TILL USER MANUAL
Version 9.11 – Release Date 2009-11-01

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Contents

Introduction

The OFBiz Point of Sales (OFBiz-POS) has been carefully conceived and crafter in order to propose a maximum of possibilities in a relatively restricted space. Initially conceived for a 1024x768 wide touch screen, it uses large buttons designed for this use. It can also be used on an 800x600 screen, of course at the expense of buttons sizes.

Ease of use and speed of execution are the principles that governed its design. The majority of common actions are carried out using a simple click or a scan. Some actions require 2 clicks, more rarely 3 clicks.

It was thought for a use centred around a scanner, or a handheld scanner, which implies of course bar codes. Nevertheless, most sold articles can be displayed and selected on the **MAIN** screen. By default, because of the design oriented towards scanner use, this relatively small screen allows to put 30 articles. It is nevertheless rather easy to create sub-screens classifying, for example, the articles by categories this in an unlimited manner (categories, subcategories, etc). This has obviously interest only when the number of articles is limited.

Safety was not forgotten; only the manager of the point of sales can carry out all the significant actions. There are thus 2 types of identifiers: manager or salesman.

Switching On

Turn on the computer's power switch and wait for the operating system to load. You will be prompted for a user name and password – these were given to you at the time of installation.

Should you forget these then please contact technical support.

After you have logged in you will need to start the till. This is done by moving the cursor (you will need the mouse for this) to the bottom of the screen and clicking on <INSERT IMAGE>[1] icon.

The till software will then start.

This may take several minutes the first time as databases are loaded and synchronized.

You are now ready to trade! All other daily till operations will take place via the touch screen.

Beginning to work

To begin you have to put an amount of money (cash) in the drawer. You use the **OPEN** button on the **MGR** screen for that.

When you end the sale session (end of day normally), you use the **CLOSE** button on the **MGR** screen. You then enter the amounts there are in the drawer in each payment method (cash, cheque, credit card, gift card, etc.). The till then print a BALANCE REPORT[2], which allows you to check these amounts against the transactions done.

Will you need to know the sales amounts in each payment method at any moment: use the **TOTAL** button on the **MGR** screen[3].

Operator Sign-On Numbers

These numbers will have been allocated at the time of till installation. They consist of:
- A unique identity number for each operator
- A numeric password for each operator

These should be entered via the touch screen when prompted by the till:

USER: ID Number, **Enter**

Password: Password, **Enter**

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[1] To be set during install

[2] This is sometimes called a Z report, though a Z report is often more complete. There is currently a work in progress on this subject

[3] This is sometimes called an X report.

The Till Screens

Basic Operation Mode (Main)

Screen Shot

Register Is Closed										

TXID 10020   **TILL** 1   **EMPL** 1   **DATE** Thu Oct 29   **TOTAL** 0.00

SKU	ITEM	QTY	AMT

SKU	MAIN	MGR	PROMO	CONFIG	PAY
GIZMO 1	GZ PURPLE	GZ-2644	GZ-2002	GZ-7000	WIDGET 1
					GZ-DIG
GZ-1004	GZ-1005	GZ-8544	GZ-9290	WG-1111	CONFIG PC
Enchiladas					

7	8	9	%	DEL	SIGN OUT	LOCK
4	5	6	–	QTY	MOD	ITEM DISC
1	2	3	ENT	VOID ITEM	VOID SALE	SALE DISC
CLR	0	00		SAVE SALE	LOAD SALE	CLR DISC

The Buttons Explained

This screen is accessed by pressing the **MAIN** button.
This screen has the following buttons and their functions:

SKU : This button allows to enter product codes (PLU) / barcodes
MAIN: Switches to the main screen, this is greyed out in this view
MGR: Switches to the manager screen
PROMO: Switches to the promotions screen
CONFIG: Allow to choice options of a configurable item[4]
PAY: Used to enter Tender at the end of a sale

00 - 9: Number pad for entering SKUs / prices / Quantity
%: Used when applying % discounts

-: Used when discounting by money or when modifying quantities
ENT: The enter key
CLR: Clear things, like a value entered and more we will see later

