



PayFirst

PAYFIRST RETAIL POINT OF SALE v3.3

The Retail Business

A traditional retail business makes sales using a cash register. They track inventory using pen and paper. They price inventory using price guns and price stampers. These tools have been used for many decades and have diligently served retailers. Yet most retailers today are looking to replace the venerable cash register with a POS System. This same POS system is also eliminating the use of pen and paper to track inventory. The time consuming task of pricing stock individually has been replaced with a barcode and shelf labeling system. Retailers big and small are moving to a POS system.

What is a POS?

A POS is a Point of Sale. This is the physical location where transactions are made. Generally, this is the retail checkout counter. It is also used to represent the software that runs a computerized Point of Sale System.

What is a POS System?

A POS System stands for Point of Sale System. These are computerized systems that have replaced the traditional cash register.

What are the benefits of a POS System?

The benefit of our Point of Sale System is to save you time and money. This is accomplished by reducing the time spent on traditional tasks such as inventory management, sales campaigns, and also by reducing pricing errors and administrative errors.

Why use the Payfirst Retail POS System?

The Payfirst Retail Point of Sale System provides an intuitive, easy to use interface that will have you up and running in no time. You will spend less time managing inventory related tasks, and more time serving your customers.

At Payfirst, we understand the retailer. Many of our senior consultants and account specialists have worked in various retail fields. We understand that if a customer's experience at any retailer's location is unsatisfactory, that retailer will lose customers. Customer service forms the basis of the Payfirst Retail Point of Sale System. Our aim is to give you the tools necessary to streamline and simplify your business. This way you spend more time serving customers and which will in turn help your business grow.

These are some of the benefits of the Payfirst Retail POS System

Save Time

- Reduce time spent manually pricing stock
- Quickly, and easily, ring up sales
- Quickly balance cash drawers
- Eliminate pricing errors due to manual entry
- Fast price lookups
- Quickly create, and track, sales campaigns
- Manage inventory
- Retrieve reports in seconds

Increase Profits

- Revenue and profit reports
- Identify best selling, and worst selling inventory
- Eliminate pricing errors due to manual entry
- Better customer service to help increase customer base
- Reduce shrinkage, due to administrative errors, employee theft, shoplifting, and vendor fraud

Reporting

- View sales reports for any period of time using various criteria
- View stock on hand
- View best selling, and worst selling inventory
- View vendor performance
- View employee performance
- View employee activity logs
- View customer data

Misc Features

- Multi-Lingual Support
- Layaway Feature
- Rental Support
- Pay on Account
- Age Verification
- Multi-Peripheral Support

POS Hardware

Every POS System consists of the same basic hardware components. Depending on the size and type of business, some of this hardware is optional or not needed at all.

- Server Station – This controls all stations on the POS system and it is the repository for all data in the system. The server is also used for processing all credit card transactions and controlling any work order printers.
- Back Office Station – These are used to manage inventory, as well as perform managerial tasks.
- Workstation – These are the individual checkout stations where sales are made.
 - Monitors – These can be touchscreen or standard displays. The touchscreen display can be used in place of a keyboard and mouse to control the POS system.
 - Pole Displays – A small LCD used to display checkout information.
 - Customer Displays – A second monitor used to display checkout information.
 - Keyboard & Mouse – Input devices used to control the POS Systems as well to enter information.
 - Barcode Scanners – These are used to scan barcodes. This allows for high-speed and accurate input of inventory items.
 - Cash Drawer – This is where money from transactions are kept.
 - Weight Scales – Integrated scales used to weigh inventory that is sold by weight.
 - Printers – Used to print receipts on each workstation. May also be used for work order printing if the retailer prepares food.
 - MSR – Magnetic Stripe Readers. These are used to read the credit cards, debit cards, gift cards, loyalty cards, and employee ID cards.
 - PIN Pads – These are required for debit card, and EBT, processing. They are used to input the Personal Identification Number for debit, and EBT cards.
 - Signature Pads – Used to process credit cards and other transactions that require signatures. Reduces the need to store credit card receipts where a signature is required.
 - Check Readers – MICR, or Magnetic Ink Character Recognition devices. This is used to scan the magnetically encoded routing, bank and check numbers on personal and business checks.
 - Label Printer – Used to print barcode labels such as those found on store shelves.
 - Report Printer – A regular printer that will be used to print a hard copy of generated reports.
 - Stocktake Scanner – Wireless scanner used to check actual inventory and reconcile it to inventory you should have.

POS Software

Every POS System will contain the Payfirst POS Software. The server and each individual workstation should only contain the POS software. Each station will also contain remote login software used to help troubleshoot the POS system via the internet. For larger retailers, optional software such as Microsoft Word and Quicken , purchased separately, should only be installed in the Back Office station.

The Payfirst Retail System is designed with a clean interface in mind. It is an intuitive system designed for touchscreen, and keyboard and mouse in such a way that users can pick it up with ease. You will access features and functions only when you need them. This will help streamline your workflow as you use the Payfirst Retail System.

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Introduction

The purpose of this document is to familiarize the user with how to configure the Payfirst Retail POS System from start to finish, as well as how to use the system.

This document is meant for administrators and support staff who will aid the managers and salespersons in using the Payfirst POS System and to troubleshoot any issues that may arise.

This document assumes the reader has basic computer knowledge.

This document also assumes the reader has learned how to install any devices and peripherals needed. Or at the least has staff on hand to assist in hardware setup.

Before you get started on configuring the Payfirst Retail POS Software for use, please make sure that all hardware and peripherals are working. This includes not just peripherals like printers, but networking the computers used in the POS System together. There are different methods of testing the hardware depending on what is being installed.

Installing the Software

Download the Zip file containing the Payfirst Retail POS Software

Create a folder under the C Drive called NEWRELEASE. The location should be C:\NEWRELEASE

Move the Zip file into the folder you just created.

Any hardware drivers and installation files should also be moved to this folder. This way you have a standardized location that you can look in to find any needed software, hardware drivers, and other installation files.

Extract the Payfirst Retail POS Software. In Windows, you can right mouse click on the Zip file and extract this file to C:\NEWRELEASE\ PayFirstMarket

Go to the folder you just extracted the Payfirst Retail POS Software.

Install the software using the file named Setup.exe

Do not install from the file named Setup.msi

You may need to disable "Hide extensions for known file types" in the Windows Folder Options to see the exe and msi file extensions.

Follow the installation instructions that will appear. Installation may take up to half an hour.

Getting Started

After installing the software, you will need to set up the new POS system. You will learn how to navigate to the various configuration settings and learn what they mean. Every retailer has different needs and preferences and the Payfirst system has many options that will allow you to tailor the system to the retailer's needs.

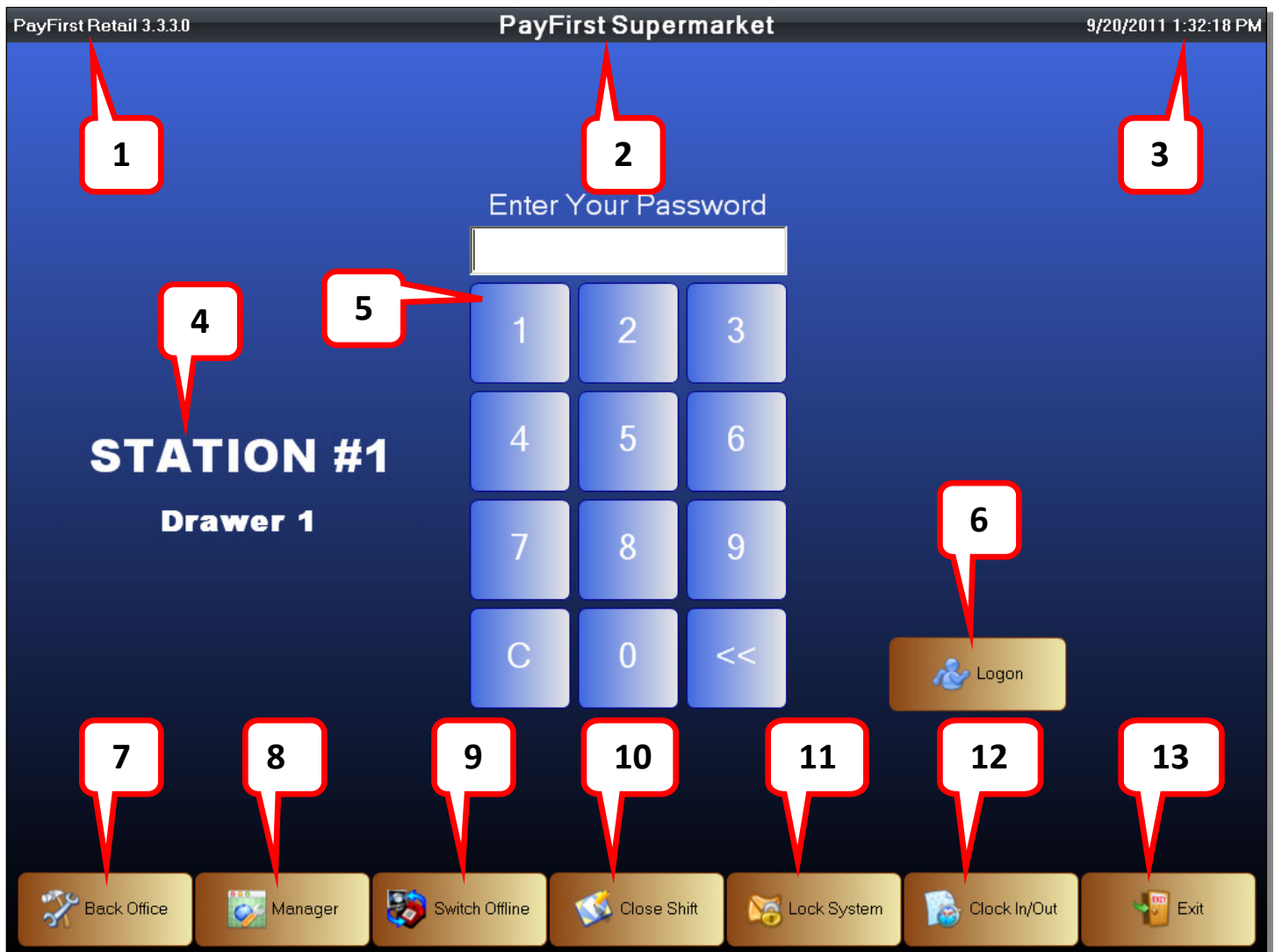
Figure 1 - Logon Screen



To launch the Payfirst Retail System, find the Payfirst Retail icon, and double click it to start the software.

This will take you to the Logon screen. When you first start the Payfirst Retail System, this is the screen you will be presented with. This is also the hub that allows you access to the various areas of the system.

Figure 2 - Logon Screen



1. System Version – This is the version of the POS System you are using.
2. Venue – This is the name of the business using the POS System.
3. Date and Time – This will display the current date and time.
4. Station – This is the Station Number, as well as the Cash Drawer number.
5. Logon Number Pad – This is the number pad used to enter a user’s password so that they may log onto the system. If you are using an alphanumeric password, you will need a keyboard to enter the password.
6. Logon – This is the button used to enter the Front Office.
7. Back Office – This is used to enter the Back Office. The Back Office is where you will configure the system.
8. Manager Function – This is used to log onto the Manager Functions.
9. Switch Offline – Offline mode in case the Main PC, or Server, is not accessible.
10. Close Shift – You can close out a shift using this button.
11. Lock System – Locks the system from being accessed.
12. Clock In / Out – Employees can clock into the system, and clock out of the system as well as go on break.
13. Exit – This exits the Payfirst Retail POS System onto the computer desktop.

Configuring the System

After installing a new Payfirst system, you will need to configure it. All of the configuration options are found in the Back Office. The Back Office is where all setup and some of the administrative tasks will take place. You will need to enter the Back Office.

To access any functions from the Logon Screen

1. From the Logon Screen, enter your password on the number pad. If the password is alphanumeric, you will be required to enter a password using an attached keyboard. The password you use will let the system know which user you are.
2. Click on any function button
3. It will initiate that function, usually taking you to a different screen

Entering the Back Office

1. From the Logon Screen, enter your password on the number pad or using an attached keyboard.
2. Click on the Back Office button
3. You will now be in the Back Office

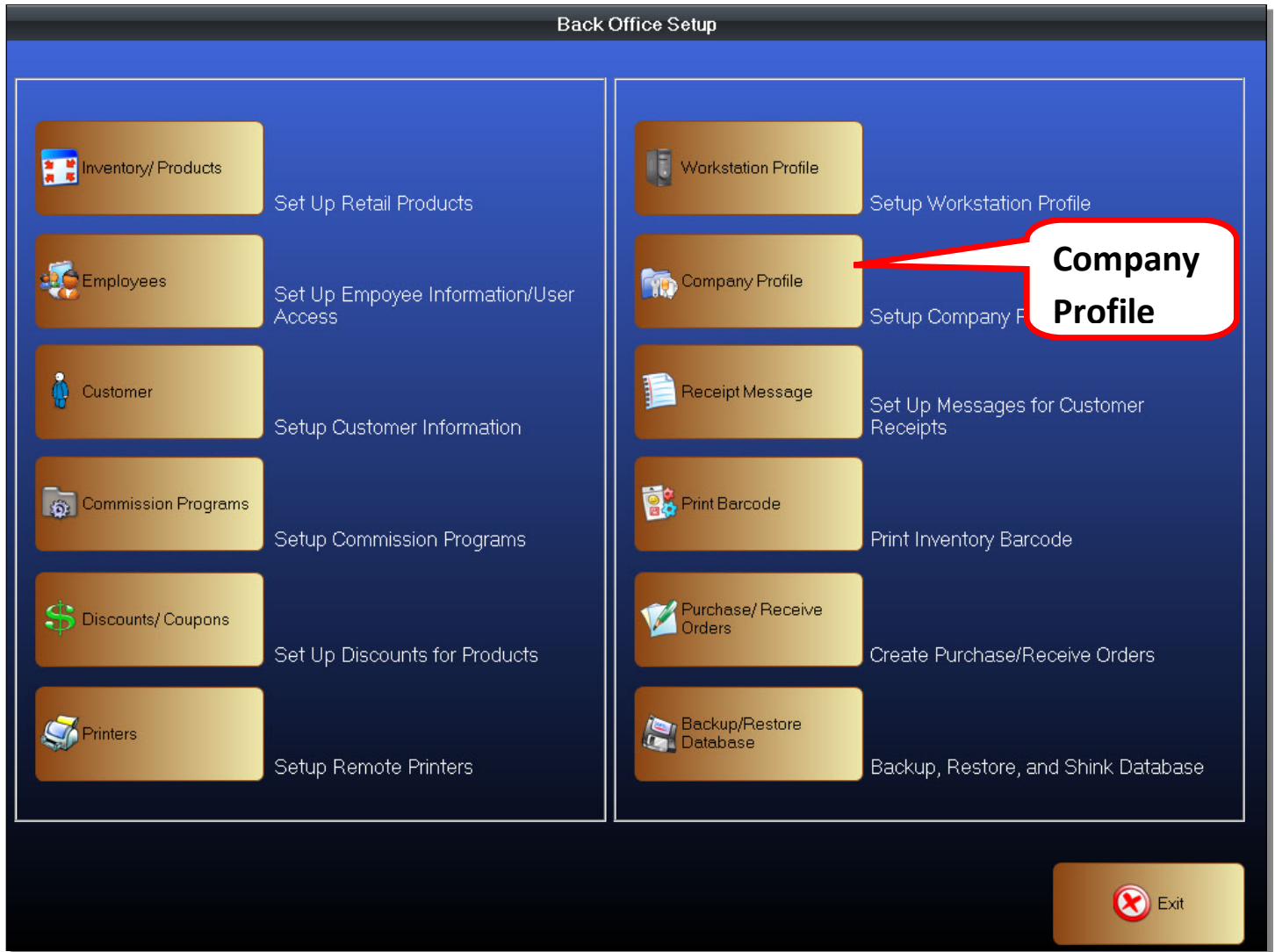
Before we go further, throughout the Payfirst POS system, you will find some common controls. They are:

- New – creates a new profile or item
- Delete – Deletes a selected profile or item
- Update – Saves your work
- OK – Confirm
- No – Deny
- Exit or Cancel – Exits current screen and goes to the previous screen.

Company Profile

You will now be in the Back Office. All of the POS configuration settings are found here. You will also set up information such as customer profiles, sales promotions, and manage inventory in the Back Office.

Figure 3 - Back Office



In the Back Office, you will first configure the Company Profile.

To enter the Company Profile

1. Enter the Back Office
2. Click on the Company Profile button.
3. You will now be in the Company Profile Setup Screen.

The Company Profile is where most of the global, or system wide, settings will be configured. The Company Tab is the first screen you will see in the Company Profile. The Company Tab is where you will enter information about the business.

Figure 4 - Company Profile A

The screenshot shows a software interface titled "Company Profile" with four tabs: "Company" (highlighted in green), "Database", "General Info", and "Miscellaneous". The "Company" tab contains the following fields:

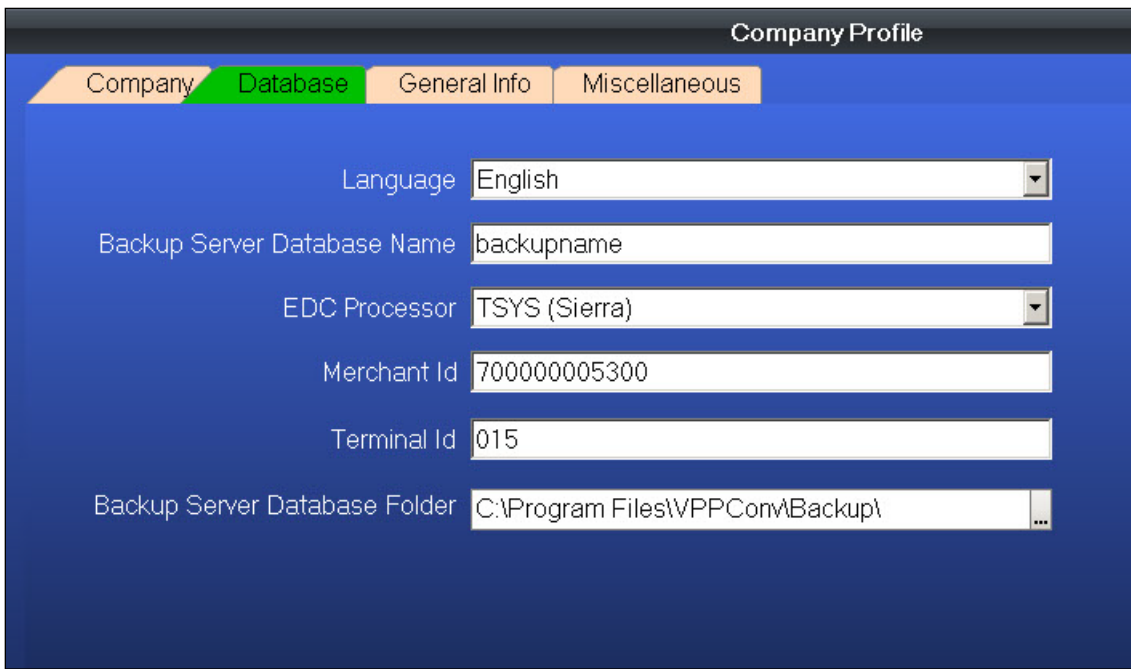
- Store ID: 1
- Business Name: PayFirst Supermarkets
- Business Slogan: PayFirst Slogan
- Company Name: PayFirst Supermarkets
- Address: 800 N Kings Hwy
- City: Cherry Hill
- State: NJ (dropdown menu)
- Zip: 08003
- Phone #: (888) 377-1838
- Fax #: (856) 779-1515
- Fed Emp Id: FEDERAL
- State Emp Id: STATE

- Store ID - This is the number of the store. It should only be changed for multi-location retailers.
- Business Name - This is the business name of the retailer.
- Business slogan - You may add a business slogan here.
- Company Name - This is the DBA, Doing Business As, name. This is printed on the receipts.
- Address - The street address where the retailer resides.
- City, State, Zip - The city, state and zip code that the retailer resides in.
- Phone / Fax Numbers - The phone and fax numbers for the retailer.
- Federal Employer ID Number (FEIN) - A unique number issued by the IRS that entitles a business to operate in the USA. This may also be referred to as the Employer ID Number (EIN) as well as Tax ID Number (TIN).
- State Employer ID Number - A unique number issued in states that collect personal income tax. Check local tax laws to see if this is applicable for a retailer.

After you are finished configuring the information in the Company Tab, click on the Database Tab.

The Database Tab is where you will set some of the options that control the credit card processing, as well as the database backup. Some of the settings may need to be obtained from a credit card processor after a Merchant Account has been set up for the retailer.

Figure 5 - Company Profile B



- Language - This will change the POS System from English to a secondary language. The POS System itself will change to the secondary language chosen. This is not used to enable a second language during inventory creation, or for enabling a second language on receipt printing.
- Backup Server Database Name - This is the name that will be used, when making a backup of the database.
- EDC Processor - If credit cards are being processed on the Payfirst POS System, you must choose the correct credit card processor that is handling the account. The EDC (Electronic Data Capture) Processor must still be configured separately within the Payfirst EDC Software.
- Merchant ID - This is the Merchant ID Number given to a retailer by the credit card processor.
- Terminal ID - The Terminal ID Number is assigned by the credit card processor.
- Backup Server Database Folder - This is the location where backups of the database will be saved. You may change this location to suit the retailer's needs.

General Info

This is the General Info tab. This tab is separated into sections. Of note is the Tax Rates, which is where you set the taxes. Miscellaneous, which is where you will set many of the behaviors that may not fall into a set section, but will still affect the POS system on a global level. Depending on the needs, and preferences, of the retailer, you will enable or disable these options.

Figure 6 - Company Profile C

The screenshot shows the 'Company Profile' window with the 'General Info' tab selected. The interface is divided into several sections:

- POS Options:** A group of input fields for general company settings.

| | | | |
|---------------------------|-------------------------------|----------------------------------|--------|
| Ticket Start # | 100 | Cost Markup % | 35.000 |
| Print Payments On Receipt | 1 | | |
| Mask Authorization Code | 10215412 | | |
| Misc Inventory Descr | Non Inventory | | |
| Late Fee Descr | Late Fee | <input type="checkbox"/> Taxable | |
| Cancel Layaway Descr | Layaway Cancellation Refund | | |
| Pole Line 1 | Thank you for coming | | |
| Pole Line 2 | Please come again... | | |
| MSR Logical Name | yposmsr | | |
| Price Level | None | | |
| Display Message | Thank you for shopping at TRX | | |
- MISC:** A list of miscellaneous options, each with a checkbox.
 - Print Employee Sales on Clock Out
 - Enable Gift Card
 - Allow Manual Gift Card Entry
 - Allow Manual Member Card Entry
 - Convert UPC Code
 - Prompt for Miscellaneous Inventory
 - Prompt for Zipcode After Payment
 - Print 2nd Language on Receipt
 - Show 2nd Language on POS
 - Combine Items
 - Commission After Discount
 - Allow Coupon on Auto Discount
 - Allow Coupon on VIP Customer
 - Allow Auto Discount on VIP Customer
 - Allow Discount Program on Auto Discount
 - Allow Discount Program on VIP Customer
 - Enforce Inventory Management
 - Returns Require Receipt
 - Print Gift Eligibility On Receipt
 - Print Loyalty Balance On Receipt
 - Enforce 1 Cashier per Drawer
- Tax Rates:** A table for defining tax rates.

| | Rate 1 | Rate 2 |
|--------------|--------|--------|
| Tax 1 | 0.000 | 0.000 |
| Tax 2 | 0.000 | 0.000 |
| Tax 3 | 0.000 | 0.000 |
| Tax 4 | 0.000 | 0.000 |
| Tax 5 (Misc) | 8.000 | 0.000 |

At the bottom right, there are 'Ok' and 'Cancel' buttons.

POS Options

These options affect the retailer's POS system when making a sales, during inventory creation, and the customer display.

- Ticket Start # - This is the number that all transactions will start with on each checkout station.
- Cost Markup % - This is the automatic markup percentage used during inventory creation. It is used as a guide so the retailers do not have to bring out the calculator each time they updating prices on inventory.
- Print Payments on Receipt – This is used to print payment details on receipts. If this is set to zero, then there will be no payment details such as whether the customer paid with a credit or debit card.
- Mask Authorization Code – This is the false authorization code given when you force a transaction in the Front Office. Forced Transactions are used to capture the credit card transaction information temporarily, if you are unable to process credit transactions for any reason.
- Misc Inventory Descr – This is the default description used when ringing up a miscellaneous item in the Front Office using the number pad.
- Late Fee Descr – This is the description used when a late fee is charged on a rental item. There is also a Taxable checkbox next to it. Checking this option will apply tax to the late fee. Check local tax laws to see if late fees are taxable for the retailer.
- Cancel Layaway Descr – This is the description used when a customer cancels a layaway plan.
- Pole Line 1 & 2 – These are the messages that will be displayed if the customer uses a pole display.
- MSR Logical Name – This is the name used for OPOS based Magnetic Swipe Readers. If the MSR was named differently during installation, then enter the correct MSR Logical Name.
- Price Level – This is the price level that will be used. There are ten selectable price levels. Price levels are entered for each inventory item individually during inventory creation. Be careful with this setting. If you choose a price level of two, and inventory has no price entered, then the item will be sold for a price of zero in the Front Office.
- Display Message - ???

Tax Rates

These are the sales taxes that will be created and used by the retailer.

- Tax 1 – This is the individual tax you can select. There are five separate taxes you can create.
- Rate 1 – This is the tax rate that is applied if you select the tax this rate falls under.
- Rate 2 – This is also the tax rate that is applied if you select the tax this rate falls under.

There are five taxes you can create and set. Each tax consists of two tax rates. The tax rates are additive. This means that if you have a tax of 7% in Rate 1, and a tax of 1.5% in Rate 2, then the taxes applied would be 8.5%.

| | |
|-------|-------------------|
| 7% | Rate 1 |
| 1.5% | Rate 2 |
| <hr/> | |
| 8.5% | Total Tax applied |

MISC Options

These are miscellaneous options that will affect the POS System. Some are discount related, some are inventory related, and some are language related. Enable or disable depending on the needs of the retailer.

- Print Employee Sales on Clock Out – Toggles the ability to print the shift information when the employee logs off of the system.
- Enable Gift Card – Enable Gift Card use on the POS system. Gift cards must be purchased separately and programmed prior to use. Gift cards are run internally on the POS system. This means there are no extra fees associated with selling and redeeming gift cards to the retailer.
- Allow Manual Gift Card Entry – Allow the manual entry of the Gift Card number. If this is unchecked, Gift Cards must be swiped on the MSR or the system will not accept it.
- Allow Manual Member Card Entry – Allow the manual entry of the Membership Card number. If this is unchecked, Member cards must be swiped on the MSR or the system will not accept it.
- Convert UPC Code – Convert UPC-E barcodes to UPC-A barcodes. Some scanners will automatically convert the UPC-E barcodes to UPC-A barcodes. For those scanners that do not automatically convert, enabling this option will cause the Payfirst POS to automatically convert UPC-E barcodes to UPC-A.
- Prompt for Miscellaneous Inventory – This option will cause a window to appear in the Front Office when you enter a non-inventory item for sale using the number pad. This is the only way you will be able to set some of the item status, such as whether it is Food Stamp eligible, when ringing up non-inventory items.
- Prompt for Zipcode After Payment – When this option is enabled, the POS will ask for a zip code after each sales transaction is finished.
- Print 2nd Language on Receipt – This option will enable the printing of product names in a second language, if one has been entered, on the sales receipts.
- Show 2nd Language on POS – Enabling this option will show product names in a second language, if one has been entered.
- Combine Items – This will cause like items to be combined onto one line in the Front Office.
- Commission After Discount – For retailers who have an employee commissions program, they can set the commissions to apply only on the discounted sale price and not the original price.
- Allow Coupon on Auto Discount – When an item is on an Auto Discount Program, you can allow the item to be further discounted using a coupon.
- Allow Coupon on VIP Customer – Some customers may have a membership that is flagged as VIP. VIP customers may be entitled for a discount. This will allow the discounted items to still be eligible for a coupon.
- Allow Auto Discount on VIP Customer – Allow items on an Auto Discount Program to apply for VIP Customer.
- Allow Discount Program on Auto Discount – Allow items already discounted from a Discount Program to be further discounted if the same items are on an Auto Discount Program.
- Allow Discount Program on VIP Customer – Allow items on a Discount Program to apply for VIP Customer.
- Enforce Inventory Management – This will lock inventory quantities in the Inventory Setup screen, after an initial quantity has been set. Item quantities will then only update from a Purchase Order, or during sales and returns in the Front Office.
- Returns Require Receipt – This option will require that a receipt be present when a customer makes a return.
- Print Gift Eligibility on Receipt – Items flagged as Gift Eligible will be printed on the receipt
- Print Loyalty Balance on Receipt – Print the Loyalty Points Balance on the receipt
- Enforce 1 Cashier per Drawer – Only one cashier may open a drawer

Miscellaneous

This is a continuation of the General Info tab. It contains more settings. You will also set the default business start date and end date. An important setting is the Loyalty Point Matrix.

Figure 7 - Company Profile - Miscellaneous

Company Profile

Company Database General Info **Miscellaneous**

Loyalty Points Matrix

| | From Amount | To Amount | Points |
|---------|-------------|-----------|--------|
| Level 1 | 1.00 | 100.00 | 5 |
| Level 2 | 100.01 | 200.00 | 10 |
| Level 3 | 200.01 | 300.00 | 20 |
| Level 4 | 300.01 | 400.00 | 30 |
| Level 5 | 400.01 | 500.00 | 40 |

Default Start Date

- Yesterday
- Today

Time: 12:00:00 AM

Default End Date

- Yesterday
- Today

Time: 11:59:59 PM

Drivers License Scan Method

- Scan Barcode
- Scan Full Driver's License

Invoice

- None
- Auto Print Invoice
- Prompt to Print Invoice

Start & End Date **Driver's License** **Invoice**

Ok Cancel

Loyalty Points

The Loyalty Point Matrix is the group of settings that will specify how Loyalty Points are redeemed. Loyalty Points are automatically issued to customers with customer accounts. Customers earn 1 Loyalty Point for each dollar they spend.

Loyalty Point Matrix

The Loyalty Point Matrix is split into separate levels. Each level signifies the total real dollar value that may be “purchased” using the Loyalty Points.

1. From Amount – The starting value of the level
2. To Amount – The ending value of the level
3. Points – The points required to redeem items in the same price level specified

Figure 8 - Company Profile - Miscellaneous - Loyalty Points

| Loyalty Points Matrix | | | |
|-----------------------|-------------|-----------|--------|
| | From Amount | To Amount | Points |
| Level 1 | 1.00 | 100.00 | 5 |
| Level 2 | 100.01 | 200.00 | 10 |
| Level 3 | 200.01 | 300.00 | 20 |
| Level 4 | 300.01 | 400.00 | 30 |
| Level 5 | 400.01 | 500.00 | 40 |

In the above example, the Level 1 range is from \$1 to \$100. The points required to redeem tickets that falls within this price range is 5 points. What this means is if a customer purchases an item for \$1.00, it will remove 5 points from the customer’s account. If they purchased items for \$50 it will only remove 5 points from the customer’s account. If the customer purchases items for \$100, it will still only remove 5 points from the customer’s account. Level 2 price ranges will follow a similar pattern except for sales that fall within the range of \$100.01 and \$200. Level 3, etc. also follows the same rules.

Note that since the level 1 starts at \$1.00, any items priced from 1 cent to 99 cents are not redeemable using points.

Default Start Date and Default End Date

While most retailer's business day starts and ends on the same calendar day, not all retailers do so. For example, a retailer's business day may be 6AM to 2AM. This is not on the same calendar day. The calendar day changes when the time passes 12AM. However, the customer is still open until 2AM. You can set a starting and ending time and day for the retailer's business day.

Driver's License Scan Method

This is used to change the method of scanning a Driver's License. This can be used to identify a customer, without the need to buy Member or Loyalty Cards. This is also useful for filling in customer information when creating a new customer profile.

- Scan Barcode – Select this option if the retailer is scanning 1D barcodes. The 1D barcodes found on a Driver's License contains limited data.
- Scan Full Driver's License – Select this to scan the 2D barcode. This requires a special scanner. The 2D barcode on a Driver's License contains the full data presented on the front of the Driver's License.

Invoice

The Invoice option is used for retailers who print invoices as part of their business transactions. Invoices must be printed on a regular printer using normal copy paper.

- None – This option turns off Invoice printing
- Auto Print Invoice – This option will automatically print an invoice after each transaction.
- Prompt to Print Invoice – This option will cause a window to pop up, asking if the cashier wants to print an invoice after each transaction.

Configure the options found in the Company Profile as needed for the retailer. The Company Profile options will need to be set up for new retailers. Once everything is configured to suit the retailer's needs, you should only rarely need to modify the Company Profile.

Once you are finished, remember to save. Click the OK button to save.

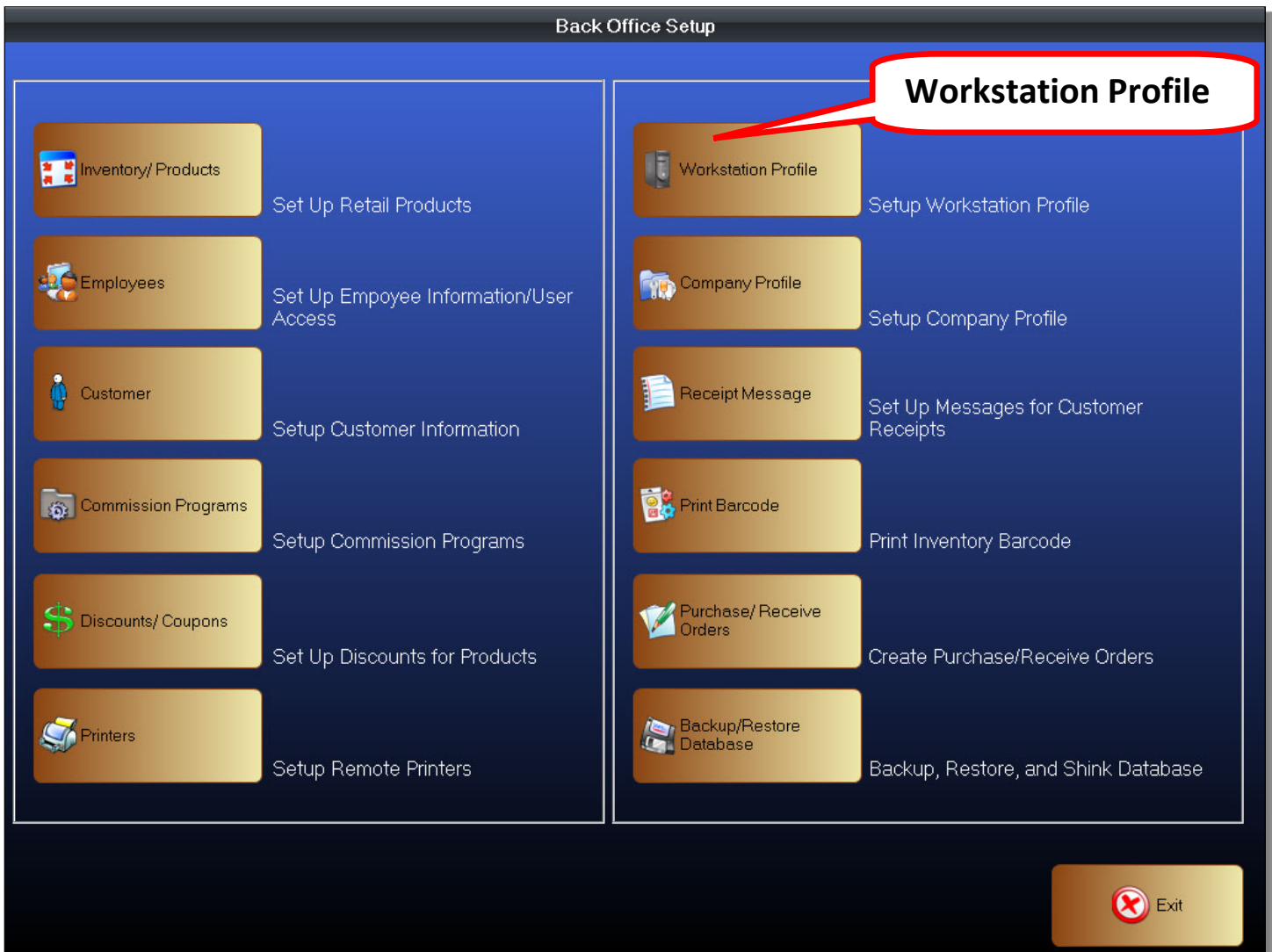
Workstation Profile

We will now configure the Workstation Profile. This is where settings for each individual station will be entered. Except for the local receipt printer, all workstation profile information can be set up at a Back Office station.

To enter the Workstation Profile

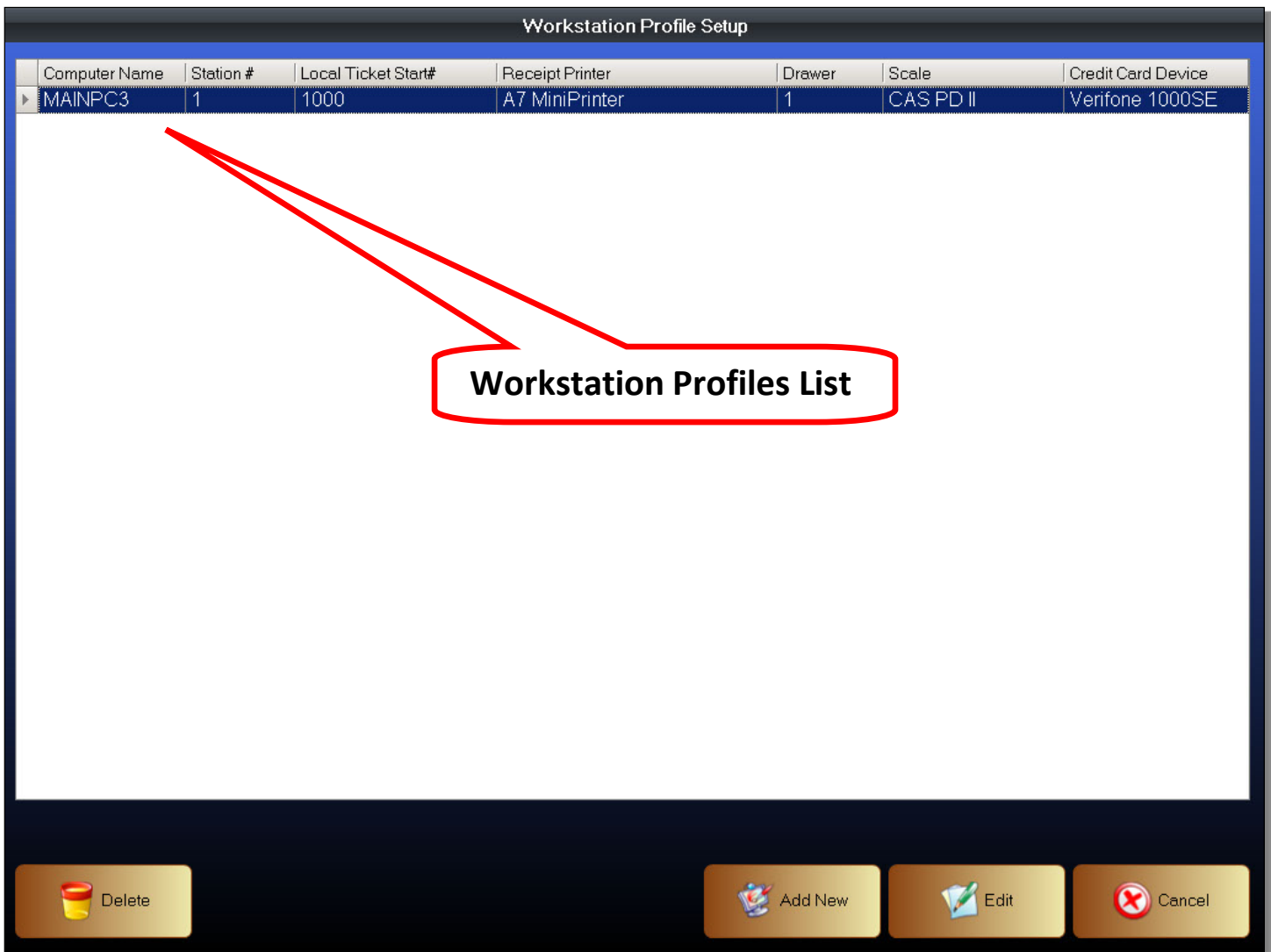
1. Enter the Back Office
2. Click on the Workstation Profile Button
3. You will now be in the Workstation Profile Setup Screen

Figure 9 - Back Office



In the Workstation Profile Setup Screen, you will see a list of workstation profiles. Each profile contains settings that affect an individual station. These settings will not affect any other station on the POS system.

Figure 10 - Workstation Profile



If this is a newly installed system, you may see only one profile. You may add as many profiles as needed, using the Add New button. The name of the workstation profiles are also the name of the computer stations.

The naming convention is as follows:

- Server – This is the server that will control the POS System and will be named MAINPC.
- Checkout Stations – Each checkout workstation will be named depending on what lane it is located at. The workstation at checkout lane one will be named Station1. The checkout station at lane two will be named Station2. The checkout station at lane three will be named Station3, etc.
- Back Office Stations
 - Inventory – Inventory1, Inventory2, Inventory3, etc.
 - Office Stations – BackOffice1, BackOffice2, BackOffice3, etc.
 - Customer Support Stations – Support1, Support2, Support3, etc.

Computer Name and Device Manager

If you need to find, or change, the Computer Name. You can go to the System Properties.

There are different methods of entering the System Properties.

Windows XP Method #1

1. Go to the Windows Start Menu
2. Right mouse click on My Computer
3. Click on Properties

Windows XP Method #2

1. Go to the Windows Control Panel
2. Double left mouse click on System

Windows 7 Method #1

1. Go to the Windows Start Menu
2. Right mouse click on Computer
3. Click on Properties
4. A window will appear
5. Click on Advanced System Settings

Windows 7 Method #2

1. Go to the Windows Start Menu
2. Type "System Settings" into the search box
3. Click on View Advanced System Settings

In the System Properties Window, you can view various hardware information about your computer. You can also view, and change, the Computer Name.

1. Click on the Computer Name tab
2. The computer name is listed next to Full Computer Name
3. If you need to change the computer name, click on the Change button.
4. Enter a new Computer Name
5. Click the OK button

Note that this is also where you can find, and view, information about the connected hardware. This is important for finding out the COM Port Number of installed devices such as printers and weight scales.

1. Click on the Hardware tab
2. Click on Device Manager
3. Click on Ports
4. This will list all connected devices and their COM Port Numbers

Create a Workstation Profile

1. Click on the Add New button to create a new profile
2. Select an existing profile and click the Edit button to modify a profile

Devices and Peripherals

General Information Tab

After opening an existing Workstation Profile, or creating a new one, you will be in the General Information tab. This is where most of the Workstation Profile settings will be configured. If you have a device or peripheral attached, such as a printer or a weight scale, it must be enabled here. These settings will only affect each individual station. These are not system wide (global) settings.

Workstation Info

Attached Devices

Figure 11 - Workstation Profile A

Workstation Profile Setup

General Information | Misc | Customer Display

Enter Information

| | |
|--------------------------|-----------------|
| Computer Name | MAINPC3 |
| Local Ticket Start # | 1000 |
| Station # | 1 |
| Receipt Printer Name | A7 MiniPrinter |
| Print Method | True Type Fonts |
| Receipt Width | 500 |
| MICR Scanner Name | tpgmicr |
| Check Endorser Name | tpgmicr |
| MSR Name | yposmsr |
| Drawer | Drawer 1 |
| Label Printer | |
| Cash Drawer Port | 1 |
| Logoff Timeout | 0 |
| Print # of Receipts | 1 |
| Print # of Slips | 1 |
| Pole Display Port | 0 |
| Surveillance Camera Port | 0 |
| Default Fast Panel | POS |

Attached Devices

- Cash Drawer Attached
- Scale Attached
- OPOS MSR Attached
- PinPad Attached
- Signature Pad Attached
- Remote Printer Attached
- Receipt Printer Attached
- Hand-Held Barcode Scanner Attached
- Label Printer Attached
- MICR Scanner Attached
- Check Endorser Attached
- Enable Surveillance Camera
- Process Credit Card
- Email Total Sale
- Print Food Receipt
- Scan Driver's License as Default
- Auto Print Receipt

Pole Test | Data Test

Delete | Add New | Ok | Cancel

Workstation Information

- Computer Name – This is the name of the computer. Please follow the naming conventions when naming the individual stations.
- Local Ticket Start # - This is used only for Checkout Stations. Station1 should start with 1000 as the Ticket Start Number. Station2 should start with 2000. Station3 will start with 3000, and so on.
- Station # - Every computer on the POS System must have a uniquely assigned Station Number.
 - Checkout Stations – Station1 is #1, Station2 is #2, Station3 is #3, etc.
 - Server – The Server, or MainPC, is #100
 - Back Office – All Back Office, Inventory, and Customer Service stations, start at #200
- Receipt Printer Name – If the receipt printer was properly installed, it will show up in the drop down list. If there are shared printers on the network, they will also show up on the list. Select the correct printer you want to use as the receipt printer.
- Print Method – Choose a print method. Most printers use True Type Fonts as the print method.
- Receipt Width – Depending on the Receipt Printer, you may need to set a different receipt width for it to print properly. Most receipt printers will use a width of 285, some will use a receipt width of 500.
- MICR Scanner Name – Magnetic Ink Check Reader Scanner. This is the name of the check reader when set up using OPOS based drivers.
- Check Endorser Name – This is the name of the Check Endorser when set up using an OPOS based driver.
- MSR – This is the name for Magnetic Swipe Readers installed using OPOS drivers.
- Drawer – The number of the cash drawer that will be attached to this system.
- Label Printer – If a label printer was properly installed, it will show up under the drop down list. Select the correct printer you want to use as the label printer.
- Cash Drawer Port – If the cash drawer is directly attached to the computer and not to a printer, it will have a COM Port Number found in the Windows Device Manager. Enter the port number for the cash drawer.
- Logoff Timeout – If the receives no input in a certain amount of time, it will automatically log off.
- Print # of Receipts – The number of sales receipts to print once a transaction has finished.
- Print # of Slips – The number of credit card receipts to print once a transaction has finished.
- Pole Display Port – The COM Port Number for the pole display. See Windows Device Manager.
- Pole Test – Send a test message to the pole display to make sure it is working properly.
- Surveillance camera Port - The device port for the CCTV surveillance camera.
- Data Test – Test the data connection to the surveillance camera.
- Default Fast Panel – Choose the default screen shown in the Front Office.
 - POS – This is the Quick Select Menu
 - Keypad – This is the number pad

The next step is to set up the attached devices. Depending on the hardware, you will use different methods to ensure the devices are working. Even different brands of the same type of device may require different methods of installation and testing. Refer to the proper hardware guides. It is beyond the scope of this guide to show hardware installation.

Once the devices are working, you can use the following settings to enable or disable the devices. Keep in mind that even if a device is working in Windows, if you do not enable it in the POS, the POS will not use the devices.

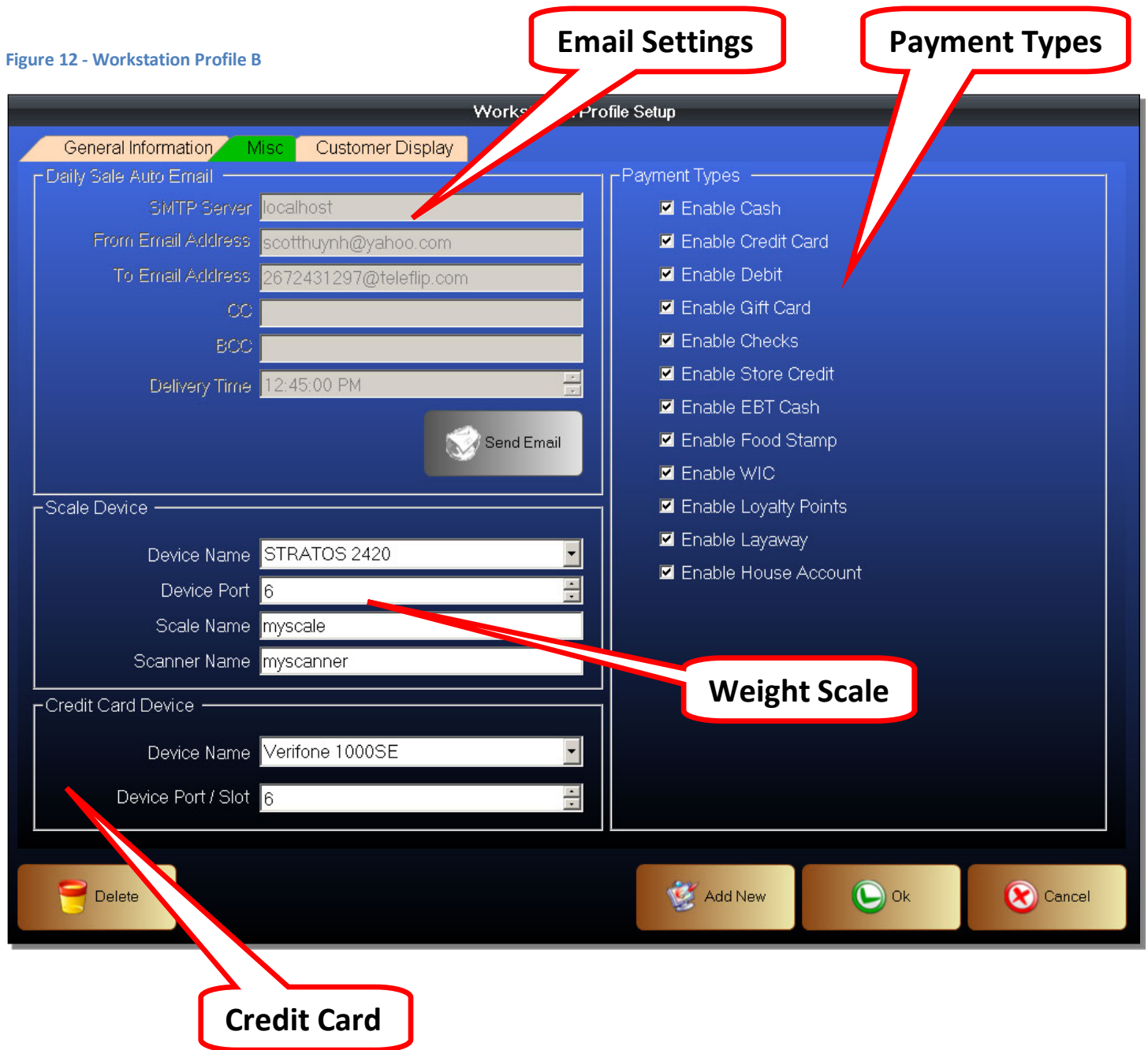
Attached Devices

- Cash Drawer Attached – Cash Drawer is attached to the POS
- Scale Attached – Weight Scale is attached to the POS
- OPOS MSR Attached – OPOS based Magnetic Swipe Reader is attached to the POS
- PinPad Attached – Credit Card Pin Pad is attached to the POS
- Signature Pad Attached – Credit Card Signature Pad is attached to the POS
- Remote Printer Attached – Remote Work Order Printer is attached to the POS
- Receipt Printer Attached – Receipt Printer is attached to the POS
- Hand-Held Barcode Scanner Attached – Hand-Held barcode scanner is attached to the POS
- Label Printer Attached – Barcode Label Printer is attached to the POS
- MICR Scanner Attached – Magnetic Ink Check Reader Scanner is attached to the POS
- Check Endorser Attached – Check Endorser is attached to the POS
- Enable Surveillance Camera – CCTV Surveillance Camera is attached to the POS
- Process Credit Card – If credit card processing is allowed on this station
- Email Total Sale – Enable the emailing of the daily sales. Requires mail server to be configured.
- Print Food Receipt – Allow Food Items to be printed to a remote work order printer.
- Scan Driver's License as Default – Enable scanning of Driver's License
- Auto Print Receipt – Automatically print receipts when a transaction is completed. If this option is unchecked, a prompt will pop up asking you if you want to print a receipt or not.

Misc Tab

After you are finished with the General Information tab, click on the MISC tab. You will set the credit card and weight scales in this tab. Of importance are the options to choose the payment types for this station. You will also configure the settings to use the daily sales email feature in this screen.

Figure 12 - Workstation Profile B



Email Settings

Enter the settings needed for the Daily Sales Email feature. This will email the daily sales data to the email address specified in the From Email Address field.

- SMTP Server – The IP address for the Simple Mail Transfer Protocol Server
- From Email Address – The email address of origin for this email
- To Email Address – The email address this email will be sent to
- CC – Email Address to send a Carbon Copy of the email
- BCC – Email Address to send a Blind Carbon Copy of the email
- Delivery Time – The time when the Daily Sales will be sent to this email address
- Send Email – Send an email now. Mainly used to test the settings.

Scale Device

Scale Devices are the weight scales used in a retail environment to weigh, and help calculate, the price for items that are sold by weight. This is where you will select the weight scale profile. Weight scales must be certified and a profile must be programmed into the POS System before they can be used. Contact Payfirst Solutions for more information on how to certify a device you want to use.

- Device Name – Choose a weight scale profile. If the profile is not in this drop down list, then the device has not been certified.
- Device Port – This is the COM Port Number of the weight scale. Check the Windows Device Manager to obtain the correct port number.
- Scale Name – Some legacy scales may be installed using OPOS based drivers and will be assigned a Logical Name. Enter the Logical Name here.
- Scanner Name – Some legacy scanner scales may be installed using OPOS based drivers and will be assigned a Logical Name. Enter the Logical Name here.

Credit Card Device

Credit Card Devices are the Pin Pad or Signature Pads used to process credit, debit, and EBT transactions. This is where you will select the credit card device profile. Credit Card devices must be certified and a profile must be programmed into the POS System before they can be used. Payfirst can certify any credit card device. Contact Payfirst Solutions for more information on how to certify a device you want to use.

- Device Name - Choose a credit card device profile. If the device profile is not in this drop down list, then the device has not been certified.
- Device Port - This is the COM Port Number of the credit card device. Check the Windows Device Manager to obtain the correct Com Port Number.

Payment Types

Payment Types are the types of payments that this station will be enabled for. This sets the payment types only for this station. Each station must be configured individually. For example, even if a business accepts credit cards, you can still disable credit cards as a payment type for this station. Remember to make sure Process Credit Cards is enabled in the Workstation Profile | General Information tab if you are enabling credit card transactions.

- Enable Cash – Check to allow cash as a payment type
- Enable Credit Card – Check to allow credit cards as a payment type. The types of credit cards the business accepts will depend on what type of merchant account the retailer has.
- Enable Debit – Check to allow debit cards as a payment type
- Enable Gift Card – Check to allow gift cards as a payment type
- Enable Checks – Check to allow personal and business checks as a payment type
- Enable Store Credit – Check to allow store credit as a payment type. Store credits are issued on cards.
- Enable EBT Cash – Check to allow EBT Cash as a payment type
- Enable Food Stamp – Check to allow EBT Food Stamps as a payment type
- Enable WIC – Check to allow WIC (Women Infant & Children) as a payment type
- Enable Loyalty Points – Enable Loyalty Reward Points as a payment type. Requires customer account.
- Enable Layaway – Enable Layaway as a payment type. Requires customer account.
- Enable House Account – Enable House Account (line of credit) as a payment type. Requires customer.

Customer Display

We will now move to the Customer Display.

You can choose what type of customer display, if any, the POS system has. Most elements of the customer display can not be changed by the user. However, if a customer is using a monitor as a customer display, there is an area reserved for displaying images and video. Images and video must be supplied by the retailer.

Figure 13 - Workstation Profile C

Picture Preview

Slide Show Pictures

| | Name | Order |
|--|------------------|-------|
| | Shopping.jpg | 0 |
| | card_payment.jpg | 0 |
| | credit_card1.jpg | 0 |
| | credit_card2.jpg | 0 |

Device Options

- None
- Pole Display
- Dual Monitor

Display Option

- None
- Show Picture
- Play Slide Show

Default Settings

Default Picture: foodslide15.jpg

Slide Delay: 2 (Seconds)

Delete **Add New** **Ok** **Cancel**

Device Options

Display Options

Default Settings

Picture Preview

This is where a preview of the currently selected picture, or slide show, will appear.

Device Options

Choose the type of display to use. This will display information for the customer to view.

- None - No customer display
- Pole Display - An LED Pole display
- Dual Monitor - Uses a second computer monitor as a customer display

Display Option

These options are used only if Dual Monitor was chosen under Device Options.

- None - No option selected. This will default to the Payfirst Splash Screen.
- Show Picture - Show a single image. This image is the one selected under Default Picture.
- Play Slide Show - Plays a slide show, using the pictures in the slide show pictures list.
- Play Video - Plays a video file.

Default Settings

- Default Picture - Opens a window so you can browse to a picture and select the picture to be used as the picture shown when used in conjunction with the Show Picture option.
- Slide Delay - Select how long each slide show picture will be displayed, before changing to the next picture.

Slide Show Pictures

This is the list of pictures that will be shown when the Play Slide Show option has been selected.

- Slide show pictures list - This is the list of pictures that have been selected. If you want a picture to be shown in the slide show, it must be added to this list.
- Slide Order – This will force the slideshow to display in the order specified. Set slide numbers in ascending order. So the first slide you want to display will be 1, the second slide will be 2, the third slide will be 3, etc.
- Preview - Preview a selected picture from the slide show list.
- Add Picture - Opens a window so you can browse to a picture(s) and add the picture to the slide show list.
- Delete - Removes a selected picture from the slide show list.

Once you are finished configuring the Workstation Profile. Remember to save the profile before exiting.

Printer – Work Order Printer Setup

You will now set up a Work Order Printer. Work Order Printers are the same type of printers as receipt printers. Work Order Printers are used for printing inventory items that require preparation or customization before being sold. The Work Orders are the modifications to perform before the item is given to the customers. Examples are prepared food items, and arts and crafts that can be personalized.

To edit, or add a new, Work Order Printer Profile.

1. Enter the Back Office
2. Click on the Printers button
3. Select a printer profile, or click on the New button to create a new printer profile
4. Edit the printer profile settings
5. Add or remove food items that will print to the selected printer
6. Then click the update button to save

Figure 14 - Printer Setup

Printers List

| Printer Name | Logical Name | Ring | Work Order |
|-----------------|------------------------------|------|------------|
| Hot Foods Sta.. | kprinter | 1 | 1 |
| Smoothie Bar | Auto Star TSP143LAN Cutter.. | 1 | 1 |

Printer Settings

Printer Name:

Logical Name: Auto Star TSP143LAN Cutter (Copy 1) on M...

Print Method: True Type Fonts

Computer Name: MAINPC3

Receipt Width: 285

Ring Count: 1

Work Order: 1

Active

Enable Buzzer

Food Items List

Food Items to Print

Berry Smoothie Lg

Berry Smoothie Sm

Burrito

Fajita

Hot Dog

Hot Sausage

Nachos w/ Cheese

Nachos w/ Chili + Cheese

Strawberry Smoothie Lg

Strawberry Smoothie Sm

Tropical Smoothie Lg

Tropical Smoothie Sm

Buttons: Delete, New, Update, Cancel

This is the Printer Setup Screen. It is separated into three main areas. The printers list where a list of all work order printers will be located. The printer profile area where details about the printer will be entered. And the Food Items List which is where the list of all items created under the Food Type will be shown. These are the only inventory items that are enabled for printing to a Work Order Printer.

Printer List

This is the list of all printers that have been added as a Work Order Printer. You must create a profile for each printer before it will show up here. You can click on a printer profile to select it, and modify it.

Printer Settings

- Printer Name - The name of the printer profile. This should be named something easy to remember. For example, if the work order printer was located in a bar area for ordering drinks, we can name it "Bar Printer"
- Logical Name - The Logical Name assigned to this printer in Windows. This will be selected from a drop down list. This drop down list will show all printers installed on the workstation.
- Receipt Width - Depending on the printer, you may need to set a different receipt width for it to print properly. Most printers will use a receipt width of 285, some will use a width of 500.
- Ring Count - If the printer has a buzzer installed, this is how many times the buzzer will ring.
- Work Order - How many copies of the work order to print.
- Active - While a printer profile may be saved and configured, you can disable the printer without needing to delete the printer profile.
- Enable Buzzer - Enable or disable the buzzer on the printer.

Food Items List

This is the list of all items created under the Food Product Type. These are the only inventory items that can be sent to a Work Order Printer.

To enable items for a selected printer.

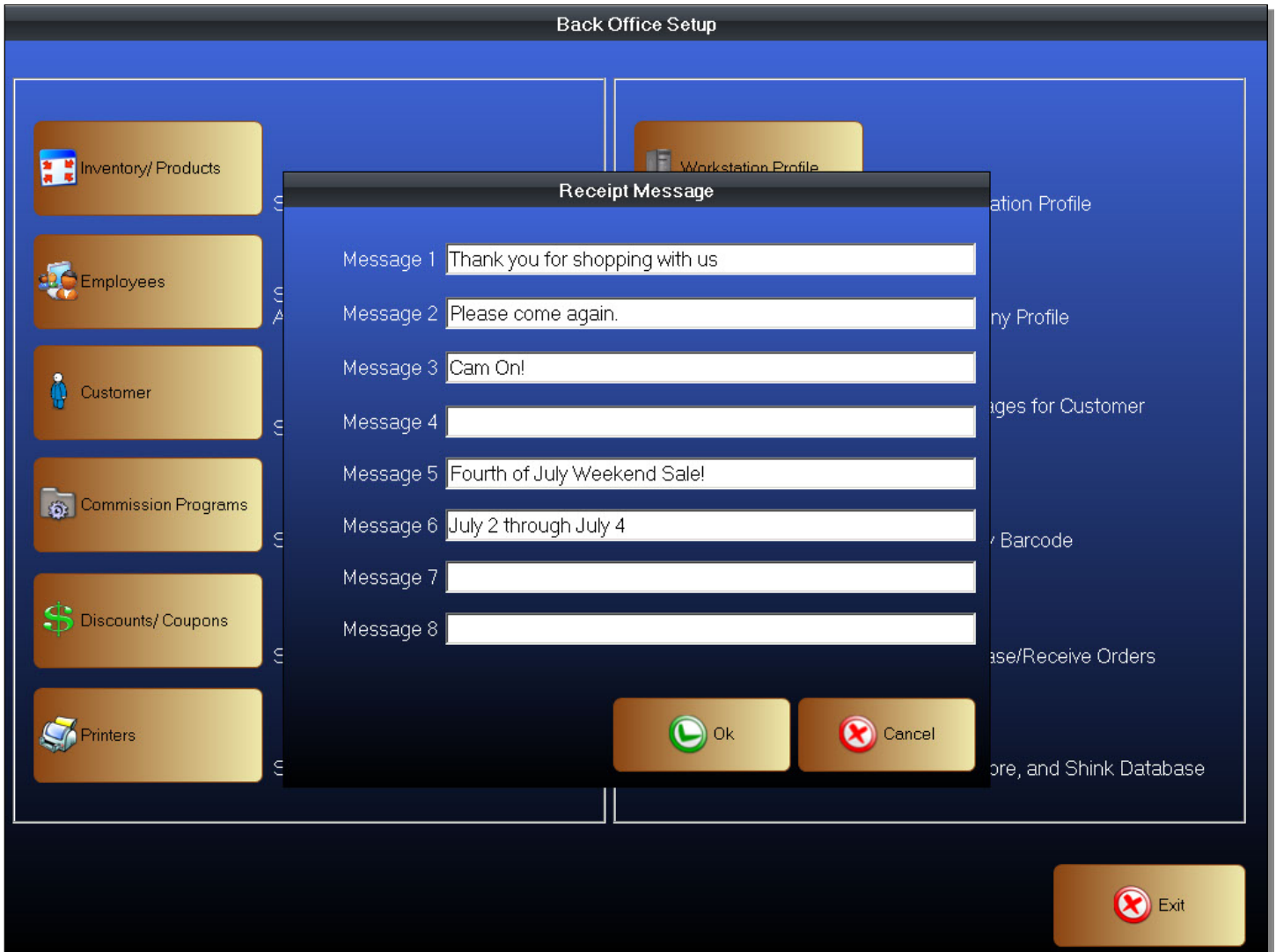
- Food Items List – All of the Food Items that have been created in the Inventory Setup are automatically added to this list. Click on the checkboxes next to each item to enable that item for printing.
- Check All – Enable all Food Items in the list to be printed on the selected printer.
- UnCheck All – Remove all Food Items in the list so they will not be printed on the selected printer.

Remember to save the printer profile and any changes to existing printer profiles by clicking on the update button, before exiting.

Receipt Messages

This is where you will add and modify sales receipt messages. These are the messages shown at the bottom of each receipt. Receipt messages can be printed in multiple languages. These can also be used as a quick sales message.

Figure 15 - Receipt Message



To change or modify the receipt messages.

1. Enter the Back Office
2. Click on the Receipt Message button
3. Click on a receipt message line
4. Type a message, or edit the message if there is an existing message entered
5. During printing, if a message line is blank, it will be ignored
6. Click OK to save.

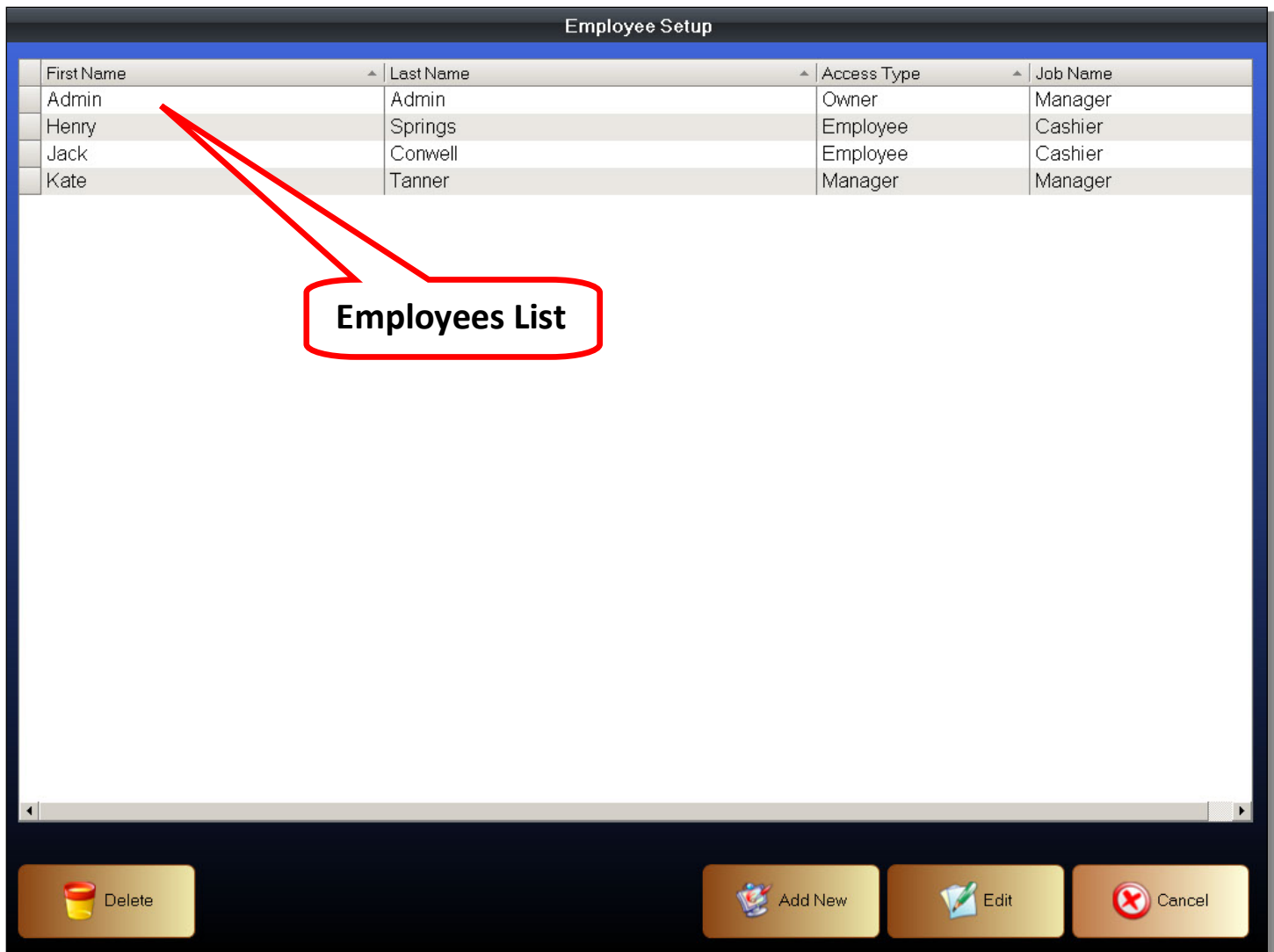
Employee Setup

This is where you will set up the individual employee profiles for the employees using the Payfirst Retail System. By default there is only an Administrative Account. The default password for this account is 1. On a live system, it is recommended the retailer change this password.

Open an Employee Profile

- Enter the Back Office
- Click on the Employees button
- Click on an existing employee profile to select it, then press the Edit button.
- You can also click on the Add New button to create a new employee profile.

Figure 16 - Employee Setup



Employees List

This is the list of all employee profiles that have been created.

Employee Personal & Account Information

This is the section where you will enter personal information about the employee. This is also where you will enter the password and some employment information about the employee. The Security Settings found here are very important. This is where you grant the access levels for each employee to the POS System.

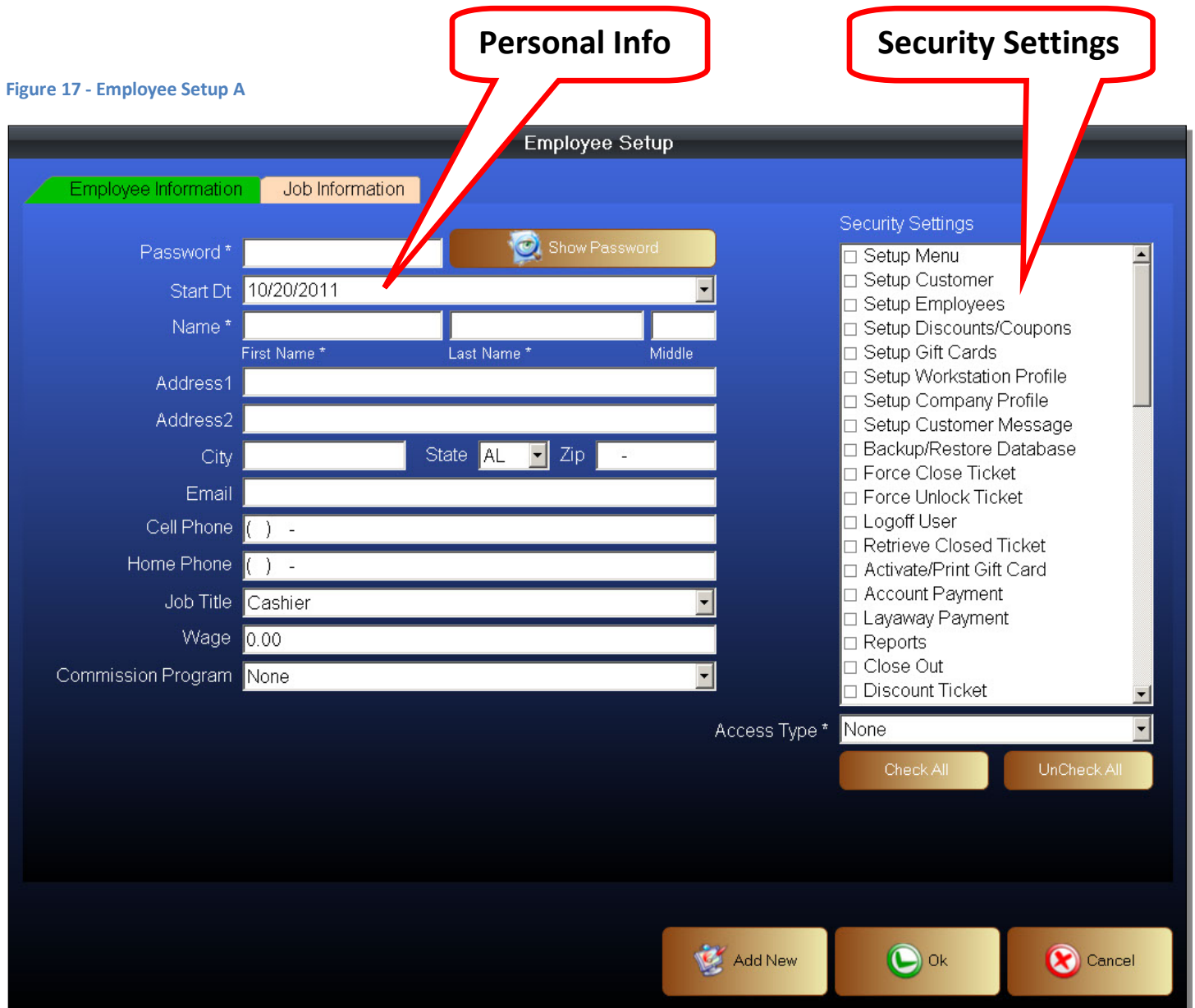


Figure 17 - Employee Setup A

To Create or Edit an Employee Profile

1. Enter a unique password
2. Enter the employee's personal information
3. Select the employee's access levels
4. Enter the employee's work schedule
5. Remember to save the Employee Profile

Personal Information

- Password - The password that is assigned to this employee. This can be a mix of alphanumeric characters. If the password uses only numbers, you can use the on-screen keyboard to enter the password. If the password is alphanumeric (made up of alphabets and numbers) then you will need to use a keyboard.
- Show Password - This will show the password for the selected employee profile.
- Start Date - Select date that this employee started.
- Name - Enter the employee's name.
- Address 1 - The home address of the employee.
- Address 2 - The home address of the employee if their address has two lines.
- City - The city where the employee resides
- State - The state where the employee resides
- Zip Code - The Zip Code of the employee.
- Email - Employee's email address where they may be contacted.
- Cell Phone, Home Phone - The phone numbers of the employee.
- Job Title - Select a job title.
- Wage - Enter the wage for this employee. This can be an hourly wage or a salary wage.
- Commission Program - If the employee receives commissions on sales, you can select it here. Commission Programs must be created before they will appear here.

Employee Security Settings

These are the settings that will govern the permissions and access levels granted to the selected employee.

