OneRetail
By shearwaterasia

Getting Started

One Retail POS
September 2016

Shearwater Asia

Welcome

This document will prepare you for operating your new POS software system. While not all functionality is described in this document, you should be able to get started quickly after browsing the following pages.

Real-time operations

The main difference between this POS system and most other systems, is that our software communicates *directly* with a back-end accounting system. Sales data is not stored primarily on the computer that runs the POS, but is instead submitted to the accounting (and ERP) system right away.

This means that all sales, exchanges, settlements, notes, etc. are immediately visible to staff at HQ, who are able to gain live insights from this data.

Also, a live connection to the back-end means that inventory information is available in the POS system in real-time as well, based on actual transaction data; together with accurate customer data (sales and rewards points). All in one application.

If the connection ever becomes unavailable or too slow, data is still stored on the POS computer, however, which means customers do not have to wait for your connection to come back online.

If you encounter any issues in the operation of this system, please contact HQ for assistance.

Contact: jelmer@shearwaterasia.com
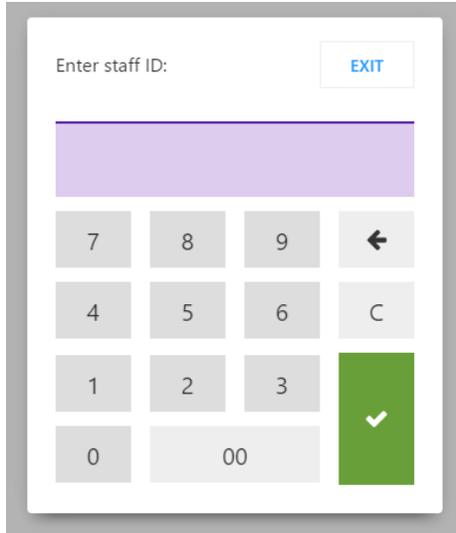
Logging in

When prompted, enter the staff number and PIN given to you.

▸ The application may prompt you to change your PIN — if so, please enter a new 4-to-6-digit PIN and remember it as your new access code. If you forget your PIN, please contact HQ staff who will be able to reset your access instantly.

You will be logged out automatically if you have not used the POS system (using the mouse or keyboard) after a certain period.

Note: to log out from the application manually, use the Sign Out button at the top right of any screen, or press the F10 key. You may exit the application using the Exit button on the login screen.

Tip: any number of users can be logged in at a time, which is useful for a manager to override settings (e.g. allowed discount level or product exchange window) without having to log out of the currently active account. After a certain time, and when closing the current sale, all additional users will be logged out automatically.
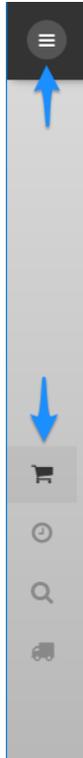
Navigation

There are two main ways to navigate the application.

1. By clicking the small shortcut icons along the left side of the screen (top to bottom: Sale, History, Search, and Transfers).
2. Using the main menu, accessed using the three-line menu icon at the top left.

Sale screen

After logging in, you will be directed to the Sale screen. This screen always lists the products in the current sale. *There is only one current sale for all users, and the sale remains active even when you log out.*

▸ When you are about to make a new sale, ensure that the list is empty.

The Sale screen includes a right-hand sidebar, which is used to display a summary of the current sale, the current customer's data, and selected product data. The number pad can be minimized if you are not working with a touch screen.