DEL: Delete an entered character
SIGN OUT: To log off a user
LOCK: Locks the till
QTY: Quantity
MOD: Used to modify (increase) the quantities of an item entered
ITEM DISC: Used when applying a discount to an item
VOID ITEM: Used to remove an item from the transaction
VOID SALE: Clears the whole sale and allows you to star again
SALE DISC: Applied a discount to the whole sale
CLR DISC: Used to remove a discount previously applied.
SAVE SALE: Save the current sale (without its promotions[5])
LOAD SALE: Load a previously saved sale

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[4] Shown in brown buttons during the demo
[5] The next version will allow to save also promotions

Manager (MGR) Operation Mode

Screen Shot

Register Is Open								
TXID 10260	TILL 1	EMPL 1	DATE Fri Oct 30	TOTAL 0.00	SKU	MAIN	MGR	PROMO		PAY

SKU	ITEM	QTY	AMT

CHANGE PRICE					OPEN
VOID A SALE		PAID OUT	PAID IN		CLOSE
VIRTUAL	REPRINT		CLEAR CACHE		
OPEN DRAWER	TOTAL		RESET XUI		EXIT

7	8	9	%	DEL	SIGN OUT	LOCK
4	5	6	-	QTY	MOD	ITEM DISC
1	2	3	ENT	VOID ITEM	VOID SALE	SALE DISC
CLR	0	00		SAVE SALE	LOAD SALE	CLR DISC

The Buttons Explained

This screen is accessed by pressing the **MGR** button.
This screen has the following buttons and their functions:

Some of these buttons have already been explained on page 5; the new ones on this screen are:

CHANGE PRICE: Used to enter a new price for an item.
VOID A SALE: Used to void a sale using its reference (printed on the ticket)

OPEN: Used to open the cash drawer and enter its current amount
CLOSE: Used to close the cash drawer and enter current amounts in each of payment methods. It generates and prints the BALANCE REPORT.

PAID OUT: Used to take an amount of the till filling a reason
PAID IN: Used to put an amount in the till filling a reason

VIRTUAL: Used to temporarily use or not virtual keyboards (alpha-num and numeric pad)

REPRINT: Used to produce a copy receipt

OPEN DRAWER: Used to force the drawer to open

TOTAL[6]: Reporting function, print the amounts currently in the Till for each payment method

EXIT: To close down the till

CLEAR CACHE: Used to clear the till's cache

RESET XUI: Admin function, reset the user interface mostly for development[7]

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[6] To be very clear: **TOTAL** is calculating, at any moment, the sales amounts really entered in the POS since it has been opened. The **CLOSE** button allows you to enter the amounts that are really in the drawer at close time and will calculated and print a BALANCE REPORT using the differences between these amounts and the ones it calculates from the transactions done. Note than you can check this at any moment (without closing) using the **TOTAL** button but then you will have to do the differences by hand.

[7] A priori, these 2 last buttons may be removed in production

Scanning

The scanner or the handheld scanner head remains on standby of a code bar. As soon as you present a code bar, the figures of this code bar are sent to the case and a beep is made hear. The **SKU** button must be then used for confirmation and taking the article into account in the sale in progress.

CAUTION: If you use a low-level laser scanner do not let the red light crosses naked eyes.

Once this line shines across a barcode the scanner will send the digits represented by the barcode to the till and a beep will sound to confirm this action. **The SKU button needs to be pressed on the screen to confirm entry of this item into the till.**

Scanner Fails to Read The Bar Code?

If the scanner fails to read the bar code then move it away from the item and try again.
*If the scanner repeatedly fails to read the bar code then enter the bar code's numbers (you need all 13 digits) directly on the screen's number pad and press **SKU** to confirm product entry.

Scanner Reads Bar Code Incorrectly?

Press Clear (CLR) and re-scan.
If the bar code is repeatedly miss-read then follow * above.
This should be an infrequent occurrence as the scanner should be set to read the code more than once as a check that it has read it correctly.

Processing a Sale

Product Entry Methods

There are four ways to enter product into the till:
1. Using the scanner to read a barcode
2. Entering the barcode manually using the numeric keypad
3. Entering a PLU / product code where the product has no bar code.
4. Entering the product price – An un-coded item.

