

MultiFlex RMS

POS

User Manual

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Changes and additions to the manual

At Microhouse Systems Inc., we constantly strive to make the MultiFlex RMS software the best in the industry. We release at least two upgraded versions of the software every year to incorporate changes in technology, new features and improved usability.

This means that the MultiFlex RMS manual will change frequently to reflect these changes made to the software. Please see the following table for the overview of additions and changes made to the manual:

MultiFlex RMS version and date	Sections affected by the changes/additions to this MultiFlex version
Version 93, 07/14/2006	6.3.2 Sales by Salesperson 7.2 Refunds & Credits (title changed) 7.2.1 Return for Refund (title changed) 7.2.3. Return & Credit to Customer’s Account (title changed) 7.2.4 Return & Issue Store Credit (title changed) 8.3 Canceling an on-hold transaction 9.3 Canceling a Layaway 13.3 Recall a special order (new section) 13.4 Cancel a special order (new section)

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1. Introduction

Congratulations for choosing MultiFlex Retail Management System!

A great business idea, a good location and a cash register are no longer enough to guarantee the success of your business. You can significantly increase your chances when you take “proper” advantage of technology and introduce automated processes to increase efficiency, reduce operating expenses and increase sales opportunities.

Quick access to accurate data would drastically increase your ability to compete and respond to opportunities with better results. This task is much more challenging if one is operating a multi-store retail business, just attending to so many detailed & repetitive matters could take all the time available, let alone managing for growth.

MultiFlex RMS provides a comprehensive solution to manage the flow of information, while enabling the management to delegate tasks and monitor operations from anywhere. With MultiFlex RMS, you can be in any one of your stores at any time for any work. MultiFlex RMS provides information at your fingertips accurately, quickly & reliably with ultimate flexibility.

2. About This Manual

This user manual for MultiFlex RMS is divided into two parts, the “POS” manual and the “Back-office” manual. This part discusses the “Point of Sale” in detail and is designed to address the needs of sales staff at POS stations. MultiFlex RMS provides access to the users depending on their access rights. Such access into the system is defined and controlled by the systems administrator or the business manager at the “head office”.

For further information please contact your sales & support representative or consult with the support staff at Microhouse Systems Inc. at (888) 491 8888 or (905) 470 1008, Fax (905) 470 1336, email: info@mhsystems.com or access our website at www.mhsystems.com.

3. Navigation

For the POS functions, the system is optimized to use the keyboard (or touch screen) but for back office functions, both keyboard & mouse are required. Using a standard keyboard, most functions are programmed in one key.

1. Using a standard keyboard, you can access all screen functions by pressing the appropriate Function keys, located on the top row of the keyboard.

2. Using a mouse, is more effective at the back-office screens, however, it could also be used at the POS screen. MultiFlex RMS also supports touch screen monitors. For improved visibility, screen resolutions are suggested to be set at 1024 X 768 and higher.

4. A Quick Start for New Users

In this tutorial, you will get an introduction to POS under Sales Module. Beginning with the basic operations, such as: log in, clock in, entering Float money and preparing the day for sales. You will then learn how to enter sales, make payments, give discount, make returns, void a sale, close register, and make any corrections if required, etc.

The POS system is easy to learn & operate. It follows the regular process of work as is in the normal flow of doing business. Most of the functions could be learned within 1 hour, and a few hours practice will make the user an expert on the POS section.

4.1. Beginning of Day / Shift

4.1.1. Log in

To access the POS module, click on POS menu and select POS. Enter your user ID and password and press “Enter” key.

4.1.2. Clock In

To keep record of hours you worked, start the day with “Clock-in” function. To Clock-In:

1. Press “F2” key (Tools)
2. Press “I” key on the keyboard or click on ‘Clock In’ button on screen
3. Enter User ID and Password

4.1.3. Float

This is where you put the ‘Float’ money in the till, at the beginning of the day (from last night). Click on Tools (F2), then select Float. Enter the float (opening balance) and click on OK.

1. Press “F2” (Tools)
2. Press the “F” button on the keyboard
3. Enter float (opening balance), then Click “Ok”

4.2. A Quick Transaction

- **Enter the item**

To make a sale, select an item by Scanning or Typing the PLU number (or part #) from the label. If there is no tag/label, then you could find the item by clicking into the F% “Inventory”. A list of inventory will be displayed and could be searched by different criteria. When the item is selected, press Enter, and bring to POS screen & sell.

- **Correction before selling, (Remove an item from the list).**

If an item is entered by mistake, it could be “removed” from the list by simply “selecting” the item and then clicking “F9” button to “Remove”.

- **Make a Payment**

Once all items are entered, the next step would be to “pay” for the order. Simply click into the “Pay” button (or press Enter Key), to see the list of “Tenders”. Select the method of payment (for example: Cash) and follow the process. If there is any change to be refunded, the system would show on screen. At this time, the receipt is printed, and the cash drawer is opened. Multiple tenders are accepted for the same sale.

Choose the appropriate payment method, for example,

V= Visa C = Cash M = Master Card

- **Returns (for credit or refund)**

To return merchandise, click on Return button, or press the “F10” key. The system will ask for the PLU#, the Receipt number and Qty. (Items can be returned by part# or by receipt #.)

1. If you type in the PLU# and the receipt number, the system will bring up the exact item from the exact receipt. If there is only one item on the receipt, you can just enter the receipt number to be quicker, but if there are more than one item, and the customer is only returning one item, then you should enter the PLU# & the receipt number. If the tag is missing on the merchandise, use the PLU# from the receipt.
2. If you don't have a receipt, you could still make the return, by only entering the PLU# from the merchandise. In this case the system will bring up the item with current price. If the tag is missing, then find the item in your system, by clicking into F5, and search by either style#, Brand, Description, etc to find the exact item. If the item is not in your inventory, then click in F6 (show All) to find.

More detailed information is available at [Section 8 \(Returns and Exchange\)](#).

Next: to refund (or issue store credit), click on “Pay” (Enter Key) and select a Tender type for this return (Cash, Visa, store credit, etc..). If you select “Store Credit” then the system will issue a Store Credit and automatically assign a credit note number to be used at any store in the chain. A new receipt is printed & followed by a Credit note slip.

Note: the system could be set up to automatically issue ‘Credit Notes’ for ‘Returns’ and the balance of ‘Gift Certificates’, exceeding any specific amounts, for example, issue Credit note for above \$5.00 (this would mean that any return \$5.00 and under, the system will refund in cash).

Note: Returns by receipt would refer to the original purchase terms and look up the **values & quantities** on this receipt. Example, if a customer purchased 2 items and returned one, they can still return one more not 2.

Note: Store Credits could be redeemed at all locations, and could be redeemed partially on declining balance. The credit note list will show the credit notes from your ‘Home’ store and the other stores with their redeem history in the lower screen.

- **Exchanges**

As in above ‘return’ process, click on ‘Return Item’ or press ‘F10’ key and follow the process. At this screen, if you enter the Receipt Number it would refer to the original purchase terms and look up the values & quantities for this receipt.

Then enter the new item for this ‘exchange’. The prices for each item is shown per line and on the ‘Summary’ column show the monies owed. Click into the ‘Pay’ button and select the appropriate Payment type, if required.

At this time, either the customer is paying for the balance owned to the store, or if a change is owed to the customer, depending on the store policy, it could be paid back in ‘Store Credit, Visa, Master, etc credit cards, or probably Cash. Inventory will be adjusted accordingly and sales records updated.

At all times, you could click into the ‘Esc’ button to go back one step.

Note: The button ‘Esc/Cancel’ will cancel the current transaction and allow for the next sales to start.

- **How to ‘VOID’ a sale**

Voiding a sale is based on authorization and is for the purpose of correcting mistakes. If a sale is done by mistake, then this entire transaction will be voided and a new transaction should be entered.

To void a sale, at POS screen click on Tools button (or press F2 key). Click on ‘Void Sale’ or the ‘V’ key. Enter the Receipt Number to be voided and the Reason for this void. Press Enter or Click on Done. Inventory, sales and tax records will be adjusted accordingly. Voiding a sale is by authorization, if you do not have access to this function, the ‘Void’ button will be de-activated and you cannot void any sale.

Note: certain transactions can not be voided, such as sale of a gift certificate, or a return for which ‘store credit’ is issued.

4.3. End of Day / Shift

4.3.1. Close Register

At the end of the shift/day, you would close the “register” and count all the monies, credit cards, debit cards, etc... and prepare the “register” for the next shift / day. If you do not close for one night, the system will carry the amounts for the next day and accumulate until closed.

Each register is accountable for its own transactions. Please note that the sum of all registers is the “Total Sales” at a location.

LOGIC: There are 3 values to be considered: Expected amount, Counted amount and other amounts. If what the system expects is equal to the counted amount, then all is well, however, if there is any variance, you could make a note explaining it for future reference.

To close register, click into the “Tools” F2, then select “Close Register”. This will create a “Session” with a Close No. and date & time for this close, with all the tenders received into (and issued out of) this register since last “Close”.

If you change your mind and want to go back and add more sales, simply cancel the process (Exit) and go back to POS screen.

To continue:

1. If you started the day with a Float (nightly rotating change kept in the till) then start the process with taking out the Float. Double click on line#1, count the EXACT amount to be taken out, and put aside as float for the next day.
2. Then go to line#2 CASH, double click, and count all the remaining Cash and press OK.
3. Then count all other tenders, such as: Visa, Master, Debit, Check, Gift Certificates, Credit notes, etc...Once all are counted, the system will show if there is any variance. You can now click into the button: “Verify and Close”. This will prompt if there is any variance. A note could be entered explaining the variance (depending on store policy).