Security Settings

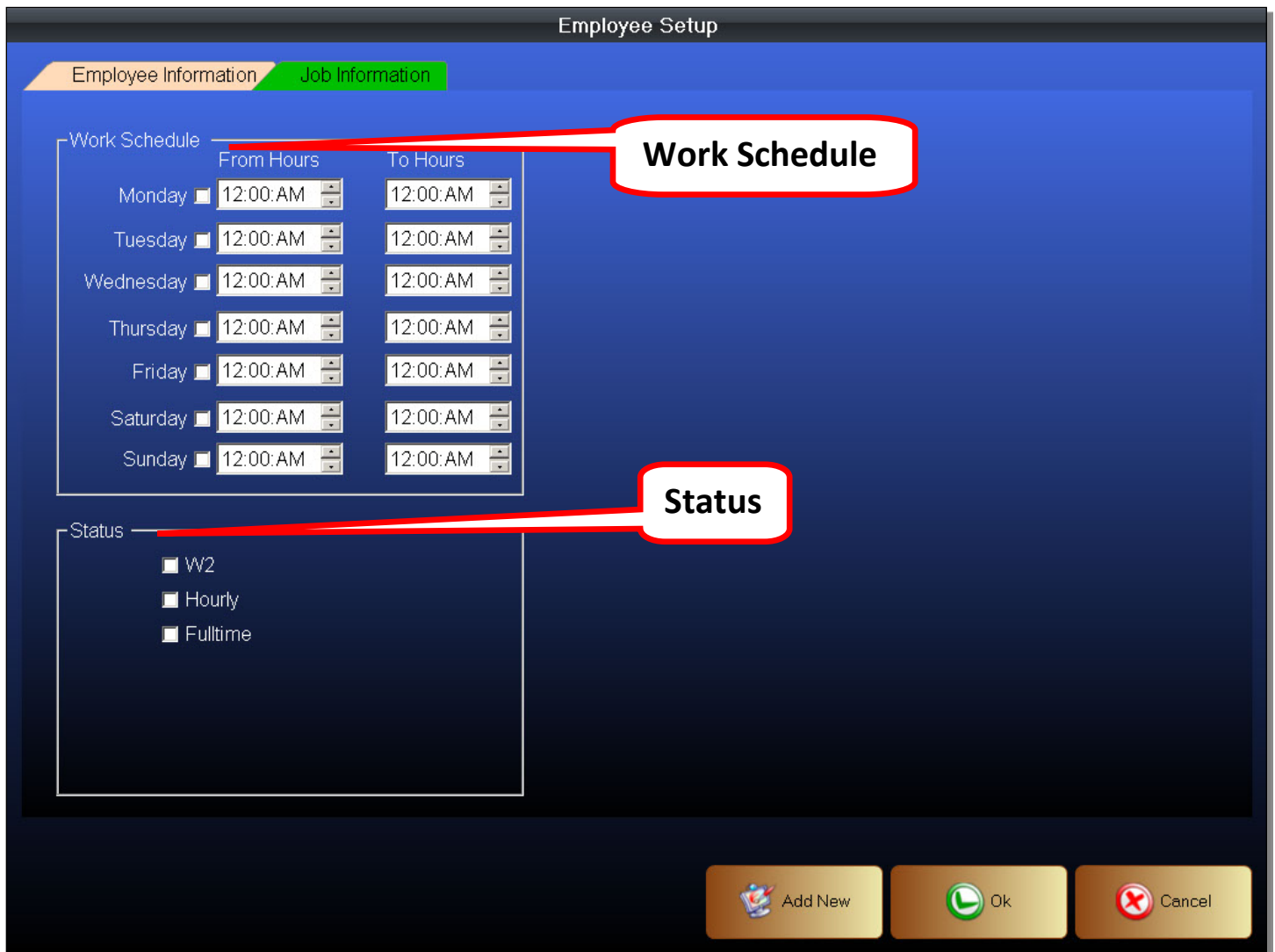
- Access Type - A quick way to select pre-set access levels. You can select an access type, then modify the different access options to fine tune the employee's access to the POS system.
 - None – This grants minimum access to the POS system
 - Owner – This grants full administrative access to the POS System
 - Manger – Grants access to the Manager functions, some Back Office access, as well as full access to the Front Office.
 - Employee – This grants standard cashier level access to the Front Office only.
- Check All - Select all permissions. This will allow the selected employee full access to the POS System.
- UnCheck All - Removes all permissions.

Below are the individual access options and what they do. Set the permissions as needed.

- Setup Menu – Create and edit the Quick Select Menu
- Setup Customer – Create and edit customer accounts
- Setup Employees – Create and edit employee accounts. Be careful who you grant access to this function. If an employee is not suppose to have full administrative access but you allow them to create employee accounts, they can create an employee account with full administrative access.
- Setup Discounts / Coupons – Create and edit Discount Programs and Coupons
- View Gift Cards – Able to view Gift Cards list and provide maintenance
- Setup Workstation Profile – Create and edit Workstation Profiles
- Setup Company Profile – Create and edit Company Profile
- Setup Customer Message – Create and edit Receipt Messages
- Backup / Restore Database – Allows the ability to backup, or restore, the database
- Force Close Ticket – Ability to force close any open tickets in Manager console
- Force Unlock Ticket – Ability to unlock closed tickets in Manager console
- Replication Inventory – ??
- Retrieve Closed Ticket – Ability to find, view, and open closed tickets
- Active / Print Gift Card – Ability to activate Gift Cards or print the value remaining on a Gift Card
- Account Payment – Ability to accept House Account payments
- Layaway Payment – Ability to accept Layaway payments
- Reports – Ability to view and print reports in the Manager console
- Close Out – Ability to close out (reconcile) the cash drawer in the Manager console
- Discount Ticket – Ability to discount a sales ticket/transaction
- Batch Out – Ability to Batch Out credit card transactions in the Manager console. A Batch is a collection of credit card transactions. Batching Out may also be referred to as Batch Settlement.
- Cash Drawer – Ability to open the Cash Drawer
- Returns – Ability to accept Returns
- Delete Item – Ability to delete an item from the current ticket
- Delete Ticket – Ability to delete the current ticket
- Discount Item – Ability to discount an item on the current ticket
- Hold / Recall Ticket – Ability to hold a ticket, or recall a held ticket
- Change Price – Ability to change prices for individual items on a ticket
- Change QTY – Ability to change quantities for individual items on a ticket
- Remove Item Tax – Ability to remove tax from taxable items on a ticket
- Time and Attendance – ??
- Setup Remote Printers – Ability to create and edit Work Order Printers
- Activities Log – View the activities log in the Manager console. Used so the owner, or a top level manager, can view what others have done on the POS system.
- Miscellaneous Expense – Record Miscellaneous Expenses in the Manager console
- Start New Shift – Ability to open a new sales shift
- Setup Commission Programs – Create and edit Commission Programs
- Sync Database With Server – Ability to reconcile the checkout station databases to the server's database. This is used in case the server cannot be accessed for any reason and the individual checkout stations are being run in Offline Mode.

- Purchase / Receive Orders – ??
- View Employee Shifts – Ability to view employee work shifts in the Manager console
- Print Inventory Barcode – Allows ability to print barcodes
- Lock System – Ability to lock the system from use. No one can access until the system is unlocked.
- View Payment History – Ability to view credit card transactions in the Manager console
- Activate Member Cards – Ability to activate Member Cards, also known as Loyalty Cards
- Refresh Local Database – Ability to reconcile the server database with those of each checkout station when the checkout stations are in Offline Mode. This is so inventory quantity levels and sales transactions may be reconciled to the server's database.
- Re-Assign Tickets – Ability to assign a ticket from one employee to another
- Delete All Data – Technical Support Command. Used to reset all data after testing a new system. This requires a tech support password even the employee has permission to use this function.
- Delete All Sales – Technical Support Command. Used to reset all sales data after testing a new system. This requires a tech support password even if the employee has permission to use this function.
- Zero Inventory – Technical Support Command. Used to reset inventory quantities to zero after testing a new system. This requires a tech support password even if the employee has permission to use this function.
- Zero Negative Inventory – Technical Support Command. Used to reset all inventory with a negative quantity after testing a new system. This requires a tech support password even if the employee has permission to use this function.
- Create Purchase Order – Ability to create a Purchase Order
- Edit Purchase Order – Ability to edit a Purchase Order after it has been created
- Receive Inventory – Ability to mark inventory as received on a Purchase Order
- Adjust Inventory – Ability to modify inventory quantities
- Import Inventory – Ability to import inventory counts when doing a stock take
- Show Open Tickets – Ability to view open tickets from the Manager console

Figure 18 - Employee Setup B



Work Schedule

This is the actual work schedule for the employee. The hours of the employee's regular work schedule is entered here.

- Day of Week - Select the days of the week that the employee is normally scheduled to work.
- From Hours - This is the time that the employee's shift starts from
- To Hours - This is the time that the employee's shift ends

Status

The work status of the employee.

- W2 -
- Hourly -
- Fulltime -

Remember to save the Employee Profile when you are finished.

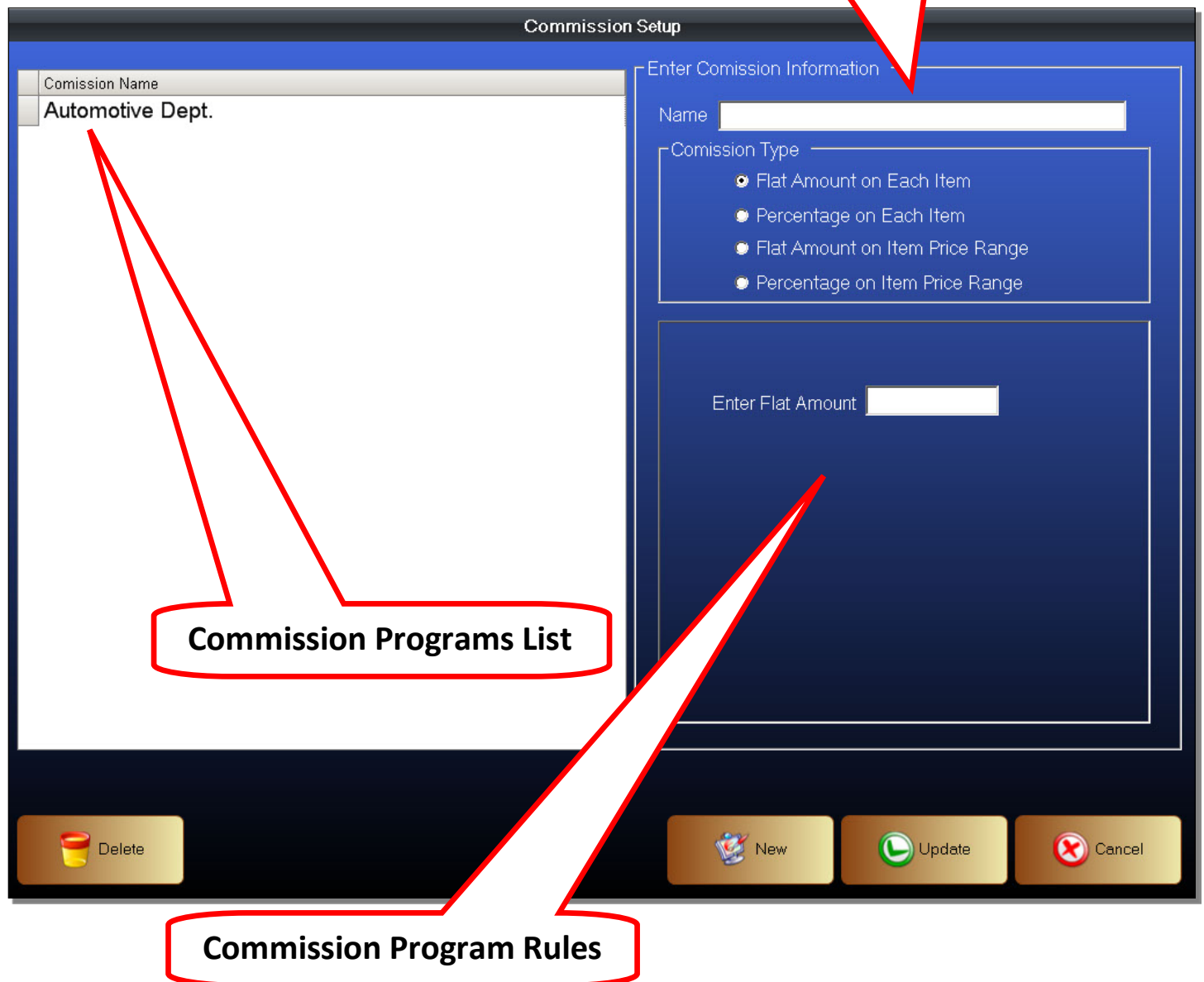
Commissions Programs

Depending on the type of business being run, your employees may be able to earn sales commissions. The Payfirst Retail System contains an easy to use, flexible, and powerful commissions function that will enable you to tailor the commissions to suit your needs.

To enter the Commissions Setup Screen

1. Enter the Back Office
2. Click on the Commission Programs button
3. You will now be in the Commission Setup Screen

Figure 19 - Commission Programs



To Create, or edit, a Commissions Program

1. Enter the Commission Setup
2. Enter a name for your Commissions Program
3. Select the type of rules that will govern the Commissions Program
4. Enter the rules the will govern the Commissions Program
5. Click Update to save

When creating a Commissions Program, you should enter a name that is descriptive. This way you have a good idea of what the Commissions Program is used for at a glance without having to select the Program and viewing the details. Depending on the Commission Type, the rules that govern the commission will change.

- Commission Programs List – This is the list of all Commission Programs that you have created.
- Commission Program Info – This is where you enter the name of the Commission Program. This is also where you will choose the Commission Type.
 - Flat Amount on Each Item – The employee will receive a set amount for each item sold.
 - Percentage on Each Item – The employee will receive a set percentage of each item sold.
 - Flat Amount on Item Price Range – The employee will receive a set amount determined by the price of each item. Depending on the price range each item falls into, the employee will receive a different set amount.
 - Percentage on Item Price Range – The employee will receive a set percentage determined by the price of each item. Depending on the price range each item falls into, the employee will receive a different percentage.
- Commission Program Rules – The actual rules that govern the Commission Program. These rules will change depending on the Commission Type chosen.

After a Commissions Program has been created, you must enter the Employee Setup and select the Commission Program for that employee.

When checking employee commissions, you must enter the Manager functions. Go to the Reports. Then under the Employee tab you can select to view employee commissions.

Flat Amount on Each Item

In this Commission Type, an employee will receive a set amount on each item sold. This means that the retail price of the item does not matter. The employee will only receive the set amount per item sold.

Figure 20 - Commission Programs - Flat Amount on Each Item

Commission Type

- Flat Amount on Each Item
- Percentage on Each Item
- Flat Amount on Item Price Range
- Percentage on Item Price Range

Enter Flat Amount

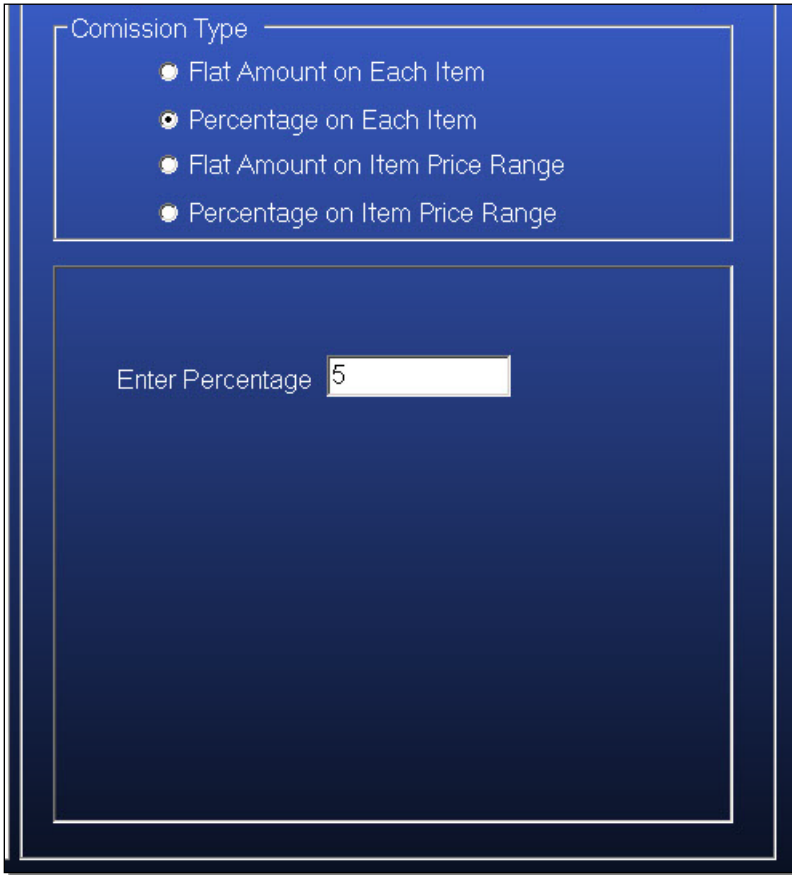
In the above example, the flat amount was set to 25 cents. If we enable this Commissions Program for an employee, that means the employee will earn 25 cents for each item they are able to sell. For everyone 1 item the employee sells, they will earn 25 cents. The item can cost \$5.00, or it can cost \$5000.00. The employee will only earn 25 cents for each item.

If the employee sells 3 items, even if it is on the same sales ticket or a separate ticket, they will earn 75 cents. Again, the sales price of the items do not matter.

Percentage on Each Item

In this Commission Type, an employee will receive a set percentage on each item sold. This means that the retail price of the item matters. The higher the price of the item, or items, the more the employee will receive.

Figure 21 - Commission Programs - Percentage on Each item



Comission Type

- Flat Amount on Each Item
- Percentage on Each Item
- Flat Amount on Item Price Range
- Percentage on Item Price Range

Enter Percentage

In the above example, the percentage was set to 5. That means for every dollar spent by the customer, the employee making the sale will earn 5 cents. If the item costs \$5.00, the employee will earn 25 cents. If the item costs \$5000.00, the employee will earn \$250.00.

The number of items sold by the employee does not matter since commission will be calculated on the total retail price of the items sold. Calculating commission by the total retail price of each item will still earn the employee the same percentage as calculating by the total of the ticket.

Flat Amount on Item Price Range

In this Commission Type, an employee will receive a set amount determined by the price of each item. Depending on the price range each item falls into, the employee will receive a different set amount.

Figure 22 - Commission Programs - Flat Amount on Item Price Range

Comission Type

- Flat Amount on Each Item
- Percentage on Each Item
- Flat Amount on Item Price Range
- Percentage on Item Price Range

| | From Price | => | To Price | = | Flat Amount |
|---------|------------|----|----------|---|-------------|
| Level 1 | 0 | => | 5.00 | = | 0.25 |
| Level 2 | 5.01 | => | 10.00 | = | 0.55 |
| Level 3 | | => | | = | |
| Level 4 | | => | | = | |
| Level 5 | | => | | = | |

In the above example, the flat amount was set to 25 cents for items that are priced from zero cents to \$5.00. For items that fall between \$5.01 and \$10.00, the commission was set to 55 cents. If we enable this Commissions Program for an employee, that means the employee will receive 25 cents for each item they are able to sell that is \$5.00 and under. For items the employee sold that is above \$5.00, but equal to or below \$10.00, the employee will earn 55 cents.

If the employee sells 1 item that is \$4.00, the employee will earn 25 cents.

If the employee sells 2 items, one for \$4.00 and one for \$5.00, they will earn 50 cents.

If the employee sells 1 item for \$6.00, they will earn 55 cents.

If the employee sells 2 items, one priced at \$4.00 and one priced at \$6.00, then the employee will earn 80 cents.

Please be careful, the commissions will follow the rules set. Since the above example does not contain any rules for calculating commission based on items sold that are \$10.01 and above, the employee will not earn any commissions if they sell items that cost more than \$10.00.

Percentage on Item Price Range

In this Commission Type, an employee will receive a set percentage determined by the price of each item. Depending on the price range each item falls into, the employee will receive a different percentage.

Figure 23 - Commission Programs - Percentage on Item Price Range

Commission Type

- Flat Amount on Each Item
- Percentage on Each Item
- Flat Amount on Item Price Range
- Percentage on Item Price Range

| | From Price | => | To Price | = | Percentage |
|---------|------------|----|----------|---|------------|
| Level 1 | 0 | => | 5.00 | = | 5 |
| Level 2 | 5.01 | => | 10.00 | = | 6 |
| Level 3 | | => | | = | |
| Level 4 | | => | | = | |
| Level 5 | | => | | = | |

In the above example, the percentage was set to 5% for items that are priced from zero cents to \$5.00. For items that fall between \$5.01 and \$10.00, the commission was set to 6%. If we enable this Commissions Program for an employee, that means the employee will receive 5% commission for each item they are able to sell that is \$5.00 and under. For items the employee sold that is above \$5.00, but equal to or below \$10.00, the employee will earn 6%.

If the employee sells 1 item that is \$4.00, the employee will earn 20 cents.

If the employee sells 2 items, one for \$4.00 and one for \$5.00, they will earn 45 cents.

If the employee sells 1 item for \$6.00, they will earn 36 cents.

If the employee sells 2 items, one priced at \$4.00 and one priced at \$6.00, the employee will earn 56 cents.

Please be careful, the commissions will follow the rules set. Since the above example does not contain any rules for calculating commission based on items sold that are \$10.01 and above, the employee will not earn any commissions if they sell items that cost more than \$10.00.

Inventory – Getting Started

For the Payfirst Retail POS system to work, the retailer has to enter their inventory into the POS system. The Payfirst Retail POS system has many options to modify the behavior of the created inventory items. This allows the retailer to tailor the inventory to suit their needs.

Inventory - Getting Started

1. Enter the Back Office
2. Click on the Inventory / Products button
3. You will now be in the Inventory Setup Screen

Figure 24 - Inventory Setup

Inventory Menu Setup

| Product | Option Group | Category | Department | Vendor | Style Matrix | MixMatch | MixMatch Group | Colors | POS |
|---------------|--------------|----------|------------|--------|--------------|----------|----------------|----------|------------|
| Standard | SKU # | Product | | | Cost | Price | Qty | Category | Department |
| Request Price | | | | | | | | | |
| Lot Matrix | | | | | | | | | |
| Food | | | | | | | | | |
| Kit | | | | | | | | | |
| Serialize | | | | | | | | | |
| Rental | | | | | | | | | |
| Lot Item | | | | | | | | | |
| Modifier | | | | | | | | | |
| Styles | | | | | | | | | |

Record: 0 Of 0

Product Information | Ordering Info | Pending Orders | Coupons/Discount | Notes

SKU#/PLU: Product Name:

Product Type: Standard | 2nd Language:

Department: Bakery | Description:

Category: Bakery | Unit Cost: Retail:

Brand: Unit Size: 1 | Unit Type: EA

Mix & Match: Style: Aisle/Loc: Qty: 0

Taxes: Tax 1, Tax 2, Tax 3, Tax 4, Tax 5

General Info | Additional Info | Miscellaneous

Please enter new inventory...

This is the Inventory Setup Screen. It is important to know how to navigate the Inventory Setup Screen. The commands to navigate and search for inventory is the same throughout the POS System.

Figure 25 - Inventory Navigation

Search Field

Load Inventory

Product Type

Inventory List

Scroll Bar

Search Inventory

| Product | Option Group | Category | Department | Vendor | Style Matrix | MixMatch | MixMatch Group | Colors | POS |
|---------------|--------------|-------------------------|------------|--------|--------------|----------|----------------|-----------|------------|
| Standard | SKU# | Product | | | Cost | Price | Qty | Category | Department |
| Request Price | 400000000053 | #2 Screwdriver | | | \$0.80 | \$1.49 | 60 | Hardware | Hardware |
| Lot Mix | 012000000508 | Can Diet Pepsi | | | \$0.75 | \$1.00 | 142 | Beverages | Carbonal |
| Food | 012000000133 | Can Pepsi | | | \$0.75 | \$1.00 | 142 | Beverages | Carbonal |
| Kit | 400000000060 | Claw Hammer | | | \$4.23 | \$6.99 | 45 | Hardware | Hardware |
| Serialize | 400000000183 | Cookies Almond | | | \$2.83 | \$3.99 | 48 | Snacks | Cookies |
| Rental | 400000000190 | Cookies Chocolate Chip | | | \$2.83 | \$3.99 | 47 | Snacks | Cookies |
| Lot Item | 400000000176 | Cookies Peanut Butter | | | \$2.83 | \$3.99 | 50 | Snacks | Cookies |
| Modifier | 4000000002 | Cookies White Chocolate | | | \$2.83 | \$3.99 | 50 | Snacks | Cookies |
| Styles | 400000000077 | Flat Head Screwdriver | | | \$0.78 | \$1.49 | 57 | Hardware | Hardware |
| | 4129 | Fuji Apple | | | \$1.00 | \$1.69 | 100 | Fruits | Fruits |
| | | Smiley Shirt BL LG | | | \$5.00 | \$8.99 | 9 | Clothing | Clothing |
| | | Smiley Shirt BL MED | | | \$5.00 | \$8.99 | 0 | Clothing | Clothing |
| | | Smiley Shirt BL SM | | | \$5.00 | \$8.99 | 0 | Clothing | Clothing |
| | | Smiley Shirt BL LG | | | \$5.00 | \$8.99 | 0 | Clothing | Clothing |
| | | Smiley Shirt BL | | | \$5.00 | \$8.99 | 0 | Clothing | Clothing |

- **Inventory List** - This is the area where all inventory is listed. The list may change due to how you search for and load inventory. You can select individual inventory by clicking on it.
- **Scroll Bar** - Use the Scroll Bar to navigate up and down the list of inventory items.
- **Product Type** - You can click on one of the Product Type buttons to list inventory by that Product Type. Active Product Types will be highlighted in red. Click on the same Product Type button to de-activate it, or you can click on a different Product Type.
- **Load Inventory** - You can list inventory by the Category, Department, and by Vendor using this button. You can refine the search by combining these search criteria. For example, you can load inventory by a certain department, and then further refine the search by limiting it to a vendor as well.
- **Search Field** - You can enter a search term here. After pressing a search term, click on the Search Inventory button to search for inventory using the entered search term. Most inventory searches are done using the SKU number, or by a product name.
- **Search Inventory** - Click this button to load the full inventory list if no search term has been entered. If a search term was entered, it will attempt to find the inventory using the search term entered. If no matching inventory is found, it will not list any inventory.

Before you create inventory, it is important to first enter your list of vendors, the product categories, and the product departments. At the very least, you should create the categories and departments.

Creating Vendors

These are the manufacturers, wholesalers, and other resellers that a retailer purchases inventory from. Vendor Profiles must be created before you can attach one, or more, vendors to inventory items. Vendors must be selected for each inventory item in order to use the Purchase Order function.

1. In the Back Office, enter the Inventory Setup Screen
2. Click on the Vendor tab
3. You will now be in the Vendor Setup Screen
4. Click on the New button if creating a new profile, or click on an existing vendor to select it
5. Enter the Vendor Information
6. Remember to click on the Update button

Figure 26 - Vendor Setup

The screenshot displays the 'Inventory Menu Setup' application window. At the top, there are tabs for Product, Option Group, Category, Department, Vendor (highlighted in green), Style Matrix, MixMatch, MixMatch Group, Colors, and POS. Below the tabs is a table with columns: Name, Terms, Address, City, State, ZipCode, Phone, and Fax. The table contains three rows: 'ABC Wholesalers' (Net 30, 1111 Main St., Cherry Hill, NJ, 08034, 888-555-5553, 888), 'Empire Distribution' (Net 14, 2222 Main St., Cherry Hill, NJ, 08034, 888-444-3335, 888), and 'NONE' (30 Days, PA). A red callout labeled 'Vendor List' points to this table. Below the table is a record navigation bar showing 'Record: Of 3'. Underneath is a form titled 'Enter the Following Information' with fields for Name, Address, City, State (dropdown menu showing 'AL'), Zip, Terms, Contact, Fax#, Cell Phone#, Phone#, Email, and OrderMethod (dropdown menu showing 'Print'). A red callout labeled 'Vendor Information' points to this form. At the bottom of the window are four buttons: 'Delete' (trash icon), 'New' (plus icon), 'Update' (refresh icon), and 'Exit' (red X icon).

| Name | Terms | Address | City | State | ZipCode | Phone | Fax |
|---------------------|---------|---------------|-------------|-------|---------|--------------|-----|
| ABC Wholesalers | Net 30 | 1111 Main St. | Cherry Hill | NJ | 08034- | 888-555-5553 | 888 |
| Empire Distribution | Net 14 | 2222 Main St. | Cherry Hill | NJ | 08034- | 888-444-3335 | 888 |
| NONE | 30 Days | | | PA | | | |

Vendor list

The list of vendors. You can search the vendor list using a similar search method as that used in searching inventory.

Searching the Vendor List

1. Enter a vendor name in the search field
2. Hit the return key on the keyboard
3. The list will now be sorted using the search term
4. Use the delete button on the keyboard to delete a search term

Vendor Information

These are the details contained within each Vendor Profile.

- Name - The name of the vendor
- Address - The address where the vendor is located
- City - The city where the vendor is located
- State - The state where the vendor is located
- Zip - The zip code where the vendor is located
- Terms - Enter a payment term for the vendor. The payment terms are the period of time from receipt of the goods to the time the retailer has to pay the vendor. This is used for information purposes.
- Contact - The name of the vendor contact person
- Fax# - The fax number of the vendor
- Cell Phone# - The cell phone number, or office number of the contact person
- Phone# - The phone number of the vendor
- Email - The email address of the vendor contact person
- Order Method - The method that inventory is normally ordered from by this vendor.

Creating Inventory Departments

Departments are groups of similar inventory items. They are generally placed in the same area of the store to make it easier for customers to find the items. Departments are also used in the Payfirst POS to generate reports. It is better to create more specific departments than general ones. Example, instead of creating a canned goods department, you can create a department for each type of canned good. Canned Fruits, Canned Vegetables, etc.

To enter the Inventory Department Setup

1. Enter the Back Office
2. Enter the Inventory Setup
3. Click on the Department tab
4. You will now be in the Department Setup Screen

Figure 27 - Department Setup

The screenshot displays the 'Inventory Menu Setup' interface. At the top, there is a navigation bar with tabs for Product, Option Group, Category, Department (highlighted in green), Vendor, Style Matrix, MixMatch, MixMatch Group, Colors, and POS. Below this is a table listing various departments and their associated tax settings.

| Inventory Department | Tax1 | Tax2 | Tax3 | Tax4 | Tax5 |
|----------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Bakery | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Carbonated Beverage | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Clothing | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Cookies | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Deli | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| DVD Movie | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Fruits | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Hardware | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Household | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Juice | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Meat | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| MP3 Players | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| NONE | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Seafood | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Vegetables | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Below the table, there are two main input sections:

- Department Name:** A text input field with a red callout box pointing to it.
- Department Tax:** A section with checkboxes for Tax 1, Tax 2, Tax 3, Tax 4, and Tax 5, with a red callout box pointing to the checkboxes.

At the bottom of the screen, there are navigation buttons: Delete (trash icon), New (plus icon), Update (refresh icon), and Exit (red X icon). A record navigation bar is also visible above the input fields.

To create, or edit, an Inventory Department

1. Click on the New button, or select an existing Department from the list
2. Enter a Department Name
3. Select any taxes that may apply to this Department
4. Click Update to save
5. You can also select an existing Department, and then clicking the delete button to remove it

Department List

This is the list of all departments that have been created.

Department Name

This is where the name of the department is entered.

Department Tax

There are five taxes that you can select. These are the same taxes you created in the Company Profile. These are also the same taxes that you will find when creating the individual inventory items. Be careful, if a tax was selected for the department, and you select the same tax for the inventory item, taxes will be doubled.

If you have a tax of 7% in Tax 1, and you selected it for Department A. You create an inventory item, which belongs to Department A. You then select the same Tax 1 during inventory item creation, it will double the taxes to 14%.

| | |
|-------|--------------------|
| 7% | Tax 1 - Department |
| 7% | Tax 1 - Item |
| <hr/> | |
| 14% | Total Tax applied |

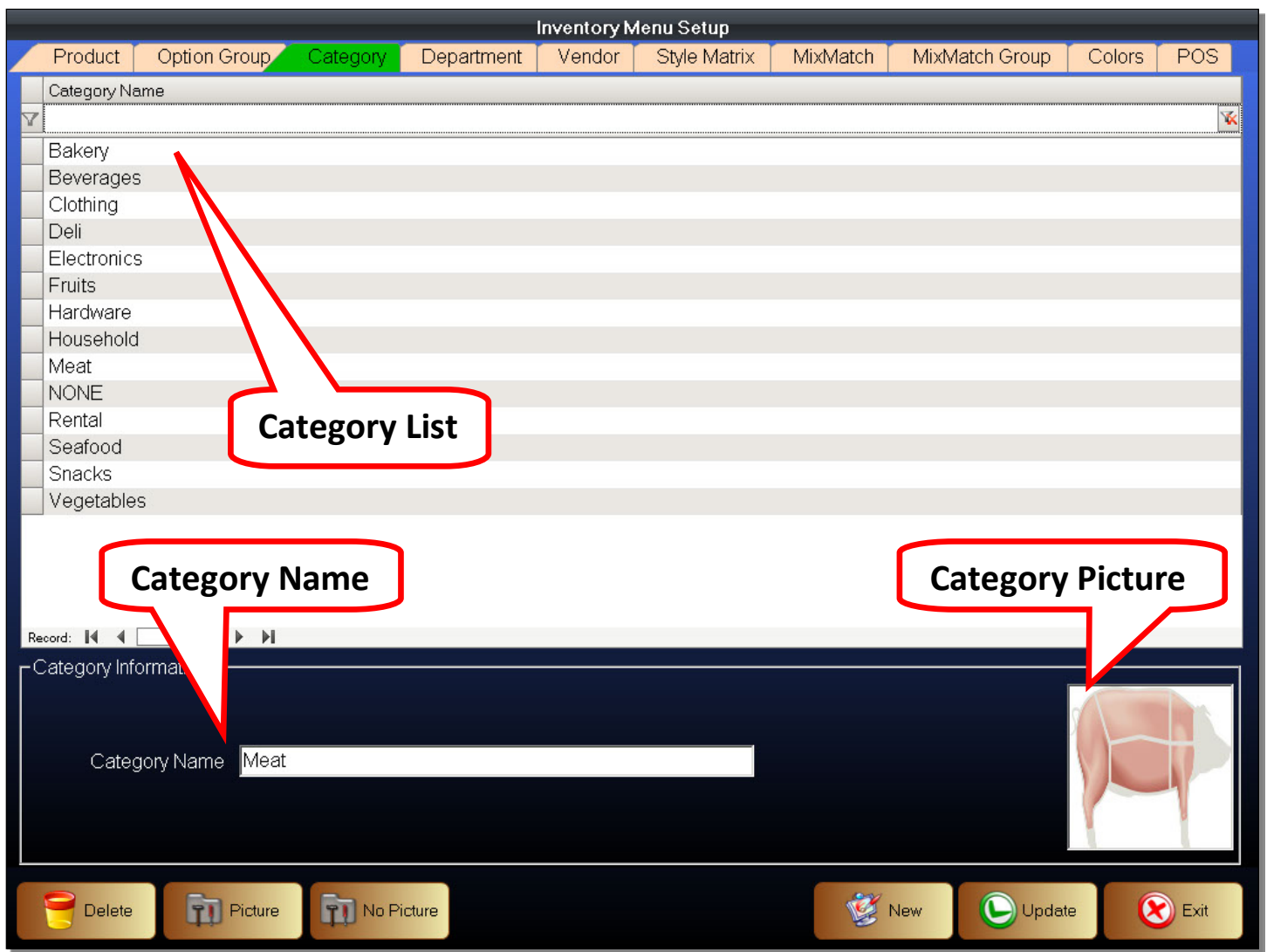
Creating Inventory Categories

Categories are used to group items under the Quick Select Menu. The Quick Select Menu is the part of the Front Office (sales screen) where you can select items using a button menu. The Quick Select Menu is very useful for entering items that cannot be scanned such as made-to-order food, or fresh produce. You can group multiple departments under the same category. For example, you can create a Produce Category, which will contain agricultural products (fruits & vegetables).

To enter the Inventory Category Setup

1. Enter the Back Office
2. Enter the Inventory Setup
3. Click on the Category tab
4. You will now be in the Category Setup Screen

Figure 28 - Category Setup



To create, or edit, an Inventory Category

1. Click on the New button, or select an existing Category from the list
2. Enter a Category Name
3. Click on the Picture button, then select a picture to attach
4. You can remove a picture using the No Picture button
5. Click Update to save
6. You can also select an existing Category, and then clicking the delete button to remove it

Category List

This is the list of all Categories that have been created.

Category Name

This is where the name of the Category is entered.

Category Picture

If you attach a picture to this category, this is where it will appear. The picture attached to a Category will also be used as the button in the Quick Select Menu.

Creating Standard Inventory Items

You should now have now completed the preliminary steps required to create an inventory item has now been completed. You are now ready to create an actually inventory item. Inventory items are separated by different types. Each type of inventory, called a Product Type, will change the characteristics of the inventory items created. You will now create a Standard Inventory Item.

To Create Standard Inventory Items

1. Enter the Back Office
2. Click on the Inventory / Products button
3. You will now be in the Inventory Setup Screen
4. Click the New button to start a new inventory item, or select an existing inventory item to modify
5. Select the Standard Product Type
6. Enter Inventory details such as SKU#, product name, taxes, etc. and select the needed options
7. Click Update to save

Figure 29 - Inventory Setup – Standard A

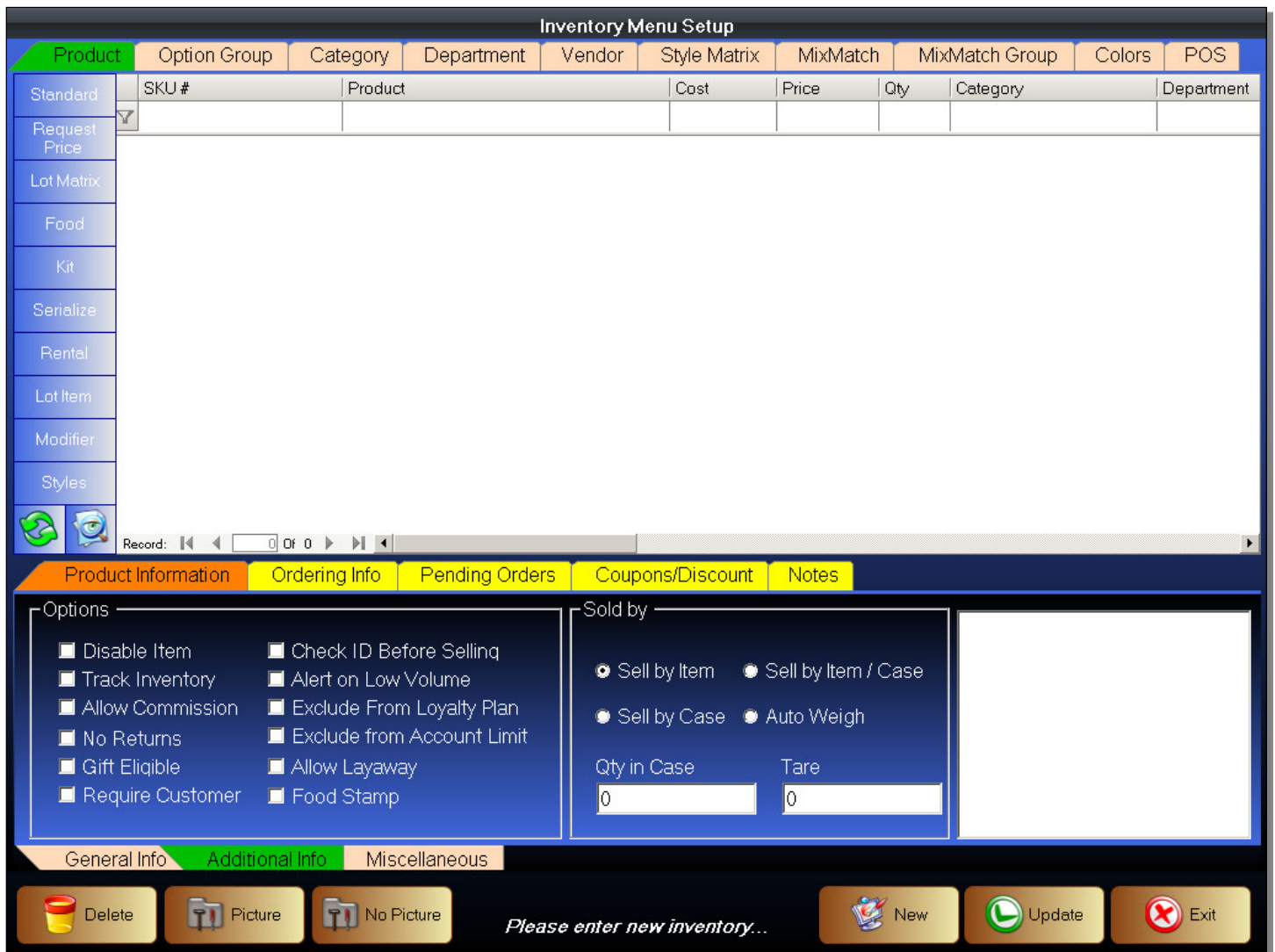
The screenshot displays the 'Inventory Menu Setup' application window. The main area is a table with columns for Product, Option Group, Category, Department, Vendor, Style Matrix, MixMatch, MixMatch Group, Colors, and POS. The 'Standard' product type is selected, and the table shows a single row with columns for SKU#, Product, Cost, Price, Qty, Category, and Department. Below the table is a navigation bar with buttons for Request Price, Lot Matrix, Food, Kit, Serialize, Rental, Lot Item, Modifier, and Styles. The bottom section contains a form for entering product details, including fields for SKU#/PLU, Product Name, 2nd Language, Description, Unit Cost, Retail, Unit Size, Unit Type, Aisle/Loc, Qty, and a Taxes section with checkboxes for Tax 1 through Tax 5. A 'Duplicate' button is also present. The bottom of the screen features a toolbar with buttons for Delete, Picture, No Picture, New, Update, and Exit, along with the text 'Please enter new inventory...'.

Standard Inventory Items are the most commonly created type of inventory items. They cover a wide range of products from household goods, to food items. From items sold by the unit, to those sold by weight.

Inventory Product Information

1. Enter the Back Office
2. Enter the Inventory Setup
3. Click the New button
4. Product Type - Select the Standard Product Type. Depending on the product type, the inventory creation options will change. Standard Product Type items can cover taxable and non-taxable items. It can be used for produce sold by the unit, or sold by weight.
5. SKU#/PLU - Scan or type in the SKU#. The SKU number is a UPC or PLU number.
6. Department - Select the Department
7. Category - Select the Category.
8. Brand - Enter a Brand name. This is optional but helpful information to identify and separate similar products.
9. Product Name - Enter a product name. This is the primary product name and will be printed on the receipt
10. 2nd Language - Enter a product name in a second language. This will also be printed on receipt if present and the "Print Second Language on Receipt" option is selected in the Company Profile.
11. Description - Enter a Product Description. This is optional product details that you might want to add
12. Unit Cost - Enter a Unit Cost. The unit cost is the price for an item, when the retailer purchases it from a vendor or wholesaler. This will automatically update when you receive inventory from a Purchase Order.
13. Retail Price - Enter Retail Price. This price will automatically be marked up by a pre-set percentage after a Unit Cost is entered. The Markup Percent that is entered in the Company Profile and governs the actual markup. The Markup Percent is meant as a guide when creating your actual retail prices.
14. Unit Size - Enter the unit size of the product. This can be in volume, weight or number of units.
15. Unit Type - Select the Unit Type. This is the system of measurement such as by count, by weight, or by volume.
16. Aisle/Loc - Enter a location where the item may be found within the retailer's business.
17. QTY - Enter a starting Quantity. If you track inventory, enter this information so the POS system knows how much of each product you have. If Enforce Inventory Management is enabled in Company Profile, you may not change this number once you have entered a starting quantity. If a starting quantity was previously entered, this will always show the Quantity On Hand.
18. Taxes - Select the taxes that apply to this item. These are created in the Company Profile. Be careful about double charging taxes. If the tax was selected for the department, and you select the same tax for the individual item, it will double the taxes charged.
19. **Duplicate – The Duplicate button is used for copy inventory items. It will duplicate most of the characteristics of an existing inventory item. This can be a time saving feature if you are entering multiple inventory items with similar characteristics. An example is a set of cookies, from the same brand, with the same package size and costs, but different product name.
20. Click on the Additional Info tab at the bottom of the screen.

Figure 30 - Inventory Setup – Standard B

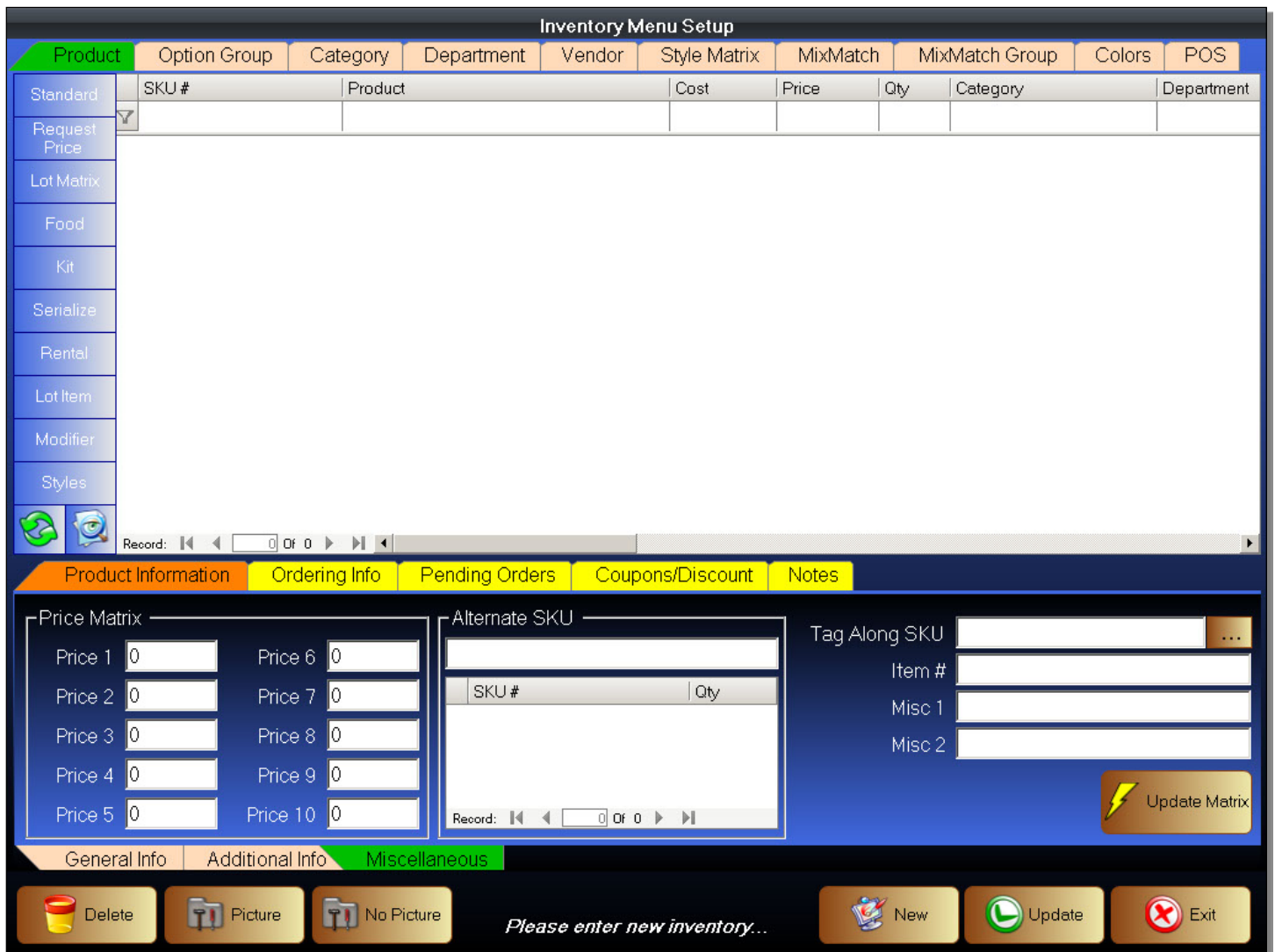


Inventory Options

21. **Disable Item** – Selecting this option makes an item inactive. It does not delete the item. You can re-activate it later by unchecking this option. Note that if this item is in a Quick Select Menu button and the item is inactive, the button will turn invisible.
22. **Track Inventory** – To update inventory counts automatically, this option needs to be enabled. This option is obviously needed to update inventory counts for tracking available item quantities. This option is also useful to track items that have no set quantities, such as made-to-order items, so you know how much were sold.
23. **Allow Commission** – If the business has a commissions program, where sales people can earn income on products sold, you may enable this item for inclusion into the commissions program using this option.
24. **No Returns** – This option flags the item as something that can't be returned once sold to the customer.
25. **Gift Eligible.** – Flags this item as being Gift Eligible. Used for programs where a gift is given to customers for a certain number of items bought, or a certain amount is bought. An example is when a retailer runs a promotion donating money to cancer research. Not all items apply. The retailer can flag all items that are eligible, and the POS System will track this information for the retailer automatically.
26. **Require Customer** – This option is used for products, such as rental items, that requires a customer account. If a cashier forgets to select a customer, the transaction will not continue until a customer has been selected.

27. Check ID Before Selling – If you enable this option, it will remind the cashier that an age check is required to sell this item. This is useful for Items such as cigarettes and liquor that are age restricted.
28. Alert on Low Volume – Enabling this option will cause an alert to appear in the Front Office notifying the cashier that the item count is low for this item.
29. Exclude from Loyalty Plan – This option disables the item from earning points in any Loyalty Programs.
30. Exclude from Account Limit – This option ignores the House Account limit. If a customer has a House Account and has reached his credit limit, he can no longer use the House Account to pay for items. This flag will ignore the account limit for just this item.
31. Allow Layaway – Enables this item for Layaway Plans. If a retailer sells products that can be put on a Layaway Plan, the layaway eligible items must be enabled individually.
32. Food Stamp – This option flags an item as an EBT Food Stamp eligible item
33. Sold By – Select how this item will be sold. Depending on the type of product selected, some of these options may be disabled. For Standard Product Type items, all of them are enabled.
 - a. Sell by Item – Item is sold by individual units
 - b. Sell by Case – Item is sold by the case. A case quantity must be specified.
 - c. Sell by Item/Case – Item is sold by item and by the case. A case quantity must be specified.
 - d. Auto Weigh – Item will be sold by weight. Weighed items require an attached weight scale.
34. QTY in Case – If an item is sold by the case, you must specify how many units are in a case.
35. Tare – The tare is the weight of a product's packaging. This option is used to subtract the weight of the packaging on sold by weight items. This option is not applicable if the product is not weighed when sold.
36. Picture Preview – This is found at the bottom right of the screen found in the Additional Info tab. It will show what the attached picture is, if any, for this inventory item. If no picture is attached, it will show a white box.
37. Picture – This button is found at the bottom left of the screen. It is used to select, and add, a picture to this item.
38. No Picture – This button is found at the bottom left of the screen. It is used to remove a picture from this item.
39. Click on the Miscellaneous tab at the bottom

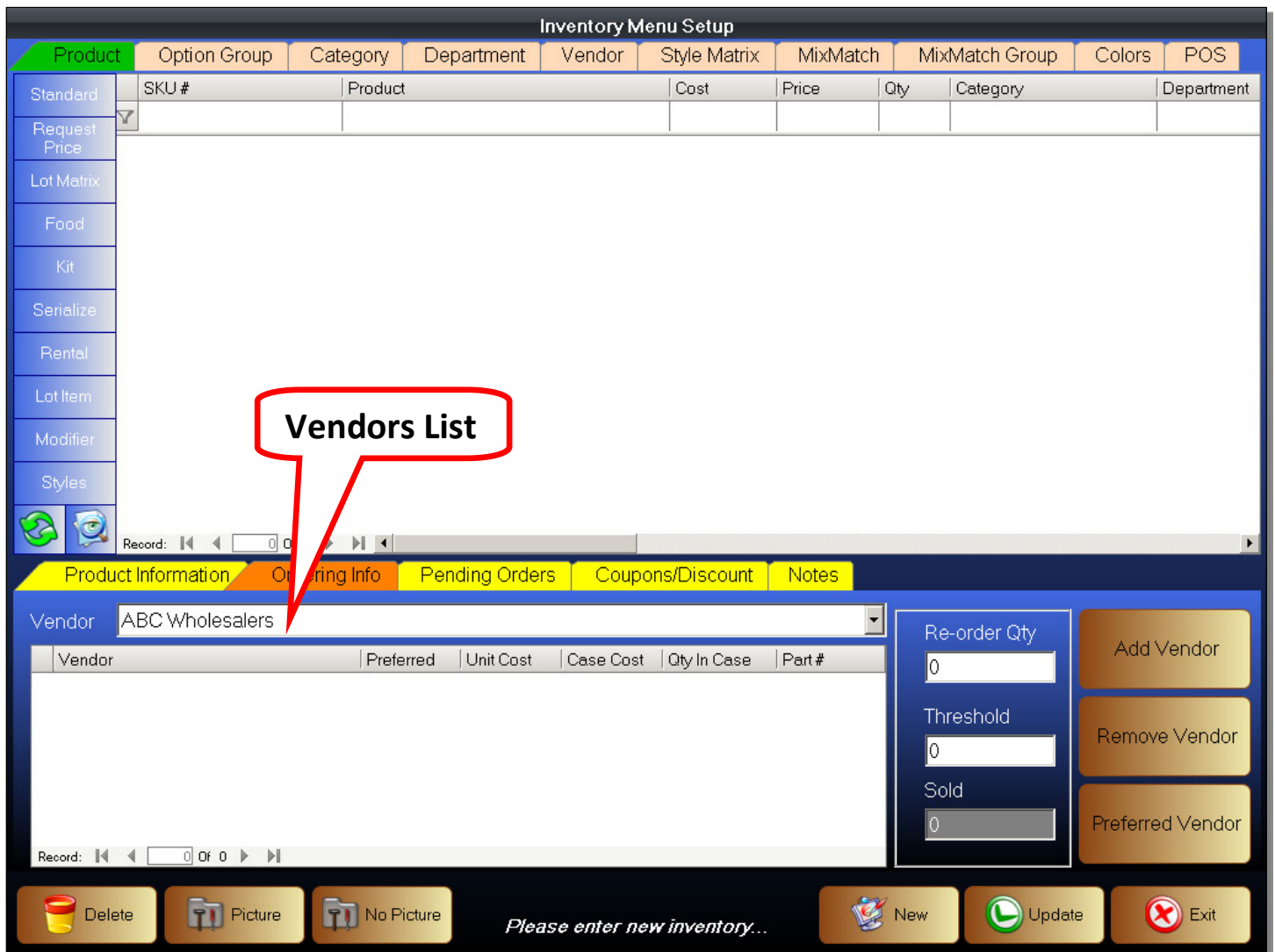
Figure 31 - Inventory Setup - Standard C



Alternate & Tag Along SKU

40. Price Matrix – Enter prices for the price matrix here. The Price Matrix is used for changing the default price that is charged to customers. The Price Matrix can be selected for each customer individually in the Customer Setup screen, or on a global level in the Company Profile. Be careful, if items have no prices entered in a given price level, it will be sold at a retail price of zero if that price level is selected. Example, Item has no price in Price 2. If Price 2 was selected for that customer (or in the Company Profile), then it will be sold at a price of zero.
41. Alternative SKU – Some items contain more than one UPC or your store may create an internal SKU for the product. You may enter an alternative SKU here. Scanning either will enable the same item. You may also use an Alternate SKU to specify a different quantity. So if the Alternate SKU QTY is set to 6, when you scan the item using the primary SKU, it will ring up one item. If you scan the item using the Alternate SKU, it will ring up six.
42. Tag Along SKU – Add a Tag Along SKU to this item. These are products or services that should/must be included when the item is sold. An example is a free gift that is included when the primary item is sold.
43. Item # - If the inventory item has a part number, enter it here. Can be the same as the vendor part number.
44. Misc 1 & Misc 2 – Not used at this time.
45. Update Matrix – Will update the Price Matrix to the price used in the Retail Price field.
46. Click on the Ordering Info tab

Figure 32 - Inventory Setup - Standard D

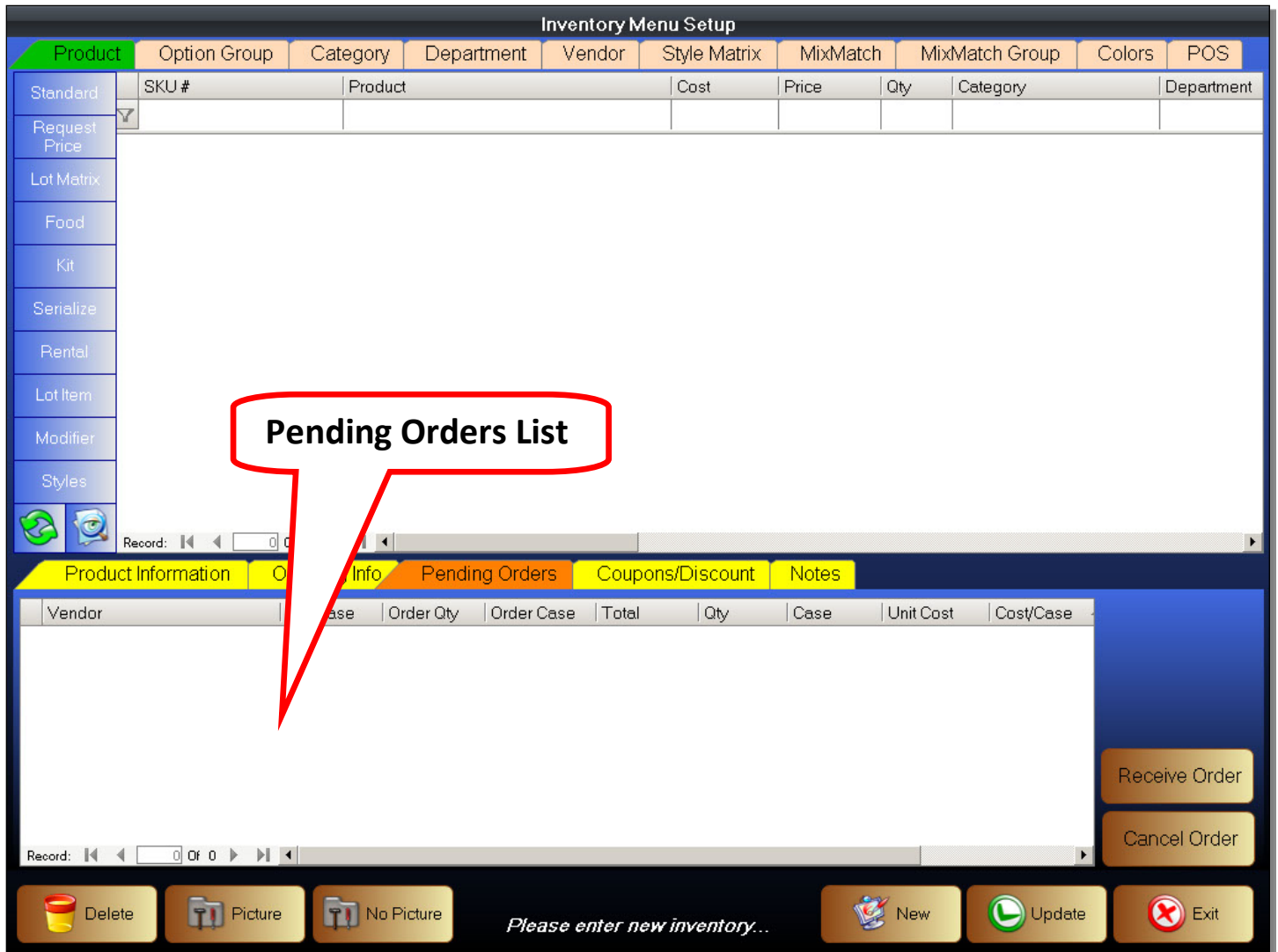


Attaching a Vendor

47. Vendor – Select a vendor. Use the drop down box you to select a vendor. Vendors must be created beforehand.
48. Add Vendor – After selecting a vendor, click the Add Vendor button to actually add the vendor. You can add multiple vendors to an inventory item.
49. Remove Vendor – You can remove a vendor from an inventory item. Highlight a vendor from the vendor list and then click the Remove Vendor button to remove it. This action is permanent and any information such as vendor unit costs and part numbers will be lost.
50. Set Preferred Vendor – Select the preferred vendor. This is the default vendor to list for this item when doing summary reports.
51. Vendor List – After adding a vendor, edit the item info for use during Purchase Orders.
 - a. Unit Cost – Enter the cost of the individual item. May differ from case cost. You MUST enter a Unit Cost. The unit cost is used for the automatic unit cost update function.
 - b. Case Cost – Enter a case cost for this item. Case costs may differ from unit cost. Some items may be sold individually for one price, but may be sold in bulk for a cheaper price.
 - c. QTY in Case – Enter how many units are in a case (or bulk package).
 - d. Part # - Enter a vendor part number for this item.

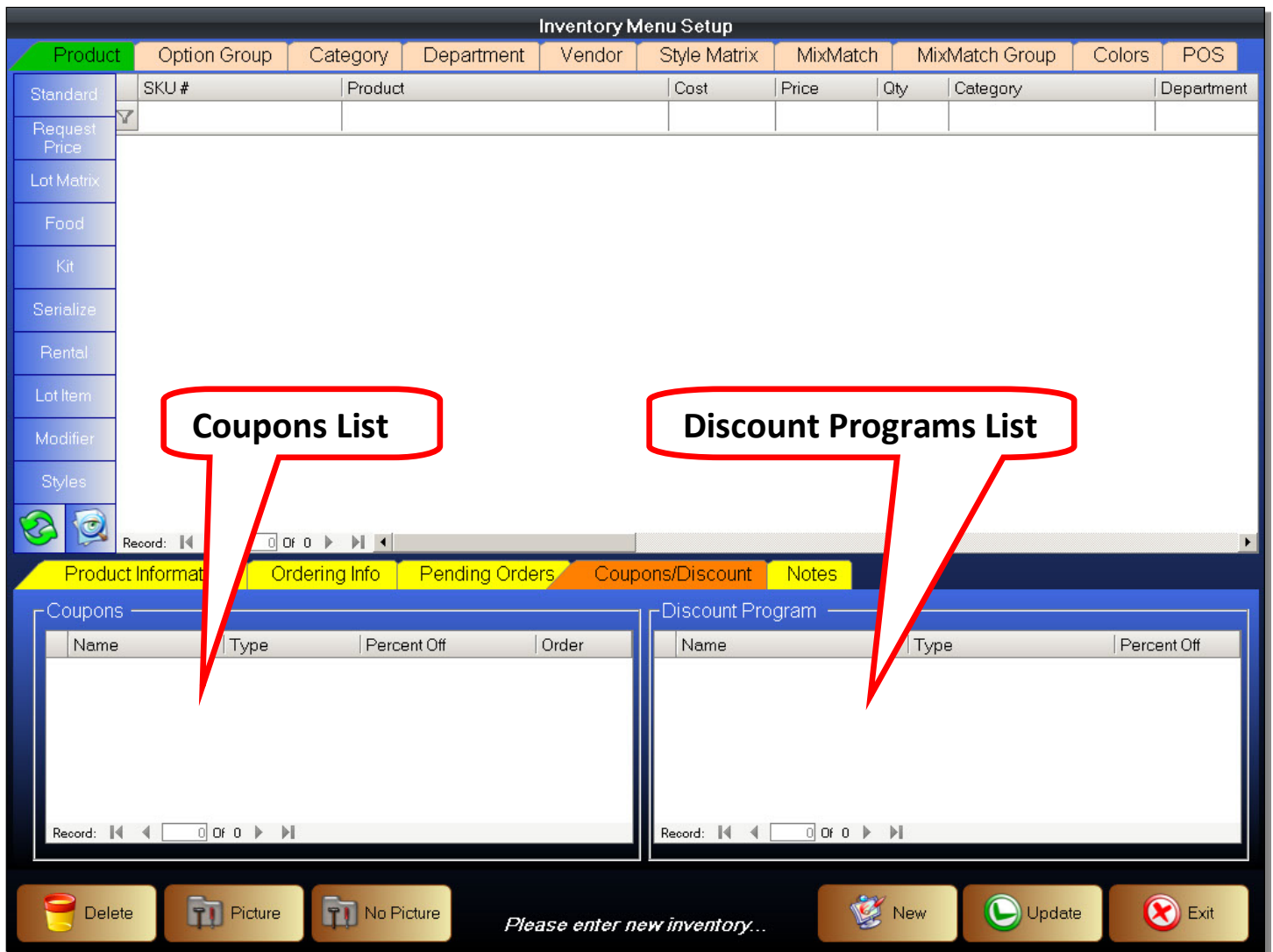
- 52. Re-order QTY – Enter a Re-Order Quantity. This is the default amount it will try to order. This is used as a guide on how much to re-order during Purchase Order creation.
- 53. Threshold – Enter a Minimum Quantity Threshold. This is the lowest quantity that a retailer wants to have on hand for this item. Tracking the Minimum Quantity Threshold will alert you when an item is low and will help you prevent Stock Outs (out of stock). This number will be used during the Purchase Order creation process.
- 54. Sold – This indicates how many items were sold.
- 55. Click on the Pending Orders tab.

Figure 33 - Inventory Setup - Standard E



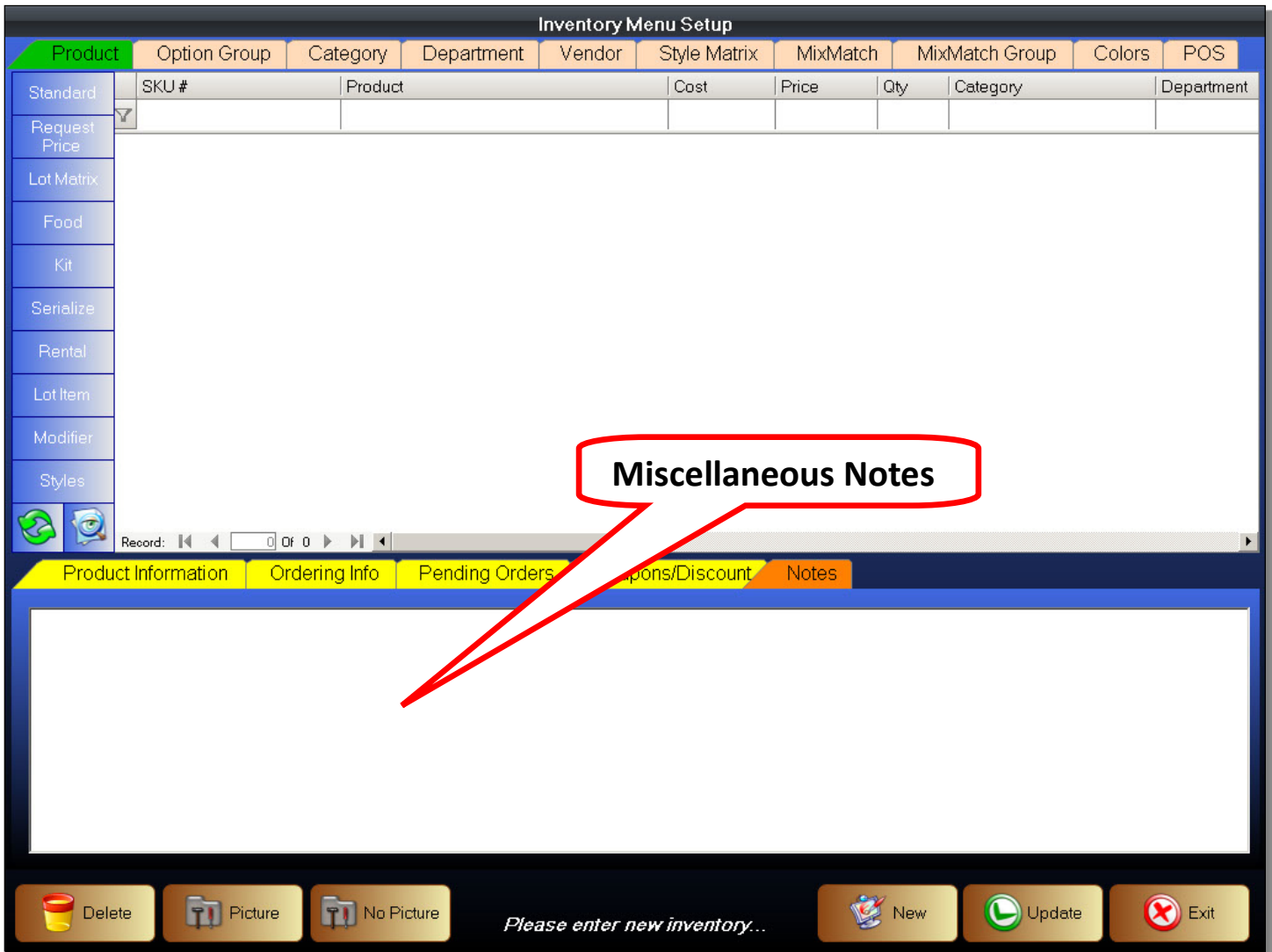
- 56. Pending Orders List – A list of all pending orders for this inventory item. Each Purchase Order containing this item is a separate pending order.
- 57. Receive Order – Select a pending order, then click the Receive Order button. It is used to quickly receive an item. Receiving an order will update the item quantity. You must still close the Purchase Order to finalize it.
- 58. Cancel Order – This is used to cancel a pending order. Select a pending order, then click the Cancel Order button.
- 59. Click on the Coupons / Discounts tab

Figure 34 - Inventory Setup - Standard F



- 60. Coupons List – This list shows you every coupon that is enabled for this item. You cannot modify this list.
- 61. Discount Programs List – This list shows you every discount program that is enabled for this item. You cannot modify this list.
- 62. Click on the Notes tab

Figure 35 - Inventory Setup - Standard G



63. The Notes tab is for miscellaneous use. You may add notes or other bits of information in this area. Simply click into the blank area and start typing. You may delete sections of the notes or the whole note.

This concludes the steps needed to create a Standard Inventory Item. Remember to click on the Update button to save the inventory item that you have just created. You can select an existing item and click on the Delete button to remove it. You can also click on the Exit button to exit the Inventory Setup Screen.

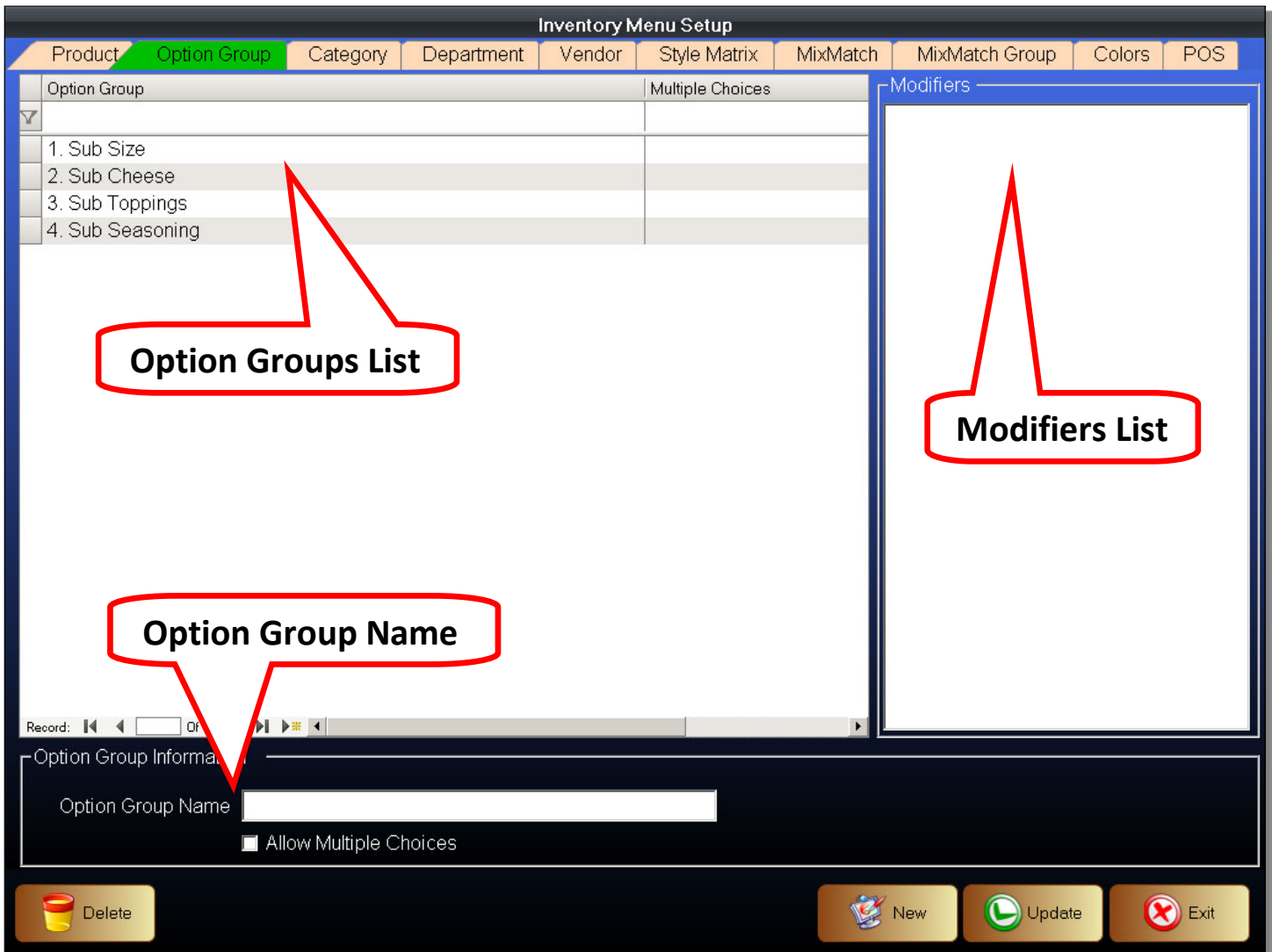
Creating Food Inventory

You should now be more familiar with the inventory creation process. We will now show you how to create an inventory item using the Food Product Type. This type of inventory is useful for retailers who prepare food. The food items can be sent to a remote work order printer. They can also contain selectable options, such as toppings on a pizza, or the type of dressing to use on a salad.

Creating an Option Group

Before we create a Food Item, we must first create Option Groups. It is helpful if you have a list of Option Groups that are needed and create them all at once. The list should also contain the individual choices, known as the Modifiers, that will belong to each Option Group. You should also create profiles for every Work Order printer you will need. Work Order Printers are created in the Printers option found in the Back Office .

Figure 36 - Option Groups Setup



Option Groups are the groups of Modifier Items that will be used to change the Food Items. Example, a salad may be the Food Item. The Salad Dressings would be an Option Group and the individual salad dressings you can choose would be the Modifier Items.

To create, or edit, an Option Group

1. Enter the Inventory Setup Screen
2. Click on the Option Group Setup tab
3. Click on the New button to start a new Option Group, or select an existing Option Group to modify it
4. Enter an Option Group Name
5. Select whether the Option Group being created allows multiple choices
6. Click Update to save

Option Groups List

This is the list of all Option Groups that have been created.

Option Group Info

- Option Group Name – This is the name of each individual Option Group. These can be changed as needed. The Option Group Name should be descriptive.
- Allow Multiple Choices – If the Option Group you are creating, or editing, allows for multiple choices, then select this. An example of an Option Group that would not allow multiple choices are the individual salad dressing choices. One that would allow multiple choices are the toppings that you can add to a salad such as tomatoes, cucumbers, olives, eggs, etc.

Modifiers List

This list contains the individual choices that are found within an Option Group. These choices are created under the Modifier Product Type. A newly created Option Group will not have any Modifiers. Modifiers need to be created and linked to an Option Group.

Create a Modifier

Modifiers are the individual choices that are found within an Option Group.