After you click the Payment button, the right-hand sidebar will display payment options (depending on the configuration for your store) instead.
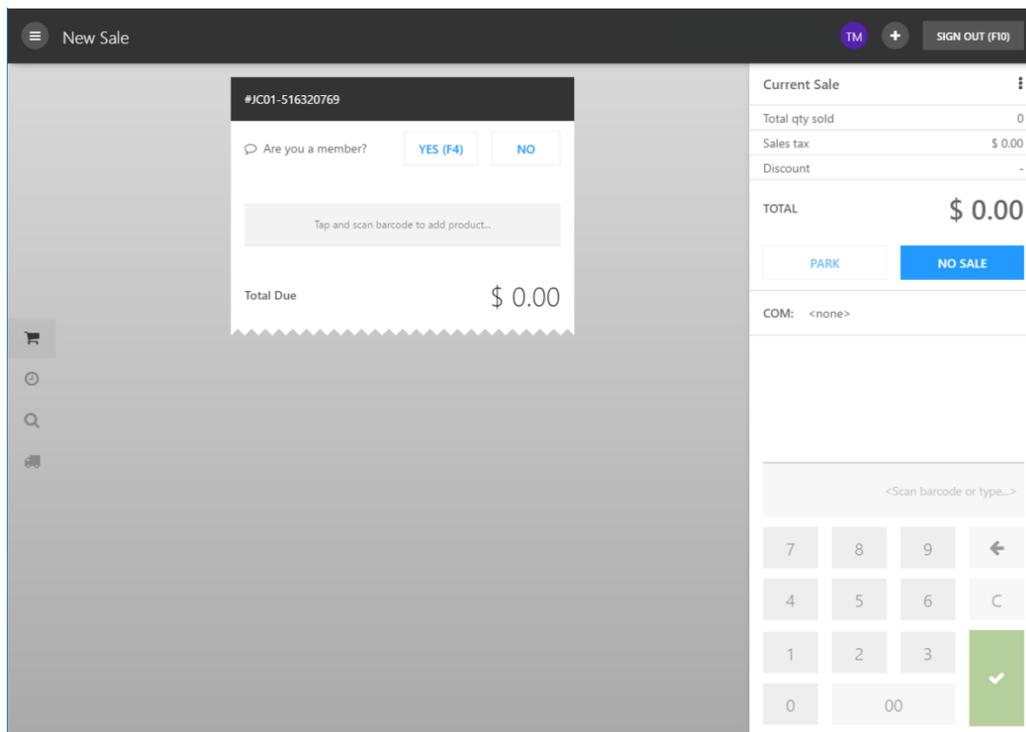
Starting a sale (member)

Please ask the customer if they are a rewards member upfront. If the customer is a member, you will need to search for their records in the back-end system. Either click Yes next to the membership prompt, or go directly to the Search screen.

Tip: you can also press the **F4** key on the keyboard to start searching for a member's records.

On the search screen, type (or have the customer type) the member's ID, (part of) their phone number, OR (part of) their name.

After you have located the correct membership record, use the "Set as Current" button to apply the selected membership ID to the current sale.

Tip: you can also simply press the **Enter** key or space bar on your keyboard after the membership information has been loaded.

Starting a sale (no member)

Simply ignore the membership prompt, or click the No button to dismiss it.

Adding items to a sale

To add a product, scan its bar code. You may also type its product number or bar code on the keyboard (press Enter when done) or use the number pad. You may need to click the barcode field to highlight it, but in most cases a barcode is *accepted even when the field is not selected.*

Alternatively, you can search for a product using the Search screen (press **F3** on the keyboard), and add it to the sale from there.
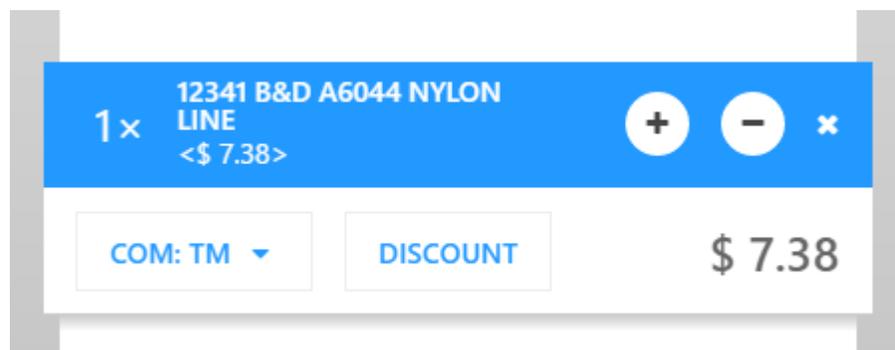
After an item has been added, you can use the **+** and **-** buttons to change the quantity on that line (on screen and on the keyboard).

Click on another line to highlight that line and change its quantity, remove it, or set other options. You may also use the ▲/ ▼arrow keys on the keyboard to navigate the list, and press **Delete** to remove a line.

Promotions

Promotions are applied automatically — provided that *you add all items to the current sale*, including items that may be given away for free.

Lines in the current sale may be split automatically if discounts are only given to a subset of the quantity in the current sale (e.g. buy-2-get-1-free).

Note: Increasing or decreasing the quantity on any of the lines only has an effect on the total quantity for the product on that line, not just the selected line.

Note: some promotions may depend on the payment method selected (only activated if 100% of the total due is paid using the selected payment method), e.g. a certain bank's credit cards. The promotion will be applied automatically *after you add the payment to the current sale, but before you enter the amount and confirmation / voucher / coupon number.*

Note: some promotions may depend on the type of customer you make the sale to. Therefore, it is important to find and apply the membership record before quoting the final price to the customer.

Coming soon: an indicator on each line will alert you to promotions that may be applicable to the item, e.g. at a higher quantity, in order to be able to inform the customer about such promotions.

