searched and enables the user to specify the search criteria to search another fulfillment plan(s).
[F7 View]	The button opens the "Fulfillment Plan" screen in the read only mode.
[OK]	The button saves the changes and closes the screen. The user selects a row of the fulfillment plan to be added in the "Search Results" grid and touches this button to define the plan for the line item.
[Cancel]	The button closes the screen and takes the user to the previous screen.

Surcharge Search Screen

The screen enables the user to search for the Surcharge(s) setup in the Management Console. The user at the POS can select a surcharge(s) to be added to the product being transacted, transaction at the POS, fulfillment plan being applied to the transaction.

Field	Description/Activity
Search Criteria	
Code	Enter the code of the surcharge to be searched.
Description	Enter the description of the surcharge to be searched.
Search Results	
Code	Displays the code of the surcharge searched.
Description	Displays the description of the surcharge searched.
Amount Type	Displays if the surcharge is calculated as percentage of the transaction amount or as a fixed amount.
Amount	Displays the amount of surcharge (fixed amount or percentage).
Buttons	
[F1 Search]	Displays the surcharge searched in the 'search results' grid. If no 'search criteria' is specified and the search button is touched, all the surcharges setup in the Management Console are displayed in the 'search results' grid.
[F2 Clear]	The button deselects the surcharge searched and enables the user to specify the search criteria to search another surcharge(s).
[F7 View]	This button displays the "Surcharge" screen in the read only mode.
[OK]	This button saves the changes and closes the screen. The user selects a row of the surcharge to be added in the "Search Results" grid and touchs this button to add the surcharge to the plan.
[Cancel]	This button closes the screen and takes the user to the previous screen.

Surcharge Screen

This screen displays the details of the selected surcharge, it is displayed in the read only mode on touching the "View" button in the "Surcharge Search" Screen

Field	Description/Activity
Code	Displays the code of the selected surcharge.
Description	Displays the description of the selected surcharge.
Amount Type	Displays if the user has specified the surcharge as a percentage of the transaction amount or a fixed amount.
Amount	Displays the amount of surcharge (fixed amount or percentage) as per the amount type specified.
Discountable	Indicates if the discounts can be given on the surcharge.
Refundable	Indicates if the user can refund the surcharge for sales refund being done for the product at the POS.
Taxable	This checkbox indicates if the tax is applicable on the surcharge amount.
Sale Tax Code	Displays the tax code applied on the surcharge for the transactions.
Purchase Tax Code	Displays the tax code applied on the surcharge for the purchase transactions
Buttons	
[OK]	Updates changes to the database and closes the screen.
[Cancel]	Does not save any changes and closes the screen.

Surcharge Information Screen

This screen enables the user at the POS to edit the details like Surcharge (Type and Amount), Discount (Type and Amount) on the surcharge and the Pay in Advance option for the selected surcharge.

Field	Description/Activity
Surcharge Information	
Code	Displays the code of the surcharge selected.
Description	Displays the description of the surcharge selected.
Amount	Displays the amount of the surcharge (fixed amount or percentage).
Discount Amount	Displays the amount of the discount (none, fixed amount or percentage) applied on the surcharge. The user can edit the discount amount (type and value). The field is displayed only for Surcharges with the "Discountable" checkbox enabled in the "Surcharge" (Financials **>** Surcharge) option of the Management Console.
Pay In Advance	Indicates if the surcharge amount is to be paid when the transaction is carried at the POS or can be paid later.

	The field is enabled if the "Pay in Advance" option is checked in the "Fulfillment Plan" (Inventory **>** Fulfillment Plan) of the Management Console. When the user selects this field at the POS, the "True" and "False" values are displayed on the right side grid. The required value can be reselected.
Buttons	
[OK]	This button saves the changes and closes the screen.
[Cancel]	This button closes the screen and takes the user to the previous screen.

F8 Void Item

Use this to delete the item being transacted. The user can select the line item to be deleted in the "Transaction Details" section of the "Transaction" screen and touch this button. The system prompts for a confirmation message.

An item with a fulfillment attached to it cannot be voided. The fulfillment plan must be removed first.

F9 Void Sale

The button allows the user at the POS to void the current sale. The system prompts for a confirmation message on touching the button to void the sale.

F10 Suspend/Recall

The button allows the user to suspend the current transaction and recall the suspended transactions.

Step	Action	Result
1.	To suspend a transaction, press F10 or touch [F10 Suspend/Recall].	The system prompts for a confirmation message on touching this button.
2.	To recall a transaction, press F10 or touchs [F10 Suspend/Recall].	The suspended transactions for all POS registers in the store are displayed.
3.	Select the suspended transaction from the list, Or Touch any one of the *Search Criteria* fields to search for a transaction meeting the values you may supply.	The transaction is displayed. The user may complete or void the transaction. **Note:** A Management Console setting may cause suspended transactions to be cleared with the End of Day process, or they may remain available until closed.

F11 Quick Complete – Cash

The button allows the user to complete the transaction assuming that the transaction is tendered by customer using the Cash tender type. Based on the configuration done in the retail profile for the setting “Confirmation Required for Quick Complete” the cashier will be prompted for the confirmation before completing the transaction.

Note: If Signature Capture is enabled in Retail Profile for any of the transaction modes present in the current transaction, Signature Capture screen will open to capture signature of the customer.

F12 Payments

Allows the user to move to the payment mode on the completion of a transaction. The “Payments” screen is displayed on touching this button.

Step	Action	Result
1.	From the POS transaction screen, press F12 or touch [F12 Complete].	The *Payment* menu displays. **Note:** If Signature Capture is enabled in *Retail Profile* for any of the transaction modes present in the current transaction, Signature Capture screen will be opened to capture signature of the customer, before diaplaying Payment Menu.
2.	Press the function key of the desired tender type or touch the tender type name.	A keypad displays with the default amount entered in the keypad text box. This amount will be one of the following depending on the transaction: • The full amount due • Zero amount due if no pre-payment is being taken for a special order, or the order has been

		paid in full while the product is currently being fulfilled. • The balance due when completing a special order fulfillment • A layaway installment amount due
3.	If desired, enter a new tender amount using the keypad. Or, Touch [OK] to accept the default payment amount.	If the tendered amount does not equal the full amount due as was indicated, the *Payment* screen remains open awaiting your choice of another tender type and amount. The *Payment* screen will remain open until the full amount due has been fulfilled. The payments for each tender type entered will be listed.
4.	Touch [OK].	The payment will be processed, and the balance or change due calculated.
5.	Touch [Complete].	The transaction if cleared from the screen.

Special Pricing Features

iVend Retail offers many flexible methods to provide pricing options for items and the sales transaction. Review the elements listed below to understand how pricing may appear on the POS Transaction window.

Price Lists

Price lists are created in SAP Business One then replicated to iVend Retail. Price lists have been assigned to individual customers or customer groups. Special prices based on items, customers and customer groups and may include time range limited offers and volume discounts that may also be a part of the pricing provided with the price lists from SAP Business One. The price list and special prices applicable to a customer automatically appear in the sales transaction.

Surcharges

Surcharges are specially targeted amounts that may be manually or automatically added to an item, a fulfillment plan or the entire sale. Surcharges can be added or deleted. Surcharge details like surcharge amount, discount amount, tax code of the surcharge attached can be edited.

How Surcharges Are Added

Surcharges may be added in the following ways:

Item Surcharge

Step	Action	Result
1.	Select the item in the POS transaction to add a surcharge to.	The row is highlighted.
2.	Press F5 or touch [F5 Item Edit] to open the “Sale Item Information” screen.	
3.	Click or touch the *Surcharge* field.	The details screen includes columns for surcharge information.
4.	Click or touch [Add Surcharges].	A list of available surcharges displays.
5.	Select a surcharge and touch [OK].	The surcharge is added to the item and is included in the sale total.

Sale Surcharge

Step	Action	Result
1.	With a sales transaction currently displayed,	The row is highlighted.
2.	Press F4 or Touch [F4 Sale Edit].	The “Sale Edit” screen displays.
3.	Click or touch the *Surcharge* field.	The details screen includes columns for surcharge information.

4.	Click or touch [Add Surcharges].	A list of available surcharges displays.
5.	Select a surcharge and touch [OK].	The surcharge is added to the sale. It appears in the *Surcharge* field in the sales footer area, and is included in the sale total.

Fulfillment Surcharge

Step	Action	Result
1.	With a sales transaction currently displayed,	The row is highlighted.
2.	Press F7 or touch [F7 Fulfillment].	The “Fulfillment Details” screen displays.
3.	Click [Add Plan].	A list of Fulfillment Plans displays.
4.	Select a plan and Click [OK].	A Fulfillment Plan is added.
5.	Click or touch [Add Surcharges].	A list of available surcharges displays.
6.	Select a surcharge and touch [OK].	The surcharge is added to the sale. It appears in the *Surcharge* field in the sales footer area, and is included in the sale total.

Note: *A surcharge may be refundable if that surcharge is set up to allow for refunds.*

Discounts

The user at the POS can offer the discount or edit the discount for individual products and/or for the entire transaction. The discount can be applied at the POS only if it hasn’t been defined in the “Special Price Lists” for the customer or the price list setup in SAP Business One.

Field	Description/Activity
Item Discount	The discount can be attached to the product being transacted. The user presses F5 or touches [F5 Item Edit] to open the “Sale Item Information” screen, chooses the type of discount (amount or percent). and enter or update the discount.
Transaction Discount	The discount can be attached to the transaction at the POS. The user presses F6 or touches [F4 Sale Edit] to open the “Sale Edit” screen, chooses the type of discount (amount or percent), and enter or update the discount.

To apply a discount:

Step	Action	Result
1.	Use either the [F4 Sale Edit] or [F5 Item Edit] option.	
2.	With the *Search Criteria* window displayed, touch the *Discount* field.	The keypad displays.
3.	Touch [Amount], then use the keypad to enter a currency amount to be discounted, or Touch [Percent], then use the keypad to enter the discount percentage. Touch [OK].	The POS transaction detail screen displays. The discount amount or percentage is displayed in either the line item or the sales footer area depending on whether the Item or Sale edit options was chosen.

Tax

Tax codes are set up in iVend Retail Management console. A tax code is selected for the company in the Enterprise settings. Tax codes may be set for individual customers in the Management Console. The user can select a different tax code for individual products during a sales transaction at the POS.

Tax Codes

To change a tax code:

To change a tax code for..	the user...
an individual item,	press F5 or touch [F5 Item Edit] to open the “Sale Item Information” screen, touch the *Tax Code* field, and select the tax code from the list of codes displayed.
a transaction,	press F4 or touch [F4 Sale Edit] to open the “Sale Edit” screen, touches the *Tax Code* field, and reselects the tax code from the list of codes displayed.

Special Sales Transaction Options

Certain options may be set in the Management Console to cause prompts to be displayed at the POS. The following describes those special options.

Age Verification

When the product with the "Age Verification" is enabled at the Management Console is being transacted at POS, the system will prompt for the birth date.

"Age Verification" screen appears on selecting the product. The details of the screen are as follows:

Field	Description/Activity
Product Information	
Code	Displays the code of the selected product.
Description	Displays the description of the selected product.
Required Date	Displays the "Required Date", it is calculated on the basis of minimum age defined for the product or product group at the Management Console. For example if for a product, the minimum age defined is 25; the system will calculate and display "Required Date" as 12/21/1987 if the current date is 12/21/2007.
Enter Date of Birth	
Date	The user at the POS will enter the customer's date of birth and touch "enter" for system to accept the date.
Buttons	
[OK]	Click this button after entering the date of birth. The system will prompt an error message if the customer's date of birth is less than the "Required Date" otherwise it takes the user to the Transaction screen to proceed.
[Cancel]	This button closes the screen and takes the user to the previous screen.

Weighted Items

When the product with the "Weighed" enabled at the Management Console is being transacted at POS, the system will prompt for the weight.

"Weighed Item Details" screen appears on selecting the product. The product can be weighed in two ways:

- If the POS is connected through scale, the product can be directly weighed on the scale.
- If the POS is not connected through scale, the number pad can be used to enter the weight. Weight can be entered either through touch screen or keyboard.

The details of the screen are as follows:

Field	Description/Activity
Product Information	
Code	Displays the code of the selected product.
Description	Displays the description of the selected product.
Quantity Available	Displays the quantity available to be sold at the Store.
Quantity On Transaction	The quantity entered by the user to be sold in this transaction is displayed.
Information	
Weight	The user at the POS will enter the weight of the product being transacted and touch "enter" for system to accept the weight.
Buttons	
[OK]	Click this button after entering the weight. The system will prompt an error message if the weight of the product is more than the "Quantity Available" otherwise it takes the user to the Transaction screen to proceed.
[Cancel	]The button closes the screen and takes the user to the previous screen.

Negative Inventory Resolution

The screen is displayed when a product which is out of stock at the store is selected for the transaction at the POS. The details of the screen are as follows:

Field	Description/Activity
Product Details	
Code	Displays the code of the selected product.
Description	Displays the description of the selected product.
Buttons	
[Continue]	This button allows the user to perform a transaction for the product which is out of stock as per the system records but is available physically in the store. It is enabled if the "Allow Negative Inventory" field at the Enterprise Screen in the Management Console is enabled. Click the button to display the Transaction Screen and continue the transaction of the product for the customer.
[Special Order]	The button allows the user to create a special order for the selected product. The button is enabled only if : • The selected customer is other than the cash customer as special orders are not created for cash customers. • The "Can Order" field in "Product" (Inventory > Product) option of the Management Console is enabled for the product. Click the button to display the Transaction Screen and continue the transaction of the product for the customer through a special order.