To create, or edit, a Modifier Product Type

1. Enter the Back Office
2. Click on the Inventory / Products button
3. You will now be in the Inventory Setup Screen
4. Click the New button to start a new inventory item, or select an existing inventory item to modify
5. Select the Modifier Product Type
6. Enter Inventory details such as SKU#, product name, taxes, etc. and select the needed options
7. Select the Option Groups this item will belong to
8. Click Update to save changes

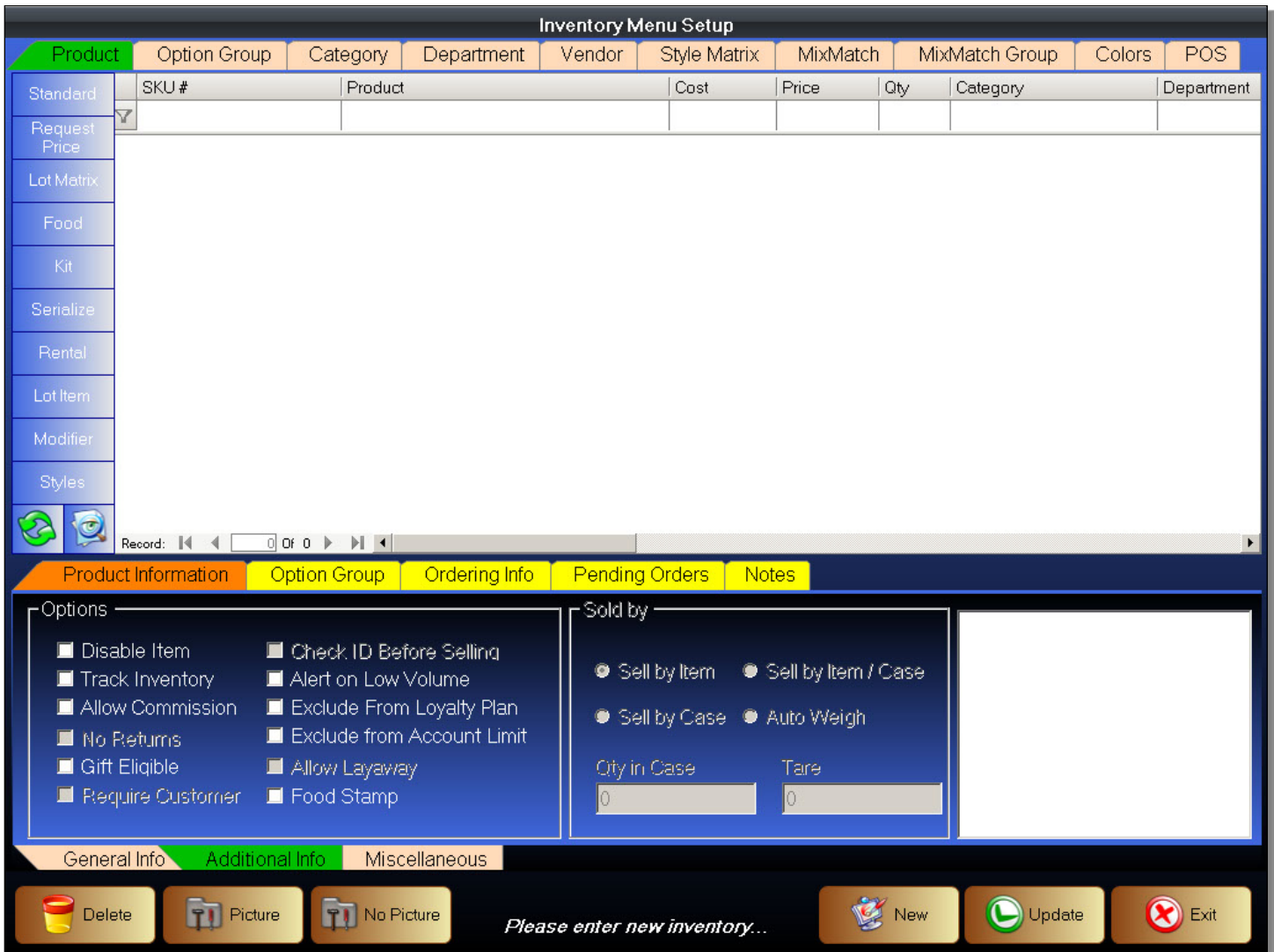
Figure 37 - Inventory - Modifier A

The screenshot shows the 'Inventory Menu Setup' window. At the top, there is a table with columns: Product, Option Group, Category, Department, Vendor, Style Matrix, MixMatch, MixMatch Group, Colors, and POS. Below this is a data grid with columns: SKU#, Product, Cost, Price, Qty, Category, and Department. On the left side, there is a vertical menu with options: Standard, Request Price, Lot Matrix, Food, Kit, Serialize, Rental, Lot Item, Modifier, and Styles. The 'Modifier' option is selected. A red callout box with the text 'Category Disabled' points to the 'Category' dropdown menu in the form, which currently shows 'Beverages'. The form also includes fields for Product Name, 2nd Language, Description, Unit Cost, Retail, Unit Size, Unit Type, Aisle/Loc, Qty, and Taxes (Tax 1-5). At the bottom, there are buttons for Delete, Picture, No Picture, New, Update, and Exit. A status bar at the bottom reads 'Please enter new inventory...'.

You can see that the Category has been disabled because this item will not need a Category. It will be under the same Category as the Food Item we will create. The rest of the options in the General Info tab remains the same. It is created in the same way as a Standard Inventory Item. You can select taxes, enter a retail price or even decide that this Modifier will contain no price. E

dit the options as needed, and then enter the Additional Info tab.

Figure 38 - Inventory - Modifier B



In the Additional Info tab, you will notice that many of the options are now disabled because the behavior will follow the Food Inventory Item that this Modifier will be linked to. The “Sold By” options have been disabled as well.

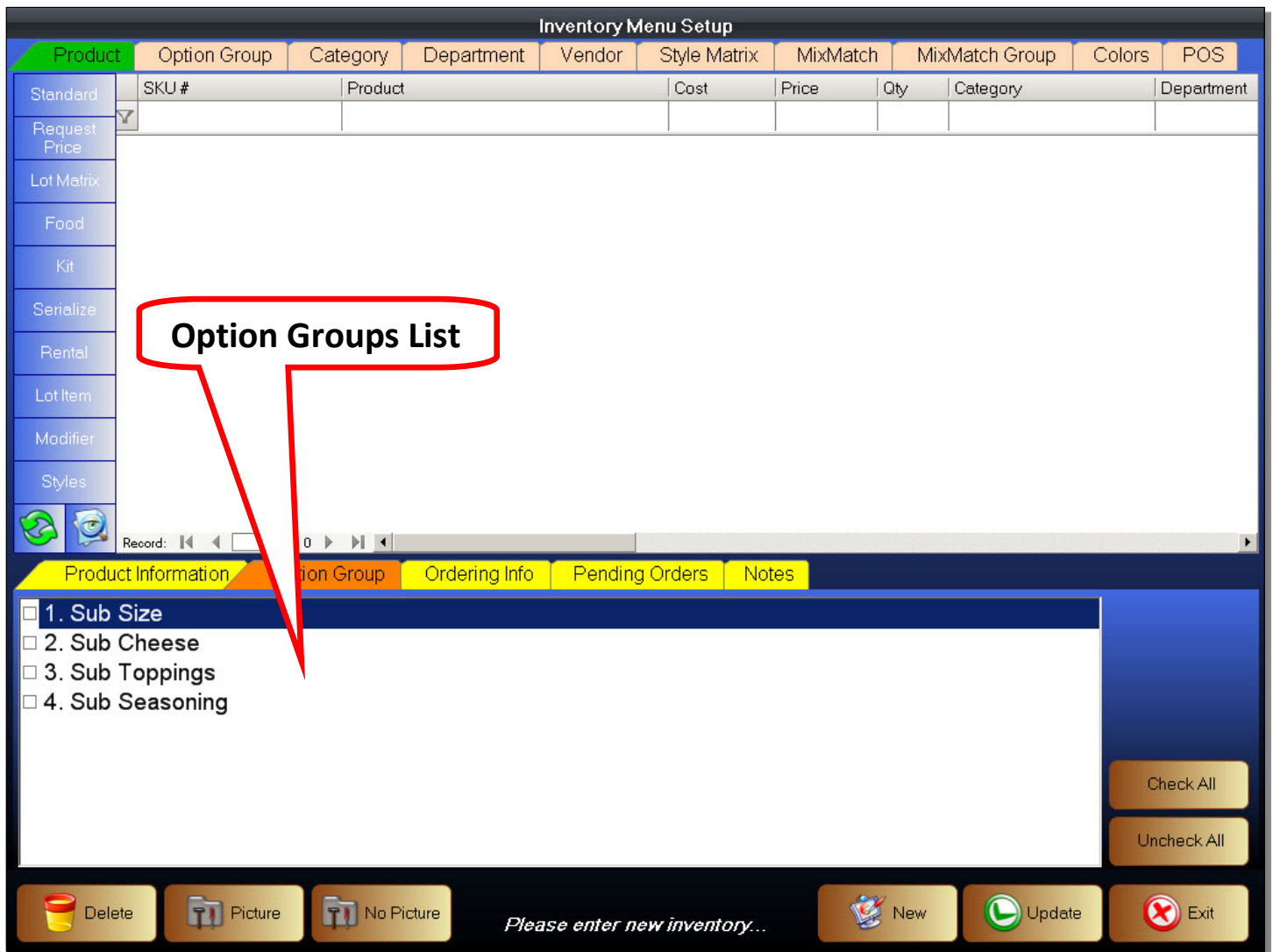
Edit these options as necessary, and then click enter the Miscellaneous tab.

Figure 39 - Inventory - Modifier C

In the Miscellaneous tab, the Alternate SKU, as well as the Tag Along SKU has been disabled. You may still select and modify the rest of the options.

Edit these options as needed, and then move to the Option Group tab.

Figure 40 - Inventory - Modifier D



In the Inventory Item Option Group tab, you can see a list of Option Groups. This list is the same as that found in the Option Group Setup Screen. In this window, you will select all Option Groups that this Modifier will belong to.

Attaching Modifier to an Option Group

1. Find the Option Group you want to attach this Modifier to
2. Click on the Option Group to select it
3. The checkbox in front of the Option Group should now be checked
4. The Modifier has now been attached to this Option Group
5. You can use the Check All button to select all Option Groups
6. You can use the UnCheck All button to remove all Option Groups

The rest of the Inventory Options remain the same as that of a Standard Inventory Item. Edit the options as needed, and then remember to click the Update button to save this Modifier.

| Option Group | Multiple Choices |
|------------------|------------------|
| 1. Sub Size | |
| 2. Sub Cheese | |
| 3. Sub Toppings | |
| 4. Sub Seasoning | |
| Salad Dressing | |
| Toppings | |

Modifiers

- Hot Pepper
- Lettuce
- Onions
- Pickle
- Sweet Pepper
- Tomato

Record: 3 Of 6

Option Group Information

Option Group Name: 3. Sub Toppings

Allow Multiple Choices

Delete New Update Exit

Returning to the Option Group Setup tab, we can see that if we select an Option Group, it will list all Modifiers that have been attached to the selected Option Group.

You are now ready to Create a Food Item.

Creating Food Item

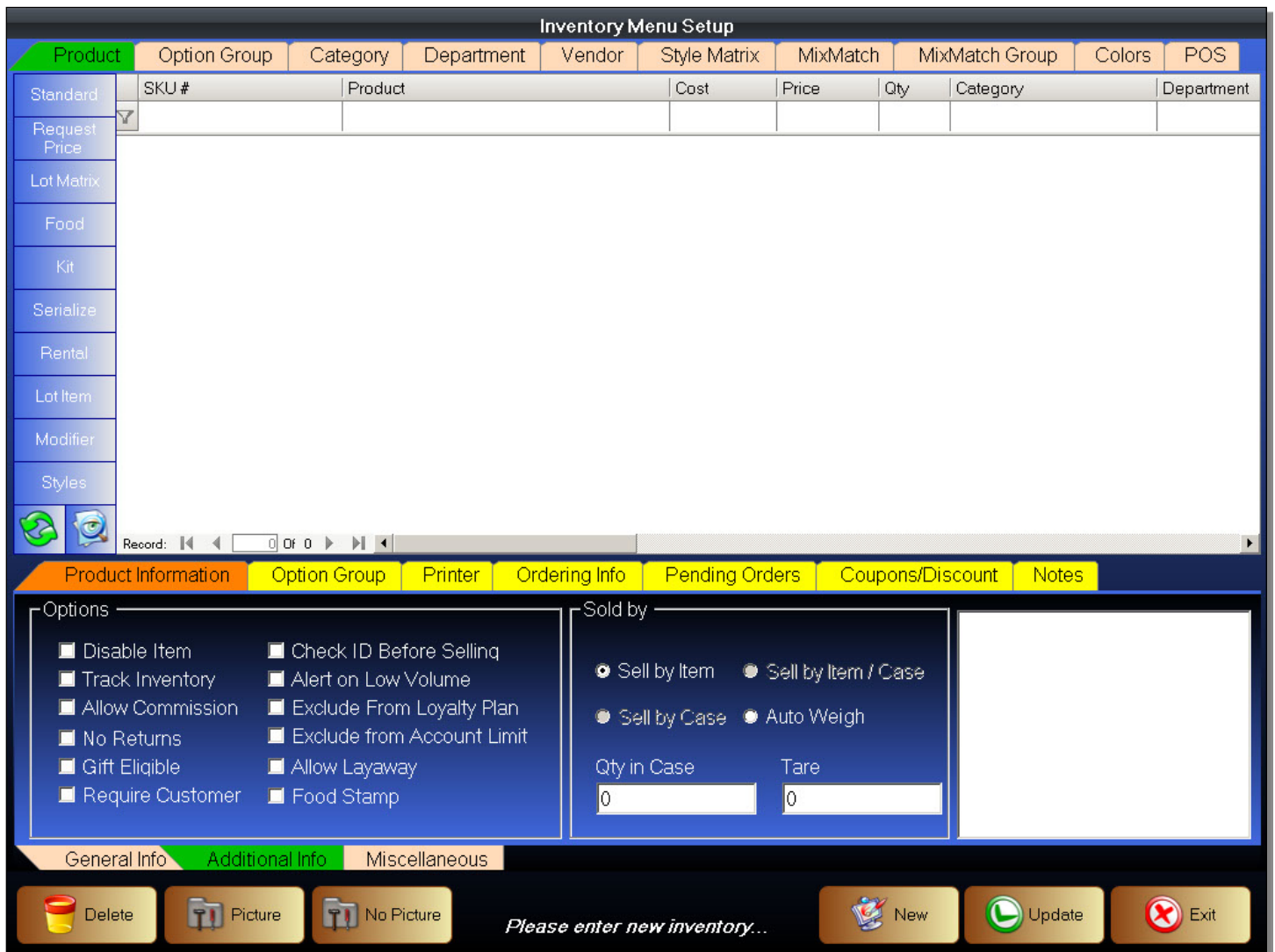
To Create a Food Inventory Item

1. Enter the Back Office
2. Click on the Inventory / Products button
3. You will now be in the Inventory Setup Screen
4. Click the New button to start a new inventory item, or select an existing inventory item to modify
5. Select the Food Product Type
6. Enter Inventory details such as SKU#, product name, taxes, etc. and select the needed options
7. Select the Option Groups that will apply to this item
8. Select the Work Order Printer that this item will print to
9. Click Update to save changes

Figure 41 - Inventory - Food A

When you first select the Food Product Type, you will notice that we have two new tabs that show up. These are the Option Group tab and the Printer tab. They contain options unique and specific to the Food Product Type. The rest of the options remain the same. Edit these options as necessary, and then click on the Additional Info tab.

Figure 42 - Inventory - Food B

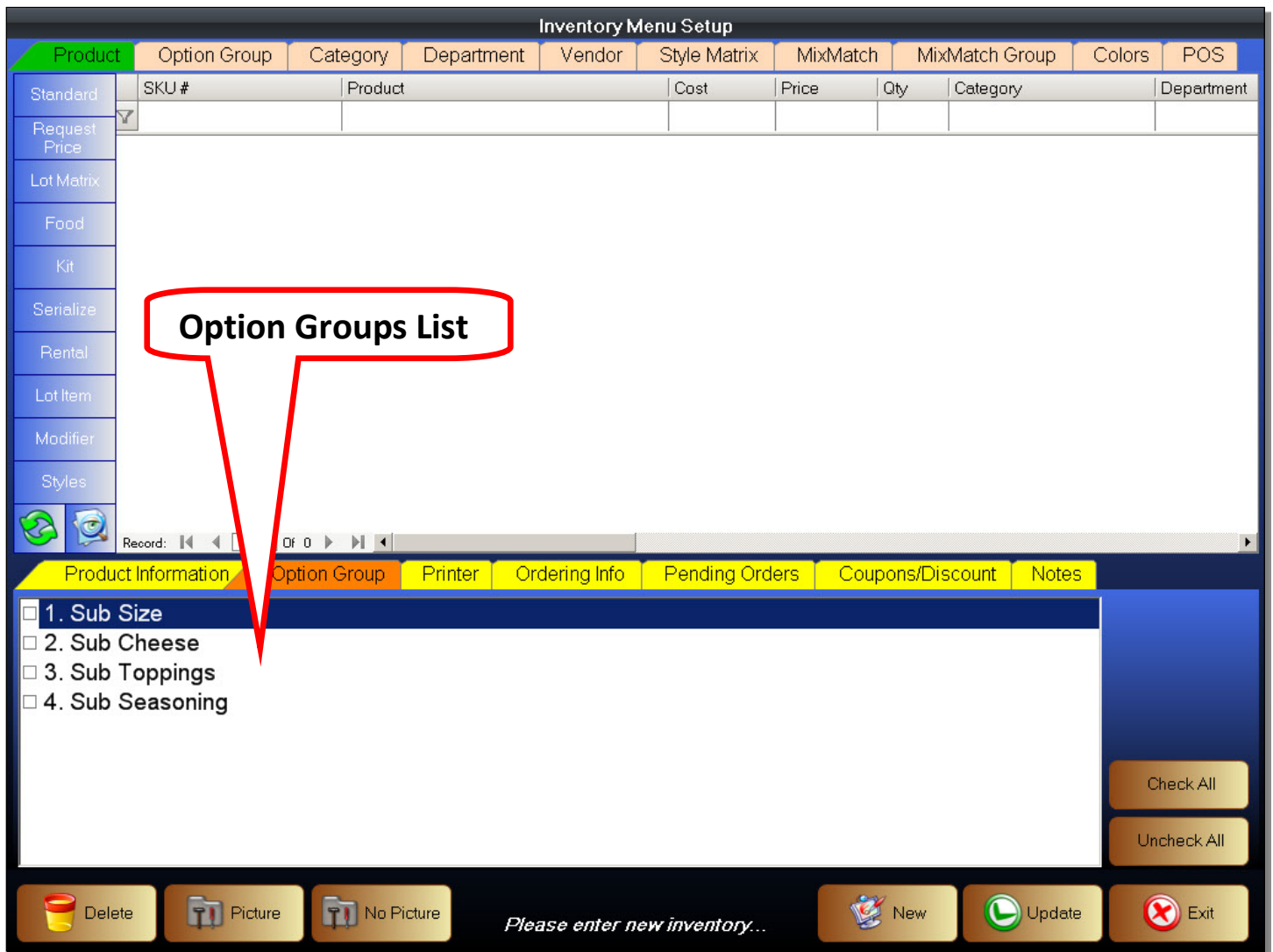


In the Additional Info tab, you can see that almost all options remain the same between the Food Inventory Item and a Standard Inventory Item. The difference is that you can no longer choose the “Sell by Case” and the “Sell by Item/Case” options. The Food Item can still be sold by the individual item, and also sold by weight.

Edit these options as necessary, and then click on the Miscellaneous tab.

The options found under the Miscellaneous tab remain the same as that of the Standard Product Type. Edit these options as necessary, and then click on the Option Group tab found in the middle left of the screen.

Figure 43 - Inventory - Food C



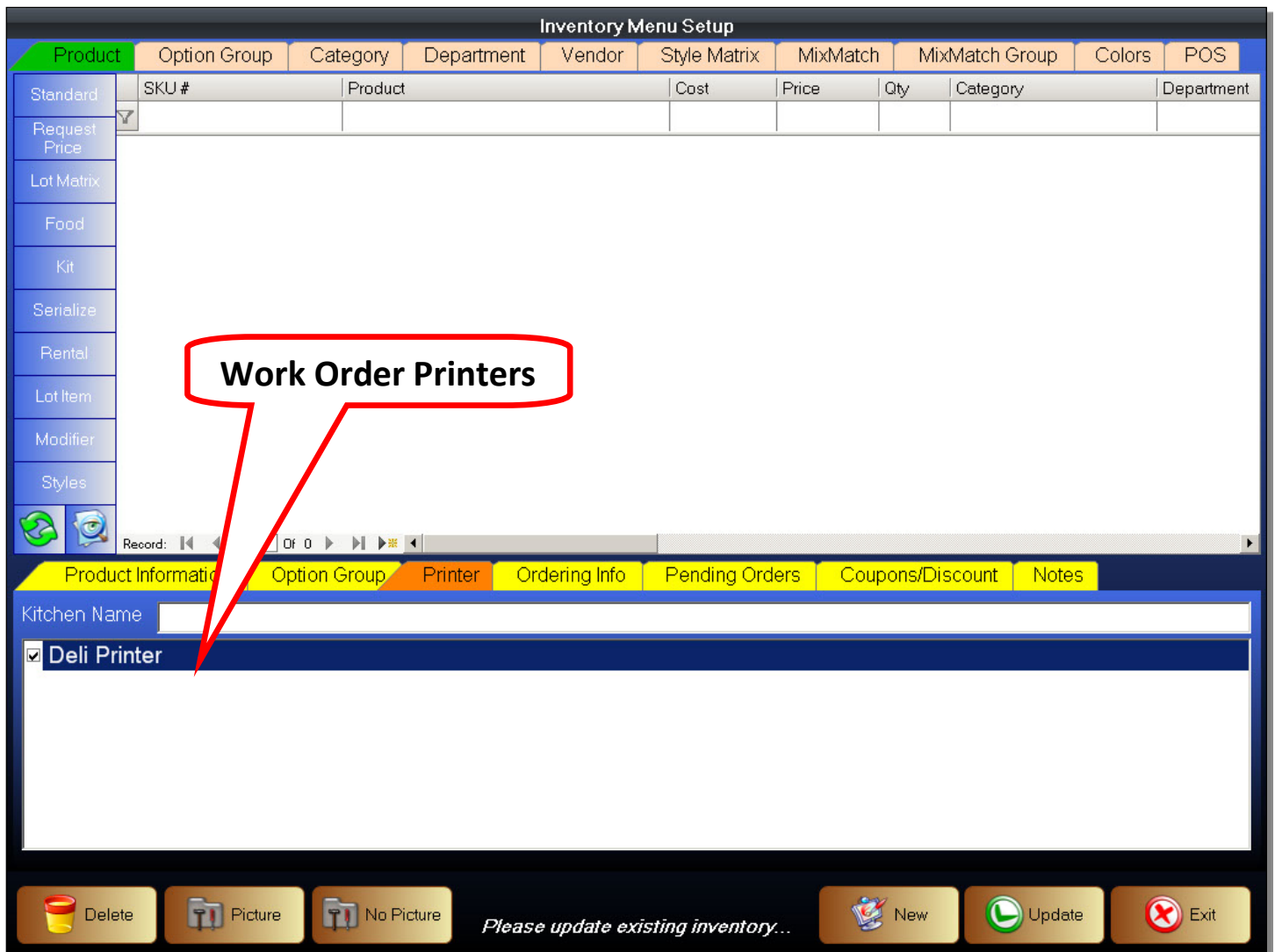
Attach an Option Group to Food Item

In the Inventory Item Option Group tab, you can see a list of Option Groups. This list is the same as that found in the Option Group Setup Screen. In this window, you will select all Option Groups that will apply to the Food Inventory Item you are creating.

Attaching an Option Group

1. Find the Option Group you want to attach
2. Click on the Option Group to select it
3. The checkbox in front of the Option Group should now be checked
4. The selected Option Group has now been attached to this Food Item
5. You can use the Check All button to select all Option Groups
6. You can use the UnCheck All button to remove all Option Groups
7. Once you are finished attaching Option Groups to this Food Item, click on the Printer tab.

Figure 44 - Inventory - Food D



Select Work Order Printer for Food Item

The Printer tab is where you will select the Work Order Printers. Our example screen only shows one printer. That is because we only created one Work Order Printer Profile. Work Order Printer Profiles are created in the Printer Setup under the Back Office. Even if a printer is installed correctly, it will not show up on this list unless a Work Order Printer Profile was created for it.

To select this printer as a Work Order Printer for this item we are creating, click on it to select it. The checkbox in front of the Printer Profile should be checked.

The rest of the Inventory Options are the same as a Standard Product Type. Change the options for this item as necessary, then remember to click on the Update button to save the item you have just created.

You have now created a Food Inventory Item. You have also created the necessary Option Group and Modifiers that makes the Food Inventory Item unique.

Here is how the Food Inventory Item will look when it is sold in the Front Office (sales screen).

When the Food Item is sold, a window will appear with the Option Group and the Modifiers.

The screenshot displays the 'Payfirst Super' POS interface. At the top, the user is identified as 'Admin Admin-189'. The main window is titled 'Select Modifiers'. On the left, a table shows the selected item: '1-NT 400000000343 @ \$0.00 Submarine Sandwich' with a price of '\$0.00'. Below this table, a summary shows 'SUB-TOTAL \$0.00', 'TAX \$0.00', and 'TOTAL \$0.00'. At the bottom, there are buttons for 'Return', 'Change Price', 'Delete Item', 'Discount Item', 'Exit', 'Change QTY', 'Delete Ticket', 'Discount Ticket', and a large '\$ Pay' button. On the right side, a 'Select Modifiers' window is open, showing a grid of options. The 'Option Group' column lists '1. Sub Size', '2. Sub Cheese', '3. Sub Toppings', and '4. Sub Seasoning'. The 'Modifiers' column lists various options like '12" American', '12" Bologna', '12" Italian', '12" Roast Beef', '12" Turkey', '6" American', '6" Bologna', '6" Italian', '6" Roast Beef', and '6" Turkey'. Three red callout boxes with white text point to the 'Food Item' (the item table), 'Option Groups' (the 'Option Group' column), and 'Modifiers' (the 'Modifiers' column).

Food Item

Option Groups

Modifiers

Figure 45 - Inventory - Food E

| QTY | PRODUCT | PRICE |
|------|---|--------|
| 1-NT | 400000000343 @ \$0.00 Submarine Sandwich | \$0.00 |

| Option Group | Modifiers |
|------------------|-----------------------------|
| 1. Sub Size | 12" American, 12" Bologna |
| 2. Sub Cheese | 12" Italian, 12" Roast Beef |
| 3. Sub Toppings | 12" Turkey, 6" American |
| 4. Sub Seasoning | 6" Bologna, 6" Italian |
| | 6" Roast Beef, 6" Turkey |

SUB-TOTAL \$0.00 | TAX \$0.00 | TOTAL \$0.00

Return | Change Price | Delete Item | Discount Item | \$ Pay

Exit | Change QTY | Delete Ticket | Discount Ticket | Ok | Cancel

Purchase Order

The purpose of a Purchase Order is to specify the details of an order by a purchase manager. A Purchase Order will list the items to order, the quantity, the price of each item, where to ship the items, and the expected ship date. Purchase Orders are also used by a purchase manager to manage incoming and pending orders.

Purchase Orders are also a line of defense for the retailer against fraudulent charges by vendors. It serves notice to vendors, and employees, that purchases are being monitored. When an invoice is received it should be compared to the Purchase Orders. The reason is to make sure the items you were charged for, as well as the amount you were charged, is what you were expecting to be charged. It also leaves a trail of evidence if there are price or item discrepancies.

Used in conjunction with the Inventory Management functions, a Purchase Order system helps to maintain optimal inventory levels so there are no stockouts or excess stock.

When you first enter the Purchase Order Screen, there will not be any Purchase Orders present. Before you can create a Purchase Order, there are some steps you should already have completed.

- You will need to have inventory already created
- You will need to have created vendors
- You will need to link vendors to your inventory items
- You will need to enter unit costs, case costs, and case quantities for each inventory item
- You should set a Quantity On Hand for each inventory item
- You should set a Minimum Quantity Threshold
- You should set a Re-Order Quantity

To enter the Purchase Order Management Screen

1. Enter the Back Office
2. Click on the Purchase / Receive Orders button
3. You will now be in the Purchase Order Screen

Figure 46 - Purchase Order A

Purchase Order List

Purchase Order Details

Delete

Print

Close PO

Receive Inventory

Receive All

New

Edit

The screenshot displays the 'Inventory Management' application. At the top, there are three tabs: 'Receive Order' (highlighted in green), 'Receive History', and 'Inventory'. Below the tabs, the 'Purchase Order' section contains a table with columns: Date, Order#, Order Qty, Receive Qty, Order Total, Receive Total, and Closed. Below this table is a record navigation bar showing 'Record: 0 Of 0'. The 'Receive Orders' section contains a table with columns: Product, Qty, Case, Order Qty, Order Case, Total, Qty, Case, Unit Cost, Cost/Case, Qty Damage, and Case. Below this table is another record navigation bar showing 'Record: 0 Of 0'. At the bottom, a toolbar contains eight buttons: 'Delete' (trash icon), 'Print Order Invoice' (printer icon), 'Close PO' (checkmark icon), 'Receive Inventory' (shopping cart icon), 'Receive All' (clipboard icon), 'New Order' (shopping cart icon), 'Edit' (pencil icon), and 'Cancel' (red X icon). Red callout boxes point from the labels below to the corresponding buttons in the toolbar.

- Purchase Order List – This is the list of open Purchase Orders that were created. A Purchase Order remains open, even if you have marked all inventory as received. You must manually close a Purchase Order. Once closed a Purchase Order cannot be modified in any way.
- Purchase Order Details – This is the list of all items contained within a Purchase Order. It lists each item separately along with details such as quantity ordered and unit costs. Inventory is separated by Vendor.
- Delete – Select an existing Purchase Order, then click the Delete button to delete it.
- Print Order – Enters the Print Order Screen. This is where you can print a selected Purchase Order, or export it to various formats such as Microsoft Excel or PDF.
- Close PO – This finalizes a Purchase Order. Once finalized, the Purchase Order may not be modified. Verify all information within the Purchase Order before closing.
- Receive Inventory – After you enter quantities to receive in a Purchase Order, click the Receive Inventory button to actually enter the inventory as having been received. This does not close a Purchase Order.
- Receive All – The Receive All button signifies that all items in a selected Purchase Order as having been received. This does not close a Purchase Order.
- New Order – Opens a window where you may choose to create different types of orders
 - Standard – This is a standard Purchase Order. Used to request inventory from a vendor.
 - Return – This is a Return Order. Used to return inventory to a vendor.
 - Transfer – This is a Transfer Order. For multi-store retailers, this is used to transfer inventory from one location to another.
 - Spoilage – Shrinkage Order. This is used to record damaged or spoiled inventory.
- Edit – Select an existing Purchase Order, then click the Edit button to modify it.

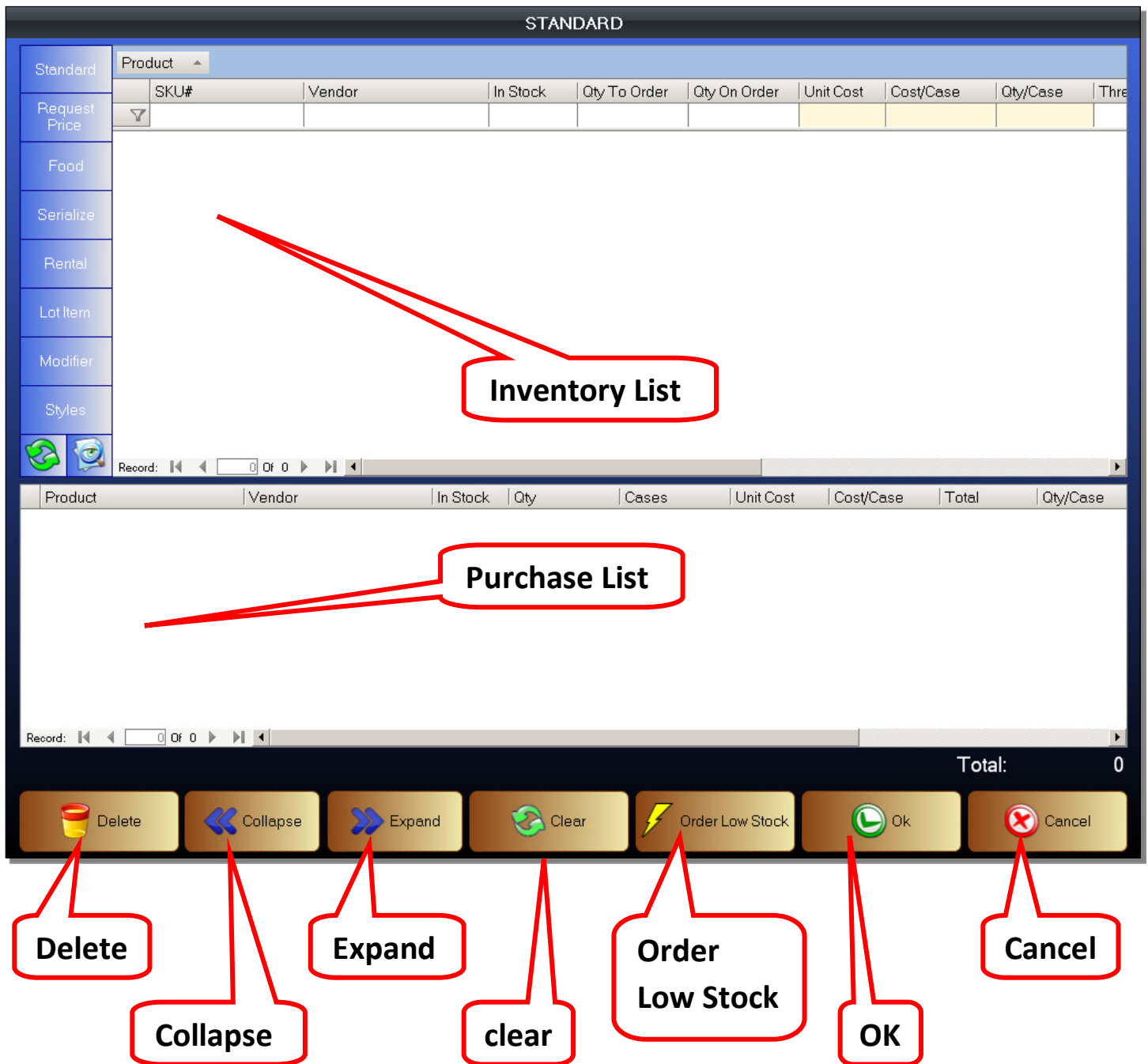
Creating a Purchase Order

1. Click on the New Order button
2. Choose Standard as the type of order to create
3. You will now be in the Purchase Order Creation Screen

Figure 47 - Purchase Order B



Figure 48 - Purchase Order C

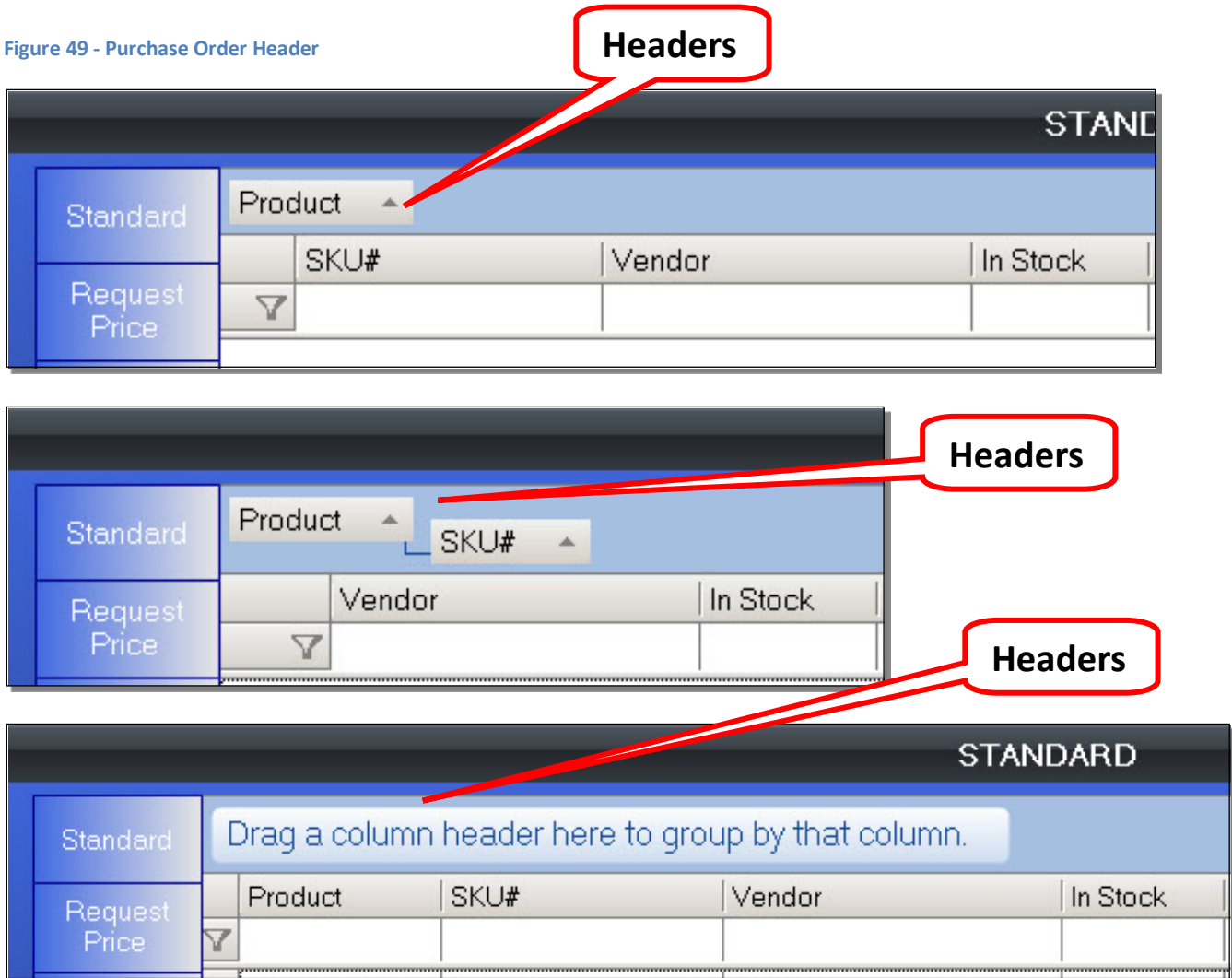


When you first enter the Purchase Order Creation Screen, you can see that the inventory search functions remain the same. You will now need to add inventory items to your Purchase Order.

- Inventory List – This is where inventory items that you have created will appear
- Purchase List – This is where items you want to add to a Purchase Order will appear
- Delete – Removes an item from the list of items to order
- Collapse – This collapses the list of inventory items
- Expand – This expands the list of inventory items
- Clear – This removes all items from the list of items to order

- Order Low Stock – This is used to select items that are flagged as low in stock and automatically add them into the Purchase List
- OK – When you are finished selecting the items to order, click the OK button to create a Purchase order
- Cancel – Exits the Purchase Order Creation Screen

Figure 49 - Purchase Order Header



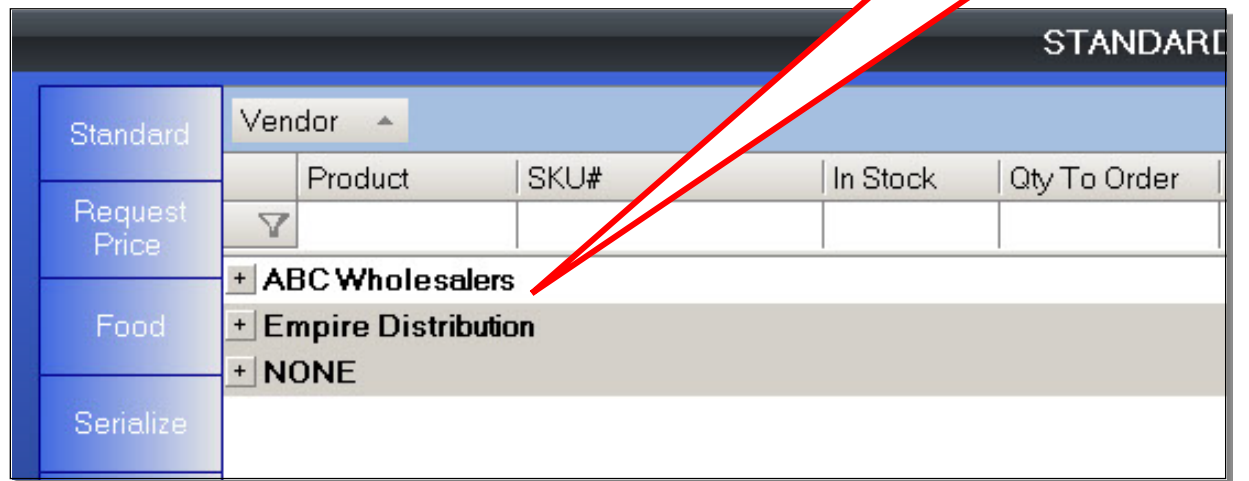
The inventory headers can be dragged and placed in different positions.

1. Click on a header
2. Drag it to a different location

Please be careful. If a header is dropped to a non-header area, it will disappear. Exit the Purchase Order Creation Screen, then re-enter for it to appear again

Expanding and Collapsing the Inventory List

Figure 50 - Purchase Order - Collapse



We can collapse the list. For example, in Figure 43, inventory is being listed by Vendors. After pressing the Collapse button, the list has collapsed to show only the Vendor names. We can click on the Expand button to return the list to normal.

Create a Purchase Order

To Order Low Stock

1. Enter the Back Office
2. Enter the Purchase / Receive Order function
3. Click on the New Order button
4. Choose Standard as the type of order to create
5. You can manually scroll through the inventory and find items that are low in stock
6. You can click the Order Low Stock button
7. Confirm quantities to order
8. Confirm cost of items being ordered
9. Click OK to create a Purchase Order
10. Confirm Purchase Order creation

Figure 51 - Purchase Order - Low Stock

STANDARD

| Standard | Product | SKU# | Vendor | In Stock | Qty To Order | Qty On Order | Unit Cost | Cost/Case | Qty/Case | T |
|---------------|--------------------------------|------|---------------------|----------|--------------|--------------|-----------|-----------|----------|----|
| Request Price | | | | | | | | | | |
| Food | 400000000183 | | Empire Distribution | 8 | 24 | 0 | \$2.83 | \$34.00 | 12 | 12 |
| | Cookies Chocolate Chip | | | | | | | | | |
| Serialize | 400000000190 | | Empire Distribution | 12 | 24 | 0 | \$2.83 | \$34.00 | 12 | 12 |
| | Cookies Peanut Butter | | | | | | | | | |
| Rental | 400000000176 | | Empire Distribution | 7 | 24 | 0 | \$2.83 | \$34.00 | 12 | 12 |
| | Cookies White Chocolate | | | | | | | | | |
| Lot Item | 400000000206 | | Empire Distribution | 50 | 24 | 0 | \$2.83 | \$34.00 | 12 | 12 |
| | Croutons | | | | | | | | | |
| Modifier | | | NONE | 0 | 0 | 0 | | | | |
| | Cucumbers | | | | | | | | | |
| Styles | | | NONE | 0 | 0 | 0 | \$0.00 | \$0.00 | 0 | 0 |
| | Flat Head Screwdriver | | | | | | | | | |
| | 400000000077 | | ABC Wholesalers | 22 | 50 | 0 | \$0.78 | \$0.00 | 0 | 25 |
| | 400000000077 | | Empire Distribution | 22 | 50 | 0 | \$0.85 | \$0.00 | 0 | 25 |

Record: 1 Of 88

| Product | Vendor | In Stock | Qty | Cases | Unit Cost | Cost/Case | Total | Qty/Case |
|-----------------------|---------------------|----------|-------|-------|-----------|-----------|---------|----------|
| Cookies Almond | Empire Distribution | 8.00 | 24.00 | 2 | \$2.83 | \$34.00 | \$68.00 | 12.00 |
| Cookies Peanut Butter | Empire Distribution | 7.00 | 24.00 | 2 | \$2.83 | \$34.00 | \$68.00 | 12.00 |
| Flat Head Screwdriver | ABC Wholesalers | 22.00 | 50.00 | 0 | \$0.78 | \$0.00 | \$39.00 | 0.00 |
| Flat Head Screwdriver | Empire Distribution | 22.00 | 50.00 | 0 | \$0.85 | \$0.00 | \$42.50 | 0.00 |
| Fuji Apple | ABC Wholesalers | 17.50 | 50.00 | 0 | \$1.00 | \$0.00 | \$50.00 | 0.00 |
| Smiley Shirt BL MED | NONE | 23.00 | 50.00 | 0 | \$0.00 | \$0.00 | \$0.00 | 0.00 |

Record: 3 Of 6

Total: \$267.50

Buttons: Delete, Collapse, Expand, Clear, Order Low Stock, Ok, Cancel

In this example, we have items that are low in stock. You can see that they are low in stock by the red highlight. You can manually add items to the Purchase List by double clicking on an inventory item. Alternatively, you can add all items flagged as low in stock by using the Order Low Stock button. Click the Order Low Stock button.

Items flagged as low in stock are now added to the Purchase List. However, you will notice that, some inventory items are not added even though they are in red highlight. That is because these items they do not have a Low Quantity Threshold entered.

You will also notice that an item was selected and added to the Purchase List without a Vendor. This item will not be properly ordered.

Figure 52 - Purchase Order - Purchase List

| Product | Vendor | In Stock | Qty | Cases | Unit Cost | Cost/Case |
|-----------------------|---------------------|----------|-------|-------|-----------|-----------|
| Cookies Almond | Empire Distribution | 8.00 | 24.00 | 2 | \$2.83 | \$34.00 |
| Cookies Peanut Butter | Empire Distribution | 7.00 | 24.00 | 2 | \$2.83 | \$34.00 |
| Flat Head Screwdriver | ABC Wholesalers | 22.00 | 50.00 | 0 | \$0.78 | \$0.00 |
| Flat Head Screwdriver | Empire Distribution | 22.00 | 50.00 | 0 | \$0.85 | \$0.00 |
| Fuji Apple | ABC Wholesalers | 17.50 | 50.00 | 0 | \$1.00 | \$0.00 |
| Smiley Shirt BL MED | NONE | 23.00 | 50.00 | 0 | \$0.00 | \$0.00 |

Record: 3 Of 6

Order Quantity **Inventory Costs**

Delete
 Collapse
 Expand
 Clear
 Order Low Stock
 Ok

Order Quantity

The default quantity to order is automatically entered. If you did not enter a re-order quantity, it will use a quantity of zero. You will have to enter the quantity you want to enter. Even though there is a re-order quantity, you should still confirm the quantity you want to order because sometimes products may sell faster or slower.

1. Click on the quantity, or case quantity of an item
2. Enter a new Order Quantity, if a quantity per case was set, entering a case quantity will update the unit quantity
3. Hit the Return key on the keyboard
4. Repeat steps 1-3 for all items that need an order quantity changed

Inventory Costs

You should also confirm the cost of the inventory you are ordering. Depending on the business type, inventory costs can remain static for long periods of time, or change on a daily basis. The retailer needs to confirm the current costs of the goods being ordered and update the costs if needed. This is also the paper trail and helps to serve as proof if there are any price discrepancies between the time you send in a Purchase Order, and the time you receive the Invoice.

1. Click on the Unit Cost, or Case Cost of an item
2. Enter a new Cost
3. Hit the Return key on the keyboard
4. Repeat steps 1-3 for all items that needs a cost to be updated

****NOTE**** For the Unit Cost (found in the inventory creation screen) to update properly, you **MUST** enter a Unit Cost even if the product can only be ordered by the case. Remember to calculate the unit cost and enter it even though you only order the item by the case.

Once you have finished selecting all of the items that you want to add, as well as confirmed the the quantity to order and the cost of the goods being ordered, click the OK button. It will ask you to confirm that you want to create a Purchase Order.

After you finish creating a Purchase Order, you can create another Purchase Order, or click the Cancel button to exit.

After exiting the Purchase Order Creation Screen, we return to the previous screen. You can now see that the Purchase Order you just created is now in the list. If you had multiple pending Purchase Orders that have been created, each one would show up in this list.

Figure 53 - Purchase Order - Purchase Order List

| Date | Order# | Order Qty | Receive Qty | Order Total | Receive Total | Closed |
|-----------|--------|-----------|-------------|-------------|---------------|--------------------------|
| 10/3/2011 | 3 | 198 | 0 | \$267.50 | \$0.00 | <input type="checkbox"/> |

- Date – This is the date that the Purchase Order was created
- Order# - This is the Purchase Order Number. This number is used to help identify the Purchase Order, and is assigned in sequential order.
- Order QTY – The Order Quantity is the total amount of inventory items on order.
- Receive QTY – This is the quantity of items that have been received. Orders may come in on different times and different dates, even if ordered at the same time. This way you can see if a Purchase Order has been partially received.
- Order Total – This is the total cost of all items on the Purchase Order.
- Receive Total – If a Purchase Order is partially received, this is the dollar value of the received items.

You can view the details in a Purchase Order by clicking on a Purchase Order to select it. This is also used to receive items in the Purchase Order.

1. Click on the Purchase Order you have just created.

Figure 54 - Purchase Order - PO Details

Inventory Management

Receive Order | Receive History | Import Inventory

Purchase Order

| Date | Order# | Order Qty | Receive Qty | Order Total | Receive Total | Closed |
|-----------|--------|-----------|-------------|-------------|---------------|--------------------------|
| 10/3/2011 | 3 | 198 | 0 | \$267.50 | \$0.00 | <input type="checkbox"/> |

Record: 1 Of 1

Receive Orders

| Product | Qty/Case | Order Qty | Order Case | Total | Qty | Case | Unit Cost | Cost/Case | Qty Damage | Cost |
|------------------------------|----------|-----------|------------|--------|------|------|-----------|-----------|------------|------|
| - ABC Wholesalers | | | | | | | | | | |
| Flat Head Screwdriver | 0.00 | 50.00 | 0 | \$0.00 | 0.00 | 0 | \$0.78 | \$0.00 | 0.00 | 0.00 |
| Fuji Apple | 0.00 | 50.00 | 0 | \$0.00 | 0.00 | 0 | \$1.00 | \$0.00 | 0.00 | 0.00 |
| - Empire Distribution | | | | | | | | | | |
| Flat Head Screwdriver | 0.00 | 50.00 | 0 | \$0.00 | 0.00 | 0 | \$0.85 | \$0.00 | 0.00 | 0.00 |
| Cookies Almond | 12.00 | 24.00 | 2 | \$0.00 | 0.00 | 0 | \$2.83 | \$34.00 | 0.00 | 0.00 |
| Cookies Peanut Butter | 12.00 | 24.00 | 2 | \$0.00 | 0.00 | 0 | \$2.83 | \$34.00 | 0.00 | 0.00 |

Record: Of 5

You can see that the Purchase Order is separated by vendors. Under each vendor are the inventory items that are being ordered. You can also see the quantities ordered and the costs of each item being ordered.

Edit a Purchase Order

When reviewing a Purchase Order you created, you can edit the Purchase Order if it needs any changes prior to sending the Purchase Order to a vendor. This is used if you are adding, or removing inventory items that you want to order from a vendor. It is also used to update quantities or costs if they need changing.

To Edit a Purchase Order

1. Select a Purchase Order by clicking on it
2. Click the Edit button found at the bottom of the screen
3. Alternatively, you can double click on the selected Purchase Order
4. You will now be in the Purchase Order Creation Screen
5. Make changes as needed
6. Click the OK button to save the changes
7. You can click the Cancel button to discard the changes

Print or Export a Purchase Order

Now that you have created your Purchase order, you must send the Purchase Order to your vendors. This is done by entering the Print Order Screen.

To print, or export, a Purchase Order

1. Select a Purchase Order
2. Click on the Print Order Invoice button
3. You will now be in the Print Order Screen

In the Print Purchase Order Screen, you will be able to print a hard copy of the Purchase Order selected. This hard copy will be automatically separated by vendors. You can also export the report into various formats if you are emailing the Purchase Order to a vendor, or you are archiving it separately from the POS system.

Navigation Controls

Figure 55 - Purchase Order - Print PO

The screenshot shows a software interface titled "Reports". At the top, there is a toolbar with navigation icons (back, forward, search, etc.). The main content area displays a "PURCHASE ORDER" form. The form includes fields for "Print Date" (10/3/2011), "PO #", "Terms", and "Contact". It also has sections for "VENDOR" and "SHIP TO" with their respective addresses and contact information. Below the form is a table with columns: SKUs, Product, Qty, Cases, Unit Cost, Cost/Case, and Total. The table lists two items: "Flat Head Saw/Driver" and "Fuji Apple". The total cost is \$89.00. At the bottom right, there are two buttons: "Export to Excel" (with a gear icon) and "Cancel" (with a red X icon). Red callout boxes highlight the "Navigation Controls" at the top, the "Purchase Order" form, and the "Export to Excel" button.

| SKUs | Product | Qty | Cases | Unit Cost | Cost/Case | Total |
|-------------------|----------------------|-----|-------|-----------|-----------|----------------|
| 40000000007 | Flat Head Saw/Driver | 50 | 0.00 | \$ 0.78 | \$ 0.00 | \$39.00 |
| 4129 | Fuji Apple | 50 | 0.00 | \$ 1.00 | \$ 0.00 | \$50.00 |
| Total Cost | | | | | | \$89.00 |

Purchase Order

This is the onscreen view of the Purchase Order that was selected. You can see how the Purchase Order will look when it is printed, or when it is exported into a format such as Microsoft Word, Excel, or PDF, among other formats.

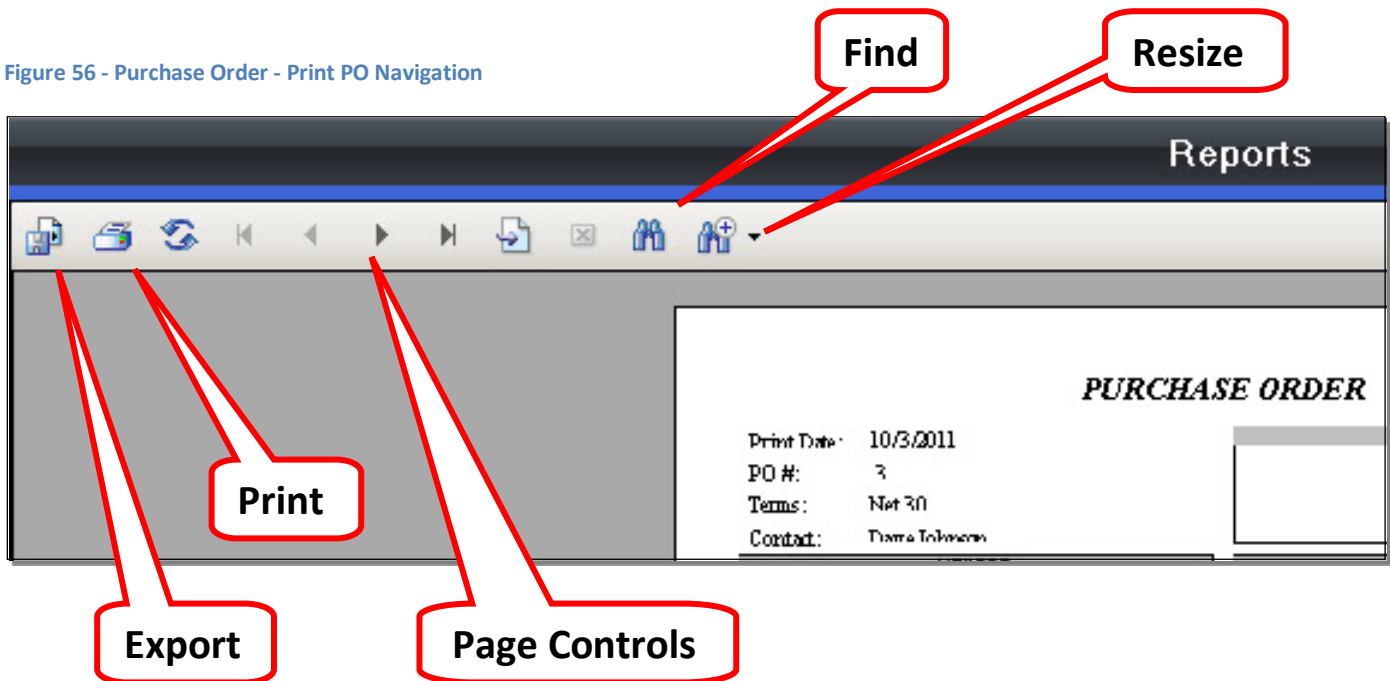
Export to Excel

This is a quick way to export the report into Microsoft Excel. You will have to navigate to the export location to retrieve the exported Purchase Order.

Navigation Controls

The Navigation Controls are used to view the Purchase Order. You can expand and contract the size of the Purchase Order being viewed. It is also used to move between pages of a multi-page Purchase Order. You can of course print the Purchase Order and also export the Purchase Order to various formats.

Figure 56 - Purchase Order - Print PO Navigation

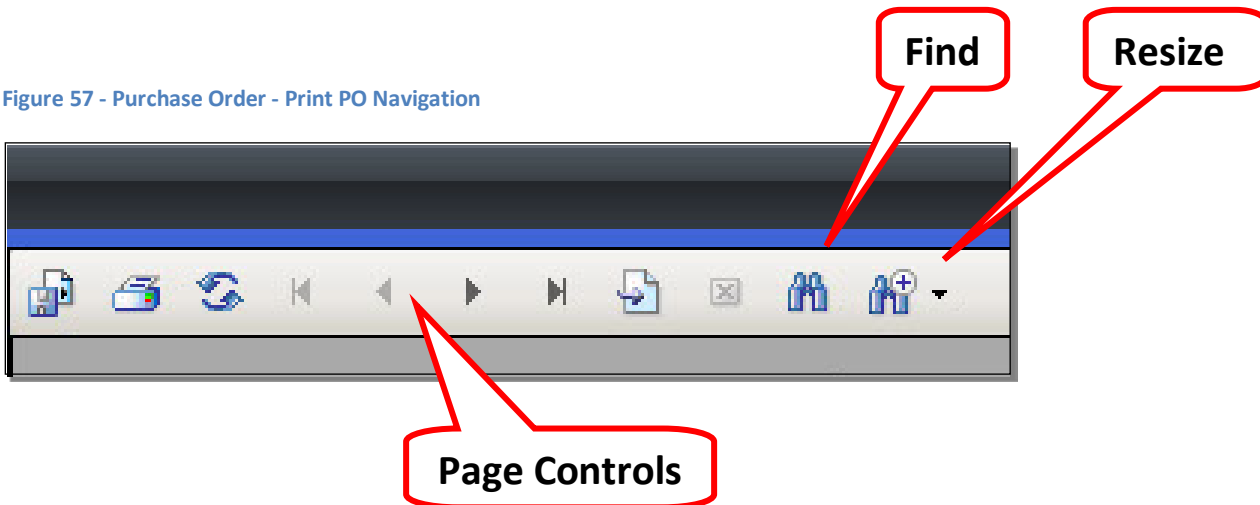


- Export - This is used to export the Purchase Order into various formats
- Print – This is used to print a hard copy of the Purchase Order
- Page Controls – Navigate to different pages of the Purchase Order
- Find – Used to search for text that is shown in the report. This can be used to find a particular item, or for finding an item by the SKU Number.
- Resize – Change the size of the onscreen view of the Purchase Order. Does not affect print size.

Viewing Purchase Orders

These are the controls that are used to navigate, and view, the pages of the Purchase Order.

Figure 57 - Purchase Order - Print PO Navigation



Page Controls

Change the page currently being viewed. The individual buttons are used to go to various pages.

- First Page – This will always jump to the first page of the Purchase Order
- Previous Page – Go to the previous page of the currently viewed page
- Next Page – Go to the next page of the currently viewed page
- Last Page – This will always jump to the last page of the Purchase Order
- Go to Page – Clicking this will cause a window to pop up. Enter a page number to jump to that page.

Find

This is used to find text that is found in the Purchase Order. This is useful for viewing a particular inventory item by searching for a product name, or by SKU number. Click on this button, then enter a search term.

Resize

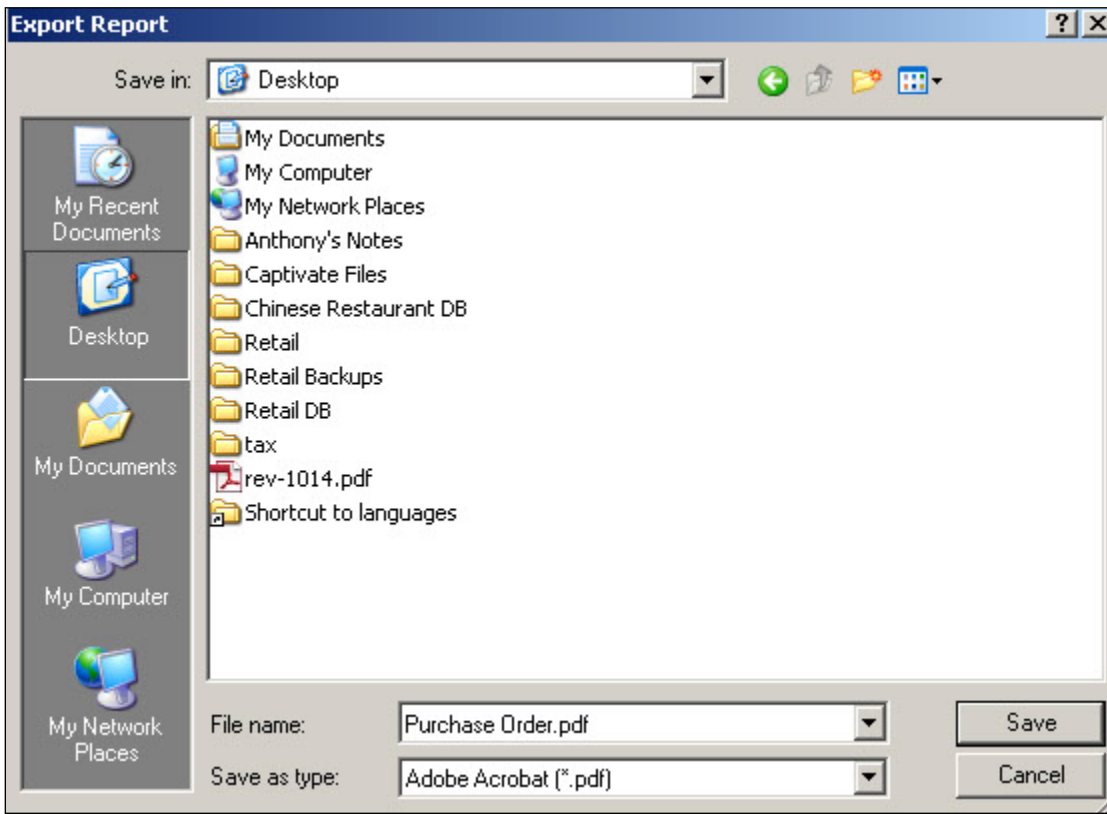
You can resize the Purchase Order being viewed. By default, the Purchase Orders are set to fit into the screen. For viewing, this size is too small. Clicking on this will show a drop down list of sizes to choose from, or you can enter a custom size. After you choose the size, the Purchase Order will zoom in or zoom out according to the size options chosen. This does not affect the size of the printed pages of the Purchase Order.

You can export a Purchase Order to different formats either for backup purposes, sending the Purchase Order to someone, or because you want to import it into a different program such as an Excel spreadsheet.

To Export a Purchase Order

1. Click on the Export button
2. A window will pop up
3. Navigate to the location you wish to save the Purchase Order
4. Enter a name for the Purchase Order
5. Choose a file type
6. Click the Save button

Figure 58 – Export Purchase Order



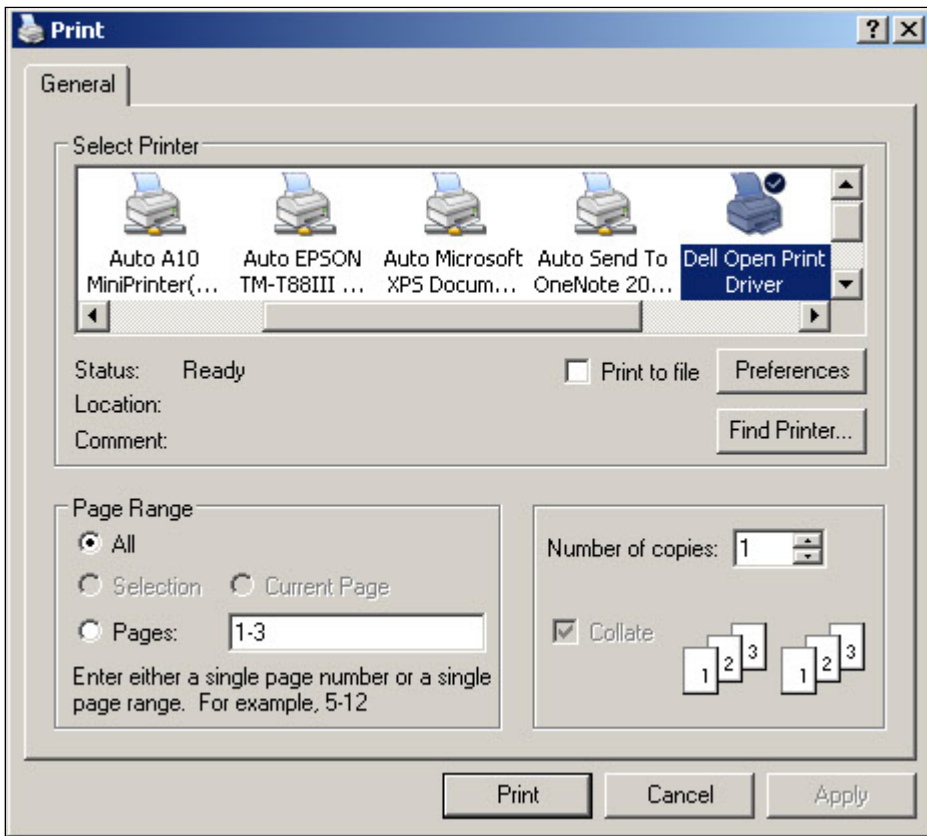
After clicking on the Export button, a window will pop up. Choose a location to save the file using the standard Windows navigation controls. In the File Name field, enter a name for the Purchase Order. In the Save as Type field, choose a file format to save the Purchase Order as. After you have entered a file name and chosen a file type, click the Save button. Common file formats you can export to are PDF, Microsoft Word, and Excel.

You can print the Purchase Order. This is useful if you need to fax the Purchase Order to a vendor for example.

To Print a Purchase Order

1. Click on the Print button
2. A window will pop up
3. Select the printer you want to print the Purchase Order
4. Select printer preferences like number of copies to print
5. Click the Print button

Figure 59 – Print Purchase Order



When you are finished printing, or exporting, the Purchase Order. Click the Cancel button to exit the Print Purchase Order screen and return to the previous screen.

Receiving a Purchase Order

You've created a Purchase Order. You have sent the Purchase Order to your vendor.

The vendor is now shipping the ordered items to your business. Your receiving personnel will now have to receive the ordered items, check the quantities to the Invoice or Shipping Order, and record the quantities received.

Assuming the vendor is sending the Purchase Order in one shipment, the quantities on the Purchase Order and on the Shipping Order or Invoice should match. In addition, the costs of the inventory ordered should also match.

Figure 60 - Purchase Order - Receive PO

The screenshot displays the 'Inventory Management' application. At the top, there are tabs for 'Receive Order' (selected), 'Receive History', and 'Import Inventory'. Below the tabs is a 'Purchase Order' table with columns: Date, Order#, Order Qty, Receive Qty, Order Total, Receive Total, and Closed. A single record is shown for 10/3/2011, Order# 3, with an Order Qty of 198 and an Order Total of \$267.50. Below this is a 'Receive Orders' table with columns: Product, Qty/Case, Order Qty, Order Case, Total, Qty, Case, Unit Cost, Cost/Case, Qty Damage, and Ca. The table lists items from 'ABC Wholesalers' and 'Empire Distribution'. Red boxes highlight the 'Order Qty' and 'Order Case' columns for the first three items, the 'Qty' and 'Case' columns for the same items, and the 'Unit Cost' and 'Cost/Case' columns for the same items. Red callouts point from these boxes to labels: 'Order Quantity', 'Receive Quantity', and 'Inventory Costs'. At the bottom of the interface is a toolbar with buttons: Delete, Print Order Invoice, Close PO, Receive Inventory, Receive All, New Order, Edit, and Cancel. Red callouts point from the 'Receive Inventory' and 'Receive All' buttons to labels: 'Receive Inventory' and 'Receive All'.

| Date | Order# | Order Qty | Receive Qty | Order Total | Receive Total | Closed |
|-----------|--------|-----------|-------------|-------------|---------------|--------------------------|
| 10/3/2011 | 3 | 198 | 0 | \$267.50 | \$0.00 | <input type="checkbox"/> |

| Product | Qty/Case | Order Qty | Order Case | Total | Qty | Case | Unit Cost | Cost/Case | Qty Damage | Ca |
|----------------------------|----------|-----------|------------|--------|------|------|-----------|-----------|------------|------|
| ABC Wholesalers | | | | | | | | | | |
| Flat Head Screwdriver | 0.00 | 50.00 | 0 | \$0.00 | 0.00 | 0 | \$0.78 | \$0.00 | 0.00 | 0.00 |
| Fuji Apple | 0.00 | 50.00 | 0 | \$0.00 | 0.00 | 0 | \$1.00 | \$0.00 | 0.00 | 0.00 |
| Empire Distribution | | | | | | | | | | |
| Flat Head Screwdriver | 0.00 | 50.00 | 0 | \$0.00 | 0.00 | 0 | \$0.85 | \$0.00 | 0.00 | 0.00 |
| Cookies Almond | 12.00 | 24.00 | 2 | \$0.00 | 0.00 | 0 | \$2.83 | \$34.00 | 0.00 | 0.00 |
| Cookies Peanut Butter | 12.00 | 24.00 | 2 | \$0.00 | 0.00 | 0 | \$2.83 | \$34.00 | 0.00 | 0.00 |

Order Quantity

This is the quantity of items that were ordered on the selected Purchase Order

Receive Quantity

When a vendor makes a delivery, the receiving personnel will have to confirm the quantities received. This is where you will record the quantity of the items that were received.

1. Click on the Quantity, or Case Quantity of the item being received
2. Enter the quantity that was received
3. Hit the Return key on the keyboard
4. Repeat steps 1-3 for all items being received

Inventory Costs

The cost of the inventory being received should be the same as during the creation of the Purchase Order. The purchase manager should have confirmed the prices for all inventory items before sending a Purchase Order to the vendor. If there are price discrepancies, the purchase manager needs to contact the vendor and confirm prices.

If inventory costs needs to be updated

1. Click on the Unit Cost, or Case Cost of the item being received
2. Enter the new cost
3. Hit the Return key on the keyboard
4. Repeat steps 1-3 for all items that needs a cost to be updated

After you have entered the received quantities for each item being received, click on the Receive Inventory button. There will be a confirmation window. Click Yes to accept.

Receive All

Alternatively, you can click on the Receive All button to receive a Purchase Order. Clicking on the Receive All button will specify that all quantities on the selected Purchase Order is accounted for and all costs are correct. This is useful for receiving orders where there are no changes so you don't have to enter the received quantities for each item.

In this example, we have a partially received Purchase Order.

Figure 61 - Purchase Order - Partially Received PO

| Date | Order# | Order Qty | Receive Qty | Order Total | Receive Total | Closed |
|-----------|--------|-----------|-------------|-------------|---------------|--------------------------|
| 10/3/2011 | 3 | 198 | 100 | \$267.50 | \$89.00 | <input type="checkbox"/> |
| 10/3/2011 | 4 | 300 | 0 | \$599.00 | \$0.00 | <input type="checkbox"/> |

Record: 1 Of 2

You will notice that the Order Quantity remains the same. The Receive Quantity has been updated to show how much was received. The Receive Total has also been updated. As a reminder the Receive Total is the dollar value of the inventory that was received.

In this next example, we have the same Purchase Order but it is fully received.

Figure 62 - Purchase Order - Received PO

| Date | Order# | Order Qty | Receive Qty | Order Total | Receive Total | Closed |
|-----------|--------|-----------|-------------|-------------|---------------|--------------------------|
| 10/3/2011 | 3 | 198 | 198 | \$267.50 | \$267.50 | <input type="checkbox"/> |
| 10/3/2011 | 4 | 300 | 0 | \$599.00 | \$0.00 | <input type="checkbox"/> |

Record: 1 Of 2

You can see that the Order Quantity and the Receive Quantity balance. The Order Total and the Receive Total also balance. This Purchase Order has been completely received.

Closing a Purchase Order

Figure 63 - Purchase Order - Received PO

The screenshot displays the 'Inventory Management' software interface. At the top, there are three tabs: 'Receive Order' (selected), 'Receive History', and 'Import Inventory'. Below the tabs is a 'Purchase Order' section with a table showing two orders:

| Date | Order# | Order Qty | Receive Qty | Order Total | Receive Total | Closed |
|-----------|--------|-----------|-------------|-------------|---------------|-------------------------------------|
| 10/3/2011 | 3 | 198 | 198 | \$267.50 | \$267.50 | <input checked="" type="checkbox"/> |
| 10/3/2011 | 4 | 300 | 0 | \$599.00 | \$0.00 | <input type="checkbox"/> |

Below this is the 'Receive Orders' section with a detailed table:

| Product | Qty/Case | Order Qty | Order Case | Total | Qty | Case | Unit Cost | Cost/Case | Qty Damage | Ca |
|------------------------------|----------|-----------|------------|--------|------|------|-----------|-----------|------------|------|
| - ABC Wholesalers | | | | | | | | | | |
| Flat Head Screwdriver | 0.00 | 0.00 | 0 | \$0.00 | 0.00 | 0 | \$0.78 | \$0.00 | 0.00 | 0.00 |
| Fuji Apple | 0.00 | 0.00 | 0 | \$0.00 | 0.00 | 0 | \$1.00 | \$0.00 | 0.00 | 0.00 |
| - Empire Distribution | | | | | | | | | | |
| Flat Head Screwdriver | 0.00 | 0.00 | 0 | \$0.00 | 0.00 | 0 | \$0.85 | \$0.00 | 0.00 | 0.00 |
| Cookies Almond | 12.00 | 0.00 | 0 | \$0.00 | 0.00 | 0 | \$2.83 | \$34.00 | 0.00 | 0.00 |
| Cookies Peanut Butter | 12.00 | 0.00 | 0 | \$0.00 | 0.00 | 0 | \$2.83 | \$34.00 | 0.00 | 0.00 |

Red boxes highlight the 'Order Qty' and 'Inventory Costs' columns in the 'Receive Orders' table. Callout boxes labeled 'Order Quantity' and 'Inventory Costs' point to these columns. The bottom of the interface features a toolbar with buttons: Delete, Print Order Invoice, Close PO, Receive Inventory, Receive All, New Order, Edit, and Cancel.

If we select a Purchase Order that has been fully received, you can still see all of the inventory details. The difference is that there are no quantities in the Order Quantity. That is because the inventory was entered as having been received.

You are still able to modify the Unit Cost and Case Cost of each item in the Purchase Order. That is because in a busy environment you may not be able to check price discrepancies right away. While the receiving personnel must verify the quantities received, they may not have the time to check the costs of the inventory being received. The purchase manager should verify the costs on the Purchase Order to that found on the Shipping Order or Invoice.

Once the details of a Purchase Order have been confirmed, you can finalize a Purchase Order by closing it. Click on the Close PO button to close a Purchase order. Closing a Purchase Order (PO) signifies the quantities have been fully received and that the costs have been correctly checked and updated as needed. Closing a PO also means that you cannot modify the PO in any way. That means you cannot add items to the PO, you cannot remove items from the PO, you cannot change prices for items on the PO either. You should double check and make sure a Purchase Order is finalized before closing it. If there are mistakes present in the Purchase Order, you will not be able to modify it in any way after closing it.

Adjust a Purchase Order

Adjusting an open Purchase Order. In this example, we have an open Purchase Order that has been fully received. If the received quantity was incorrectly entered, we can adjust the Purchase Order.