All “close register” activities for all stores will be seen at the head office for the accounting & verification purposes. If you forget to enter the note, you can enter a “Late” note under the “Close Register” list (under Sales). All such notes will be available at the head offices.

By now, the system turns on the printing options for a “Close” report, either on a Standard 8.5” X 11” paper, or simply using the Narrow receipt printer.

Finally click Exit, when done.

4.3.2. Total Sales or Location Sales.

Total Sales (or Z Total) provides summary & detailed information about “Sales” and “Tenders” for any selected period (date & time range) for each store at that store and for all stores at the head-office location.

Total Sales will include the sum of all “Registers” at each store. This report is comprised of 2 main screens, the “Sales” & the “Tenders”.

To get “Total Sales”, click on the ‘Tools’ button or press F2 key, and then press “T”. This will prepare the “Total sales” for the same day for that store as at that moment. If this process is done at the head office, then the system allows such information per store for all stores.

Click on “Prepare Total Sales” button. This will open a screen asking for: Location ID, Register name, Start Date/time and End Date/time. Enter the required information and press OK. The system will prepare the Total Sales for the selected period. For Multi-stores, the head-office could see each store & monitor their sales at any given time.

Also note that a “Total Sales” could be prepared for a specific “Register” and period. Reports could be printed on both 80 columns and on a 3-inch “narrow” receipt printer.

4.3.3. Clock Out

At the end of their shift, or when taking a break, the staff would “Clock-out” of the system. This will keep track of the hours worked with their start and end times recorded.

To clock out, you must have clocked in first. At the POS screen, click into the “Tools” button; select “O” the clock out button. Enter any relevant note if required.

The system will mark this clock-out and allow for the next “Clock-in” for this user.

4.3.4. Logout

To exit from POS module, click on Exit POS or press “ESC”. Confirm the exit, by clicking OK.

NOTE: For multi store operations, you must always leave the computer ON. There is database synchronization going on every few minutes. It is also suggested that at least once a week, you would exit all programs and shut down the system for a few minutes, then run the system and automatically update your windows program.

5. Point of Sale Screen

5.1. Function Buttons & Control Bar

The control bar on the lower part of this screen shows 14 function keys. These buttons practically eliminate the need for using mouse and we suggest you to use the keyboard to access these functions & not the mouse.



POS Screen

- **ESC/Cancel** – This cancels the current transaction.
- **F1/Help** – provides text help.
- **F2/Tools** – Includes Clock In, Clock Out, Float, Close Register, Paid In, Paid Out, Open Cash Drawer, Lock Workstation, Customer Mgmt, Recall On-Hold, Gift Certificates List, Recall Layaway, Credit Note List, Void Sale, Recall Special Order, Receipt Details, Reprint Receipt, Total Sales.
- **F3/Sales Rep** – Shows the staff who had access to POS functions on at this location.
Note: The current cashier (whoever logs into POS) is shown on the POS screen. The level of authorization available for the current session depends on the cashier’s authorization level and remains the same when you choose another sales person under F3.
- **F4/Customer** - Lets you choose a customer from the main list of customers. Names on customers from other locations will also show in your system. For a New customer, select F2 in the customer screen & more
- **F5/Inventory** – Displays the current inventory in this location. Inventory could be further narrowed by searching & finding based on the criteria: Style, Brand, Department, Description, Color, Size, and Price.
- **F6/Notes** - Allows you to enter comments for the current transactions and print the note on the receipt. You could always add more notes to the existing ones by going back to it.
- **F7/On Hold** – would put a transaction on-hold to be recalled later. This allows attending to the next customer, while they are looking for more items or go to bank to get the cash,

etc...and then attend to them by simply pressing F2, H for hold and find them in the list. Remember you can also get deposits against on Holds.

- **F8/Layaway** – Allows products to be reserved for a customer with deposits to be received towards the layaway. The item will be marked as committed in the Inventory and the remaining will be available for sale & reporting. Note: This button turns into “Cancel” option when a layaway is selected, allowing to cancel a layaway for credit, refund or none.
- **F9/Remove** – Deletes the selected item from the current list of items, or in tender screen, will remove a tender from the list (say if visa did not get approved).
- **F10/Return** – This button is used for items that customers are returning for credit or exchange. Returns could be for refund or store credit, exchanges.
- **F11/Item Discount** – For the SELECTED item, discount by % or amount. The discount could be:
 - Total discount.
 - Additional discount on discounted price.
 - Additional discount on original price.

This screen also allows changing the Qty, changing the price (based on authorization) or even create a Bundle price for any qty (in this situation, system will automatically calculate the actual discount according to the total price you enter).

- **F12/Total Discount** – For the ENTIRE items on the list, discount by % or amount. The discount value could be a Total discount, additional discount on discounted price, or additional discount on original price. Discount amounts would be distributed evenly based on each item value for the proper reporting of profit margins.
- **Enter/Pay** – Allows selecting tenders & process payments for the purchases.

Note: Layaway is a process that allows merchandise to be “reserved” for a customer, and make periodic payments till the total amount is paid at which time the Layaway will turn into a “sale”. While under layaway, the monies paid are considered “deposits” and after the completion into “sale”, then the inventory & sales records will be updated and taxes will be charged & reported accordingly.

5.2. Sales Details Section

The Sales Details Section contains the list of items that the customer is buying. This section shows you the **PLU**, **Description**, **Quantity**, **Price**, **Discount** and line **Total**. All edits are based on authorization.

- **PLU:** Displays specific code for an item. (Product Look Up #, or SKU)
- **Description:** Details about an item.
- **Quantity:** Quantity for each item. (Edit by F11)
- **Price:** Unit price for an item. (Edit by F11).
- **Discount:** Applicable discount. (Edit by F11, F12)
- **Total:** Total amount for this line. (Edit by F11).

5.3. Summary Section

Displays the summary information for the transactions, showing **Total Quantity, Sub Total, Total Discount, Taxes, Tendered** and **Balance**. Based on authorization, certain fields have the ability to be edited.

- **Total Quantity:** Total number of items Sold & Returned (in negative)
- **Sub Total:** Total amount for the transaction before discount and Taxes.
- **Total discount:** The discount amount. This is **editable** by value.
- **Taxes:** Applicable Taxes. Could be turned on or off.
- **Total:** shows the total amount including Taxes. Could be **edited**.
- **Tendered:** The amount paid by the customer.
- **Balance:** Shows if there is a balance to be paid by the customer.
- **Change:** This is the money owed to the customer.

6. Make a Sale

6.1. A Quick Sale example

1. Select an item by **Scanning**, or **Typing** the part number.
2. Repeat Step 1 until all items are entered.
3. Click on **Pay** to select the payment type (tender).
4. Enter the amount Received and press Enter Key, the system will prompt the change to be given to the customer.
5. Click on **Finish** (Enter Key). This will complete the transaction and print a receipt. This will also open the cash drawer & show the change on screen.

6.2. Selling as a Cash-Register

If you have not tagged all your merchandise, and while you are doing that, you can still use the system for all functionalities as a Cash Register.

To do so, we suggest that per Department you create a Misc. item with a easy name to remember. Then replace the part number for that item with this “Name”. Now at POS screen you can simply enter this “Name” and the system will sell such item asking for the price.

Note: when creating this Misc. item, assign the selling price to 0 and the target mark-up with your desired value (usually 50%). The system will allocate proper portion for reporting purposes.

The system will track sales & returns & inventory, etc. at Dept. (and Category) level.

In this case nightly sales are accurate & the inventory in & out is tracked per Dept.

Per Department, create a Misc. item explained in the Back-Office section of the manual.

The product part numbers could be simply as: pant, top, shirt, etc. For our example the PLU is “pant”.

At the inventory, for any item that the selling price is set for zero, at POS the system will ask for the selling price and you can enter it then. This allows entering any price you choose for such items at the POS, both for Selling & for Returning.

Note: The system allows setting up applicable taxes at the Dept. level. Make sure each Dept. is assigned the right tax, if such is different at your region.

NOTE: To be able to sell gift certificates for any price, create a Misc. item under Gift Certificates Department, set the PLU as “gift”, set the selling price to zero. Make sure to assign this “product type” as gift certificate and the item is a “**Serialized**” item. Also make sure that the tax group for this item is set to “No Tax” or zero tax at the Dept. of Gift Certificates.

Now at POS when selling a Gift Certificate, simply type: gift, the system will ask for the serial number and the price. Once such gift certificate is sold at any location, it could be redeemed at all locations. Locations should be given a range of serial numbers to use when selling gift certificates. These ranges of numbers should be specific for the location and not duplicated among stores.

6.3. More about POS functions

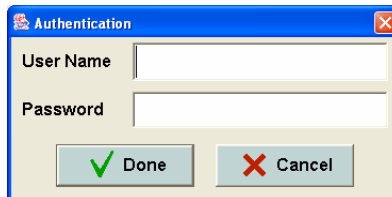
6.3.1. Sales by Cashier

MultiFlex allows handling registers as a “Cashier” or as a “Salesperson”.