[Alternate Products]	This button enables the user to suggest alternate products to the customer. It is enabled if the Alternate Product(s) have been setup for the Product in the "Alternate Product" (Inventory **>** Alternate Product) option of the Management Console. Click the button to display the "Alternate Product Selection" Screen. The user selects a row of the alternate product to be transacted and touchs the [OK] button to display the transaction screen for the user to continue the transaction including the selected alternate product.
[Build Kit]	The button allows the user to build a kit for the product. It is enabled if the "Kit" field in "Product" (Inventory **>**Product) option of the Management Console is checked. Click this button to display the *Kit Build Break* Screen. The user enters the number of kits to be built in the *Quantity* field and touchs the [OK] button. The confirmation message is accepted by the user and the *Negative Inventory Resolution* Screen is displayed. The user touchs the [Continue] button and the transaction screen is displayed for the user to continue the transaction of the product.
[Deliver From Other Location]	If the inter store transactions are allowed in the system then this button would be enabled. Cashier has as option to mark the delivery of the items from another location/warehouse if the goods are not available at the current retail store.
[Record As Lost Sales]	Cashier can also capture this as lost sales. This can then be used for the further analysis using the reports.
[Cancel]	This button closes the screen and takes the user to the previous screen.

Kit Build/Break

Use this screen to setup and break the kits. The screen gives information of the number of kits available and how much inventory is available to create more kits. Likewise, kits may be broken to make the component parts available to sell individually. The user can then specify the number of kits that need to be built or broken.

Step	Action	Result
1.	Touch [Kit Build/Break].	
2.	Touch [Add].	The list of products to build or break are listed.
3.	Select the product.	The row is highlighted.
4.	Use the keypad to indicate the number of kits to build or break.	
5.	Touch [OK].	A prompt asks the user to confirm the action.
6.	The user enters the number of kits to be build/broken in the	The confirmation message is accepted by the user and the "User Menu" Screen is displayed. Touch [OK] to continue.

	"Quantity" field and touches the "Ok" button.	After this you can ckick ok to close the user menu and proceed.

Field	Description/Activity
Kit Code	Displays the code of the product setup as kit
Kit Description	Displays the description of the product
Quantity Available	Displays the number of kits that are already built and are available in the store.
Available To Build	Displays the number of kits that can be made from the existing stock of the components of the kit. For e.g., if a kit has 2 components and there are 5 items available for each of the component, 5 kits can still be made.
Quantity	The quantity of kits to be built or broken. If a positive number is specified, a kit is created (provided the number is less than equal to the Available to Build number). A negative quantity signifies breaking of the kits. For e.g., if you specify -2 as the quantity, 2 kits would be broken.
[Add]	Click this button to search and select the product for which the kit needs to be built or broken.
[Delete]	Click this button to remove the selected products from the screen. Select the row which has to be deleted and touch on this button.
[View Details]	This button enables to view the details of the components of the selected kit. Select the row whose details have to viewed and touch on this button to display the "Kit Components" screen.
[OK]	This button updates changes to the database and closes the screen.
[Cancel]	This button does not save any changes and closes the screen.

Kit Components Screen Details

The screen enables to view the details of the products constituting the selected kit.

Field	Description/Activity
Code	Displays the code of the product(s) added to the kit.
Description	Displays the description of the product(s) added to the kit.
Quantity	Displays the quantity of the product required to build the kit.
Available Quantity	Displays the quantity of the product available at the store.
[OK]	This button updates changes to the database and closes the screen.
[Cancel]	This button does not save any changes and closes the screen.

Alternate Product Selection

The screen displays the details of the alternate product(s) setup for the product in the Management Console. Only alternate product(s) with the available stock are displayed in this screen.

Field	Description/Activity
Code	Displays the code of the alternate product(s).
Description	Displays the description of the alternate product(s).
Match Factor	Displays the % to which the alternate product matches with the product that is out of stock.
Quantity Available	Displays the quantity of the product available at the store.
[OK]	This button updates changes to the database and closes the screen. The user selects a row of the alternate product to be transacted and touches the button to go back to the "Transaction" Screen and continue the transaction including the selected alternate product.
[Cancel]	This button does not save any changes and closes the screen.

Special Order

For items that are eligible to be ordered, the [Special Order] option will start the special order process. See the **Error! Reference source not found.**

Sales Attributes

The Sale Attribute setup at the Management Console is captured at the POS while doing a transaction.

The information related to the Sale Attribute is captured through the "Sale Attribute Collection" Screen at the beginning or the end of the transaction, as per the "Capture Type" selected in the "Sale Attribute" setup at the Management Console.

Sale Attribute Collection Details

Field	Description/Activity
Attributes	
Name	The name of the sale attribute(s) setup in the Management Console is displayed.
Value	Displays the value of the attribute. The user at the POS enters the value through a keypad on the right side of the screen or a keyboard. The value displayed by default is the value setup in the "Default Value" field of the Management Console.
Buttons	
[OK]	This button updates changes to the database and closes the screen.
[Cancel]	This button closes the screen.

Reason Codes & Comments

Reason Codes are defined in the Management Console to capture information on some of the predefined activities at the POS. Comments are the additional free text notes that can be added to the activity being carried out at the POS.

If the user at the Management Console has enabled the "Reason Code Details Required" or the "Comment Details Required" in the "Retail Profile" assigned to the POS, for the activities mentioned below an "Audit" screen is displayed on performing these activities at the POS and the values have to be entered for the comment and the reason code to complete the activities.

The various transaction types/activities are:

- Cash In
- Cash Out
- Void Item
- Void Sale
- Open Cash Drawer
- Price Override
- Refund Item
- Refund Sale
- Line Item Tax Override
- Sale Tax Override
- Shutdown Terminal
- Line Item Discount
- Sale Discount
- Expense
- Deleting Suspend Transaction
- Till Count Variance
- Suspend Transaction

Audit Screen Details

Field	Description/Activity
Comment	The user enters the free text related to the activity. When the user selects this field a key pad is displayed on the right hand side grid, text can be added by either using a keypad or a keyboard.
Reason Code	The user selects the reason code for the activity. When the user selects this field, the various reason code(s) setup in the system are displayed on the right side grid. To select a particular code, select its row in the grid and touch the “Ok” button.
Buttons	
[OK]	This button updates changes to the database and closes the screen.
[Cancel]	This button closes the screen.

Fulfillment

Fulfillment plans are setup in the Management Console and attached to sale, special order and layaway transactions at POS. Fulfillment plans provide the means to deliver the ordered items at a later point in time.

Sale Type	Fulfillment Plan Requirement
Sale	Fulfillment Plan(s) can be added to selective or all the products in the sale transaction. The plans with the “Inventory Allocation Method” defined as “Sale” in the Management Console can only be applied to this mode of transaction. Fulfillment plans can be attached only to the sales transactions of the customers other than cash customers.
Special Order	Fulfillment Plan is mandatory to perform a “Special Order” transaction at the POS. It has to be added to all the products being transacted in the special order. The plans with the “Inventory Allocation Method” defined as “Delivery” can only be applied to the this mode of transaction.
Layaway	Fulfillment Plan is mandatory to perform a “Layaway” transaction at the POS. It has to be added to all the products being transacted in the layaway.

The fulfillment plan(s) with the same “Inventory Allocation Method” as that setup for the Layaway Plan can be applied to this mode of transaction.

For e.g., the fulfillment plan with the “Inventory Allocation Method” defined as “Delivery” can only be attached to the Layaway Plan for which the “Inventory Allocation Method” setup is “Delivery”.

Adding a Fulfillment Plan

For the transaction at the POS, the user can add the fulfillment plan after selecting the customer and the products to be transacted.

The “Fulfillment Details” screen is displayed on pressing F7 or touching [F7 Fulfillment]. This screen enables the user to add a plan to the transaction.

For the transaction (Sale, Special Order) with the fulfillment plan attached, the user at the POS can update the quantities delivered to the customer.

The steps for it are as follows:

Step	Action	Result
1.	Press F2 or touch [F2 Customer Search].	The *Customer Search screen displays.*
2.	Select a customer.	
3.	Press F6 or touch [F6 Transaction Search].	The customer’s transactions are listed.
4.	Touch [Fulfillment].	The *Fulfillment Details* screen displays. **Option:** Select the fulfillment plan, and touch [Remove Plan] in order to apply another fulfillment plan with [Add Plan].

		Items may likewise be removed and added with [Remove Product] and [Add Product].
5.	Touch [Add Plan].	A list of fulfillment plans is displayed.
6.	Select a plan and click [OK].	The fulfill plan is listed. **Note:** If an address is required, a pop up will ask the user to select a ship to address from a list of addresses that have been set up for the customer in the customer master.
7.	Touch [Add Product] to add a selected product row, or Touch [Add All Product] to all all product listed.	The selected product is added to the fulfillment plan and displayed.
8.	Click [OK].	The *POS* transaction details screen displays and the transaction can continue.

Sales Transactions

The following describes typical sales transactions.

Basic Cash Sale

To transact a basic sale:

Step	Action	Result
1.	If the POS is not set by default to open in the Sale transaction mode, touch [F1 Transaction Mode].	The *Select Mode* menu displays.
2.	Touch the *Sale* mode.	The *Sale* mode is displayed in the information panel header.
3.	Scan an item's barcode or enter the item number in the *Scan Area*. **Note:** To manually select an item, touch [F3 Product Search] then [F1 Search], and select an item from the list	The item information displays in the transaction details area.
4.	Repeat step 3 for the balance of the items being purchased.	
5.	To complete the sale, touch [F12 Complete].	The *Payment* screen displays.
6.	Touch the payment type in the *Tender Name* list.	A keypad displays with the total amount due for the sale by default. You may use the keypad to enter a different amount being tendered for payment. If the complete payment is not being collected with the selected tender type, the *Payment* screen will remain open in order for another tender type(s) to be entered with a payment amount until the full payment amount due is reached.
7.	To accept the tender amount, touch [OK].	The payment tender type and amount are displayed, and the balance or change due updated.
8.	Click [OK].	The receipt will print, and the *Change Due* amount is displayed. **Note:** A [Re-print] Button displays. Use this button to print a second copy of the receipt.

Multiple Tender Types

To accept two forms of payment including cash and credit card: (any number of payment tender types may be accepted)

Step	Action	Result
1.	If the POS is not set by default to open in the Sale transaction mode, touch [F1 Transaction Mode].	The *Select Mode* menu displays.
2.	Touch the *Sale* mode.	The *Sale* mode is displayed in the information panel header.
3.	Scan an item's barcode or enter the item number in the *Scan Area*. **Note:** To manually select an item, touch [F3 Product Search] then [F1 Search], and select an item from the list	The item information displays in the transaction details area.
4.	Repeat step 3 for the balance of the items being purchased.	
5.	To complete the sale, touch [F12 Complete].	The *Payment* screen displays.
6.	Touch the Cash payment type in the *Tender Name* list.	A keypad displays with the total amount of the sale for payment indicated by default. Use the keypad to enter the amount being tendered for payment.
7.	Using the keypad to enter the amount of cash being tendered and touch [OK].	The cash amount of the tender is displayed. The *Payment* menu remains displayed.
8.	Touch the *Credit Card* tender type.	A prompt for the credit card number displays.
9.	Touch the *Credit Card* field.	The keypad displays where you can manually enter the credit card number if needed.
10.	Swipe credit card.	The credit card number is entered.
11.	Click [OK].	The credit card authorization process executes. The credit card payment is displayed.
12.	Click [OK].	The payments are processed, the receipt printed, and the balance or change due is updated.
13.	Click [Complete]. **Note:** This screen can be set to automatically close.	The transaction is cleared from the screen.

Multiple Transaction Modes in a Single Transaction

To transact two transaction types, a sale and a refund where no receipt is required, in a single transaction: (You may process any or all of the transaction types available in a single transaction.)

Step	Action	Result
1.	If the POS is not set by default to open in the Sale transaction mode, touch [F1 Transaction Mode].	The *Select Mode* menu displays.
2.	Touch the *Sale* mode.	The *Sale* mode is displayed in the information panel header.
3.	Scan an item's barcode or enter the item number in the *Scan Area*. **Note:** To manually select an item, touch [F3 Product Search] then [F1 Search], and select an item from the list	The item information displays in the transaction details area.
4.	Repeat step 3 for the balance of the items being purchased.	
5.	Touch the [F1 Transaction Mode] to change modes.	The *Select Mode* menu displays.
6.	Touch the *Sale Refund* mode on Transaction Modes list.	The *Sale Refund* mode is displayed in the informational panel header.
7.	Scan an item's barcode or enter the item number in the *Scan Area*. **Note:** To manually select an item, touch [F3 Product Search] then [F1 Search], and select an item from the list.	The item information displays in the transaction details area. The price amount is entered in brackets indicating a negative number to be deducted from the sale transaction total. **Note:** The system can be set to require a receipt in order to transact a refund. In that case, a transaction id must be entered first.
8.	Repeat step 3 for the balance of the items being refunded.	
9.	Touch [F12 Complete] to complete the transaction.	The *Payment* screen displays. The transaction can be completed as described in the Basic Cash Sale section above.