Entering Bar Coded Items

Scan or enter the bar code into the till and press **SKU**
Product details should appear on the left hand side of the screen.
Check the price of each item compared to the price ticket.
When all items have been entered press PAY and read the sub-total to the customer. See later for "Taking Payment"

Entering PLU Coded Items

These are items, which have no bar code. In order to enter them into the till a short 4 digit number (PLU) has been allocated to the item.
Enter this number and continue as with the bar coded item pressing **SKU**.

Entering an Item by Price

This is non-desirable and should only be done in extreme situations where the shop is very busy and the customer cannot wait for you to code the item in to the till, or if the code has been lost. Thinks to add sales taxes or VAT if necessary[8].

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[8] If necessary Specialized Sales Taxes or VAT/GST buttons may be added on the **Main** screen

Taking Payment

Once all the items have been entered into the till and the customer has been told the total there are several ways that they may choose to pay. These are detailed following the screen shot below:

Screen Shot

Payment by Cash

Enter the amount of money using the screen's number pad. You need not worry about decimal points - so if the customer gives you ten pounds you enter 1000.

Press **CASH** and the till will confirm that payment is sufficient (assuming that the cash entered is greater than the total!).

Press **FINISH** and the till will complete the sale, write the details to the database, and confirm the change (if applicable) that the customer needs.

The till drawer will open, a till receipt will be printed and the till will indicate the amount of change that needs to be given to the customer.

Press **CLR** and the till is now ready for the next customer.

Payment by Cheque

Enter the amount of money using the screen's number pad. You need not worry about decimal points – so if the customer gives you ten pounds you enter 1000.

Press **CHECK** and the till will confirm that payment is sufficient (assuming that the cheque's value is greater than the total!).

Press **FINISH** and the till will complete the sale, write the details to the database, and confirm the change (if applicable) that the customer needs.

The till drawer will open, a till receipt will be printed and the till will indicate the amount of change that need to be given to the customer.

Press **CLR** and the till is now ready for the next customer.

Payment by Credit Card

There are two parts to taking payment by this means. The first involves transmitting the card's details and payment amount to the merchant bank to actually process the payment.

The second part of the process is to enter the payment into the till in a similar fashion as described above.

Processing the Credit Card Payment

This is done through the separate merchant bank credit card terminal. Please consult the manufacturer's manual if you are unsure how to use your particular terminal.

Once the payment is authorised by the customer (This will be either by them entering a PIN number or by signing the slip) you can move to the next step detailed below.

Entering a Credit Card Payment in the Till

Enter the amount of money using the screen's number pad. You need not worry about decimal points – so if the sale amount is ten pounds you enter 1000 or just press 'CREDIT' button if the amount equals the amount due.

Press **CREDIT** at which point the till will ask for a verification code. This is either the authorisation number of the transaction as processed by the credit card terminal or if you are not required to track these (please consult with your manager) you may enter 999 as a generic code followed by the **ENT** key.

The till will confirm that payment is sufficient (assuming that the card value you entered is greater than the total!).

Press **FINISH** and the till will complete the sale, write the details to the database, and confirm the change (if applicable) that the customer needs.

The till drawer will open, a till receipt will be printed and the till will indicate the amount of change that need to be given to the customer (should be £0).
Press **CLR** and the till is now ready for the next customer.

Entering Gift Vouchers as payment

This is treated in exactly the same way as a cash payment except that the **VOUCHER** button is pressed instead of **CASH**.

Entering Split / Mixed Payment Methods in the Till

Sometimes the customer will want to pay using more than one payment method. In these circumstances you just enter each of the amounts in turn, until the total amount of payment is equal to or greater than the total on the till.

Deposits Paid

Part of the payment may be a previously paid deposit. Enter this as part of a mixed payment using the **DEPOSIT** button.
This function should be supported soon.

Promotions

Screen Shoot

Register Is Open									
TXID 10280	TILL 1	EMPL 1	DATE Fri Oct 30	TOTAL 0.00	SKU	MAIN	MGR	PROMO	PAY

(screen layout with numeric keypad: 7 8 9 %, 4 5 6 –, 1 2 3 ENT, CLR 0 00; function buttons: PROMO CODE, CUSTOMER PROFILE, DEL, SIGN OUT, LOCK, QTY, MOD, ITEM DISC, VOID ITEM, VOID SALE, SALE DISC, SAVE SALE, LOAD SALE, CLR DISC; item list columns: SKU, ITEM, QTY, AMT)

For the moment, there are only 2 buttons specific to this screen.