The screenshot shows the 'Inventory Management' software interface. At the top, there are three tabs: 'Receive Order', 'Receive History' (which is selected), and 'Import Inventory'. Below the tabs, there are two panels: 'Purchase Order' with radio buttons for 'Open' and 'Closed', and 'Order Type' with radio buttons for 'Standard', 'Transfer', 'Return', and 'Spoilage'. A table displays purchase order details:

| Date | Order# | Order Qty | Receive Qty | Order Total | Receive Total | To Store | Closed |
|------------|--------|-----------|-------------|-------------|---------------|----------|-------------------------------------|
| 10/24/2011 | 9 | 390 | 182 | \$403.00 | \$215.00 | 1 | <input type="checkbox"/> |
| 10/26/2011 | 12 | 288 | 288 | \$216.00 | \$216.00 | 1 | <input checked="" type="checkbox"/> |

Below this table is a detailed item list table:

| Qty/Case | Unit Cost | Cost/Case | Qty Ordered | Case Ordered | Total | Qty Damage |
|---------------------------------|-----------|-----------|-------------|--------------|----------|------------|
| ABC Wholesalers (288.00) | | | | | | |
| Can Diet Pepsi (144.00) | | | | | | |
| 24 | \$0.75 | \$0.75 | 144.00 | 6 | \$108.00 | 0 |
| Can Pepsi (144.00) | | | | | | |
| 24 | \$0.75 | \$0.75 | 144.00 | 6 | \$108.00 | 0 |

Red boxes highlight the '144.00' values in the 'Qty Ordered' column for both 'Can Diet Pepsi' and 'Can Pepsi' rows. A red callout box labeled 'Quantity Ordered' points to these values. At the bottom of the interface, there is a toolbar with buttons: 'Delete', 'Print Order Invoice', 'Close PO', 'Save Adjustments', 'New Order', 'Edit', and 'Cancel'. A red callout box labeled 'Save Adjustments' points to the 'Save Adjustments' button.

Adjust a Purchase Order

1. Enter the Purchase Order Screen
2. Click on the Receive History tab
3. Click on a Purchase order to select it
4. Click on a quantity to adjust
5. Enter the new quantity
6. Click the Save Adjustments button

Viewing Closed Orders

You can view closed Purchase Orders, as well as other types of Orders in the Receive History tab. You can also select an Order and view the details in an Order.

Figure 64 - Purchase Order - View Closed PO

The screenshot shows the 'Inventory Management' software interface. At the top, there are tabs for 'Receive Order', 'Receive History', and 'Import Inventory'. The 'Purchase Order' section is active, showing a filter menu with 'Open' and 'Closed' options. Below this is a table of Purchase Orders with columns: Date, Order#, Order Qty, Received Qty, Order Total, Receive Total, To Store, and Closed. The table contains three rows of data. Below the table is a 'Record:' navigation bar. At the bottom, there is a toolbar with buttons for 'Print Order Invoice', 'Close PO', 'Save Adjustments', 'New Order', 'Edit', and 'Cancel'. Red callout boxes point to the 'View Purchase Order' button, the 'Purchase Order List' table, the 'Purchase Order Type' filter menu, and the 'Purchase Order Detail' button.

| Date | Order# | Order Qty | Received Qty | Order Total | Receive Total | To Store | Closed |
|-----------|--------|-----------|--------------|-------------|---------------|----------|-------------------------------------|
| 9/13/2011 | 1 | 5 | 5 | \$75.00 | \$75.00 | 1 | <input checked="" type="checkbox"/> |
| 10/3/2011 | 3 | 198 | 198 | \$267.50 | \$267.50 | 1 | <input checked="" type="checkbox"/> |
| 10/3/2011 | 4 | 300 | 300 | \$599.00 | \$604.00 | 1 | <input checked="" type="checkbox"/> |

View Purchase Order

Select the status of the Orders. You can select from open, or closed, Orders.

- View Open – View Purchase Orders that are still open
- View Closed – View purchase orders that have been finalized and are closed

Order Type

Select the type of Order to view.

- Standard – View Standard Purchase Orders
- Return – View Return Orders
- Transfer – View Transfer Orders
- Spoilage – View Spoilage Orders

In this example, we are viewing a closed Standard Purchase Order.

Figure 65 - Purchase Order - View Closed PO

The screenshot displays the 'Inventory Management' application window. At the top, there are tabs for 'Receive Order', 'Receive History', and 'Import Inventory'. Below these, a 'Purchase Order' panel shows radio buttons for 'Open' and 'Closed', with 'Closed' selected. An 'Order Type' panel shows radio buttons for 'Standard', 'Transfer', 'Return', and 'Spoilage', with 'Standard' selected. A table lists three purchase orders, with the third one (dated 10/3/2011, Order# 4) selected. Below this, a detailed table shows items from two suppliers: ABC Wholesalers and Empire Distribution. The 'Claw Hammer' item from Empire Distribution has a unit cost of \$4.50 when ordered and \$4.60 when received, with the \$4.60 value highlighted in red. A red callout box with the text 'Price Discrepancy' points to this red value. At the bottom, there is a toolbar with buttons for 'Delete', 'Print Order Invoice', 'Close PO', 'Save Adjustments', 'New Order', 'Edit', and 'Cancel'.

| Date | Order# | Order Qty | Receive Qty | Order Total | Receive Total | To Store | Closed |
|-----------|--------|-----------|-------------|-------------|---------------|----------|-------------------------------------|
| 9/13/2011 | 1 | 5 | 5 | \$75.00 | \$75.00 | 1 | <input checked="" type="checkbox"/> |
| 10/3/2011 | 3 | 198 | 198 | \$267.50 | \$267.50 | 1 | <input checked="" type="checkbox"/> |
| 10/3/2011 | 4 | 300 | 300 | \$599.00 | \$604.00 | 1 | <input checked="" type="checkbox"/> |

| Qty/Case | Unit Cost | Cost/Case | Qty Ordered | Case Ordered | Total | Qty Damage |
|--|-----------|-----------|-------------|--------------|----------|------------|
| ABC Wholesalers (150.00) | | | | | | |
| - #2 Screwdriver (50.00) | | | | | | |
| 0 | \$0.80 | \$0.80 | 50.00 | 50.00 | \$40.00 | 0 |
| - Claw Hammer (50.00) | | | | | | |
| 0 | \$4.23 | \$4.23 | 50.00 | 50.00 | \$211.50 | 0 |
| - Flat Head Screwdriver (50.00) | | | | | | |
| 0 | \$0.78 | \$0.78 | 50.00 | 50.00 | \$39.00 | 0 |
| Empire Distribution (150.00) | | | | | | |
| - #2 Screwdriver (50.00) | | | | | | |
| 0 | \$0.82 | \$0.82 | 50.00 | 50.00 | \$41.00 | 0 |
| - Claw Hammer (50.00) | | | | | | |
| 0 | \$4.50 | \$4.60 | 50.00 | 50.00 | \$225.00 | 0 |
| - Flat Head Screwdriver (50.00) | | | | | | |
| 0 | \$0.85 | \$0.85 | 50.00 | 50.00 | \$42.50 | 0 |

In this closed Purchase Order, we have a case where the Unit Cost for an item when it was received, was different from when we first created the Purchase Order. Any discrepancies will be highlighted in red when you are reviewing a Purchase Order.

Return Orders

If a retailer needs to return inventory to a vendor, they will need to generate a Return Order. Return Orders will remove inventory when it is finalized. That is because you are taking inventory from the retailer, and returning it to the vendor.

To Generate a Return Order

1. Enter the Back Office
2. Enter the Purchase / Receive Order function
3. Click on the New Order button
4. Choose Return as the type of Order to create
5. Search for the inventory item you are returning
6. Enter the quantity to return
7. Confirm cost of items being returned
8. Click OK to create a Purchase Order
9. Confirm Return Order creation

To finalize a Return Order

1. Enter the Purchase / Receive Order function
2. Click on the Receive History tab
3. Select "Return" as the type of order to view
4. Select the Return Order you want to finalize
5. Verify the inventory, and the quantities being returned
6. Click the Close PO button
7. The Return Order has now been finalized and is closed

Spoilage Orders

If a retailer needs to record shrinkage (due to theft or damage), they can create a Spoilage Order. The process is exactly the same as creating a Return Order.

Transfer Orders

???

Import Inventory

???

Printing Barcodes

You can print barcodes in the Payfirst Retail System. There are many reasons why you would want to print barcodes. One of the most time consuming tasks in a retail environment is manually pricing each item, while stocking shelves. With a label printer, you can print shelf labels and not have to price each item individually. Changing prices is also easy since you would only have to change the shelf label and not every item on the shelf.

Figure 66 - Printing Barcodes A

Print Barcode

| Standard | SKU # | Product | Price | Qty | Category | Department | |
|---------------|--------------|-------------------------|--------|--------|----------|------------|------------|
| Request Price | 400000000053 | #2 Screwdriver | \$0.81 | \$1.49 | 101 | Hardware | Hardware |
| | 012000000508 | Can Diet Pepsi | \$0.75 | \$1.00 | 108 | Beverages | Carbonated |
| | 012000000133 | Can Pepsi | \$0.75 | \$1.00 | 135 | Beverages | Carbonated |
| Lot Matrix | 400000000060 | Claw Hammer | \$4.32 | \$6.99 | 140 | Hardware | Hardware |
| | 400000000183 | Cookies Almond | \$2.83 | \$3.99 | 30 | Snacks | Cookies |
| Food | 400000000190 | Cookies Chocolate Chip | \$2.83 | \$3.99 | 35 | Snacks | Cookies |
| | 400000000176 | Cookies Peanut Butter | \$2.83 | \$3.99 | 31 | Snacks | Cookies |
| | 400000000206 | Cookies White Chocolate | \$2.83 | \$3.99 | 50 | Snacks | Cookies |
| Kit | 400000000077 | Flat Head Screwdriver | \$0.81 | \$1.49 | 172 | Hardware | Hardware |
| | 4129 | Fuji Apple | \$1.00 | \$1.69 | 54.7 | Fruits | Fruits |
| Serialize | 123456789 | MOM | \$0.20 | \$1.35 | 120 | Bakery | Bakery |
| | | Smiley Shirt BL LG | \$5.00 | \$8.99 | 33 | Clothing | Clothing |
| | | Smiley Shirt BL MED | \$5.00 | \$8.99 | 49 | Clothing | Clothing |
| Rental | | Smiley Shirt BL SM | \$5.00 | \$8.99 | 50 | Clothing | Clothing |
| | | Smiley Shirt BL XLG | \$5.00 | \$8.99 | 50 | Clothing | Clothing |
| Lot Item | | Smiley Shirt BLK LG | \$5.00 | \$8.99 | 50 | Clothing | Clothing |
| | | Smiley Shirt BLK MED | \$5.00 | \$8.99 | 50 | Clothing | Clothing |
| | | Smiley Shirt BLK SM | \$5.00 | \$8.99 | 50 | Clothing | Clothing |
| Modifier | | Smiley Shirt BLK XLG | \$6.00 | \$9.99 | 50 | Clothing | Clothing |
| | | Smiley Shirt GRN LG | \$5.00 | \$8.99 | 49 | Clothing | Clothing |
| Styles | | Smiley Shirt GRN MED | \$5.00 | \$8.99 | 49 | Clothing | Clothing |
| | | Smiley Shirt GRN SM | \$5.00 | \$8.99 | 50 | Clothing | Clothing |
| | | Smiley Shirt GRN XLG | \$5.00 | \$8.99 | 50 | Clothing | Clothing |
| | | Smiley Shirt RED LG | \$5.00 | \$8.99 | 48 | Clothing | Clothing |

Record: 1 Of 31

SKU# Include Alternate SKU#

Print All **Print** **Cancel**

Print All

Print

- Inventory List - Search for inventory using the standard inventory navigation commands
- SKU# - This is where scanned barcodes will appear when you use a barcode scanner to select an item
- Include Alternate SKU# - When printing a barcode, it will also print the Alternate SKU# if this is selected
- Print - This will print a selected inventory item's barcode
- Print All - This will print the barcodes for all inventory items

To Print a Barcode

1. Enter the Back Office
2. Click the Print Barcode button
3. You will now be in the Print Barcode Screen
4. Use the inventory navigation buttons to search for an inventory item
5. Select the inventory item you want to print a barcode.
6. You can also scan a barcode to select an item
7. Select whether to print an Alternate SKU#
8. Click the Print button
9. Enter the number of barcodes you want to print
10. Click OK to print

Customer Account Setup

The Payfirst Retail POS provides you with customer relationship management tools. You have the ability to create profiles for each of your valued customers that tracks data such as sales history, loyalty rewards, and more.

A customer profile is needed for other features of the Payfirst Retail POS such as loyalty rewards or issuing a line of credit. It is also used for some sales related functions such as rental items, layaway plans, and tax exempt status.

To enter the Customer Setup

1. Enter the Back Office
2. Click on the Customer button
3. You will now be in the Customer Setup Screen

Figure 67 - Customer Setup

The screenshot shows the 'Customer Setup' interface. At the top, there are two callouts: 'Customer Search' pointing to the 'First Name' and 'Last Name' columns of the table, and 'Customer Profiles List' pointing to the entire table. Below the table is a record navigation bar showing 'Record: Of 4'. Below that are tabs for 'General Information', 'Additional Info', 'Sales History', 'Gift Card/Store Credit', 'Account Receivables', and 'Notes'. The 'General Information' tab is active, showing a form with fields for 'First / Last', 'Company', 'Address', 'Address2', 'City', 'State' (set to AL), 'Zip', 'Cust ID', 'Member ID', 'Phone', 'Cell', 'Fax', and 'Email'. There are also checkboxes for 'Allow Layaway' and 'Allow House Accounts'. At the bottom, there is a toolbar with buttons: 'Delete', 'Void Ticket', 'Pay', 'New', 'Update', and 'Cancel'. A third callout, 'Customer Info', points to the form fields.

| First Name | Last Name | Member Id | Barcode Id | Discount Program | Loyalty Points | Discount % | Total Sp |
|------------|-----------|-----------|------------|------------------|----------------|------------|----------|
| Randal | Wesley | | | | 0 | 0.00 | \$481.69 |
| Henry | Kim | 0000002 | | Discount Program | 962 | 0.00 | \$72.20 |
| Kimberly | Martins | | | | 0 | 0.00 | \$0.00 |
| test | test | | | | 0 | 0.00 | \$0.00 |

Record: Of 4

General Information | Additional Info | Sales History | Gift Card/Store Credit | Account Receivables | Notes

First / Last: [] [] []
Company: []
Address: []
Address2: []
City: []
State: AL [] Zip: []
Cust ID: [] Member ID: []
Phone: () - -
Cell: () - -
Fax: () - -
Email: []
 Allow Layaway Allow House Accounts

Delete | Void Ticket | Pay | New | Update | Cancel

Creating a Customer Profile

After you enter the Customer Setup Screen, you will see a list of customers that is searchable. At the bottom of the screen, you will see a series of tabs where you can enter the details of the customer profile.

To create a Customer Profile

1. Enter the Customer Setup Screen
2. Click on the New button
3. Enter information about the customer
4. Select whether to allow the customer to put items on Layaway
5. Select whether to allow the customer a House Account (line of credit)
6. Optionally, you may save credit card information about the customer
7. Optionally, you may enter their driver's license information
8. If the customer is also a business owner, you can enter their Tax ID#.
9. Select Tax Exempt status.
10. Select the loyalty programs and discounts. This requires the VIP option to be enabled.
11. Once you are finished, click the Update button to save the new Customer Profile

Customer Profiles List

This is the list containing every customer profile you have created. You can select a customer by clicking on it.

Customer Search

You can search the Customer Profiles List. While our example screenshot only shows four accounts that have been created, a real business will contain hundreds, if not thousands, of customer profiles.

1. Click on a field to search. Normally you search by first name, or last name.
2. Enter the search term. This can be part of the name. Example, if you were searching for a last name of "Williams" you can type in "wil" as the search term. However, it will search for and list all last names starting in "wil" and if you have another customer with the last name of "Wilson" for example, it will list that as well.
3. After entering a search term, hit the Enter key on the keyboard
4. The Customer Profiles List should now be filtered to show only names containing your search term

Customer Info

This is where information about the customer is contained. If you move to different tabs, you can view data such as sales history, and also receive payments. When creating a customer profile, you would only be dealing with the General Information tab, and the Additional Info tab. The other tabs contain information used for data gathering purposes, maintenance, and to pay off a customer's account balance if they were issued a line of credit.

General Information tab

This is where you enter general personal information on the customer.

Figure 68 - Customer Setup - General Info

The screenshot shows the 'General Information' tab selected. The form includes the following fields and options:

- First / Last:** Three text input fields for first name, last name, and middle initial.
- Company:** A single text input field.
- Address:** A single text input field.
- Address2:** A single text input field.
- City:** A single text input field.
- State:** A dropdown menu currently showing 'AL'.
- Zip:** A text input field with a hyphen separator.
- Cust ID:** A text input field.
- Member ID:** A text input field.
- Phone:** A text input field with a format of () - -.
- Cell:** A text input field with a format of () - -.
- Fax:** A text input field with a format of () - -.
- Email:** A single text input field.
- Allow Layaway:** A checkbox.
- Allow House Accounts:** A checkbox.

General Information tab

- **First / Last** – This is where you will enter the First Name, Last Name, and Middle Initial of the customer
- **Company** – If the customer also owns, or works for, a company you can enter it here
- **Address** – The mailing address of the customer, or the customer’s business
- **Address2** – The mailing address line 2 of the customer, if any
- **City** – The city where the customer, or the customer’s business, is located
- **State** – The state where the customer, or the customer’s business, is located
- **Zip** – The zip code where the customer, or the customer’s business, is located
- **Cust ID** – This is the Customer ID Number. This is automatically generated by the POS System
- **Member ID** – You can create and enter a Member ID Number
- **Phone** – The primary phone number of the customer
- **Cell** – A cell phone number for the customer
- **Fax** – The fax number for the customer
- **Email** – The email address for the customer
- **Allow Layaway** – Enable this option if the customer is allowed to put items on layaway. Even though you enable this option, you must also enable each inventory item as being allowed for layaway as well.
- **Allow House Accounts** – Enable this option if the customer is issued a line of credit. You will also have to enter a credit limit found under the Additional Info tab and called Max Balance.

Once you have finished entering the information in the General Information tab, click on the Additional Info tab.

Additional Info tab

Enter additional information about the customer. This is more personalized with the ability to save credit card numbers and driver’s license numbers. You can also select Loyalty and

Figure 69 - Customer Setup - Additional Info

Credit Card

- Card Type – Select the Credit Card Type using the drop down box.
- Credit Card Number – The Credit Card Number of the customer
- Expire Date – The expiration date of the customer’s credit card

Personal Information

- DL Barcode – The 1D barcode number found on a Driver’s License
- DL State – Using the drop down box, select the state that issued the Driver’s License
- Driver License – The Driver’s License Number
- Expire Date – The expiration date of the Driver’s License
- DOB – The Date of Birth found on the Driver’s License
- Sales Tax ID – If the customer owns, or works for a business, and makes purchases for the business, you can enter the business Tax ID number here. This is used for record keeping if a customer is Tax Exempt.

Discounts

- Discount Program – Select a Discount Program using a drop down box. You must create Discount Programs before they will appear in the drop down box.
- Discount % - You can enter a Discount Percentage for this customer. This will discount all items that the customer purchases.
- Price Level – If you are using multi-level pricing, you can select what price level this customer belongs to. There are ten Price Levels you can enter in the Price Matrix when creating inventory items. You can also sell items at cost to the customer using the Price Level.
- Max Balance – If a customer has been issued a line of credit (House Account), this is the credit limit. For example, if we set the Max Balance to \$500.00, once the customer has reached \$500 they can no longer make purchases using the House Account.
- Loyalty Program – If the customer is eligible for Loyalty Rewards Program benefits, select this option
- VIP – Enable this option for customers who are on Discount Programs and Loyalty Programs. If this option is not enabled, even if you select a Discount program or Loyalty Program, they will not be active.
- Tax Exempt – If the customer has Tax Exempt status, select it here.

The above options are all you will need in order to create a new Customer Profile. Once you have entered the above information and selected the necessary options, click the Update button to save.

Customer Account Maintenance

The other tabs in the Customer Setup are used for information gathering such as viewing sales history, and for maintenance such as when the customer is paying off an account balance.

Sales History Tab

The Sales History tab is where you can view information about the customer’s buying habits as well as the frequency of their visits and total dollar amount spent. You can also see the remaining Loyalty Points.

Sales History List

Figure 70 - Customer Setup - Sales History

| Date | Product | QTY | Price |
|------------|----------------------|------|----------|
| 10/10/2011 | Non Inventory | 1.00 | \$445.50 |
| 10/12/2011 | Hit Comedy | 1.00 | \$7.00 |
| 10/12/2011 | Smiley Shirt BL LG | 1.00 | \$8.99 |
| 10/12/2011 | Smiley Shirt BLK MED | 1.00 | \$8.99 |
| 10/12/2011 | Smiley Shirt GRN LG | 1.00 | \$8.99 |
| 10/12/2011 | MP3 Player | 1.00 | \$99.99 |
| 10/17/2011 | Smiley Shirt BL LG | 1.00 | \$8.99 |
| 10/17/2011 | Smiley Shirt WHT LG | 1.00 | \$8.99 |

Summary

First Visit: 9/15/2011

Last Visit: 10/17/2011

Visit Count: 7

Total Spent: \$824.40

Loyalty Points: 824

The Sales History List is the list of all items bought by the customer.

Sales History List

- Date – The date when the customer purchased the item
- Product – The product name of the item purchased
- QTY – The quantities purchased
- Price – The price of the items at the time of purchase

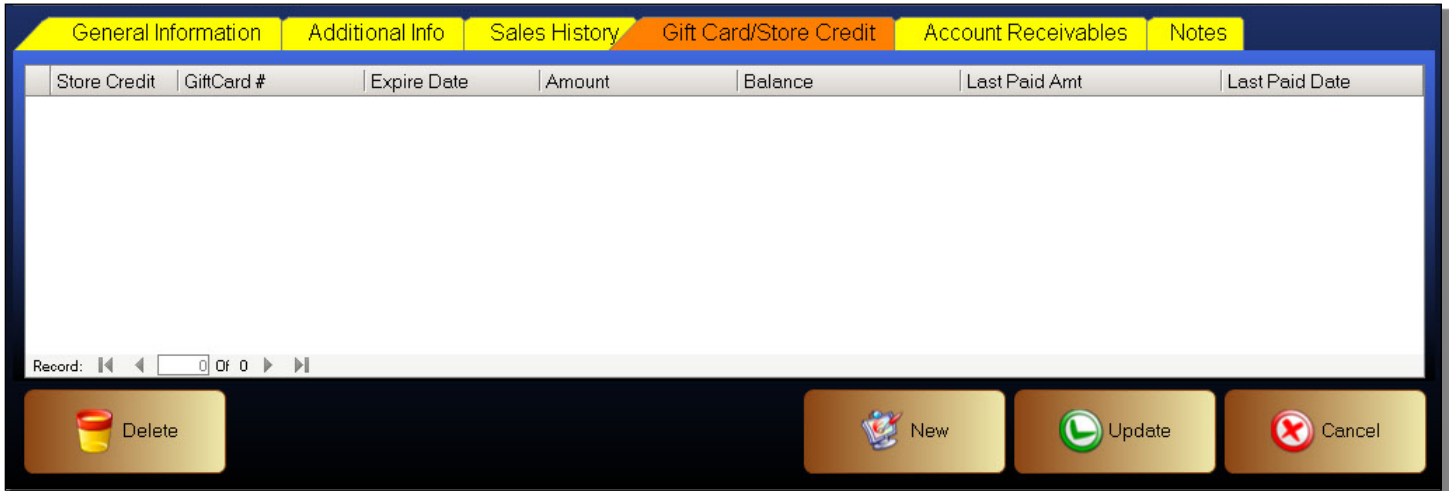
Summary

- First Visit – The date of the first recorded transaction by the customer, after a customer profile was created.
- Last Visit – The date when the customer last made a purchase.
- Visit Count – How many visits were made by the customer
- Total Spent – The total dollar amount spent by the customer
- Loyalty Points – If the customer is on a Loyalty Program, this is the total Loyalty Rewards Points earned. This value can be modified by those with access to the Customer Setup.

Gift Card / Store Credit Tab

The Gift Card / Store Credit tab is where you will be able to view the available Store Credit that was issued to the customer. It is also used to view any Gift Cards that were activated for the customer.

Figure 71 - Customer Setup - Gift Card / Store Credit



Store Credit / Gift Card List

- Store Credit – Store Credit is issued on a card similar to Gift Cards and Loyalty Cards. This is the number of the card that contains the store credit. Store
- Gift Card # - The Gift Card Number that was activated by the customer.
- Expire Date – The expiration date of the store credit or gift card
- Amount – The original amount issued on the store credit or gift card
- Balance – The remaining balance on the store credit or gift card
- Last Paid AMT – The amount of the last transaction involving the store credit or gift card
- Last Paid Date – The date when the store credit or gift card was last used

Customer Accounts Receivable

Account Receivables Tab

The Account Receivables tab is used to view transactions that were placed on a House Account. You can also view the Balance on a House Account and make payments. You can also make payments on a House Account from.

Figure 72 - Customer Setup - Account Receivables

The screenshot shows the 'Account Receivables' tab in a software application. At the top, there are several tabs: 'General Information', 'Additional Info', 'Sales History', 'Gift Card/Store Credit', 'Account Receivables' (which is selected), and 'Notes'. Below the tabs, there are radio buttons for 'Open', 'Closed', and 'All', with 'All' selected. A 'Balance' field shows '\$133.85'. The main area is divided into two tables. The left table is a transaction list with columns: Type, Date, Ticket #, Payment, Total, Balance, and Status. The right table is a 'Payments' table with columns: Date, Type, and Amount. At the bottom, there are several action buttons: 'Delete', 'Void Ticket', 'Pay', 'New', 'Update', and 'Cancel'. Navigation controls for records are visible at the bottom of each table.

| Type | Date | Ticket # | Payment | Total | Balance | Status |
|------|------------|----------|---------|----------|----------|--------|
| ACT | 10/12/2011 | 164 | \$10.00 | \$28.86 | \$18.86 | Open |
| LAY | 10/27/2011 | 215 | \$85.00 | \$199.99 | \$114.99 | Open |

| Date | Type | Amount |
|------------|------|---------|
| 10/27/2011 | Cash | \$10.00 |
| 10/27/2011 | VISA | \$25.00 |
| 10/27/2011 | Cash | \$50.00 |

Balance

If the customer has a House Account, this is the total balance that the customer owes.

View Ticket

- Open – View open tickets
- Closed – View closed tickets
- All – View all tickets

Transaction List

- Type – The transaction type. This will let you know what type of transaction it is.
 - ACT – House Account
 - LAY - Layaway Transaction
- Date – The date of the transaction
- Ticket # – The ticket number is also known as the transaction number
- Payment – The total payments that have been made on this ticket
- Total – The original total of the ticket
- Balance – The remaining balance owed on the ticket
- Status – Signifies whether the transaction is open or closed. Closed tickets mean that the ticket has been paid in full and no further action is required.

After selecting a ticket, you can view all payments that have been made towards the ticket.

Payments

- Date – The date of each payment
- Type – The type of payment such as cash, credit card, check, etc.
- Amount – The amount of the payment made

To Pay a House Account

1. Select a House Account ticket. It will be listed as ACT under Type.
2. Click on the Pay button
3. A payment screen will pop up
4. Enter the payment amount
5. Select the payment type
6. If you are paying the ticket in full, it will automatically close the ticket and exit the payment screen
7. If only making a partial payment, and you are finished, click the Exit button

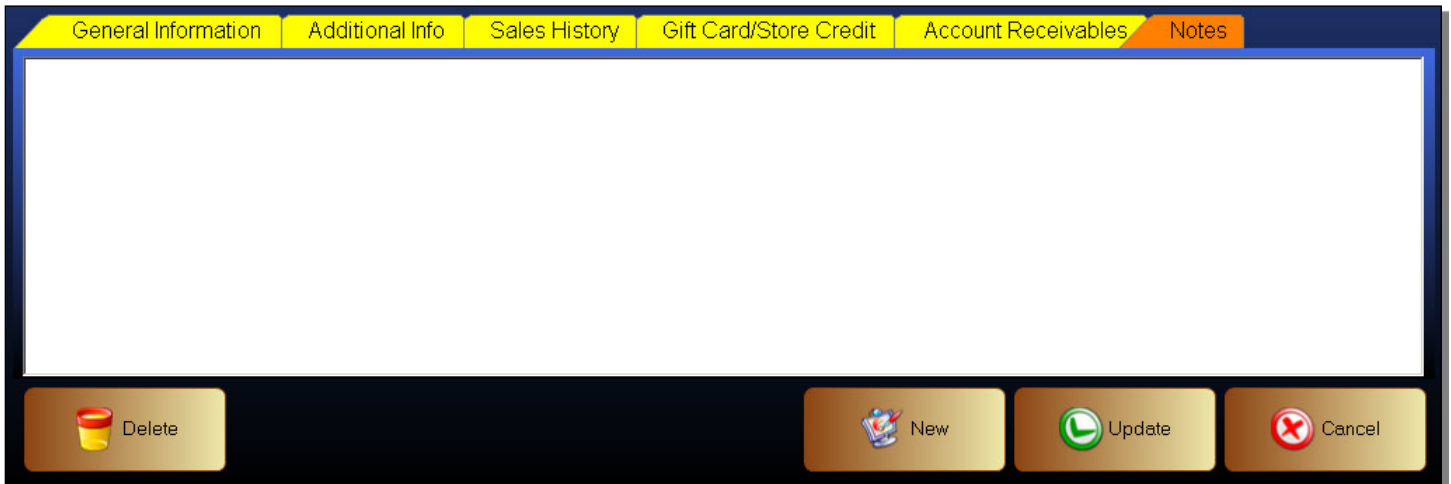
To Void a House Account transaction

1. Select a House Account ticket. It will be listed as ACT under Type.
2. Click on the Void Ticket button
3. The ticket is now voided.

The Notes tab

This is used to enter any miscellaneous notes you may have on a customer.

Figure 73 Customer Setup - Notes



Loyalty Rewards Program

You can create a Loyalty Rewards Program. These are used as a marketing effort that rewards, and encourages, loyal buying behavior. The more the customer buys, the more Loyalty Rewards Points they earn. These Points can be redeemed for products and services. Loyalty Rewards Programs can also encourage a customer to create a Customer Account so that you may track their buying behavior.

Issuing Loyalty Points

Before a customer can redeem Loyalty Points, you must issue Loyalty Points. These are issued automatically to customers that have a customer account created. You must enable the Loyalty Program checkbox in each customer's account before Loyalty Points will be issued. Points are issued on a per dollar basis. 1 Dollar = 1 Loyalty Point

Redeem Loyalty Points

You will recall that the rules for redeeming Loyalty Reward Points are created from within the Company Profile. As a reminder, you enter the Company Profile, go to the Miscellaneous tab, and then set the rules that will govern the redemption of Loyalty Points.

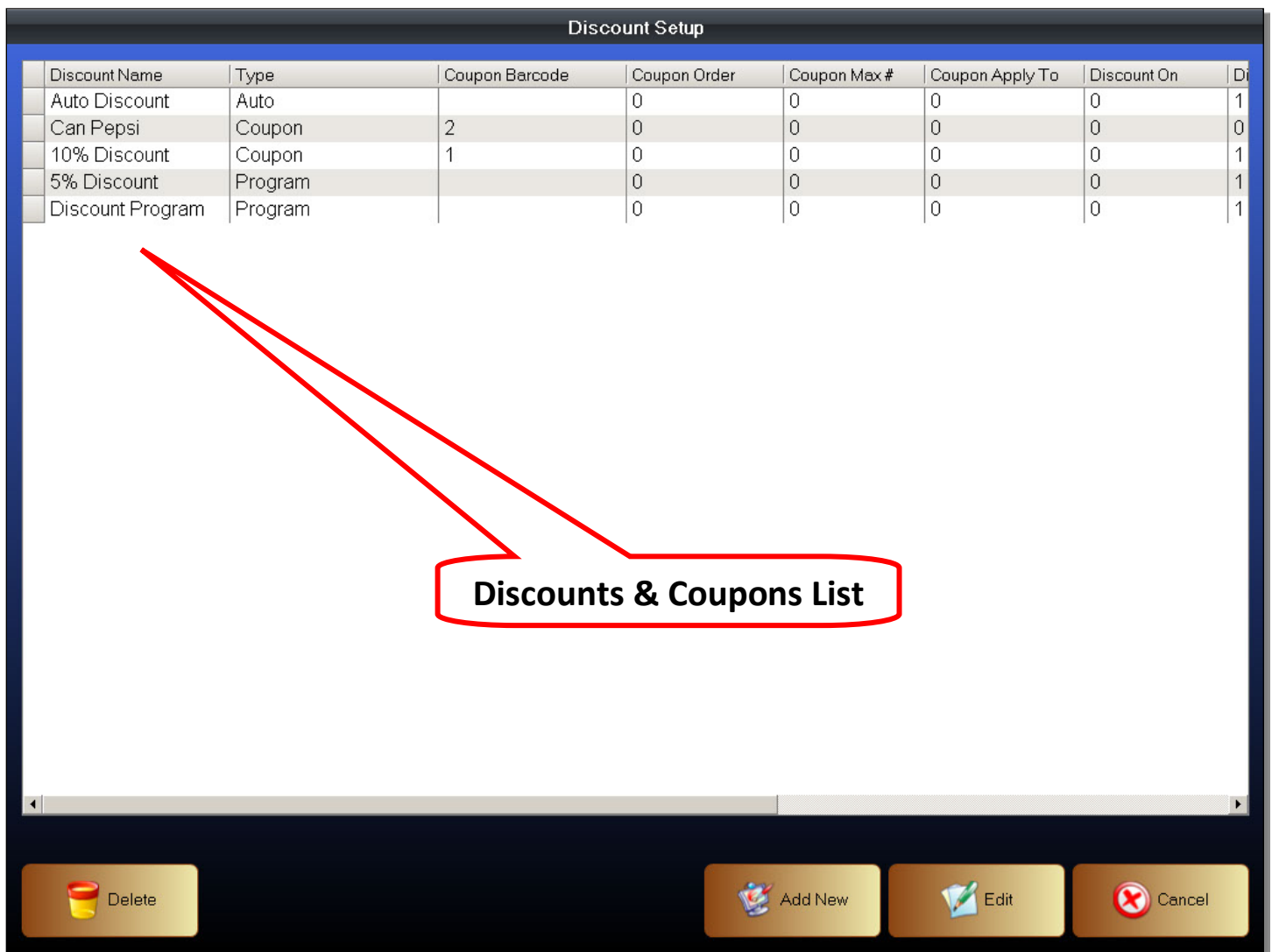
Discounts and Coupons

The Payfirst Retail System can create various Coupons and Discounts. It is designed to meet the needs of the retailer’s sales campaigns and promotional activities. Coupons and Discounts can be specific to an item or items. They can also be broader and apply to a product department or category.

To enter the Discount Setup Screen

1. Enter the Back Office
2. Click on the Discounts and Coupons button
3. You will now be in the Discount Setup Screen

Figure 74 - Discount & Coupon Setup



Discounts & Coupons List

This list contains all Coupons, Discount Programs, and Automatic Discount Programs that have been created. You can manage your Coupons and Discounts and select an existing Coupon or Discount to edit it using the Edit button.

You will first need to enter the Discounts and Coupons Creation Screen

1. Enter the Back Office
2. Click on the Discounts and Coupons button
3. Click on the Add New button, or click on an existing Discount/Coupon and click the Edit button
4. You will now be in the Discount and Coupon Creation Screen

In the Discount and Coupon Creation Screen, you can then select whether you want to create a Coupon, a Discount Program, or an Automatic Discount Program. Some options will be grayed out if you create a Discount or Auto Discount. You will also need to select which items, department, or categories will apply to this item. Finally you will select the time frame when the coupon or discount will be active.

Figure 75- Coupons and Discount Creation

The screenshot shows the 'Discount Setup' interface. On the left, there are several configuration panels. The 'Discount Program Type' panel has radio buttons for 'Coupon', 'Discount Program', and 'Auto Discount'. Below it are fields for 'Name', 'Coupon #', 'Apply To' (set to 'Original Price'), 'Coupon Order', and 'Coupon Max #'. The 'Discount Option' panel has radio buttons for 'Amount Off', 'Individual Fixed Price', and 'Percent Off' (set to 0.00). The 'Discount On' panel has radio buttons for 'Products', 'Category', and 'Department'. The 'When to Discount' panel has radio buttons for 'Always Active' and 'Active for Date Range'. The 'Discount Dates/Time' panel has fields for 'Start Date', 'End Date', 'Start Time', and 'End Time', along with a list of days of the week. At the bottom left, there is a 'Delete' button and a callout for 'Discount On'. The main area is a table with columns: 'Include', 'Product', 'Price', 'SKU#', and 'Dep.'. The table lists various items like 'Smiley Shirt' in different sizes and colors, and 'Submarine Sandwich', 'Sweet Pepper', 'Swiss Cheese', and 'testing'. At the bottom right, there are buttons for 'Check All', 'Uncheck All', 'Add New', 'Ok', and 'Cancel'. A callout for 'Inventory List' points to the table. A callout for 'Active Range' points to the 'When to Discount' panel.

Discount Program Type

This is where you choose the type of discount. Coupons are the only type of discount where a voucher can be printed for use such as in a flyer or advertisement.

- Discount Program – This is a form of a Loyalty Rewards Program. This is only active for customers who have a membership account. The membership account must be actively flagged for a particular Discount Program. Once a member has been flagged for a particular Discount Program, any discounts that are active under that discount program will automatically apply to the selected customer. You can create multiple Discount Programs and activate them for different members.
- Auto Discount – This is similar to a Discount Program. However, the discounts in an Auto Discount Program are active for all customers and not just those with a membership account.
- Coupon – This type of discount is one where a ticket or voucher is issued. This voucher can be redeemed for a discount on products and services.
- Name – The name of the discount being created
- Coupon# - Applies only to coupons. This is the coupon number. A custom coupon number may be entered, or if the coupon is from a manufacturer, the barcode of the customer coupon may be scanned or manually entered. When you scan a coupon number, you may also scan the same coupon number when applying the coupon in the Front Office.
- Apply To – Applies only to coupons. This will specify whether the coupon applies only to the Original Price or to a Discounted Price.
 - Original Price – The original non-discounted price.
 - Discounted Price – A price that has been reduced or discounted.
- Coupon Order – Applies only to coupons. This option is used to specify the order the coupons are applied if using multiple coupons on a ticket. That is because multiple coupons may apply to the same item. Leaving this option at zero (the default) will mean that coupons are applied in the order they were entered into the system during sales.
- Coupon Max # - Applies only to coupons. Coupons may apply to different items. The coupon may also be set to apply to a limited number of applicable items. This option is used to specify the maximum number of items this coupon will apply to. Example. A coupon may apply to five different items. However, the coupon will only apply to any two items. You can buy the eligible items in any quantities but the coupon will only apply to two of the items.
- Apply to Previous Coupons – This allows the coupon to stack. If an item is already discounted through another coupon, the default behavior is to not apply this coupon. You can change the behavior so multiple coupons may apply to an item.

Discount Option

Choose the Discount Option type. This is used to specify how discounts are applied.

- Amount Off – This will discount the item by a flat rate. This means that if this discount is set to 50 cents, it does not matter what the original price is, it will discount the item by 50 cents. So if the item cost \$1.00, it will be discounted to 50 cents. If the item cost \$5.00, it will discount the item to \$4.50.

- Percent Off – Similar to the Amount Off option, it will instead discount by a percentage of the original price of an item. For example, we have a discount of 10%. If the item cost \$1.00, it will discount the item by 10 cents so the discounted price is 90 cents. If the item cost \$5.00, it will discount the item by 50 cents to \$4.50.
- Individual Fixed Price – Changes the price of an item so that the discounted price is a pre-specified price. The discount may apply to multiple items. Each item must have a discounted price that is separately entered.

Discount On

This is used to set how specific or how general the discount is. You can set the discount to apply to items, or to a department or category.

- Products – This is used to set discounts on the item level. Discounts are used to apply to individual items, although multiple items may be selected. Normally the scope of the discount is very limited.
- Category – Used to apply the discount to one or more categories. This is very broad discount that will cover a very wide range of products since a category may contain one or more departments and you can select multiple categories.
- Department – Used to apply the discount to one or more departments. This discount can cover a wide range of products since it will apply to all items under the selected department or departments. You can select multiple departments to apply this discount to.

Active Range

This is used to specify when a product will be active. You can choose to make the discount always active (you can always remove the discount when it is unused) or you can specify a range of dates, days of the week, and even specific hours that the coupon is active.

- Always Active – This will specify that the discount is always active. To de-activate the discount, you can delete the discount to remove it, or set an expired active date using the Active for Date Range option to temporarily disable the discount.
- Active for Date Range – This will change the discount from being always active to being active only during the range of dates and time specified.

Discount Dates / Time

This is used to set the actual range of dates and time that the discount will be active if the Active for Date Range option was chosen. The following options stack so you can mix and match dates and times.

- Start Date – The first day that this discount will be active. You can create discounts ahead of time and the discounts will only be active after the start date.
- End Date – The last day that this discount will be active. Once this day has passed, the discounts will automatically expire and become inactive.

- Start Time – The starting time when this discount will be active. Useful for promotions that you want to happen only in specific time frames.
- End Time – The ending time for the discount.
- All – You can specify which days of the week this discount is active. The All option will mean that the discount is active for all seven days of the week.
- Monday – Friday – Choose which days this discount is active. You can choose only Saturday and Sunday for weekend discounts as an example.

To begin creating, or editing, a Discount Program

1. Enter the Discount and Coupon Setup Screen
2. To create a new Coupon or Discount, click on the Add New button
3. To edit an existing Coupon or Discount, select a Coupon or Discount from the list then click on the Edit button
4. Select the Discount Program, or Auto Discount option
5. Enter a name. Being descriptive will help you identify the Coupon or Discount later
6. Select the Discount Option.
 - a. For example, if we choose an Amount Off as the Discount Option
 - b. Then we enter an amount to discount, which will be 50 cents in our example

Figure 76 - Discounts & Coupons - Discount Option

| Include | Product | Price |
|-------------------------------------|----------------------|-------|
| <input checked="" type="checkbox"/> | Smiley Shirt BL LG | 8.99 |
| <input checked="" type="checkbox"/> | Smiley Shirt BL MED | 8.99 |
| <input checked="" type="checkbox"/> | Smiley Shirt BL SM | 8.99 |
| <input checked="" type="checkbox"/> | Smiley Shirt BL XLG | 8.99 |
| <input type="checkbox"/> | Smiley Shirt BLK LG | 8.99 |
| <input type="checkbox"/> | Smiley Shirt BLK MED | 8.99 |
| <input type="checkbox"/> | Smiley Shirt BLK SM | 8.99 |
| <input type="checkbox"/> | Smiley Shirt BLK XLG | 9.99 |
| <input type="checkbox"/> | Smiley Shirt GRN LG | 8.99 |
| <input type="checkbox"/> | Smiley Shirt GRN MED | 8.99 |
| <input type="checkbox"/> | Smiley Shirt GRN SM | 8.99 |
| <input type="checkbox"/> | Smiley Shirt GRN XLG | 8.99 |
| <input type="checkbox"/> | Smiley Shirt RED LG | 8.99 |
| <input type="checkbox"/> | Smiley Shirt RED MED | 8.99 |
| <input type="checkbox"/> | Smiley Shirt RED SM | 8.99 |
| <input type="checkbox"/> | Smiley Shirt RED XLG | 8.99 |

7. Select the items this Coupon or Discount will apply to
 - a. Normally the inventory list is set to individual Products

Figure 77 - Discounts & Coupons - Products

Discount Program Type

Coupon Discount Program Auto Discount

Name

Coupon#

Apply To

Coupon Order Coupon Max #

Apply to Previous Coupons

Discount Option

Amount Off Individual Fixed Price

Percent Off

Discount On

Products Category Department

When to Discount

Always Active Active for Date Range

| Include | Product |
|-------------------------------------|----------------------|
| <input checked="" type="checkbox"/> | Smiley Shirt BL LG |
| <input checked="" type="checkbox"/> | Smiley Shirt BL MED |
| <input checked="" type="checkbox"/> | Smiley Shirt BL SM |
| <input checked="" type="checkbox"/> | Smiley Shirt BL XLG |
| <input type="checkbox"/> | Smiley Shirt BLK LG |
| <input type="checkbox"/> | Smiley Shirt BLK MED |
| <input type="checkbox"/> | Smiley Shirt BLK SM |
| <input type="checkbox"/> | Smiley Shirt BLK XLG |
| <input type="checkbox"/> | Smiley Shirt GRN LG |
| <input type="checkbox"/> | Smiley Shirt GRN MED |
| <input type="checkbox"/> | Smiley Shirt GRN SM |
| <input type="checkbox"/> | Smiley Shirt GRN XLG |
| <input type="checkbox"/> | Smiley Shirt RED LG |
| <input type="checkbox"/> | Smiley Shirt RED MED |
| <input type="checkbox"/> | Smiley Shirt RED SM |
| <input type="checkbox"/> | Smiley Shirt RED XLG |

Product

- b. You can set it to select by Category

Figure 78 - Discounts & Coupons - Categories

Discount Program Type

Coupon Discount Program Auto Discount

Name

Coupon#

Apply To

Coupon Order Coupon Max #

Apply to Previous Coupons

Discount Option

Amount Off Individual Fixed Price

Percent Off

Discount On

Products Category Department

When to Discount

Always Active Active for Date Range

| Include | Category |
|--------------------------|-------------|
| <input type="checkbox"/> | NONE |
| <input type="checkbox"/> | Bakery |
| <input type="checkbox"/> | Beverages |
| <input type="checkbox"/> | Clothing |
| <input type="checkbox"/> | Snacks |
| <input type="checkbox"/> | Deli |
| <input type="checkbox"/> | Rental |
| <input type="checkbox"/> | Electronics |
| <input type="checkbox"/> | Fruits |
| <input type="checkbox"/> | Hardware |
| <input type="checkbox"/> | Household |
| <input type="checkbox"/> | Meat |
| <input type="checkbox"/> | Seafood |
| <input type="checkbox"/> | Vegetables |

Category

c. You can set it to select by Departments

Figure 79 - Discounts & Coupons - Department

| Include | Department |
|--------------------------|---------------------|
| <input type="checkbox"/> | NONE |
| <input type="checkbox"/> | Bakery |
| <input type="checkbox"/> | Carbonated Beverage |
| <input type="checkbox"/> | Clothing |
| <input type="checkbox"/> | Cookies |
| <input type="checkbox"/> | Deli |
| <input type="checkbox"/> | DVD Movie |
| <input type="checkbox"/> | Fruits |
| <input type="checkbox"/> | Hardware |
| <input type="checkbox"/> | Household |
| <input type="checkbox"/> | Juice |
| <input type="checkbox"/> | Meat |
| <input type="checkbox"/> | MP3 Players |
| <input type="checkbox"/> | Seafood |
| <input type="checkbox"/> | Vegetables |

8. Select the Active Dates for the Coupon or discount. The default is Always Active. You can choose for it to be active for a specific Date Range.
 - a. Choose a Start and End Date
 - b. Choose a Start and End Time
 - c. Choose the days of the week this discount is active

Figure 80 - Discounts & Coupons - Date Range

9. Once you are finished, click OK to save

To create, or edit, an Auto Discount

Auto Discounts are similar to a Discount Program. The only difference is that Discount Programs are selected and activated for customer accounts. Auto Discounts are active for everyone without needing to select an account. In terms of creating the Auto Discount Program, the only difference is selecting Auto Discount instead of Discount Program during the creation process.

To create, or edit, a Coupon

The steps used to create or edit a Coupon is similar to that of creating a Discount Program or Auto Discount Program. There are a few extra options that become available only for Coupons.

1. Create a new Coupon or Discount, click on the Add New button
2. Select Coupons as the Discount Type
3. Enter a name. Being descriptive will help you identify the Coupon or Discount later
4. Coupon Number. Enter, or scan in a Coupon Number. A coupon barcode can also be scanned in the Front Office.
5. Apply to – Set this to apply to a discounted or original price
6. Coupon Order – Select the order this coupon will be applied, or leave it at zero
7. Coupon Max# - Set how many items per ticket this coupon will be applicable to
8. Apply to Previous Coupons – Select whether coupons can stack (multiple coupons apply to same item)
9. Enter the details of the Coupon in the same way as a Discount
10. Select the items this Coupon will apply to in the same way as a Discount
11. Select the Active Dates for the Coupon, same as a Discount
12. Click OK to save

You can see that Discounts, Auto Discounts, and Coupons are created in almost the same fashion.

Front Office

After installing the software, and setting up the new POS system. You should now know how to configure the Company Profile, Workstation Profile, and setup Employee and Customer profiles. You should also know how to manage inventory, and discounts.

You are now ready to learn how to use the Front Office. The Front Office of a company, are the parts that deal directly with customers. For a retail business, this is generally the customer service representatives and cashiers. In the Payfirst Retail Point of Sale System, the Front Office will refer to the sales screen where cashiers can ring up sales and, if needed, issue returns to the customer.

Figure 81 - Logon Screen



If you recall, this is the Logon Screen. When you start the Payfirst Retail POS System, this is first the screen you will see.

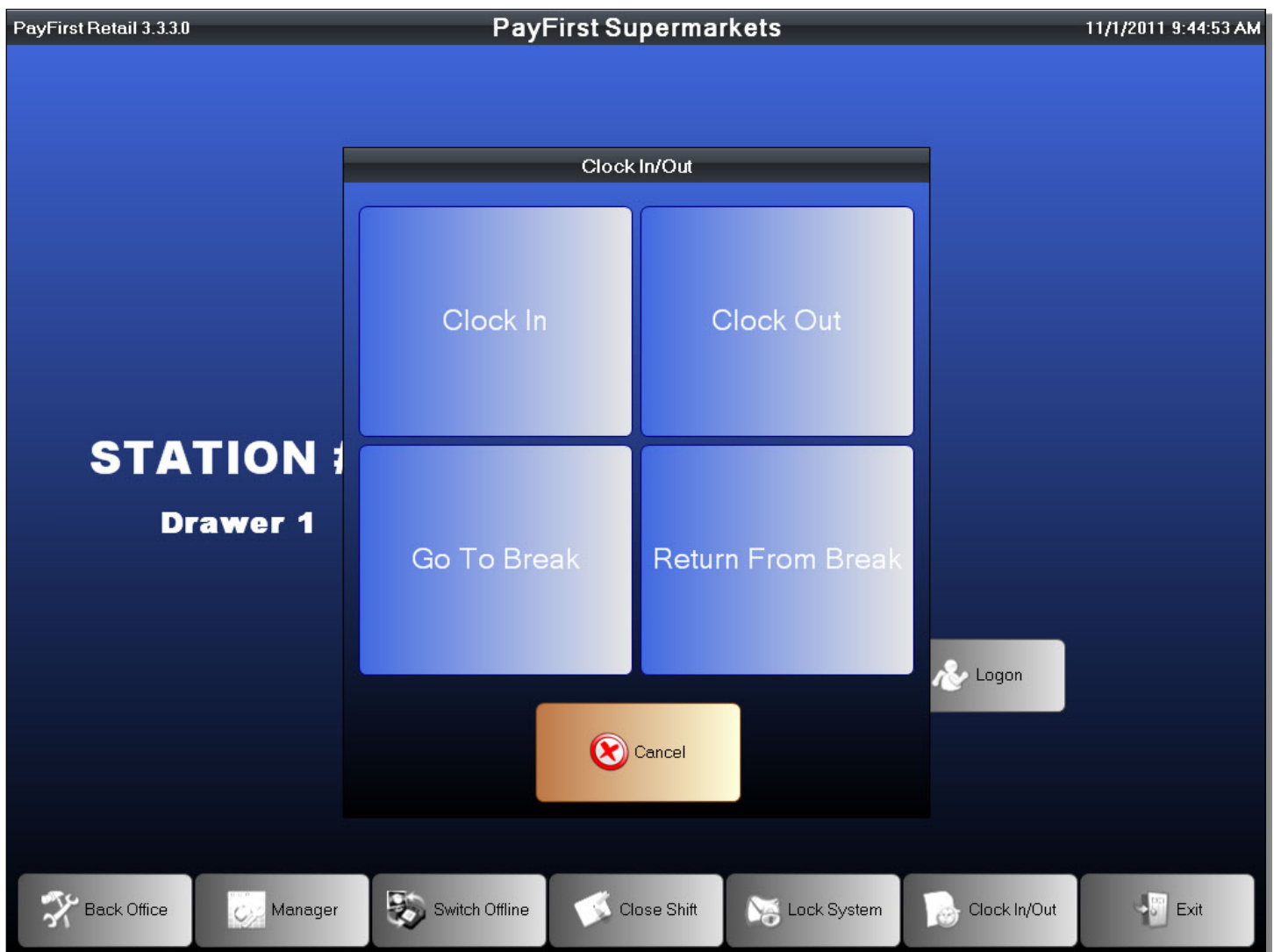
If you recall, to access any functions from the Logon Screen.

1. From the Logon Screen, enter your password on the number pad. If the password is alphanumeric, you will be required to enter a password using an attached keyboard. The password you use will let the system know which user you are.
2. Click on any function button
3. It will initiate that function, usually taking you to a different screen

One of the first things a cashier should do is to clock into the system. To access the Clock window:

1. From the Logon Screen, enter your password on the number pad or using an attached keyboard.
2. Click on the Clock In/Out button
3. The Clock window will now appear

Figure 82 - Logon Screen - Clock



In the Clock window, you can select the action you wish to perform. The options are Clock In, Clock Out, Go To Break, and Return From Break.

- Clock In – Clock into the Payfirst Retail POS System. It will start calculating the time you are on this work shift.
- Clock Out – Clock out of the Payfirst System. This will let the system know that the work shift has ended.
- Go to Break – Select this option to let the system know that the cashier is going on a break. Depending on the length of the cashier's work shift, they may have breaks during the shift. You can clock the times that the employee goes on breaks.
- Return From Break – Select this option to let the system know that the cashier is returning from a break.

All employees who will use the Payfirst Retail System should be clocked in even if they are not cashiers. Once you have clocked into the system, you may log onto the Front Office or access a different function.

To log onto the Front Office

1. From the Logon Screen, enter your password on the number pad or using an attached keyboard
2. Click on the Logon button
3. Depending on what you have done previously, three actions may be taken.
 - a. If you have not logged on previously, a window will pop up asking you to clock in. Choose Yes or No. Keep in mind you MUST clock in before you can log onto the system.
 - b. If you have already clocked in but there are no open shifts, it will ask you to open a shift and enter the starting cash. Opening a shift will be covered in more detail later.
 - c. If you have previously clocked in and there is an open shift, it will take you directly to the Front Office.

Opening a Shift

Assuming you have clocked in, you will need to open a shift. A shift signifies that the station is active and being used by a cashier. It will also track the monies collected by the cashier so you may track the cashier's performance. It will also track any overages and shortages (too much money, too little money) in the cash drawer. When opening a shift, you have the option of entering the amount of money that is in the cash drawer. This way, when you close out, all of the calculations are done for you. No need for a calculator.

To open a shift and enter the starting cash in the cash drawer

1. From the Logon Screen, enter your password on the number pad or using an attached keyboard
2. Click on the Logon button
3. A window will pop up asking you to open a shift
4. Enter the starting cash
 - a. Click on a cash value to enter
 - b. Enter the cash value using the onscreen number pad
 - c. Click the Enter button
 - d. You can also enter the starting cash using a keyboard by clicking on a value to enter
 - e. Then press the enter key on the keyboard. This will drop you to the next line where you can enter the rest of the starting cash.
5. When you are finished entering the starting cash, you can click on the No Sale button to open the cash drawer
6. You can press the Open Shift button to finalize opening a shift. Once you finalize a shift it will bring you to the Front Office.

Figure 83 - Logon Screen - Open Shift



- **Number Pad** - This is where you will enter the starting cash if you do not have a keyboard attached. You click on a cash value to select it. It will be highlighted when selected. You can then click on one of the number buttons. The white box above the number pad will show the value you clicked on. It is very similar to entering numbers on a calculator. Use the "Enter" button to finalize each entry. This will save the numbers you entered to the selected cash value. Repeat the steps for the rest of the values.
- **Starting Cash** - This is where you will select the various cash values to enter. The Ones entry down to the Hundreds entry are all paper money. Starting from the Pennies entry down to the Dollar entry are for coins. The monies entered here will be totaled under the Starting Cash display.
- **No Sale** - This is used for opening the Cash Drawer. Depending on the retailer, the money might already be in the cash drawer, or the till (cash tray) may have to be retrieved from the manager's office. If the till has to be put into the cash drawer, use the No Sale button.
- **Open Shift** - This finalizes the process of opening of a shift. When you press the Open Shift button, it will take you directly to the Front Office. Please double check the starting cash prior to pressing the Open Shift button as this action is final. Once you open a shift, you must close the current shift before you can enter a new Starting Cash. When you open a shift, the Starting Cash can be zero if you do not want to enter the starting cash value. We do recommend that you enter a starting cash because it is used during the Close Out process to help calculate the overage and shortage.

After you have finished have clocked in and opened a shift, you will be logged onto the Front Office. Depending on the settings in the Company Profile, you will be presented with either the POS Screen, or the Number Pad Screen. While you may set which screen is the default, you can enter either screen at any time while you are in the Front Office.

Front Office Intro and Descriptions

Figure 84 - Front Office – POS Screen



Before you can begin making sales, you should familiarize yourself with the Payfirst Front Office. The Payfirst Front Office is designed with a user interface that is intuitive and easy to use. However, since it is so feature rich, it is easy to miss advanced functions. In this section you will learn about the different elements of the Front Office and what they do.

We will now go over the various elements of the Front Office so you can familiarize yourself with it.



Figure 85 - Front Office

At the top is the Information Bar. Along the top left, you can see the name of the employee who is logged on. The name of the business is in the upper middle. And the current date and time is shown along the upper right. These elements cannot be interacted with and is informational purposes.

Below the Information Bar is where interactive elements of the Front Office will appear.



Figure 86 - Front Office

- Barcode - The barcode is where the scanned or entered SKU numbers will appear. If you cannot scan a barcode for any reason you can use a keyboard to enter an SKU number or use the onscreen keyboard. It will search the inventory for the SKU number entered. It must be an exact match with the SKU number in your item inventory.
- Search - Click the search button when you need to look up an inventory item. Clicking this will bring up a search window. This will be covered in more detail later.
- Clear - This will clear and remove any entries in the Barcode field.
- Customer – A customer name will appear here only if a customer is selected. Click on the customer button when you need to search, and select, a customer. When a customer is selected, it will tie the current ticket into the customer’s account for tracking purposes. Some transactions may require a customer. Examples are rental items, layaways/byways, and customers with a line of credit.
- Customer Name - Normally this area is blank. When a customer is selected, their name will show in this area.

- Weight Scale - This is where the weight scale indicator will appear. When you ring up an item that must be weighed, the weight will be shown here. You can also click on this area to poll the scale. This is useful when a customer asks what an item weighs prior to ringing the item up for sale. Even if a scale is attached, it must be enabled in the Workstation Profile before it will appear here. If the scale is not enabled, this area will be blank.
- Quantity - The quantity indicator is informational. When you enter a quantity modifier, it will show the quantity specified here.

Below is the Ticket Window. This is where transaction data is listed.



You can see in the Ticket Window that there are many parts present. That is because we want to present every detail about the transaction. If a cashier needs to know something about the transaction, it should be present. If the customer has a question about the transaction, it should be present.

- WIC - This stands for Women, Infant, and Children. It is a government sponsored nutrition program. The total price of all WIC eligible items will be listed here. Any WIC eligible items must be flagged as such in the Inventory Setup Screen. WIC eligible food items may differ from state to state. It is the retailer's responsibility to know what is eligible and to flag the item as being eligible.

- Food Stamp - This shows the total price of all Food Stamp eligible items. Foods Stamps are issued through a government nutrition program. Generally speaking, uncooked foods and food ingredients are eligible as well as seeds used to grow food plants. Ineligible items include alcohol, pet foods, tobacco products, vitamins, medicines, and hot food or food that is eaten in the store. It is the retailer's responsibility to know what is eligible and to flag the item as being eligible.
- Gift Eligible - This shows the total for all items under a Gift Program. This is enabled in the Inventory Setup Screen for each item. A Gift Program is a special promotion that is being run by the retailer. One example is the retailer running a special promotion and issuing raffle tickets for buying Gift eligible items. Another example is where the retailer will make a donation, such as to cancer research programs, when the customer buys Gift eligible items.
- Quantity - There is a Ticket Quantity which will show the total quantity of all items that are on the ticket. There is also the item quantity which shows the total quantities of an item that is on the ticket. The quantity column may also contain a code that will help you identify what type of item it is. For example, Food Stamp eligible items will have a FS next to the quantity.
- Product - This is the product information for the item being sold. It will display the product name. If a name in a second language is present, it will be displayed in this area as well. It will also display the SKU number and the original non-sale price.
- Price - The price column shows the total price of the item. This is after any quantity modifiers and discounts but not including tax. If an item costs \$1.00 and you have three of them, it will list it as \$3.00. If the item costs \$5.00 and you have a 10% discount, it will list the item as \$4.50. The original price is still displayed under the Product column.
- Sub-Total - This is the total price of all items on the ticket but not including tax. Any prices that are listed in the Price column will be added to the sub-total.
- Tax - If there are taxable items on the ticket, the total of all taxes will be displayed here.
- Total - This is the final total. It is the sum of the sub-total and any taxes that are applied. This is the price that the customer will pay to the retailer.

Next we will cover the commands that are used to modify the ticket.

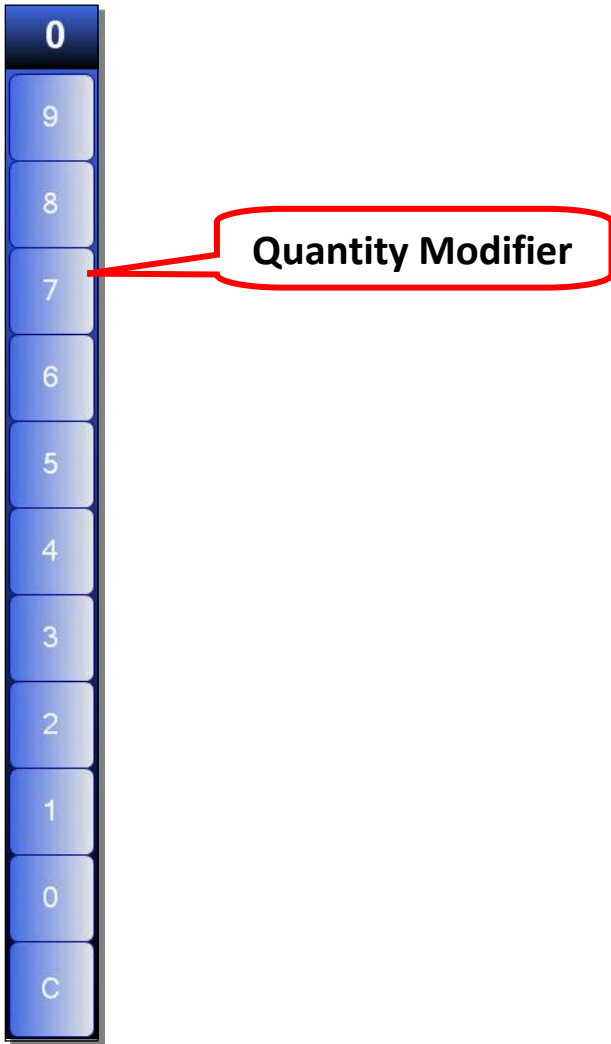


Figure 88 - Front Office - Ticket Commands

- Scroll Up – This is used to select individual items on a ticket. If there are no items that are selected/highlighted, clicking on this button will select and highlight the last item on the ticket. Clicking on this button with an item already selected will highlight and select the item directly above it.
- Scroll Down – This is used to select individual items on a ticket. Clicking on this button will select the item directly below the currently selected item.
- Change Price - After selecting an item, you can change the price for a selected item.
- Change QTY - After selecting an item, you can use this to change the quantity for a selected item.
- Delete Item - After selecting an item, you can use this to remove an item from the current ticket.
- Delete Ticket - If you want to delete a ticket and start over, you can click on this button.
- Discount Item - After select an item, you can discount an item.
- Discount Ticket – You can discount the whole ticket using this button.
- Pay – When the customer is ready to pay, click this button. It will bring up the payment screen.

Below is the Quantity Modifier control

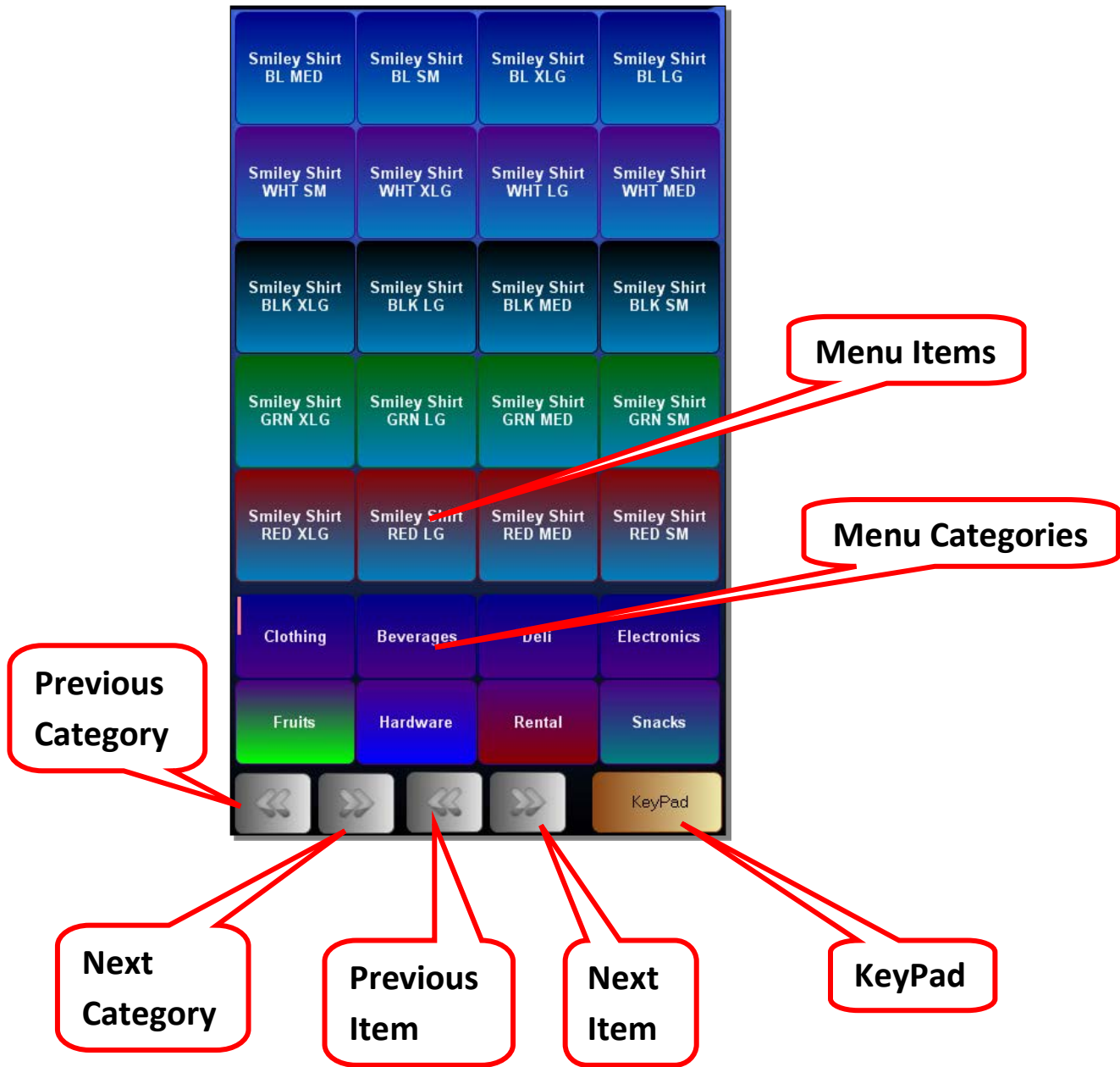
Figure 89 - Front Office - Quantity Modifier



- Quantity Modifier – The Quantity Modifier is used to quickly set a quantity during the sales process. For example, if a customer buys five of the same items, instead of scanning the item five times or selecting the item five times from the Quick Select Menu, you can use the Quantity Modifier to enter a quantity and then scan or select the item that you are adding to the ticket.

Below is the Quick Select Menu

Figure 90 - Front Office - POS Screen



- Menu Items – These are the individual inventory items that have been added to the Quick Select Menu. They can only be placed in the category that was chosen during the inventory creation process. Each item must be manually added to the Quick Select Menu before they will appear here. You can fit 20 items per page. When you fill up the first page with inventory items, you can add more items to an unlimited number of pages.
- Menu Categories – These are the inventory categories that were created. Each category was be manually added to the Quick Select Menu before they will appear here. Each page contains 8 categories. There are an unlimited number of pages you can use to add more categories.
- Previous Category – This will change category pages. It will attempt to go to the previous page. If you are on the first category page, this button will be grayed out and disabled.
- Next Category – This will change category pages. It will attempt to go to the next page. If there are no categories except on the first page, then this button will be grayed out and disabled.
- Previous Item – This will change menu item pages. It will attempt to go to the previous page. If you are on the first menu item page, this button will be grayed out and disabled.
- Next Item – This will change menu item pages. It will attempt to go to the next page. If there are no menu items except on the first page of the current category, then this button will be grayed out and disabled.
- KeyPad – Clicking this button will take you to the Number Pad screen where there are more commands as well as the number pad.

This is KeyPad screen. There is a large number pad you can use to enter numbers. The onscreen number pad can be used to enter SKU numbers, coupon numbers, or even enter prices for an item that is not yet in the inventory database. There are also buttons along the right side of the screen that are used to access more functions.

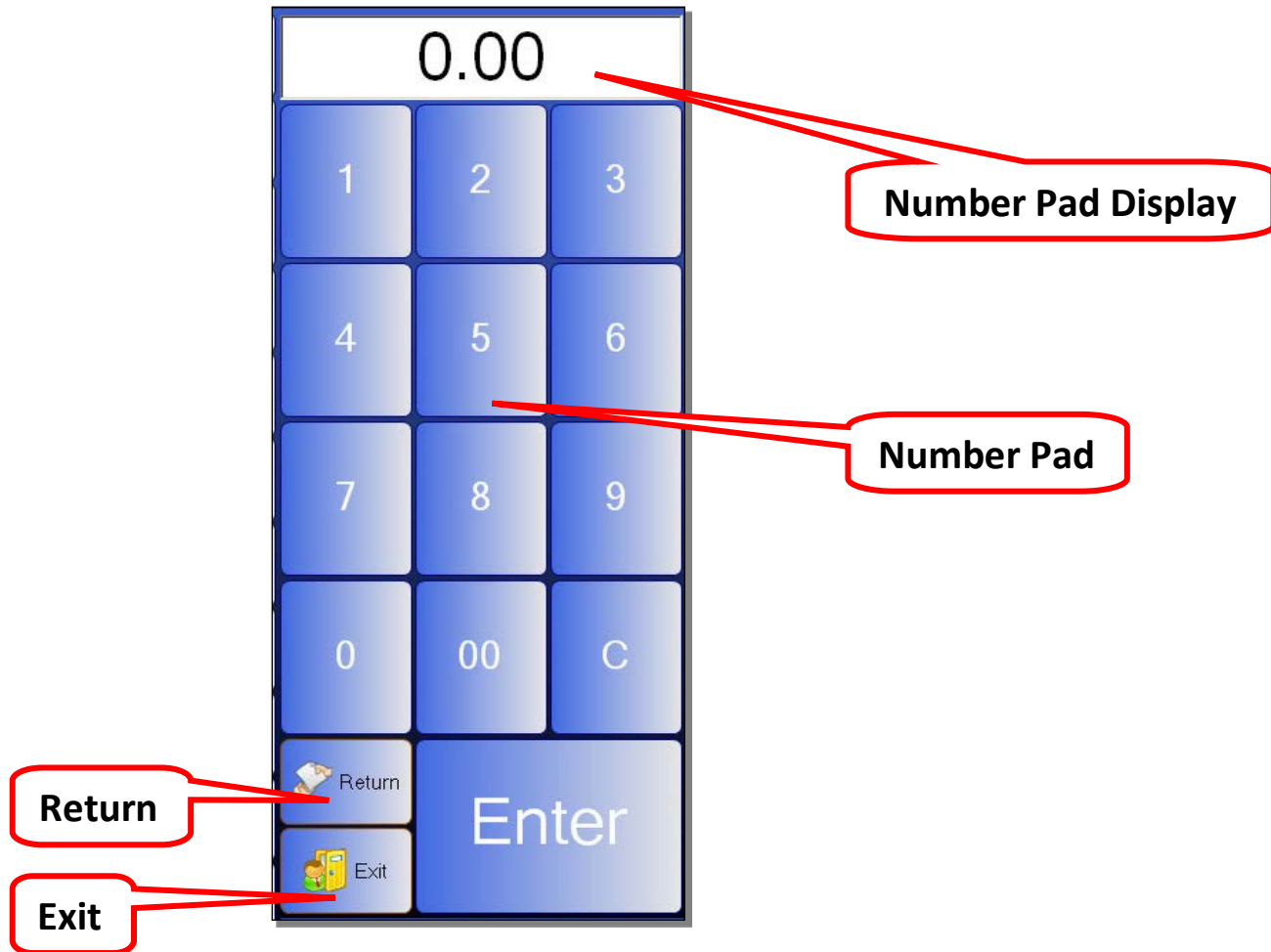
You will also notice that the Return, and Exit button are accessible from the Number Pad screen.

Figure 91 - Front Office - Number Pad Screen



This is the actual Number Pad Screen.

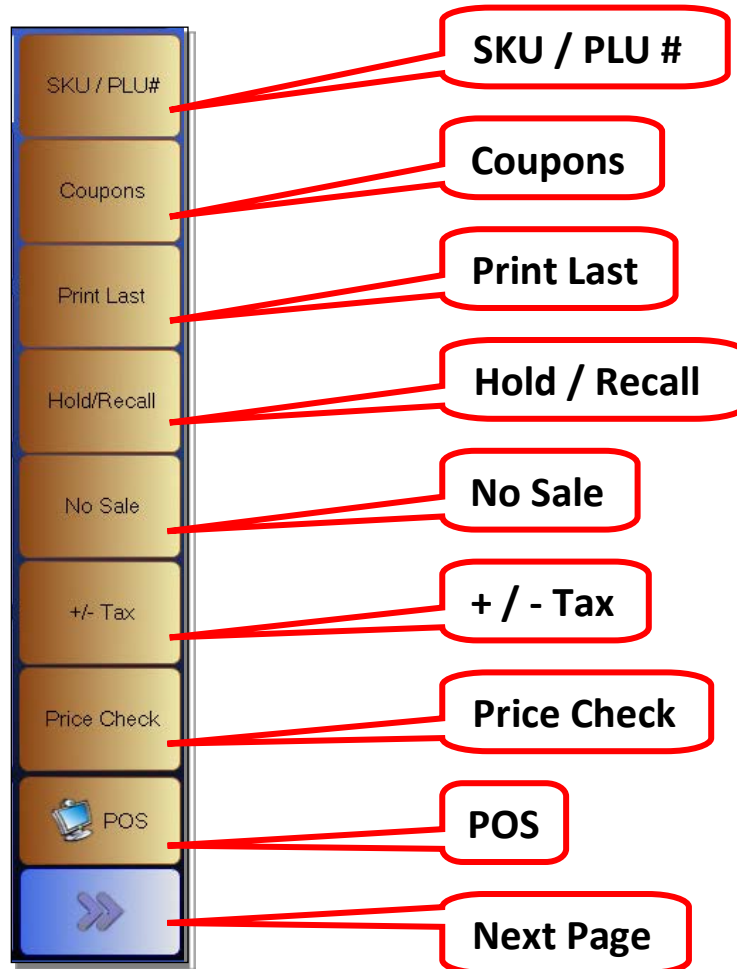
Figure 92 - Front Office - Number Pad



- Number Pad Display – This is where numbers entered using the Number Pad will be displayed
- Number Pad – The actual number pad. The C button is to clear the Number Pad Display.
- Return – This is used to return payments. Depending on the options set in the Company Profile, returns may or may not require receipts.
- Exit – This exits the Front Office and brings you back to the Logon Screen. To prevent accidental logoffs, there will be a confirmation window that pops up when you try to exit.

The control buttons found along the right side of the screen. There are actually two pages of controls.