Selling an Item with Multiple Attributes

Step	Action	Result
1.	If the POS is not set by default to open in the Sale transaction mode, touch [F1 Transaction Mode].	The *Select Mode* menu displays.
2.	Touch the *Sale* mode.	The *Sale* mode is displayed in the information panel header.
3.	Scan or select the parent item's barcode or enter the item number in the *Scan Area*. **Note:** To manually select an item, touch [F3 Product Search] then [F1 Search], and select an item from the list	The *Product Item Attribute* screen displays with the array of buttons. Each product is represented by a button. Click on the buttons to add the items in the transaction.
4.	Click on the buttons to select the items. Click on the OK button to add the selected items to the transaction.	
5.	Touch [F12 Complete] to complete the transaction.	The *Payment* screen displays. The transaction can be completed as described in the Basic Cash Sale section above.

Sale Refund

This transaction mode enables the user to refund payment for product purchased at the store. A setting may allow a refund for an item with or without presenting a receipt:

Refund Setting	Begin by…
Receipt Not Required	Scanning the item's barcode, entering the item code in the *Scan Area*, or selecting the item from the *Product Search* screen.
Receipt Required	Scanning the receipt barcode, entering the receipt transaction number in the *Scan Area*, or selecting the transaction from the *Transaction Search* screen.

Additionally, a sale refund can only be made for the product marked as refundable in the product master in the Management Console.

Sale Refund – Receipt Required

To make cash refund when a receipt is required: (See "Multiple Transaction Modes in a Single Transaction" for an example of a refund with no receipt required.)

Step	Action	Result
1.	Touch the [F1 Transaction Mode] to change modes.	The *Select Mode* menu displays.
2.	Touch [F2 Customer Search], and select the customer.	The customer's name displays in the information panel.
3.	Either scan the receipt's bar code or touch [F6 Transaction Search] and select the transaction.	The *Transaction Details* screen displays with the items purchased listed.
4.	Select the item row(s) to be refunded.	The rows are highlighted.
5.	Click [Sale Refund]	This adds the selected records for refund in the current transaction. The quantity of the item to be refunded is validated form the local database and in case Transaction Server is enabled then the quantity to be refunded is also validated from the Enterprise server.
6.	Click [OK].	The POS transaction screen is displayed with the refunded items listed. The *Type* column displays *Refund* for each item.
7.	Touch [F12 Complete] to complete the transaction.	The *Payment* screen displays. The transaction can be completed as described in the transactions described above.
8.	Touch the Cash payment type to be used in refunding payment.	**Note:** A credit card refund will require a credit card number.

9.	To accept the refund amount, touch [OK].	The refund amount is shown in brackets indicating a negative payment amount equal to the amount to be paid out to the customer.
10.	Touch [OK].	The transaction is processed and the amount to be paid out is displayed.
11.	Touch [Complete].	The transaction is cleared from the screen.

Sale Exchange

This transaction mode enables the user to exchange a product for the original product purchased at the store. The sale exchange allows an item to be swapped for another item with the same item code. A setting may allow an exchange for an item with or without presenting a receipt:

Refund Setting	Begin by...
Receipt Not Required	scanning the item's barcode, entering the item code in the *Scan Area*, or selecting the item from the *Product Search* screen. Only items that are exchangeable are displayed in the *Product Search* screen.
Receipt Required	scanning the receipt barcode, entering the receipt transaction number in the *Scan Area*, or selecting the transaction from the *Transaction Search* screen.

Additionally, an exchange can only be made for the product marked as refundable in the product master in the Management Console.

Sale Exchange – Receipt Required

To exchange the originally purchased product for a replacement product:

Step	Action	Result
1.	Touch the [F1 Transaction Mode] to change modes.	The *Select Mode* menu displays.
2.	**Option #1:** Scan the receipt's bar code. Or **Option #2:** Touch [F2 Customer Search], and select the customer. Touch [F6 Transaction Search] and select the transaction	The *Transaction Details* screen displays. The customer's name displays in the information panel. The *Transaction Details* screen displays with the items purchased listed.
3.	Select the item row(s) to be exchanged.	The rows are highlighted.
4.	Click [Sale Exchange]	This will add the selected items for exchange in the current transaction.
5.	Touch [OK].	The POS transaction details screen displays.
6.	Touch [F12 Complete].	The *Payment* screen displays.
7.	Touch [OK].	No payment would typically apply, so a payment tender type need not be selected.
8.	Touch [Complete].	The transaction is cleared from the screen.

Sale Exchange – No Receipt Required

Step	Action	Result
1.	Touch the [F1 Transaction Mode] to change modes.	The *Select Mode* menu displays.
2.	Touch the *Sale Exchange* mode on the Transaction modes list.	The *Sale Exchange* mode is displayed in the informational panel header.
3.	Scan the item's bar code, or enter the item number in the *Scan Area.*	The *Sale Echange Details* screen displays. **Note:** Any of the details for the product can be changed by touching the field and entering new values with the keypad. However, it is most typical that and exchange handled in this way involves serial numbered items that must be tracked. Only when the item is a serial numbered item, will the serial numbered fields will display.
4.	Touch the *Serial Numbered* field.	The serial number(s) of the orginally sold item(s) is displayed.
5.	Choose the serial number of the originally sold item now being exchanged for another.	The row is highlighted.
6.	Touch [OK].	
7.	Touch the *Exchanged Serial Number* field.	The available serial numbered products are listed.
8.	Select the serial numbered item being offered in exchange.	The row is highlighted.
9.	Touch [OK].	The POS transaction details screen displays showing the original and exchange item.
10.	Touch [F12 Complete].	The *Payment* screen displays.
11.	Touch [OK].	No payment would typically apply, so a payment tender type need not be selected.
12.	Touch [Complete].	The transaction is cleared from the screen.

Sale Exchange Details Screen

The following are the details of the *Sale Exchange Details* screen:

Field	Description/Activity
Sale Item Information	
Code	Displays the code of the product.
Description	Displays the description of the product.
Price	This field enables to edit the price amount.
Quantity	This field enables to enter the quantity to be exchanged for the product. When the user selects this field, the number pad is displayed on the right side grid. The user can enter the quantity.
Tax Code	This field enables the user to reselect the tax code for the product.
Serial Number	This field is displayed for serial tracked product(s) with “Serial Tracked” checkbox enabled in the Management Console This field enables to select the serial number of the product which the customer wants to exchange. On selecting this field, the serial number(s) sold to the customer is displayed on the right side grid. To select a particular number, the user selects the row in the grid.
Exchanged Serial Number	This field is displayed for serial tracked product(s) with “Serial Tracked” checkbox enabled in the Management Console. This field enables to select the serial number of the product which the customer picks in exchange. On selecting this field, the serial number(s) available to be sold is displayed on the right side grid. The user selects the row of the serial number to be sold to the customer.
Batch Number	This field is displayed for batch tracked product(s) with “Batch Tracked” checkbox enabled in the Management Console This field enables to select the batch number of the product which the customer wants to exchange. On selecting this field, the batch number(s) sold to the customer is displayed on the right side grid. To select a particular number, the user selects the row in the grid.
Exchanged Batch Number	This field is displayed for batch controlled product(s) with “Batch Tracked” checkbox enabled in the Management Console. This field enables to select the batch number of the product which the customer picks in exchange. On selecting this field, the batch number(s) available to be sold is displayed on the right side grid. The user selects the row of the batch number to be sold to the customer.
Discount	The field is displayed for the products with “Discount Allowed” checkbox enabled in the Management Console.

Comment	This field enables the user to add, delete or edit the free text added to the product.
Surcharges	This field enables to add surcharge(s), delete, edit the details like surcharge amount, discount amount, tax code of the surcharge added to the product.
Buttons	
[Add Surcharges]	The button enables to add surcharge(s) to the product. Click this button to open the "Surcharge Search" screen and select the surcharge.
[Delete Surcharges]	The button enables to delete the surcharge(s) added to the product. On the right hand side grid, select the row of surcharge to be deleted and touch this button.
[Edit Surcharge]	The button enables to edit the details like surcharge amount, discount amount, tax code of the surcharge added to the transaction. On the right hand side grid, select the row of surcharge to be edited and touch this button to open the "Surcharge Information" screen and edit the details.
[OK]	The button updates changes to the database and closes the screen.
[Cancel]	The button closes the screen.

Special Order

This transaction mode enables the user to create a sales order for the product that is to be delivered at a later time. This may be product that needs to be ordered from a vendor, or delivered from the central warehouse or from another warehouse location. The Special Order mode can effectively be used to sell a backordered item.

Special Order is enabled only for the product with the "Can Order" field checked in the "Product" (Inventory **>** Product) option of the Management Console.

Special Orders can only be processed for customers in the store's customer list. If a "Cash" customer wants to place a special order, a customer master record would have to be created in order to complete the transaction.

Placing a Special Order

To make a special order sale, follow these steps:

Step	Action	Result
1.	Press F1 or touch [F1 Transaction Mode].	The *Select Mode* menu displays.
2.	Press F4 or touch [F4 Special Order].	*Special Order* displays in the title bar of the information panel.
3.	Press F2 or touch [F2 Customer Search].	The *Customer Search* screen displays.
4.	Select the customer. **Option:** To create a new customer, touch [New] and fill in the customer information on the screen that displays.	The customer row is highlighted.
5.	Touch [OK].	The customer name is displayed in the information panel.
6.	Press F3 or touch [F3 Product Search].	The Product Search screen displays.
7.	Select the item to be special ordered.	The row is highlighted.
8.	Touch [OK].	The POS transaction screen displays with the item listed.
9.	Press F7 or touch [F7 Fullment].	The Fulfillment Details screen displays.
10.	Touch [Add Plan].	A list of Fullment plans are displayed.
11.	Select a fulfillment plan.	The row is highlighted.

12.	Touch [OK].	If the fulfillment plan requires it, an *Address* Selection screen appears from which you may select the ship address where the item is to be delivered. The fulfillment plan is displayed.
13.	Select the *Order* type items from the product list on the left side of the screen.	The row(s) are highlighted.
14.	Touch [Add Product]. **Option:** Touch [Add All Products] to add all *Order* type items.	The item(s) is displayed under the fulfillment plan on the rght side of the screen.
15.	Touch [OK].	The POS transaction screen displays.
16.	Press F12 or touch [F12 Complete].	A window automatically appears asking if you would like to take and advance payment on the special order. Touch [Yes] to display the *AR Payment* screen where the payment amount may be entered with the keypad or keyboard. Touch [OK] to process the payment amount.
17.	Touch [OK].	The transaction is processed.
18.	Touch [Complete].	The transaction is cleared from the screen.

Special Order – Editing

Open Special Orders can be edited by retrieving the transaction using [F6 Transaction Search], then using [Sale Edit], [Item Edit] or [F7 Fulfillment] to change various elements of the order. See the descriptions of these features in this manual for more details.

Taking Payment and Fulfilling the Special Order

The special order process involves taking any remaining payment due on the order and recording the delivery of the product to the customer thereby reducing the inventory count for the product.

Step	Action	Result
1.	Scan the receipt's barcode. Or,	The *Transaction Details* screen displays for the special order.
1.	Press F2 or touch [F2 Customer Search].	The *Customer Search* window displays.
2.	Select the customer.	The row is highlighted.
3.	Press F6 or touch [F6 Transaction Search].	The customer's transactions are listed.

4.	Select the appropriate transaction and touch [OK].	The *Transaction Details* screen displays for the special order.
5.	To take payment, touch [Special Order Payment].	A keypad displays with the balance due automatically entered. **Note:** You may enter a partial payment amount.
6.	Touch [Fulfillment].	The *Fulfillment Details* screen displays.
7.	Touch [Special Order Payment].	The total balance due for the special order items will automatically be entered in the keypad text field that displays.
8.	Touch [OK] to accept full payment.	The *Fulfillment Details* screen displays. **Note:** a partial payment amount may be entered with the keypad.
9.	Select an item to fulfill.	The row is highlighted.
10.	Touch [Fulfillment].	The *Item Fulfillment Information* screen displays.
11.	In the *Fulfillment Quantity* field, either accepts the default value (the total of items ordered and not yet fulfilled), or touch the field and enter the actual number of items being fulfilled at this time with the keypad that displays.	
12.	Touch [OK].	The default or new fulfillment quantity is accepted.
13.	Repeat steps 11 and 12 for the remaining items to be fulfilled.	
14.	Touch [OK].	The POS transaction screen displays with the payment and delivery transactions listed. The *Type* column shows *AR SO* for a payment and *Delivery* for the delivery of the item.
15.	To complete the sale, touch [F12 Complete].	The *Payment* screen displays.
16.	Touch the payment type in the *Tender Name* list.	A keypad displays with the total amount due for indicated by default. Use the keypad to enter a different amount being tendered for payment. If the complete payment is not being collected with the selected tender type, the *Payment Details* screen will remain open in order for another tender type(s) to be entered until the full payment amount is reached.
17.	To accept the default tender amount, touch [OK].	The payment tender type and amount are displayed, and the balance or change due updated.

18.	Click [OK].	The receipt will print, and the *Change Due* amount is displayed.

Order Item Information Screen

This screen is displayed when "Item Edit" button for special order is clicked.
The following are the details of the *Item Order Item Information* screen:

Field	Description/Activity
Sale Item Information	
Code	Displays the code of the product selected. The field is non editable, it is for the display purpose only.
Description	Displays the description of the product. It is editable. The description can be changed by the user.
Price	This field is used to enter the price of the product.
Quantity	This field is used to enter the quantity of the product.
UoM	Displays the Uom of product. The field is non editable, it is for the display purpose only.
Tax Code	This field let the user to choose tax code from the tax code list. This tax code will be applied to the product in transaction. If subsidiary has been enabled on the enterprise than the tax code list will contain the taxcodes that belong to the subsidiary of the cusrrent store. Otherwise all taxcode in the system will be present in the list.
Surcharges	Clicking on this field will enable the "Add Surcharge","Delete Surcharge", "Edit Surcharge" will be enabled. The surcharge can be applied to the transaction then.
Delivery Location	This field gives the list of warehouses that belongs to the subsidiary of current store. The delivery of the product will be done from the selected warehouse.
Sales Person	Clicking on this field will oepn the "*Sales Person View*" to select a sales person.
Comment	Enter the comments for the transaction.
Buttons	
[Tax Free]	If enabled ,the button makes the transaction Tax Free inspite of any tax codes applied.
[OK]	The button updates changes to the database and closes the screen.
[Cancel]	The button closes the screen.