PROMO CODE: allows to enter a promotion code and to apply it to the current sale. As soon as validated (it is necessary that the promo code exists) it appears in on the right bottom of the screen, but only in the **Promotion** screen, not on **Sale** and other screens. To check the active promotion code from another screen it is thus necessary to go to the **Promotion** screen. The promotion code is only active during the sale.
Several promotion codes may be applied to the same sale.

CUSTOMER PROFILE: this button loads a dialog-box which makes possible to seek the profile of an existing customer (name, email address, phone number, cart number), creating and modifying one, and selecting it. To allow a profile to be selected, it must have a card number. This card number must also correspond to a promotion code[9]. As soon as a customer profile is selected the name of the customer appears in the left bottom of the screen and the promotion code is at the right bottom of the screen. But only on

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[9] And this promotion code must exist. I.e. to have been created in Web mode in the Catalog Manager application.

the **Promotion** screen, this in order to spare space in other screens for future uses. The choice of the customer lasts the time of the sale. Note: the name is of only one block and thus comprises all the elements of name (first name, last name, etc)

Screen shoot

As indicated in bottom of the screen, the email address and the phone number, if both exist, define a couple (login, password). It may allow, for instance, reaching a web store, with some privileges. Other uses are obviously possible…

At any moment, you may cancel a promotion code and the selection of a customer by cancelling the sale in progress, even if no articles have been already selected. In the same way, the end of a sale cancels the selection of a promotion and customer.

Refunds, Returns and Exchanges

Processing a Refund

Enter **–** (minus) the quantity of a particular item (e.g. -1) that the customer is returning, scan the product in the normal way, press **SKU**. The price of the item will appear as a negative number.

If more than one item is being returned, you will need to enter the negative qty for each item (as the till goes back to sale mode each time).

* The sale is then processed in the normal way entering the payment method for the refund as if it were a sale.

NOTE: The payment amount is also entered as a negative number

Processing an Exchange

Start by processing the refund as described above.

<u>Do not</u> enter the tender after all returned items have been entered using the – (minus) key.

At this point the items that are being taken into exchange are entered in to the till in the normal way.

Once all items have been processed the total will either be:

Negative: In this case process the refund amount as described above *****.

Positive: A balance of payment is required from the customer and this is taken in the way described earlier in this manual; See the "**Processing a Sale**" section.

Price Promise

In the event of a competitor's lower price being honoured in our store the sale price of the item will need to be changed prior to completing the sale. To do this highlight the relevant item (by pressing it on the touch screen) and then press MGR to change to the manager screen. Enter the new item price and press **PRICE CHANGE.** Switch back to the **MAIN** screen and then take payment in the normal way.

Money Received On Account

Screen Shot

Enter amount to withdraw and create or choose a reason	
Amount 100	Cancel
Reason Petty Cash out ▼	Ok
Comment Need some money	

This is used for:
- Petty cash paid into the till
- Change added to the till's float

Some other types may be easily added
- Selling a gift voucher to a customer
- Customer Deposits

Money Paid Out

Screen Shot

Enter amount to paid in and create or choose a reason	
Amount 100	Cancel
Reason Change added to Till's float ▼	Ok
Comment Some money	

This is used for taking money out of the till:
- Petty cash
- Banking during the day

Some other types may be easily added
- Staff wages

Discounts

There are a few ways that you can discount and we will deal with each of these in turn. Furthermore you can either discount an item or the whole sale by these different methods.

Ensure that the item that you want to apply the discount to is highlighted by clicking on it.

Discounting Items by Money

In order to take a specific sum of money off of an item's selling price you must first highlight the item by touching the screen, then enter the amount you wish to take off and then press **ITEM DISC** and the sum of money that you entered will be deducted from the original price.

Discounting an Item to a Specific Selling Price

Press **MGR** to change to the manager screen. Highlight the item and enter the price that you want it to sell for, then press **CHANGE PRICE**. The item will now have the value that you entered. Press **MAIN** to return to the normal sales screen.

If you are selling more than 1 of the same product, then change the price to the individual price and the till will multiply this by the qty to get the total price.