Discounts

On products that are not part of any active promotion, you may be able to include a manual discount. The maximum discount you can approve (checked when submitting the sale) depends on your account settings.

▸ You can modify *any* of the three fields provided (absolute $-value discount, % discount, or resulting total price), and the other fields will update accordingly.

Coming soon: the ability to apply price markups (negative discount) if needed, and the ability to cancel applicable promotions on any line to enable manual discounts instead.

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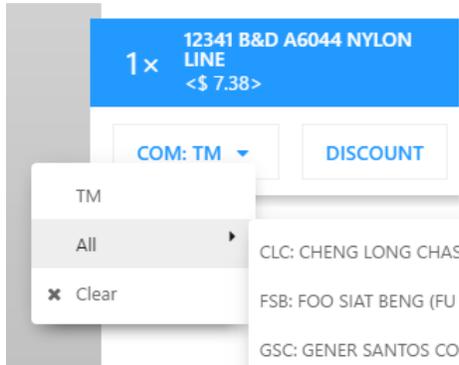
Commission

Each line (or rather, each product sold) as part of the current sale may be tagged with a staff member to receive sales commission for that line.

The initials of the staff member currently selected for commission appear under the product name on a selected line of the current sale (as **COM: …**).

For the most part, commission tags are set automatically but you can modify them using the following methods:

1. The last logged-in staff member is used to tag the first line of a new sale.

2. Each following line (product sold) receives the same tag as the line previously entered.

3. You may scan a specific barcode (EM + employee ID) to set the commission tag for the next line. These barcodes should be printed on your staff badge.

4. You may set the commission tag manually using the COM button on each line, if available.

Tip: in the right-hand sidebar, a single-line overview shows staff members (by initials) and the number of lines that are tagged with their account. This provides a quick confirmation that you have correctly tagged commissions on the current sale.

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Current Sale	⋮
Total qty sold	1
Sales tax	$ 0.48
Discount	-

TOTAL **$ 7.38**

PARK	PAYMENT (F5)

Payment

From the main right-hand sidebar on the Sale screen, click the Payment button to switch to the payment sidebar. From there, you may choose any of the payment options, and enter the required details in the line that appears at the bottom of the sale list. This way, you can add as many payments as required.

▸ For card-based payments, you will need to enter the confirmation number provided by the payment terminal after the payment succeeds.

▸ For vouchers and coupons, you will need to enter the voucher/coupon number.

Note: it is not allowed to accept payments for amounts greater than the total amount due, *except* cash payments (which will prompt you to provide the customer with change after the sale is closed).

Tip: for quick cash payment capture, press the **F6** key on the keyboard to add an exact cash payment line. This will round and update the total amount due for a (partial) cash payment. After that, type the amount received if needed (including cents, i.e. type **1000** for $10.00), and press the **Enter** key twice to close the transaction.

Adding notes

You can add a note to the current sale using the "…" overflow menu. You can also add a note to the current shift log in the History screen (in the right-hand sidebar).
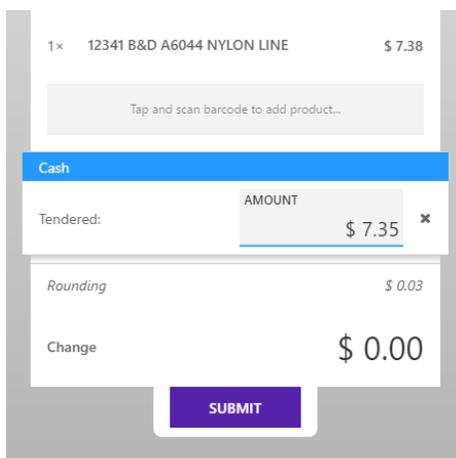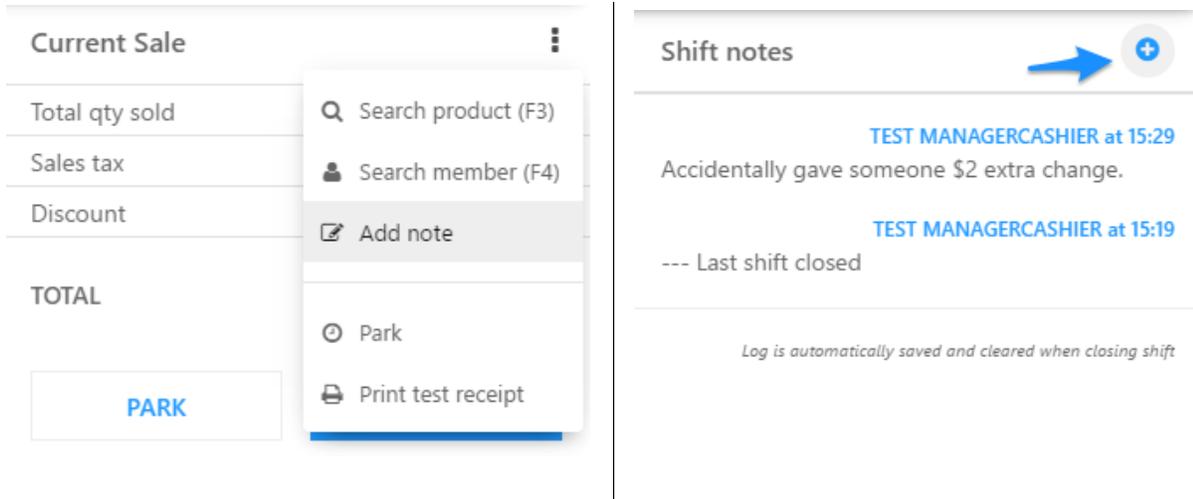
Submitting a sale