Item Fulfillment Information Screen

The following are the details of the *Item Fulfillment Information* screen:

Field	Description/Activity
Sale Item Information	
Code	Displays the code of the product. The field is non editable, it is for the display purpose only.
Description	Displays the description of the product. The field is non editable, it is for the display purpose only.
Price	Displays the price of the product. The field is non editable, it is for the display purpose only.
Quantity	Displays the quantity of the product. The field is non editable, it is for the display purpose only.
Open Quantity	Displays the open quantity of the product. The field is non editable, it is for the display purpose only.
UoM	Displays the Uom of product. The field is non editable, it is for the display purpose only.
Tax Code	Displays the tax code that had been applied while doing the transaction. The field is non editable, it is for the display purpose only.
Fulfillment Quantity	This field shows the quantity for which the fulfullment will be done. The quantity cannot be more than open quantity.
Location	This field gives the option to choose location from which the fulfillment will be done. Only registered fullfillment location for the current warehouse will be listed. This fiield will only be visible if location has been enabled on enterprice and warehouse .
Surcharges	Displays the surcharge applied to the product while doing the transaction. The field is non editable, it is for the display purpose only.
Buttons	
[Tax Free]	If enabled ,the button makes the transaction Tax Free inspite of any tax codes applied.
[OK]	The button updates changes to the database and closes the screen.
[Cancel]	The button closes the screen.

Advance Payment

The transaction mode enables to offer flexible payment options to the customers. Rather than requiring a customer to pay an entire amount, the user can maintain a customer account. The option enables to make payments against specific invoices like for a special order, layaway or a sale transaction.

Advance Payment is enabled only for the customers other than cash customers.

Step	Action	Result
1.	Scan the receipt's barcode, or enter the transaction number in the *Scan Area.* Or,	The *Transaction Details* screen displays.
1.	Press F2 or touch [F2 Customer Search].	The *Customer Search* screen displays.
2.	Select the customer.	The customer row is highlighted.
3.	Touch [OK].	The customer name is displayed in the information panel.
4.	Press F1 or touch [F1 Transaction Mode].	The *Select Mode* menu displays.
5.	Press F5 or touch [F5 On Account Payment].	The *Advance Payment* mode is displayed in the header of the information panel. A keypad is displayed where the payment amount may be entered.
6.	Enter the payment amount and touch [OK].	The POS *Transaction Details* screen displays.
7.	To complete the payment, press F12 or touch [F12 Complete].	The *Payment* screen displays.
8.	Touch the payment type in the *Tender Name* list.	A keypad displays with the payment amount. Enter a different tender amount with the keypad if needed.
9.	Touch [OK].	The payment tender type and amount are displayed, and the balance or change due updated.
10.	Click [OK].	The receipt will print, and the *Change Due* amount is displayed.
11.	Touch [Complete].	The transaction is cleared from the screen.

AR Payment Screen Details

The user at the POS can create an "Account Receivable" transaction for the selected customer by choosing the *OnAccount* payment tender type in the sales transaction.

Field	Description/Activity
A/R Information	
Code	Displays the code of the customer.
Name	Displays the last name of the customer.
Amount	This field enables the user to enter the amount being accepted by the customer. On selecting this field, the number pad is displayed on the right side of the screen. The user can enter the value of the amount either by using a number pad or the keyboard.
Payment Type	This field enables the user to select the transaction type for which the payment is being made. When the user selects this field, the various transaction types are displayed on the right side of the screen. To select a particular transaction type, select the row in the grid and touch the "Ok" button.
Comment	This field enables the user to add, delete or edit the free text added. When the user selects the field a key pad is displayed on the right side grid, text can be added by either using a keypad or a keyboard.
Buttons	
[OK]	The button updates changes to the database and closes the screen.
[Cancel]	The button closes the screen.

Payment against a previous transaction

The user can accept payment from customers for special order, layaway or sale transaction originally done using "On Account" payment mode. To apply a payment to a layaway or special order, touch the *Payment Type* selection criteria field and choose the proper payment type. The user can create the "AR-SO","AR-Lay by" ,"AR-Sale" respectively at the POS. Touch [Layaway] to choose a layaway payment type.

Layaway

The transaction mode enables the user to book a product(s) for a customer as per the defined layaway plan.

The plan(s) is setup in the "Layaway Plan" (Inventory>Layaway Plan) option of the Management Console.

Initially, a partial payment can be collected and subsequently the customer can pay the balance amount as per the installment plan. The delivery of the product can be made once the complete payment has been received from the customer.

Layaway is enabled only for the product with the "Can Layaway" checkbox enabled in the "Product" (Inventory **>** Product) option of the Management Console.

Layaway Transaction

Step	Action	Result
1.	Press F2 or touch [F2 Customer Search].	The *Customer Search* screen displays.
2.	Press F1 or touch[F1 Transaction Mode].	The *Select Mode* menu displays.
3.	Press F6 or touch [F6: Layaway].	The *Layaway* mode is displayed in the title bar of the information panel.
4.	Scan the item or enter the item code in the *Scan Area.* Or, Press F3 or touch[F3 Product Search].	The item displays in the transaction details area. The *Product Search* screen displays.
5.	Press F1 or touch [F1 Search].	Products that are eligible for layaway are listed.
6.	Select a product.	The row is highlighted.
7.	Touch [OK].	The POS transaction details screen displays with the product listed. The code *Layaway* displays in the *Type* column.
8.	Press F7 or touch [F7 Fulfillment].	The *Fulfillment Details* screen displays.
9.	Select the *Layaway* fulfillment plan.	**Note:** A layaway fulfillment plan needs to be created in the Management Console.
10.	Touch [OK].	The POS transaction screen displays.
11.	Press F12 or touch [F12 Complete].	The *Payments* screen displays with the *Balance Due* amount. **Note:** The Layaway transaction can be set up to automatically calculate and apply a deposit

		amount that will be included in the balance due.
12.	Touch the payment type in the *Tender Name* list.	A keypad displays with the total amount due for indicated by default. Use the keypad to enter a different amount being tendered for payment.
13.	Touch [OK].	The payment tender type and amount are displayed, and the balance or change due updated.
14.	Touch [OK].	The receipt will print, and the *Change Due* amount is displayed.

Layaway – Payments

The following describes how to accept a payment on a layaway sale.

Step	Action	Result
1.	Scan the layaway receipt's barcode, or enter the transaction number in the *Scan Area.* Or,	The *Transaction Details* screen displays.
2.	Press F2 or touch [F2 Customer Search].	The *Customer Search* screen displays.
3.	Select the customer.	The customer row is highlighted.
4.	Touch [OK].	The customer name is displayed in the information panel.
5.	Press F6 or touch [F6 Transaction Search].	The *Transaction Search* screen displays.
6.	Select the appropriate transaction.	The row is highlighted.
7.	Touch [OK].	The *Transaction Details screen displays.*
8.	Select the row of the product, for which the payment is to be made and touch [Layaway].	The *Layaway Item Edit Information* screen displays.
9.	Touch [Layaway Payment].	The *AR Payment* screen displays with a keypad to use for entering the payment amount.
10.	Enter the payment amount and touch [OK].	The *Transaction Details* screen displays.
11.	Touch [OK].	The POS transaction screen displays.

12.	To complete the payment, press F12 or touch [F12 Complete].	The *Payment* screen displays.
13.	Touch the payment type in the *Tender Name* list.	A keypad displays with the layaway payment amount. Enter a different tender amount with the keypad if needed.
14.	Touch [OK].	The payment tender type and amount are displayed, and the balance or change due updated.
15.	Click [OK].	The receipt will print, and the *Change Due* amount is displayed.
16.	Touch [Complete].	The transaction is cleared from the screen.

Layaway – Fulfillment

Step	Action	Result
1.	Scan the layaway receipt's barcode, or enter the transaction number in the *Scan Area.* Or,	The *Transaction Details* screen displays.
2.	Press F2 or touch [F2 Customer Search].	The *Customer Search* screen displays.
3.	Select the customer.	The customer row is highlighted.
4.	Touch [OK].	The customer name is displayed in the information panel.
5.	Press F6 or touch [F6 Transaction Search].	The *Transaction Search* screen displays.
6.	Select the appropriate transaction.	The row is highlighted.
7.	Touch [OK].	The *Transaction Details screen displays.*
8.	Select the row of the product, for which the payment is to be made and touch [Layaway].	The *Layaway Item Edit Information* screen displays.
9.	Touch [Fulfillment].	The *Item Fulfillment Information* screen displays.
10.	If needed, you may touch the *Fulfillment Quantity* field to enter the quantity of product being delivered with the keypad.	
11.	Touch [OK].	The POS transaction screen displays.

12.	To complete the delivery, press F12 or touch [F12 Complete].	The *Payment* screen displays.
13.	Touch the payment type in the *Tender Name* list.	A keypad displays with the layaway payment amount. If there is no amount due, the amount will be zero.
14.	Touch [OK].	The payment tender type and amount are displayed, and the balance or change due updated.
15.	Click [OK].	The receipt will print, and the *Change Due* amount is displayed.
16.	Touch [Complete].	The transaction is cleared from the screen.

Layaway Item Edit Information Details

Field	Description/Activity
Layaway Item Information	
Code	Displays the code of the product.
Description	Displays the description of the product. This field enables the user to add, delete or edit the product description. When the user selects this field a key pad is displayed on the right side grid, product description can be updated by either using a keypad or a keyboard. The user needs to update the description if the “Open Description” checkbox is enabled in the “Product” (Inventory > Product) option of the Management Console.
Price	The field enables to edit the price amount. When the user selects this field, the number pad is displayed on the right side grid. To change the price, the user can enter the new value. The price is editable as per the “Price Override Lower Limit” and “Price Override Upper Limit” defined at the “Retail Profile” setup in the Management Console. Also the new price entered should not voilate the cost protection margin if it has been applied. For example if the lower and upper price override limits are defined as 0% and 10% respectively, at the Management Console. The user at the POS for a product priced as $100 can increase the price of the product maximum till $110 but can’t decrease the price. If cost of the product is $100 and cost margin is set in amount as $2, then user will not be able to sell it less than $102 without manager override. The user needs to update the price if the “Open Price” checkbox is enabled in the “Product” (Inventory > Product) option of the Management Console. If the user at the Management Console has enabled the “Reason Code Details Required” or the “Comment Details Required” for “Price Override” in the “Retail Profile” assigned to the POS, an “Audit” screen is displayed.
Quantity	Displays the quantity of the product being transacted.

UoM	
Tax Code	This field enables the user to reselect the tax code for the product. When the user selects this field, the various tax code(s) setup in the system are displayed on the right side grid. To select a particular code, select its row in the grid and touch the [OK] button. If the user at the Management Console has enabled the “Reason Code Details Required” or the “Comment Details Required” for “Sale Item Tax Override” in the “Retail Profile” assigned to the POS, an “Audit” screen is displayed.
Discount	The field is displayed for the products with “Discount Allowed” checkbox enabled in the Management Console. This field enables to offer the discount or edit the discount amount (type and value) for the product. When the user selects this field, the number pad is displayed on the right side grid. To change the amount, the user can select the type and enter the value. If the user at the Management Console has enabled the “Reason Code Details Required” or the “Comment Details Required” for “Line Item Discount” in the “Retail Profile” assigned to the POS, an “Audit” screen is displayed. The discount is editable as per the “Maximum Line Discount Percent Allowed” or “Maximum Line Discount Amount Allowed” defined in the “Retail Profile” (Retail Configuration>Retail Profile) option of the Management Console. For example if the maximum line discount amount allowed is defined as $10 at the Management Console. The user at the POS for a product priced as $100 can give the discount maximum of $10.
Comment	This field enables the user to add, delete or edit the free text added to the product. When the user selects this field a key pad is displayed on the right side grid, text can be added by either using a keypad or a keyboard.
Location	This field let the user to select the location from which the fulfillment of the product will be done. Clicking this field gives the list of locations under the current store’s warehouse that are enabled for fulfillment type transactions. *Note- this field will be visible only when location has been enabled on the enterprise and warehouse.
Layaway Plan	Displays the layaway plan selected for the product. This field enables the user to select the layaway plan for the product. When the user selects this field, the various plan(s) setup in the system are displayed on the right side grid. To select a particular plan, select the row in the grid.
Installment Count	Displays the default installment count setup in the “Installment Count” (Inventory >Layaway Plan) option of the Management Console. The field enables the user to reenter the number of installments to be specified in the plan. The Installment is editable as per the “Min Installment Count” and “Max Installment Count” defined in the “Layaway Plan” (Inventory>Layaway Plan) option of the Management Console.