1. **A dedicated cashier:** One person will be assigned to the cash register to do sales for all sale persons. Cashier should log-into the system and by selecting the sales person button, the cashier could assign sales to respective sales persons.
2. **Multiple sales persons.** Each salesperson could log-into the system independently with their User ID and Password. At the bottom of the screen, the user ID of the person who has logged-in will be shown. At all times, there should be only one person logged-in to the system and there should be only one session running. (This is based on licenses available in the system). Lock workstation could be useful in this instance.

6.3.2. Sales by Salesperson

The salesperson is Logged-in. If the User ID and Password does not allow you to do POS transactions, it is because you have not been given access to this function.

The image shows a software window titled "Authentication". It contains two text input fields: "User Name" and "Password". Below the fields are two buttons: "Done" with a green checkmark icon and "Cancel" with a red X icon. The window has a standard Windows-style title bar with a close button (X) in the top right corner.

Authentication Screen

1. Enter your **User ID** and **Password**
2. Select **Done** to confirm or **Cancel** to exit

6.3.3. Sales Shared by Salespersons

By default, the logged in salesperson will be the Sales rep. for the whole transaction. However, you are allowed to share the commission of any item with any other salesperson. Each of you will get 50%. To do this, on POS screen:

1. Click to select the item you want to share.
2. Item details will appear on the right side of the screen.
3. Select **Sales Rep.** and **Share With** from the list.
4. Repeat step 2 and 3 until you specified all items.

6.3.4. Selecting a Customer

To connect a sale to a customer, you could simply select the customer from the customer database in the system. Customers are accessible “Globally” meaning their information would be available at all stores. At the POS screen, you can find, add new customers and update their information from any and all locations. The system will automatically update the latest changes at all locations.

Not all customers would want their information entered, however, for layaway and for “on-account” sale, such information are required.

1. Click on **Customer** button or press **F4** on the keyboard.
2. You are now in the **Customer List** window.
3. Highlight the appropriate customer and press **Select, or** Enter key.
Note: In case of a long list of customers, you could find (or narrow down the list) by typing Customer Code in the “lookup” space, (usually phone number), or customer’s name: Last name or First name. Then press enter to select the customer. (if any screen message is set up for this customer, this message will appear now).
4. When the customer is selected, then it will take you back to the **Point of Sale** screen. You can now enter the sale for this customer.

Tips: In this screen, MultiFlex also allows you to edit the selected customer details (simply press **F4 Details** button) or add a new customer (press **F2 New Customer** button).

6.3.5. Entering & finding an item at the POS

When selling an item, you must first scan or type in the PLU/SKU code for the item. If there is no tag/label for the item, you can view a list of merchandise by clicking into **Inventory**, or **F5**. This will show a list of available items on the screen for you to further narrow down and select the desired item and add to the list.

The button “**Show All**” (**F6**) will show all “products” in the system, regardless of their “Stock” position. Pressing the button “**Available**” (**F3**) will only show items which have

positive inventory Qty. You could narrow the search by selecting either of: Style, Description, Dept., Size or Price.

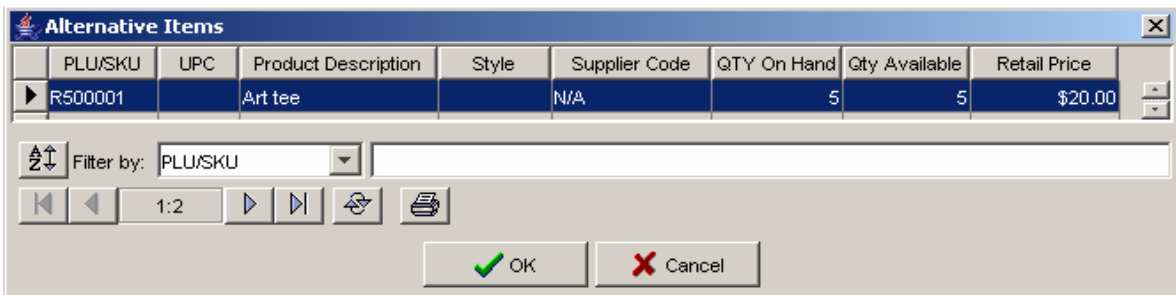
If a new product has not been added to inventory, you can add it now. Press button “**New Product**” (F11), fill out the product form and press enter.

When you find the desired item, highlight it and press “**Select**” (Enter) to add it to the list.

By default, system shows you the item list, but you can choose to show style list by pressing button “**Styles**” (F10). Double click on the desired style, you will find a style matrix, all items are arranged in size, color group. Each item may accompanied by a small number which shows the item’s back order quantity. Double click the item to add it to the sale list.

The system allows selling for negative Qty, presuming that the items are in store but not yet received into “Stock”, or based on transfers from other locations.

- The **Alternative Items** button will show a list of alternative items for the selected item. Alternative items could be set up when creating “products” and assigning items as “Alternative”, “Suggested” and “Substitute” items. This function will provide an up-sell and Cross-sell opportunity at POS terminal.
 1. Click **Inventory F5**
 2. Select the desired Product
 3. Click **F4 Alternatives**



Alternative Items Screen

6.3.6. Availability at other locations & Quick Transfer Request

To see the availability of items at other locations, simply find the item Part# (PLU) in your system, then select “At other locations”.

1. On POS main screen, click **F5 (Inventory)**

2. Find the item in the list, (you may search by the criteria available and ask the system to show all items), when the item is highlighted, Click **F5, Other Stores**

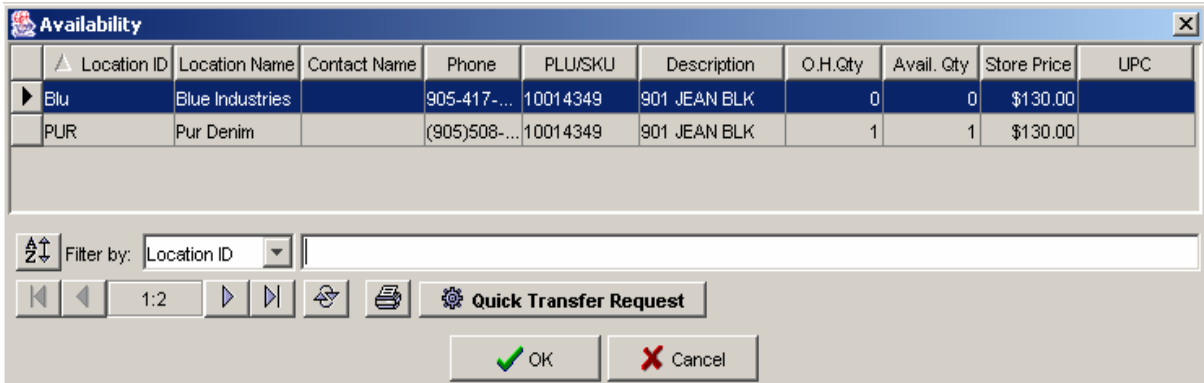
The system will open a screen, showing you “Home” location and all other location’s Inventory for that specific item.

You can now request for a store transfer and the system will automatically notify them by adding in their “Transfer Send” screen for them to process & send it to you.

As soon as they “Send”, your system will be updated under your “Transfer Receive” list and when the merchandise arrives, you should go to this screen and receive it.

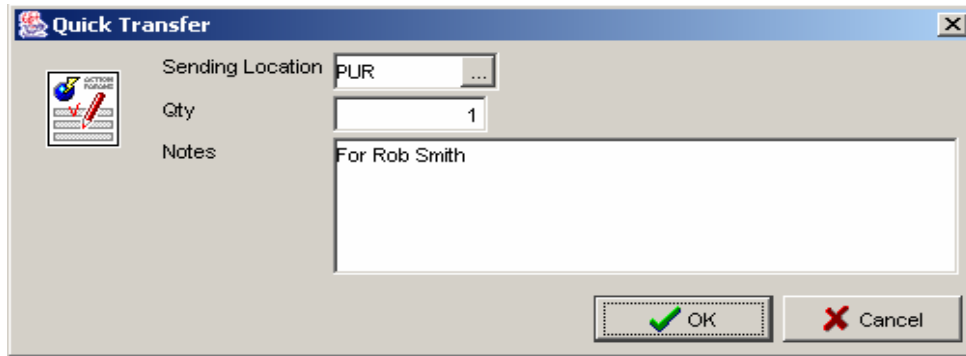
Simply go to ‘Inventory’, select “Transfers” then select Transfer Receive. There will be a list of different transfers to be received. Select the “desired” transfer and press enter, it will open and show the details. If it is for the right item, and quantities are fin, click into “Accept Sent Qty”, it will fill the quantities automatically, then click into “Receive” button. You have now received this item into inventory and can print reports if required.

NOTE: at the POS screen, MultiFlex allows you to sell the merchandise even before receiving it into stock, and after you receive the quantities will balance. This is so, because the customer may be at the store wanting to pick up and the store manager may not be available to receive, but can receive when available.



Availability Screen

1. Click **Quick Transfer Request** button on the bottom of the *screen*.
2. A pop-up window appears, select the sending location name from the list, fill in the quantity requested, and add a related note, such as: for Mrs. Smith, etc.
3. Click Ok (now a new transfer order is created to be Sent by the sender)



Quick Transfer Request

6.3.7. Removing an Item from the list

To remove an item from the list, first select the item, then click on the remove button or press F9 on the keyboard. Note: “Remove” function could be used to remove an item, or a Tender from the list.