When the amount due has been reduced to $0 (after rounding, if a cash payment was included), a purple Submit button appears which allows you to finalize the transaction and submit the sale. A receipt will be printed for the customer.

If the customer should be given change, a popup with the amount will appear immediately.

Tip: you can re-print the receipt for a sale at any time from the History screen.

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Current Sale	⋮
Total qty sold	1
Sales tax	$ 0.48
Discount	-
TOTAL	**$ 7.38**

PARK	PAYMENT (F5)

Parking a sale

You can save the current sale for later without having to delete and re-scan all products.

Simply press the Park button in the right-hand sidebar to clear the current sale list and start a new sale.

When you are ready, go to the History screen to pick up the parked sale.

Note: you may not park sales that already have payments applied to them.

History

To search for recent sales made *on the same POS machine,* use the History screen (clock icon).

To search for other transactions, scan the receipt's barcode or use the Search screen instead.

Product exchanges

Product returns and exchanges are always handled as part of a new sale, not as a separate transaction.

To get started, search for the sale that the returned item was part of, then click the checkbox(es) next to the returned items and enter quantities if needed.

Click the Process Exchange button at the bottom of the sale dialog to add selected product(s) to the current sale at negative quantities and the price originally paid.

To process the transaction, add any items that the customer has selected to purchase instead, and process any payments that may be necessary to fulfill the new amount due. Then submit the sale as per normal.

Incoming transfers

You may accept incoming transfers from vendors and other stores using the Transfers screen. Select a transfer from the list of upcoming (inbound) transfers to view its details. Then follow the on-screen instructions to accept the goods into your store.

Note: accepting goods from vendors requires a 2-step process, which allows you to accept the shipment and print a receipt for the vendor's representative (1), before checking quantities later and going back to the Transfers screen to finalize the acceptance of goods into your store's inventory (2).

Accepting goods from another store is a simple single-step process, since you should be able to verify quantities immediately.

Shift (daily) settlement

The Settlement tab on the History screen provides an overview of all payments that have occurred during the current shift (i.e. from the end of the previous shift until now, or a custom time you enter at the top of the payments table).

The goal for each settlement, is to adjust payments to match the System value (what the POS assumes has been collected for each payment method) with the actual collected value. You can only close a shift once all Collected amounts are not lower than System amounts. Differences will be clearly highlighted in the table.

The recommended procedure is as follows:

1. Use the Count Cash function, and count all cash in the cash drawer; this updates the Collected column for cash payments.

2. Settle all payment terminals and note the totals for all grouped payment methods listed in the table.

3. Adjust individual payments where necessary:

   a. Change to another payment method; and/or

   b. Apply a cash adjustment (i.e. if accidentally $26 was collected instead of $29, set the cash adjustment value to $3, and add the missing $3 to the

cash drawer—then use the Cash Count function to add this amount to the Collected cash amount).

Note that if accidentally $29 was collected instead of $26, no adjustment would be necessary at all (although you could leave a note in the sidebar for future reference).

4. Close the settlement.

   When closing the settlement, the application automatically requests to scan all terminal statements, which will be attached to the settlement record in the back-end system.

   A settlement receipt will be printed out for your own records.

Tip: you can already adjust payments during the course of your shift if you realize you have made a mistake. This makes the settlement process easier at the end of your shift. Alternatively, just leave a note in the right-hand sidebar.

Coming soon: registration of cash deposits to the bank directly from the POS software. If not available yet, please coordinate with HQ for manual processing.