Installment Start Date	Displays the date on which the first installment is to be paid. It is calculated on the basis of the number of days specified in the “First Installment Due” textbox of the “Layaway Plan” (Inventory**>**Layaway Plan) option in the Management Console.
Deposit	Displays the amount setup in “Deposit” field of the “Layaway Plan” (Inventory**>**Layaway Plan) option in the Management Console. It is the initial amount paid while booking a layaway. The field enables to edit the deposit amount. When the user selects this field, the number pad is displayed on the right side grid. To change the amount, the user can enter the new value.
Surcharges	This field enables to add surcharge(s), delete, edit the details like surcharge amount, discount amount, tax code of the surcharge added to the product. When the user selects this field the various buttons (Add Surcharges, Delete Surcharges, Edit Surcharge) are enabled and the details of the surcharge(s) added to the transaction are displayed on the right side grid.
Paid Amount	The field displays the amount paid till date by the customer against the Layaway. The textbox is displayed only when the screen is opened from the “Transaction Search” screen by touching the “Layaway” button
Buttons	
[Add Surcharges]	The button enables to add surcharge(s) to the fulfillment plan. Select the plan to which the surcharge is to be added and touch the button to open the “Surcharge Search” screen and select the surcharge.
[Delete Surcharges]	The button enables to delete the surcharge(s) added to the fulfillment plan. Click on + to expand the row defining the fulfillment plan. On the surcharges tab, select the row of surcharge to be deleted and touch this button.
[Edit Surcharge]	The button enables to edit the details like surcharge amount, discount amount, tax code of the surcharge added to the transaction. On the right side grid, select the row of surcharge to be edited and touch the button to open the “Surcharge Information” screen and edit the details.
[Installment Details]	The button enables to view the details of the installment(s) specified for the plan. When the user touchs the button, the details of various installments setup for the plan are displayed on the right side grid.
[Layaway Payment]	The user touchs the button to accept payment against the layaway. The “AR Payment” Screen is displayed and the user enters the amount being paid by the customer. This button is displayed only when the screen is opened from the “Transaction Search” screen by touching the “Layaway” button.
[Layaway Cancel]	The button enables the user to cancel the layaway plan on the customer’s demand. The user touchs the button to go back to the “Transaction Details” Screen and again touchs the “Ok” button to display the “Transaction” Screen, with the

	details of "Layaway-Cancel" Transaction specified in the "Transaction Details" section. The amount paid by the customer for the "Layaway" Transaction being deleted, has to be paid back to the customer on the completion of the transaction. The "Layaway Cancel" button is displayed only when the screen is opened from the "Transaction Search" screen by touching the "Layaway" button.
[OK]	This button updates changes to the database and closes the screen.
[Cancel]	This button closes the screen.

INSTALLMENT DETAILS

Field	Description/Activity
Installment	Displays the serial number of the installment(s).
Installment Date	Displays the date(s) on which the installments are to be paid by the customer. The date(s) is calculated on the basis of the following settings: • The date specified in the field "Installment Start Date" of the "Layaways" Screen at the POS. • The count specified in the field "Installment Count" of the "Layaways" Screen at the POS. selected in the dropdown "Duration Type". • The option selected in the dropdown "Duration Type" of the "Layaway Plan" (Inventory>Layaway Plan) option in the Management Console. For example, For a transaction carried out on 1/1/2008 • The date specified in the field "Installment Start Date" is 2/1/2008. • The count specified in the field "Installment Count" is 3. • The option selected in the dropdown "Duration Type" is "Monthly". • The "Installments Date(s)" will be: 2/1/2008 3/1/2008 4/1/2008
Amount	Displays the amount to be paid in the particular installment as per the Layaway Plan.
Amount Paid	Displays the amount paid by the customer in the particular installment.
Balance Amount	Displays the amount left to be paid for the installment. It is calculated as (Amount- Amount Paid).

Quotation

Use this feature to prepare a price quotes for item(s) from the POS register. A quotation printout may be given to the prospect. When the customer decides to accept the quotation and make the purchase, the quotation can be automatically converted into a sales or special order for all or some of the items quoted.

Creating a Quotation

Step	Action	Result
1.	Press F1 or touch [F1 Transaction Mode].	The *Select Mode* menu displays.
2.	Press F7 or touch [F7 Quotation].	*Quotation* displays in the title bar of the information panel indicating the current transaction mode.
3.	Scan a product or touch [F3 Product Search] to select a product from a list.	The item is listed in the POS transaction details.
4.	Press F12 or touch [F12 Complete].	The *Complete Sale* screen displays.
5.	Touch [Complete].	The transaction is completed, the quotation is printed, and the the quotation is stored for recall.

Editing a Quotation

The user at the POS can edit the details of an existing Quotation.

Step	Action	Result
1.	Press F2 or touch [F2 Customer Search].	The *Customer Serarch screen* displays.
2.	Press F1 or touch [F1 Search].	A list of customers is displayed.
3.	Select a customer and touch [OK].	The *Transaction Details* screen displays.
4.	Touch [Quotation Edit].	The *POS transaction details* screen displays.
5.	Use the following features to edit the quotation: • Void Item • Item Edit • Sale Edit	
6.	Press F12 or touch [F12 Complete].	The changes to the *Quotation* are saved and the quotation is printed.

Converting the Quotation to a Sale

Step	Action	Result
1.	Press F2 or touch [F2 Customer Search].	The *Customer Serarch screen* displays.
2.	Press F1 or touch [F1 Search].	A list of customers is displayed.
3.	Select a customer and touch [OK].	The *Transaction Details* screen displays.
4.	Touch [Convert to Sale].	The transaction details screen displays.
5.	Touch [OK].	The *POS transaction details* screen displays
6.	Press F12 or touch [F12 Complete].	The *Payments* screen displays where the sale can be completed.

Converting a Quotation to a Special Order

Step	Action	Result
1.	Press F2 or touch [F2 Customer Search].	The *Customer Serarch screen* displays.
2.	Press F1 or touch [F1 Search].	A list of customers is displayed.
3.	Select a customer and touch [OK].	The *Transaction Details* screen displays.
4.	Touch [Convert to Special Order], and Touch [OK].	The *POS transaction details* screen displays.
5.	Press F12 or touch [F12 Complete].	The *Payments* screen displays where the sale can be completed.

Gift Certificate

Use this feature to issue / recharge / cash back the gift certificates from the POS register. For the system generate gift certificate printout can be given to the customer.

Issuing a Gift Certificate

Step	Action	Result
1.	Press F1 or touch [F1 Transaction Mode].	The *Select Mode* menu displays.
2.	Press F8 or touch [F8 Gift Certificate].	Gift certificate edit view opens. Use can select the type of gift certificate that is being issued to customer along with its number. Cashier can also change the amount for which the gift certificate is being issued.
3.	Enter the Gift certificate details and touch [OK].	The POS *Transaction Details* screen displays.
4.	To complete the payment, press F12 or touch [F12 Complete].	The *Payment* screen displays.
5.	Touch the payment type in the *Tender Name* list.	A keypad displays with the payment amount. Enter a different tender amount with the keypad if needed.
6.	Touch [OK].	The payment tender type and amount are displayed, and the balance or change due updated.
7.	Click [OK].	The receipt will print, and the *Change Due* amount is displayed.
8.	Touch [Complete].	The transaction is cleared from the screen.

Recharging the Gift Certificate

The user at the POS can edit the details of an existing Quotation.

Step	Action	Result
1.	Touch User Menu.	The *User Menu screen* displays.
2.	Touch Gift Certificates	A list of issued Gift Certificates is displayed.
3.	Select a gift certificate and touch [Recharge].	The *Gift Certificate Recharge is added to transaction.*
4.	Press F12 or touch [F12 Complete].	The transaction is saved and the gift certificate would be recharged for the enterd amount.

Cash Back on Gift Certificate

Step	Action	Result

1.	Touch User Menu.	The *User Menu screen* displays.
2.	Touch Gift Certificates	A list of issued Gift Certificates is displayed.
3.	Select a gift certificate and touch [Cash Back].	The *Gift Certificate Cash Back is added to transaction.*
4.	Press F12 or touch [F12 Complete].	The transaction is saved and the gift certificate would be charged for the Cash Back amount.

Payments

This menu is used to select the tender type for making payment on the POS transaction. Choose the payment tender type from the list on the Payments menu. For a transaction, the user at the POS can accept payment from more than one payment type and a single payment type can also be used multiple times. For example, payment can be accepted through 2 credit cards and cash for a single transaction.

The various settings in the "Payment Type" (Financials **>** Payment Type) option of the Management Console affect the payments at POS.

Management Console Settings Affecting Payments

Setting	Description
Display Order	The order in which the payment types are displayed in the Payments screen is determined by the value specified in this field at the Management Console.
Activ	The checkbox needs to be enabled at the Management Console for the particular payment type to be available in this screen.
Default Amount	The value specified in this field at the Management Console, is displayed in the amount field of the particular payment type when selected as a payment mode at the POS. For e.g., For Cash if the default amount is setup as \$100, the value will be displayed in the amount field of the "Cash Details" Screen when the user at the POS selects "Cash" to accept the payment from the customer.
Minimum Amount	The payment type cannot be used for a transaction of an amount below the value mentioned in this field. For example, For Credit card if the value setup is \$100, it will not be accepted for transactions below \$100 at the POS.
Maximum Amount	The particular payment type cannot be used for transaction of an amount above the value mentioned in this field. For example, For Cash if the value setup is \$1000, it will not be accepted for transactions above \$1000 at the POS.
Open Cash Drawer	The checkbox needs to be enabled at the Management Console if the user wants the cash drawer to be opened on the acceptance of payment through the particular payment type.
Allow Over Tender	The checkbox needs to be enabled at the Management Console if the user at the POS wants to accept payment more than the payable amount. For example, if the customer has to pay a total amount of \$80, he may pay \$100 and take back \$20 as cash.
Affects Tipple Point	The checkbox needs to be enabled at the Management Console if the user wants the payment type to affect the upper limit of the till amount. This field is automatically enabled for the payment type 'cash'.
Refundable	The checkbox needs to be enabled at the Management Console, if the user at the POS wants to use the particular payment type to refund the amount to the customer.

PAYMENT DETAILS SCREEN

Field	Description/Activity
Payment Details	
Payment Type	Displays the payment type of the payment line.
Has Authorization	Indicates if the payment type is authorized through a payment processor. This option is applicable to credit and debit cards.
Voided	Indicates if the user has voided the payment processed for the payment line. It can be applied only for credit and debit cards.
Change Amount	Displays the amount to be paid back to the customer.
Rounded Amount	Displays the amount by which the payable amount is rounded. The amount is calculated as (Payable Amount- Paid Amount). For example, • If the "Rounding Type" specified in the "Enterprise" (Administration>Enterprise) option of the Management Console is "Round to Nearest". • The "Rounding Method" specified for "Cash" in the "Payment Type" (Financials > Payment Type) option of the Management Console is "Round to One". • At the POS for a customer paying through cash for the transaction amount 200.45 the amount will be rounded off to 200, thus the "Rounded Amount will be $0.45 and if the amount is 200.50, it would be rounded off to 201 making the "Rounded Amount" to ($0.50).
Amount	Displays the amount paid through the particular payment line.
Payment Summary	
Payable Amount	The field displays the total amount to be paid for the transaction.
Paid Amount	The field displays the amount paid for the transaction.
Balance Due	The field displays the amount left to be paid for the transaction. It is calculated as (Payable Amount- Paid Amount).
Payment Types	
[F1 Cash]	This payment mode enables to pay through cash. Click "F1 Cash" and "Ok" button or Press F1 to open the "Cash Details" screen and make the payment.
[F2 Credit Card]	The user at the POS uses this mode if the customer wants to pay through a credit card. Click "F2 Credit Card" and "Ok" button or Press F2 to open the "Credit Card Details" screen and make the payment.
[F3 Debit Card]	Select this mode if the user wants to make the payment through a debit card. Click "F3 Debit Card" and "Ok" button or Press F3 to open the "Debit Card Details" screen and make the payment.
[F4 On Account]	Click "F4 On Account" or Press F4 to open the "On Account Details" screen and make the payment.
Buttons	

[Delete]	Allows the user to delete the particular payment line. To delete, the user selects the line to be deleted and touches this button. The credit and debit card payment lines get voided on deleting.
[OK]	This button saves the changes to the database and takes the user to the "Complete Sale" screen.
[Cancel]	This button allows the user to close the screen. On touching the cancel button, the system prompts for the confirmation message.

Taking Payment

Step	Action	Result
1.	From the POS transaction screen, press F12 or touch [F12 Complete].	The *Payment* menu displays.
2.	Press the function key of the desired tender type or touch the tender type name.	A keypad displays with the default amount entered in the keypad text box. This amount will be one of the following depending on the transaction: • The full amount due • Zero amount due if no pre-payment is being taken for a special order, or the order has been paid in full while the product is currently being fulfilled. • The balance due when completing a special order fulfillment • A layaway installment amount due
3.	If desired, enter a new tender amount using the keypad. Or, Touch [OK] to accept the default payment amount.	If the tendered amount does not equal the full amount due as was indicated, the *Payment* screen remains open awaiting your choice of another tender type and amount. The *Payment* screen will remain open until the full amount due has been fulfilled. The payments for each tender type will be listed.
4.	Touch [OK].	The payment will be processed, and the balance or change due calculated.
5.	Touch [Complete].	The transaction if cleared from the screen.

Accepting Payment Using Different Payment Types

After selecting a payment tender type, a keypad is displayed along with a panel of information specific to that tender type. The following describes those fields for each tender type.