Discounting Items by a %

In order to take a specific percentage off of an item's selling price you must first highlight the item by touching the screen, then enter the amount you wish to take off and then press the **%** key and then **ITEM DISC** and the percentage that you entered will be deducted from the original price.

Discounting the Whole Sale by a Percentage

In order to do this you simply make sure that you have entered all of the items and then enter the percentage you want to apply (number and **%** key) and then press **SALE DISC**. The whole sale will be discounted by the percentage number that you entered.

Discounting the Whole Sale by a Sum of Money

In order to do this you simply make sure that you have entered all of the items and then enter the amount of money you want to deduct and then press **SALE DISC**. The whole sale will be discounted by the amount of money that you entered.

Correcting Errors

This is generally easy to do.

Price Corrections

In most cases you can highlight the item that is wrong and apply a price change to correct the fault. (See "Discounting an Item to a Specific Selling Price") on the previous page, this procedure applies equally well to giving an item a new selling price even if the new number is higher than the original! Repeat this procedure as many times as is needed remembering to highlight the item before making any changes.

Quantity Corrections

If you have the incorrect quantity for an item this can be corrected in two ways depending on the error:

Too Many: Highlight the item and press **–X** (with X being the number that you wish to deduct) then press the **MOD** key. This will reduce the quantity by the number you entered

Too Few: Highlight the item and press the **MOD** key, with every press the item increase by one. Alternatively you can just scan and enter more items in the normal way.
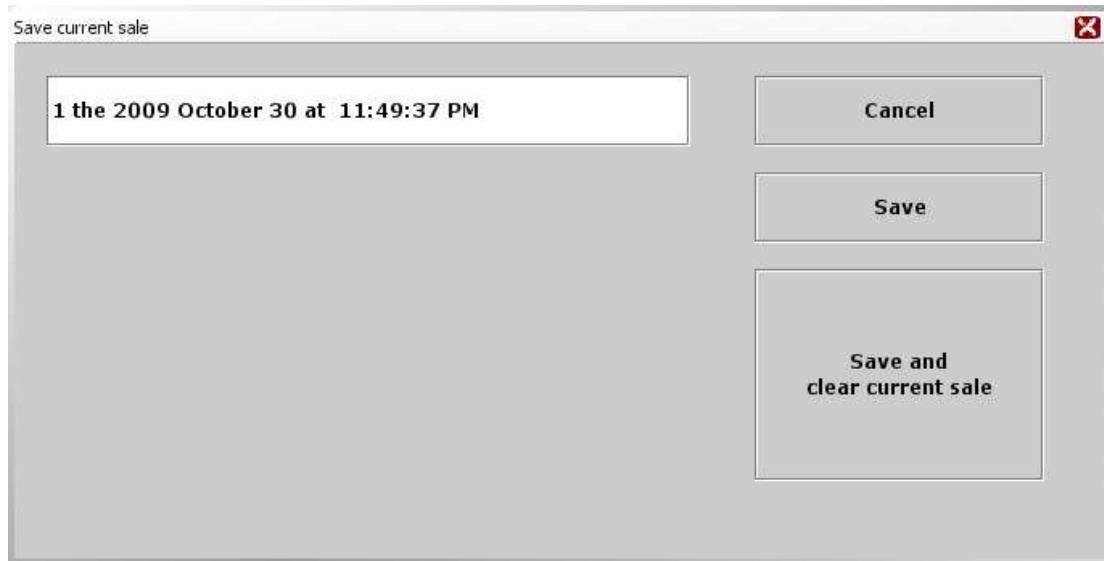
Specific Number: Highlight the item, enter the number required then press **QTY** followed by **MOD**.

FUBAR!

If there is too much wrong press **VOID SALE**, smile at the customer and start again!

Layaway or Holding a Transaction

Screen Shot

This functionality allows to put a sale on standby and to reload it again later. Several sales can be thus stored. For the moment, it is not possible to record promotions which would be applied to a sale.

It is possible to give a name to the saved sale. By default this name is the current date and hour. It should be noted that as the sales outlet is disconnected automatically in the event of absence, if a sale was in progress, it will be automatically saved under the name auto-save.