Figure 93 - Front Office - Number Pad - Controls A

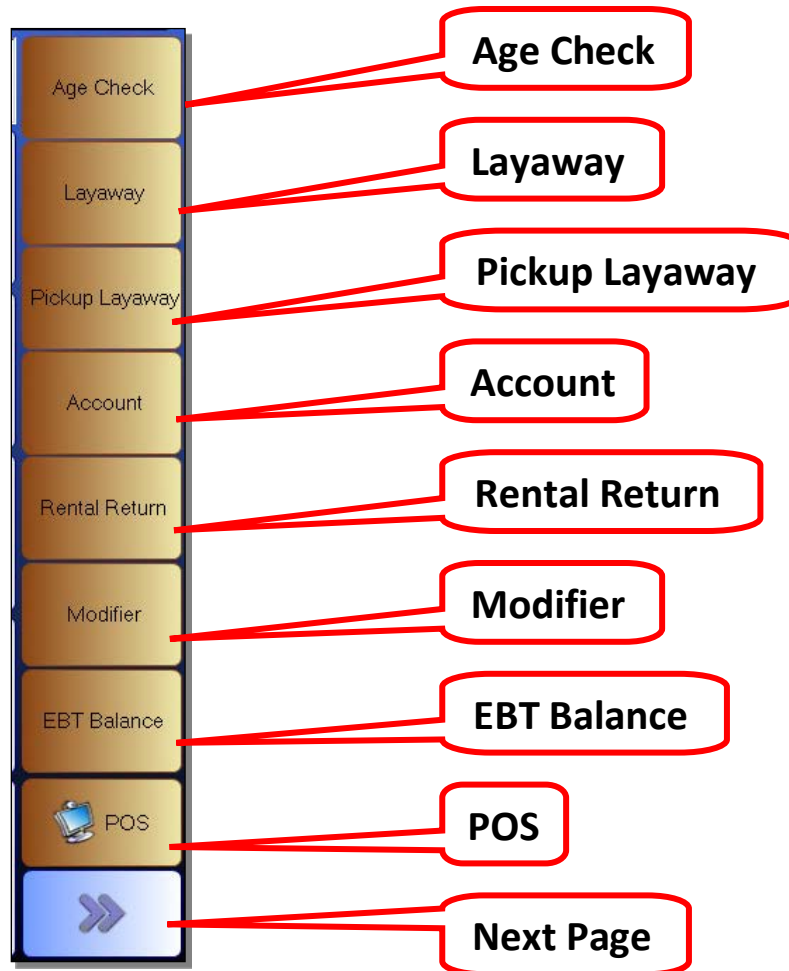


- **SKU/PLU#** – This is used to toggle the number pad so that instead of entering a price for a non-inventory item, it will enter the numbers into the Barcode field. Click to activate SKU mode. When active it will be highlighted in red. Click again to disable this mode. This is used for ringing up items when you can't scan a UPC barcode or for items such as fruits or vegetables that may not have a barcode but contains a PLU number or other type of SKU number.
- **Coupons** – When you scan barcodes, the system will assume it is for making a sale. When you want to scan a coupon you must enable the coupon mode by pressing this button. When it is active it will be highlighted in red. Click again to disable coupon mode.
- **Print Last** – Click this button to print the last receipt. This is useful in case a receipt printer was out of paper or there was a paper jam and you have to fix the printer.
- **Hold/Recall** – When you are making a transaction there are times when you want to hold the transaction. Perhaps the customer forgot his wallet in the car or the customer forgot an item and rushes to the back of the store. You can hold a ticket by clicking on this button.

- No Sale – When you need to open the cash drawer without making a sale. This is used for miscellaneous cases such as when you are out of change and need to exchange money with the manager.
- +/- Tax – There are times when an item is accidentally taxed. Instead of having to wait for the item to get fixed in the Back Office, you can remove tax right away. This is also useful for tax exempt customers.
- Price Check – When you need to check the price of an item, you can click on this button.
- POS – When you need to return to the Quick Select Menu, click this button.
- Next page – There are two pages of commands. Click this page to switch to the next page.

The second page of control buttons found along the right side of the screen.

Figure 94 - Front Office - Number Pad - Controls A



- Age Check – When you click on this button, a window will pop up to initiate an age check. Swiping a Driver's License will automatically calculate the age of the person.
- Layaway – Used to begin the process of placing an item on layaway. Items must be flagged as layaway eligible and a customer is required for layaway items.
- Pickup Layaway – Used to make a layaway payment, or to finalize payments and pick up the items that were put on a layaway plan.
- Account – Used to place the items on the current ticket on a customer's House Account. The House Account is a line of credit issued by the retailer to the customer. Requires a customer to be selected.
- Rental Return – Used to return items that were put on rental.
- Modifier – If you need to change the modifiers (options and choices) in a Food Item, select the item and then click this button to do so.
- EBT Balance – Used to check the balance on an EBT card.
- POS – When you need to return to the Quick Select Menu, click this button.
- Next page – There are two pages of commands. Click this page to switch to the next page.

Front Office – Making a Sale

You will now learn how to make a sale using the Front Office. The Payfirst Retail Point of Sale System has been designed to be intuitive to use but still provide power and flexibility to cover any situation the retailer may encounter. For most retailers, they will add items to a sales ticket using the Quick Select Menu, or by scanning the item using a barcode scanner. You can also manually enter a product's SKU number.

Simple Sale

A simple sale is using the Payfirst Retail Point of Sale System to add items onto a sales ticket, and then paying for the ticket using some form of payment. You will add items to the sales ticket using a barcode scanner, or by selecting the item from the Quick Select Menu.

To make a simple sale

1. Scan an item. It will automatically add the item to the current ticket.
2. You can also click on an item on the Quick Select Menu. This will also add the item to the current ticket.
3. You can use the quantity modifiers to add multiple quantities of an item. These are the number buttons running down the middle of the screen.
4. Enter a quantity using the quantity modifier
5. Then either scan, or click on an item in the Quick Select Menu.
6. This will add the item scanned or selected, multiplied by the quantity entered.
7. When you are ready to pay, click on the pay button.
8. Make payments

Scanning an Item

You can add an item to the current sales ticket by using a barcode scanner to scan the barcodes found on most consumer goods. When scanning an item, it will briefly display the scanned SKU number in the Barcode field. It will then add the item to the current sales ticket. If it was Food Stamp eligible, it would also update that total. All information fields will be updated in real time. The sub-total, total and any taxes would also be calculated.

Figure 95 Front Office - Scanning an Item

The screenshot shows the PayFirst Super POS interface. At the top, it displays 'Admin Admin-106' and 'PayFirst Super'. Below this is a 'BARCODE' input field and three icons representing different categories. The main area shows a list of items with columns for 'QTY', 'PRODUCT', and 'PRICE'. A single item is listed: '1-FS' with '012000000508 @ \$1.00' as the product and '\$1.00' as the price. Below the list, there are three summary fields: 'SUB-TOTAL \$1.00', 'TAX \$0.07', and 'TOTAL \$1.07'. A red callout box with the text 'Scanned Item Added' points to the scanned item entry.

| QTY | PRODUCT | PRICE |
|------|---|--------|
| 1-FS | 012000000508 @ \$1.00 Can Diet Pepsi | \$1.00 |

Scanned Item Added

| SUB-TOTAL | TAX | TOTAL |
|-----------|--------|--------|
| \$1.00 | \$0.07 | \$1.07 |

Selecting an Item on the Quick Select Menu

When you click on an item from the Quick Select Menu, it will be added to the ticket as well. As a reminder, you have an unlimited number of category and menu item pages you can use. In general practice, you don't want to use too many pages because then it takes longer to find items. The quickest way to add an item to a sales ticket is always scanning the item.

Once again, you will notice that the information fields about the ticket will update in real time.

Selected Item Added

Figure 96- Front Office - Selecting a Menu Item

The screenshot displays the PayFirst POS interface. At the top, it shows 'Admin Admin-106', 'PayFirst Supermarkets', and the date/time '11/9/2011 12:05:44 PM'. Below this is a barcode field and a total weight of '0.00 lb'. The main area is a grid of menu items, each with a size and color. A red callout bubble labeled 'Selected Item Added' points to the 'Smiley Shirt BL MED' item, which is highlighted in the grid and also appears in the ticket list on the left. The ticket list shows two items: '1-FS 012000000508 @ \$1.00 Can Diet Pepsi' for \$1.00 and '1 SHIRTBLMED @ \$8.99 Smiley Shirt BL MED' for \$8.99. At the bottom, there is a summary section with 'SUB-TOTAL \$9.99', 'TAX \$0.70', and 'TOTAL \$10.69'. Below the summary are several action buttons: 'Change Price', 'Delete Item', 'Discount Item', 'Change QTY', 'Delete Ticket', 'Discount Ticket', and a 'Pay' button with a dollar sign icon. On the right side of the menu grid, there are category buttons: 'Clothing', 'Beverages', 'Deli', 'Electronics', 'Fruits', 'Hardware', 'Rental', and 'Snacks'. At the very bottom, there are navigation arrows and a 'KeyPad' button.

| QTY | PRODUCT | PRICE |
|------|--|--------|
| 1-FS | 012000000508 @ \$1.00 Can Diet Pepsi | \$1.00 |
| 1 | SHIRTBLMED @ \$8.99 Smiley Shirt BL MED | \$8.99 |

| | | |
|------------------|------------|--------------|
| SUB-TOTAL | TAX | TOTAL |
| \$9.99 | \$0.70 | \$10.69 |

Entering Multiple Quantities

There are times when you want to enter multiple quantities of an item. You could always scan the item ten times. You can also click on the item from the Quick Select Menu ten times. That is a tedious and time consuming process. This is why the Payfirst Retail Point of Sale System has a quantity modifier. The quantity modifiers are the number buttons that run vertically down the middle of the Front Office Sales Screen.

By default, the quantity modifier will show zero. This means the quantity modifier will not be used. You can use the quantity modifier buttons to enter a new quantity.

Figure 97 - Front Office - Quantity Modifiers

The screenshot displays the PayFirst Supermarket POS interface. At the top, it shows 'Admin Admin-106', 'PayFirst Supermarket', and the date/time '11/9/2011 12:05:44 PM'. Below this is a barcode field and a weight indicator '0.00 lb'. The main product list includes:

| QTY | PRODUCT | PRICE |
|------|--|--------|
| 2 | WIC: \$0.00 FS: \$1.00 GE: \$9.99 | |
| 1-FS | 012000000508 @ \$1.00 Can Diet Pepsi | \$1.00 |
| 1 | SHIRTBLMED @ \$8.99 Smiley Shirt BL MED | \$8.99 |

At the bottom, a summary bar shows:

| SUB-TOTAL | TAX | TOTAL |
|-----------|--------|---------|
| \$9.99 | \$0.70 | \$10.69 |

Below the summary bar are various action buttons: Change Price, Delete Item, Discount Item, Change QTY, Delete Ticket, Discount Ticket, and a Pay button. A vertical column of quantity modifier buttons (0-9 and C) is highlighted with a red box and a callout labeled 'Quantity Modifier'. The right side of the screen features a grid of product category buttons: Clothing, Beverages, Deli, Electronics, Fruits, Hardware, Rental, and Snacks.

Once a quantity is entered, it will be displayed above the quantity modifier buttons. In this example, we will use a quantity of ten.

Figure 98 - Front Office - Quantity Modifier

The screenshot shows the PayFirst Supermarkets POS interface. At the top, it displays 'Admin Admin-106', 'PayFirst Supermarkets', and the date/time '11/9/2011 12:06:11 PM'. Below this is a 'BARCODE' field and three icons. The current quantity is '10' and the weight is '0.00 lb'. A red callout box labeled 'Quantity Modifier' points to the number 10. The main area shows a list of items with columns for 'QTY', 'PRODUCT', and 'PRICE'. The first item is '1-FS 012000000508 @ \$1.00 Can Diet Pepsi' with a price of '\$1.00'. The second item is '1 SHIRTBLMED @ \$8.99 Smiley Shirt BL MED' with a price of '\$8.99'. To the right of the list are three rows of quantity modifier buttons (9, 8, 7) and a grid of product selection buttons for 'Smiley Shirt' in various colors and sizes (BL MED, BL SM, BL XLG, BL LG, WHT SM, WHT XLG, WHT LG, WHT MED).

Once a quantity has been specified, we can scan an item, or select an item from the Quick Select Menu. In this example, you can see that the quantity of the first item entered on the ticket has changed from one, to eleven.

Figure 99 - Front Office - Quantity modifier

The screenshot shows the PayFirst Supermarkets POS interface. At the top, it displays 'Admin Admin-106', 'PayFirst Supermarkets', and the date/time '11/9/2011 12:06:22 PM'. Below this is a 'BARCODE' field and three icons. The current quantity is '0' and the weight is '0.00 lb'. The main area shows a list of items with columns for 'QTY', 'PRODUCT', and 'PRICE'. The first item is '11-FS 012000000508 @ \$1.00 Can Diet Pepsi' with a price of '\$11.00'. The second item is '1 SHIRTBLMED @ \$8.99 Smiley Shirt BL MED' with a price of '\$8.99'. A red callout box labeled 'Quantity Updated' points to the quantity field for the first item, which now shows '11'. The right side of the interface is identical to Figure 98, showing quantity modifier buttons and product selection buttons.

When adding multiple quantities of the same item to a ticket, the behavior can be set to list each item separately, or as in our example, the behavior can be set so that it adds up all items that are the same onto one line.

In this example, we have moved to a different category. You will notice that the Quick Select Menu will show any pictures that were attached to an item during the inventory creation process. You will notice that buttons can be prominently colored to draw attention to some items as well.

The Quick Select Menu will also display product names in a second language if one is present. The name in a second language can be enabled or disabled in the Payfirst System without needing to delete the name in the Back Office. Printing product names in a second language can also be enabled or disabled in the Back Office.

Product Name Second Language

Figure 100 - Front Office - Quick Select Menu

The screenshot shows the PayFirst Supermarkets POS interface. At the top, it displays 'Admin Admin-106', 'PayFirst Supermarkets', and the date/time '11/9/2011 12:07:03 PM'. Below this is a barcode field and a total amount of '0.00 lb'. A transaction list is shown with columns for QTY, PRODUCT, and PRICE. The list includes items like 'Can Diet Pepsi' and 'Can Pepsi'. To the right of the list is a quick select menu with buttons numbered 6-9. Each button has a product picture and text in English and Chinese. Callouts highlight the second language product names and the product pictures.

| QTY | PRODUCT | PRICE |
|-------|--|---------|
| 11-FS | 012000000508 @ \$1.00 Can Diet Pepsi | \$11.00 |
| 1 | SHIRTBLMED @ \$8.99 Smiley Shirt BL MED | \$8.99 |
| 1-FS | 012000000133 @ \$1.00 Can Pepsi 百事可乐 | \$1.00 |

Product Name Second Language

Product Pictures

When you are finished with the transaction and the customer is ready to pay, you can click on the pay button found at the bottom of the screen near the middle.

Once you click the Pay button, the right side of the screen will change to show the Payments Screen. You can still see the ticket information to the left. From here you can enter the payments made by the customer.

Figure 101 - Front Office - Payment

The screenshot displays the 'PayFirst Super' POS interface. At the top, it shows 'Admin Admin-106' and 'PayFirst Super'. The main area is divided into a list of items on the left and a payment section on the right. The items list includes:

| QTY | PRODUCT | PRICE |
|-------|--|---------|
| 11-FS | 012000000508 @ \$1.00 Can Diet Pepsi | \$11.00 |
| 1 | SHIRTBLMED @ \$8.99 Smiley Shirt BL MED | \$8.99 |
| 1-FS | 012000000133 @ \$1.00 Can Pepsi 百事可乐 | \$1.00 |

Below the items list, a summary bar shows:

| | | |
|------------------|------------|--------------|
| SUB-TOTAL | TAX | TOTAL |
| \$20.99 | \$1.47 | \$22.46 |

The payment section on the right shows 'Amount Due' as \$22.46 and 'Tender' as 0.00. It features a grid of payment options: Cash, Credit, Debit, Gift Card, Check, Store Credit, EBT Cash, Food Stamp, Loyalty Points, and WIC. A numeric keypad is also present. A green box displays 'FS Total: \$12.00', 'FS Tax: \$0.84', and 'FS Allowed: \$12.00'. A large blue box shows 'TOTAL DUE \$22.46'. At the bottom, there are buttons for 'Print Slip', 'Balance', 'Print Receipt', 'Activate Gift Card', 'Void', 'Close Ticket', 'No Sale', and 'Exit'. A prominent '\$ Pay' button is located in the center of the bottom row.

Making a Payment

1. Use the Number Pad to enter the payment, also known as the Tender Amount
2. Select the Payment Type

The total due in the example is \$22.46. We will use \$25.00 in cash as the payment. First enter the tender amount. Enter two, five, zero, zero using the number pad. There is no need for decimals. Then select the payment type. The form of payment will be cash in this example.



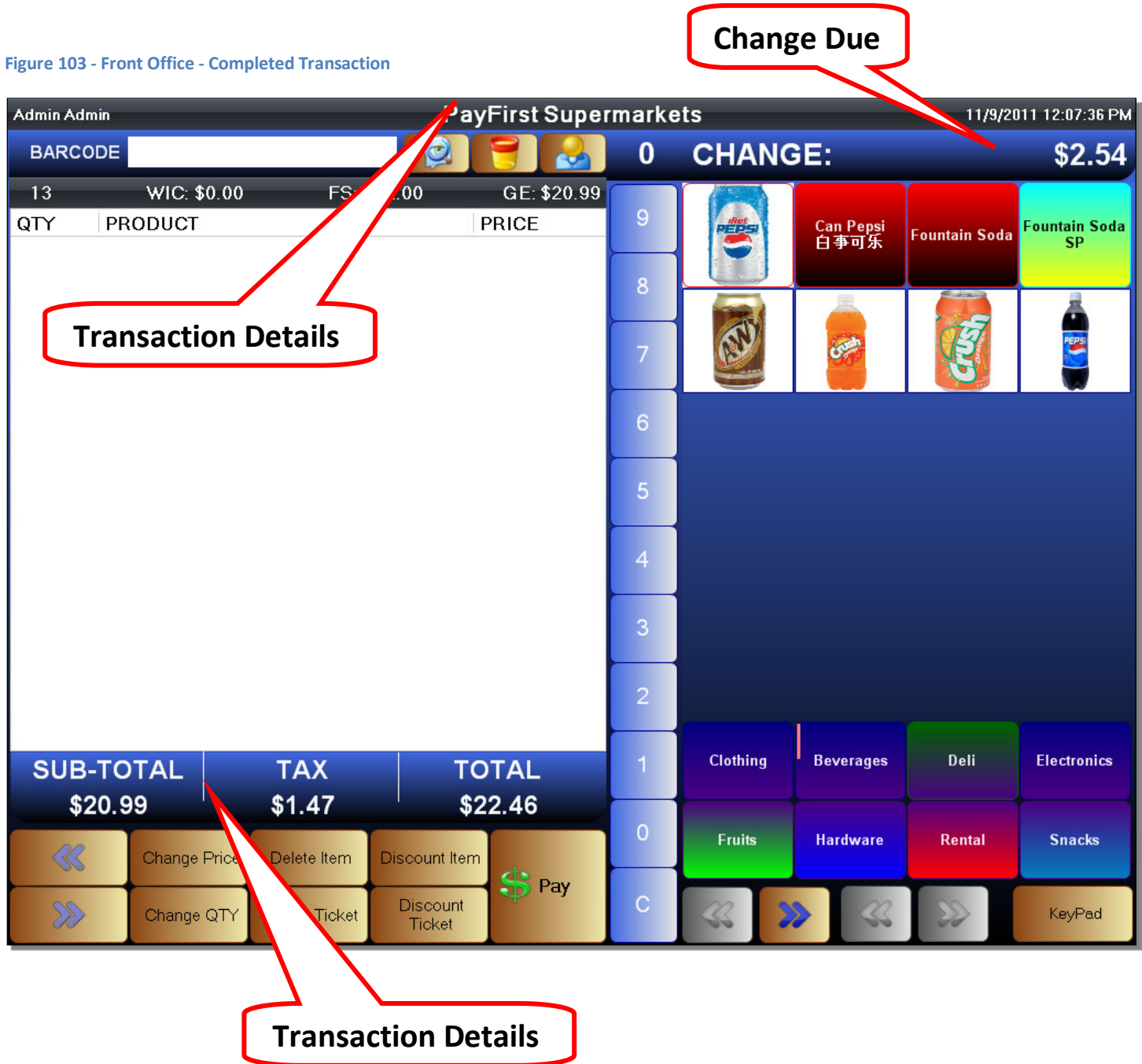
Figure 102- Front office - Payment

| Admin Admin-106 | | | | PayFirst Super | | Payment | | |
|--|--|---------|--|--|--------------|---|----|---|
| BARCODE | | | | Amount Due | | Tender | | |
| 13 WIC: \$0.00 FS: \$12.00 GE: \$20.99 | | | | \$22.46 | | 25.00 | | |
| QTY | PRODUCT | PRICE | | Cash | Credit | 1 | 2 | 3 |
| 11-FS | 012000000508 @ \$1.00 Can Diet Pepsi | \$11.00 | | Debit | Gift Card | 4 | 5 | 6 |
| 1 | SHIRTBLMED @ \$8.99 Smiley Shirt BL MED | \$8.99 | | Check | Store Credit | 7 | 8 | 9 |
| 1-FS | 012000000133 @ \$1.00 Can Pepsi 百事可乐 | \$1.00 | | EBT Cash | Food Stamp | 0 | 00 | C |
| SUB-TOTAL \$20.99 TAX \$1.47 TOTAL \$22.46 | | | | FS Total: \$12.00 FS Tax: \$0.84 FS Allowed: \$12.00 | | TOTAL DUE \$22.46 | | |
| Change Price Delete Item Discount Item | | | | \$22.46 | | Print Slip Balance Print Receipt Activate Gift Card | | |
| Change QTY Delete Ticket Discount Ticket | | | | Pay | | Void Close Ticket No Sale Exit | | |

Once you have completed the transaction, it will bring you back to the Front Office Sales Screen.

You will notice that the change that is owed the customer is shown at the top of the screen. The details of the transaction that was just completed is still shown. While the information for the previous transaction is still available, the system is ready to begin another transaction. Simply scan, or select an item to begin.

Figure 103 - Front Office - Completed Transaction



Food Item Sale

Food Items are a type of inventory item that can be created using the Payfirst Retail Point of Sale System. It is useful for those retailers who also have a kitchen or delicatessen area where food is prepared.

Food Items are the only type of inventory that will be able to send a remote work order. You can also create Option Groups which contain Modifier Items. Modifier Items are inventory items that can be used to change and add to the Food Items.

An example would be a sandwich. That would be our Food Item. The Option Groups can be Cheese, Toppings, Seasonings, etc. In each Option Group we would have Modifier Items. For example, the Seasonings Option Group can have Salt, Pepper, Vinegar, etc.

To make a Food Item Sale

1. Select , or scan, a Food Item
2. Select the options and modifiers
3. Click OK to save, cancel will remove the Food Item
4. Continue ringing items
5. When you are ready to pay, click the pay button

Once again, you can add a Food Item by scanning it, or by using the Quick Select Menu. For this example, we will be using a sandwich and we will add it to the ticket using the Quick Select Menu.

Figure 104 - Front Office - Food Item

The screenshot displays the PayFirst Supermarkets POS interface. At the top, the header shows 'Admin Admin', 'PayFirst Supermarkets', and the date/time '11/9/2011 1:02:07 PM'. Below the header, there is a 'BARCODE' field and a total amount of '0.00 lb'. The main interface is divided into a product list on the left and a Quick Select Menu on the right. The product list has columns for 'QTY', 'PRODUCT', and 'PRICE'. The Quick Select Menu consists of a vertical column of numbers (0-9) and a grid of category buttons. The 'Submarine Sandwich' item is highlighted in green in the menu, and a red callout box labeled 'Food Item' points to it. At the bottom, there are buttons for 'SUB-TOTAL', 'TAX', and 'TOTAL', all showing '\$0.00', and a 'Pay' button. There are also various utility buttons like 'Change Price', 'Delete Item', 'Discount Item', 'Change QTY', 'Delete Ticket', and 'Discount Ticket'.

| QTY | PRODUCT | PRICE |
|-----|---------|-------|
| | | |

Quick Select Menu Categories:

- 9: Garden Salad (色拉), Submarine Sandwich
- 8: (Empty)
- 7: (Empty)
- 6: (Empty)
- 5: (Empty)
- 4: (Empty)
- 3: (Empty)
- 2: (Empty)
- 1: Clothing, Beverages, Deli, Electronics
- 0: Fruits, Hardware, Rental, Snacks
- C: (Empty)

Bottom Summary:

- SUB-TOTAL: \$0.00
- TAX: \$0.00
- TOTAL: \$0.00

Bottom Action Buttons:

- Change Price, Delete Item, Discount Item, Pay (\$)
- Change QTY, Delete Ticket, Discount Ticket

Once the item has been added to the ticket, the Option Group window will automatically appear on the right side of the screen. You can click on an Option Group to select it and you can click on a Modifier to add options to your Food Item.

Figure 105 – Food Item - Option Groups

The screenshot shows the PayFirst Super POS interface. On the left, a table lists the items on the ticket:

| QTY | PRODUCT | PRICE |
|------|---|--------|
| 1-NT | 400000000343 @ \$0.00 Submarine Sandwich | \$0.00 |

Below the table, the summary shows:

| | | |
|-----------|--------|--------|
| SUB-TOTAL | TAX | TOTAL |
| \$0.00 | \$0.00 | \$0.00 |

On the right, the 'Option Group' and 'Modifiers' window is open. It displays a grid of options:

| Option Group | Modifiers |
|---------------------|-----------------------------|
| 1. Sub Size 急冻货品 | 12" American, 12" Bologna |
| 2. Sub Cheese | 12" Italian, 12" Roast Beef |
| 3. Sub Toppings | 12" Turkey, 6" American |
| 4. Sub Seasoning | 6" Bologna, 6" Italian |
| | 6" Roast Beef, 6" Turkey |

Red callout boxes highlight the 'Food Item' (Submarine Sandwich) and 'No Price' (\$0.00) in the table, and 'Option Groups' and 'Modifiers' in the right-hand window.

You will notice that in our example, the Food Item itself has no price associated with it. Food Items can be created with or without a retail price. Because Food Items use Options and Modifiers, we can attach the price to the Modifiers.

Under the Sub Size Option Group, we will select the 12" Roast Beef modifier.

Figure 106 – Food Item - Option Groups

The screenshot displays the PayFirst Super POS interface. On the left, a table lists the items in the order:

| QTY | PRODUCT | PRICE |
|------|---|--------|
| 1-NT | 400000000343 @ \$0.00 Submarine Sandwich | \$0.00 |
| 1 | 12" Roast Beef | \$7.99 |

At the bottom left, a summary shows:

| | | |
|------------------|------------|--------------|
| SUB-TOTAL | TAX | TOTAL |
| \$7.99 | \$0.56 | \$8.55 |

On the right, the 'Select Modifiers' screen is active, showing a grid of modifiers:

| Option Group | Modifiers |
|---------------------|-----------------------------|
| 1. Sub Size 急冻货品 | 12" American, 12" Bologna |
| 2. Sub Cheese | 12" Italian, 12" Roast Beef |
| 3. Sub Toppings | 12" Turkey, 6" American |
| 4. Sub Seasoning | 6" Bologna, 6" Italian |
| | 6" Roast Beef, 6" Turkey |

Annotations include a yellow callout box labeled 'Modifier' pointing to the '12" Roast Beef' modifier in the grid, and two red callout boxes labeled 'Modifier' and 'Price' pointing to the '12" Roast Beef' item in the main order table.

As you can see, the selected modifier has a price associated with it. The *Submarine Sandwich* is a generic description in this example. The sandwich then becomes more specific using a Sub Size Option Group that also specifies the size of the sandwich as well as the type of meat to use.

We will stay in the same Option Group and select the 6" Turkey modifier option.

Figure 107 - Food Item - Option Groups

The screenshot shows the PayFirst Super POS interface. The main screen displays a list of items with a '6" Turkey' modifier selected. The price for this modifier is \$4.99. The total price for the item is \$5.34. The interface includes a 'Select Modifiers' panel on the right, which lists various modifier options for different sub sizes and toppings. A red callout box labeled 'Modifier' points to the '6" Turkey' option in the modifier list. Another red callout box labeled 'Price' points to the '\$4.99' price for the '6" Turkey' modifier in the main item list. A third red callout box labeled 'Modifier' points to the '6" Turkey' option in the modifier list.

| QTY | PRODUCT | PRICE |
|------|---|--------|
| 1-NT | 400000000343 @ \$0.00 Submarine Sandwich | \$0.00 |
| 1 | 6" Turkey | \$4.99 |

| Option Group | Modifiers |
|---------------------|-----------------------------|
| 1. Sub Size 急凍貨品 | 12" American, 12" Bologna |
| 2. Sub Cheese | 12" Italian, 12" Roast Beef |
| 3. Sub Toppings | 12" Turkey, 6" American |
| 4. Sub Seasoning | 6" Bologna, 6" Italian |
| | 6" Roast Beef, 6" Turkey |

SUB-TOTAL \$4.99 | **TAX** \$0.35 | **TOTAL** \$5.34

Buttons: Change Price, Delete Item, Discount Item, Pay, Change QTY, Delete Ticket, Discount Ticket, Ok, Cancel.

After selecting the 6" Turkey option, you will notice that the previously chosen option has been replaced. This behavior is set during the creation of the Option Groups. Every Modifier Item that falls within the Option Group will follow this behavior. For the Sub Size Option Group, it only allows one choice. When we choose a new Modifier Item, it will replace the previously chosen Modifier Item.

Select the second Option Group. The available Modifier Items will change. The example *Sub Cheese* Option Group contains the different types of cheeses we can add to the sandwich.

Figure 108 - Food Item - Option Groups

| QTY | PRODUCT | PRICE |
|------|---|--------|
| 1 | WIC: \$0.00 FS: \$0.00 GE: \$4.99 | |
| 1-NT | 400000000343 @ \$0.00 Submarine Sandwich | \$0.00 |
| 1 | 6" Turkey | \$4.99 |

We will choose Modifier Items from this Option Group.

Figure 109 - Food Item - Option Groups

| QTY | PRODUCT | PRICE |
|------|---|--------|
| 1 | WIC: \$0.00 FS: \$0.00 GE: \$6.49 | |
| 1-NT | 400000000343 @ \$0.00 Submarine Sandwich | \$0.00 |
| 1 | 6" Turkey | \$4.99 |
| 1 | American Cheese | \$0.75 |
| 1 | Swiss Cheese | \$0.75 |

Multiple Modifiers

You will notice that you can choose multiple Modifier Items from this Option Group.

Go through the rest of the Option Groups and choose Modifier Items as needed. Notice that some Modifier Items have a price attached, and some do not. This behavior is set during the creation of Modifier Items.

Figure 110 - Food Item - Option Groups

The screenshot shows the 'PayFirst Super' POS interface. At the top, it displays 'Admin Admin-117' and 'PayFirst Super'. Below this is a 'Select Modifiers' section with two columns: 'Option Group' and 'Modifiers'. The 'Option Group' column lists four groups: '1. Sub Size 急冻货品', '2. Sub Cheese', '3. Sub Toppings', and '4. Sub Seasoning'. The 'Modifiers' column shows selected items: 'Hot Pepper Seed' and 'Oil' under group 1; 'Oregano' and 'Pepper' under group 2; and 'Salt' under group 3. On the left, a table lists the item details:

| QTY | PRODUCT | PRICE |
|------|--|--------|
| 1 | WIC: \$0.00 FS: \$0.00 GE: \$6.49 | |
| 1-NT | 400000000343 @ \$0.00 Submarine Sandwich | \$0.00 |
| 1 | 6" Turkey | \$4.99 |
| 1 | American Cheese | \$0.75 |
| 1 | Swiss Cheese | \$0.75 |
| 1-NT | Lettuce | \$0.00 |
| 1-NT | Tomato | \$0.00 |
| 1-NT | Salt | \$0.00 |
| 1-NT | Pepper | \$0.00 |
| 1-NT | Oil | \$0.00 |
| 1-NT | Oregano | \$0.00 |

At the bottom, a summary bar shows: SUB-TOTAL \$6.49, TAX \$0.45, and TOTAL \$6.94. Below the summary are buttons for navigation and actions: Change Price, Delete Item, Discount Item, Change QTY, Delete Ticket, Discount Ticket, and Pay. On the far right are 'Ok' and 'Cancel' buttons. A red callout box with the text 'Multiple Modifiers' points to the selected modifiers in the table.

Once you are finished selecting the options, you must click on the OK button to add the item to the transaction ticket. If you click the Cancel button, the Food Item and all of the Modifier Items you have chosen will be removed.

After clicking the OK button, the Food Item is added to the current ticket.

Figure 111 - Food Item

The screenshot displays the PayFirst Supermarkets POS interface. At the top, it shows 'Admin Admin-117', 'PayFirst Supermarkets', and the date/time '11/9/2011 1:03:20 PM'. A barcode field is empty, and the current weight is '0.00 lb'. Below this, a list of items is shown with columns for QTY, PRODUCT, and PRICE. The items include a Submarine Sandwich (priced at \$0.00) and various ingredients like 6" Turkey, American Cheese, Swiss Cheese, Lettuce, Tomato, Salt, Pepper, Oil, and Oregano. To the right of the list is a numeric keypad (0-9) and a 'C' button. Below the keypad are category buttons: Clothing, Beverages, Deli, Electronics, Fruits, Hardware, Rental, and Snacks. At the bottom, there are buttons for 'Change Price', 'Delete Item', 'Discount Item', 'Change QTY', 'Delete Ticket', 'Discount Ticket', and a 'Pay' button. A summary bar at the bottom left shows 'SUB-TOTAL \$6.49', 'TAX \$0.45', and 'TOTAL \$6.94'.

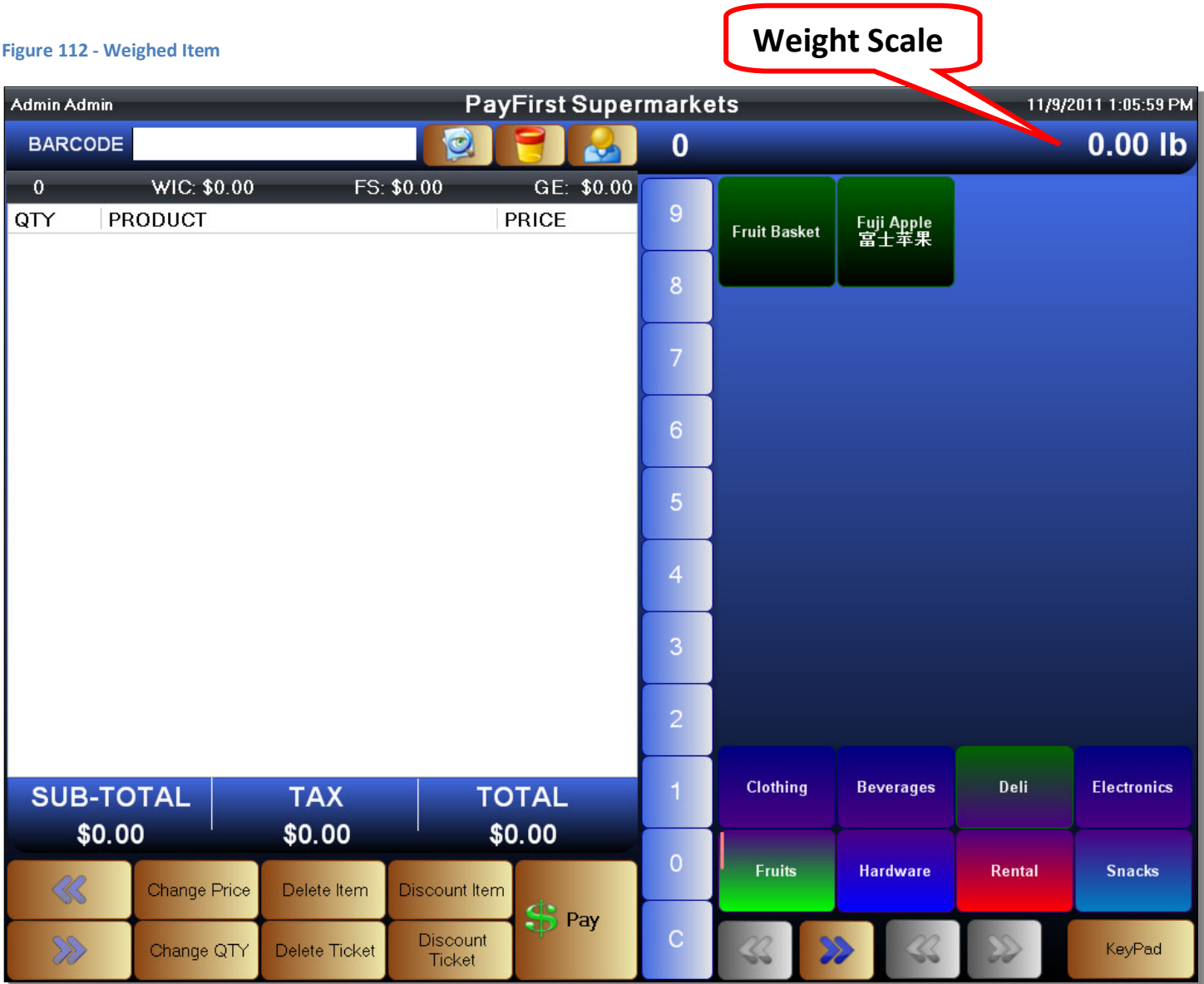
| QTY | PRODUCT | PRICE |
|------|---|--------|
| 1-NT | 400000000343 @ \$0.00 Submarine Sandwich | \$0.00 |
| 1 | 6" Turkey | \$4.99 |
| 1 | American Cheese | \$0.75 |
| 1 | Swiss Cheese | \$0.75 |
| 1-NT | Lettuce | \$0.00 |
| 1-NT | Tomato | \$0.00 |
| 1-NT | Salt | \$0.00 |
| 1-NT | Pepper | \$0.00 |
| 1-NT | Oil | \$0.00 |
| 1-NT | Oregano | \$0.00 |

You can add more items using any method previously outlined. You can also click on the Pay button to finalize the transaction.

Weighed Item Sale

You can also sell items by weight. Selling items by weight requires a weight scale to be attached and in working order. Inventory Items cannot be sold by weight unless the *Auto Weigh* option is chosen during inventory item creation.

Figure 112 - Weighed Item



You can check the weight of an item at any time. Place an item on the scale, then click on the Weight Scale indicator.

To sell an item by weight

1. Place the item to be weighed on the weight scale.
2. Select the item to be weighed using the Quick Select Menu, or scan the item's barcode. If there is nothing on the scale, an error message will pop up.
3. The item's weight will now be read, the price calculated, and the item will be added to the current ticket.

Figure 113 - Weighed Item

Admin Admin-121 PayFirst Supermarkets 11/9/2011 1:06:45 PM

BARCODE [] 0 1.83 lb

| QTY | PRODUCT | PRICE |
|---------|--|--------|
| 1.83-FS | 4129 @ 1.83LB X \$1.49 Fuji Apple 富士苹果 | \$2.73 |

Fruit Basket Fuji Apple 富士苹果

Weight Scale

Item Name, Weight, & Price Per LB

Item Price

- The Product Information will contain the SKU number, if any. The weight of the product. The price per pound of the product.
- The Item Price is the final price of the item after the weight has been factored in.

Non-Inventory Item Sale

There are times when the retailer will have items brought up that are not already in the inventory system. In these cases, the retailer can add the item to a sales ticket by manually entering the price. To do so, you must access the onscreen number pad. This is accessed by clicking on the KeyPad button.

Figure 114 - Front Office

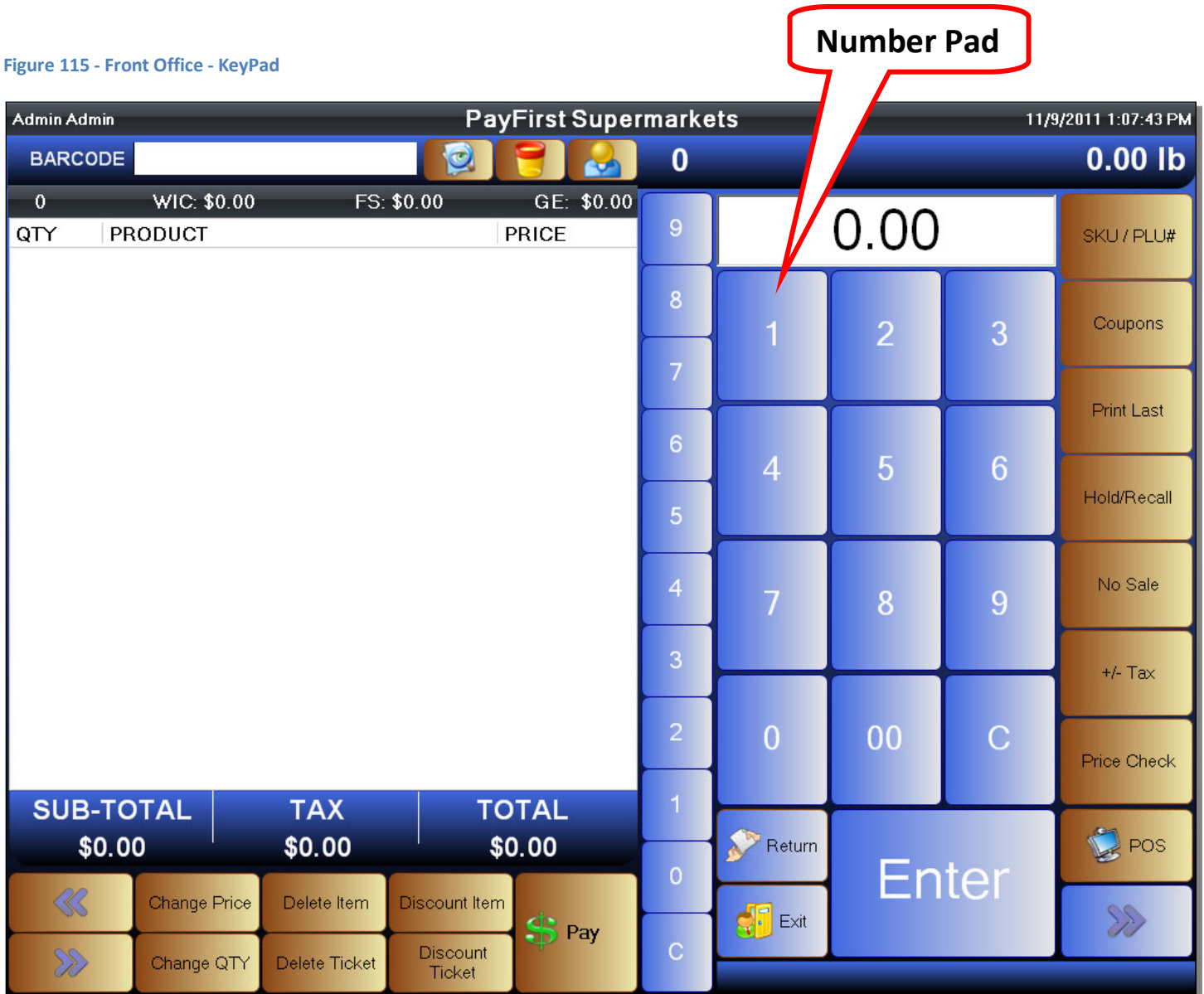


KeyPad

Click on the KeyPad button to access the Onscreen Number Pad.

This is the KeyPad screen. It contains a number pad that may be used, as well as extra commands that may be accessed along the right side of the screen.

Figure 115 - Front Office - KeyPad



To enter a Non-Inventory Item

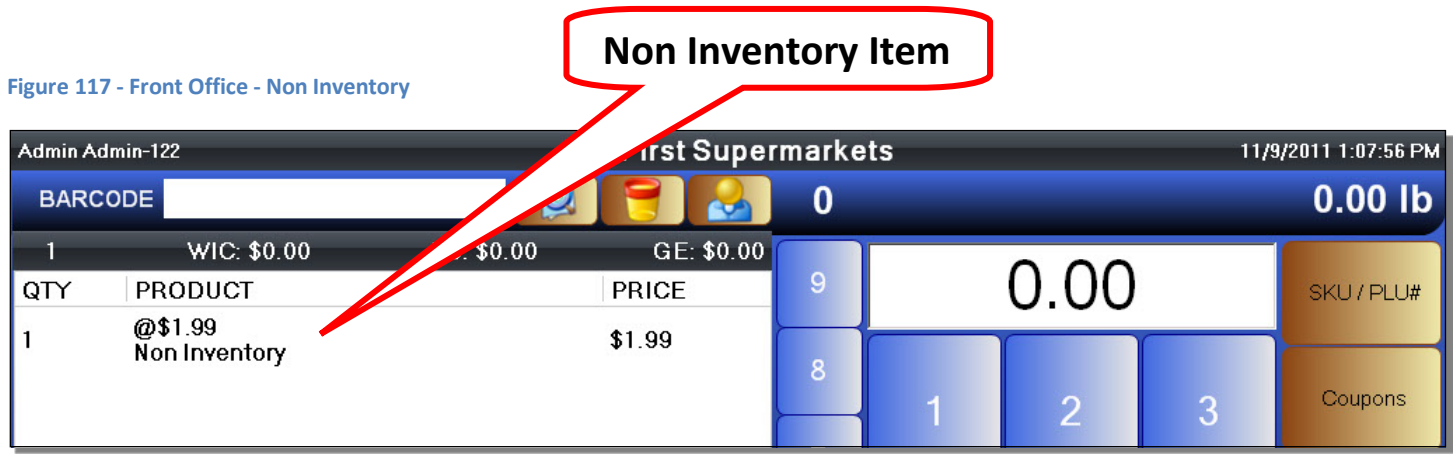
1. Enter the price of the non-inventory item using the onscreen number pad
2. Click on the Enter button located on the onscreen number pad

In this example, we will enter a non-inventory item for \$1.99. The number pad will automatically use two decimal places so manually entering the decimals are not necessary. To enter \$1.99, click on the one button, then you can click on the zero button twice or click on the double-zero button. After entering the price, click on the Enter key located at the bottom of the screen.

Figure 116 - Front Office - Keypad



There are two things that can happen after you click the Enter button. It can add the item directly to the current ticket. Or a new window will pop up that will allow you select several options. You can select which behavior you want to happen by enabling or disabling the *Prompt for Miscellaneous Inventory* option in the Company Profile under the General Info tab.



If the item is added directly to the current ticket after you click the Enter button, then that means the *Prompt for Miscellaneous Inventory* option is disabled. While this may allow you to quickly add non-inventory items onto a sales ticket, the downside is that you cannot modify the properties of the item in any way.

If after clicking the Enter button the Open Item window pops up, then that means the *Prompt for Miscellaneous Inventory* option is enabled. From this window you can select multiple options to modify the non-inventory item.

To enter a Non-Inventory Item

1. Enter the price of the non-inventory item using the onscreen number pad
2. Click on the Enter button located on the onscreen number pad
3. A window will pop up
4. Select and modify the options as needed
5. Click the OK button

Figure 118 - Front Office - Open Item



- Product – You can change the name of the product. If you enter a product name, it will use that name instead of the generic “Non Inventory” description as the name.
- Unit Cost – You can enter the unit cost of the item.
- Price – You can change the price of the non-inventory item
- QTY – You can change the quantity to use for the non-inventory item
- Tax – You can change the taxes that will apply to the non-inventory item
- Food Stamp – Select this option if the non-inventory item is Food Stamp eligible
- Commission – Select the Allow Commission option if the item is eligible for commissions programs
- Keyboard – You can use the onscreen keyboard to enter a product name, or to enter prices and quantities

After you have modified the necessary options, click the OK button to add the non-inventory item to the current ticket. If you click the cancel button it will not add the non-inventory item to the current ticket.

Manually entering an SKU Number

While the easiest ways of entering an item on a sales ticket is to select an item from the Quick Select Menu or by scanning a barcode, it is also possible to manually enter a SKU number to add an item to the sales ticket. This is done by enabling the manual SKU mode. The mode is enabled by clicking on the SKU/PLU# button found on the KeyPad screen.

To manually enter SKU numbers

1. Go to the Front Office and make sure you are on the KeyPad screen
2. Click on the SKU/PLU# button
3. The SKU/PLU# button should now be in red highlight
4. Enter a SKU number using the onscreen number pad. Any preceding and trailing zeros must also be entered.
5. Click on the Enter key on the onscreen number pad

When the manual SKU mode is active you can enter the SKU numbers for any inventory items that are in the inventory database. If an item has not been entered in the inventory database, it will produce an error message. Common types of SKU numbers are UPC's which are found on most products and PLU's which are found on fruits and vegetables. Any alternative SKU numbers will also be entered using this method.

SKU / PLU#

Figure 119 - Front Office - Keypad



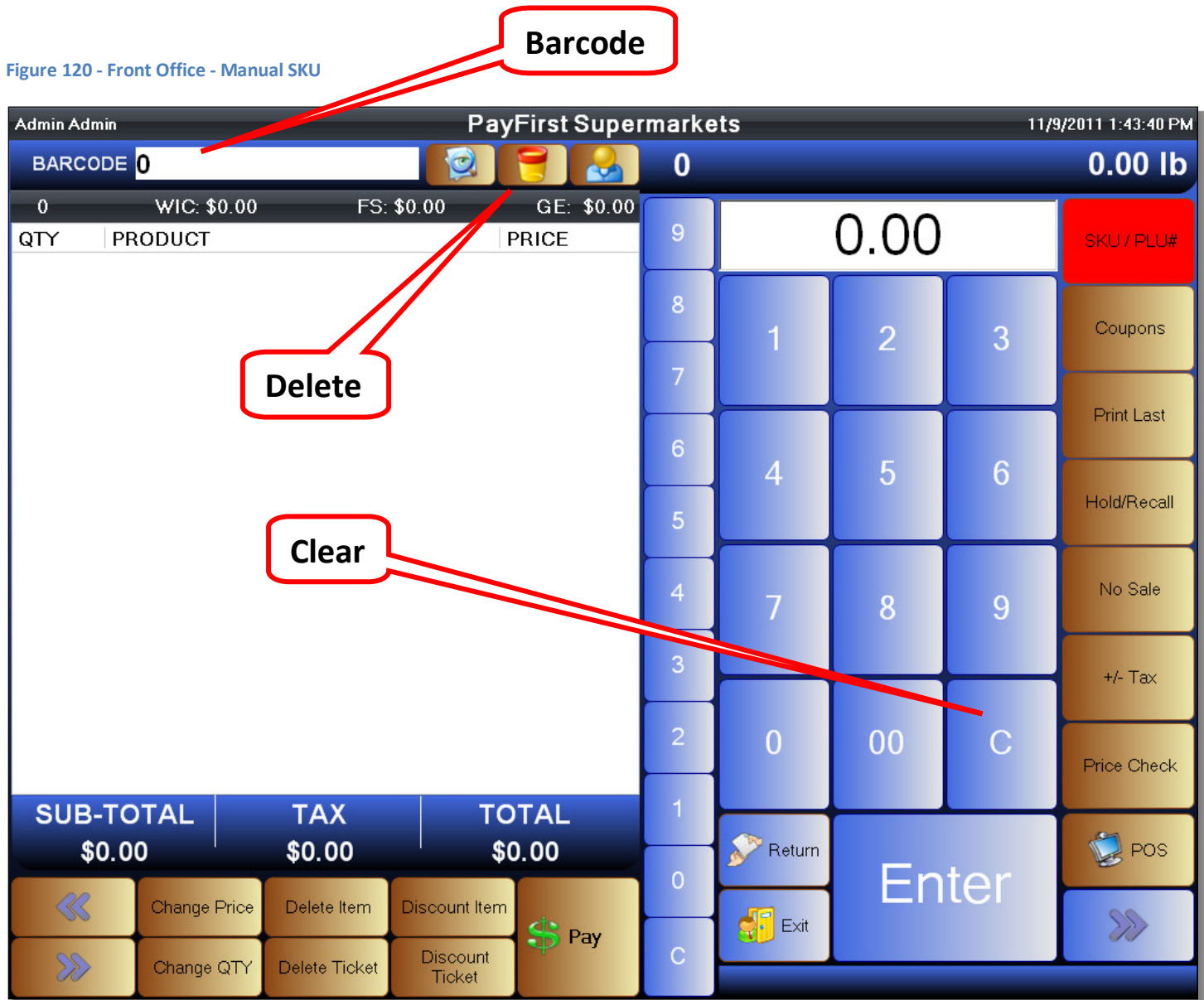
Click the SKU/PLU# button to enable manual entry of SKU numbers.

SKU / PLU#



You can visually see that the manual SKU mode is active because the button is now highlighted in red. Once it is active, you can begin manually entering SKU numbers.

As you enter numbers using the onscreen number pad, the numbers entered will be entered and updated on the Barcode field.



In Figure 121, a zero was entered. It will update in the Barcode field. To delete SKU numbers that were entered, click on the Clear button (the "C" button) on the number pad. You can also use the Delete button.

In the example below, the UPC number for an item has been entered. The Enter key has not been pressed yet. You can see that the preceding zero is entered. Once again, the number must be entered exactly as it appears. Any preceding or trailing zeros must be entered.



Figure 121 - Front Office - Manual SKU

Once the Enter button is pressed, the item will be added to the current ticket.



Figure 122 - Front Office - Manual SKU

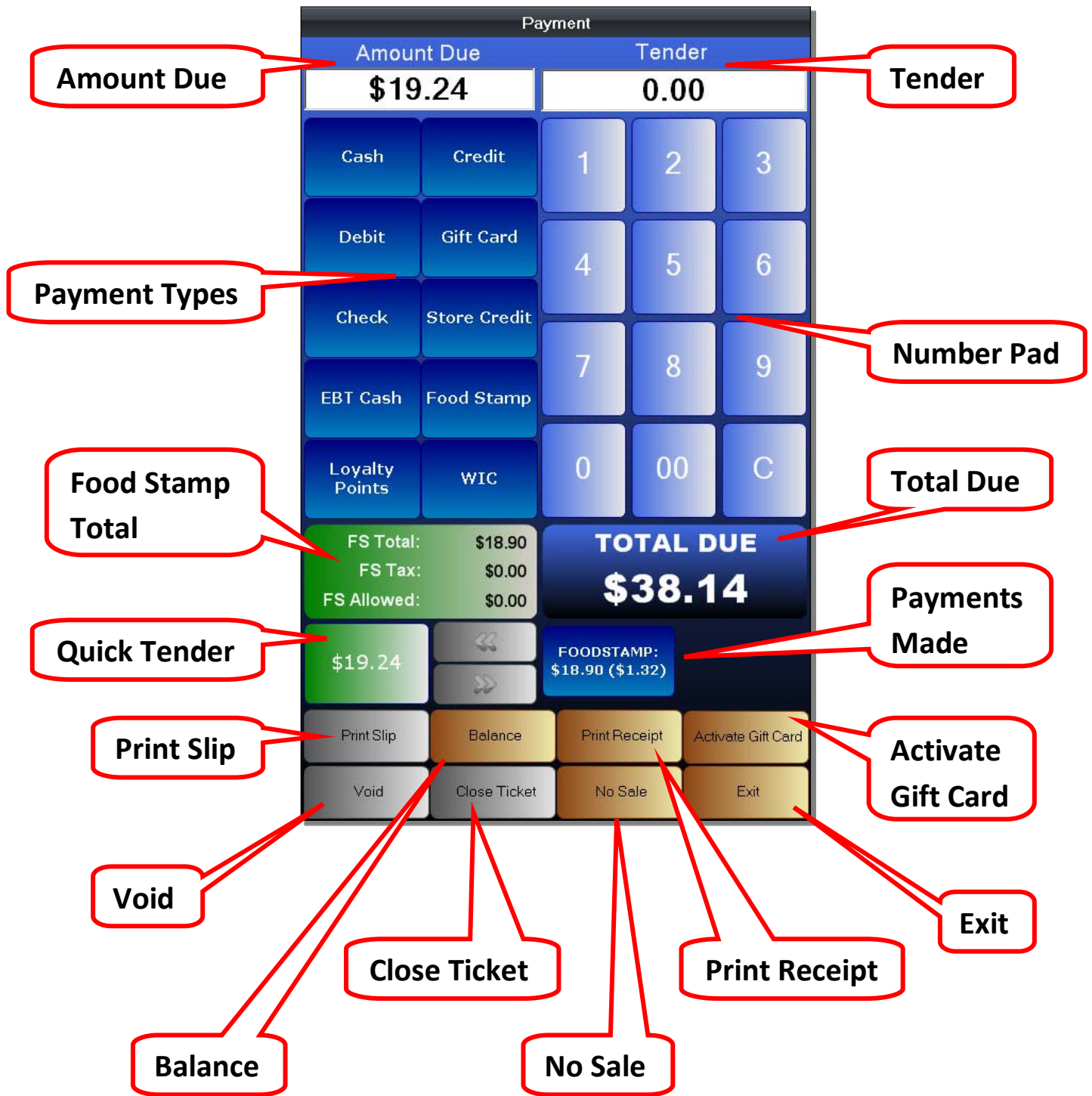
Keep in mind that you can still use the quantity modifiers while manual SKU mode is active.

Weighed items can also be manually entered in this way. Remember to place the item on the scale prior to entering the SKU number.

Payments Screen

The Payment Screen is where the cashier will enter payments made on a ticket. The Payment Screen is not accessible unless there are items on a sales ticket.

Figure 123 - Front Office - Payment Screen



- Amount Due – This is the amount currently due. This amount may differ from the total due because the customer may be paying with multiple forms of payments on the same ticket.
- Tender – The tender is the payment being offered by the customer.
- Payment Types – These are the individual forms of payments that the customer can use. The types of payments the business accepts may be changed in the Workstation Profile.
 - Cash – Paper and Coin currency that is legal tender
 - Credit – Credit Cards are a type of charge card which allows the customer to for goods with the promise of paying the creditor back later.
 - Debit – Debit Cards are also known as Bank Cards or Check Cards. The Debit Cards provides access to a customer’s bank account at a financial institution.
 - Gift Card – Gift Cards are used as a substitute for currency. They are backed by an electronic authorization system. Gift Cards may be reloaded by payment and used multiple times.
 - Store Credit – When the retailer owes money to a customer, they may issue Store Credit instead of another form of legal tender. Store Credits are similar to vouchers that can be exchanged for goods, up to the value of the credit issued.
 - EBT Cash – EBT stands for Electronic Benefits Transfer. EBT Cash are cash benefits issued by the government to provide assistance to needy families.
 - Food Stamp – EBT Food Stamp benefits. These are food benefits issued by the government to provide assistance to needy families. Food Stamps may only be redeemed for food and non-alcoholic beverages.
 - Loyalty Points – Loyalty Points are points issued towards a Loyalty Rewards Program. These programs are marketing efforts used to encourage loyal buying behavior.
 - WIC – WIC stands for Women, Infants and Children. It is a nutrition program issued by the government to assist pregnant women and young children.
- Number Pad – The number pad is used to enter the tender amount.
- Food Stamp Total – This is used as a method of quickly selecting and inputting the Food Stamp total that is due. Some Food Stamp items are taxable and this button will not include taxes for those items since tax is forgiven when using Food Stamp as a payment type.
- Total Due – This is the total amount of money that is due for the current ticket. The total due may not always match up with the Amount Due because the customer may be using multiple forms of payments.
- Quick Tender – The Quick Tender button is used to quickly enter the Amount Due.
- Payments Made – This area is normally blank. If using multiple forms of payments, the payments made will be shown here.
- Print Slip – Reprint the Credit Card receipt if one has been made on this ticket.
- Void – Void a Credit Card payment. This may require elevated access.
- Balance – Check the balance on EBT cards.
- Close Ticket – Some forms of payments may not close the ticket. When the transaction is completed but the ticket does not automatically close, you can press this button. An example is a customer buying a box of cookies but they have a coupon that makes the cookies free. There are no payments that have been made on this ticket. The problem is there are no payments due, you can manually close the ticket to finalize it.
- Print Receipt – Print the current ticket
- No Sale – This opens the cash drawer without making a sale.
- Activate Gift Card – Opens the Gift Card Activation window.
- Exit – Exit the Payments Screen and returns to the Sales Screen.

The Payfirst Retail Point of Sale System's payment screen is designed for ease of use. Previously in this tutorial, simple payments were covered. As a reminder, for simple payments such as paying with cash, it is a two step process. Enter the Tender Amount and then select the Payment Type.

Different retailers require may require more complex payment transactions. The Payfirst Retail Point of Sale System is designed to be easy to use but also powerful and flexible enough to meet the needs of all retailers.

For a full description of the individual options in the payment screen refer back to the chapter on *Front Office Intro and Descriptions*. You can easily access that chapter using the Table of Contents.

In the following example, we will have mixed items on the sales ticket. Some items are Food Stamp eligible and some items are not. When using Food Stamp as a payment option, we can use the Food Stamp Total button to quickly select only the Food Stamp eligible items. Food Stamps as well as cash benefits issued under the same program are issued on EBT cards. Items must be flagged as Food Stamp eligible during the inventory creation process.

To pay using Food Stamps

1. Add Food Stamp eligible items to a transaction
2. When finished, click on the Pay button
3. Click on the Food Stamp Total button
4. Click on the Food Stamp payment button
5. Swipe the EBT
 - a. If the card cannot be swiped click on the Keypad button
 - b. Enter the card number using the onscreen number pad
 - c. Press the Enter button
6. The customer will now enter their EBT PIN on the credit card pin pad
7. Press the OK button

EBT Food Stamps Transaction

In this example, the total amount on the ticket is \$39.46 after tax. There are items that are Food Stamp eligible, as well as items that are not. For Food Stamp eligible items the total is \$18.90 with \$1.32 in tax. When paying with Food Stamp, tax is forgiven.

Figure 124 - Front Office - Mixed Payments

Jack Conwell-141
PayFirst Super
Payment

BARCODE

Amount Due
\$39.46

Tender
0.00

| QTY | PRODUCT | PRICE |
|-------|---|---------|
| 12 | WIC: \$0.00 FS: \$18.90 GE: \$36.88 | |
| 10-FS | 0152000007296 @ \$1.89 Pepsi Bottle | \$18.90 |
| 1 | SHIRTLKXLG @ \$8.99 Smiley Shirt BLK XLG | \$8.99 |
| 1 | SHIRTLKSM @ \$8.99 Smiley Shirt BLK SM | \$8.99 |

| | | | | |
|---|--------------|---|----|---|
| Cash | Credit | 1 | 2 | 3 |
| Debit | Gift Card | 4 | 5 | 6 |
| Check | Store Credit | 7 | 8 | 9 |
| EBT Cash | Food Stamp | 0 | 00 | C |
| Loyalty Points | WIC | TOTAL DUE \$39.46 | | |
| FS Total: \$18.90 FS Tax: \$1.32 FS Allowed: \$18.90 | | | | |
| \$39.46 | | | | |

| | | |
|--|---|--|
| SUB-TOTAL | TAX | TOTAL |
| \$36.88 | \$2.58 | \$39.46 |

| | | | | | | | | |
|---------|--------------|---------------|-----------------|---------|---------------|--------------------|---------|------|
| \$39.46 | ← | → | Print Slip | Balance | Print Receipt | Activate Gift Card | | |
| ← | Change Price | Delete Item | Discount Item | \$ Pay | Void | Close Ticket | No Sale | Exit |
| → | Change QTY | Delete Ticket | Discount Ticket | | | | | |

When paying with Food Stamps, we can locate the total of all Food Stamp eligible items and then manually entering it in the Tender Amount. We can also use the *Food Stamp Total* button found in the Payment Screen. This will take the Food Stamp total and enter that value into the Tender Amount field.

Figure 125 - Food Stamp

The screenshot shows the 'Payment' screen in the PayFirst Super POS system. At the top, the user 'Jack Conwell-141' is logged in. The screen is divided into several sections:

- Barcode and Item Summary:** A barcode field is at the top left. Below it, a summary row shows '12' items with 'WIC: \$0.00', 'FS: \$18.90', and 'GE: \$36.88'.
- Item List:** A table lists items:

| QTY | PRODUCT | PRICE |
|-------|---|---------|
| 10-FS | 0152000007296 @ \$1.89 Pepsi Bottle | \$18.90 |
| 1 | SHIRTBKXLG @ \$8.99 Smiley Shirt BLK XLG | \$8.99 |
| 1 | SHIRTBKSM @ \$8.99 Smiley Shirt BLK SM | \$8.99 |
- Amount Due and Tender:** The 'Amount Due' is \$39.46. The 'Tender' amount is manually entered as 18.90.
- Payment Method Selection:** A grid of buttons allows selecting payment methods: Cash, Credit, Debit, Gift Card, Check, Store Credit, EBT Cash, Food Stamp, Loyalty Points, and WIC.
- Summary and Total:** A green box shows 'FS Total: \$18.90', 'FS Tax: \$1.32', and 'FS Allowed: \$18.90'. A large blue box displays 'TOTAL DUE \$39.46'. Below this, a summary row shows 'SUB-TOTAL \$36.88', 'TAX \$2.58', and 'TOTAL \$39.46'.
- Bottom Action Bar:** Contains buttons for navigation (left and right arrows), 'Change Price', 'Delete Item', 'Discount Item', '\$ Pay', 'Print Slip', 'Balance', 'Print Receipt', 'Activate Gift Card', 'Change QTY', 'Delete Ticket', 'Discount Ticket', 'Void', 'Close Ticket', 'No Sale', and 'Exit'.

Four red callout boxes highlight specific features:

- 'Food Stamp Eligible' points to the 'FS: \$18.90' value in the item summary.
- 'Tender' points to the '18.90' value in the 'Tender' field.
- 'Food Stamp Payment' points to the 'Food Stamp' button in the payment method grid.
- 'Food Stamp Total' points to the 'FS Total: \$18.90' value in the summary box.

If you manually entered the Tender Amount, make sure it does not exceed the Food Stamp Total. If the Tender Amount exceeds the total for Food Stamp eligible items, it will not let you proceed when choosing Food Stamp as the payment type.

Once the Tender Amount has been entered, you can choose the payment type. For this example, we are paying the Food Stamp eligible amount with an EBT card. Select *Food Stamp* as the payment type.

After selecting Food Stamp as the payment type, a window will pop up. This window is the Food Stamp Payment window. This is where you will enter the EBT card information and run the EBT transaction.

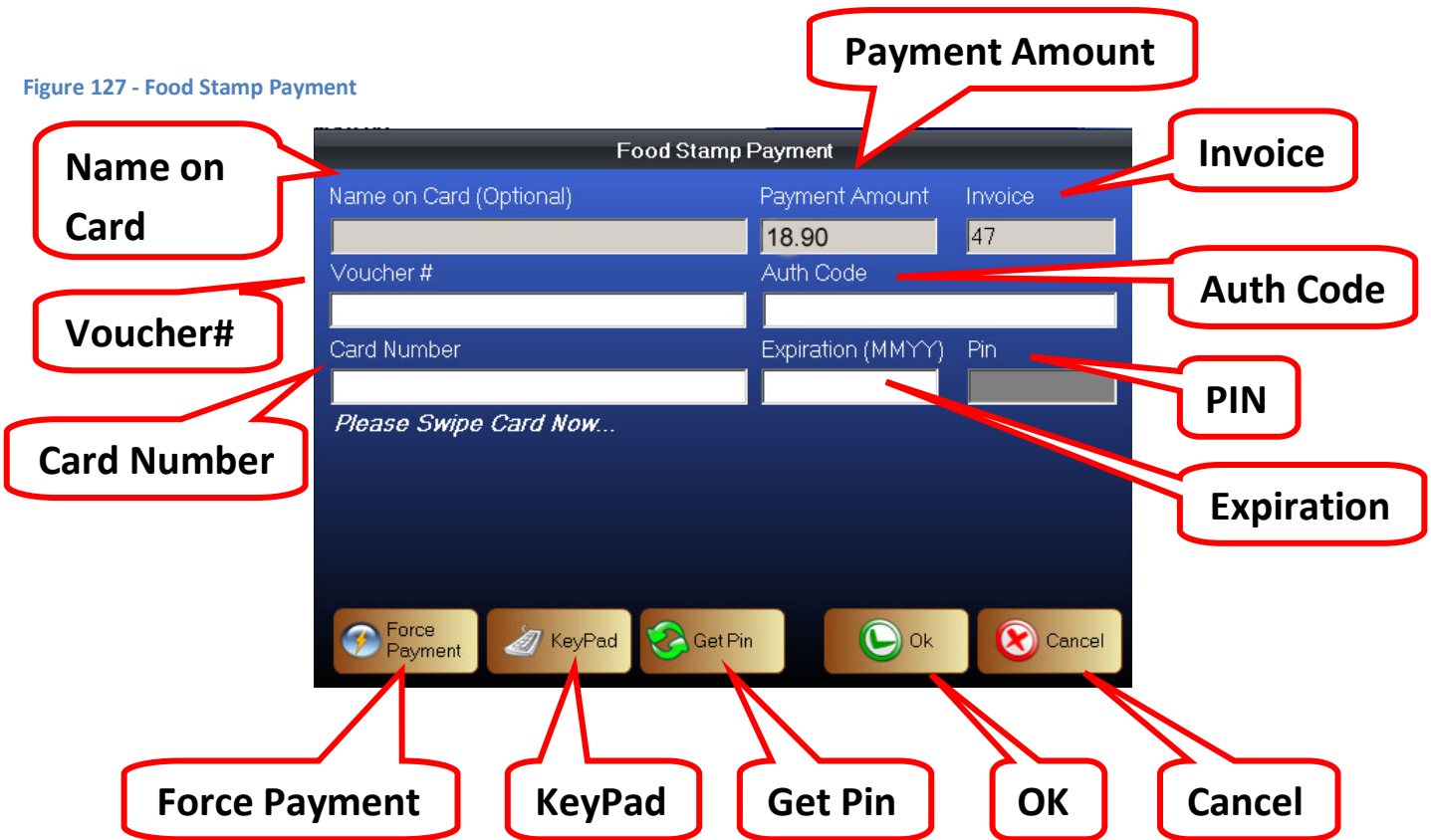
Figure 126 - Food Stamp

The screenshot displays the PayFirst Super POS interface. At the top, the user name 'Jack Conwell-141' and the store name 'PayFirst Super' are visible. The main screen shows a transaction with a 'Barcode' field, a 'Payment' section, and a list of items. The 'Amount Due' is \$39.46 and the 'Tender' is \$18.90. A 'Food Stamp Payment' window is overlaid, prompting for the following information:

- Name on Card (Optional)
- Payment Amount: 18.90
- Invoice: 47
- Voucher #
- Auth Code
- Card Number
- Expiration (MMYY)
- Pin

Below the input fields, there is a prompt: 'Please Swipe Card Now...'. At the bottom of the window, there are buttons for 'Force Payment', 'Keypad', 'Get Pin', 'Ok', and 'Cancel'. The main screen also shows a 'TOTAL DUE \$39.46' and a 'SUB-TOTAL \$36.88' with 'TAX \$2.58'. The bottom navigation bar includes buttons for 'Change Price', 'Delete Item', 'Discount Item', 'Pay', 'Print Slip', 'Balance', 'Print Receipt', 'Activate Gift Card', 'Change QTY', 'Delete Ticket', 'Discount Ticket', 'Void', 'Close Ticket', 'No Sale', and 'Exit'.

Figure 127 - Food Stamp Payment



- Name On Card – Some cards may contain the cardholder’s name. This information will be entered here.
- Payment Amount – The Food Stamp Tender Amount
- Invoice – A number assigned to help identify this electronic transaction
- Voucher# - The voucher number for EBT Manual Vouchers
- Card Number – The EBT card number
- Auth Code – The electronic transaction authorization code.
- Expiration – The expiration date on the EBT card
- PIN – The PIN number of the EBT card. This data is masked and hidden from view.
- Force Payment – Force an authorization. What this does is capture the card data but does not process the card. Useful for when internet and dialup processing is temporarily unavailable. You can process the transaction after the internet, or phone lines, have been restored. The risk with a Force Payment transaction is that the captured transaction may fail authorization.
- KeyPad – Brings up an onscreen number pad that may be used to enter the EBT card number
- Get Pin – If the customer enters the wrong PIN, you may press this button for the customer to enter the PIN number again
- OK – Once a PIN number has been entered by the customer, press the OK button to process the transaction
- Cancel – Exit this screen and do not process the transaction

After the Food Stamp Payment window appears, you can now swipe the EBT card on any card reader. This will read the EBT card data and input the card number into the Card Number field. If the EBT card cannot be read by the card swiper, you may manually enter the card number using the onscreen number pad.

To manually enter an EBT Card Number

1. Click on the KeyPad button
2. Click on the Card Number field
3. Use the onscreen KeyPad to enter the EBT Card Number
4. Click on the Expiration field
5. Use the onscreen KeyPad to enter the EBT Card expiration date

Figure 128 - Food Stamp

The screenshot shows a 'Food Stamp Payment' window with the following fields and values:

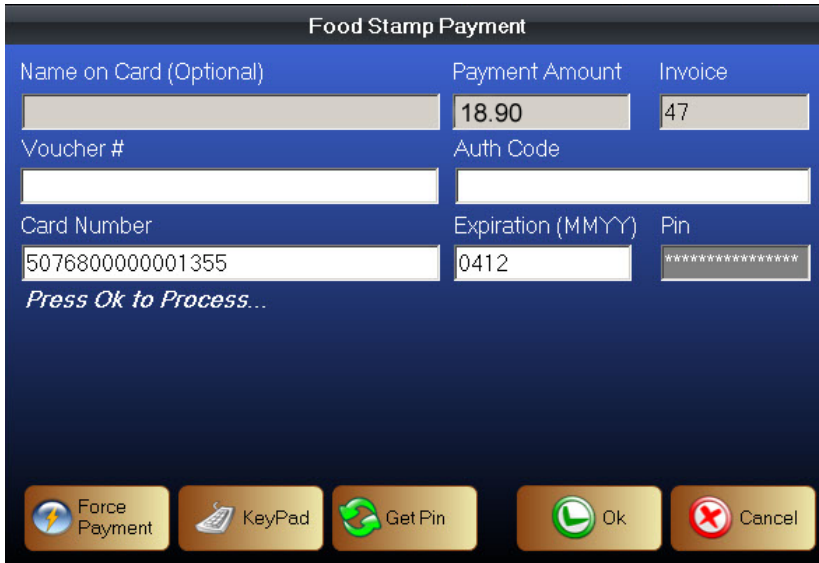
| Name on Card (Optional) | Payment Amount | Invoice |
|-------------------------|-------------------|---------|
| | 18.90 | 47 |
| Voucher # | Auth Code | |
| | | |
| Card Number | Expiration (MMYY) | Pin |
| 507680000001355 | 0412 | |

Please Enter Your Pin...

Buttons at the bottom: Force Payment, Keypad, Get Pin, Ok, Cancel.

After the EBT card number and expiration date has been obtained, the customer will then enter their EBT PIN number using the Credit Card PIN Pad.

Figure 129 - Food Stamps



| Name on Card (Optional) | Payment Amount | Invoice |
|-------------------------|-------------------|---------|
| | 18.90 | 47 |
| Voucher # | Auth Code | |
| | | |
| Card Number | Expiration (MMYY) | Pin |
| 507680000001355 | 0412 | ***** |

Press Ok to Process...

Force Payment KeyPad Get Pin Ok Cancel

After the PIN number has been entered, press the OK button to authorize the transaction.

If the PIN number was incorrect, you can use the *Get Pin* button to have the customer re-enter the EBT Pin number.

If there are sufficient funds in the EBT cardholder's account, then the transaction will be authorized.

If the transaction is declined, you may have to check the EBT cardholder's balance. Sometimes the transaction may be declined due to an expired EBT account as well.

After a successful authorization, if the Food Stamp Tender Amount is also the Total Due, then the ticket will automatically close and print a receipt.

EBT Cash Payments are processed in the same manner as EBT Food Stamp Payments. The only difference is that EBT Cash can be used to pay for any items while EBT Food Stamps are restricted to certain food items.