Cash Details

Field	Description/Activity
Cash Details	
Payable Amount	This field displays the amount paid by the customer. The user at the POS will enter the amount being paid by the customer by either using a keypad on the right side of the screen or the keyboard and touch the "Ok" button to proceed.
Discount	Discount on paying through selected tender.
Surcharge	Surcharge on paying through selected tender.
Buttons	
[OK]	This button updates changes to the database and closes the screen.
[Cancel]	This button closes the screen.
Payment Summary	
Payable Amount	This field displays the total amount to be paid for the transaction.
Paid Amount	This field displays the amount paid for the transaction.
Balance Due	This field displays the amount left to be paid for the transaction. It is calculated as (Payable Amount- Paid Amount).

Credit Card Details

Field	Description/Activity
Credit Card Details	
Payable Amount	This field displays the amount paid by the customer. The user at the POS will enter the amount being paid by the customer by either using a keypad on the right side of the screen or the keyboard.
Discount	Discount on paying through selected tender.
Surcharge	Surcharge on paying through selected tender.
Customer Name	Displays the customer name. The user at the POS can update it, a name of maximum 50 alphanumeric characters can be entered.
Card Number	The user enters the credit card number, or swipes the credit card. The card number field accepts a maximum 50 alphanumeric characters.
Expiration Date	Enter the expiration date specified on the credit card. The date is specified in the mm/yy format. The current month and year is displayed by default.
CVV2	Enter the Card Verification Value. A maximum of 10 alphanumeric characters can be entered. It provides consumers with added credit card transaction security by requiring additional numbers located on the actual credit card. It is a 3

	digit code located after the credit card number on the back strip of Visa, Master Card, and Discover Cards, and a four digit code on the front of all American Express Cards.
Address, City, State, Zip code	The user enters the address details of the customer.
Buttons	
[OK]	The button updates changes to the database and closes the screen.
[Cancel]	The button closes the screen.
Payment Summary	
Payable Amount	The field displays the total amount to be paid for the transaction.
Paid Amount	The field displays the amount paid for the transaction.
Balance Due	The field displays the amount left to be paid for the transaction. It is calculated as (Payable Amount- Paid Amount).

Debit Card Details

Field	Description/Activity
Debit Card Details	
Payable Amount	The field displays the amount paid by the customer. The user at the POS will enter the amount being paid by the customer by either using a keypad on the right side of the screen or the keyboard and touch the "Ok" button to proceed.
Discount	Discount on paying through selected tender.
Surcharge	Surcharge on paying through selected tender.
Customer Name	A name of maximum 50 alphanumeric characters can be entered.
Card Number	The user enters the debit card number. Card Number of maximum 50 alphanumeric characters can be entered.
Expiration Date	Enter the expiration date specified on the debit card. The date is specified in the mm/yy format. The current month and year is displayed by default.
Cash Back	The field displays the amount to be returned to the customer. The debit card allows over tendering so the user at the POS can accept an amount more than the payable amount and return the remaining amount as cash.
Buttons	
[OK]	The button updates changes to the database and closes the screen.
[Cancel]	The button closes the screen.
Payment Summary	
Payable Amount	The field displays the total amount to be paid for the transaction.
Paid Amount	The field displays the amount paid for the transaction.

Balance Due	The field displays the amount left to be paid for the transaction. It is calculated as (Payable Amount- Paid Amount).

On Account Details

The Payment Mode enables the user to charge the payment to the customer's account. It is enabled only for customers other than cash customers.

The various settings in the Management Console affect the "On Account Details" Payment at the POS.

- If the "Check Credit Limit" checkbox in the "Enterprise" (Administration **>** Enterprise) option of the Management Console is enabled, the system checks the credit limit defined for the customer while adding the amount to the customer's account at the POS.
- The credit limit for the customer is defined in the "Accounts Receivable" Screen which is displayed by touching the "Account Details" button in the "Customer" (Business Partner **>** Customer) option of the Management Console.

If the "Manager Required for Credit Limit Override" field is checked in the "Retail Profile" (Retail Configuration **>** Retail Profile) option of the Management Console, Manager Override needs to be done at the POS when the total outstanding amount exceeds the credit limit setup for the customer.

Field	Description/Activity
On Account Details	
Payable Amount	The field displays the amount of the transaction being billed on the customer's account. The user at the POS will enter the amount by either using a keypad on the right side of the screen or the keyboard and touch the "Ok" button to proceed.
Discount	Discount on paying through selected tender.
Surcharge	Surcharge on paying through selected tender.
Customer Code	Displays the code of the customer.
Customer Name	Displays the name of the customer.
Buttons	
[OK]	The button updates changes to the database and closes the screen.
[Cancel]	The button closes the screen.
Payment Summary	
Payable Amount	The field displays the total amount to be paid for the transaction.
Paid Amount	The field displays the amount paid for the transaction.
Balance Due	The field displays the amount left to be paid for the transaction. It is calculated as (Payable Amount- Paid Amount).

Check Details

Field	Description/Activity
Check Details	
Payable Amount	The field displays the amount paid by the customer. The user at the POS will enter the amount being paid by the customer by either using a keypad on the right side of the screen or the keyboard and touch the "Ok" button to proceed.
Discount	Discount on paying through selected tender.
Surcharge	Surcharge on paying through selected tender.
Check Number	The user at the POS will enter the check number which is being given by the customer to accept the payment. The number is entered by either using a keypad on the right side of the screen or the keyboard. Check Number of maximum 50 alphanumeric characters can be entered.
Buttons	
[OK]	The button updates changes to the database and closes the screen.
[Cancel]	The button closes the screen.
Payment Summary	
Payable Amount	The field displays the total amount to be paid for the transaction.
Paid Amount	The field displays the amount paid for the transaction.
Balance Due	The field displays the amount left to be paid for the transaction. It is calculated as (Payable Amount- Paid Amount).

Travelers Check Details

Field	Description/Activity
Travelers Check Details	
Payable Amount	The field displays the amount paid by the customer. The user at the POS will enter the amount being paid by the customer by either using a keypad on the right side of the screen or the keyboard and touch the "Ok" button to proceed.
Discount	Discount on paying through selected tender.
Surcharge	Surcharge on paying through selected tender.
Check Number	The user at the POS will enter the travelers check number which is being given by the customer to accept the payment. The number is entered by either using a keypad on the right side of the screen or the keyboard. Check Number of maximum 50 alphanumeric characters can be entered.
Buttons	
[OK]	The button updates changes to the database and closes the screen.
[Cancel]	The button closes the screen.

Payment Summary	
Payable Amount	The field displays the total amount to be paid for the transaction.
Paid Amount	The field displays the amount paid for the transaction.
Balance Due	The field displays the amount left to be paid for the transaction. It is calculated as (Payable Amount- Paid Amount).

Gift Certificate Details

Field	Description/Activity
Gift Certificate Details	
Payable Amount	The field displays the amount paid by the customer. The user at the POS will enter the amount being paid by the customer by either using a keypad on the right side of the screen or the keyboard and touch the "Ok" button to proceed.
Discount	Discount on paying through selected tender.
Surcharge	Surcharge on paying through selected tender.
Gift Certificate	Select the type of Gift Certificate from which the customer wanst to pay from the list of the available options.
Gift Certificate Number	Enter the Gift Certificate number in this field. Gift certificate number cannot be more that 20 characters.
Buttons	
[OK]	The button updates changes to the database and closes the screen.
[Cancel]	The button closes the screen.
Payment Summary	
Payable Amount	The field displays the total amount to be paid for the transaction.
Paid Amount	The field displays the amount paid for the transaction.
Balance Due	The field displays the amount left to be paid for the transaction. It is calculated as (Payable Amount- Paid Amount).

Voucher Details

Field	Description/Activity
Voucher Details	
Payable Amount	The field displays the amount paid by the customer. The user at the POS will enter the amount being paid by the customer by either using a keypad on the right side of the screen or the keyboard and touch the “Ok” button to proceed.
Discount	Discount on paying through selected tender.
Surcharge	Surcharge on paying through selected tender.
Number	The user at the POS will enter the number of the voucher which is being given by the customer to accept the payment. The number is entered by either using a keypad on the right side of the screen or the keyboard. Voucher Number of maximum 50 alphanumeric characters can be entered.
Expiration Date	Enter the expiration date specified on the voucher. The date is specified in the mm/dd/yy format. The current calendar date is displayed by default. The number is entered by either using a number pad on the right side of the screen or the keyboard.
Buttons	
[OK]	This button updates changes to the database and closes the screen.
[Cancel]	This button closes the screen.
Payment Summary	
Payable Amount	This field displays the total amount to be paid for the transaction.
Paid Amount	This field displays the amount paid for the transaction.
Balance Due	This field displays the amount left to be paid for the transaction. It is calculated as (Payable Amount- Paid Amount).

Foreign Currency Details

Field	Description/Activity
Foreign Currency Details	
Foreign Currency	Select currency from the list of available foreign currencies from which the customer wants to pay.
Payable Amount	The field displays the amount to be paid by the customer. The user at the POS will enter the amount being paid by the customer by either using a keypad on the right side of the screen or the keyboard and touch the “Ok” button to proceed
Discount	Discount on paying through selected tender.
Surcharge	Surcharge on paying through selected tender.
Exchange Rate	Displays the current exchange rate for the selected foreign currency.
Buttons	
[OK]	This button updates changes to the database and closes the screen.
[Cancel]	This button closes the screen.

Payment Summary	
Payable Amount	This field displays the total amount to be paid for the transaction.
Paid Amount	This field displays the amount paid for the transaction.
Balance Due	This field displays the amount left to be paid for the transaction. It is calculated as (Payable Amount- Paid Amount).

Complete Sale

The screen is displayed on the completion of the payment for the transaction. It indicates the saving of the transaction and the printing of the payment receipts.
The value entered in the "Auto Close Complete Sale View" of the Retail Profile (Retail Configuration **>** Retail Profile) option of the Management Console defines the duration after which the "Complete Sale" Screen at the POS gets closed.

Complete Screen Details

Field	Description/Activity
Change Due	The field displays the amount left to be paid back to the customer for the transaction.
Information	The field displays the message setup for the "Source Type" (Sale Complete) in the Message (Administration **>** Message) option of the Management Console.
Buttons	
[Reprint]	This button enables to reprint the payment receipt. When the user touchs this button a new line "Printing Payment Receipts" is displayed indicating the printing of the payment receipt
[Complete]	This button enables the user to begin another transaction at the POS.

Payment Receipts

The payment receipts are printed at the POS on the completion of the payment process for the transaction. Settings in the Management Console determine when the receipt is printed by payment type and the number of receipts to be printed. E.g., a credit card receipt typically prints two receipts – one to be signed and kept, the other for the customer to have.

User Menu

Click the logo on transaction screen to display the user menu. The user menu has the following sections:

Transaction Operations

This section includes the following action options:

Void Current Transaction

This feature enables the user at the POS to void the current sale. The system prompts for a confirmation message on touching the button to void the transaction.

Suspend/Recall Transaction

The user at the POS can suspend the current transaction and recall such transactions from the same or different register in the store The suspended transactions can be recalled to void the sale, complete the transaction or to view the details of the transaction. If the current transaction has some entries on it the the transaction will be suspended and the system prompts for a confirmation message on touching this button.

If the current transaction does not have any entries on it then user will see the list of the suspended transactions. User can recall transaction from the list by selecting the suspended transaction.

Transaction Search

Use this to search for the transactions done in past for the selected customer at the POS.

X-Tape Report

The menu item enables the user to generate a report of the net amount transacted through the various payment types for the particular till on the current business date. The "X-Tape Report" Screen is displayed on clicking the menu item. The report is mainly used for auditing purpose.

Field	Description/Activity
General	
POS Id	Displays the code of the POS to which the user is logged in.
Till Id	Displays the code of the Till currently being used at the POS.
Business Date	Displays the business date.
Current Date	Displays the calendar date.
Details	
Tender Name	Displays the code of the payment type through which the amount is paid in/out for the current till.
Tender Type	Displays the tender type for the particular payment mode through which the amount is paid in/out for the current till.
Paid In	Displays the amount being accepted through the particular payment mode for the current till in the current business date.

Paid Out	Displays the amount being given out through the particular payment mode for the current till in the current business date.
Net Amount	Displays the total amount against the particular payment mode which is calculated as (Paid In- Paid Out).
Transaction Type	Display the transaction type.
Tax amount	Displays the sum of the Tax amount collected.
Buttons	
[Print]	The button enables the user to print a report.
[OK]	The button updates changes to the database and closes the screen.
[Cancel]	The button closes the screen.

New Scan
Use this to display a new row in the “Transaction Details” section of the “Transaction” Screen for each scan of the product in the transaction. (The POS will by default increase the Quantity field for each scan of the same product.) Touch the [New Scan] button after scanning a product to create a new row for the next scan of the product.

Customer Operations
The following action option is available in this section and is described below:

Customer Search
This feature enables the user at the POS to search the existing customers. Depending on the rights assigned, the user can update the details of the existing customers, add new customers.

The “Customer Search” screen is displayed on touching this menu item.

Gift Certificate
Display a list of gift certificates that are issued to the customers. User can search the records and can then perform the following:

- Cash back
- Recharge

POS Operations

The following action options are available in this section:

Expense
Captures the expenses done at the POS

Time Clock

The Time Clock screen is displayed on touching the menu item. The screen displays information about the user, job code, current session and, current business day. The Time Clock screen contains following buttons:

- **Clock In**: Click this button to clock in.
- **Break In**: Click this button to break in.
- **Break Out**: Click this button to break out.
- **Clock Out**: Click this button to check out.
- **Print Session**: Click this button to print the session.
- **Print Day**: Click this button to print the day.
- **End of Day**: Opens the End of Day window allowing you to choose the next business date.
- **Shutdown Terminal**: Shuts down the terminal POS.
- **Ok**: Saves the changes and closes the screen.
- **Cancel**: Cancels the operation and closes the screen.