6.3.8. Item Discount, Total Discount & Group pricing (F11, F12)

Based on authorization, one could make Item Discount & Group price for any Qty by Pressing F11. This also allows making a price change per item and add multiple discounts on discount, if necessary. You could discount by % or amount, or Total Price, for a certain item (F11 “Item Disc.”).

For all the items on the list, this could be done by (F12 “Total Disc.”). You can choose from following three discount types:

Total discount: would apply the discount value as the total discount applied to the item.
Additional Discount on discounted price: will calculate additional discount based on the discounted price. (Usually discounts in this way).

Additional discount on original price: will calculate the additional discount based on the original price.

Additional discount on discounted price: will calculate the additional discount based on the discounted price.

Note: To remove a discount from the list or from the entire list, simply apply 0 discount for all the items or only one.

Discount Value: 10 %

Discount type: Total discount

Unit Price: \$ 59.99

Qty: 1

Total: \$59.99

Done Cancel

F11 Discount for one item

Discount Value: 0 \$

Discount type: Total discount

Done Cancel

F12 Discount for all items

6.3.9. Canceling a transaction (deleting a sale)

A sale could only be cancelled before it is complete. Once a sale is completed and the receipt is printed, it could no longer be deleted. If a sale is done by mistake, then it could be either reversed by a return or it could be “voided”.

To cancel a transaction, while the items are displayed on the POS screen, simply click the “ESC” button and press Enter. This will not affect any inventory and would clear the POS screen, preparing it for the next sale.

Message

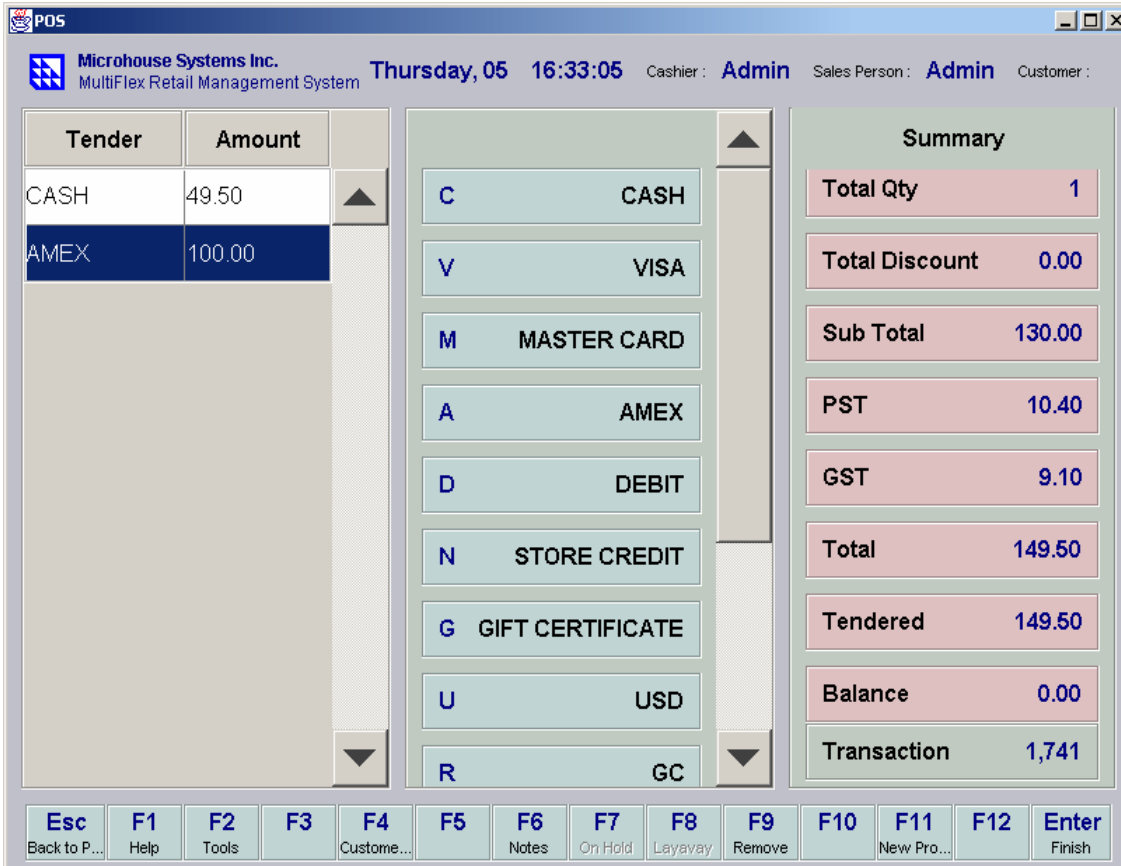
Do you want to cancel current transaction?

OK Cancel

Delete a sale

6.3.10. How to Pay for a sale: Selecting Payments

Once all items are entered, the next step would be to select the type of tender for payment.



Payment Option Screen

1. Click on the **Pay** button (Enter Key).
2. **Select** the appropriate payment method, i.e. Cash, VISA, and Credit Note. To do this, you can click into the needed button or use the “HOT” key. i.e., C for Cash
3. Enter the amount Received from the customer and other information if any, approval number if required, etc.
Tip: If the tender type is foreign currency, you can change the currency exchange rate by double clicking on it.
4. Select **Finish**, (the Enter Key). System will print the receipt and open the cash drawer. You may now return the change if there is any and close the cash drawer.

NOTE: Instead of using the mouse, you can use the keyboard by appropriate function keys.

6.3.11. Replace a Tender with another.

If you need to **Replace a Tender** with another, you could simply “**Remove**” the existing payment by first selecting “the payment” from the payment list and then clicking onto the “**Remove**” button or press F9.

7. Returns and Exchanges

7.1. Returning a Merchandise

When a customer returns an item, depending on the store policy, you can treat returns: for **Refund, Store-credit or Exchange**. As follows;

7.2. Refunds & Credits

MultiFlex allows tracking of returns based on the original invoice on which the item was sold. If the original Receipt number is entered, then the system would track all items purchased and returned against the receipt for the “sold” price and quantities.

However, if the Receipt is not available, the system allows returning at regular selling prices. Customer purchase history could also be consulted, if customer name is used at the time of sale.

For example, if 5 items were purchased and one was returned, the system monitors the returned items, allowing only for the remainder to be returned at the prices purchased.

7.2.1. Return for Refund

1. At POS screen, click into F10, “Return Item”.
2. Type in the **PLU** number or scan the item to bring it up on the screen.

Note: if you don’t type in the PLU number, system will show all the items on the original receipt. You can simply remove the items which are not for return.

3. Enter **Receipt Number** and the return **Quantity** (default qty is 1) then press enter.

Note: the system will show the amount that was originally paid for this purchase in Negative, indicating that this is a Refund. It is up to the store policy to select the Refund method, i.e. Cash, Credit Card, Store Credit, etc...

4. Click on **Pay**, to select the tender for this return, for example, select **Cash**, if you are paying back cash, or select “Store Credit” to issue a credit note to be used at any location for the next purchase.
5. The system could be set up to **ONLY** issue store credits for returns, or to **ASK** depending on the refund amount “Limit”. For details look under Location Set-up, POS set up.
6. Press enter, and then click on **Finish**. The cash drawer will open for the funds to be returned, and a return receipt will be printed.

7.2.2. Return and Refund on Credit Card

Same as above, only at step # 4, select the desired Credit card, or other means, depending on the terms of purchase & store policy.

7.2.3. Return & Credit to Customer's Account

If there is a credit account set up for the customer, at this time credit could be issued to this customer's account for the value of the returns

1. Same as above, only at step # 4, select **On Account** if you want to put the amount on customers account.
2. Press enter (or click on Done), and then click on Finish, a return receipt will be printed.

Note: before select pay On Account, make sure a customer is selected. If not, press F4 or click on 'Customers' button to do so.

7.2.4. Return & Issue Store Credit (Credit Note)

Store credits are tracked in the system showing when they were issued and how and when they were "redeemed".

1. At POS screen, click into "Return Item" (F10).
2. Type in the **PLU** number or scan the item to bring it up on the screen.

Note: if you don't type in the PLU number, system will show all the items on the original receipt.

3. Enter **Receipt Number** (if any) and return **Quantity** (default qty is 1) then press enter.

Note: the system will show the amount that was originally paid for this purchase in Negative, indicating that this is a Refund. It is up to the store policy to select the Refund method, i.e. Cash, Credit Card, Store Credit, etc...

4. Click on "**Pay**" button, the tender list will appear, then select **Store Credit** to issue a store credit. Press enter or click on **Finish**. A **Credit Note** will be printed. The system will automatically assign a Credit-Note number to be tracked at all locations when redeemed.
7. The system could be set up to **ONLY** issue store credits for returns, or to **ASK** depending on the refund amount "Limit". For details look under Location Set-up, POS set up.

7.2.5. Return an item for Exchange.

1. At POS screen, click on the “**Return**” (F10) button.
2. Enter PLU number , **Receipt Number** (if any) and the return **Quantity** (default Qty is 1), then press enter.
3. Enter the **Exchange item** and the additional items that the customer is buying.

Note: the system shows the qty of the items purchased, and (in Negative) the qty of the items being returned. If the Balance is a Positive number, the customer should pay, and if Negative, there is a refund balance to be paid back to the customer. (As per store policy).

4. Click on **Pay**, select the appropriate payment type to pay the balance (or to make a refund).
5. Press enter; then click on **Finish**. The cash drawer may open and a receipt will be printed accordingly.