Mixed Payments

Figure 130 - Front Office - Mixed Payments

The screenshot shows the PayFirst Super POS interface. At the top, it displays 'Jack Conwell-141' and 'PayFirst Super'. The main area is divided into a product list on the left and a payment keypad on the right. The product list includes:

| QTY | PRODUCT | PRICE |
|-------|--|---------|
| 10-FS | 0152000007296 @ \$1.89 Pepsi Bottle | \$18.90 |
| 1 | SHIRTBLKXLG @ \$8.99 Smiley Shirt BLK XLG | \$8.99 |
| 1 | SHIRTBLKSM @ \$8.99 Smiley Shirt BLK SM | \$8.99 |

Summary values at the bottom left:

| SUB-TOTAL | TAX | TOTAL |
|-----------|--------|---------|
| \$36.88 | \$1.26 | \$38.14 |

The payment keypad on the right shows the 'Amount Due' as \$19.24 and 'Tender' as 0.00. A red callout box labeled 'Amount Due' points to this value. Below the keypad, a green box shows 'FS Total: \$18.90', 'FS Tax: \$0.00', and 'FS Allowed: \$0.00'. A large blue box displays 'TOTAL DUE \$38.14'. A red callout box labeled 'Partial Payment' points to a 'FOODSTAMP: \$18.90 (\$1.32)' entry. At the bottom, there are buttons for 'Change Price', 'Delete Item', 'Discount Item', 'Pay', 'Change QTY', 'Delete Ticket', 'Discount Ticket', 'Print Slip', 'Balance', 'Print Receipt', 'Activate Gift Card', 'Void', 'Close', 'No Sale', and 'Exit'.

If the Food Stamp payment does not completely pay for the current ticket, then the partial payment will be shown below the Total Due.

The Amount Due will also change to reflect the new amount that is due on the current ticket.

You can now use a second form of payment. The second form of payment is run using the same method as transactions that just uses one form of payment. For example, we can enter 20.00 as the Tender Amount, and then choose Cash as the payment type to close out the transaction.

EBT Card Balance Check

You can check the balance on an EBT card. EBT cardholder's may request their balance. This is also used when an EBT transaction is declined and you wish to know the balance on the EBT card. Keep in mind the EBT balance can also be checked from the Front Office without needing to enter the Payment Screen.

To check an EBT card balance

1. Enter the Payment Screen
2. Click on the Balance button, it will be highlighted in red to show it is active
3. Select either EBT Cash or Food Stamp
4. Run the EBT transaction as if it was a sale
5. The EBT card balance will be printed on a receipt

Figure 131 - EBT Balance Check

The screenshot shows the PayFirst Super POS interface. At the top, it displays 'Jack Conwell-142' and 'PayFirst Super'. The 'Payment' screen shows an 'Amount Due' of \$39.46 and 'Tender' of 0.00. The transaction list includes:

| QTY | PRODUCT | PRICE |
|-------|---|---------|
| 10-FS | 0152000007296 @ \$1.89 Pepsi Bottle | \$18.90 |
| 1 | SHIRTLKXLG @ \$8.99 Smiley Shirt BLK XLG | \$8.99 |
| 1 | SHIRTLKSM @ \$8.99 Smiley Shirt BLK SM | \$8.99 |

Summary of transaction details:

- WIC: \$0.00
- FS: \$18.90
- GE: \$36.88
- FS Total: \$18.90
- FS Tax: \$1.32
- FS Allowed: \$18.90
- SUB-TOTAL: \$36.88
- TAX: \$2.58
- TOTAL: \$39.46
- TOTAL DUE: \$39.46

The 'EBT Type' button is highlighted in red, and a callout points to the 'Balance' button at the bottom of the screen.

Credit Card Payments

For credit card payments, you can enter the full amount due, or a partial amount if they are paying less than the full amount due on the ticket.

Figure 132 - Front Office - Payments

The screenshot displays the 'PayFirst Super' POS interface. At the top, it shows the user 'Jack Conwell-141' and the store name 'PayFirst Super'. The main display area is divided into several sections:

- Barcode and Item List:** A barcode field is at the top left. Below it, a list of items is shown: 12 WIC items (\$0.00), 1 FS item (\$18.90), and 1 GE item (\$36.88). The item list includes:

| QTY | PRODUCT | PRICE |
|-------|---|---------|
| 10-FS | 0152000007296 @ \$1.89 Pepsi Bottle | \$18.90 |
| 1 | SHIRTLKXLG @ \$8.99 Smiley Shirt BLK XLG | \$8.99 |
| 1 | SHIRTLKSM @ \$8.99 Smiley Shirt BLK SM | \$8.99 |
- Amount Due and Tender:** The 'Amount Due' is \$39.46 and the 'Tender' is 0.00.
- Payment Keypad:** A grid of buttons for selecting payment methods: Cash, Credit, Debit, Gift Card, Check, Store Credit, EBT Cash, Food Stamp, Loyalty Points, and WIC. A numeric keypad (0-9, C) is also present.
- Summary and Total:** A green box shows 'FS Total: \$18.90', 'FS Tax: \$1.32', and 'FS Allowed: \$18.90'. A large blue box displays 'TOTAL DUE \$39.46'. Below this, a green box shows '\$39.46' with left and right arrow buttons.
- Bottom Navigation Bar:** Contains buttons for 'Change Price', 'Delete Item', 'Discount Item', '\$ Pay', 'Print Slip', 'Balance', 'Print Receipt', 'Activate Gift Card', 'Change QTY', 'Delete Ticket', 'Discount Ticket', 'Void', 'Close Ticket', 'No Sale', and 'Exit'.

To make a credit card payment

1. Enter the payments screen
2. Enter the Tender Amount
3. Select Credit as the payment type
4. Swipe the credit card or manually enter the credit card number using the onscreen keypad
5. Press the OK button
6. Assuming the credit card is approved, it will finalize and close the sales transaction.

To quickly enter the total amount that is due on the ticket, you can use the Quick Tender button. This will select the Amount Due and enter it into the Tender Amount. You can also manually enter the Tender Amount.

Figure 133 - Front Office - Payments

The screenshot displays the 'PayFirst Super' POS interface. At the top, it shows 'Jack Conwell-143' and 'PayFirst Super'. The main area is divided into a product list on the left and a payment keypad on the right. The product list includes:

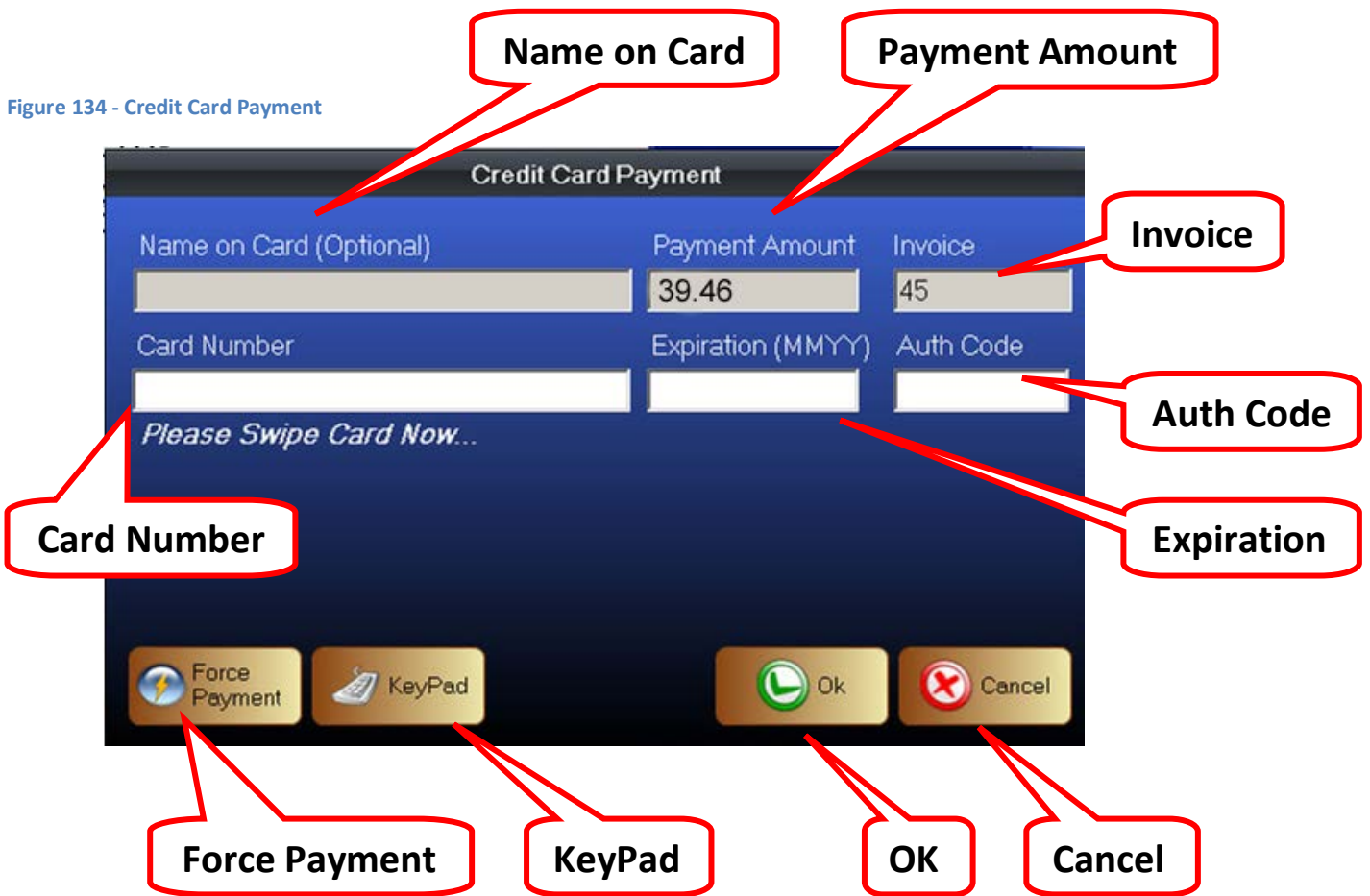
| QTY | PRODUCT | PRICE |
|-------|---|---------|
| 10-FS | 0152000007296 @ \$1.89 Pepsi Bottle | \$18.90 |
| 1 | SHIRTLKXLG @ \$8.99 Smiley Shirt BLK XLG | \$8.99 |
| 1 | SHIRTLKSM @ \$8.99 Smiley Shirt BLK SM | \$8.99 |

Summary information at the top right shows 'Amount Due' as \$39.46 and 'Tender' as 39.46. Below this, there are buttons for various payment methods: Cash, Credit, Debit, Gift Card, Check, Store Credit, EBT Cash, Food Stamp, Loyalty Points, and WIC. A numeric keypad is also present. A green box displays 'FS Total: \$18.90', 'FS Tax: \$1.32', and 'FS Allowed: \$18.90'. A large blue box shows 'TOTAL DUE \$39.46'. At the bottom left, a summary bar shows 'SUB-TOTAL \$36.88', 'TAX \$2.58', and 'TOTAL \$39.46'. A bottom row of buttons includes 'Change Price', 'Delete Item', 'Discount Item', '\$ Pay', 'Print Slip', 'Balance', 'Print Receipt', and 'Activate Gift Card'. A second row includes 'Change QTY', 'Delete Ticket', 'Discount Ticket', 'Void', 'Close Ticket', 'No Sale', and 'Exit'. Two red callout boxes are present: one labeled 'Tender' pointing to the 'Tender' field, and another labeled 'Quick Tender' pointing to the '\$ Pay' button.

After the Tender Amount has been entered, you can click on the Credit button to select credit card as the payment type.

The credit card payment window will pop up.

Figure 134 - Credit Card Payment

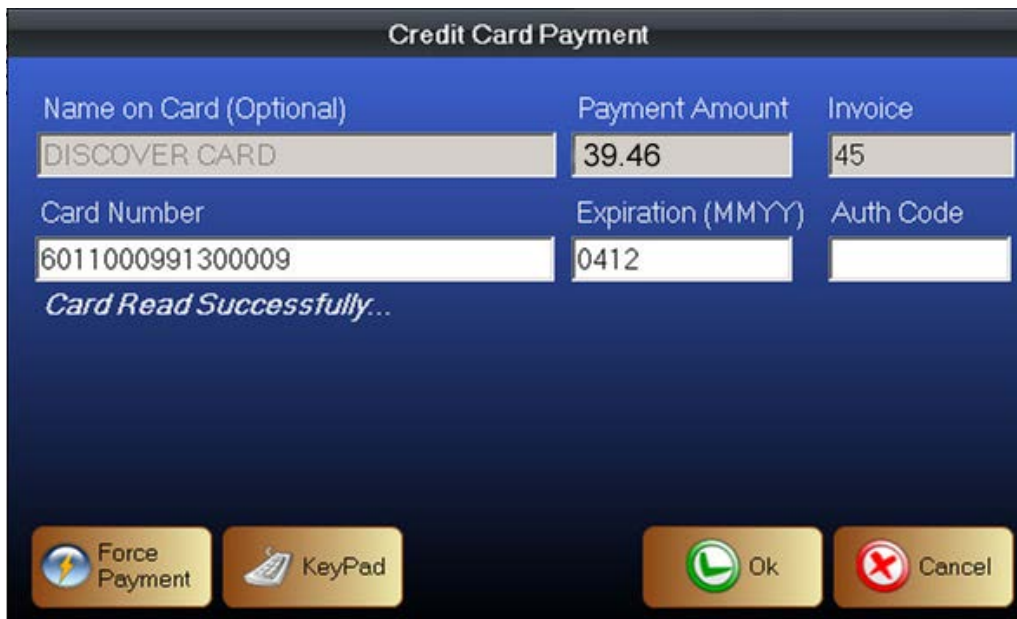


- Name On Card – Some cards may contain the cardholder’s name. This information will be entered here.
- Payment Amount – The Food Stamp Tender Amount
- Invoice – A number assigned to help identify this electronic transaction
- Card Number – The credit card number
- Auth Code – The electronic transaction authorization code.
- Expiration – The expiration date on the credit card
- Force Payment – Force an authorization. What this does is capture the card data but does not process the card. Useful for when internet and dialup processing is temporarily unavailable. You can process the transaction after the internet, or phone lines, have been restored. The risk with a Force Payment transaction is that the captured transaction may fail authorization.
- KeyPad – Brings up an onscreen number pad that may be used to enter the credit card number
- OK – Once a PIN number has been entered by the customer, press the OK button to process the transaction
- Cancel – Exit this screen and do not process the transaction

After the Credit Card Payment window pops up you can swipe the credit card on the integrated card swiper. If the credit card can be read with no problems, the card data will be read and loaded onto the Credit Card Payment window.

If the credit card cannot be read using the card swiper, you can manually enter the card number and expiration date. Click on the *KeyPad* button to open the onscreen number pad. Click on the Card Number field. Then enter the credit card number using the onscreen number pad. After the card number has been entered, click on the Expiration field. Then enter the expiration date of the credit card using the onscreen number pad.

Figure 135 - Credit Card Payment



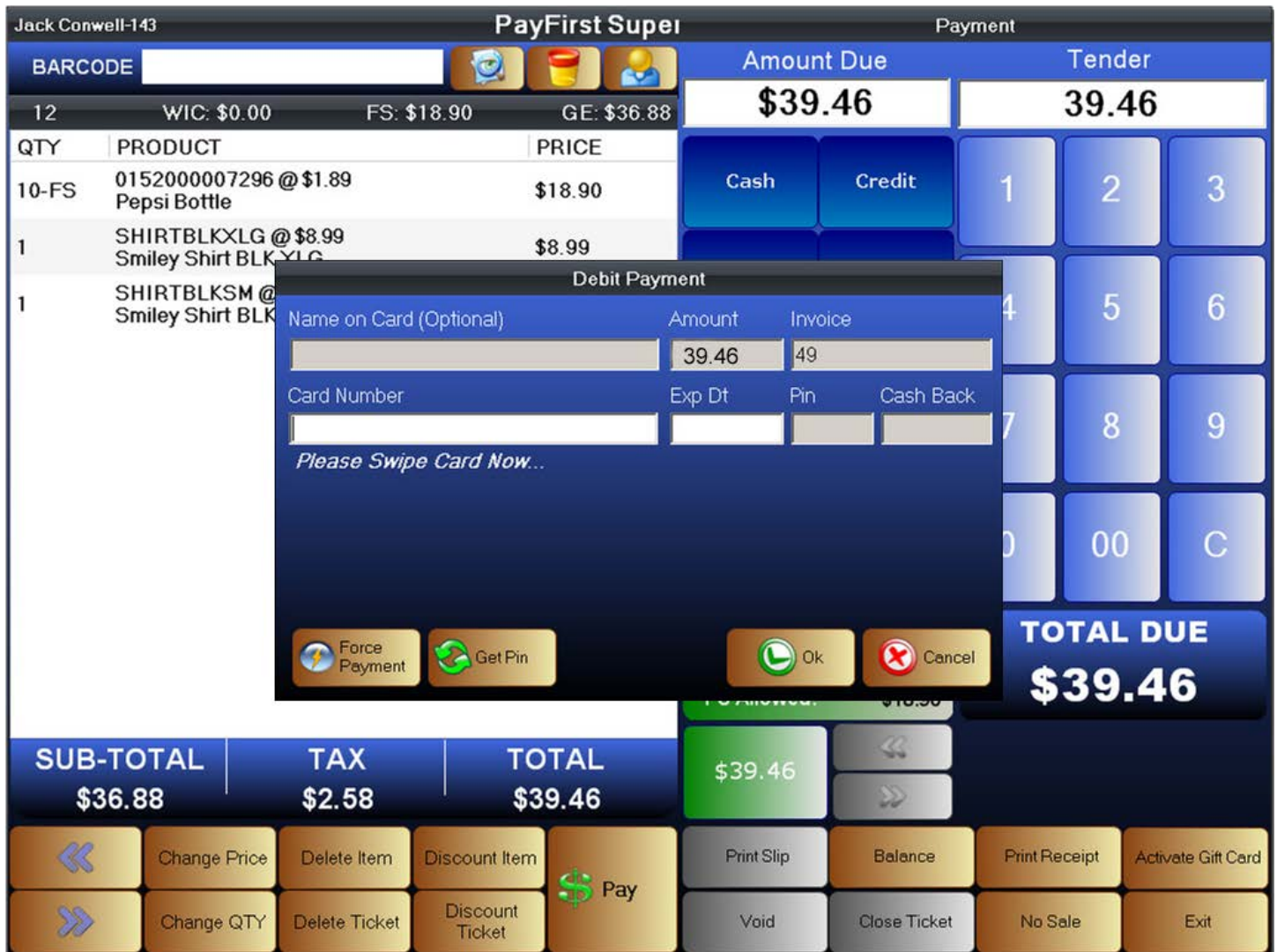
After the card number and expiration date has been entered, you can obtain authorization for the credit card. Press the OK button. Assuming there is sufficient credit and there is an internet or dialup connection, the transaction will be authorized and approved. This finalizes the credit card transaction if the total due on the ticket has been paid.

You can use the Force Payment button if there is no internet connection or there is no telephone dialup connection to capture the transaction information and attempt to authorize the transaction at a later time or date. Please be aware that when capturing a Force Payment, there is a possibility of the transaction failing authorization. The retailer assumes all risk for Forced Payments.

Debit Card Payments

Debit Cards are also known as Bank Cards or Check Cards. Debit cards provide electronic access to a cardholder’s bank account.

Figure 136 - Debit Card Payment



To make a Debit Payment

1. Enter the payments screen
2. Enter the Tender Amount
3. Select Debit as the payment type
4. Swipe the debit card
5. Have the customer enter their PIN number
6. Press the OK button
7. Assuming the debit transaction is approved, it will finalize and close the sales transaction.

Debit Card Transactions are made in a similar fashion to EBT Food Stamp transactions. Swipe the debit card to read the debit card number and expiration date. You cannot manually enter a debit card number. After the debit card number and expiration date has been obtained, the customer will then enter their debit card PIN number using the Credit Card PIN Pad.

After the PIN number has been entered, press the OK button to authorize the transaction. If the PIN number was incorrect, you can use the *Get Pin* button to have the customer re-enter the Pin number.

If there are sufficient funds in the debit card cardholder's account, then the transaction will be authorized.

If the transaction is declined, the customer may have to check their bank account balance or call the debit card issuer for reasons why the transaction may be declined.

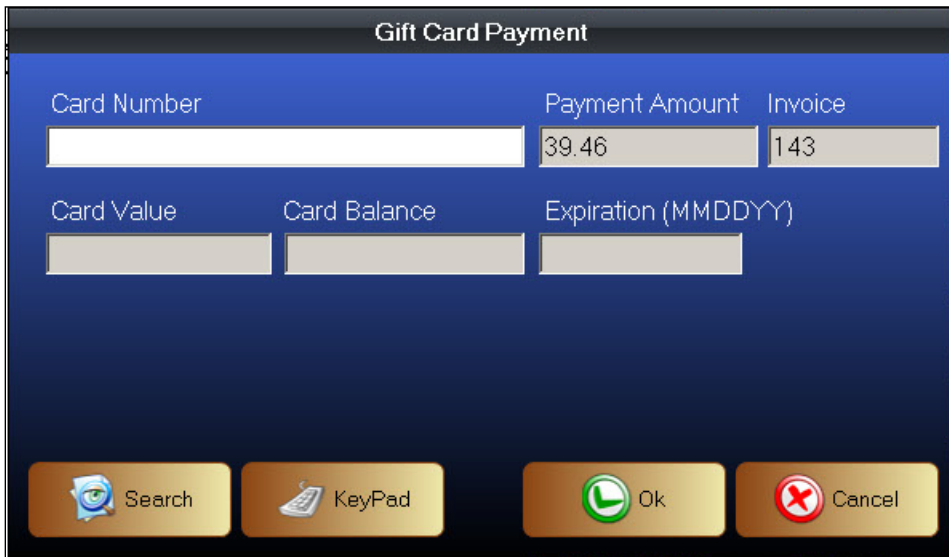
After a successful authorization, if the Debit Tender Amount is also the Total Due, then the ticket will automatically close and print a receipt.

Gift Card and Store Credit Payment

A customer may also pay using a Gift Card. Gift Cards must be activated and a balance entered before it may be used. The Payfirst Retail Point of Sale System uses an internal system to issue, track, and authorize Gift Cards so the retailer does not have to pay third party processing fees.

Store Credit are issued on the same type of cards as Gift Cards and processed in the same manner.

Figure 137 - Gift Card Payment



| Card Number | Payment Amount | Invoice |
|-------------|----------------|---------------------|
| | 39.46 | 143 |
| Card Value | Card Balance | Expiration (MMDDYY) |
| | | |

Search KeyPad Ok Cancel

To make a Gift Card Payment

1. Enter the payments screen
2. Enter the Tender Amount
3. Select Gift Card as the payment type
4. Swipe the Gift Card
5. The balance will be shown in the Gift Card Payment window
6. Press the OK button
7. Assuming there is sufficient balance on the Gift Card, it will finalize and close the sales transaction.

Check Payment

The Payfirst Retail Point of Sale System also supports payments by checks.

Figure 138 - Check Payments

The screenshot displays the PayFirst Super POS interface. The top left shows the user 'Jack Conwell-142'. The main screen is split into two panels. The left panel shows a transaction summary with a barcode field, item list, and totals. The right panel is titled 'Check Payment' and contains input fields for 'Check #' and 'Driver's License No', a numeric keypad, and 'Ok' and 'Cancel' buttons.

| QTY | PRODUCT | PRICE |
|------------------|--|----------------|
| 12 | WIC: \$0.00 FS: \$18.90 GE: \$36.88 | |
| 10-FS | 0152000007296 @ \$1.89 Pepsi Bottle | \$18.90 |
| 1 | SHIRTBLKXLG @ \$8.99 Smiley Shirt BLK XLG | \$8.99 |
| 1 | SHIRTBLKSM @ \$8.99 Smiley Shirt BLK SM | \$8.99 |
| SUB-TOTAL | | \$36.88 |
| TAX | | \$2.58 |
| TOTAL | | \$39.46 |

Check Payment

Check #

Driver's License No

1 2 3

4 5 6

7 8 9

C 0 <<

Change Price Delete Item Discount Item Pay

Change QTY Delete Ticket Discount Ticket Ok Cancel

To make a Check Payment

1. Enter the payments screen
2. Enter the Tender Amount
3. Select Check as the payment type
4. Enter the Check Number using the onscreen number pad
5. Enter the customer's Driver's License Number for identification purposes
6. Press the OK button
7. This will close the transaction and print a receipt

Figure 139 - Check Payment

The screenshot displays the 'Check Payment' interface. It features two text input fields at the top. The first field, labeled 'Check #', contains the number '1234567'. The second field, labeled 'Driver's License No', contains the number '987654321'. Below these fields is a numeric keypad with buttons for digits 1-9, 0, a 'C' (clear) button, and a '<<' (back) button. At the bottom of the screen are two large buttons: 'Ok' with a green checkmark icon and 'Cancel' with a red 'X' icon. Two red callout boxes on the left side of the screen point to the 'Check #' and 'Driver's License No' fields, respectively.

After entering a Tender Amount and selecting Check as the payment type, you can then enter the Check Number and the Driver's License Number. The Check Number is needed to identify the check being used as well as to link a check to a transaction. The Driver's License Number is used to identify the customer using the check. This is in case of bounced checks.

Activate Gift Card

You can also activate a Gift Card from the Payments screen if the customer is purchasing a Gift Card. Gift Cards can also be activated in the Manager Functions.

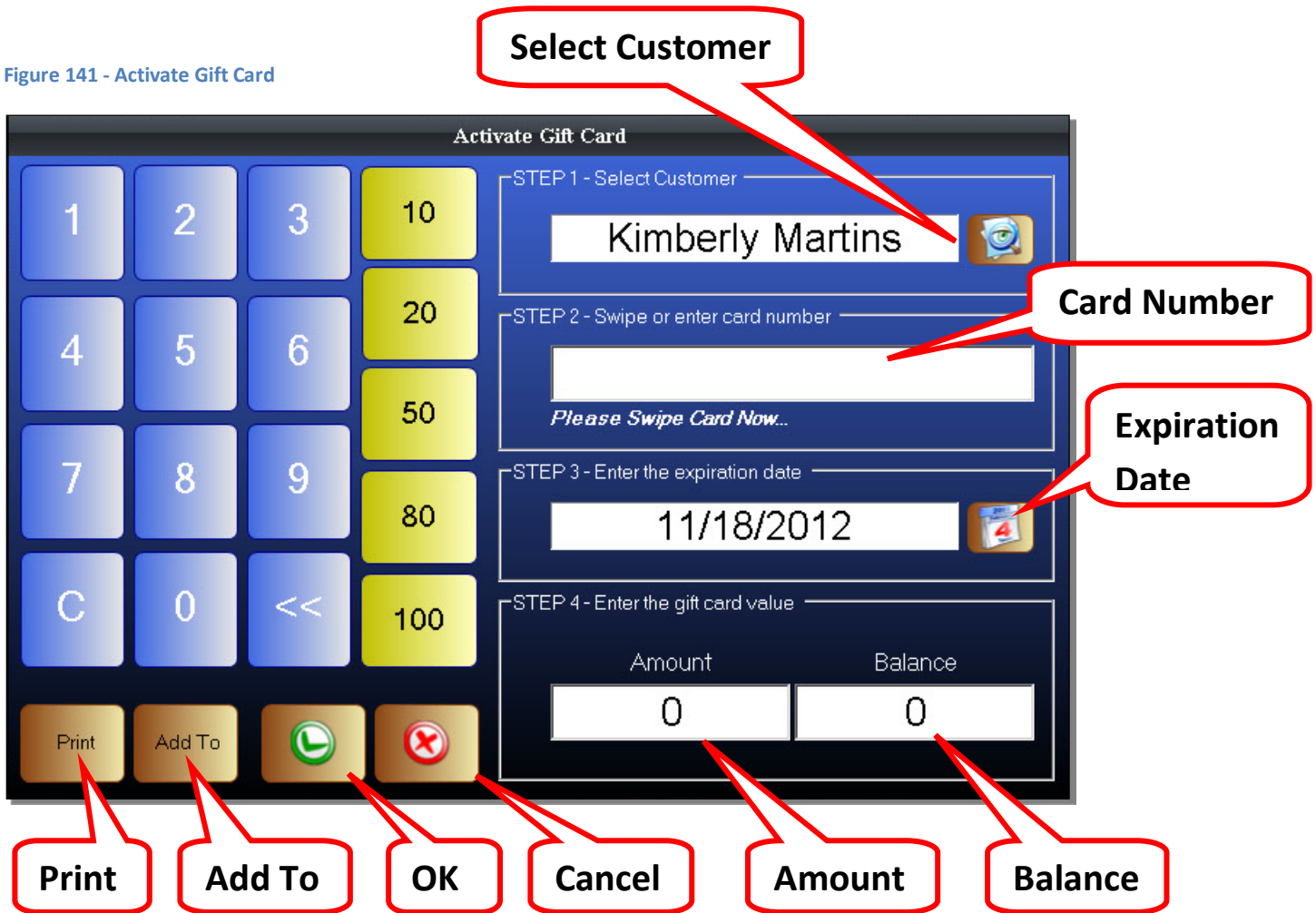
To open the Gift Card Activation screen

1. Enter the Payment Screen
2. Click on the Activate Gift Card button
3. The Activate Gift Card window will pop up

Figure 140 - Activate Gift Card



Figure 141 - Activate Gift Card



- Select Customer – Select a customer account. Also used to create a customer account.
- Card Number – The Gift Card number will be entered here
- Expiration Date – The expiration date of the Gift Card
- Print – Print the value on the Gift Card
- Add To – If the Gift Card already has an existing balance, you can add to the Gift Card balance
- OK – This will replace any existing balance with the currently entered amount
- Cancel – Exit without saving
- Amount – The amount to activate the Gift Card for, or the amount to add to the Gift Card
- Balance – The balance that is on the currently selected Gift Card

To Activate a Gift Card

1. Enter the Activate Gift Card window
2. Click on the Select Customer button
3. Find and select a customer account
4. Swipe or enter a Gift Card number
5. Select an Expiration Date for the Gift Card
6. Click on the Amount Field
7. Manually enter an amount to activate the Gift Card using the onscreen number pad, or use the pre-set value buttons to quickly enter a value to activate the card for.
8. If adding to an existing Gift Card, click the Add To button
9. If this is a new Gift Card, or you are replacing the balance on an existing Gift Card, click on the OK button

Figure 142 - Activate Member Card



Click on the *Select Customer* button and select a customer. After selecting a customer, swipe a Gift Card to enter it. You can also enter a Gift Card by using a keyboard, or the onscreen number pad. The default expiration is one year from the current date. You can select a custom expiration date by clicking on the Expiration Date button which is shown with a calendar icon. After entering an expiration date, click on the Amount field. You can enter an amount using the onscreen keyboard, a physical keyboard, or using one of the pre-set value buttons. Click on the OK button to activate the Gift Card for the entered amount. If the card has an existing balance, use the *Add To* button to add the entered amount to the existing balance.

Selecting a Customer Account

Some transactions may require a customer account to be selected before the transaction can be completed. An example is when an item is put on a House Account or for rental items.

To select a customer

1. Enter the Front Office Sales Screen
2. Click on the Customer button
3. Find and select a customer
4. Click the OK button
5. The customer is now selected

Figure 143 - Select Customer



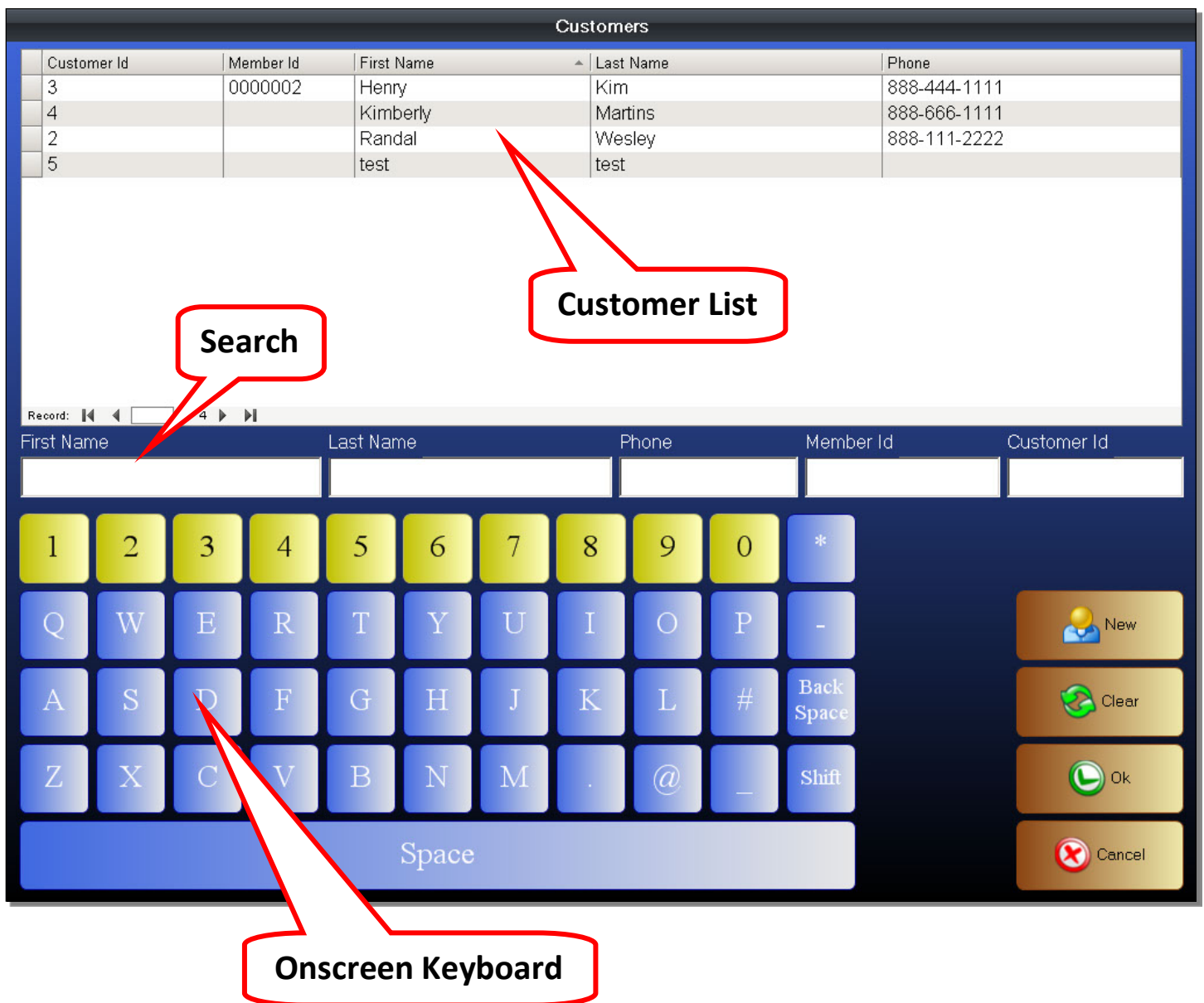
To select a customer account, first click on the customer button found at the top of the sales screen. This will bring you to the Customer screen where you can find and select a customer, or create a new customer account.

In the customer select screen, you can click on a customer account to select it.

If the customer does not yet have an account, you can click on the *NEW* button to create a new customer account.

If the customer account list is too long, you can quickly find the account you need by entering the customer's name into the name fields. You can search by first name or last name. You can also search by phone number, Member ID number, or by Customer ID number. If you have a keyboard attached, you can use that to enter the search. You can also use the onscreen keyboard to enter the search. The search function is automatic so as you enter a name or number, it will automatically begin narrowing the list. You can click on the *Clear* button to delete any searches.

Figure 144 - Customer Screen



After finding the customer you wish to select, click on the customer account to highlight it.

Figure 145 - Customer Screen



After the customer's account is highlighted, you can click on the OK button to select it.

Once you click on the OK button, it will bring you back to the Sales Screen.

Selected Customer

Figure 146 - Front Office



You can see in the upper right corner of the screen that the customer has been selected.

When you make sales with a customer selected, it will track customer data such as amount of money spent and what items the customer bought. The customer can also begin earning Loyalty Rewards Points if the customer has the Loyalty Program option enabled for his or her customer account.

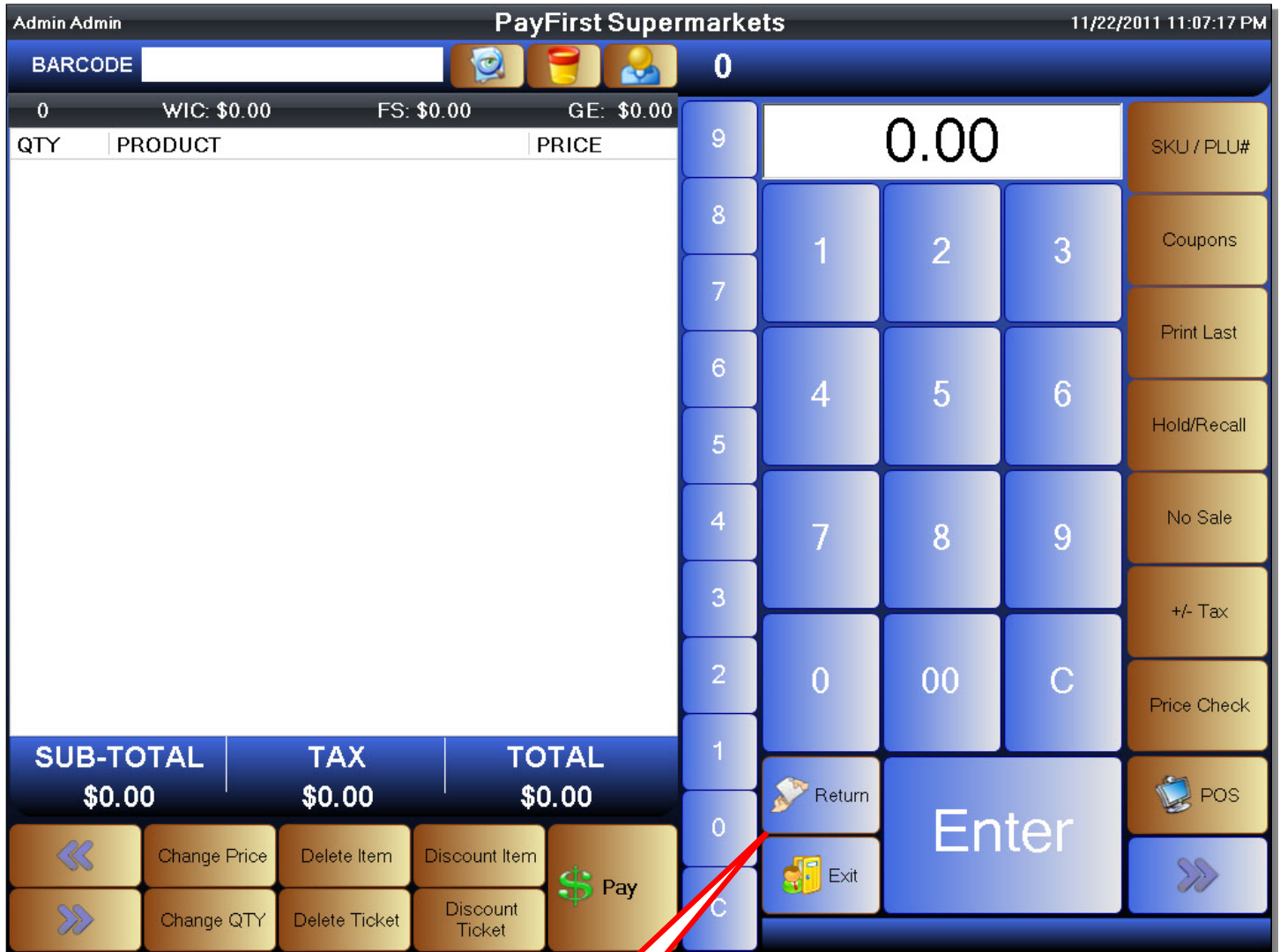
Some transactions such as Layaways, House Accounts, and Rental Items will require a customer to be selected before the transaction can be completed.

Returns Function

The Returns function can operate in a simple free mode or a locked mode where returns will require a receipt to be scanned and only items on the scanned receipt may be used. This option is set in the Company Profile. During a sale, items that are sold will subtract from the inventory counts. During a Return, it will add the quantities back.

Regardless of which option is chosen, the Return function is accessed by going to the KeyPad screen in the Front Office.

Figure 147 - Front Office - Returns



Return

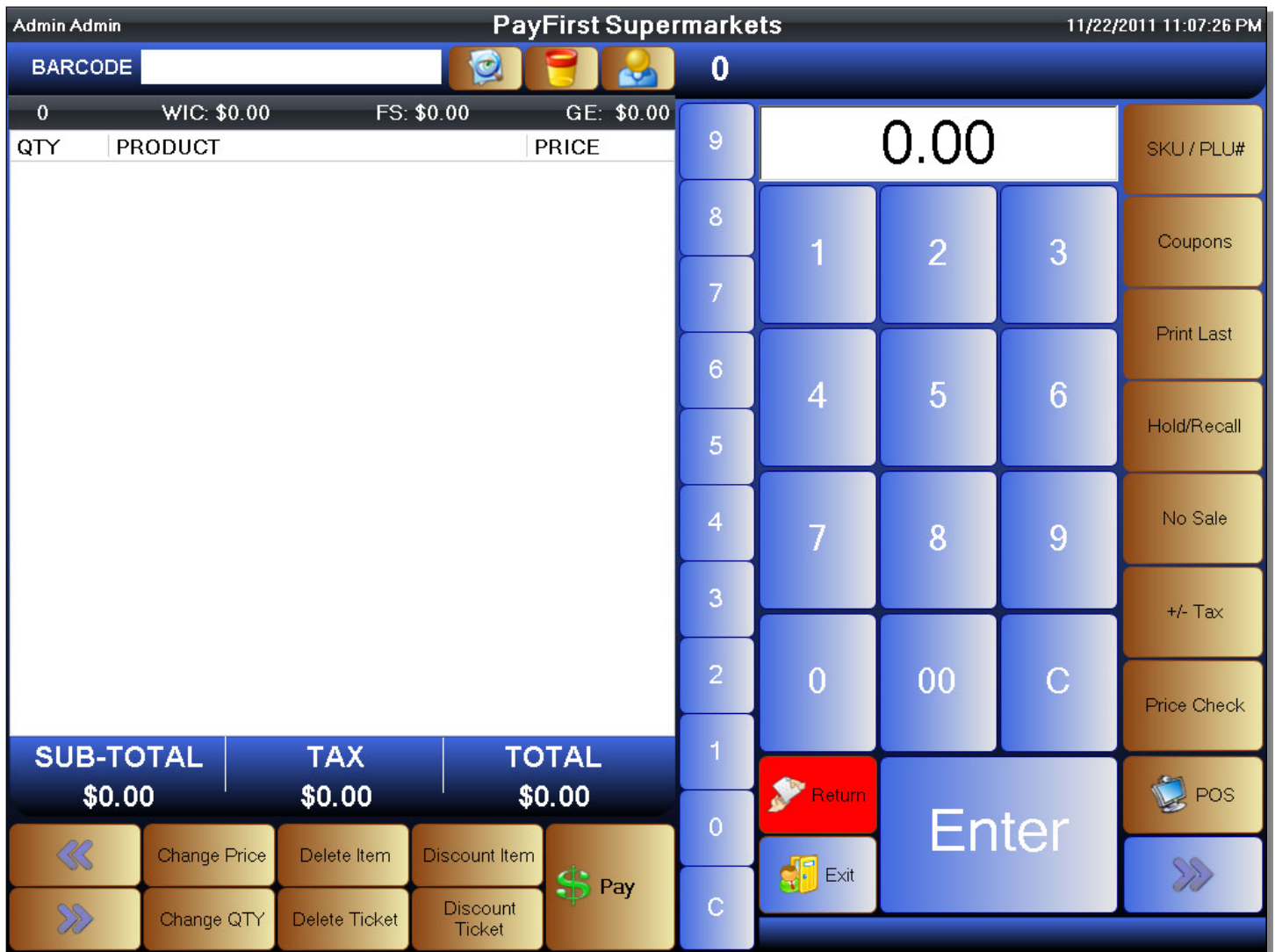
Returns - Free Mode

The Returns function can operate in what we call a Free Mode. With the Returns function enabled and in Free Mode, it allows a cashier to add any items to a receipt and it will be considered a return. It also allows you to return items, and add items for sale, on the same ticket.

To enable Return Free Mode

1. Enter the Front Office
2. Enter the KeyPad screen if you are not there already
3. Click on the Return button
4. The Return button will now be highlighted in red and active

Figure 148 - Return Mode Active



To enable the Returns function, it is always done by simply entering the Keypad screen in the Front Office, and then clicking on the *Return* button.

With the Returns function active and in Free Mode, any items you add to the ticket are considered returned items. You can scan an item's barcode, use the Quick Select Menu, or enter non-inventory items in the same way as when you are ringing an item up for sale.

Note that the prices of the items are in parenthesis to denote that they are negative numbers. You can also see that the quantities are negatives.

Figure 149 - Returned Items

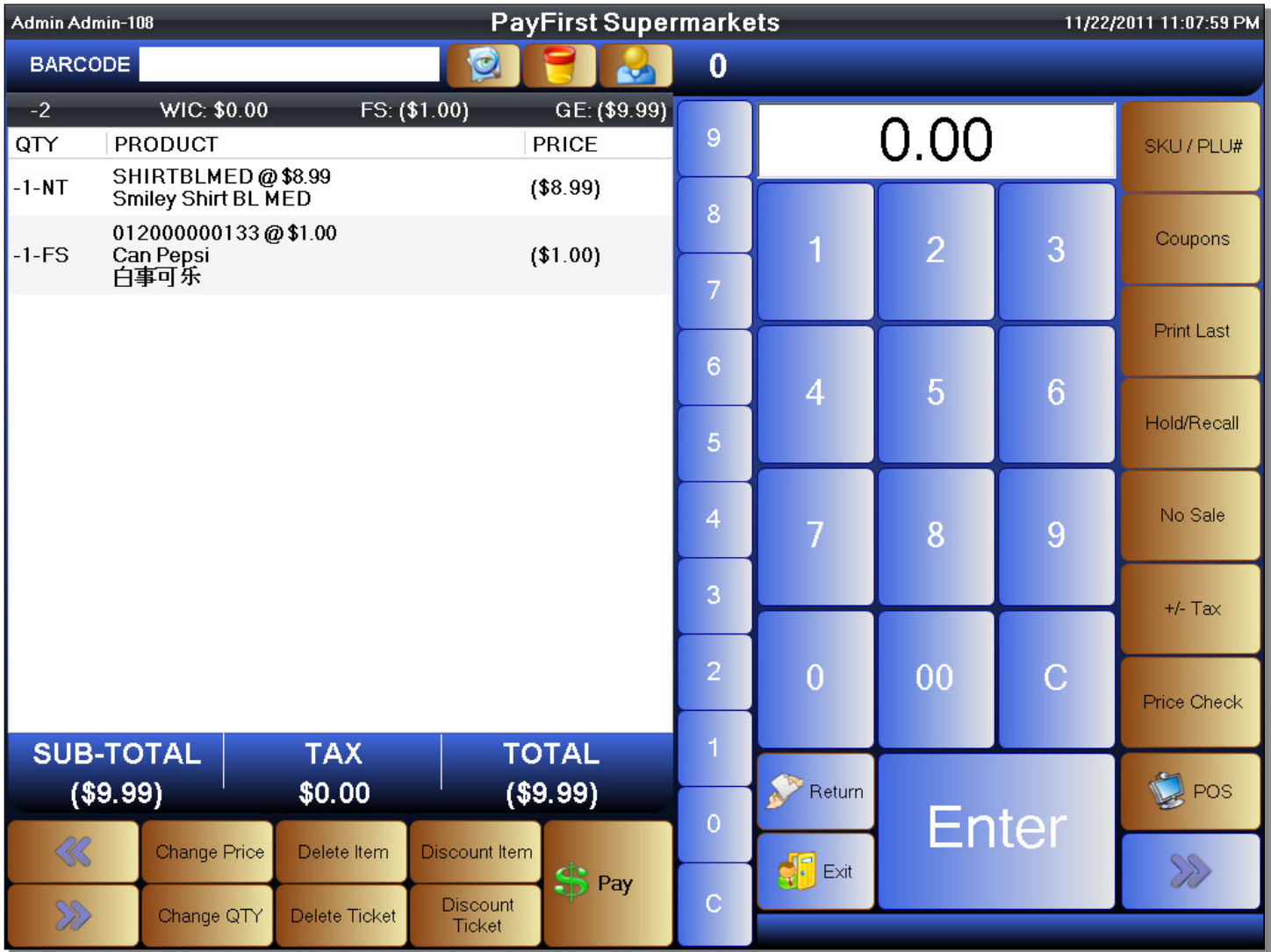
The screenshot shows the PayFirst Supermarkets POS interface. At the top, it displays 'Admin Admin-108', 'PayFirst Supermarkets', and the date/time '11/22/2011 11:07:54 PM'. Below this is a 'BARCODE' field and a '0' indicator. The main display area shows a list of items with columns for 'QTY', 'PRODUCT', and 'PRICE'. Two items are listed:

| QTY | PRODUCT | PRICE |
|-------|---|----------|
| -1-NT | SHIRTBLMED @\$8.99 Smiley Shirt BL MED | (\$8.99) |
| -1-FS | 012000000133 @\$1.00 Can Pepsi 百事可乐 | (\$1.00) |

Red callouts labeled 'Quantities' and 'Prices' point to the negative signs in the quantity and price columns, respectively. At the bottom, a summary bar shows 'SUB-TOTAL (\$9.99)', 'TAX \$0.00', and 'TOTAL (\$9.99)'. The interface also includes a numeric keypad, a 'Return' button, and various function buttons like 'Change Price', 'Delete Item', 'Discount Item', 'Change QTY', 'Delete Ticket', 'Discount Ticket', and 'Pay'.

You can turn off the Returns function at any time. Simply click on the Return button again.

Figure 150 - Return Mode Off



You can see that the *Return* button is no longer highlighted in red. With the Return mode disabled, any items you ring up will now be added to the ticket in the same manner

At this point, you can simply go to the Payment screen by clicking on the *Pay* button. The Total that is shown at this point would be money that is paid back to the customer.

In addition to going directly to the Payment screen to close out the transaction, you can also ring up additional items on a ticket.

Figure 151 - Return Mode Off



The screenshot shows the PayFirst Super POS interface. At the top, it displays 'Admin Admin-108' and 'PayFirst Super'. Below this is a 'BARCODE' field and three icons: a blue clock, a red trash can, and a person icon. The main area shows a summary of the ticket: '-1 WIC: \$0.00 FS: \$2.99 GE: (\$6.00)'. Below the summary is a table with columns 'QTY', 'PRODUCT', and 'PRICE'.

| QTY | PRODUCT | PRICE |
|-------|--|----------|
| -1-NT | SHIRTBLMED @\$8.99 Smiley Shirt BL MED | (\$8.99) |
| -1-FS | 012000000133 @\$1.00 Can Pepsi 百事可乐 | (\$1.00) |
| 1-FS | 400000000183 @\$3.99 (M) Cookies Almond | \$3.99 |

Any items that are added with the Returns function disabled would be considered a sale. You can tell by the positive item count number as well as the price which is not in parenthesis.

As you can see, we have mixed items on the ticket. Some are returns, and some are sales. At this point we can add more items to the ticket. We can also re-enable the Returns function for more returns. If this transaction is to be finalized, we can click on the *Pay* button to enter the Payment screen.

When using the Return function in Free Mode, it is important to remember that negative numbers are in parenthesis to avoid any confusion at the end of the transaction. Positive numbers will be shown as normal and the cashier must collect payments from the customer. Negative numbers will be shown in parenthesis on the payment screen and the cashier must return money to the customer.

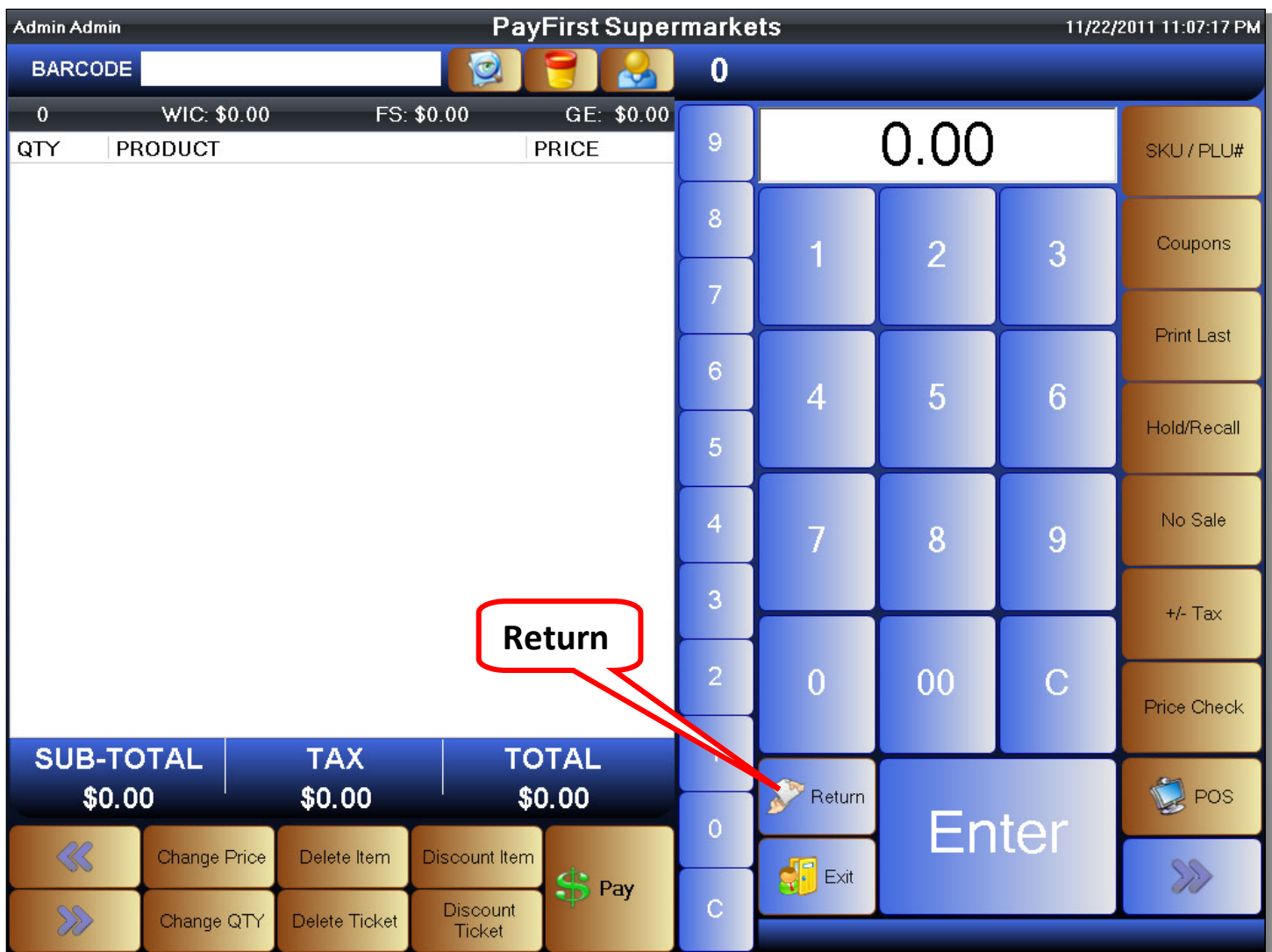
Return - Receipts Enforced

The second Return mode is one that requires scanning or entering a receipt number. In this mode, the only items that can be returned are those that are on the original receipt.

To return items with receipt

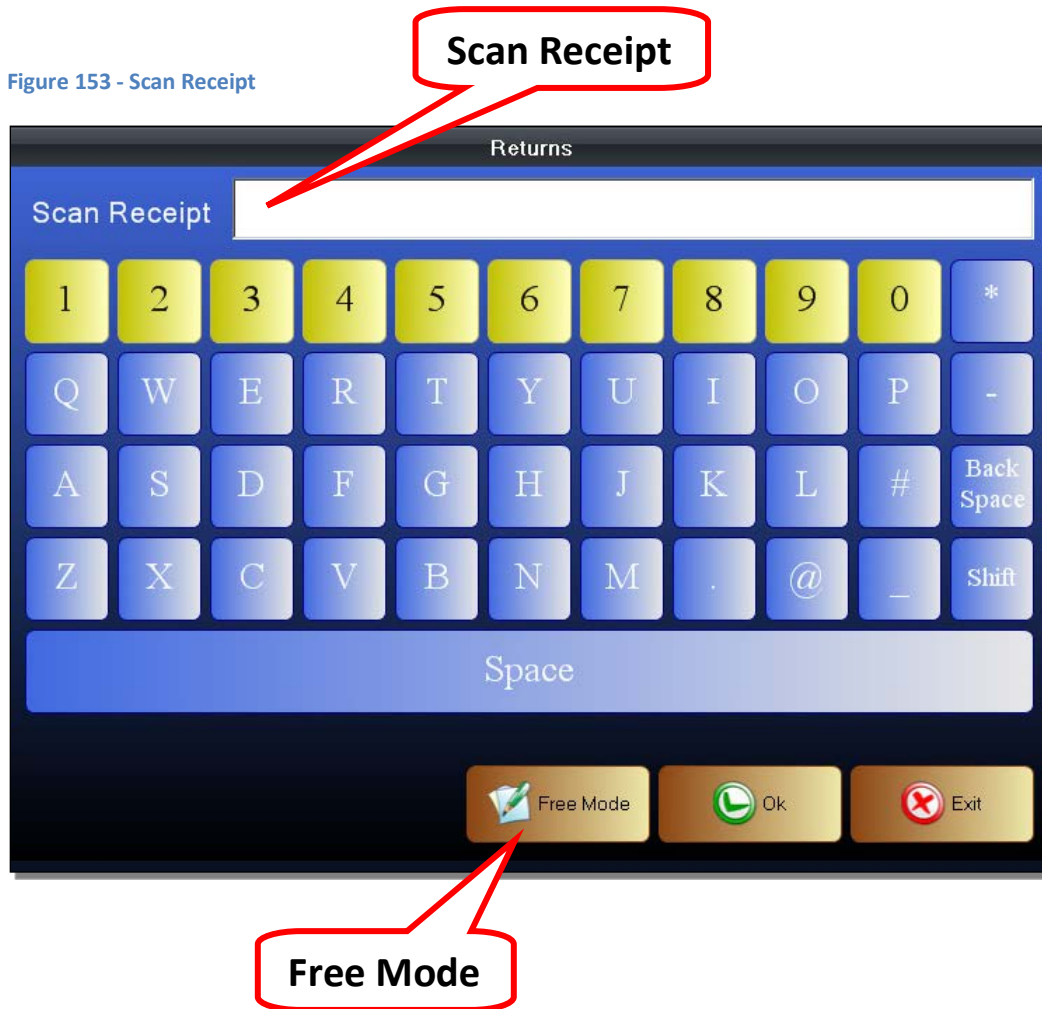
1. Enter the Front Office and enter the KeyPad screen
2. Click on the Return button
3. A window will pop up
4. Scan, or enter a receipt number then click on the OK button
5. The items that were on entered receipt will be listed
6. Select the items to return
7. Click on the Pay button to finalize the return process

Figure 152 - Front Office - Returns



To require that a receipt must be present and entered to return items, make sure that the *Returns Require Receipt* option is enabled in the Company Profile.

The Return function is started in the same as during Free Mode. Enter the KeyPad screen while in the Front Office and click on the *Return* button.



After clicking on the Return button, it will take you to the Scan Receipt Screen. You can scan or manually enter a receipt number using the onscreen keyboard. Once you have scanned or entered the receipt number, you can click on the OK button to select the entered ticket.

There are times when you cannot see the receipt number so you can still enable Free Mode. To do so, click on the *Free Mode* button while in this screen.

After scanning, or entering, a receipt number and clicking the OK button, it will take you to the Return Items screen. In this screen, you will select the items you wish to return. The items you can return are strictly limited to only those items that were on the original receipt. The quantities you can return are also strictly limited to the quantities that were on the original receipt.

Figure 154 - Return Items

The screenshot displays the 'Return Items' screen in the Payfirst Supermarkets POS system. The top bar shows 'Admin Admin-185', 'Payfirst Supermarkets', and the date/time '10/13/2011 5:49:44 PM'. A 'BARCODE' field is empty. Below this, a summary bar shows '0' items, 'GE: \$0.00', and 'FS: \$0.00'. The main area is split into two columns: the left column for items to be added and the right column for items to be returned. A central numeric keypad (0-9) and a 'C' button are positioned between the columns. At the bottom, there are buttons for 'Change Price', 'Delete Item', 'Discount Item', 'Pay', 'Change QTY', 'Add Item', 'Discount Ticket', 'Show Receipt', 'New Return', and 'Cancel'. The 'Pay' button has a green dollar sign icon.

| QTY | PRODUCT | PRICE |
|-------|---|---------|
| 11-FS | 012000000508 @ \$1.00 Can Diet Pepsi | \$11.00 |
| 1 | @\$8.99 Smiley Shirt BL LG | \$8.99 |
| 1-FS | 012000000133 @ \$1.00 Can Pepsi 百事可乐 | \$1.00 |
| 1-NT | 400000000343 @ \$0.00 Submarine Sandwich | \$0.00 |
| 1 | 6" Turkey | \$4.99 |
| 1 | American Cheese | \$0.75 |
| 1 | Provolone | \$0.75 |
| 1-NT | Lettuce | \$0.00 |
| 1-NT | Tomato | \$0.00 |
| 1-NT | Onions | \$0.00 |
| 1-NT | Salt | \$0.00 |
| 1-NT | Pepper | \$0.00 |
| 3.28- | 4129 @ 3.28LBX \$1.69 Fuji Apple 富士苹果 | \$5.54 |

| SUB-TOTAL | TAX | TOTAL |
|-----------|--------|---------|
| \$0.00 | \$0.00 | \$0.00 |
| \$33.02 | \$1.92 | \$34.95 |

When you first enter the Returns screen, items that are on the original receipt will be shown on the right side. The items that are being returned will be added to the left side. There are some commands at the bottom of the screen.

Figure 155 – Receipt Items List

The screenshot shows a receipt items list with columns for QTY, RET, PRODUCT, and PRICE. A vertical list of numbers (0-9) is on the left, and a 'C' button is at the bottom left. The bottom of the screen features a summary table and three action buttons: 'Show Receipt', 'New Return', and 'Cancel'.

| QTY | RET | PRODUCT | PRICE |
|-----|---------|---|---------|
| 9 | 11-FS 0 | 012000000508 @ \$1.00 Can DietPepsi | \$11.00 |
| 8 | 1 0 | @\$8.99 Smiley ShirtBL LG | \$8.99 |
| 7 | 1-FS 0 | 012000000133 @ \$1.00 Can Pepsi 百事可乐 | \$1.00 |
| 6 | 1-NT 0 | 400000000343 @ \$0.00 Submarine Sandwich | \$0.00 |
| 5 | 1 0 | 6* Turkey | \$4.99 |
| 4 | 1 0 | American Cheese | \$0.75 |
| 3 | 1 0 | Provolone | \$0.75 |
| 2 | 1-NT 0 | Lettuce | \$0.00 |
| 1 | 1-NT 0 | Tomato | \$0.00 |
| 0 | 1-NT 0 | Onions | \$0.00 |
| C | 1-NT 0 | Salt | \$0.00 |
| | 1-NT 0 | Pepper | \$0.00 |
| | 3.28- 1 | 4129 @ 3.28LBX \$1.69 Fuji Apple 富士苹果 | \$5.54 |

| SUB-TOTAL | TAX | TOTAL |
|-----------|--------|---------|
| \$33.02 | \$1.92 | \$34.95 |

Buttons: <<, Show Receipt, >>, New Return, Cancel

Callouts: Quantity Modifier, Scroll Up, Scroll Down, Show Receipt, No Return, Cancel

- Receipt Items List – The list of all items, and item quantities, on the selected sales receipt.
- Quantity Modifier – This is the same as during sales. When adding items to the Return ticket, you can specify a quantity. The only limitation is that you can't specify an item quantity higher than what is on the receipt.
- Scroll Up – Select the item above the one currently selected. If no items are currently selected it will select the last item on the receipt.
- Scroll Down – Select the item below the one currently selected.
- Show Receipt – This will show the currently selected receipt exactly as it is shown in printed form.
- New Return – You can start a new return from this screen.

Figure 156 - Return List



- Returned Items List – The list of items that have been selected for return. The only items that can be added to this list are those on the sales receipt that was selected at the start of the return process.
- Scroll Up – Select the item above the one currently selected. If no items are currently selected it will select the last item on the receipt.
- Scroll Down – Select the item below the one currently selected.
- Delete Item – Remove a selected item from the Items List
- Add Item – After selecting an item on the Receipt Items List, Click on the Add Item button to add it to the Returns List.
- Pay – Enters the Payment Screen. It is used to finalize the returns process.

After entering the Returns Screen, you can see a list of items that were sold to the customer and on the original receipt on the right side of the screen. This is the Receipt Items List.

Figure 157 - Return Items List



| QTY | RET | PRODUCT | PRICE |
|-------|-----|---|---------|
| 11-FS | 0 | 012000000508 @ \$1.00 Can Diet Pepsi | \$11.00 |
| 1 | 0 | @\$8.99 Smiley Shirt BL LG | \$8.99 |
| 1-FS | 0 | 012000000133 @ \$1.00 Can Pepsi 百事可乐 | \$1.00 |
| 1-NT | 0 | 400000000343 @ \$0.00 Submarine Sandwich | \$0.00 |
| 1 | 0 | 6" Turkey | \$4.99 |
| 1 | 0 | American Cheese | \$0.75 |
| 1 | 0 | Provolone | \$0.75 |
| 1-NT | 0 | Lettuce | \$0.00 |
| 1-NT | 0 | Tomato | \$0.00 |
| 1-NT | 0 | Onions | \$0.00 |
| 1-NT | 0 | Salt | \$0.00 |
| 1-NT | 0 | Pepper | \$0.00 |
| 3.28- | 1 | 4129 @ 3.28LBX \$1.69 Fuji Apple 富士苹果 | \$5.54 |



The Receipt Items List shows the quantity that was purchased of an item, the product name, and the original sale price. There is also a column listed as *RET*. This is the Returned Quantity.

The Payfirst Point of Sale System will limit the quantity of returnable items by that shown on the selected receipt. It will also track whether items have been returned on the selected receipt. If the Returned Quantity column shows a value of zero, then no items have been returned. If it shows a number, then items on the current receipt has previously been returned.

You can click on an item to highlight it. Or you can use the *Scroll Up* and *Scroll Down* buttons to highlight an item.

Figure 158- Highlighting Item

| QTY | RET | PRODUCT | PRICE |
|-------|-----|---|---------|
| 11-FS | 0 | 012000000508 @ \$1.00 Can DietPepsi | \$11.00 |
| 1 | 0 | @\$8.99 Smiley Shirt BL LG | \$8.99 |
| 1-FS | 0 | 012000000133 @ \$1.00 Can Pepsi 百事可乐 | \$1.00 |
| 1-NT | 0 | 400000000343 @ \$0.00 Submarine Sandwich | \$0.00 |

Once the item is highlighted, you can click on the *Add Item* button on the bottom left side to add the selected item to the Returned Items List.

Figure 159 - Returned Items

Admin Admin-185 Payfirst Supermarkets 10/13/2011 5:50:50 PM

BARCODE 0

| -1 | GE: | \$0.00 | FS: | (\$1.00) | | QTY | RET | PRODUCT | PRICE |
|-------|---|--------|-----|----------|---|-------|-----|---|---------|
| QTY | PRODUCT | | | | 9 | 11-FS | 1 | 012000000508 @ \$1.00 Can DietPepsi | \$11.00 |
| -1-FS | 012000000508 @ \$1.00 Can Diet Pepsi | | | (\$1.00) | 8 | 1 | 0 | @\$8.99 Smiley Shirt BL LG | \$8.99 |
| | | | | | 7 | 1-FS | 0 | 012000000133 @ \$1.00 Can Pepsi 百事可乐 | \$1.00 |
| | | | | | | 1-NT | 0 | 400000000343 @ \$0.00 Submarine Sandwich | \$0.00 |

You will notice that the item that is added to the Returned Items List shows a price in parenthesis. This is because the item is being returned and that the item has a negative price.

You will also notice that the Return Quantity has been updated on the highlighted item. There was a quantity sold of 11, we added 1 of them to the Returned Items List.

We can use the quantity modifiers found running down the middle of the screen.

Figure 160 - Returned Items - Quantity Modifier

| -1 | | GE: | \$0.00 | FS: | (\$1.00) | 5 | QTY | RET | PRODUCT | PRICE |
|-------|---|-----|--------|-----|----------|---|-------|-----|---|---------|
| QTY | PRODUCT | | | | | 9 | 11-FS | 1 | 012000000508 @ \$1.00 Can Diet Pepsi | \$11.00 |
| -1-FS | 012000000508 @ \$1.00 Can Diet Pepsi | | | | (\$1.00) | 8 | 1 | 0 | @\$8.99 Smiley Shirt BL LG | \$8.99 |
| | | | | | | 7 | 1-FS | 0 | 012000000133 @ \$1.00 Can Pepsi 百事可乐 | \$1.00 |
| | | | | | | | 1-NT | 0 | 400000000343 @ \$0.00 Submarine Sandwich | \$0.00 |

To use the quantity modifier, click on the quantity modifier buttons found running down the middle of the screen. The quantity modifier indicator found at the top of the screen will update.

In this example, we have chosen a value of 5 for the quantity modifier. The highlighted item already has a quantity of 1 added to the Returned Items List.

Figure 161 - Returned Items - Quantity Modifier

| -6 | | GE: | \$0.00 | FS: | (\$6.00) | 6 | QTY | RET | PRODUCT | PRICE |
|-------|---|-----|--------|-----|----------|---|-------|-----|---|---------|
| QTY | PRODUCT | | | | | 9 | 11-FS | 6 | 012000000508 @ \$1.00 Can Diet Pepsi | \$11.00 |
| -6-FS | 012000000508 @ \$1.00 Can Diet Pepsi | | | | (\$6.00) | 8 | 1 | 0 | @\$8.99 Smiley Shirt BL LG | \$8.99 |
| | | | | | | 7 | 1-FS | 0 | 012000000133 @ \$1.00 Can Pepsi 百事可乐 | \$1.00 |
| | | | | | | | 1-NT | 0 | 400000000343 @ \$0.00 Submarine Sandwich | \$0.00 |

After clicking on the Add Item button again, you can see that the quantity added to the Returned Items List is now 6. The Return Quantity is also 6.

You can use the same steps to add more items to the Returned Items List.

You can also remove items from the Returned Items List. Click on an item on the Returned Items List to highlight it, or use the Scroll Up and Scroll Down buttons.

Figure 162 - Remove Item

| -7 | | GE: | \$0.00 | FS: | (\$6.00) | | QTY | RET | PRODUCT | PRICE |
|-------|---|-----|----------|-----|----------|---|-------|-----|---|---------|
| QTY | PRODUCT | | PRICE | | | 9 | 11-FS | 6 | 012000000508 @ \$1.00 Can Diet Pepsi | \$11.00 |
| -6-FS | 012000000508 @ \$1.00 Can Diet Pepsi | | (\$6.00) | | | 8 | 1 | 1 | @\$8.99 Smiley Shirt BL LG | \$8.99 |
| -1 | @\$8.99 Smiley Shirt BL LG | | (\$8.99) | | | 7 | 1-FS | 0 | 012000000133 @ \$1.00 Can Pepsi 百事可乐 | \$1.00 |
| | | | | | | | 1-NT | 0 | 400000000343 @ \$0.00 Submarine Sandwich | \$0.00 |

After highlighting an item to remove, click on the *Delete Item* button which is found in the bottom left of the screen.

Figure 163 - Remove Item

| -6 | | GE: | \$0.00 | FS: | (\$6.00) | | QTY | RET | PRODUCT | PRICE |
|-------|---|-----|----------|-----|----------|---|-------|-----|---|---------|
| QTY | PRODUCT | | PRICE | | | 9 | 11-FS | 6 | 012000000508 @ \$1.00 Can Diet Pepsi | \$11.00 |
| -6-FS | 012000000508 @ \$1.00 Can Diet Pepsi | | (\$6.00) | | | 8 | 1 | 0 | @\$8.99 Smiley Shirt BL LG | \$8.99 |
| | | | | | | 7 | 1-FS | 0 | 012000000133 @ \$1.00 Can Pepsi 百事可乐 | \$1.00 |
| | | | | | | | 1-NT | 0 | 400000000343 @ \$0.00 Submarine Sandwich | \$0.00 |

The highlighted item has now been removed from the Returned Items List. You can of course add and remove items and quantities as needed.

When you have finished adding the necessary items to the Returned Items List and ready to finalize the return, click on the Pay button. This will take you to the Payment screen.

The Payment Screen that is shown during a return is the same as that shown during a sales with a few small differences.

Figure 164 - Return - Payment Screen

The screenshot displays the 'Payfirst Super' Payment screen for a return transaction. The interface includes a header with 'Admin Admin-185', 'Payfirst Super', and 'Payment'. A barcode field is present at the top left. The main area shows a list of items with negative quantities and prices:

| QTY | PRODUCT | PRICE |
|-------|---|----------|
| -6-FS | 012000000508 @ \$1.00 Can Diet Pepsi | (\$6.00) |
| -1 | @\$8.99 Smiley Shirt BL LG | (\$8.99) |

Summary information at the bottom left shows:

| | | |
|---------------------|--------------|-----------------|
| SUB-TOTAL (\$14.99) | TAX (\$1.05) | TOTAL (\$16.04) |
|---------------------|--------------|-----------------|

The right side of the screen features a payment keypad with options for Cash, Credit, Debit, Gift Card, Check, Store Credit, WIC, and Food Stamp. A numeric keypad is also present. The total due is displayed as **TOTAL DUE (\$16.04)**. A green button labeled 'Pay' is located at the bottom center.

One difference is that the Total Due and Amount Due are in parenthesis. This means that they are negative numbers, which of course makes sense since this is a return and not a sales.

One other item of note is that most forms of payments will be disabled and grayed out. The only forms of payments allowed are those used during the sales. If the customer paid with credit card, it is expected that the return will be made using a credit card. If the customer paid with cash, it is expected that the return will be made in cash.

Other than these changes, the process of finalizing a return is the same as that used during a sale.

You can view a copy of the original receipt at any time. Click on the *Show Receipt* button and the original receipt will be shown at the right side of the screen.

Figure 165 - Show Receipt

Admin Admin-185 **Payfirst Super** **Receipt**

BARCODE []

0 GE: \$0.00 FS: \$0.00

| QTY | PRODUCT | PRICE |
|-----|---------|-------|
| | | |

PAYFIRST SUPERMARKETS
 800 N KINGS HWY
 CHERRY HILL, NJ 08003
 (888) 377-1838

 10/10/2011 10:19:44 AM
 Customer:
 Cashier: Admin Admin
 Ticket#: 1107-107
 =====
 11 Can Diet Pepsi \$11.00
 012000000508 @ \$1.00
 1 Smiley Shirt BL LG \$8.99
 @ \$8.99
 1 Can Pepsi \$1.00
 012000000133 @ \$1.00
 (百事可乐)
 1 Submarine Sandwich \$0.00
 400000000343 @ \$0.00
 6" Turkey \$4.99
 American Cheese \$0.75
 Provolone \$0.75
 Lettuce
 Tomato
 Onions
 Salt
 Pepper
 1 Fuji Apple \$5.54
 4129 @ 3.280LB X \$1.69
 (富士苹果)

 SUBTOTAL \$33.02
 TAX \$1.92
 TOTAL \$34.95
 =====
 PAID \$34.95
 CHANGE \$5.05
 GIFT ELIGIBLE \$0.00
 PAYMENTS
 Cash \$34.95

SUB-TOTAL \$0.00 TAX \$0.00 TOTAL \$0.00

<< Change Price Delete Item Discount Item \$ Pay >>
 >> Change QTY Add Item Discount Ticket Cancel

The Show Receipt function is useful in case of damaged receipts where you can't view all information easily on the original receipt. You can stop viewing the receipt by clicking on the Cancel button.