Kit Build/Break

The menu item enables the user to build to or break a kit for the product. See the Kit Build/Break section earlier in this manual for details.

Hardware Setup

The menu enables the user to setup the peripherals attached to the POS.

Hardware Details

The menu enables the user to view the list of peripherals attached to the POS.

Reinitialize Hardware

The menu items enables the user to reinitialize the attached hardware such as receipt printer, barcode scanner etc. in case they stop functioning.

Start Manager Override

Some of the activities to be carried out at the POS like giving discounts beyond the permissible limits can only be done by a manager. The manager needs to log into the POS to perform the activity in the "Manager Override Mode".

The user with the "Manager" checkbox enabled at the Management Console can only login to any POS to do manager override.

The steps to change to the Manager Override Mode are as follows:

Step	Action	Result
1.	From the User Menu, touch [Start Manager Override].	The POS terminal indicates it is in the *Management Override Mode* and the *Manager Override* screen is displayed.
2.	Enter the user name and password as setup in the Management Console, and touch [Login].	The *Transaction* screen is displayed with the "Manager Override Mode" enabled.

3.	When finished, touch [Start Manager Override] on the user menu screen to go back to the normal mode at the POS terminal.	

Few activities which can be done in the Manager Override mode are as follows:

- The “Price Override” at the item level can be done beyond the “Price Override Lower Limit” and “Price Override Upper Limit” setup in the “Retail Profile” (Retail Configuration> Retail Profile) option of the Management Console.
- The discount at the item level can be defined beyond the “Maximum Line Discount Percent Allowed” and “Maximum Line Discount Amount Allowed” setup in the “Retail Profile” (Retail Configuration> Retail Profile) option of the Management Console.
- The discount at the sale level can be defined beyond the “Maximum Sale Discount Percent Allowed” and “Maximum Sale Discount Amount Allowed” setup in the “Retail Profile” (Retail Configuration> Retail Profile) option of the Management Console.
- The manager can unlock the POS, once it gets locked on reaching the tipple point.
- If “Manager Override Required” is checked for Cash In/Cash Out in “Retail Profile” (Retail Configuration **>** Retail Profile) option of the Management Console, then Manager override needs to be done at the POS when Cash In/Cash Out activity is performed.
- If the “Manager Required for Credit Limit Override” field is checked in the “Retail Profile” (Retail Configuration **>** Retail Profile) option of the Management Console, Manager Override needs to be done at the POS when the total outstanding amount exceeds the credit limit setup for the customer.

Manager Override Screen Details

Field	Description/Activity
Login Information	
User Name	Enter the user name as setup in Management Console.
Password	Enter the password set for the user name entered.
Buttons	
[Login]	Allows user to log-in into the system. The options available to the user would be as per the rights assigned.
[Cancel]	Close the screen
[Change Password]	Change the password for the user name entered

Lock POS

This menu item enables to lock the POS terminal whenever the user is away. When the user begins working again he will be prompted to login to unlock the terminal.

The user can lock the POS at any point of time even in the middle of a transaction and resume the work on unlocking.

System Information

This menu allows the user to see the system information like

- OS Version
- Memory Information
- Store Id
- Store Name
- Product Version and so on.

Logout Pos

The menu item enables the user to logout from the POS terminal. When the user logs out, the POS terminal remains on and any user can login the account information to access the POS. The users can logout of the system only when there is no transaction being carried out at the POS.

Shutdown Terminal

The menu item enables the user at the POS to shut down the particular iVend Retail POS terminal.

To shut down the POS, the user touches “Shutdown Terminal” on the User Menu Screen. The system prompts for a confirmation message on touching this button.

If the user at the Management Console has enabled the “Reason Code Details Required” or the “Comment Details Required” for “Shutdown Terminal” in the “Retail Profile” assigned to the POS, an “Audit” screen is displayed on acknowledging the confirmation message and a value has to be entered for the comment and the reason code (if enabled at the management console) to complete the activity.

Store Operations

The following action options are available in this section:

Manage Tills

The user at the POS assigns the available tills to the maximum of two cash drawers, removes the tills from the cash drawer and does a “Till Count” if any of the fields (“Count required on Assign”,” Count Required on Close”,” Count Required on Remove”) is enabled in the “Till” (Till Management > Till) option of the Management Console.

A “Till Count” Screen is displayed on assigning, closing or removing a till if the fields “Count required on Assign”,” Count Required on Close”,” Count Required on Remove” respectively are enabled in the “Till” (Till Management > Till) option of the Management Console.

The details of the screen are as follows:

Till Count

Field	Description/Activity
Cash In Information	
Payment Type	Displays the payment types defined in the management console. e.g.Cash, cheque, credit card, debit card.
Opening Amount	Displays the starting amount for the payment type specified while setting up the till.

System Amount	Displays the total amount for the specific payment type as computed by the system.
Amount	Enter the amount after the physical count of the specific payment type. The user can enter either by using a keypad on the right side of the screen or the keyboard.
Variance	Displays the variance between the System Amount and the Amount entered by the user after counting the currency and documents.
Document Count	Enter the number of receipts or any other documents related to the till. This field is mainly for credit and debit card payment types.
Buttons	
[Details]	This button enables to enter the count of the payment type as per the denomination. Click on this button to open the 'Till Detail Count' Screen and enter the count. This button is enabled only for the payment type 'Cash' for which the 'Detail' option is selected in the 'Count Type' dropdown of the Payment Type Screen in the Management Console.
[Inventory Count]	This button allows the user to do physical count of the items against the items added.
[Open Cash Drawer]	Click this button to open the cash drawer.
[OK]	This button updates changes to the database and closes the screen.
[Cancel]	This button closes the screen.

Till Detail Count

This screen enables the user to enter count of the amount as per the denomination.

Field	Description/Activity
Currency	Displays the code of the currency.
Denomination Type	Displays the code of the denomination.
Denomination Value	Displays the value of denomination.
Count	Enter the count of the number of currency for the denomination. The user can enter the amount either by using a keypad on the right side or the keyboard.
Amount	Displays the value of amount calculated as (Denomination Value* Count)
[OK]	This button saves the changes and closes the screen.
[Cancel]	This button does not save any changes and closes the screen.

Open Cash Drawer

The menu item enables to open the cash drawer at the till. The user at the POS touches "Open Cash Drawer 1" or "Open Cash Drawer 2" as required on the User Menu Screen.

If the user at the Management Console has enabled the "Reason Code Details Required" or the "Comment Details Required" for "Open Cash Drawer" in the "Retail Profile" assigned to the POS, an "Audit" screen is displayed and the user has to enter a value for the comment and the reason code (if enabled at the management console) to complete the activity.

Cash In/Cash Out

The user can do Cash In/Cash Out for the till at the POS. Cash In is done if the till is out of change or to add some standing amount to the till. Cash Out is done if the till reaches a tipple point or some amount is needed at some other till in the store.

"Cash In" or "Cash Out" as needed is touched on the User Menu screen to open the "Cash In/Out" Screen and perform the required activity.

The details of the screen are as follows:

Cash In/Out Screen Details

Field	Description/Activity
Cash In Information	
Amount	This field displays the amount being put in the till/taken out from the till. It enables to enter the amount. When the user selects this field, the number pad is displayed on the right side grid. The user can enter the amount either by using the number pad or the keyboard.
Comment	This field enables the user to add, delete or edit the free text added to the activity. When the user selects this field a key pad is displayed on the right side grid, text can be added by either using a keypad or a keyboard. It is mandatory to add a comment if the user at the Management Console has enabled the "Comment Details Required" for "Cash In" or "Cash Out" in the "Retail Profile" assigned to the POS.
Reason Code	The user selects the reason code for the activity. When the user selects this field, the various reason code(s) setup in the system are displayed on the right side grid. To select a particular code, select its row in the grid and touch the "Ok" button. It is mandatory to add a reason code if the user at the Management Console has enabled the "Reason Code Details Required" for "Cash In" or "Cash Out" in the "Retail Profile" assigned to the POS.
Buttons	
[OK]	This button updates changes to the database and closes the screen.
[Cancel]	This button closes the screen.

Z REPORT – DATE RANGE

This option is only applicable in case a fiscal printer is connected. If a fiscal printer is connected this would display a date range based Z report for the Till.

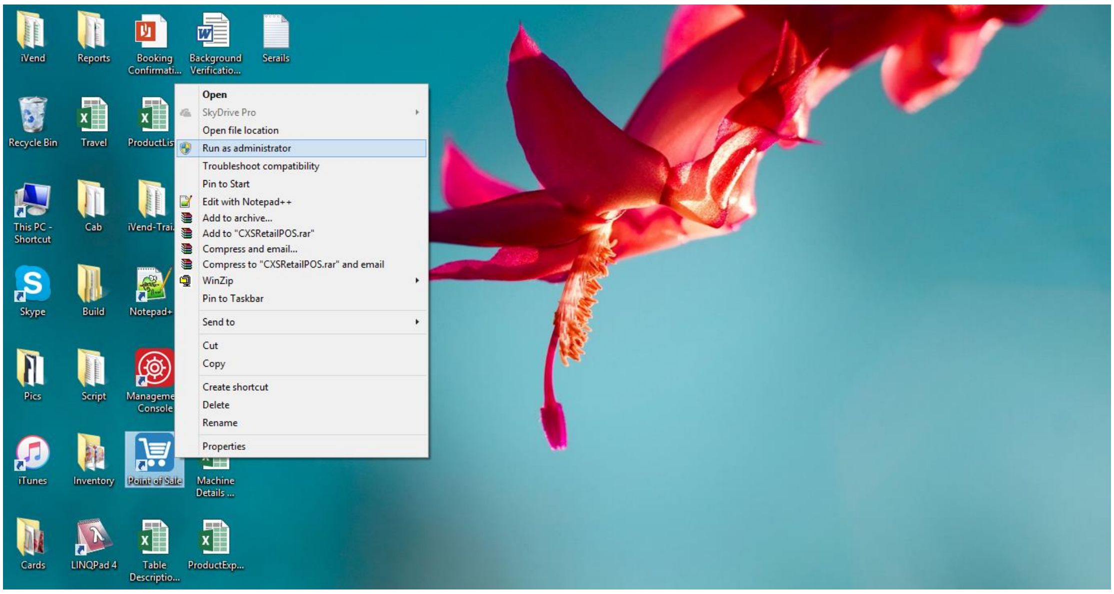
Z REPORT - NUMBER RANGE

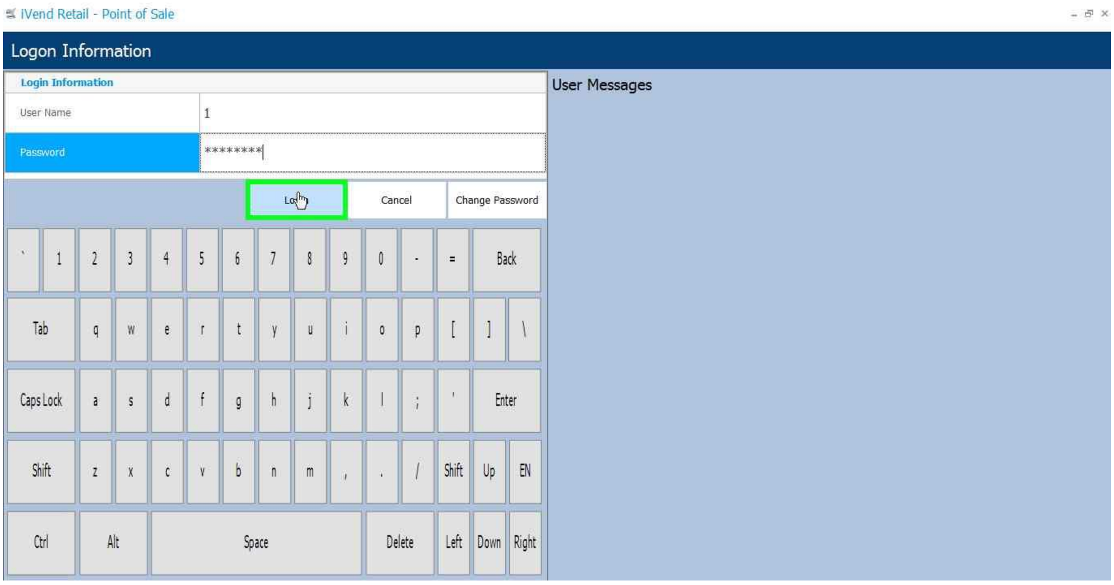
This option is only applicable in case a fiscal printer is connected. If a fiscal printer is connected this would display a number range based Z report for the Till.