8. Put a Sale on Hold

8.1. Putting a transaction On-Hold

If you need to put a transaction on hold for temporary reasons, so you can attend to the next customer, while the other is still looking for other items, etc.

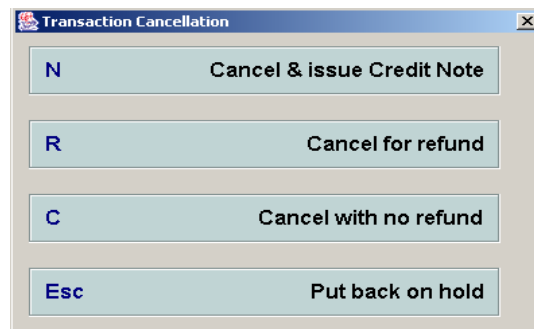
1. For the items shown on screen, just press **On Hold** or F7 button.
2. The system could be set-up to print a receipt for “On Hold”.
3. The system also allows collecting “Deposits” for on-Holds and reports accordingly. Such on-holds could be cancelled with deposits refunded, issued as store credit or even cancelled as penalty.

8.2. Recall On-Hold

1. Click on **Tools** button (F2) and select **Recall On-Hold** (H), you will see a list of On-Hold items.
2. Find the “On Hold” transaction by its transaction number or by customer name or other criteria & press **Enter** button (or double-click the highlighted transaction).
3. The items in this “Hold” will re-appear on the POS screen. Now you can continue by adding more items or remove some accordingly.
4. Press Enter & select the Tender type & enter the amount paid by the customer, press Enter & click on **Finish** (Enter) to print the receipt.

8.3. Canceling an On-Hold Transactions

1. Click on **Tools** button (F2) and select **Recall On-Hold** (H), you will see a list of On-Hold items.
2. Find the “On Hold” transaction by its transaction number or by customer name or other criteria & press **Enter** button (or double-click the highlighted transaction).
3. The items in this “Hold” will re-appear on the POS screen.
5. Now press **Cancel** (F8), if there is any “Deposits” paid, then the system will ask for the following options: Cancel & issue a credit note, Cancel for Refund, Cancel with no Refund or Put back on-hold. Depending on the store policy or at the discretion of the manager you could select the proper action.
6. Select the desired option and continue. **Note:** if you select the “Cancel for Refund”, the refund screen will open, then select the “tender” i.e. Cash, Visa, Master, etc, and manually enter a “Negative Refund” amount, i.e. \$ -25 (This amount must be equal to or less than the amount paid by customer.)
7. Note: If there is any penalty for return, it could be applied here in this screen. Example: Say if the Deposit was \$50.00 and you would want to apply \$20.00 penalty, then Cancel for Refund, and make a refund for \$ -30.00, then press F8 again and for the remaining \$20.00 simply press, “Cancel with no refund”. This detail will remain on the payment records for the verification by the accountant & viewed by managers.



Transaction Cancellation Window

9. How to make a Layaway

Layaway: when the customer “reserves” the merchandise, and makes periodic payments, until the total amount is paid in full. This process is called **Layaway** and depends on the store policy.

9.1. Creating a Layaway

1. At the **POS** screen, select a customer by clicking **Customer** (F4). If the customer does not exist, then create a new customer.
2. Enter the item or the items to be put on Layaway, then press F8 or click on the “Layaway” button. The system will show the minimum deposit to be paid for this layaway.
3. Click the **Enter** button to make a down payment & follow the process.

Note: Minimum deposit requirements are to be set-up at the back office screen, under Location **Profile, POS set up Tab.**

4. The system will prompt you with the Minimum down-payment required.
5. Then click into **Layaway** or select **Finish**. The layaway is created and the deposits accepted and receipts printed. At the back office, you could define the number of receipts to be printed for layaway transactions.

9.2. Making payment for Existing layaway & Partial pick-up

Making payment for an old layaway:

1. At POS screen Click on **Tools (F2)** button and select **Recall Layaway**. This will show the list of Open Layaways in the system. Enter the customer's name and find the layaway.
2. Select the desired Layaway from the list, then select **Pay** and proceed to either complete the sale or accept another partial payment for this layaway.
3. Choose the Tender type for this payment. If payment is not complete, then the system will allow putting the balance on the same layaway record and print the receipt for this transaction.
4. Press **F8** or click on **Layaway** button.

Partial pick-up:

1. Select the items to be picked-up, then select F7 (pick up). This will mark the item or the items to be picked-up.
2. Then go to pay and process the payment for the balance only for the selected items. The system will automatically keep the required deposit for the items remaining in the layaway and only allows releasing of the items selected for the partial pick-up.

Note: Please note that Layaways are not completed until finalized. While under layaway, Inventory will be marked as "Committed", and will be deducted only when the sale is completed.

PLU	Description	Qty	Price	Disc.	Total
BAGS	Misc. Bags	1	\$ 10.00	0.00 %	\$10.00
R500000	REEBOK MENS SH...	1	\$ 120...	0.00 %	\$120.00

Summary	
Total Qty	1
Total Discount	0.00
Sub Total	10.00
PST	0.80
GST	0.70
Total	11.50
Tendered	2.30
Balance	9.20
Transaction	4,461

Esc	F1	F2	F3	F4	F5	F6	F7	F8	F9	F10	F11	F12	Enter
Layaway	Help	Tools	Sales R...	Custom...	Products	Notes	Pick Up	Layaway	Remove	Return	Item Disc.	Total Disc.	Pay

Layaway partial pick-up

9.3. Canceling a Layaway

1. At POS screen Click on **Tools (F2)** button.
2. **Select** the desired layaway from the list and press enter
3. This will bring the selected Layaway to the POS screen. To cancel this Layaway, press **Cancel (F8)** button. If there is a deposit paid on this layaway, then a window will appear with following choices:
 - Cancel & Issue a credit note to the customer
 - Cancel for Refund (pay money back or put on credit card, partial or full).
 - Cancel with No refund.
 - Put back to the Layaway.

Depending on the store policy or at the discretion of the manager you could select the proper action. Select the desired option and continue.

Note: if you select the “Cancel for Refund”, the refund screen appears, then select the “tender” i.e. Cash, Visa, Master, etc, and manually enter a “Negative Refund” amount, i.e. -25 (This amount should be equal to or less than the initial amount paid by the customer.)

4. Note: If there is any **penalty** for this cancellation, it could be applied here. Example: Say if the Deposit was \$50.00 and you would want to apply \$20.00 penalty, then do as follows;
Cancel for Refund, Select Cash and make the refund for \$ -30.00. Since there is a remaining in the system, then press F8 again, now for the remaining \$20.00 simply press Cancel with no refund. This will keep the \$20.00 as penalty and release the refund towards this cancellation.

The item should be put back on the floor for sale and the payment records are updated for the accountant or managers to view.

9.4. Viewing Layaway list

1. At POS screen click on **Tools (F2)** button & select **Recall Layaway**, it will display a list of all the open layaways.
2. For details of each layaway, select the layaway and view details in POS screen. In the reports section of the back office, you can get a layaway report with details for each transaction.

10. Gift Certificates

MultiFlex RMS is very flexible allowing for gift certificates in a variety of practices. Gift Certificates could be either:

1. “**Inventory**” Items with exact amounts and serial numbers assigned to all Gift Certificate denominations, or:
2. It could be sold as gift Certificate for any “denomination” at the POS and the Serial number could be assigned at the time of Sale. **This method is practiced more commonly.**

All gift Certificates will be tracked with details such as selling location & Receipt numbers and the Location & Receipt number where they are “redeemed”.

10.1. Selling a Gift Certificate

For “**On the Fly**”, Gift Certificates, following is an example:

At the POS screen, enter “Gift” the system will ask for the Serial number, enter, then it will confirm the serial number and allows you to enter the value.

The rest is paying for the purchase as above.

Gift certificates are tracked at all stores and could be redeemed at all locations.

Detailed reports are available for accounting purposes & tracking who sold, where redeemed, etc...

10.2. Viewing Gift Certificates

1. At POS screen click on **Tools**
2. Click on **Gift Certificate List**, it will bring the list of gift certificates.

10.3. Redeeming a Gift Certificate

1. At POS screen make a Sale, then click on **Pay**
2. Select **Gift Certificate**, Enter **Gift Certificate** serial number, the system would know the amount, based on the serial number and show on the payment list. If there is a balance to be paid by the customer, then follow the process. If there is money to be refunded, then do as your company policy allows. i.e. “Store Credit” or cash.
3. Click on **Done**, and then Click on **Finish**. The sale is completed, & the receipt will be printed showing the details.

11. Credit Notes

MultiFlex allows issuing and tracking of Credit Notes. The POS user can issue and receive credit notes depending on store policy. Details of all credit notes could be viewed, whether redeemed or not, including reports.

11.1. Creating a Credit Note

There are two ways to create a credit note: at POS screen or at ‘Credit Note List’ screen.

At POS:

1. Make a return at sale. Click **Pay** or press the **Enter** button.
2. Select **Credit Note (N)** and click on Enter
3. A new Credit note with a “**Credit note**” number is created and printed for the customer to use for the next purchases.

At Credit Note List:

To bring the existing (old) credit notes into the system, you could enter them in the system and print a list for the POS staff to refer to when a customer attempts to redeem an old credit note. This process is based on authorization.

1. Click into INSERT button, a new line will be created.
2. Select the issue store from the option list.
3. Enter all information such as credit note number, credit amount, etc.
4. Click SAVE when finish.