You can start a new return at any time by clicking on the New Return button which bring up Scan Receipt Screen where you can scan or manually enter a receipt number.

Manager Functions

The Manager Functions is where most of the sales transactions management, reporting, and reconciling the daily sales are located. This is also where you will manage Loyalty/Member Cards, Gift Cards and miscellaneous expenses.

Figure 166 - Logon Screen



To enter the Manager Functions

1. Start the Payfirst Retail Point of Sale System
2. Enter the manager's password
3. Click on the Manager button
4. You should now be in the Manager Functions screen

This is the Manager Functions Screen. From this screen you can access many manager related functions such as reconciling the daily sales, tracking miscellaneous expenses, viewing reports, and other functions.

Figure 167 - Manager Functions



Here are descriptions for each Manager Function in brief. We will be covering each function in more detail separately.

- Retrieve Closed Ticket – You can retrieve and view previously closed tickets. You can also re-open a ticket if it needs to be corrected in any way.
- Activate / Print Gift Cards – Use this function to activate Gift Cards, as well as to print the balance on Gift Cards.
- View Employee Shifts – View information on employee shifts such as the opening time, closing time, and the various payments collected.
- Payment History – View a history of all transactions, payments collected, and credit card batch history. These are separated by employees, and by shifts.
- Merge Loyalty Card – Merge the Loyalty Card data. It will take the points on an existing card, and move it to a new card.
- Activate Member – Attach and activate Membership/Loyalty Card for a customer.
- Activities Log – View activity logs on actions taken by employees
- Reports – View various types of reports. General categories are sales, inventory, customer and employees. In each general category there are many types of reports we can view.
- Sync Database – When the MainPC or Server is not operational for any reason, each checkout lane can be put into an offline mode. Each checkout lane will operate independently. When the complete system is back online, you must reconcile all of the sales data and update inventory quantities.
- View Gift Cards – View and manage gift cards. You can remove expired gift cards using this function.
- Time and Attendance – View the shift information for each employee. Know when they clock in, clock out and view their total sales for the shift.
- Re-Assign Ticket – Rarely used function. This will re-assign a ticket from one cashier to another cashier.
- Misc Expense – Record miscellaneous expenses.
- View Open Tickets – View all open tickets on the system. You can close all of them from this function.
- Close Out – Close out the daily sales. This is done when reconciling the daily sales data with the cash that is collected during the course of the business day.

Closing Out – Reconciling Daily Sales

The Close Out function is probably the most used Manager Function. It is normally used on a daily basis to reconcile the daily sales data. It will load all payments collected in a shift and also any miscellaneous expenses recorded will be applied to this shift.

To access the Close Out Function

1. Enter the Manager Functions
2. Click on the Close Out button
3. You should now be in the Close Out screen

Figure 168 - Manager - Clouse Out

Close Out

Sale Details | Tickets | Payments | Batch Out

Close Shift for Drawer 1 Shift Begin Shift End

| Type | Count | Total |
|--------------|-------|--------|
| Ones | 0 | \$0.00 |
| Fives | 0 | \$0.00 |
| Tens | 0 | \$0.00 |
| Twenties | 0 | \$0.00 |
| Fifties | 0 | \$0.00 |
| Hundreds | 0 | \$0.00 |
| Pennies | 0 | \$0.00 |
| Nickels | 0 | \$0.00 |
| Dimes | 0 | \$0.00 |
| Quarters | 0 | \$0.00 |
| Half Dollars | 0 | \$0.00 |
| Dollar | 0 | \$0.00 |

Payment Type | Total

Summary

Starting Cash 0

Calculated Cash 0

Paid Out 0

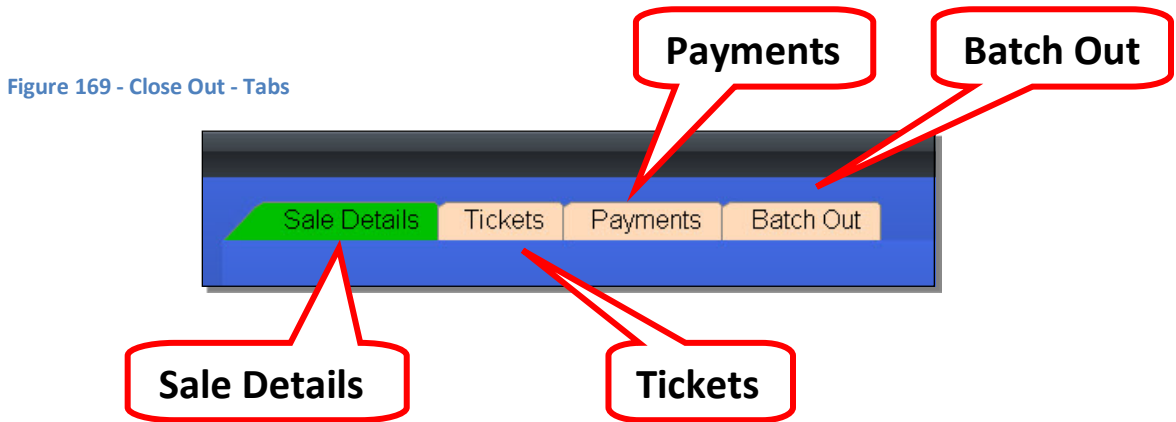
Total Cash In Drawer 0

Cash Over 0

Drop Cash \$0.00

Drop Checks \$0.00

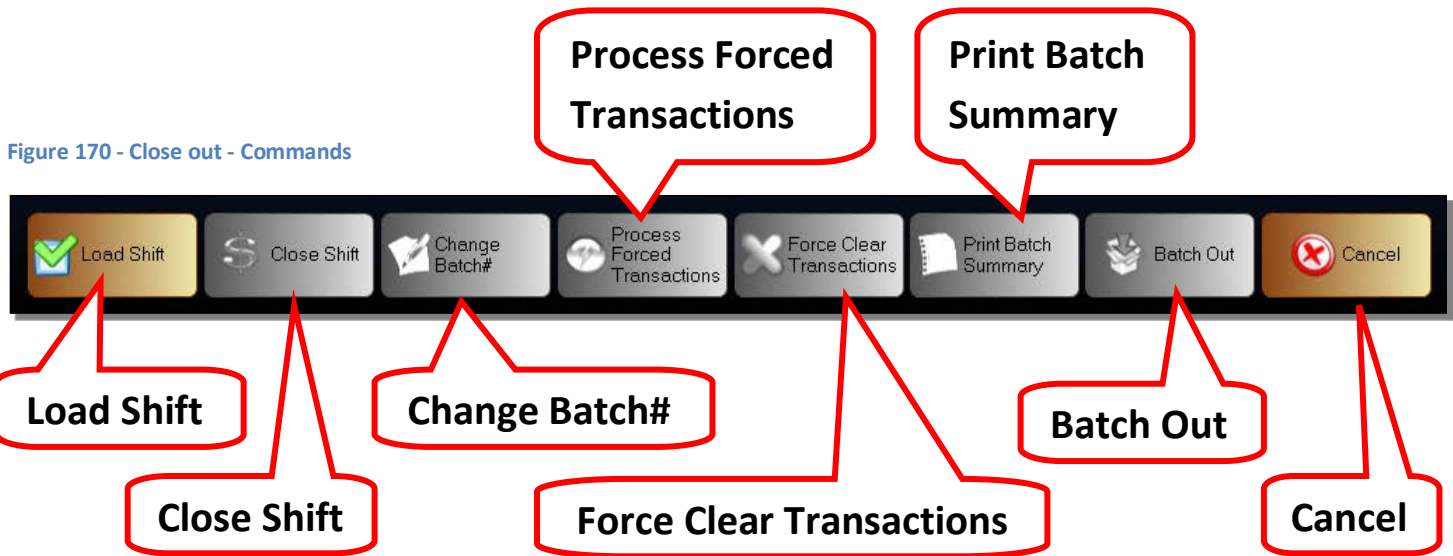
The tabs along the top will bring you to different screens where you can view different information used during the close out process.



At the top of the screens, you can see a series of tabs where you can access different screens.

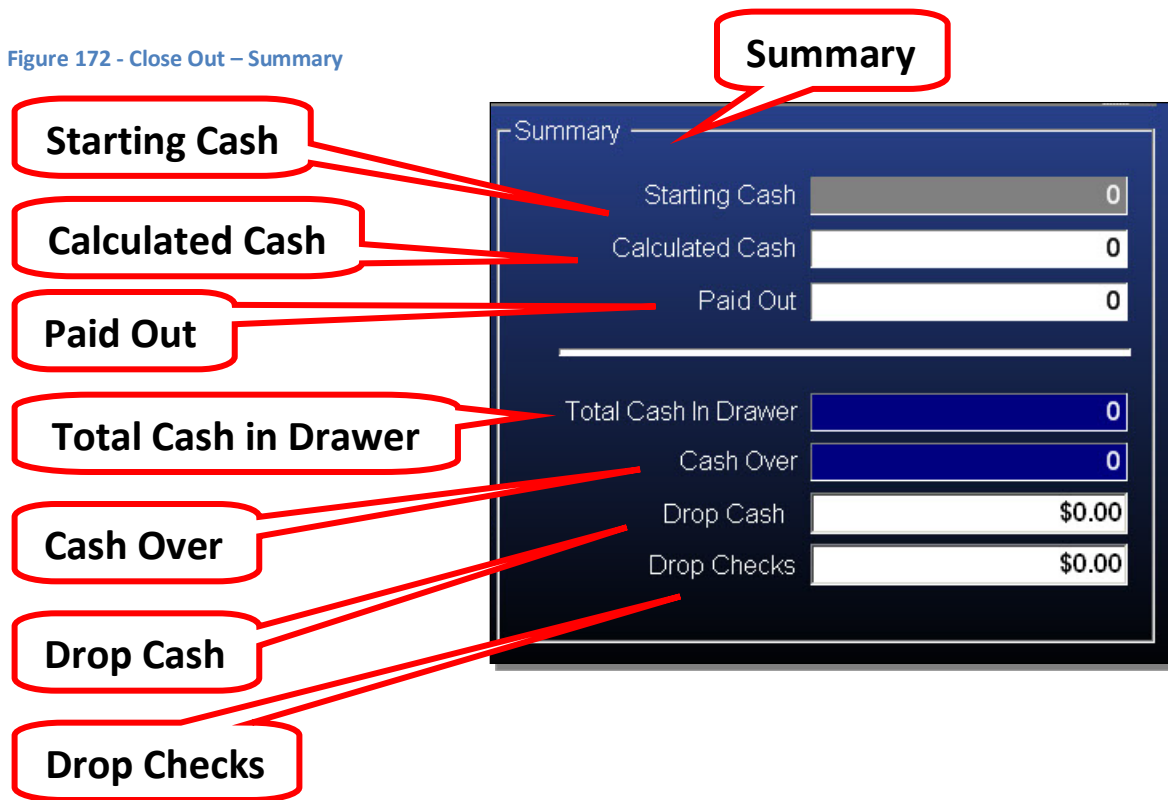
- Sale Details – This tab shows the details in a shift. This is also where you will enter the payments collected.
- Tickets – View the individual tickets in a shift. You can also see the details in each ticket.
- Payments – View the payments collected in a shift. The payments are grouped by type.
- Batch Out – Batch Out, or Close out, the credit card data.

At the bottom of the Close Out screen, there are series of commands. Depending on the action you are performing and the data you have selected, some commands may become enabled or disabled. Disabled commands are in grey.



- Shift Begin – The starting date and time of a selected shift
- Shift End – The ending date and time of a selected shift
- Payment Types – The different types of payments that were selected during a shift and the total of those individual payment types
- Collected Cash – The area where you will enter the cash that was collected for each individual shift
- Number Pad – The onscreen number pad that you will use to enter any cash that was collected during a shift.
- Summary – Summary of the details in a shift. This will also automatically calculate the cash that was collected and show you if the cash collected matches or is over/under the expected amount.

Figure 172 - Close Out – Summary



Summary – The summary of the details in a shift.

- Starting Cash – When a shift was first opened, it asks for a starting cash to be entered. The starting cash will be displayed here.
- Calculated Cash – This is the cash that was collected during a shift.
- Paid Out – This is the Miscellaneous Expenses that were recorded during the current shift.
- Total Cash in Drawer – This is the total cash that should be in the cash drawer. It is the starting cash and the calculated cash added together.
- Cash Over – The difference between the Drop Cash and the Total Cash in Drawer.
- Drop Cash – The cash that was counted during the Close Out process for each shift
- Drop Checks – The total of the checks that were collected during the course of a shift.

Loading a Shift

Before we can close out a shift, we must first select and load a shift. To do this, click the *Load Shift* button at the bottom of the Close Out screen. This will bring you to the Employee Shifts screen where you can select a shift to open.

Figure 173 - Load Shifts

The screenshot shows the 'Employee Shifts' window. At the top, there are two callouts: 'Start / End Date' pointing to the date range selection area, and 'Start / End Time' pointing to the time range selection area. The date range is set from 11/14/2011 to 11/15/2011, and the time range is from 12:00:00 AM to 11:59:59 PM. Below this is a table with the following data:

| Shift ID | Close | Employee | Drawer | Open Time | Close Time | Drop Cash | Drop Check | Starting Ca |
|----------|-------------------------------------|---------------|----------|-----------|------------|-----------|------------|-------------|
| 1 | <input checked="" type="checkbox"/> | Jack Conwell | Drawer 1 | 9:44 AM | 9:51 AM | 302.00 | 48.10 | 0.00 |
| 2 | <input type="checkbox"/> | Henry Springs | Drawer 1 | 9:52 AM | | 0.00 | 0.00 | 195.00 |

At the bottom of the window, there are four callouts pointing to buttons: 'Load by Date' (with a checkmark icon), 'Load All Open Shifts' (with a refresh icon), 'OK' (with a green checkmark icon), and 'Cancel' (with a red X icon). A status bar at the bottom left shows 'Record: Of 2'.

Date Range

- Start Date – This is the starting date from which to load shifts
 - End Date – This is the ending date from which to load shifts
 - Start Time – The starting time from which to load shifts
 - End Time – The ending time from which to load shifts.
-
- Shifts List – This is the list of shifts that have been loaded
 - Load by Date – Load shifts based on the Date Range
 - Load All Open Shifts – Load only shifts that are currently open and not closed
 - OK – After selecting a shift, click the OK button to load the selected shift
 - Cancel – Exit the current screen

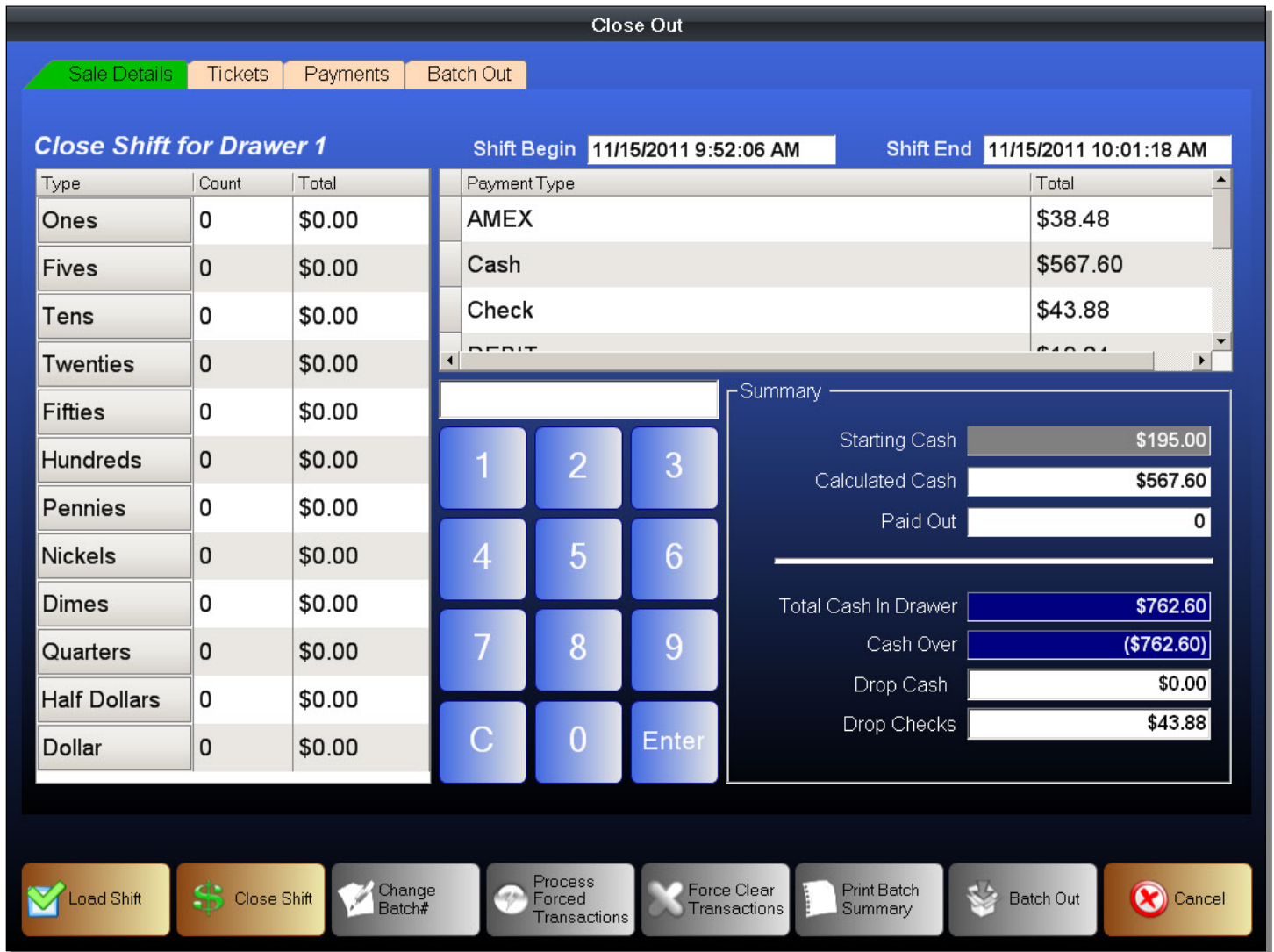
To load a shift

1. Click on the Load Shift button from the Close Out screen
2. Select a Date Range
3. Click on the Load by Date button to load shifts according to the Date Range
4. Alternatively, click on the Load All Open Shifts button to load all shifts that have not been closed
5. Select a shift to open
6. Click the OK button
7. The selected shift should now be loaded

Once a shift has been opened, you may enter the collected cash for the selected shift.

After selecting a shift, the shift data will be loaded in the Sales Details tab.

Figure 174 - Closing a Shift



The only data you need to enter when closing a shift is cash that was collected during the course of a shift. The rest of the data required in closing out a shift is already collected and entered.

To enter the cash collected

1. Select a cash value
2. Enter the cash collected. You can use the onscreen number pad or an attached keyboard.
3. Select the next cash value to enter
4. Enter the cash collected.
5. Once you are finished entering all of the collected cash, it will show the total in the Drop Cash

Select a Cash Value to enter. Click on a Cash Value. In this example, we will click on the Ones value. It will be highlighted to show that it is selected.

Figure 175 - Closing Out - Entering Cash

The screenshot shows the 'Close Shift for Drawer 1' screen. At the top right, it says 'Shift Begin 11/15/2011 9:5'. Below this is a table with columns 'Type', 'Count', and 'Total'. The 'Ones' row is highlighted in blue. To the right of this table is a 'Payment Type' dropdown menu with options: AMEX, Cash, Check, and DEBIT. Below the dropdown is an onscreen number pad with buttons for digits 1-9, 0, a 'C' button, and an 'Enter' button. Two red callout boxes are present: one labeled 'Collected Cash' pointing to the 'Ones' row, and another labeled 'Number Pad' pointing to the '0' button.

| Type | Count | Total | Payment Type |
|--------------|-------|--------|--------------|
| Ones | | \$0.00 | AMEX |
| Fives | 0 | \$0.00 | Cash |
| Tens | 0 | \$0.00 | Check |
| Twenties | 0 | \$0.00 | DEBIT |
| Fifties | 0 | \$0.00 | |
| Hundreds | 0 | \$0.00 | |
| Pennies | 0 | \$0.00 | |
| Nickels | 0 | \$0.00 | |
| Dimes | 0 | \$0.00 | |
| Quarters | 0 | \$0.00 | |
| Half Dollars | 0 | \$0.00 | |
| Dollar | 0 | \$0.00 | |

After the Cash Value has been selected, use the onscreen number pad to enter the amount of cash that was collected. Alternatively, after selecting a Cash Value, you may use an attached keyboard to enter the cash that was collected.

Figure 176 - Closing Out - Entering Cash

The screenshot shows the 'Close Shift for Drawer 1' screen. The 'Ones' row in the table now has a count of 38, and the total remains \$0.00. The other rows (Fives, Tens) remain at 0 count and \$0.00 total.

| Type | Count | Total |
|-------|-------|--------|
| Ones | 38 | \$0.00 |
| Fives | 0 | \$0.00 |
| Tens | 0 | \$0.00 |

If we collected 38 one dollar bills, that is the amount we will enter.

Once you have entered the Cash Value, select the next cash value to enter. Enter the Cash Value, and continue until all of the cash collected during a shift has been entered.

Figure 177 - Closing Out - Entering Cash

| Close Shift for Drawer 1 | | |
|---------------------------------|-------|----------|
| Type | Count | Total |
| Ones | 38 | \$38.00 |
| Fives | 5 | \$25.00 |
| Tens | 20 | \$200.00 |
| Twenties | 20 | \$400.00 |
| Fifties | 0 | \$0.00 |
| Hundreds | 1 | \$100.00 |
| Pennies | 0 | \$0.00 |
| Nickels | 0 | \$0.00 |
| Dimes | 0 | \$0.00 |
| Quarters | 0 | \$0.00 |
| Half Dollars | 0 | \$0.00 |
| Dollar | 0 | \$0.00 |

NOTE: It is important to note that the cash collected is not entered by the real value of the cash but rather by how many of that type of cash was collected. For example, if we collected \$25 in five dollar bills, we do not enter 25 in the Fives field. Instead we will enter 5.

You can see that entering 20 in the Tens field does not mean we entered \$20 in ten dollar bills, instead it means we counted 20 ten dollar bills which equals to \$200.00.

Once the cash collected has been fully entered, you can view the Summary for the details contained in the shift.

Figure 178 - Closing Out - Summary

| Summary | |
|----------------------|----------|
| Starting Cash | \$195.00 |
| Calculated Cash | \$567.60 |
| Paid Out | 0 |
| <hr/> | |
| Total Cash In Drawer | \$762.60 |
| Cash Over | \$0.40 |
| Drop Cash | \$763.00 |
| Drop Checks | \$43.88 |

Starting Cash – You can see that we have a starting cash of \$195.00 in this shift.

Calculated Cash – You can see that we have a calculated cash of \$567.60 in this shift. This is the amount of cash that was collected during this shift. This is not the total payments that have been collected during this shift. Only the payments that were made in cash. It is also the amount that should be deposited into the bank since you usually keep the same starting cash in the drawer.

Paid Out – If there were miscellaneous expenses recorded when this shift was open, it will be entered here. The system assumes that any misc cash that was recorded used cash from the drawer to pay out the misc expense.

Total Cash in Drawer – This is the total amount of cash money that should be in the cash drawer. This number is derived by taking the Starting Cash, adding it to the Calculated Cash, and then subtracting the Paid Out.

Cash Over – This is the difference between the Total Cash in Drawer and the Drop Cash. This will let you know if the money counted was over or under the expected amount. Ideally, this number should be zero. In a live environment, there is always a bit of difference. As long as the difference is not large, having a cash over value that is lesser or greater than zero is acceptable.

Drop Cash – The Drop Cash is the amount of money that was actually counted for this shift. It includes the Starting Cash as well as the Calculated Cash.

Drop Checks – The Drop Checks is the total of all checks that were collected during the shift. Go to the Payments tab, look for the shift, and open the Check payment type to view the individual check payments.

When you have double checked the cash that was collected, and double checked the numbers in the summary, you can close the shift.

Figure 179 - Closing Out

The screenshot shows the 'Close Out' interface with the following data:

| Type | Count | Total | Payment Type | Total |
|--------------|-------|----------|--------------|----------|
| Ones | 38 | \$38.00 | AMEX | \$38.48 |
| Fives | 5 | \$25.00 | Cash | \$567.60 |
| Tens | 20 | \$200.00 | Check | \$43.88 |
| Twenties | 20 | \$400.00 | DEBIT | \$10.04 |
| Fifties | 0 | \$0.00 | | |
| Hundreds | 1 | \$100.00 | | |
| Pennies | 0 | \$0.00 | | |
| Nickels | 0 | \$0.00 | | |
| Dimes | 0 | \$0.00 | | |
| Quarters | 0 | \$0.00 | | |
| Half Dollars | 0 | \$0.00 | | |
| Dollar | 0 | \$0.00 | | |

| Summary | |
|----------------------|----------|
| Starting Cash | \$195.00 |
| Calculated Cash | \$567.60 |
| Paid Out | 0 |
| <hr/> | |
| Total Cash In Drawer | \$762.60 |
| Cash Over | \$0.40 |
| Drop Cash | \$763.00 |
| Drop Checks | \$43.88 |

The 'Close Shift' button is highlighted with a red callout box containing the text 'Close Shift'.

Closing a Shift

1. Enter the cash collected during the shift
2. Double check the summary data in the shift
3. Click the Close Shift button to close the shift

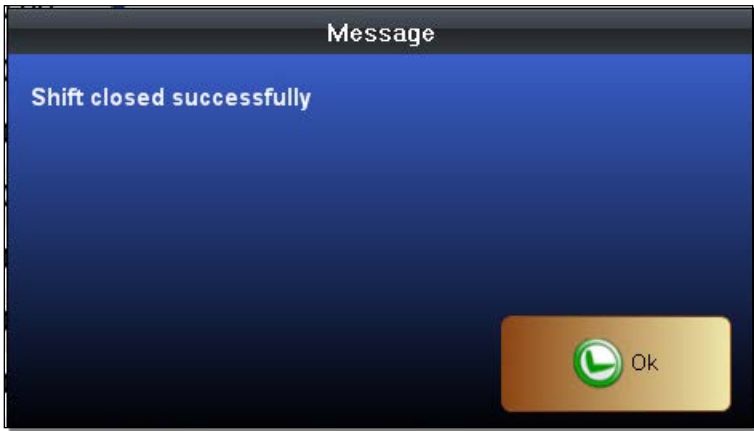
Once you click the Close Shift button, a confirmation window will pop up.

Figure 180 - Close Shift - Confirmation



Confirm or cancel the Close Shift.

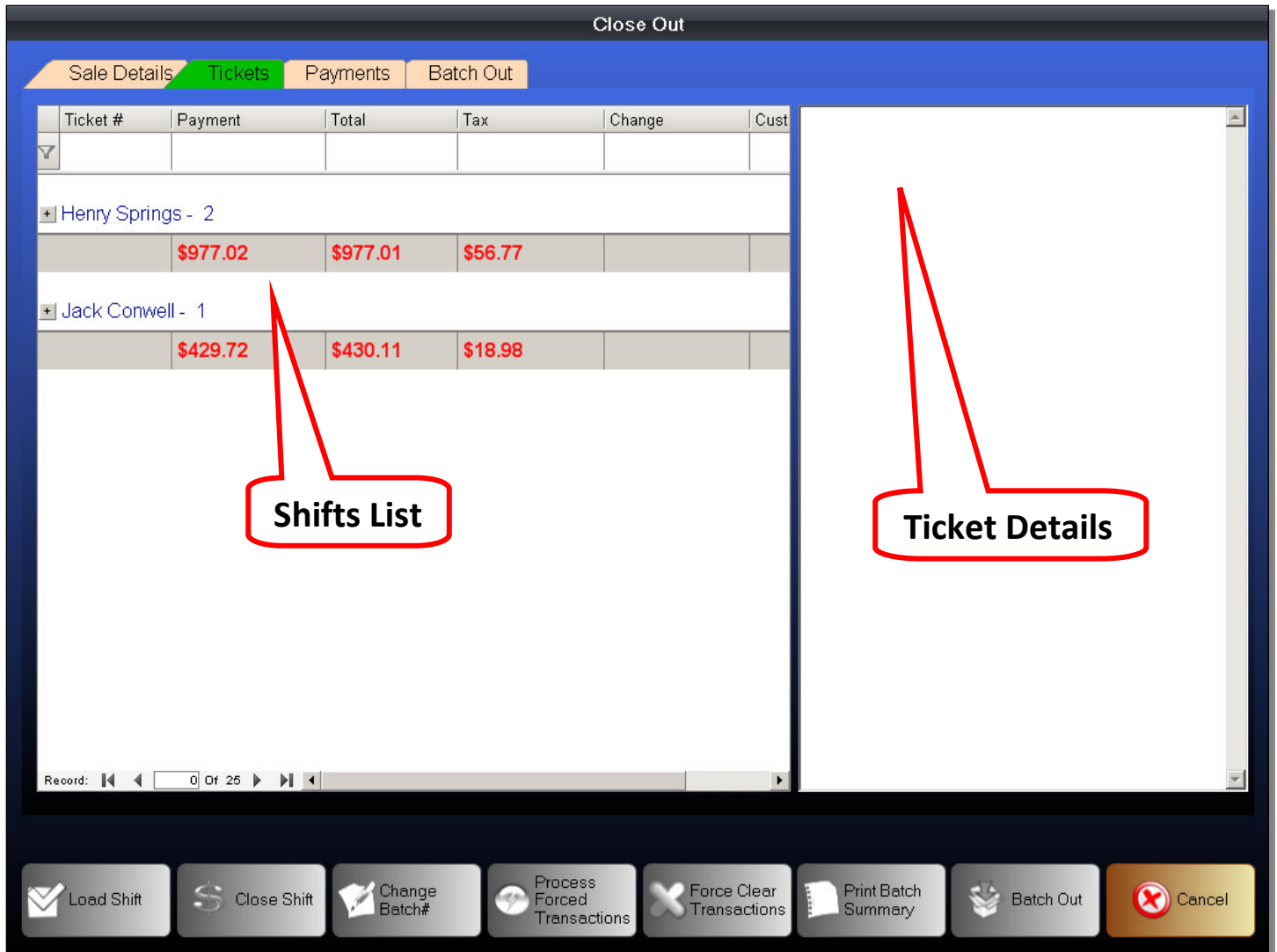
Figure 181 - Close Out - Confirmation



Assuming that you click the Yes button, it will notify you that the shift was successfully closed. You can always go back and re-load a closed shift to modify it.

Moving to the Tickets tab, we can view the individual sales ticket and the ticket details. There are two main parts to the Tickets tab. The Shifts List and the Ticket Details.

Figure 182 - Close Out - Tickets



- Shifts List – This is where you can select a shift to view. Expanding this list will also show the individual sales tickets in a shift. Clicking on a sales ticket will load the ticket in the Ticket Details window to the right.
- Ticket Details – The Ticket Details is a copy of the actual sales receipt. It will list all details contained in a transaction exactly as it is printed on a sales receipt.

You can click on a shift to expand it so you may view the details.

Figure 183 - Close Out - Ticket Details

Close Out

Sale Details
Tickets
Payments
Batch Out

| Ticket # | Payment | Total | Tax | Change | Cu |
|-------------------|----------|----------|---------|--------|----|
| Henry Springs - 2 | | | | | |
| | \$977.02 | \$977.01 | \$56.77 | | |
| Jack Conwell - 1 | | | | | |
| 102 | \$48.10 | \$48.10 | \$3.15 | \$0.00 | |
| 103 | \$48.10 | \$48.10 | \$3.15 | \$0.00 | |
| 104 | \$141.71 | \$141.71 | \$2.73 | \$0.00 | |
| 105 | \$15.23 | \$15.23 | \$0.34 | \$0.00 | |
| 106 | \$34.64 | \$35.04 | \$2.29 | \$1.14 | |
| 107 | \$2.00 | \$2.00 | \$0.00 | \$0.00 | |
| 108 | \$12.14 | \$12.14 | \$0.27 | \$7.86 | |
| 109 | \$30.55 | \$30.55 | \$0.89 | \$9.45 | |
| 110 | \$10.67 | \$10.67 | \$0.70 | \$0.00 | |
| 111 | \$48.10 | \$48.10 | \$3.15 | \$0.00 | |
| 112 | \$38.48 | \$38.48 | \$2.52 | \$1.52 | |
| | \$429.72 | \$430.11 | \$18.98 | | |

Record: 18 Of 25

PAYFIRST SUPERMARKETS
800 N KINGS HWY
CHERRY HILL, NJ 08003
(888) 377-1838

11/15/2011 9:48:08 AM
Gift Eligibility: \$14.89
Loyalty Balance: 0
Cashier: Jack Conwell
Ticket#: 1105-105

| | | |
|----------|------------------------|---------|
| 1 | Can Diet Pepsi | \$1.00 |
| | 012000000508 @ \$1.00 | |
| 1 | AW Root Beer Can | \$1.00 |
| | 078000001877 @ \$1.00 | |
| 1 | Orange Crush Bottle | \$1.89 |
| | 056000006016 @ \$1.89 | |
| 1 | Can Pepsi | \$1.00 |
| | 012000000133 @ \$1.00 | |
| | (百事可乐) | |
| 1 | Fruit Basket | \$10.00 |
| | 400000000039 @ \$10.00 | |
| SUBTOTAL | | \$14.89 |
| TAX | | \$0.34 |
| TOTAL | | \$15.23 |

| | | |
|--------|----------|---------|
| PAID | | \$15.23 |
| CHANGE | | \$0.00 |
| DEBIT | PAYMENTS | \$15.23 |

Thank you for shopping with us
Please come again.

Close Out

Load Shift
Close Shift
Change Batch#
Process Forced Transactions
Force Clear Transactions
Print Batch Summary
Batch Out
Cancel

In this example, we have a shift that has been expanded. A ticket has also been selected and the ticket details are listed on the right side of the screen.

Being able to find and view tickets may be helpful at times when a customer has a question on a transaction.

Moving to the Payments tab, you can view the payments that were collected during a shift. The payments are separated by shift, and by type.

Figure 184 - Close Out - Payments

The screenshot shows the 'Close Out' application interface. At the top, there are four tabs: 'Sale Details', 'Tickets', 'Payments' (which is selected and highlighted in green), and 'Batch Out'. Below the tabs is a table with the following columns: Ticket #, Type, Amount, Account #, Expire Dt, Check #, Used Points, and Time. The table contains two rows of data, each representing a shift:

| Ticket # | Type | Amount | Account # | Expire Dt | Check # | Used Points | Time |
|---------------------|------|----------|-----------|-----------|---------|-------------|------|
| + Henry Springs - 2 | | | | | | | |
| | | \$977.02 | | | | 0 | |
| + Jack Conwell - 1 | | | | | | | |
| | | \$429.72 | | | | 0 | |

A red callout box labeled 'Shifts List' points to the 'Amount' column of the table. At the bottom of the application, there is a navigation bar with several buttons: 'Load Shift', 'Close Shift', 'Change Batch#', 'Process Forced Transactions', 'Force Clear Transactions', 'Print Batch Summary', 'Batch Out', and 'Cancel'. A status bar at the bottom left indicates 'Record: 0 Of 26'.

You can click on a shift to expand it and view the individual payment types.

Figure 185 - Close Out - Payment Types

Close Out

Sale Details
Tickets
Payments
Batch Out

| Ticket # | Type | Amount | Account # | Expire Dt | Check # | Used Points | Time |
|---------------------|------|----------|-----------|-----------|---------|-------------|------|
| + Henry Springs - 2 | | | | | | | |
| | | \$977.02 | | | | 0 | |
| - Jack Conwell - 1 | | | | | | | |
| + Cash | | | | | | | |
| | | \$301.84 | | | | 0 | |
| + Check | | | | | | | |
| | | \$48.10 | | | | 0 | |
| + DEBIT | | | | | | | |
| | | \$15.23 | | | | 0 | |
| + FOODSTAMP | | | | | | | |
| | | \$5.78 | | | | 0 | |
| + MC | | | | | | | |
| | | \$10.67 | | | | 0 | |
| + VISA | | | | | | | |
| | | \$48.10 | | | | 0 | |
| | | \$420.72 | | | | 0 | |

Record: 0 Of 26

Load Shift

Close Shift

Change Batch#

Process Forced Transactions

Force Clear Transactions

Print Batch Summary

Batch Out

Cancel

You can click on a payment type to view the individual payments made.

Figure 186 - Close Out - Payment Details

The screenshot displays the 'Close Out' application window. At the top, there are four tabs: 'Sale Details', 'Tickets', 'Payments' (which is selected and highlighted in green), and 'Batch Out'. Below the tabs is a table with the following columns: Ticket #, Type, Amount, Account #, Expire Dt, Check #, Used Points, and Time. The table shows a summary for 'Henry Springs - 2' with a total amount of \$977.02 and 0 used points. Below this, 'Jack Conwell - 1' is selected, and the 'Cash' payment type is expanded to show a list of individual transactions. The 'Cash' section shows a total of \$301.84. Other payment types shown include 'Check' (\$48.10), 'DEBIT' (\$15.23), and 'FOODSTAMP' (\$5.78). At the bottom of the window, there is a toolbar with several buttons: 'Load Shift' (checkmark icon), 'Close Shift' (dollar sign icon), 'Change Batch#' (document icon), 'Process Forced Transactions' (globe icon), 'Force Clear Transactions' (X icon), 'Print Batch Summary' (document icon), 'Batch Out' (document icon), and 'Cancel' (red X icon). A status bar at the bottom left indicates 'Record: 0 Of 26'.

| Ticket # | Type | Amount | Account # | Expire Dt | Check # | Used Points | Time |
|---------------------|------|----------|-----------|-----------|---------|-------------|---------|
| + Henry Springs - 2 | | | | | | | |
| | | \$977.02 | | | | 0 | |
| - Jack Conwell - 1 | | | | | | | |
| - Cash | | | | | | | |
| 107 | STD | \$2.00 | | | | 0 | 9:48 AM |
| 108 | STD | \$12.14 | | | | 0 | 9:49 AM |
| 106 | STD | \$28.86 | | | | 0 | 9:48 AM |
| 109 | STD | \$30.55 | | | | 0 | 9:50 AM |
| 112 | STD | \$38.48 | | | | 0 | 9:50 AM |
| 102 | STD | \$48.10 | | | | 0 | 9:47 AM |
| 104 | STD | \$141.71 | | | | 0 | 9:48 AM |
| | | \$301.84 | | | | 0 | |
| + Check | | | | | | | |
| | | \$48.10 | | | | 0 | |
| + DEBIT | | | | | | | |
| | | \$15.23 | | | | 0 | |
| + FOODSTAMP | | | | | | | |
| | | \$5.78 | | | | 0 | |

In this example, the Cash payment types has been expanded. You can now view each payment that was made using cash for the selected shift.

Being able to view payment details can be helpful. It is especially useful when you are reviewing the the checks that were collected.

Batch Out

Batching Out is also known as Closing Out or Closing Out a Batch. It is the process of reconciling the transactions that are recorded on a credit card terminal, or our Payfirst Retail Point of Sale System with the transactions that are recorded on the Credit Card Processor’s system. Retailers should Batch Out every night during the closing process.

Close Out

Sale Details Tickets Payments **Batch Out**

| Business Date | Trans# | Ticket # | Forced | Amount | Cash Back | Account | Expire Date | Card Type | Auth Code |
|---------------|--------|----------|--------------------------|----------|-----------|------------------|-------------|-----------|-----------|
| 10/4/2011 | 0001 | 211 | <input type="checkbox"/> | \$73.83 | \$0.00 | 4788XXXXXXXX8291 | 1225 | VISA | TAS074 |
| 10/4/2011 | 0002 | 212 | <input type="checkbox"/> | \$141.24 | \$0.00 | 4788XXXXXXXX8291 | 1225 | VISA | TAS076 |
| 10/4/2011 | 0003 | 213 | <input type="checkbox"/> | \$72.76 | \$0.00 | 4788XXXXXXXX8291 | 1225 | VISA | TAS079 |
| 10/4/2011 | 0004 | 214 | <input type="checkbox"/> | \$63.13 | \$0.00 | 4788XXXXXXXX8291 | 1225 | VISA | TAS080 |
| 10/4/2011 | 0005 | 215 | <input type="checkbox"/> | \$105.93 | \$0.00 | 4788XXXXXXXX8291 | 1225 | VISA | TAS083 |
| 10/4/2011 | 0006 | 216 | <input type="checkbox"/> | \$72.41 | \$0.00 | 4788XXXXXXXX8291 | 1225 | VISA | TAS089 |
| 10/4/2011 | 0007 | 217 | <input type="checkbox"/> | \$95.23 | \$0.00 | 4788XXXXXXXX8291 | 1225 | VISA | TAS093 |
| 10/4/2011 | 0008 | 218 | <input type="checkbox"/> | \$93.09 | \$0.00 | 4788XXXXXXXX8291 | 1225 | VISA | TAS095 |
| 10/4/2011 | 0009 | 219 | <input type="checkbox"/> | \$105.93 | \$0.00 | 4788XXXXXXXX8291 | 1225 | VISA | TAS099 |
| 10/4/2011 | 0010 | 220 | <input type="checkbox"/> | \$68.48 | \$0.00 | 4788XXXXXXXX8291 | 1225 | VISA | TAS104 |
| 10/4/2011 | 0011 | 221 | <input type="checkbox"/> | \$118.77 | \$0.00 | 4788XXXXXXXX8291 | 1225 | VISA | TAS112 |
| 10/4/2011 | 0012 | 223 | <input type="checkbox"/> | \$85.60 | \$0.00 | 4788XXXXXXXX8291 | 1225 | VISA | TAS226 |
| 10/4/2011 | 0013 | 224 | <input type="checkbox"/> | \$27.21 | \$0.00 | 4788XXXXXXXX8291 | 1225 | VISA | TAS241 |
| 10/4/2011 | 0014 | 225 | <input type="checkbox"/> | \$63.13 | \$0.00 | 4788XXXXXXXX8291 | 1225 | VISA | TAS242 |
| 10/4/2011 | 0015 | 226 | <input type="checkbox"/> | \$92.02 | \$0.00 | 4788XXXXXXXX8291 | 1225 | VISA | TAS243 |
| 10/4/2011 | 0016 | 227 | <input type="checkbox"/> | \$83.21 | \$0.00 | 4788XXXXXXXX8291 | 1225 | VISA | TAS245 |
| 10/4/2011 | 0017 | 228 | <input type="checkbox"/> | \$52.95 | \$0.00 | 4788XXXXXXXX8291 | 1225 | VISA | TAS249 |
| 10/4/2011 | 0018 | 229 | <input type="checkbox"/> | \$73.83 | \$0.00 | 4788XXXXXXXX8291 | 1225 | VISA | TAS250 |
| 10/4/2011 | 0019 | 230 | <input type="checkbox"/> | \$84.53 | \$0.00 | 4788XXXXXXXX8291 | 1225 | VISA | TAS252 |
| 10/4/2011 | 0020 | 231 | <input type="checkbox"/> | \$101.65 | \$0.00 | 4788XXXXXXXX8291 | 1225 | VISA | TAS253 |
| 10/4/2011 | 0021 | 232 | <input type="checkbox"/> | \$71.69 | \$0.00 | 4788XXXXXXXX8291 | 1225 | VISA | TAS255 |

Record: 14 Of 21

Batch Total **\$1,789.42**

Load Shift
 Close Shift
 Change Batch#
 Process Forced Transactions
 Force Clear Transactions
 Print Batch Summary
 Batch Out
 Cancel

- Transactions List – This is the list of all electronic transactions that have passed through the Payfirst Retail Point of Sale System. If you process credit card transactions through a standalone terminal, there will be no transactions listed here.

You will notice that some of the button commands located at the bottom of the screen have become active in this screen.

In the Batch Out screen, there are two major tasks. The first is to Batch Out the transactions. The second is transaction management. You can also print a summary of the Batch as well.

Batch Out

1. Enter the Close Out function.
2. Click on the Batch Out tab at the top of the Close Out screen
3. Click on the Batch Out button located at the bottom of the screen.

Batching Out is a straightforward process. In order to get paid for the electronic transactions, a retailer must Batch Out. It is recommended that the retailer Batch Out every night during the Close Out process.

Transaction Management

This only applies to transactions that were processed using the *Force Payment* button during the sales payment process in the Front Office. There are two steps to managing your transactions. Processing the forced transactions, and clearing the forced transactions.

Process Forced Transaction

1. Select a transaction that was processed using the Force Payment option
2. Click on the Process Forced Transaction button
3. Assuming the transaction clears, the retailer will get paid for the transaction
4. If the transaction does not process, please contact technical support

After processing a forced transaction, the transaction will be authorized and the retailer can Batch Out and get credit for all of their electronic transactions.

Clearing a Forced Transaction

1. Select a transaction
2. Click on the Force Clear Transaction button

Clearing a Forced Transaction is the last thing you want to do. This deletes the transaction from the list and you will not get paid for the transaction. Please contact technical support for help before attempting this action.

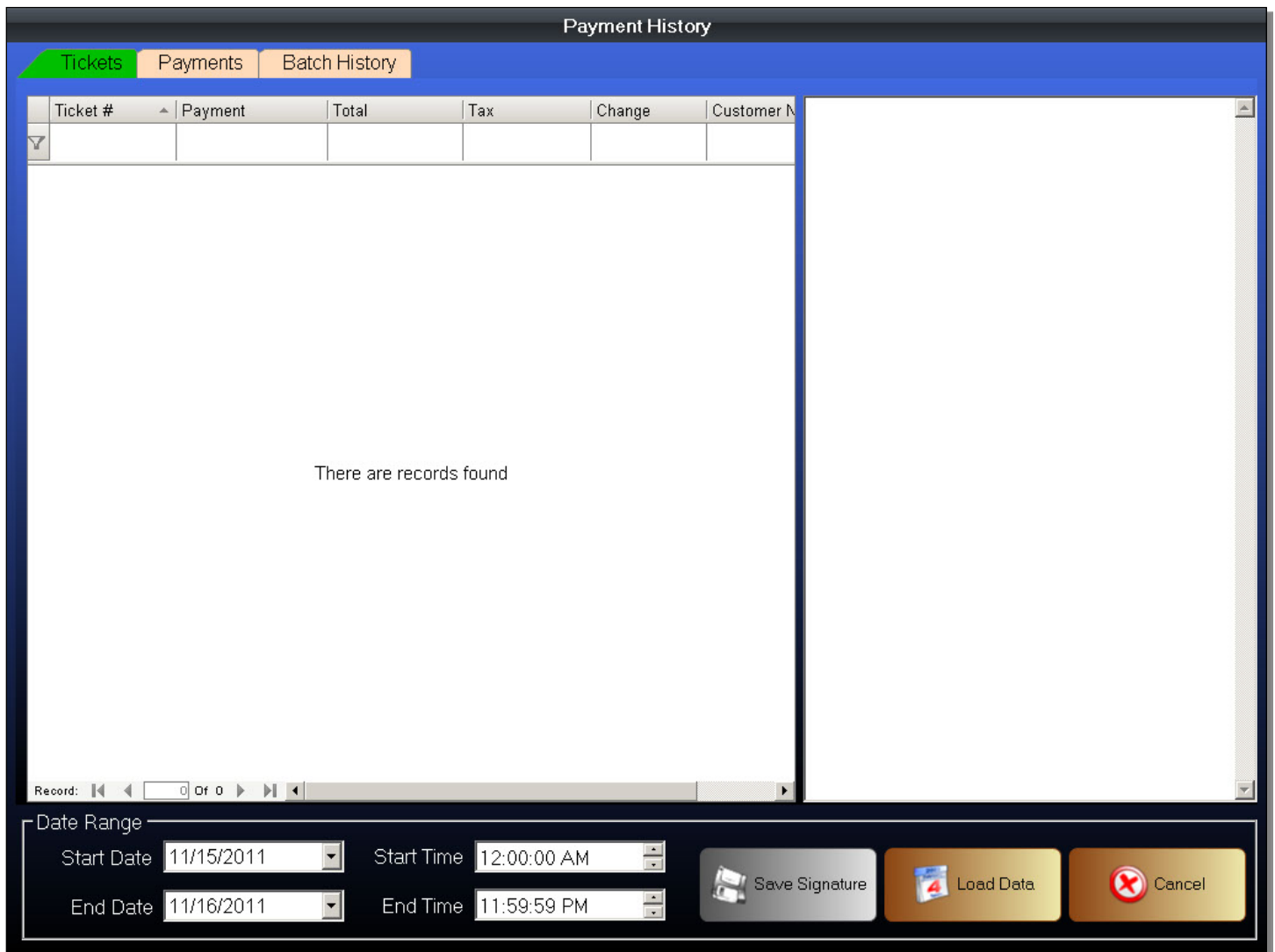
Payment History

The Payments History function is used to view previous transactions. While we can't predict every situation in which the retailer will be required to search through the transactions list we do allow them to do so when needed.

To enter the Payment History function

1. Enter the Manager Functions
2. Click on the Payment History button
3. You should now be in the Payment History screen

Figure 187 - Payment History



This is the Payments History screen.

When you first enter the Payments History screen, you will be in the Tickets tab by default. There will be no transactions that will be loaded. You will first need to load the data before you can view them.

From the Payments History screen you can choose a date range from which to search transactions as well as view the ticket history and the previous payments that were collected.

Loading Transactions

1. Enter the Payment History function
2. Select a Date Range
3. Click on the Load Data button
4. A list of transactions, separated by shifts, will now be loaded

To load transaction details, we will first choose a date range. After choosing the date range, we then click on the Load Data button. This will load a list of transactions from the selected date range.

You will notice that the Ticket tab is the same as that found in the Close Out functions screen. You can select a shift to open it. You can then select a transaction to view it.

Moving to the Payments tab, you can see that this tab is also exactly the same as the one found in the Close Out functions screen. You can select a shift to open it. You can then select a payment type to view the individual payments.

Moving to the Batch History tab, you can see a history of the electronic transactions.

Figure 188 - Batch History

The screenshot shows the 'Payment History' window with three tabs: 'Tickets', 'Payments', and 'Batch History'. The 'Batch History' tab is active, displaying a table of transactions. Below the table is a 'Record' navigation bar showing 'Of 9' records. At the bottom right, the 'Batch Total' is \$445.32. At the bottom left, there is a 'Date Range' section with dropdowns for 'Start Date' (11/15/2011), 'End Date' (11/16/2011), 'Start Time' (12:00:00 AM), and 'End Time' (11:59:59 PM). To the right of the date range are three buttons: 'Save Signature', 'Load Data', and 'Cancel'. A red callout box with a white border points to the 'Save Signature' button, containing the text 'Save Signature'.

| Business Date | Ticket # | Batch # | Trans# | Amount | Account | Expire Date | Card Type | Auth Code | Forced |
|---------------|----------|---------|--------|----------|---------|-------------|-----------|-----------|--------------------------|
| 11/15/2011 | 103 | 0 | | \$48.10 | | | VISA | | <input type="checkbox"/> |
| 11/15/2011 | 105 | 0 | | \$15.23 | | | DEBIT | | <input type="checkbox"/> |
| 11/15/2011 | 106 | 0 | | \$5.78 | | | FOODSTAMP | | <input type="checkbox"/> |
| 11/15/2011 | 110 | 0 | | \$10.67 | | | MC | | <input type="checkbox"/> |
| 11/15/2011 | 114 | 0 | | \$192.39 | | | DISC | | <input type="checkbox"/> |
| 11/15/2011 | 123 | 0 | | \$38.48 | | | VISA | | <input type="checkbox"/> |
| 11/15/2011 | 124 | 0 | | \$76.95 | | | MC | | <input type="checkbox"/> |
| 11/15/2011 | 125 | 0 | | \$38.48 | | | AMEX | | <input type="checkbox"/> |
| 11/15/2011 | 126 | 0 | | \$19.24 | | | DEBIT | | <input type="checkbox"/> |

Save Signature

The Batch History List is the list of all previous electronic transactions. You can search the list using any of the criteria listed. Of note are the Business Date which is the day of the transaction, the Amount, and the Account which is the number of the credit card used.

The Save Signature button is used to save a copy of the credit card transaction and signature to any location you choose. Simply select a transaction and then click on the *Save Signature* button. This is used only with integrated credit card terminals that have an electronic signature pad where the signature is saved in an electronic form. This function is mainly used during Chargebacks when a credit card processor may request a signed copy of the credit card transaction.

Retrieve Closed Ticket

There are times when we need to retrieve and re-open a closed ticket. For example, if there were errors on a ticket and the shift was already closed. We can retrieve and re-open a ticket to make the necessary changes. We can also re-print a previous ticket from this function.

While the Payfirst Retail Point of Sale System allows the re-opening of tickets, this is not a recommended action. Re-opening a ticket should only be done as a last resort.

To enter the Retrieve Closed Ticket screen

1. Enter the Manager Functions screen
2. Click on the Retrieve Closed Ticket button
3. You should now be in the Retrieve Closed Ticket screen

Figure 189 - Retrieve Closed Ticket

The screenshot shows the 'Retrieve Closed Ticket' interface. At the top, there are date and time filters. Below that is a table with columns for Ticket#, Cashier, Payment, Change, and Customer Name. A red callout box labeled 'Tickets List' points to the table. To the right is a large empty area for details, with a red callout box labeled 'Ticket Details' pointing to it. At the bottom, there are four buttons: 'Load by Date' (with a checkmark icon), 'Print Receipt' (with a printer icon), 'Re-Open Ticket' (with a refresh icon), and 'Cancel' (with a red X icon).

| Ticket# | Cashier | Payment | Change | Customer Name |
|---------|-------------|----------|---------|---------------|
| 102 | Admin Admin | \$48.10 | \$0.00 | |
| 103 | Admin Admin | \$48.10 | \$0.00 | |
| 104 | Admin Admin | \$141.71 | \$0.00 | |
| 105 | Admin Admin | \$15.23 | \$0.00 | |
| 106 | Admin Admin | \$34.64 | \$1.14 | |
| 107 | Admin Admin | 00 | \$0.00 | |
| 108 | Admin Admin | | 7.86 | |
| 109 | Admin Admin | | \$9.45 | |
| 110 | Admin Admin | \$10.67 | \$0.00 | |
| 111 | Admin Admin | \$48.10 | \$0.00 | |
| 112 | Admin Admin | \$38.48 | \$1.52 | |
| 113 | Admin Admin | \$96.19 | \$0.00 | |
| 114 | Admin Admin | \$192.39 | \$0.00 | |
| 115 | Admin Admin | \$182.77 | \$17.23 | |
| 116 | Admin Admin | \$28.18 | \$0.00 | |

- Tickets List – The list of tickets. It is loaded according to the date range chosen
- Ticket Details - The Ticket Details is a copy of the actual sales receipt. It will list all details contained in a transaction exactly as it is printed on a sales receipt.

To find and view a closed ticket

1. Enter the Retrieve Closed Ticket screen
2. Select a Date Range
3. Click on the Load by Date button
4. Find and select the ticket you want to view
5. The ticket should now be loaded on the Ticket Details window on the right side of the screen
6. You can now reprint the ticket
7. You can also re-open the ticket

Figure 190 - Retrieve Closed Ticket

Retrieve Closed Ticket

Date Range

Start Date Start Time

End Date End Time

PAYFIRST SUPERMARKETS
800 N KINGS HWY
CHERRY HILL, NJ 08003
(888) 377-1838

11/15/2011 9:50:42 AM
Gift Eligibility: \$35.96
Loyalty Balance: 0
Cashier: Admin Admin
Ticket#: 1112-112

=====

| | | |
|---|-----------------------|--------|
| 1 | Smiley Shirt RED MED | \$8.99 |
| | SHIRTREDMED @ \$8.99 | |
| 1 | Smiley Shirt GRN MED | \$8.99 |
| | SHIRTGRNMED @ \$8.99 | |
| 1 | Smiley Shirt BLK XLC | \$8.99 |
| | SHIRTEBLKXLC @ \$8.99 | |
| 1 | Smiley Shirt WHI SM | \$8.99 |
| | SHIRTWHISM @ \$8.99 | |

SUBTOTAL \$35.96

TAX \$2.52

TOTAL \$38.48

=====

| | |
|--------|---------|
| PAID | \$38.48 |
| CHANGE | \$1.52 |

PAYMENTS

Cash \$38.48

Thank you for shopping with us
Please come again.
Cam On!

| Ticket# | Cashier | Payment | Change | Customer Name |
|---------|-------------|----------|---------|---------------|
| 102 | Admin Admin | \$48.10 | \$0.00 | |
| 103 | Admin Admin | \$48.10 | \$0.00 | |
| 104 | Admin Admin | \$141.71 | \$0.00 | |
| 105 | Admin Admin | \$15.23 | \$0.00 | |
| 106 | Admin Admin | \$34.64 | \$1.14 | |
| 107 | Admin Admin | \$2.00 | \$0.00 | |
| 108 | Admin Admin | \$12.14 | \$7.86 | |
| 109 | Admin Admin | \$30.55 | \$9.45 | |
| 110 | Admin Admin | \$10.67 | \$0.00 | |
| 111 | Admin Admin | \$48.10 | \$0.00 | |
| 112 | Admin Admin | \$38.48 | \$1.52 | |
| 113 | Admin Admin | \$96.19 | \$0.00 | |
| 114 | Admin Admin | \$192.39 | \$0.00 | |
| 115 | Admin Admin | \$182.77 | \$17.23 | |
| 116 | Admin Admin | \$28.18 | \$0.00 | |

Once you have found and selected a ticket, you can then print a copy of the receipt. Keep in mind that a printer must be attached to the station you are working on.

To print the receipt

1. Find and select the receipt you want to reprint
2. Click on the Print Receipt button

You can also re-open a closed ticket.

1. Find and select the receipt you want to re-open
2. Click on the Re-Open Ticket button
3. A confirmation window will pop up
4. Click the OK button

Keep in mind that re-opening a ticket will remove it from the shift that the ticket originally belonged to. Once again, do not re-open a ticket unless you understand the consequences of your actions. Contact tech support for more help if you are unsure of what to do.

View Open Tickets

This is where you can manage tickets that are still open. You can close tickets that are open, such as held tickets, which are no longer needed. This is also where you can unlock tickets that may become stuck.

To enter the View Open Tickets screen

1. Enter the Manager Functions screen
2. Click on the View Open Tickets button
3. A window will pop up where you can view open tickets

Figure 191 - View Open Tickets



- Force Unlock Ticket – This function will unlock a ticket that is open, but locked from use
- Force Close All Tickets – This function will close all open tickets on the entire Payfirst Retail System
- Force Close Ticket – This function will close a selected open ticket

There are times when tickets may get locked. An example is during a power outage while a cashier is in the middle of a sales transaction. The ticket remains open, however, it is locked and no cashier can open it. We always recommend that the merchant purchases a battery backup system.

To Unlock a Ticket

1. Enter the View Open Tickets screen
2. Find and select the open ticket that is locked
3. Click on the Force Unlock Ticket button
4. A confirmation window will pop up, Click on the OK button

Before you can unlock a ticket, you must identify the ticket number. In the Front Office of the workstation that has a locked ticket, find the locked ticket. It can usually be found using the *Hold / Recall* button. Copy down the ticket number. You must then enter the Manager Functions and enter the View Open Tickets screen. In the View Open Tickets screen, find and select the ticket that is locked. Then click on the *Force Unlock Ticket* button. The ticket will now be unlocked and you may proceed to finalize the ticket, or you can close the ticket.

To close an open ticket

1. Enter the View Open Tickets screen
2. Find and select a ticket to close
3. Click on the Force Close Ticket button
4. Alternatively, you can close all open tickets by clicking on the Force Close All Tickets button
5. A confirmation window will pop up, click Yes to close the ticket(s), click No to cancel
6. Assuming you clicked Yes, a confirmation will pop up, Click the Yes button
7. The selected ticket(s) will now be closed

The most common reasons for having open tickets is that a customer requested a ticket be held, but never returns to pay for the ticket. For example, a customer is in the checkout line, the cashier rings up the items and asks for payment. The customer realizes they do not have enough money or says they forgot the money. The cashier holds the ticket expecting the customer to return. The customer never does.

Usually at the end of the day, the manager who is Closing Out should close all open tickets to keep a clean database.

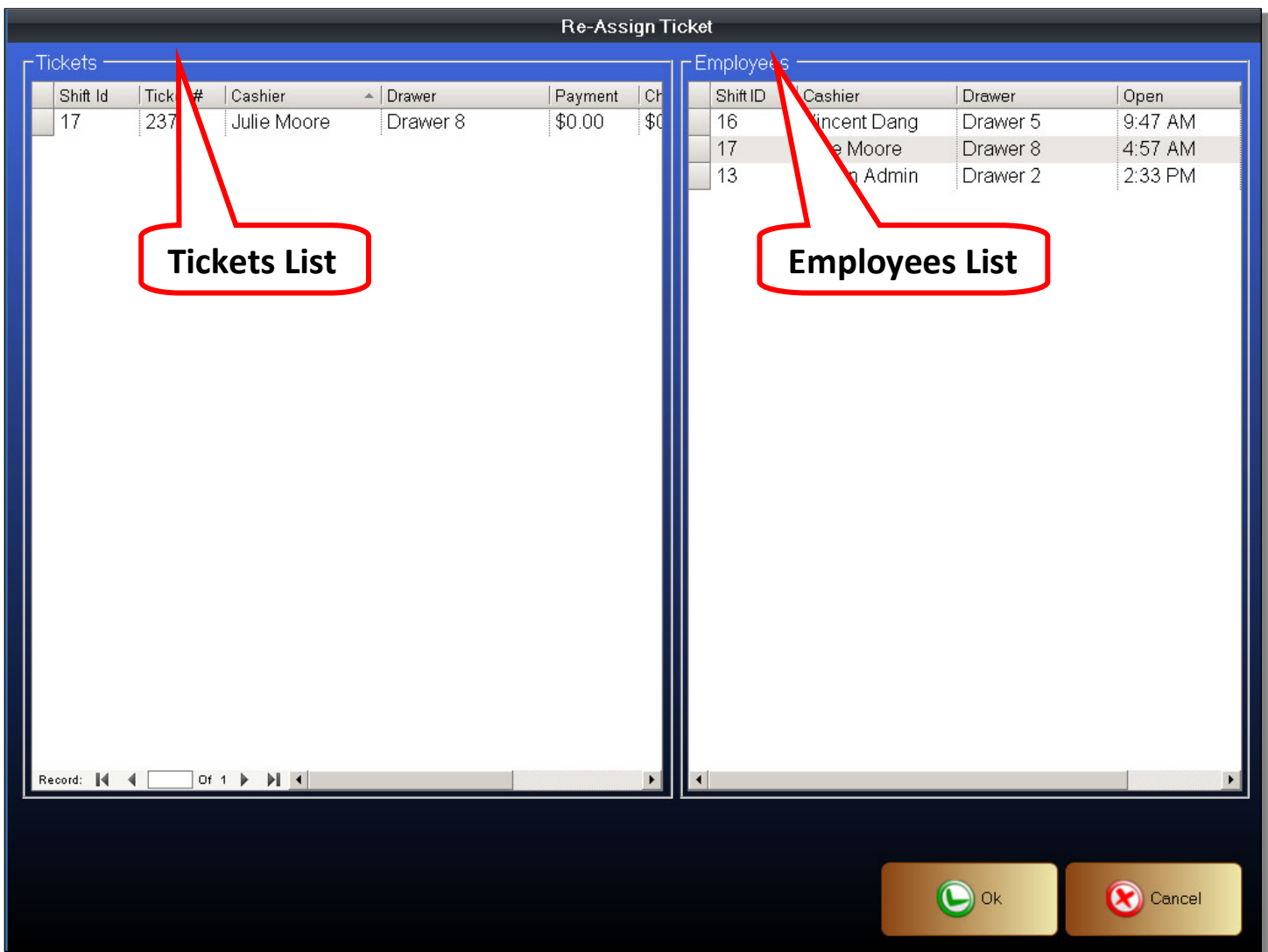
Re-Assign Tickets

There are times when you may need to re-assign a ticket. Sometimes it is because a cashier is making a sale but not on his or her assigned station.

To enter the Re-Assign Ticket function

1. Enter the Manager Functions screen
2. Click on the Re-Assign Ticket button
3. You will now be in the Re-Assign Ticket screen

Figure 192 - Re-Assign Tickets

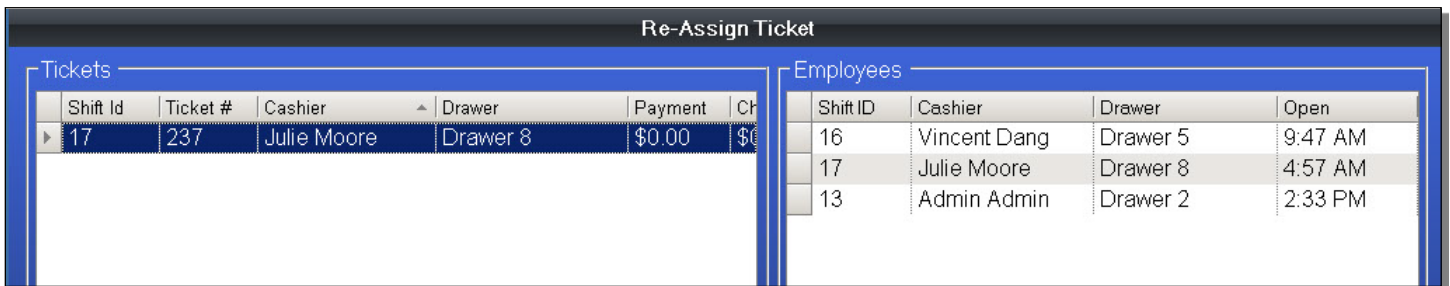


- Tickets List – The list of tickets that have recently been made on a system
- Employees List – The employees that are currently logged into the system

To re-assign a ticket

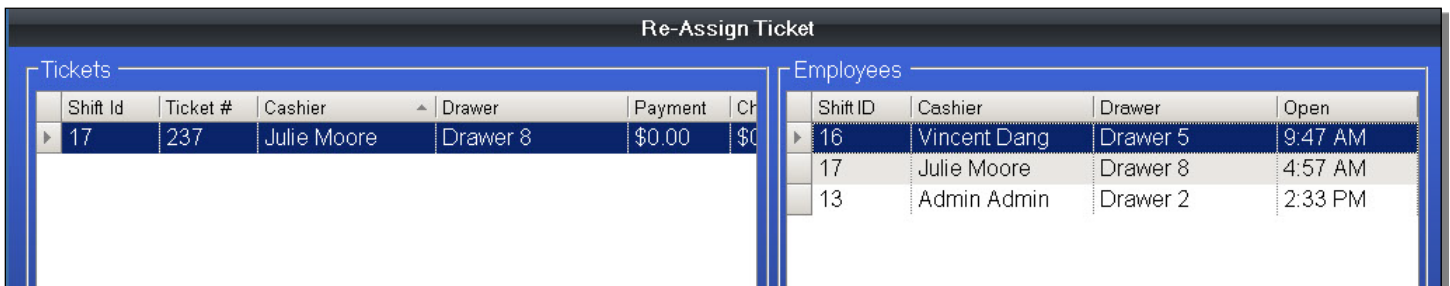
1. Enter the Re-Assign Ticket screen
2. Find and select the ticket you want to re-assign
3. Select the employee to re-assign the ticket to
4. Click the OK button
5. The ticket will now be re-assigned

Figure 193 - Select Ticket



Here we have selected a ticket to re-assign.

Figure 194 - Re-Assign Tickets



Now we select the employee to re-assign the ticket to.

When you click the OK button at the bottom of the screen, it will re-assign the ticket.

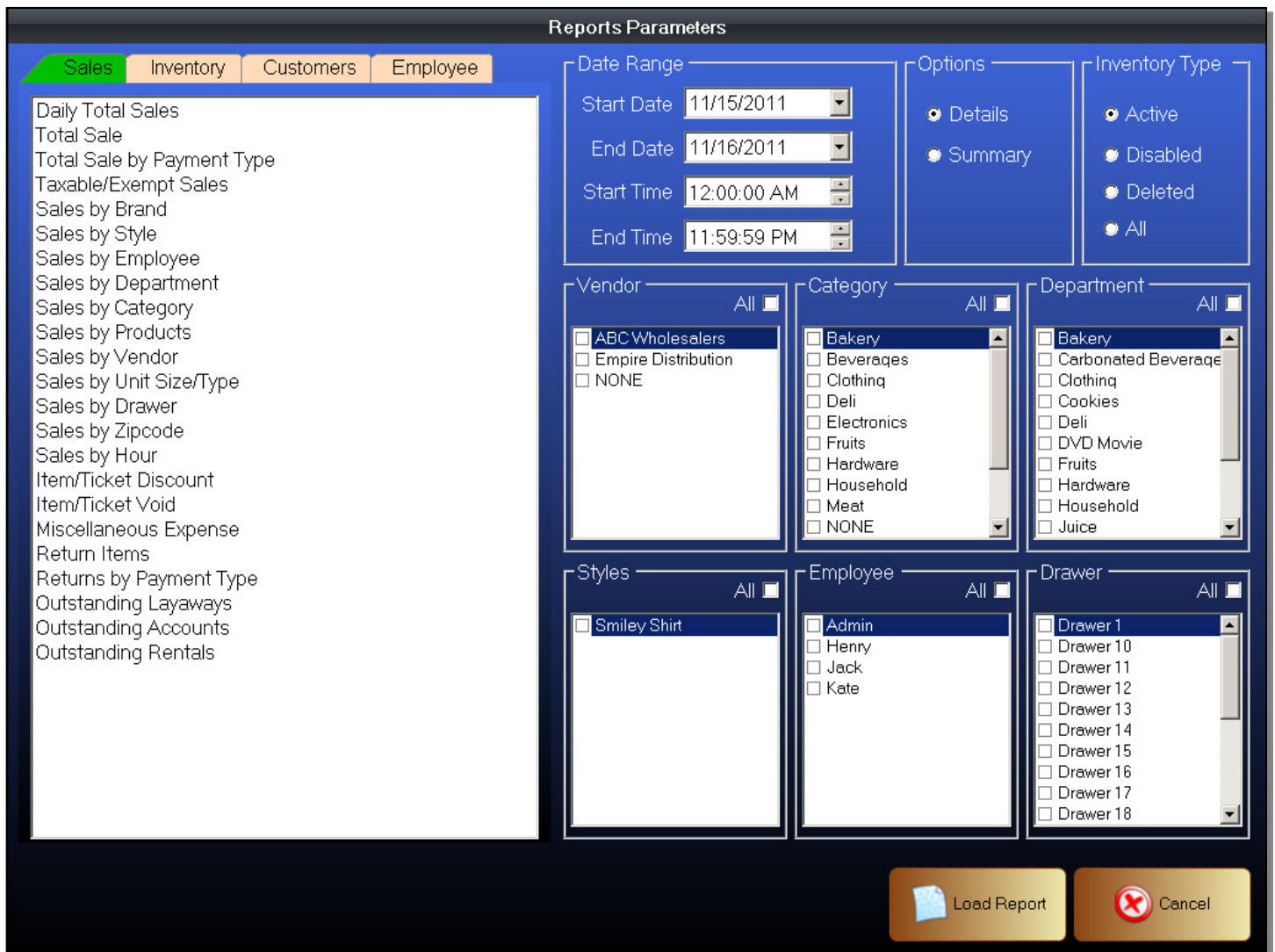
Reports

The Payfirst Retail Point of Sale System contains a robust reporting function. The Payfirst System tracks all data regardless of how minor it may seem. Using this data we can print any type of report you may need.

To enter the Reports function

1. Enter the Manager functions
2. Click on the Reports button
3. You should now be in the Reports screen

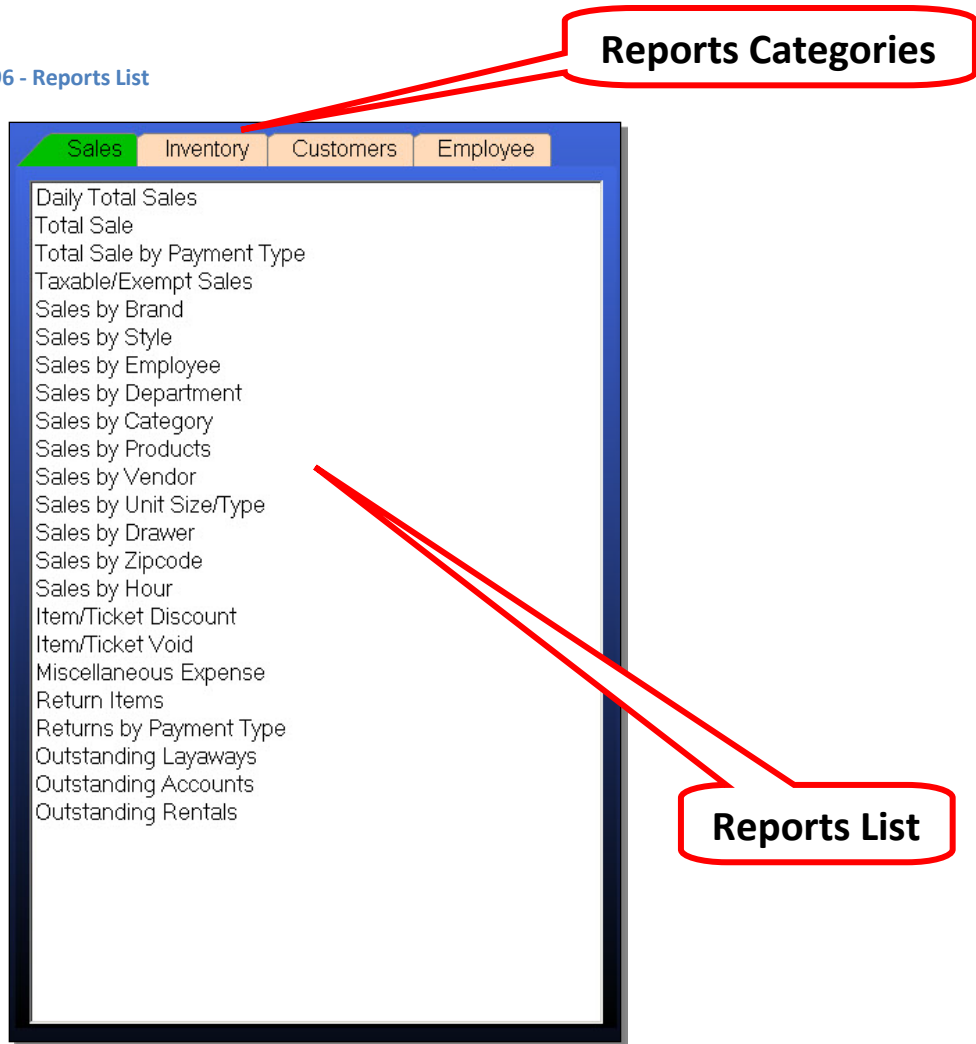
Figure 195 - Reports



This is the Reports screen. The Reports screen is separated into two major parts. To the left is the Reports List where we can choose different types of reports to view, and to the right is the parameters we can use to modify the reports.

The Reports List is where you select the reports to view. It is separated into general categories. In each category you can select a type of report to view.

Figure 196 - Reports List



Report Categories

These are the different categories of reports you can view. They are separated into Sales, Inventory, Customers, Employee.

- Sales – This reports category contains sales related reports.
- Inventory – This reports category is where you can obtain reports for inventory levels, how quickly inventory moves, and costs for the inventory.
- Customer – This reports category is where you can obtain information customer purchases, Gift Cards and Store Credit that has been issued to customers.
- Employee – This is where you can view reports on employee work shifts and also commissions if your retail business has an employee commissions program.

In the Reports Parameters, we have a lot of options from which to choose to modify the reports we want to view.