Offline POS

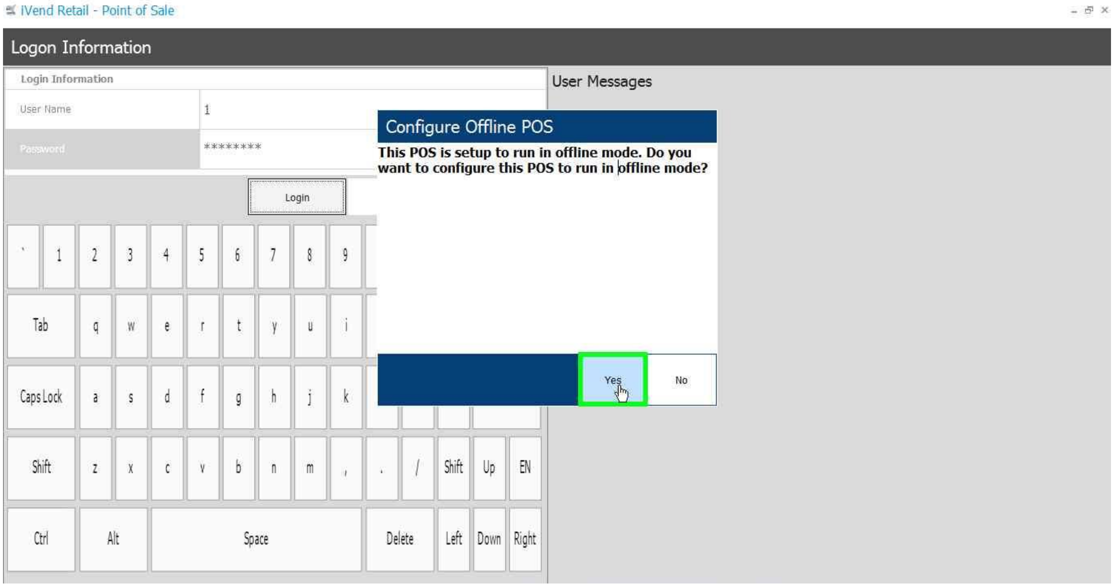
POS will work in offline mode if it is configured to function even if the connectivity between the terminal POS and the store server is interrupted. Once required settings are done in Management Console, POS needs to be run as administrator for once.

RUN OFFLINE POS

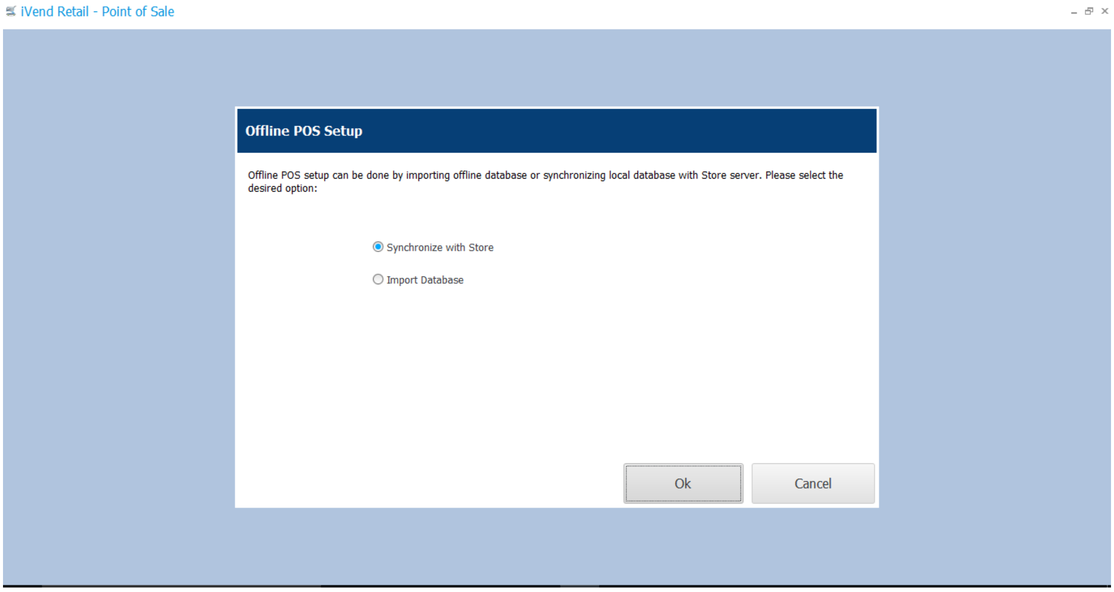




System will ask for credentials to log in.

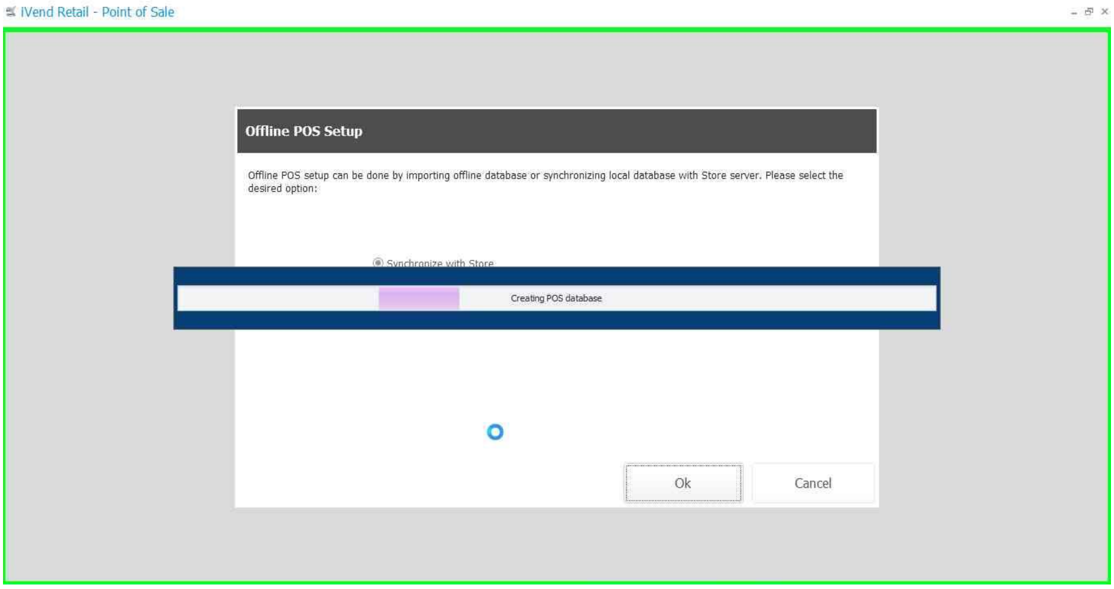


System will next show a pop up window to confirm if user wants to continue to run POS in offline mode.



The screen has two options:

- **Synchronize with Store**: Select this option to synch data directly with store server.
- **Import Database:** Select this option to import the POS database backup created on management console.



Data will be synched and POS will be required to restart.
Restart the POS and log in. Every time user logs in the offline POS, system will ask for the data synchronization between store and POS.

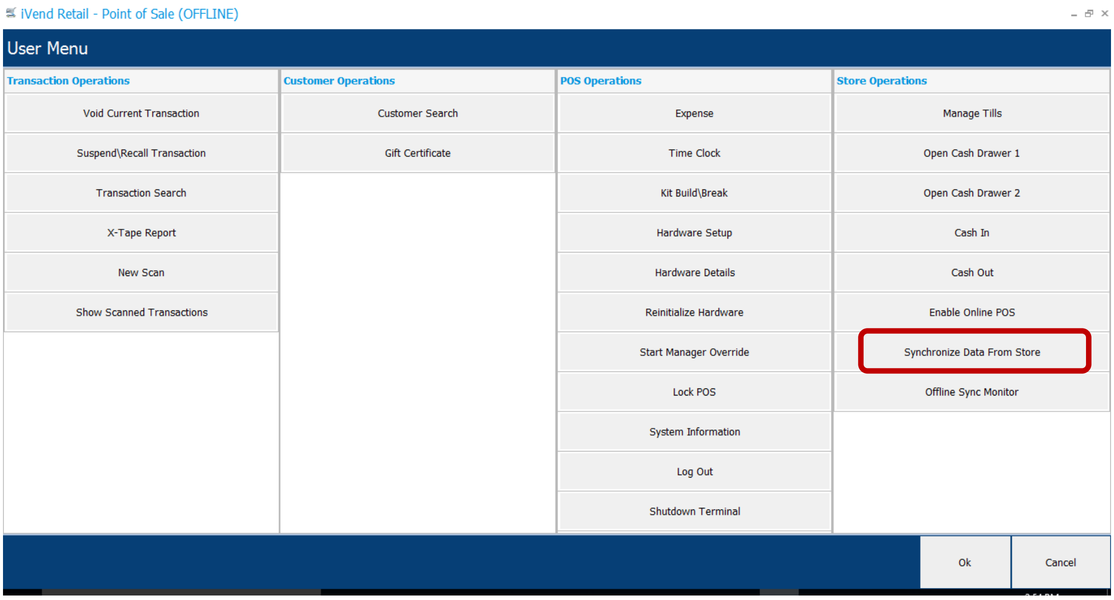
Note: The header text is changed to show the current mode of POS.

Data Synchronization

While running offline POS, data synchronization between POS and Store will happen periodically or it can be triggered manually.

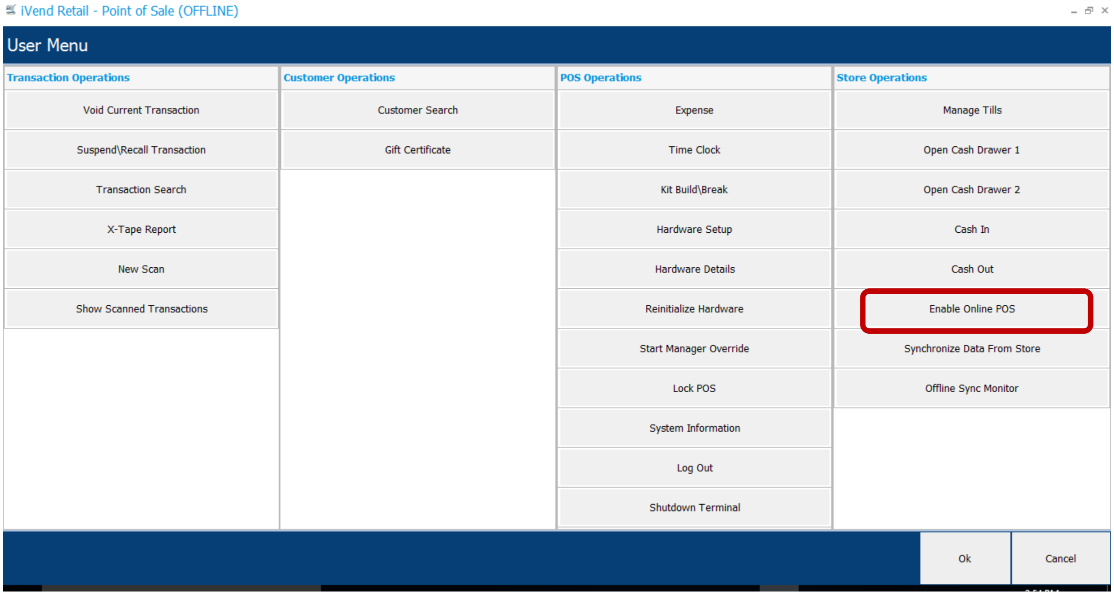
Synch data manually

To synchronize data manually between Offline POS and Store, go to user menu and click on "Synchronize Data From Store" button.



Enable Online POS

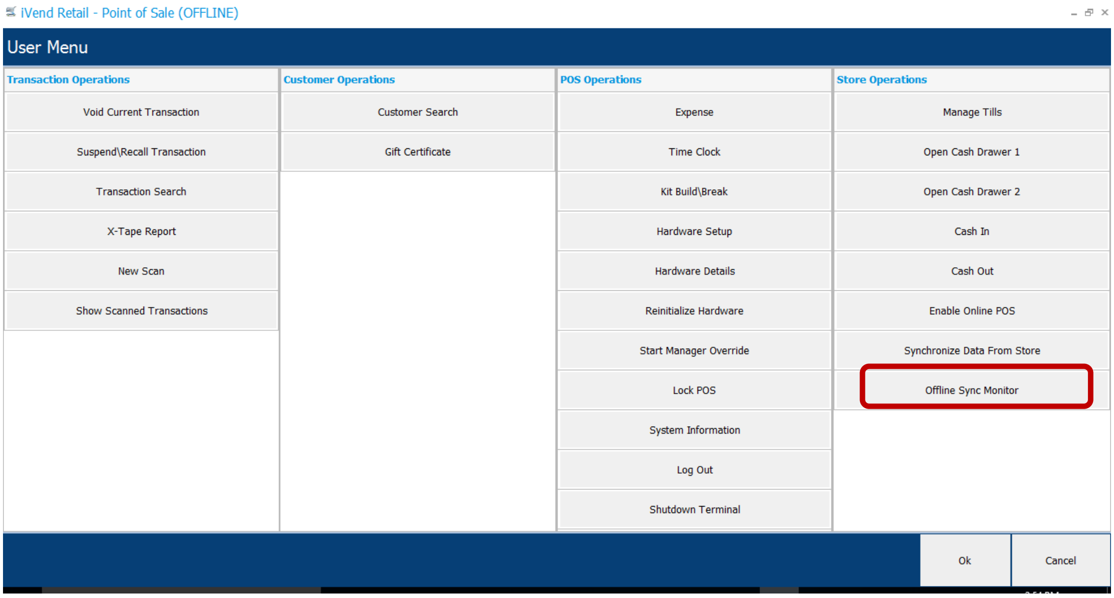
To enable online POS, go to user menu and click enable online POS option. System will synch the data with store and then will require to be restarted.



ENABLING CLOUD POS

Once you have enabled offline store from iVend Management Console, right-click on the iVend Connection Manager at POS and then choose the Connection Manager option. This opens the Connection Manager window where you need to select the **Cloud (connected) POS** checkbox.

Selecting the checkbox clears all other information under the POS / Management Console Connection Information. Click the Update button to apply change and proceed further to run the wizard for configuring Cloud POS.



OFFLINE SYNC MONITOR

User can click on this button to see the number of records that are not synced with the store server from the offline POS.