11.2. Viewing Credit Notes

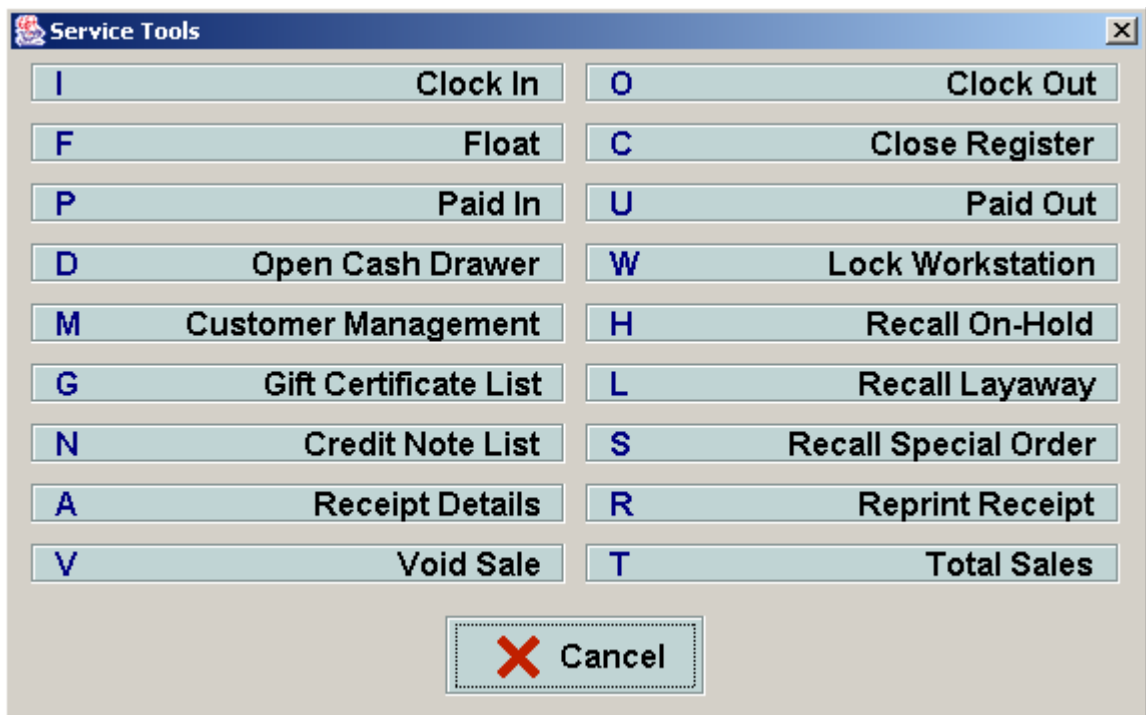
At POS screen click on **Tools F2**, then click on “N” **Credit Notes List**. A screen will open showing the details. This list could be sorted, filtered and printed according to the details on screen.

11.3. Redeeming Credit Notes

1. At POS screen make a Sale. Click on **Pay**, select **Credit Note**, Enter **Credit Note** number. The system will check for the validity of this “credit note”.
2. Click on **Done**. If the balance is negative, issue a new store credit (credit note) for the balance. If the balance is Positive, the customer should pay the balance.
3. Click on **Finish**. The credit note is either spent in full or in partial. If partial a new credit note is printed with the same credit note number for the remainder only. (Showing the history of transactions).

12. POS Tools

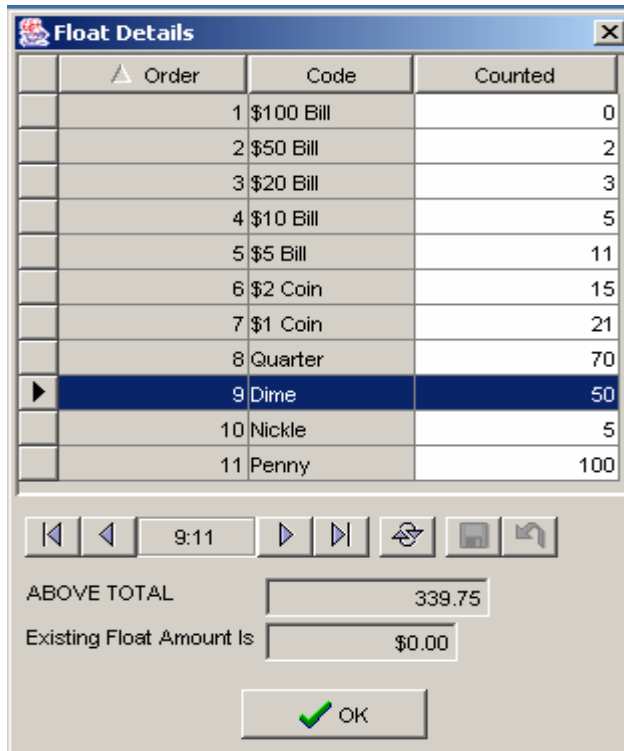
POS Tools provides access to a variety of Screen, Modules and activities. To Access the tools, click on ‘Tools’ button or press F2 key, then select the tool you need by either click the button or press the related letter key.



Service Tools Screen

12.1. Float

Float if the nightly revolving change in the system. Enter the amount for daily float. Click OK to confirm or **UNDO** to exit.



Float Screen

12.2. Close Register

At the end of the shift, or the end of day, you would usually close the “register” and count all the monies & credit & debit cards, etc... to prepare the “register” for the next day or shift.

Note: The sum of all cash registers would be the Total Sales for that location.

To start the process, click into the “Tools” button, and then select “Close Register”. This will create a “Session” for this close and will bring in all the sales into this “close” since the last “Close” at this register. If you change your mind and want to go back and add a few more sales to be included in this “Close”, then click into “Exit” and go back to POS screen. This will add all the next transactions in the upcoming “Close” register.

Order	Tender Type	Expected Amount	Counted Amount	Other Amount	Variance Amount
1	Float (Opening Balance)	\$339.75	\$336.00	\$3.75	\$0.00
2	Cash	\$2,197.63	\$2,195.00	\$0.00	\$-2.63
3	VISA	\$1,494.73	\$1,494.73	\$0.00	\$0.00
4	MASTER CARD	\$0.00	\$0.00	\$0.00	\$0.00
5	AMEX	\$20.80	\$20.80	\$0.00	\$0.00
6	Debit Cards	\$4,749.58	\$4,749.58	\$0.00	\$0.00
7	Foreign Currencies	\$0.00	\$0.00	\$0.00	\$0.00
8	Traveller Cheques	\$0.00	\$0.00	\$0.00	\$0.00
9	Cheques	\$0.00	\$0.00	\$0.00	\$0.00
10	Gift Certificates	\$0.00	\$0.00	\$0.00	\$0.00
11	Gift Card	\$0.00	\$0.00	\$0.00	\$0.00
12	Credit Notes	\$0.00	\$0.00	\$0.00	\$0.00
13	Charged To Account	\$265.58	\$265.58	\$0.00	\$0.00
14	Coupons	\$0.00	\$0.00	\$0.00	\$0.00
15	Custom Tenders	\$0.00	\$0.00	\$0.00	\$0.00
16	Paid Ins (Cash)	\$0.00	\$0.00	\$0.00	\$0.00
17	Paid Outs (Cash)	\$0.00	\$0.00	\$0.00	\$0.00
18	Bank Deposits (Cash Only)	\$0.00	\$0.00	\$0.00	\$0.00
19	Total	\$9,068.07	\$9,061.69	\$3.75	\$-2.63

Close Register Screen

In the “Close Register” screen, start with the Opening Balance (float), double click on each line, count the denominations and follow the process for the other tenders in the list.

Once all are counted, the system will show if there is any variance. You can now click into the button “Verify and Close”. This will ask you for the “Variance” and allows entering any notes as explanation. For a negative amount, enter the minus sign and then the amount, e.g. -5.25. For no variance, accept 0.00 (zero). You may also enter a “note” explaining the variance amount. Finally click OK.

At this time you can print the “Close Register” report showing all the details for that “Register” and that shift by clicking the ‘Std. Report’ button or ‘Narrow Report’ button.

12.3. Clock In

Use this function to start the shift for every POS user who is also on hourly payment basis. This will keep track of hours worked and prepare an hourly payroll report at anytime the manager would want it. At Point of Sale, Click on **Tools (F2)**

1. Select **Clock In**
2. Enter your **User ID** and **password**. **Note** is optional. Then click **OK**.

The screenshot shows a dialog box titled "Tools Clock In". On the left is a logo with a globe and a pencil. The main area has three labels: "User ID" with a text box containing "Jen", "Password" with a text box containing "***", and "Note" with a larger text box containing "10 minutes later". At the bottom right are two buttons: "OK" with a green checkmark icon and "Cancel" with a red X icon.

Clock In Screen

Note: A record will be created under Misc. Section within Clock in/out, which lists all records of employee hours. To get a consolidated report for employee weekly hours, simply go to reports section and choose the Hourly Payroll Report.

12.4. Clock Out

Use this function to clock-out of the shift or when you need to take a long break (Depending on the policy of the company). This will allow you to keep record of hours started and finished including the break periods.

12.5. Paid In

This would record the receiving of any money into the Till, for all reasons other than sales or the type of transactions discussed above. This will appear in the Total Sales report and could be reported on.