Recover a saved sale

Screen Shot
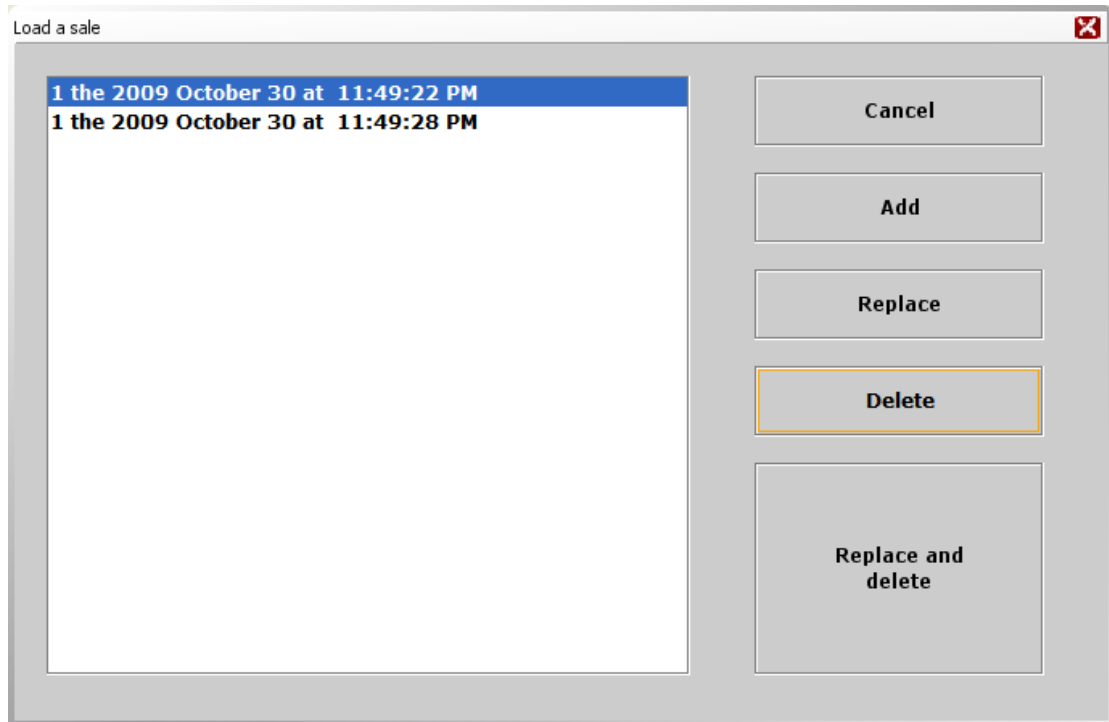
The principle is rather simple, simply choose a beforehand saved sale. It can be added to the sale in progress or replace it.

Printing a Copy Receipt.

Go to the MGR screen and press **REPRINT.** This needs to be done before the next transaction is started.

Opening the Cash Drawer

If you need to open the cash drawer without making a sale press, **MGR** to switch to the Manager screen and press **OPEN DRAWER** press **MAIN** to return to the normal sales screen.

Stock Enquiry

We do not currently support this function directly on the till.
Should you need to look an item up you will need to do this through the web interface to the database[10].

Price Enquiry

Since the till does not commit data to the database until you ultimately press **FINISH** you can enter as many items as you like to check the price. One item can be cleared by pressing **VOID ITEM** and a whole list by pressing **VOID SALE**. In this way the till is just providing you a window on its database but no transaction is taking place.

Ticket

A flexible ticket template is provided. For the moment the customisation must be done "by hand" since no specialized interface is yet available. It is nevertheless rather easy to do since the majority of the elements come directly from the sale treatment so the does not need to worry about them. These elements, which are surrounded by $ {} or [], may be moved (with precaution) but should not be modified.

Reports

Apart from the totals ticket (**TOTAL** button on **ADMIN** screen) there are no reports available from the POS user interface.
On the other hand, some rather generic reports are available in the Order application: see Report and Statistics. Also, of course, in the Accounting application.
However, it is worth noting that all transactions are stored in a local and a central database and can be accessed at any time, for any time period. There are a few standard reports that can be run at

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[10] Note that it's possible to run both (POS + Web) simultaneously

the user level in order to produce a printed record – these do not however have to be run on the till at a specific time.

This document was initially created by Ray Barlow, then updated and now maintained by Jacques Le Roux.