

TILL MANUAL
Version 2.0 – Release Date 15 Sep 2006

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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 the 'double star' **<INSERT IMAGE>** 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.

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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The Till Screens

Basic Operation Mode (Main)

Screen Shot

Register Is Closed											
TXID 10040	DRAWER 1	EMPL 1	DATE Tue Jun 28	TOTAL 0.00	SKU	MAIN	MGR	PROMO	PAY		
					SKU	ITEM	QTY	AMT			
					VAT1	VAT2	VAT3	VAT4			
					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		TRANS SAVE	TRANS RET	CLR DISC

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The Buttons Explained

This screen is accessed by pressing the MAIN tab.

This screen has the following buttons and their functions:

SKU : This button allows you to enter product codes (PLU) / bar codes into the till

MAIN: Switches to the main screen, this is greyed out in this view as this is the main screen (and the one you are currently in).

MGR: Switches to the manager screen

PROMO: Switches to the promotions screen - This is not in use at the moment but will be used for in store promotions.

PAY: Used to enter Tender at the end of a sale

VAT 1 - VAT 4: Used to enter a price in the correct VAT code.

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

DEL: Delete

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 start again

SALE DISC: Applied a discount to the whole sale

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CLR DISC: Used to remove a discount previously applied.

Manager (MGR) Operation Mode

Screen Shot

Register Is Open										
TXID 10040	DRAWER 1	EMPL 1	DATE Tue Jun 28	TOTAL 0.00	SKU	MAIN	MGR	PROMO		PAY
SKU	ITEM	QTY	AMT							
				CHANGE PRICE	REPRINT					OPEN
										CLOSE
										VOID SALE
				CLEAR CACHE	RESET XUI					
				OPEN DRAWER	TOTALS					EXIT
				7	8	9	%			
				4	5	6	-	DEL	SIGN OUT	LOCK
				1	2	3	ENT	QTY	MOD	ITEM DISC
				CLR	0	00		VOID ITEM	VOID SALE	SALE DISC
								TRANS SAVE	TRANS RET	CLR DISC

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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.

REPRINT: Used to produce a copy receipt

OPEN: Used to open the cash drawer

EXIT: To close down the till

CLEAR CACHE: Used to clear the till's cache

RESET XUI: Admin function, not currently used

TOTALS: Reporting function, not currently used

Scanning

The scanner is in standby mode until a bar code comes into its range. Once you move a solid object into its path a red line will appear.

CAUTION: This is a low level laser and should not come into contact with the naked eye.

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.

Enter the appropriate VAT code (see table overleaf) for the item. An item with a zero price will appear. Press **MGR** to switch to this screen and amend the price of the item to reflect the customer's purchase. See the *Price Alterations* section later in this manual if you are unsure how to do this.

NOTE: In practice this situation should not occur as the item will have gone through goods received so will be in the till. See separate **Goods Received Procedure** if in doubt!

VAT Codes Explained

VAT (Value Added Tax) is required to be charged on all items by law. The rate at which this tax is applied varies depending on the type of item sold. There are a few exceptions to this like books. All items that are coded into the till already have the relevant VAT code applied and so you will not need to worry about this. The till will automatically calculate the sales value, detailing the price of the goods and the value of the VAT which makes up the customer's total.

VAT Code	VAT Rate	Example Products
1	17.5%	The normal. Applies to almost all goods sold.
2	0.0%	Applies to books and children's clothes
3	13.5%	Applies to products that are of mixed rate. e.g. A book sold with a tape
4	17.5%	This is a special rate which applies to TP, Houtland and other outdoor play.*

* This is not a different rate as far as the Inland Revenue is concerned it is merely separated for our own internal management processes.

In fact this separation will probably become obsolete soon!

This rate is a piece of history and will be removed in the future. The rate only existed to separate the reporting of the products, this will be done through other mechanisms in the future.

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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:

TXID 12160	DRAWER 1	EMPL 1	DATE Wed Jun 29	TOTAL 9.98	SKU	MAIN	MGR	PROMO		PAY																				
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>SKU</th> <th>ITEM</th> <th>QTY</th> <th>AMT</th> </tr> </thead> <tbody> <tr> <td>1004028</td> <td>Straw Art Kit</td> <td>1</td> <td>5.99</td> </tr> <tr> <td>1004173</td> <td>Carry Me - This Littl</td> <td>1</td> <td>3.99</td> </tr> <tr> <td></td> <td>Grand Total</td> <td>-</td> <td>9.98</td> </tr> <tr> <td></td> <td>VAT</td> <td>-</td> <td>0.89</td> </tr> </tbody> </table>					SKU	ITEM	QTY	AMT	1004028	Straw Art Kit	1	5.99	1004173	Carry Me - This Littl	1	3.99		Grand Total	-	9.98		VAT	-	0.89	Total Due: 9.98					
SKU	ITEM	QTY	AMT																											
1004028	Straw Art Kit	1	5.99																											
1004173	Carry Me - This Littl	1	3.99																											
	Grand Total	-	9.98																											
	VAT	-	0.89																											
					CASH	CHECK	CREDIT	GIFT CERT																						
					CLEAR ONE	CLEAR ALL	SET REF#		TEST MSR	FINISH																				
					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		TRANS SAVE	TRANS RET	CLR DISC																			

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.

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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.

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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.

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.

Do not 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

This is used for:

- Customer Deposits
- Selling a gift voucher to a customer
- Petty cash paid into the till
- Change added to the till's float

We do not currently support this function.

Money Paid Out

This is used for taking money out of the till:

- Staff wages
- Petty cash
- Banking during the day

We do not currently support this function.

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.

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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

We do not currently support this functionality.

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. Instructions for this can be found in a separate document:

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.

Reports

Till reports are not covered by this document

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 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.

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