1. At POS screen select the TOOLS button.
2. Click on **Paid In**

The screenshot shows a dialog box titled "Tools Paid In". On the left is a logo with a globe and a pencil. The main area has three labels: "Received From" with a text box containing "Susan", "Amount" with a text box containing "\$50.00", and "Reason" with a larger text box containing "Changes". At the bottom right are two buttons: "OK" with a green checkmark icon and "Cancel" with a red X icon.

Paid In Screen

3. Enter the amount and a brief note & click on **OK**. A receipt will be printed.

12.6. Paid Out

This keeps record of money taken out of the till during the shift. A brief note is suggested for any such activity. This will show on the Total Sales report.

- At POS screen select the **TOOLS** button.
- Click on **Paid Out**



Paid Out Screen

- Enter the amount and a brief note & click on **OK**. A receipt will be printed.

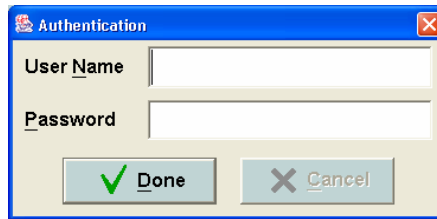
12.7. Open Cash Drawer

Use this function when you need to open the cash drawer other than when doing the normal transactions. Enter the reason (if any) and then click Ok.

12.8. Lock Workstation

Use this function if you need to leave your terminal momentarily and keep the POS program and terminal available for you when you return. Other users can also login at this screen with their user ID & password. This reassures that other stuff can not use your session. All sessions are auditable.

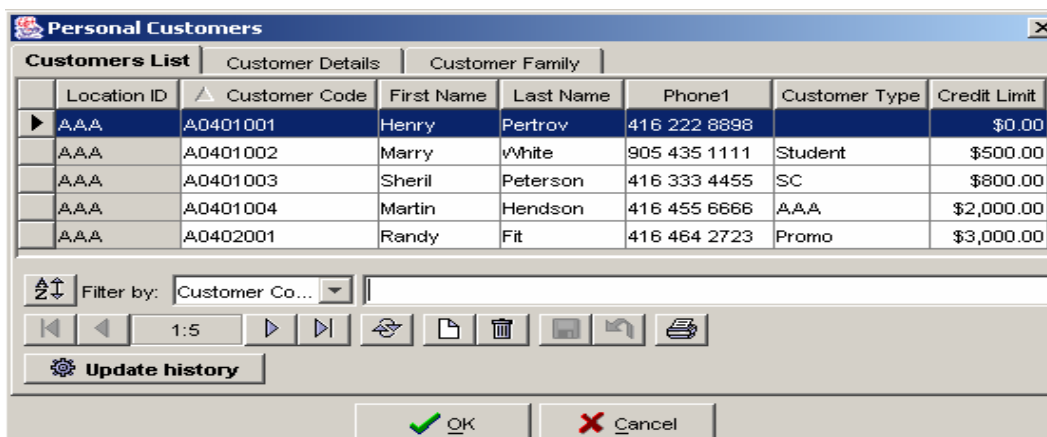
1. Click on **Tools** (or press F2) in POS screen
2. Select **Lock Workstation** (or press W). The workstation will be locked until you return and enter your user ID & password to resume again.
3. At this screen, if a different user ID and password is entered, then the new user will be using the system for his/her own session with the authorization level equal to the one shown for the "Cashier".



Lock Workstation Screen

12.9. Customer Management

This function is on authorization basis; it will show the customer list and their details. If you have access, you can also add new customer in the system with further details.



Customer Management Screen

12.10. Recall On-Hold

Use this tool to view list of transactions that have been put on hold, and select for Recall into the POS screen.

12.11. Gift Certificate List

The Gift Certificate List shows all the available certificates that can be used by system.

Gift Cert No	Value	Issued Date	Issued Rec No	Issued Locatio...	Redeemed Date	Redeemed Rec No	Redeemed Loca.
1212	\$100.00	2004-May-06	54	AAA			
1113	\$100.00	2004-Apr-12	48	AAA			
1112	\$100.00	2004-Apr-12	47	AAA			
1111	\$100.00	2004-Apr-12	46	AAA			

Filter by: Gift Cert No

1:18

Print

OK Cancel

Gift Certificate List

12.12. Recall Layaway

This displays current layaway list. When selected, this option will display the list of all open Layaways allowing you to select from the list and process further, as explained above in detail.

12.13. Credit Note List

Will display the list of all credit notes issued. Highlight a line, the redeem details will be listed on the lower part of the screen. You can also edit or even create a new credit note here, depends on your access right setup (details reference to section 11.1).

Issued at	Location Name	▼ Credit Note No.	Issued Rec. No.	Issued Date	Issued Credit Amt	Balance	Comment	...	Customer Name
Blu	Blue Industries	264	1,483	2005-Nov-29	\$57.48	\$57.48			Niki Le
▶ Blu	Blue Industries	262	1,467	2005-Nov-28	\$343.85	\$44.85			Shery Locilento
Blu	Blue Industries	261	1,465	2005-Nov-28	\$229.88	\$30.88			Shery Locilento
Blu	Blue Industries	258	1,354	2005-Nov-16	\$90.85	\$90.85			Sandra Albia
Blu	Blue Industries	257	1,353	2005-Nov-16	\$524.00	\$524.00			Kishan Gunam
Blu	Blue Industries	255	1,314	2005-Nov-11	\$136.74	\$136.74			Ha Nguyen
Blu	Blue Industries	254	1,308	2005-Nov-11	\$10.56	\$10.56			Bunny Sutchy
Blu	Blue Industries	252	1,265	2005-Nov-05	\$75.00	\$75.00			Domenica Scacchi

Filter by: Credit Note No.

2:163

Reprint Credit Note Print Report

Rec. No (Redeemed)	▼ Redeemed Date	Redeemed Location ID	Redeemed Amount
▶ 1,468	2005-Nov-28	Blu	\$299.00

1:1

OK Cancel

Credit Note List

12.14. Recall Special Order

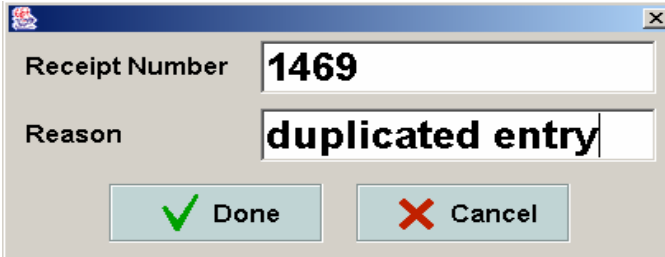
Use this option to view the outstanding Special Orders. When the merchandise arrives, the Po would suggest to whom the special order belongs.

To fulfill a special order, it is best to run a “Fulfillment” report and see the details. This is under report, Sales, Special order fulfillment, or simply of Special order list, at the bottom of the page.

12.15. Void Sale

Use this tool to void a sale if necessary

1. At POS screen click into the TOOL button.
2. Click **Void Sale**



Void Sale

3. Enter **Receipt Number** and Void **Reason**
4. Click on **Done** to finish or **Cancel** to quit.

The system will void the selected transaction and adjust all related matters, such as item will go back into the inventory, sales & tax records will be updated voided accordingly.

12.16. Receipt Details

List all the receipts with the details. This function is very useful if you require viewing the details of a receipt or transaction.

12.17. Reprint Receipt & GIFT Receipts

This function allows reprinting a receipt if necessary including GIFT Receipts. The system will allow printing more than one gift receipt if required. It also provides the option to print the gift receipt for which items on the list. For example, you may have 7 items and the customer asks for gift receipt only for 3 items.

Simply follow the screen and select your options.

12.18. Total Sales

Total Sales would show the total picture of sale in a store. Say if there are 3 different terminals, the Total Sales will show the sales belonging to all terminals. Unlike the close balance that is reflecting only one terminal.

Total Sales reports could be taken for any period for the store, daily, weekly or for any period defined. Preparing a Total Sales is based on the user authorization. To create a Total Sales, click onto this button, a new screen will open showing a list of Total Sales s created earlier. Click into the button “Prepare a new Total Sales” and enter your Location ID.

The location ID is available to you under the company Menu. Then enter the date range & time for the new Total Sales, the system will prepare the report and let you print it on the laser printer if you have access to it.

13. Special Orders

13.1. Creating a Special Order

The Special Order feature can be used for processing orders for Out of Stock Items and items that have never been in the system. For instance, a customer is interested in purchasing an item that has been in stock previously and is currently not in stock or when a customer finds a product in a catalogue and would like to order it.

The system will create the records for the managers to place a PO automatically, allowing tracking the items when they arrive, and contacting the customer for pick up (or ship to customers) and completion of the transaction.

1. At POS screen, select a customer, if this is a new customer, create the customer by clicking on ‘**New Cust.**’ or press **F2**, and enter the necessary information about the customer.
2. Note: To edit a customer’s existing data, Press **F4 ‘Details’**, if required.
3. You are now back to POS screen, select items as a normal sale (Press F6 ‘Show All’ to show the product catalog, or F11 for new products, catalogs, etc.).
4. Once the item is selected, press Enter Key to make a down payment according to your company policy.
5. Press **Enter** to finalize the sale, choose ‘**Put on Special Order**’ or press ‘**S**’
6. System will create a special order for the selected customer and the items and a special order receipt will be printed. (A PO could be created automatically and processed for this order at back office.)