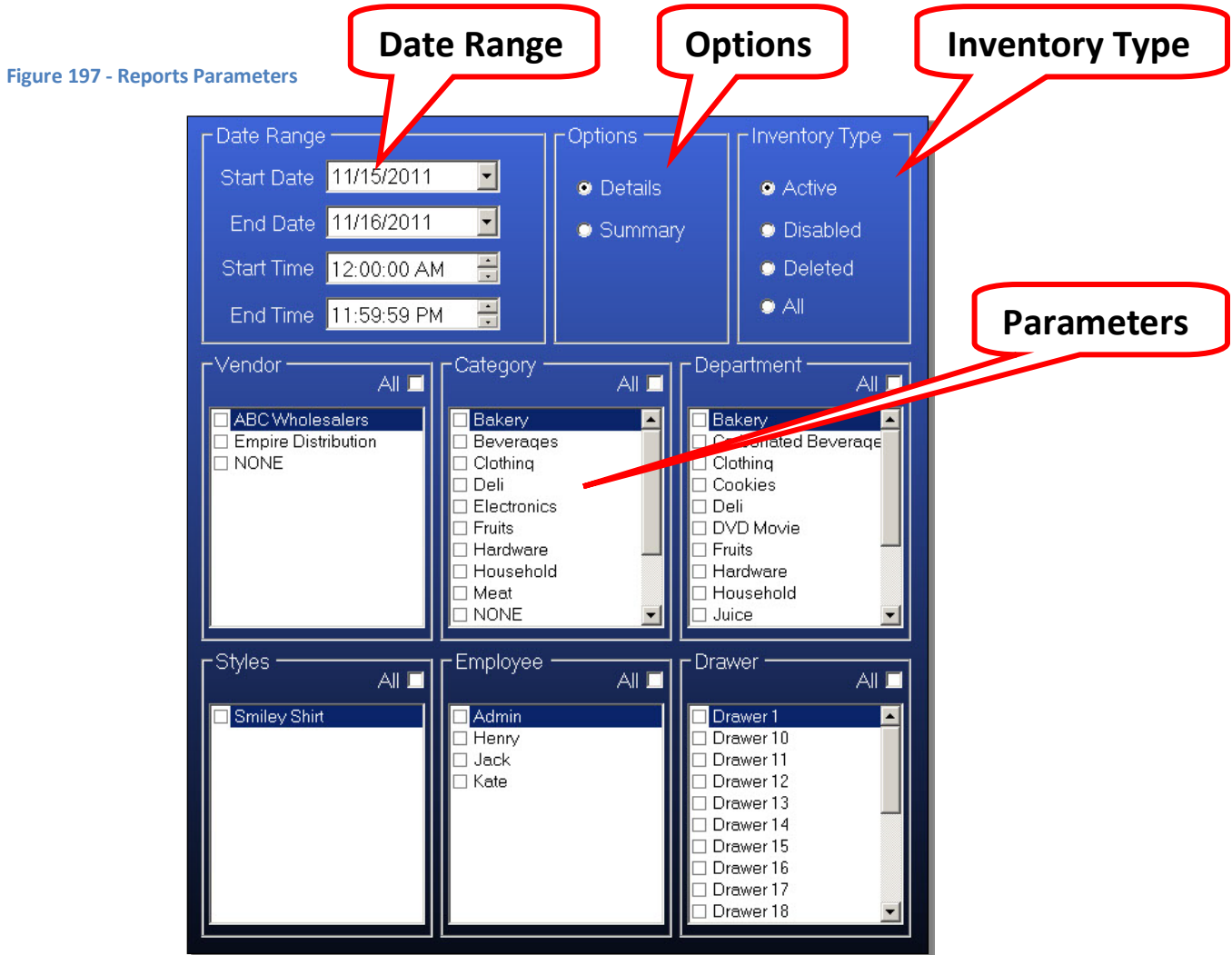


Figure 197 - Reports Parameters

- **Date Range** – The Date Range is the same as in previous chapters. Choose a starting date, an ending date, a starting time, and an ending time to limit when the data is pulled from.
- **Options** – Choose whether you want to view a detailed report or a summary report. Some reports will have this option disabled because it is not applicable.
- **Inventory Type** – For some reports, mostly inventory related ones, you can choose whether to view active inventory, disabled inventory, deleted inventory, or all inventory.
- **Parameters** – Choose the parameters of the report. Depending on the report you want to view, some of these parameters may be disabled. These parameters are separated by Vendor, Category, Department, Styles, Employee, Drawer. The individual details you can choices in each parameter are taken from the information you enter and use to configure the POS System.

To View a Report

1. Enter the Reports function screen
2. Select a Report
3. Select a Date Range
4. Choose the level of detail.
5. If it is inventory related, choose the type of inventory you want to view
6. Choose the parameters of the report
7. Click the Load Report button
8. The screen should now change to show your report

When we want to run a report, first choose the report category. Then we choose the actual report we want to view. Each type of report is descriptive and should be self explanatory. Once the report has been chosen we can choose a date range. This helps limit the report so we view only the data we want to see.

For some reports, we can choose the level of detail. Depending on the type of reports, a level of detail option may not apply.

For inventory related reports, we can choose the type of inventory to view. Active inventory is any inventory that is actively being sold in the Payfirst Retail Point of Sale System. Disabled Inventory are those inventory that have not been deleted but is not actively being sold. Deleted inventory are those that have been removed from the Payfirst Retail Point of Sale System. For tracking and reporting purposes, deleted inventory is still actually retained. All inventory means you want to view the report on every single inventory item regardless of whether it is active, disabled, or deleted.

The next step is to choose the parameters. Much like the level of detail options and the inventory options, some of these may be disabled depending on the type of report you wish to view. For example, the Vendor parameter is the list of all vendors that have been entered. You can choose all vendors, or choose one or more vendors individually.

Once you are finished choosing the type of report, the date range, and the parameters, click the *Load Report* button to load and view the chosen report.

Printing, or Exporting, a Report

When you load a report, it will bring you to the View Reports screen.

Figure 198 - View Reports

Reports

11/16/2011 3:31:35PM

PayFirst Supermarkets
Total Sale
BEGIN DATE: 11/15/2011 END DATE: 11/16/2011

Page 1 of 1

| Ticket# | Type | Ticket Discount | Item Discount | Sub-Total | Tax | Total | Payment |
|-------------------|------|-----------------|---------------|------------|----------|-------------|------------|
| 11/15/2011 | | | | | | | |
| 102 | STD | \$ 0.00 | \$ 0.00 | \$ 44.95 | \$ 3.15 | \$ 48.10 | \$ 48.10 |
| 103 | STD | \$ 0.00 | \$ 0.00 | \$ 44.95 | \$ 3.15 | \$ 48.10 | \$ 48.10 |
| 104 | STD | \$ 0.00 | \$ 0.00 | \$ 138.98 | \$ 2.73 | \$ 141.71 | \$ 141.71 |
| 105 | STD | \$ 0.00 | \$ 0.00 | \$ 14.89 | \$ 0.34 | \$ 15.23 | \$ 15.23 |
| 106 | STD | \$ 0.00 | \$ 0.00 | \$ 32.75 | \$ 1.89 | \$ 34.64 | \$ 34.64 |
| 107 | STD | \$ 0.00 | \$ 0.00 | \$ 2.00 | \$ 0.00 | \$ 2.00 | \$ 2.00 |
| 108 | STD | \$ 0.00 | \$ 0.00 | \$ 11.87 | \$ 0.27 | \$ 12.14 | \$ 12.14 |
| 109 | STD | \$ 0.00 | \$ 0.00 | \$ 29.86 | \$ 0.69 | \$ 30.55 | \$ 30.55 |
| 110 | STD | \$ 0.00 | \$ 0.00 | \$ 9.97 | \$ 0.70 | \$ 10.67 | \$ 10.67 |
| 111 | STD | \$ 0.00 | \$ 0.00 | \$ 44.95 | \$ 3.15 | \$ 48.10 | \$ 48.10 |
| 112 | STD | \$ 0.00 | \$ 0.00 | \$ 35.96 | \$ 2.52 | \$ 38.48 | \$ 38.48 |
| 113 | STD | \$ 0.00 | \$ 0.00 | \$ 89.90 | \$ 6.29 | \$ 96.19 | \$ 96.19 |
| 114 | STD | \$ 0.00 | \$ 0.00 | \$ 179.80 | \$ 12.99 | \$ 192.79 | \$ 192.79 |
| 115 | STD | \$ 0.00 | \$ 0.00 | \$ 170.81 | \$ 11.96 | \$ 182.77 | \$ 182.77 |
| 116 | STD | \$ 0.00 | \$ 0.00 | \$ 26.34 | \$ 1.84 | \$ 28.18 | \$ 28.18 |
| 117 | STD | \$ 0.00 | \$ 0.00 | \$ 102.89 | \$ 0.20 | \$ 103.09 | \$ 103.09 |
| 119 | STD | \$ 0.00 | \$ 0.00 | \$ 10.87 | \$ 0.20 | \$ 11.07 | \$ 11.07 |
| 120 | STD | \$ 0.00 | \$ 0.00 | \$ 62.93 | \$ 4.41 | \$ 67.34 | \$ 67.34 |
| 121 | STD | \$ 0.00 | \$ 0.00 | \$ 35.96 | \$ 2.52 | \$ 38.48 | \$ 38.48 |
| 122 | STD | \$ 0.00 | \$ 0.00 | \$ 37.96 | \$ 2.52 | \$ 40.48 | \$ 40.48 |
| 123 | STD | \$ 0.00 | \$ 0.00 | \$ 35.96 | \$ 2.52 | \$ 38.48 | \$ 38.48 |
| 124 | STD | \$ 0.00 | \$ 0.00 | \$ 71.92 | \$ 5.03 | \$ 76.95 | \$ 76.95 |
| 125 | STD | \$ 0.00 | \$ 0.00 | \$ 35.96 | \$ 2.52 | \$ 38.48 | \$ 38.48 |
| 126 | STD | \$ 0.00 | \$ 0.00 | \$ 17.98 | \$ 1.26 | \$ 19.24 | \$ 19.24 |
| 127 | STD | \$ 0.00 | \$ 0.00 | \$ 40.96 | \$ 2.92 | \$ 43.88 | \$ 43.88 |
| 128 | STD | \$ 0.00 | \$ 0.00 | \$ 8.99 | \$ 0.63 | \$ 9.62 | \$ 9.62 |
| 129 | STD | \$ 0.00 | \$ 0.00 | \$ 8.99 | \$ 0.63 | \$ 9.62 | \$ 9.62 |
| 130 | STD | \$ 0.00 | \$ 0.00 | \$ 7.78 | \$ 0.54 | \$ 8.32 | \$ 8.32 |
| 131 | STD | \$ 0.00 | \$ 0.00 | \$ 8.99 | \$ 0.00 | \$ 8.99 | \$ 8.99 |
| 134 | STD | \$ 0.00 | (\$0.90) | \$ 8.09 | \$ 0.57 | \$ 8.66 | \$ 8.66 |
| | | \$ 0.00 | (\$0.90) | \$1,374.33 | \$77.72 | \$ 1,461.88 | \$1,461.88 |
| Total: | | \$ 0.00 | (\$0.90) | \$1,374.33 | \$77.72 | \$ 1,461.88 | \$1,461.88 |

Property of PayFirst Supermarkets

Export to Excel

Cancel

In the View Reports screen, we can of course view the report. We can also export the report to different formats. We can also print the report.

The View Reports screen is separated into two general areas. The Navigation Controls and the Viewing area. The Navigation Controls is where you can select the different pages to view, zoom in and out to view different parts of the report pages, and also export or print the reports. The Viewing area is where you can view the report on the screen.

Navigation Controls

Figure 199 - View Reports

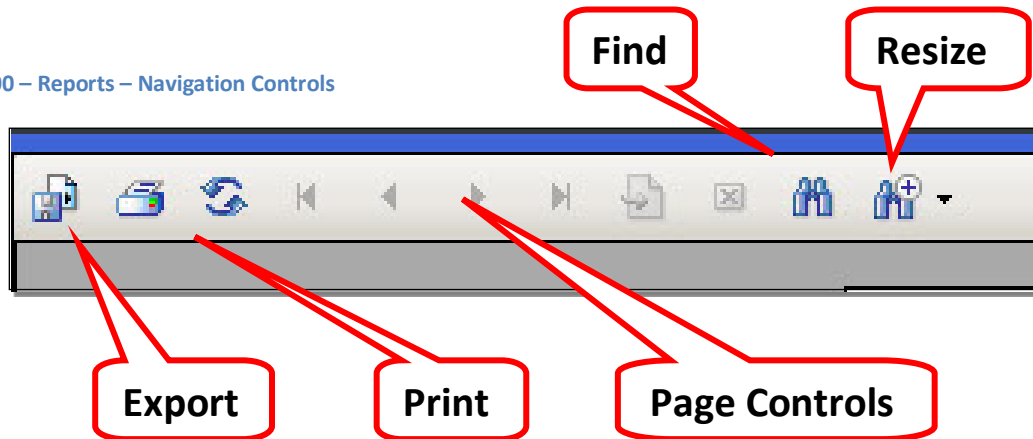
The screenshot shows a software interface for viewing reports. At the top, there is a title bar 'Reports' and a toolbar with icons for print, refresh, and navigation. The main area displays a report for 'PayFirst Supermarkets' with the title 'Total Sale'. The report includes the start and end dates: 'BEGIN DATE: 11/15/2011' and 'END DATE: 11/16/2011'. Below this is a table with columns: Ticket#, Type, Ticket Discount, Item Discount, Sub-Total, Tax, Total, and Payment. The table lists individual transactions from ticket 102 to 134, with a final 'Total' row. At the bottom right, there are two buttons: 'Export to Excel' and 'Cancel'. A red callout box labeled 'View Reports' points to the main report content area.

| Ticket# | Type | Ticket Discount | Item Discount | Sub-Total | Tax | Total | Payment |
|---------------|------|-----------------|---------------|-------------|----------|-------------|-------------|
| 102 | STD | \$ 0.00 | \$ 0.00 | \$ 44.95 | \$ 3.15 | \$ 48.10 | \$ 48.10 |
| 103 | STD | \$ 0.00 | \$ 0.00 | \$ 44.95 | \$ 3.15 | \$ 48.10 | \$ 48.10 |
| 104 | STD | \$ 0.00 | \$ 0.00 | \$ 138.98 | \$ 2.73 | \$ 141.71 | \$ 141.71 |
| 105 | STD | \$ 0.00 | \$ 0.00 | \$ 14.89 | \$ 0.34 | \$ 15.23 | \$ 15.23 |
| 106 | STD | \$ 0.00 | \$ 0.00 | \$ 32.75 | \$ 1.89 | \$ 34.64 | \$ 34.64 |
| 107 | STD | \$ 0.00 | \$ 0.00 | \$ 2.00 | \$ 0.00 | \$ 2.00 | \$ 2.00 |
| 108 | STD | \$ 0.00 | \$ 0.00 | \$ 11.87 | \$ 0.27 | \$ 12.14 | \$ 12.14 |
| 109 | STD | \$ 0.00 | \$ 0.00 | \$ 29.86 | \$ 0.69 | \$ 30.55 | \$ 30.55 |
| 110 | STD | \$ 0.00 | \$ 0.00 | \$ 9.97 | \$ 0.70 | \$ 10.67 | \$ 10.67 |
| 111 | STD | \$ 0.00 | \$ 0.00 | \$ 44.95 | \$ 3.15 | \$ 48.10 | \$ 48.10 |
| 112 | STD | \$ 0.00 | \$ 0.00 | \$ 35.96 | \$ 2.92 | \$ 38.88 | \$ 38.88 |
| 113 | STD | \$ 0.00 | \$ 0.00 | \$ 89.00 | \$ 6.29 | \$ 95.19 | \$ 95.19 |
| 114 | STD | \$ 0.00 | \$ 0.00 | \$ 179.80 | \$ 12.59 | \$ 192.39 | \$ 192.39 |
| 115 | STD | \$ 0.00 | \$ 0.00 | \$ 170.81 | \$ 11.96 | \$ 182.77 | \$ 182.77 |
| 116 | STD | \$ 0.00 | \$ 0.00 | \$ 26.34 | \$ 1.94 | \$ 28.18 | \$ 28.18 |
| 117 | STD | \$ 0.00 | \$ 0.00 | \$ 102.89 | \$ 0.20 | \$ 103.09 | \$ 103.09 |
| 119 | STD | \$ 0.00 | \$ 0.00 | \$ 10.87 | \$ 0.20 | \$ 11.07 | \$ 11.07 |
| 120 | STD | \$ 0.00 | \$ 0.00 | \$ 62.93 | \$ 4.41 | \$ 67.34 | \$ 67.34 |
| 121 | STD | \$ 0.00 | \$ 0.00 | \$ 35.96 | \$ 2.92 | \$ 38.88 | \$ 38.88 |
| 122 | STD | \$ 0.00 | \$ 0.00 | \$ 37.96 | \$ 2.92 | \$ 40.48 | \$ 40.48 |
| 123 | STD | \$ 0.00 | \$ 0.00 | \$ 35.96 | \$ 2.92 | \$ 38.88 | \$ 38.88 |
| 124 | STD | \$ 0.00 | \$ 0.00 | \$ 71.92 | \$ 5.03 | \$ 76.95 | \$ 76.95 |
| 125 | STD | \$ 0.00 | \$ 0.00 | \$ 35.96 | \$ 2.92 | \$ 38.88 | \$ 38.88 |
| 126 | STD | \$ 0.00 | \$ 0.00 | \$ 17.98 | \$ 1.26 | \$ 19.24 | \$ 19.24 |
| 127 | STD | \$ 0.00 | \$ 0.00 | \$ 40.96 | \$ 2.92 | \$ 43.88 | \$ 43.88 |
| 128 | STD | \$ 0.00 | \$ 0.00 | \$ 8.99 | \$ 0.63 | \$ 9.62 | \$ 9.62 |
| 129 | STD | \$ 0.00 | \$ 0.00 | \$ 8.99 | \$ 0.63 | \$ 9.62 | \$ 9.62 |
| 130 | STD | \$ 0.00 | \$ 0.00 | \$ 7.78 | \$ 0.54 | \$ 8.32 | \$ 8.32 |
| 131 | STD | \$ 0.00 | \$ 0.00 | \$ 8.99 | \$ 0.00 | \$ 8.99 | \$ 8.99 |
| 134 | STD | \$ 0.00 | \$ 0.00 | \$ 8.00 | \$ 0.57 | \$ 8.56 | \$ 8.56 |
| Total: | | \$ 0.00 | \$ 0.00 | \$ 1,374.11 | \$ 77.72 | \$ 1,461.83 | \$ 1,461.83 |

Navigation Controls

The Navigation Controls are used to view the Reports. You can expand and contract the size of the reports being viewed. It is also used to move between pages of a multi-page reports. You can of course print the reports and also export the reports to various formats.

Figure 200 – Reports – Navigation Controls



- Export - This is used to export the Purchase Order into various formats
- Print – This is used to print a hard copy of the Purchase Order
- Page Controls – Navigate to different pages of the Purchase Order
- Find – Used to search for text that is shown in the report. This can be used to find a particular item, or for finding an item by the SKU Number.
- Resize – Change the size of the onscreen view of the Purchase Order. Does not affect print size.

Viewing and Navigating the Reports

Page Controls

Change the page currently being viewed. The individual buttons are used to go to various pages.

- First Page – This will always jump to the first page of the report
- Previous Page – Go to the previous page of the currently viewed page
- Next Page – Go to the next page of the currently viewed page
- Last Page – This will always jump to the last page of the report
- Go to Page – Clicking this will cause a window to pop up. Enter a page number to jump to that page.

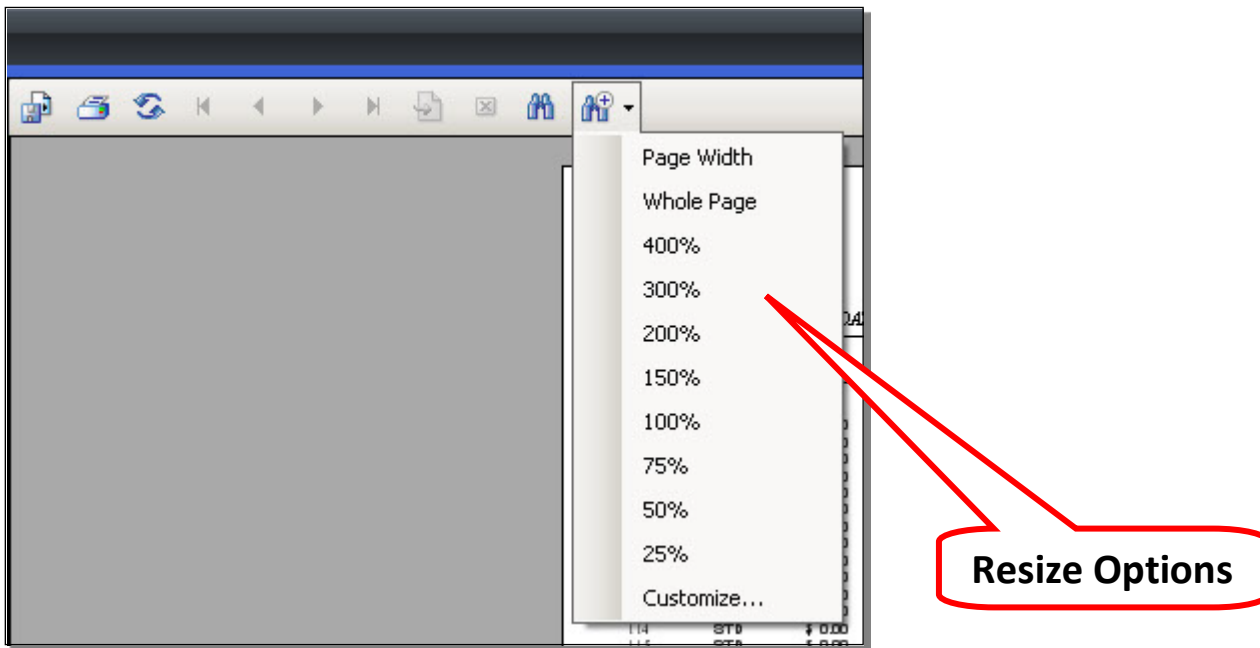
Find

This is used to find text that is found in the report. This is useful for viewing a particular inventory item by searching for a product name, or by SKU number. You can also use it to jump to a particular cashier for reports where you're viewing all cashiers for instance. Click on this button, enter a search term, and then click on the *Find Next* button.

Resize

You can resize the report being viewed. By default, the reports are set to fit into the screen. For viewing, this size is too small. Clicking on this will show a drop down list of sizes to choose from, or you can enter a custom size. After you choose the size, the report will zoom in or zoom out according to the size options chosen. This does not affect the size of the printed pages of the reports.

Figure 201 - Resize Options

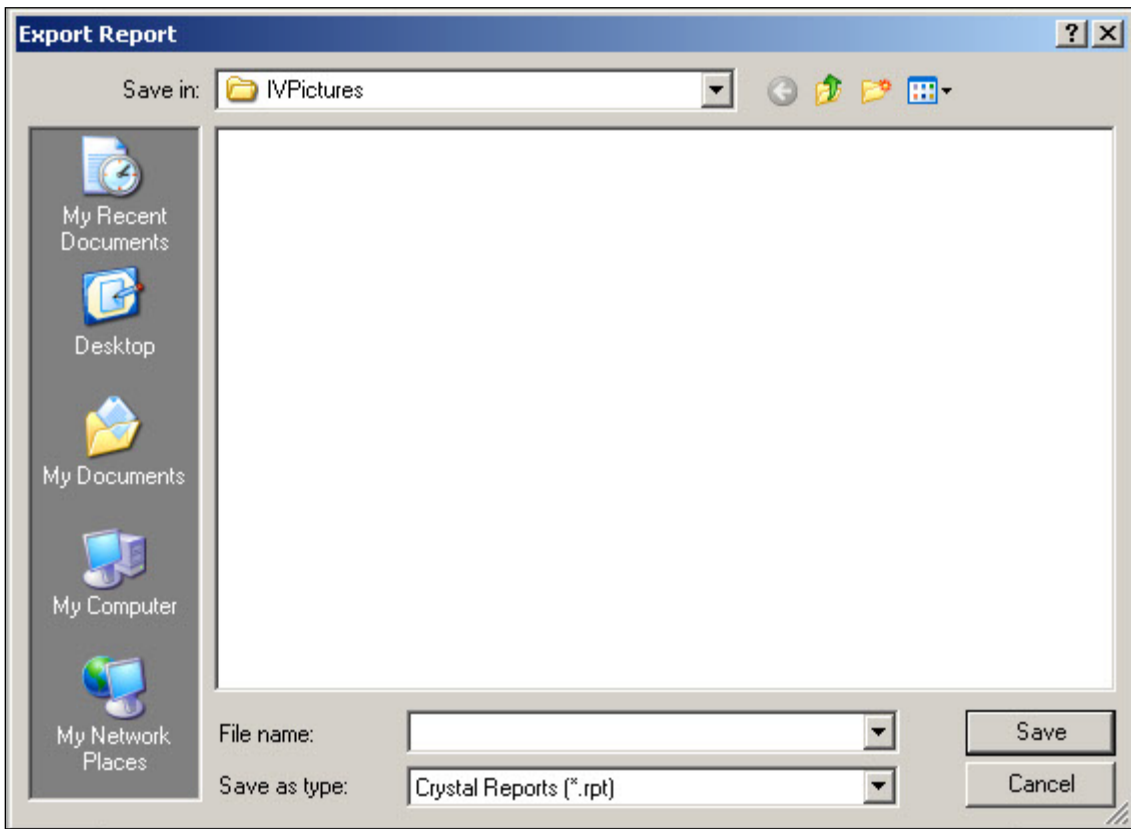


You can export a report to different formats either for backup purposes, sending the report to someone, or because you want to import it into a different program such as an Excel spreadsheet.

To Export a Report

7. Click on the Export button
8. A window will pop up
9. Navigate to the location you wish to save the report
10. Enter a name for the report
11. Choose a file type
12. Click the Save button

Figure 202 - Export Report



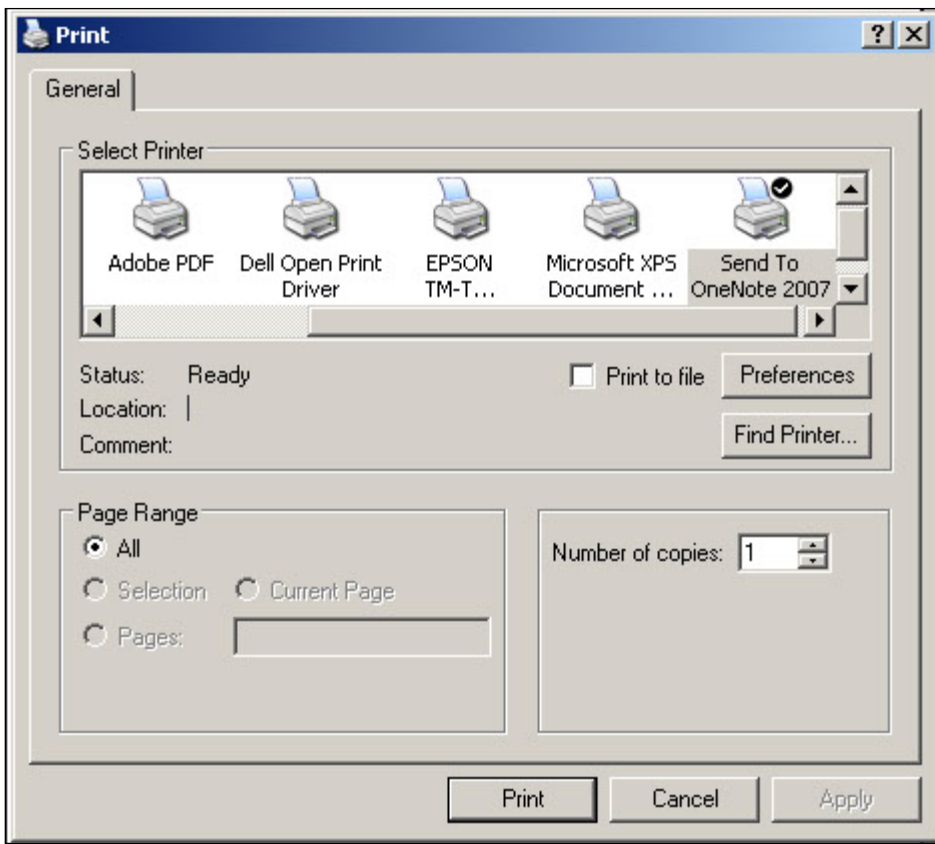
After clicking on the Export button, a window will pop up. Choose a location to save the file using the standard Windows navigation controls. In the File Name field, enter a name for the report. In the Save as Type field, choose a file format to save the report as. After you have entered a file name and chosen a file type, click the Save button. Common file formats you can export to are PDF, Microsoft Word, and Excel.

You can print the report. This is useful if you need to present sales and inventory reports to a bookkeeper or account for tax reporting purposes for example.

To Print a Report

1. Click on the Print button
2. A window will pop up
3. Select the printer you want to print the Report
4. Select the printer preferences like number of copies to print
5. Click the Print button

Figure 203 - Print Report



When you are finished printing, or exporting, the Reports you can exit this screen. Click the Cancel button to exit the Print Reports screen and return to the previous screen.

Miscellaneous Expenses

The Payfirst Retail Point of Sale System can record miscellaneous expenses. That there are times and situations that arise where petty cash may not be readily accessible for use and cash from a drawer is used instead. There are many small vendors who only do business on a COD basis and that cash from a drawer is used to pay for the inventory.

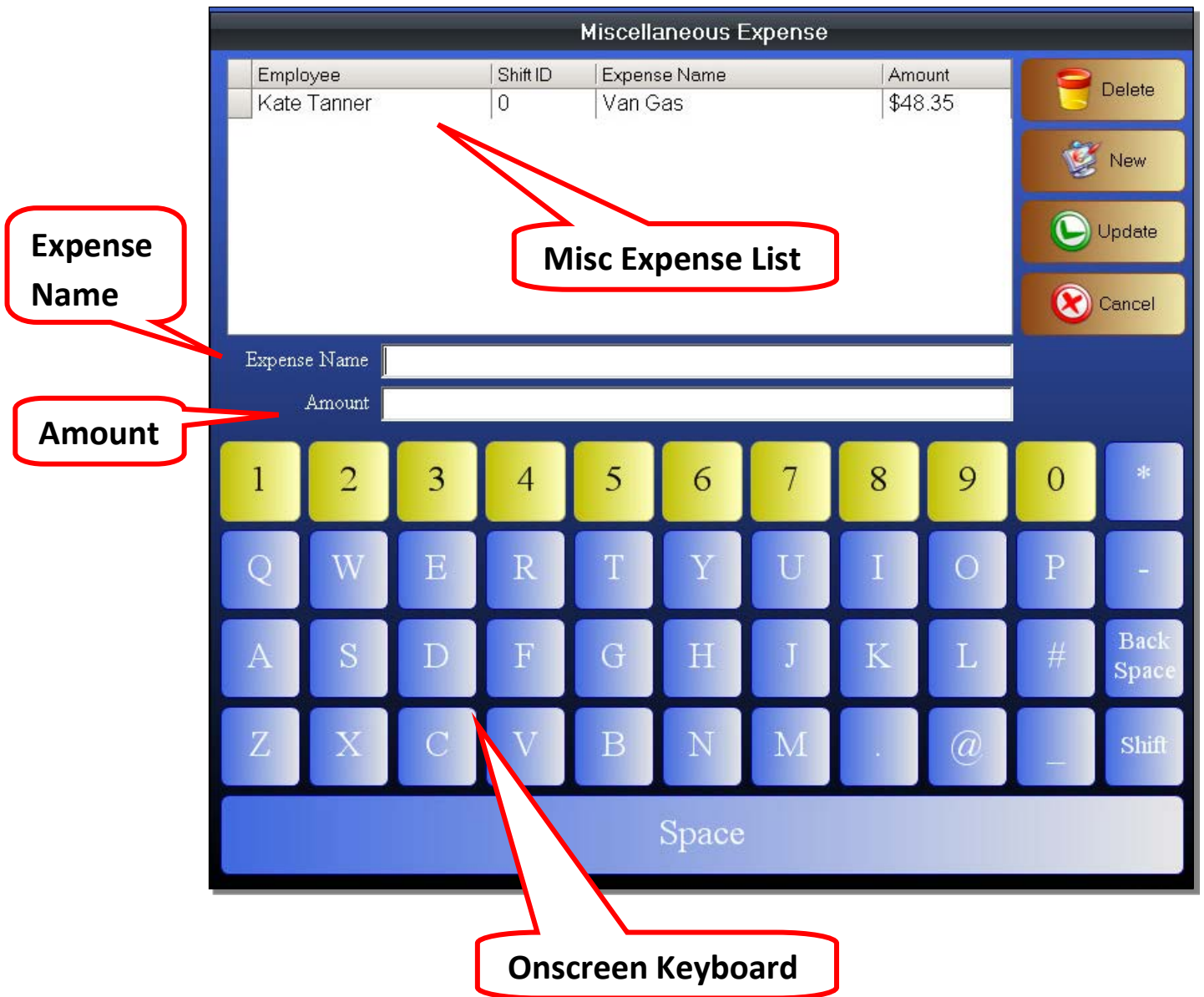
To enter the Miscellaneous Expenses function

1. Enter the Manager functions
2. Click on the Misc Expense button
3. The Miscellaneous Expenses window will pop up

Figure 204 - Miscellaneous Expenses



Figure 205 - Miscellaneous Expenses



- Misc Expense List – This is the list of all miscellaneous expenses that have been created. The misc expenses are separated by the employee who is entering the expense, the shift that was open when this expense was entered, the expense name, and finally the amount of the expense.
- Expense Name – The name of the misc expenses. This should be descriptive.
- Amount – The amount that was recorded in the misc expense
- Onscreen Keyboard – Not everyone has a physical keyboard attached, you can use the onscreen keyboard to enter the Expense Name as well as the Amount

To enter a new Misc Expense

1. Enter the Misc Expense window
2. Click on the New button
3. Enter an Expense Name
4. Enter an Amount
5. Click on the Update button

Figure 206 - Miscellaneous Expenses

Miscellaneous Expense

| Employee | Shift ID | Expense Name | Amount |
|-------------|----------|--------------|---------|
| Kate Tanner | 0 | Van Gas | \$48.35 |

Expense Name

Amount

Delete

New

Update

Cancel

The miscellaneous expense information has been entered. However, it has not yet been saved.

Figure 207 - Miscellaneous Expenses

Miscellaneous Expense

| Employee | Shift ID | Expense Name | Amount |
|-------------|----------|----------------------------|---------|
| Kate Tanner | 0 | Van Gas | \$48.35 |
| Kate Tanner | 0 | Sandwiches - Stockholde... | \$62.37 |

Delete

New

In the example above, you can see that a new expense has been entered and then saved. Once again, for the expense name, try to be descriptive so when you come back to the expense you know exactly what it is for.

If the miscellaneous expense was recorded on a station, and there was a shift active on that station, it will apply the misc expenses towards the shift when a manager is performing the Closing Out process.

Time and Attendance

The Time and Attendance function is used to view shift information. This screen is mainly used to view the hours worked, as well as the times the employee went on break.

To enter the Time and Attendance

1. Enter the Manager Functions screen
2. Click on the Time and Attendance button
3. You will now be in the Time and Attendance screen

Figure 208 - Time and Attendance

Time and Attendance

Date Range

| | | | |
|------------|------------|------------|-------------|
| Start Date | 10/ 5/2011 | Start Time | 12:00:00 AM |
| End Date | 10/ 6/2011 | End Time | 11:59:59 PM |

Drag a column header here to group by that column.

| Name | Clock In | Clock Out | Work Hours | Total Break | Total Sale |
|------------------|----------------------|-----------------------|------------|-------------|------------|
| Winter Le | 10/5/2011 9:12:11 AM | 10/5/2011 11:19:31 PM | 13.12 | 60 | \$4,829.25 |
| Kelly Magnolia | 10/5/2011 4:13:01 PM | 10/5/2011 11:19:37 PM | 5.83 | 77 | \$3,783.08 |
| Justin Jones | 10/5/2011 7:00:57 PM | 10/5/2011 11:19:42 PM | 3.93 | 23 | \$3,066.19 |
| Winter Le | 10/6/2011 9:19:54 AM | 10/6/2011 4:01:09 PM | 6.35 | 20 | \$3,679.43 |
| Jessica Bordogna | 10/6/2011 9:20:12 AM | 10/6/2011 4:14:15 PM | 6.73 | 10 | \$2,504.06 |
| Kelly Magnolia | 10/6/2011 4:10:22 PM | 10/6/2011 11:00:50 PM | 6.25 | 35 | \$2,350.75 |
| Justin Jones | 10/6/2011 4:10:32 PM | 10/6/2011 11:14:56 PM | 6.67 | 24 | \$1,319.82 |

Record: ◀ ▶ Of 7 ▶ ▶

| Break Start | Break End | Minutes |
|-------------|-----------|---------|
| | | |

Record: ◀ ▶ Of 0 ▶ ▶

Print Employee Sales

Load Attendance

Cancel

- Attendance List – The list of employee shifts with hours worked and break time.
- Break List – This will list the total time the employee spent on break, as well as the start and end times.

Figure 209 - View Time and Attendance

Time and Attendance

Date Range

Start Date: 10/ 5/2011 Start Time: 12:00:00 AM

End Date: 10/ 6/2011 End Time: 11:59:59 PM

Drag a column header here to group by that column.

| Name | Clock In | Clock Out | Work Hours | Total Break | Total Sale |
|------------------|----------------------|-----------------------|------------|-------------|------------|
| Winter Le | 10/5/2011 9:12:11 AM | 10/5/2011 11:19:31 PM | 13.12 | 60 | \$4,829.25 |
| Kelly Magnolia | 10/5/2011 4:13:01 PM | 10/5/2011 11:19:37 PM | 5.83 | 77 | \$3,783.08 |
| Justin Jones | 10/5/2011 7:00:57 PM | 10/5/2011 11:19:42 PM | 3.93 | 23 | \$3,066.19 |
| Winter Le | 10/6/2011 9:19:54 AM | 10/6/2011 4:01:09 PM | 6.35 | 20 | \$3,679.43 |
| Jessica Bordogna | 10/6/2011 9:20:12 AM | 10/6/2011 4:14:15 PM | 6.73 | 10 | \$2,504.06 |
| Kelly Magnolia | 10/6/2011 4:10:22 PM | 10/6/2011 11:00:50 PM | 6.25 | 35 | \$2,350.75 |
| Justin Jones | 10/6/2011 4:10:32 PM | 10/6/2011 11:14:56 PM | 6.67 | 24 | \$1,319.82 |

Attendance List



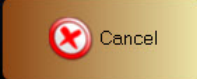
Record: 4 Of 7

| Break Start | Break End | Minutes |
|----------------------|----------------------|---------|
| 10/6/2011 9:20:37 AM | 10/6/2011 9:40:44 AM | 20 |

Record: Of 1

Break List

Print

- Attendance List – The list of employee shifts with hours worked and break time.
- Break List – This will list the total time the employee spent on break, as well as the start and end times.

You can view employee shifts for different time periods using the Date Range selector.

By default, the employee break times are not displayed. Select an employee to view the time(s) that employee went on break as well as the minutes spent each time they went on break. This information will be displayed in the Break List.

You can print the information in the employee shifts if needed using the *Print Employee* button.

View Employee Shifts

This is where we can view shift information for each employee. We can see a summary of the employee’s transaction data such as the time they opened the shift, the time they closed the shift, and the various payment types that they collected during the shift.

To enter the Employee Shifts screen

1. Enter the Manager Functions screen
2. Click on the Employee Shifts button
3. You will now be in the Employee Shifts screen

Figure 210 - View Employee Shifts

The screenshot displays the 'Employee Shifts (9/30/2011 - 10/4/2011)' window. At the top, there is a 'Date Range' section with fields for 'Start Date' (9/30/2011), 'Start Time' (12:00:00 AM), 'End Date' (10/ 4/2011), and 'End Time' (11:59:59 PM). Below this is a table with the following data:

| Shift ID | Close | Employee | Drawer | Open Time | Close Time | Drop Cash | Drop Check | Starting |
|----------|-------------------------------------|----------------|----------|-----------|------------|-----------|------------|----------|
| 1 | <input checked="" type="checkbox"/> | Admin Admin | Drawer 5 | 10:10 AM | 3:02 PM | 769.20 | 0.00 | 707.50 |
| 2 | <input checked="" type="checkbox"/> | Store Employee | Drawer 5 | 3:02 PM | 10:02 PM | 396.80 | 21.92 | 343.65 |
| 3 | <input checked="" type="checkbox"/> | Store Employee | Drawer 5 | 10:01 AM | 10:00 PM | 550.00 | 21.36 | 486.00 |
| 4 | <input checked="" type="checkbox"/> | Admin Admin | Drawer 5 | 10:02 AM | 3:01 PM | 515.00 | 16.00 | 480.25 |
| 5 | <input checked="" type="checkbox"/> | Store Employee | Drawer 5 | 3:02 PM | 10:00 PM | 465.00 | 0.00 | 298.20 |
| 11 | <input checked="" type="checkbox"/> | Store Employee | Drawer 5 | 3:03 PM | 3:07 PM | 530.00 | 0.00 | 529.75 |
| 6 | <input checked="" type="checkbox"/> | Admin Admin | Drawer 5 | 10:01 AM | 3:01 PM | 687.05 | 0.00 | 596.40 |
| 7 | <input checked="" type="checkbox"/> | Store Employee | Drawer 5 | 3:02 PM | 10:03 PM | 440.39 | 0.00 | 298.20 |

At the bottom of the window, there is a 'Record' navigation bar and a row of buttons: 'Print Employee Shifts', 'Load Shifts', and 'Cancel'. A red callout box labeled 'Shift List' points to the table, and another red callout box labeled 'Print' points to the 'Print Employee Shifts' button.

You can print an employee’s shift information by selecting a shift, then clicking on the Print button.

Activities Log

The Payfirst Retail Point of Sale System has an Activities Log. This tracks actions performed on the Payfirst POS System. Owners and managers may not have the time to micro-manage a business. Furthermore, it is impossible to keep an eye on the system 24/7. Having an Activities Log allows the owners and managers to view a log of actions performed on the system.

Figure 211 - Activities Log

The screenshot displays the 'Activities Log' window. At the top, there is a 'Date Range' section with dropdown menus for 'Start Date' (11/15/2011), 'Start Time' (12:00:00 AM), 'End Date' (11/18/2011), and 'End Time' (11:59:59 PM). Below this is a table with the following columns: Action Date, Time, Name, Station#, Action, Original Value, and New Value. The table contains 20 rows of activity logs. At the bottom of the window, there are three buttons: 'Load All' (with a lightning bolt icon), 'Load by Date' (with a calendar icon), and 'Cancel' (with a red X icon). A red callout box labeled 'Activities Log' points to the table area. Two other red callout boxes labeled 'Load All' and 'Load By Date' point to their respective buttons.

| Action Date | Time | Name | Station# | Action | Original Value | New Value |
|-------------|----------|---------------|----------|------------------------|----------------|-------------------------|
| 11/15/2011 | 9:44 AM | Jack Conwell | 1 | Void Non-Sent Item | | Submarine Sandwich |
| 11/15/2011 | 9:44 AM | Admin Admin | 1 | Delete all data | | |
| 11/15/2011 | 9:44 AM | Admin Admin | 1 | Void Non-Sent Item | | Submarine Sandwich |
| 11/15/2011 | 9:47 AM | Jack Conwell | 1 | Void Non-Sent Item | | Claw Hammer |
| 11/15/2011 | 9:47 AM | Jack Conwell | 1 | Void Non-Sent Item | | Flat Head Screwdriver |
| 11/15/2011 | 9:49 AM | Jack Conwell | 1 | Void Non-Sent Item | | Smiley Shirt WHT SM |
| 11/15/2011 | 9:53 AM | Henry Springs | 1 | Void Non-Sent Item | | Cookies Almond |
| 11/15/2011 | 9:53 AM | Henry Springs | 1 | Void Non-Sent Item | | Cookies Chocolate Chip |
| 11/15/2011 | 9:53 AM | Henry Springs | 1 | Void Non-Sent Item | | Cookies Peanut Butter |
| 11/15/2011 | 9:53 AM | Henry Springs | 1 | Void Non-Sent Item | | Cookies White Chocolate |
| 11/15/2011 | 10:47 AM | Admin Admin | 1 | Time and Attendance | | |
| 11/15/2011 | 12:48 PM | Admin Admin | 1 | Reports | | |
| 11/15/2011 | 12:49 PM | Admin Admin | 1 | Reports | | |
| 11/15/2011 | 12:52 PM | Admin Admin | 1 | Reports | | |
| 11/15/2011 | 1:35 PM | Admin Admin | 1 | Retrieve Closed Ticket | | 110 |
| 11/15/2011 | 1:46 PM | Admin Admin | 1 | Activities Log | | |
| 11/15/2011 | 1:46 PM | Admin Admin | 1 | Reports | | |
| 11/15/2011 | 1:51 PM | Admin Admin | 1 | Time and Attendance | | |
| 11/15/2011 | 3:06 PM | Admin Admin | 1 | Reports | | |
| 11/15/2011 | 3:49 PM | Admin Admin | 1 | Reports | | |
| 11/15/2011 | 4:39 PM | Admin Admin | 1 | Reports | | |

Load All

Load By Date

To enter the Activities Log

1. Enter the Manager Functions screen
2. Click on the Activities Log button
3. You will now be in the Activities Log screen

Once in the Activities Log you can scroll through and view actions that were performed on the Payfirst POS. You can also change the date range of the Activities Log. Choose a date using the Date Range at the top of the screen, then click on the *Load by Date* button. You can also load all activities by clicking on the *Load All* button.

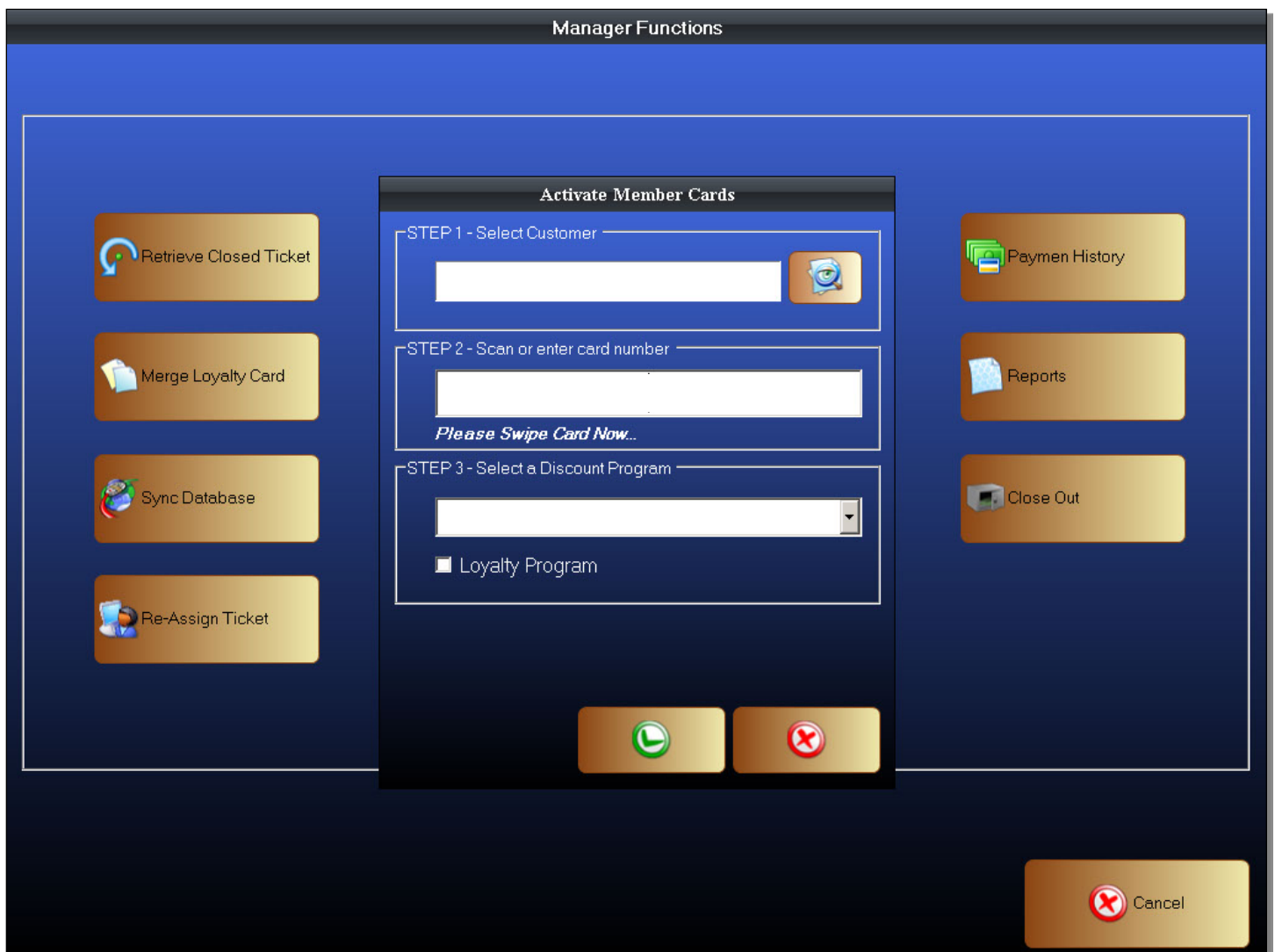
Activate Member Cards

The Payfirst Retail Point of Sale System has the ability to create customer accounts. You can also create customer membership cards. When a members card is tied to the customer account, you can scan the card to select a customer.

To enter the Activate Member Card functions screen

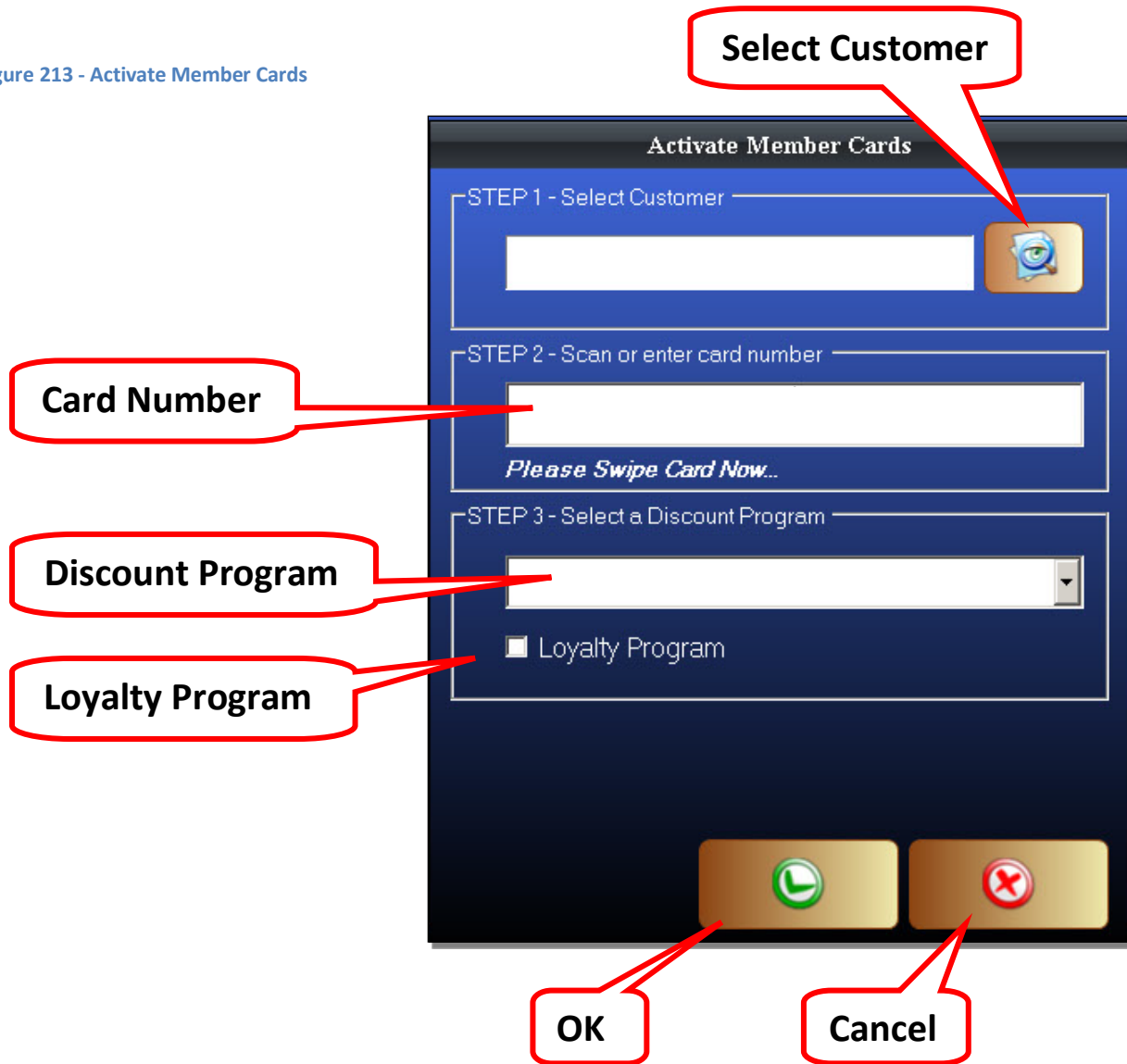
1. Enter the Manager Functions screen
2. Click on the Activate Member Cards button
3. The Activate Member Cards window will pop up

Figure 212 - Activate Member Cards



While in the Activate Member Cards window, you can select a customer, create a new customer account, and choose any Discount Programs or Loyalty Programs that may apply. Discount Programs and Loyalty Programs must be created before they are selectable options.

Figure 213 - Activate Member Cards

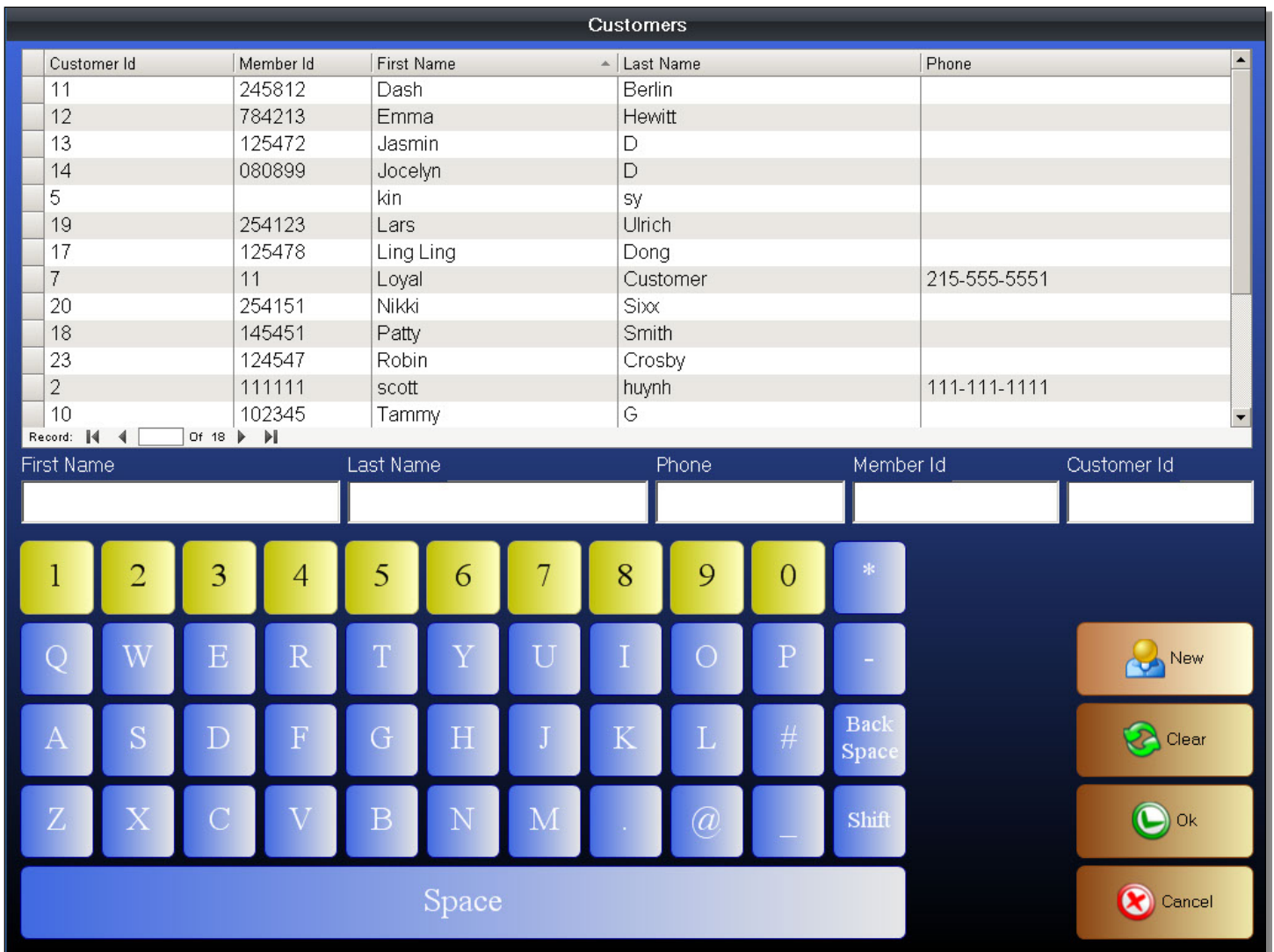


- Select Customer – Select a customer account. Also used to create a customer account.
- Card Number – The Member Card number will be entered here
- Discount Program – Select a Discount Program from the drop down box
- Loyalty Program – Click to enable or disable Loyalty Program rewards for this customer
- OK – Confirm and attach a Member Card to a customer
- Cancel – Exit without saving

To Activate a Member Card

1. Enter the Activate Member Card window
2. Click on the Select Customer button
3. Find and select a customer account, or create a new customer account
4. After selecting a customer account, click on the OK button
5. Swipe or enter a Member Card number
6. Select a Discount Program. You must create Discount Programs before they are selectable
7. Select a Loyalty Program. You must create Loyalty Programs before they are selectable
8. Click on the OK button to enable a Member Card and attach it to the selected customer

Figure 214- Select Customer

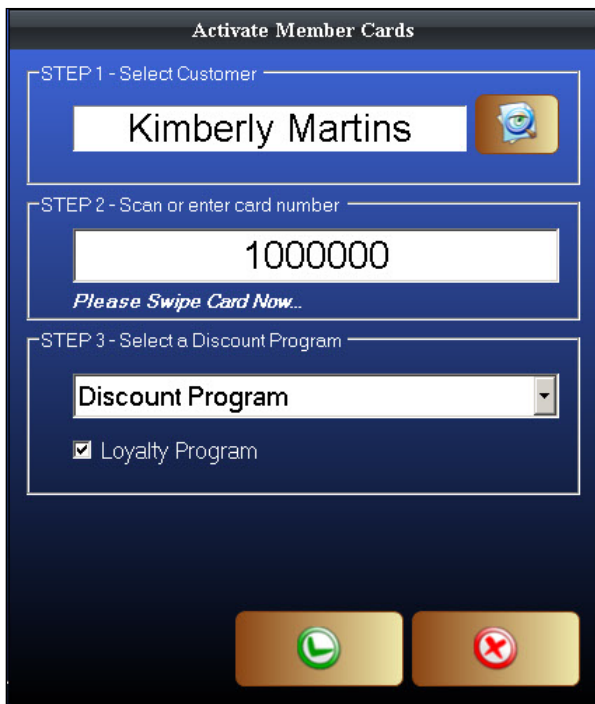


After clicking the *Select Customer* button, the Customer screen will pop up where you can select a customer.

You can filter the customer list by entering a name in the first or last name field. This will make searching for a customer account easier. You can also search by phone number, member ID or by customer ID. Clicking on a customer account will highlight and select it. After selecting the customer account, you can click on the OK button attach it to a Member Card.

You can also click on the *New* button to create a new customer account. See the Back Office chapters on Customer Account Setup for more information on setting up a new customer account. Setting up customer accounts from the Manager Functions screen only allows you to view and edit the General Info tab and Personal Info tab.

Figure 215 - Activate Member Card



After a customer account is selected, it will show the customer's name. You can then swipe the Member Card that will be attached to the customer's account. You can also use a keyboard to enter the Member Card number.

After swiping a Member Card, you can optionally select a Discount Program using a drop down box. You can also enable or disable earning points from a Loyalty Program. Once finished, click OK to activate the Member Card and to attach the card to a customer's account. A confirmation window will show up. Click OK again.

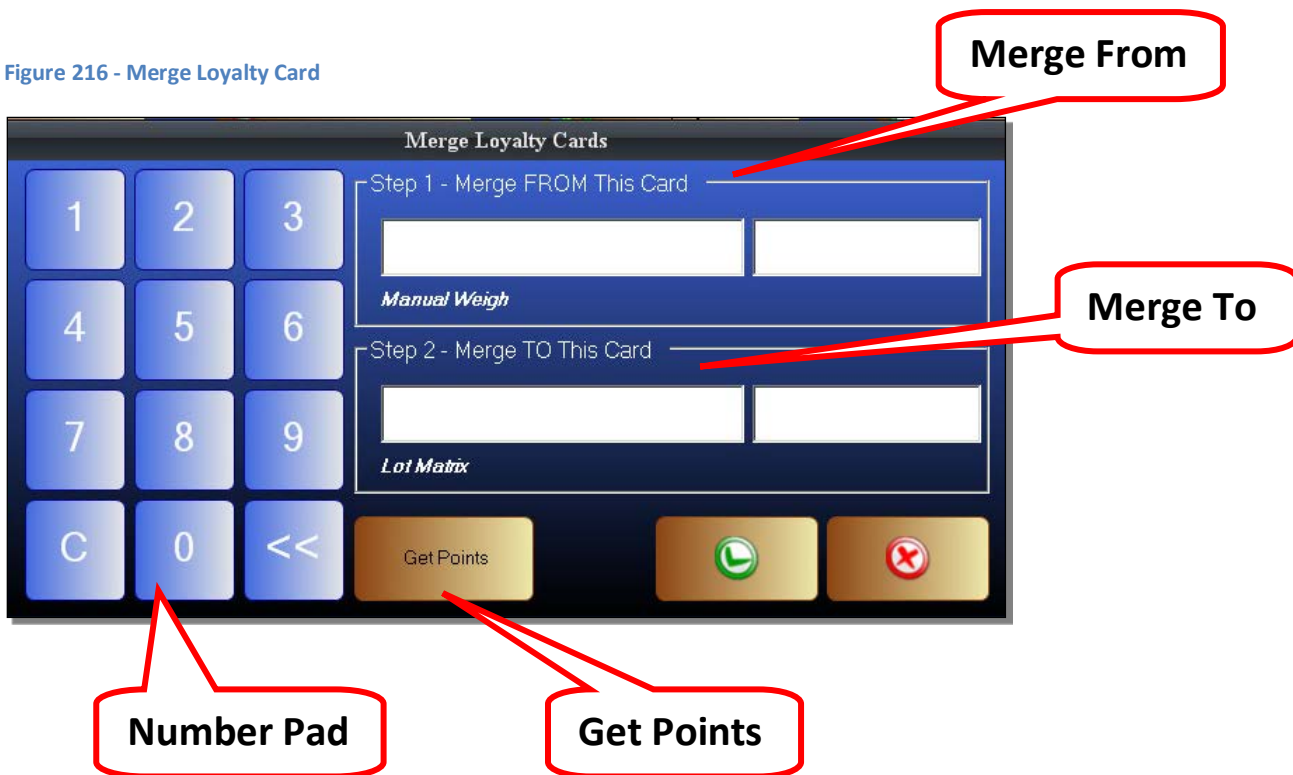
Merge Loyalty Cards

Loyalty Cards are the Member Cards that we attach to a customer's account. There are times when a customer may lose his or her member card. We can move the data from one Member Card and attach it to a new Member Card.

To open the Merge Loyalty Cards window

1. Enter the Manager Functions Screen
2. Click on the Merge Loyalty Cards button
3. The Merge Loyalty Cards window will pop up

Figure 216 - Merge Loyalty Card



- Number Pad – Used to enter the Loyalty Card number
- Merge From – This is where the lost or damaged card's number will be entered.
- Merge To – The number of the new Member's Card where the old data will be moved to.
- Get Points – Retrieve the points on the old Member's Card.

Activate Gift Cards

You can activate Gift Cards ahead of time. This is useful for special promotions such as when Gift Cards are given as prizes.

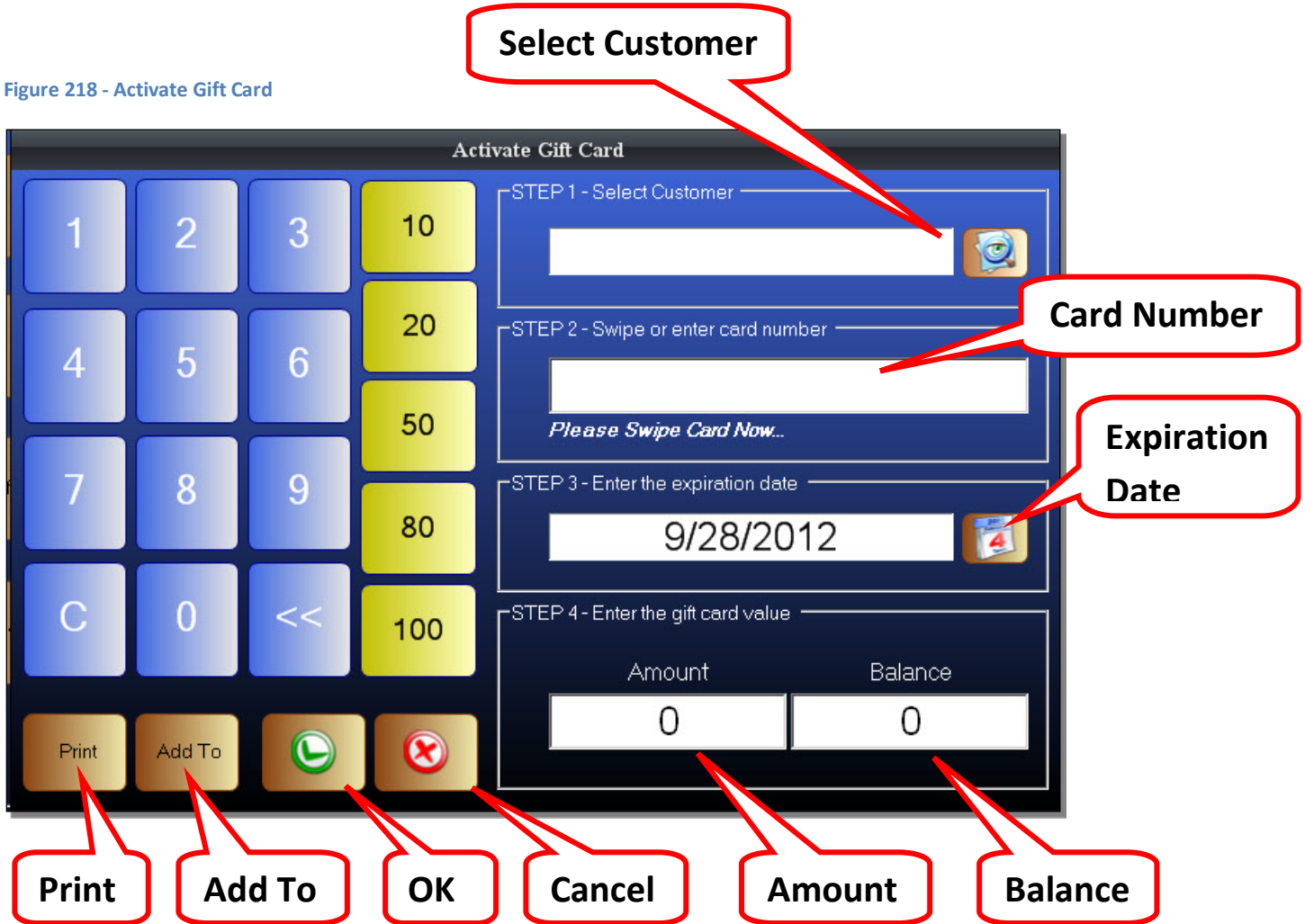
To enter the Activate Gift Card screen

1. Enter the Manager Functions screen
2. Click on the Activate Gift Card button
3. The Activate Gift Card window will pop up

Figure 217 - Activate Gift Card



Figure 218 - Activate Gift Card



- Select Customer – Select a customer account. Also used to create a customer account.
- Card Number – The Gift Card number will be entered here
- Expiration Date – The expiration date of the Gift Card
- Print – Print the value on the Gift Card
- Add To – If the Gift Card already has an existing balance, you can add to the Gift Card balance
- OK – This will replace any existing balance with the currently entered amount
- Cancel – Exit without saving
- Amount – The amount to activate the Gift Card for, or the amount to add to the Gift Card
- Balance – The balance that is on the currently selected Gift Card

To Activate a Gift Card

10. Enter the Activate Gift Card window
11. Click on the Select Customer button
12. Find and select a customer account
13. Swipe or enter a Gift Card number
14. Select an Expiration Date for the Gift Card
15. Click on the Amount Field
16. Manually enter an amount to activate the Gift Card using the onscreen number pad, or use the pre-set value buttons to quickly enter a value to activate the card for.
17. If adding to an existing Gift Card, click the Add To button
18. If this is a new Gift Card, or you are replacing the balance on an existing Gift Card, click on the OK button

Figure 219 - Activate Member Card



Click on the *Select Customer* button and select a customer. After selecting a customer, swipe a Gift Card to enter it. You can also enter a Gift Card by using a keyboard, or the onscreen number pad. The default expiration is one year from the current date. You can select a custom expiration date by clicking on the Expiration Date button which is shown with a calendar icon. After entering an expiration date, click on the Amount field. You can enter an amount using the onscreen keyboard, a physical keyboard, or using one of the pre-set value buttons. Click on the OK button to activate the Gift Card for the entered amount. If the card has an existing balance, use the *Add To* button to add the entered amount to the existing balance.

View Gift Cards

The Payfirst Retail System has the ability to activate Gift Cards. These are activated and redeemed internally by the Payfirst System so you don't have to pay any transaction fees to a third party.

To enter the Gift Card Maintenance Screen

1. Enter the Back Office
2. Click on the Gift Cards button
3. You will now be in the Gift Card Maintenance Screen

Figure 220 - Gift Card Maintenance

The screenshot displays the 'Gift Cards' maintenance screen. At the top, there is a title bar 'Gift Cards'. Below it is a table with the following columns: Store #, Store Credit, Gift Card ID, Name, Phone, Expire Dt, Value, Balance, Last Paid Amt, and Last Visit Dt. The table contains 19 rows of gift card data. At the bottom of the screen, there is a status bar with 'Record: 1 Of 19' and a 'Please Swipe Card Now...' prompt. Below the prompt are three buttons: 'Delete' (with a trash icon), 'Load All' (with a lightning bolt icon), and 'Cancel' (with a red X icon). Three red callout boxes with white text and red borders point to specific elements: 'Swiped Card Entry' points to the 'Please Swipe Card Now...' area, 'Gift Cards List' points to the table header, and 'Load All' points to the 'Load All' button.

| Store # | Store Credit | Gift Card ID | Name | Phone | Expire Dt | Value | Balance | Last Paid Amt | Last Visit Dt |
|---------|--------------------------|--------------|-------------------|--------------|-----------|----------|----------|---------------|---------------|
| 1 | <input type="checkbox"/> | 100000 | Cindy C | 222-560-5244 | 10/5/2012 | \$100.00 | \$100.00 | \$0.00 | |
| 1 | <input type="checkbox"/> | 112255 | Winter Le | 788-623-7872 | 10/5/2012 | \$50.00 | \$50.00 | \$0.00 | |
| 1 | <input type="checkbox"/> | 120952 | Sean Ho | 121-245-3045 | 10/5/2012 | \$80.00 | \$80.00 | \$0.00 | |
| 1 | <input type="checkbox"/> | 125478 | Jocelyn D | 246-723-3272 | 10/5/2012 | \$100.00 | \$100.00 | \$0.00 | |
| 1 | <input type="checkbox"/> | 212454 | Bruce Lee | 278-632-7878 | 10/5/2012 | \$50.00 | \$50.00 | \$0.00 | |
| 1 | <input type="checkbox"/> | 354564 | John Smith | 123-640-0314 | 12/5/2011 | \$100.00 | \$100.00 | \$0.00 | |
| 1 | <input type="checkbox"/> | 425154 | Fiore Bartello | 555-213-5456 | 10/5/2012 | \$100.00 | \$100.00 | \$0.00 | |
| 1 | <input type="checkbox"/> | 425631 | Kelly Hu | 272-772-2271 | 10/5/2012 | \$100.00 | \$100.00 | \$0.00 | |
| 1 | <input type="checkbox"/> | 432568 | Vincent Dang | 555-124-7575 | 10/5/2012 | \$80.00 | \$80.00 | \$0.00 | |
| 1 | <input type="checkbox"/> | 433574 | Kelly P | 425-264-5623 | 9/16/2012 | \$50.00 | \$50.00 | \$0.00 | |
| 1 | <input type="checkbox"/> | 453537 | Jimmy Smith | 454-537-1288 | 6/15/2011 | \$50.00 | \$50.00 | \$0.00 | |
| 1 | <input type="checkbox"/> | 458744 | Mae Wong | 555-213-6488 | 10/5/2012 | \$20.00 | \$20.00 | \$0.00 | |
| 1 | <input type="checkbox"/> | 475144 | Chris Johnson | | 7/4/2012 | \$80.00 | \$80.00 | \$0.00 | |
| 1 | <input type="checkbox"/> | 514235 | Jasmine D | 262-343-4534 | 10/5/2012 | \$80.00 | \$80.00 | \$0.00 | |
| 1 | <input type="checkbox"/> | 537672 | John Rabe | 512-313-1313 | 2/14/2012 | \$50.00 | \$50.00 | \$0.00 | |
| 1 | <input type="checkbox"/> | 562185 | Selena Rodriguez | | 9/20/2012 | \$50.00 | \$50.00 | \$0.00 | |
| 1 | <input type="checkbox"/> | 563463 | Leonardo Da Vinci | 361-414-6102 | 7/25/2012 | \$100.00 | \$100.00 | \$0.00 | |
| 1 | <input type="checkbox"/> | 754233 | Asante Samuel | 127-827-8632 | 6/20/2012 | \$80.00 | \$80.00 | \$0.00 | |
| 1 | <input type="checkbox"/> | 876125 | Robbert Herron | 027-662-3232 | 10/5/2012 | \$80.00 | \$80.00 | \$0.00 | |

Gift Card Maintenance

You can perform maintenance on the Gift Cards that are in your system. You can remove inactive or expired Gift Cards for example. Since the customer who bought the Gift Card is also saved, if a Gift Card is lost, you can also locate it, transfer the remaining balance to a new Gift Card (this is a manual process), and then remove the existing Gift Card.

- Gift Card List – The list of all Gift Cards that have been activated on the POS System
 - Store# - For multi-location stores, this is the number of the store that activated the Gift card
 - Store Credit – If this card was issued as Store Credit
 - Gift Card ID – The Gift Card Number
 - Name – The name of the customer who activated the Gift Card
 - Phone – If the customer has a phone number associated with their account, it will list it here
 - Expire DT – The expiration date of the Gift Card
 - Value – The original amount this Gift Card was activated for
 - Balance – The remaining balance on the Gift Card
 - Last Paid AMT – The amount of the last transaction used on this Gift Card
 - Last Visit DT – The date of the last transaction used on this Gift Card
- Load All – Load all Gift Cards onto the Gift Card List
- Swiped Card Entry – This is where a swiped Gift Card will appear

To find a Gift Card

1. You can use the search fields found at the top of the Gift Cards List
2. Click on the field you want to search by such as Card Number, Name, or Phone Number
3. Type a search term
4. Hit the Enter key on the keyboard
5. The Gift Card List should now be filtered by the search term

To delete a Gift Card

1. Find the Gift Card you want to delete
2. Select the Gift Card by clicking on it
3. Click on the Delete button
4. Confirm that you want to delete the Gift Card
5. Once confirmed, the delete action is final and cannot be reversed