13.2. Viewing Special Order list

The Special Order List shows the special orders that have been created at the POS process. Each order, when opened, shows the details of the items. For every special order you can automatically create a purchase order or combine them together for the suppliers that carry such items. More items could be added to the Po at any time. If cost was not know by the staff who created this special order, then the system allows entering cost before approving the PO.

1. At main menu select **Sales**.
2. Click **Special Order List**, it will display the list of Special orders.
3. You can make a PO for the items in this special order if necessary (click on **Create Quick PO** button).

13.3. Recall Special Order at POS

Use this option to view the outstanding Special Orders. When the merchandise arrives, the Po would suggest to whom the special order belongs.

To fulfill a special order, it is best to run a “Fulfillment” report and see the details. This is under report, Sales, Special order fulfillment, or simply of Special order list, at the bottom of the page.

13.4. Cancelling a Special Order at POS

If a customer does not want his/her special order and you decide to cancel, do as follows;

1. At POS screen Click on **Tools (F2)** button.
2. **Select** the desired Special Order from the list and press enter.
3. This will bring the selected special order to the POS screen. To cancel this Special Order, press **Cancel (F8)** button. If there is a deposit paid on this order, a window will appear with following choices:
 - Cancel & Issue a credit note to the customer
 - Cancel for Refund (pay money back or put on credit card, partial or full).
 - Cancel with No refund.
 - Put back on Special Order.

Depending on the store policy or at the discretion of the manager you could select the proper action. Select the desired option and continue.

Note: if you select the “Cancel for Refund”, the refund screen appears, then select the “tender” i.e. Cash, Visa, Master, etc, and manually enter a “Negative Refund” amount, i.e. -25 (This amount should be equal to or less than the initial amount paid by the customer.)

4. Note: If there is any **penalty** for this cancellation, it could be applied here. Example: Say if the Deposit was \$50.00 and you would want to apply \$20.00 penalty, do as follows;

Cancel for Refund, Select Cash and make the refund for \$ -30.00. Since there is a remaining in the system, then press F8 again, now for the remaining \$20.00 simply press Cancel with no refund. This will keep the \$20.00 as penalty and release the \$30 refund towards this cancellation.

The item should be put back on the floor for sale and the payment records are updated for the accountant or managers to view.

14. Receipt Lookup

The Receipt Details shows the list of all receipts issued including an option to view & print the details of each.

1. At POS screen, click on **Tools**
2. Select **Receipt Details**, it will view the list of receipts

Location...	Customer Name	Receipt No.	Transaction No.	Date	Total Qty	Subtotal	TaxTotal	Include Tax...	Total Discount	TotalAmount	TotalTe
A.A.A Fas...		57	119	Thu 05/13/...	-1	\$-74.97	\$-11.25	\$0.00	\$0.00	\$-86.22	
A.A.A Fas...		56	114	Fri 05/07/2...	1	\$74.97	\$11.25		\$0.00	\$86.22	
A.A.A Fas...		55	113	Fri 05/07/2...	2	\$140.00	\$21.00		\$0.00	\$161.00	
A.A.A Fas...		54	111	Thu 05/06/...	4	\$222.97	\$15.60		\$0.00	\$238.57	
A.A.A Fas...		53	108	Mon 04/26/...	1	\$59.00	\$8.85		\$0.00	\$67.85	

Filter by: Receipt No. | 1:26 | Receipt Details | Print Receipt

Receipt Lookup Screen

To view the detail of a particular receipt, double click on the selected line, it will open the receipt details for this receipt.

The **upper** screen displays general information about the receipt.

The **middle** screen shows the details about items and payments. Click the appropriate tab to view its details. The lower screen shows item tax details.

The screenshot shows a 'Receipt Details' window with the following data:

- Location Name: Andy's Bargain House
- TerminalName: MHS-VS21
- Transaction Type: Layaway
- Transaction No.: 194
- Customer Name: John Tucker
- Date: 2003-Jul-16
- Subtotal: 155.55
- Tax Total: 23.33
- Total Amount: 178.88
- Total Paid: 0.00
- Total On Account: 0.00
- Balance/Change: 178.88
- Voided: Yes

Below the summary is an 'Items List' table:

PLU / SKU	Description	Selling Price	Discount Amount	Sold Price	Qty Sold	Ext. Price	Bonus Points	Regular Points	Serial No
B873	Lawn Mower/103/	194.44	0.00	155.55	1	155.55	0	1,555.27	

Below the items list is a 'Rem Taxes' table:

Tax Desc	Tax Percentage	Tax Amount
Goods & Services Tax	7.00	10.88
Provincial Sales Tax	8.00	12.44

Receipt Details Screen

15. Total Sales

Total Sales provides detailed information about “Sales” and “Tenders” for any selected period (date & time range). Total Sales is comprised of 2 main screens, the “Sales” & the “Tenders”.

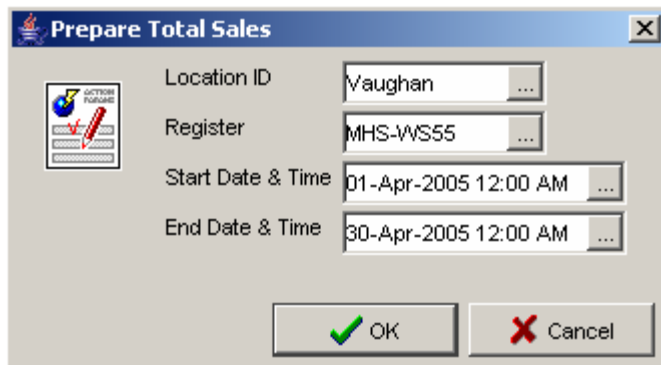
For each screen there is a sub-screen (to be opened or closed, showing the details per line for sales & tenders screens). These “Detail” screens could be kept open or closed or adjusted to the size required.

To get a “Total Sales”, click on Sales menu and choose Total Sales. This will open a total sales screen, click on “Prepare Total Sales” button. This will open the screen asking for: Location ID, Register name, Start Date/time and End Date/time. Enter the required information and press OK. The system will prepare the Total Sales for the selected period.

Note: for a quick Total Sales: simply click onto the “Prepare Total Sales” and click ok. This will show the Total Sales for that day only and up to the minute for which it is being prepared.

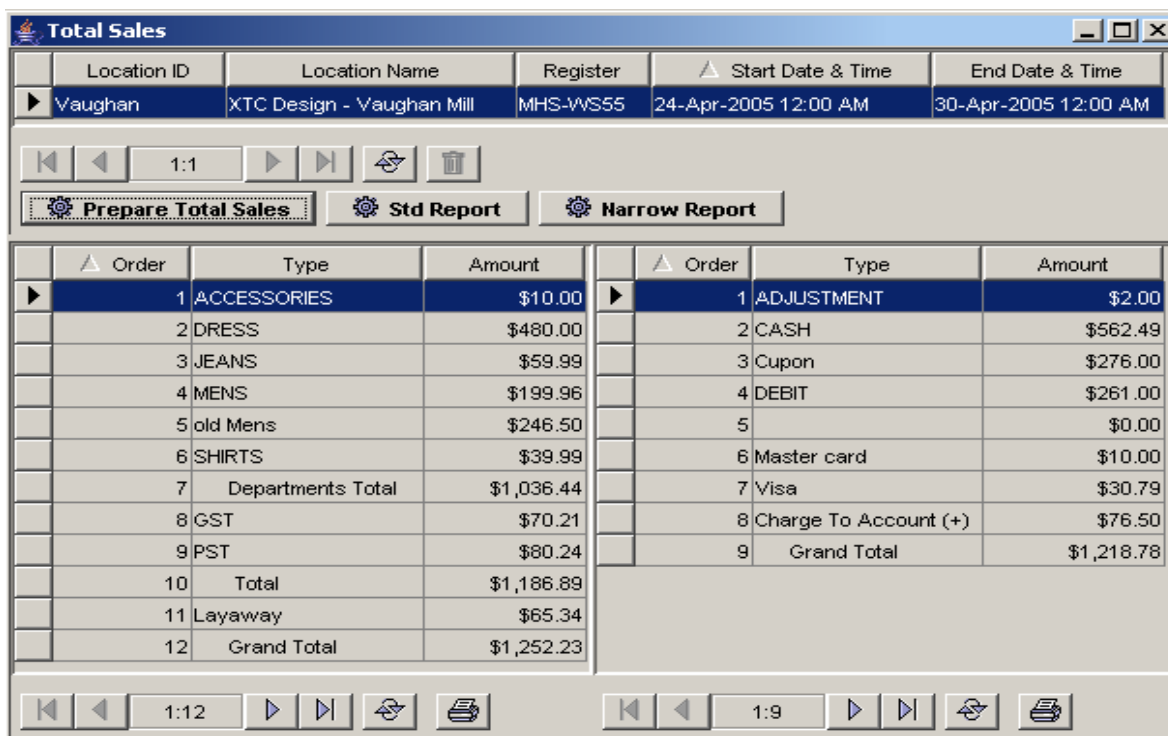
Please note that each “Total Sales” is for a specific “Register” and for the period selected. Reports could be printed on both 80 column and on a 3” “narrow” receipt printers.

1. Click on **Sales**, select **Total Sales**
2. Click on **Prepare Total Sales**
3. Enter the information required & Press OK



Prepare Total Sales

Now you get your Total Sales. For each line, double clicking will show you all the details about that line.



Total Sales Screen