

Getting Started

Press On switch located behind the left hand side of the Touch Screen terminal.

Use the lever located on the right hand side of the Touch Screen base to adjust the screen angle.

Sign On (See Staff)



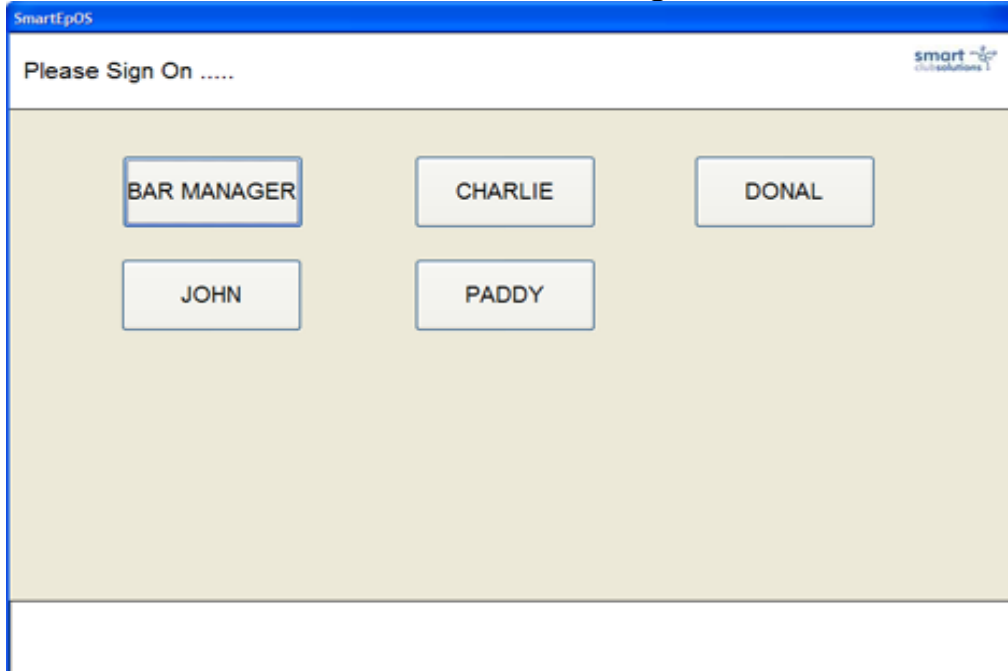
Functions

1.1. Staff (Sign On)

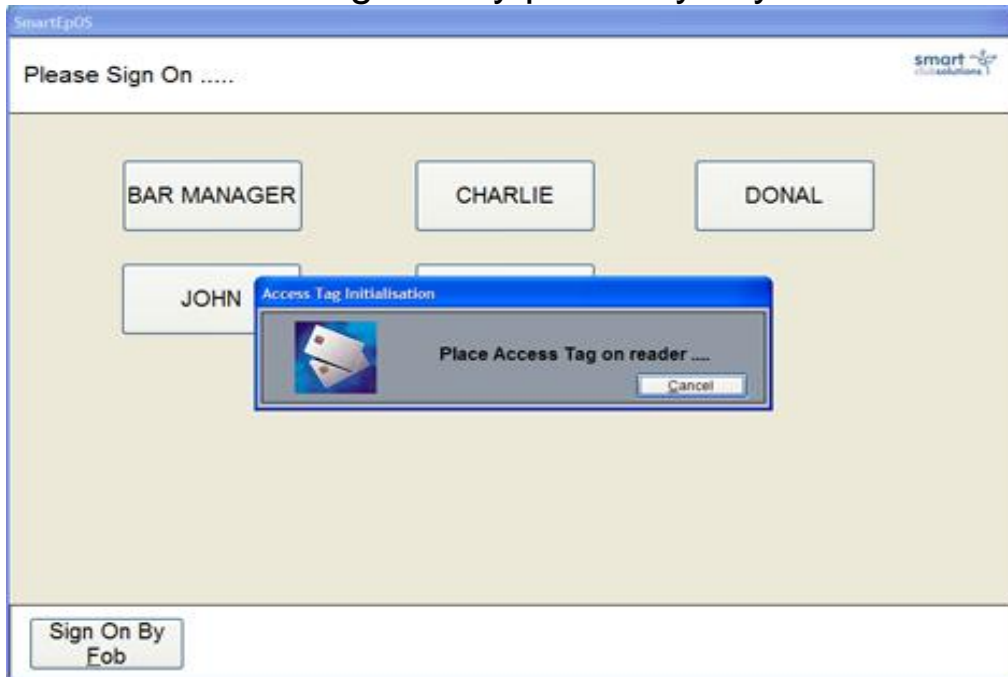
Smart sign on allows multiple users to carry out transitions at the same time provided they have signed on using their appropriate name

The Smart EPoS program has 3 different Staff sign on options.

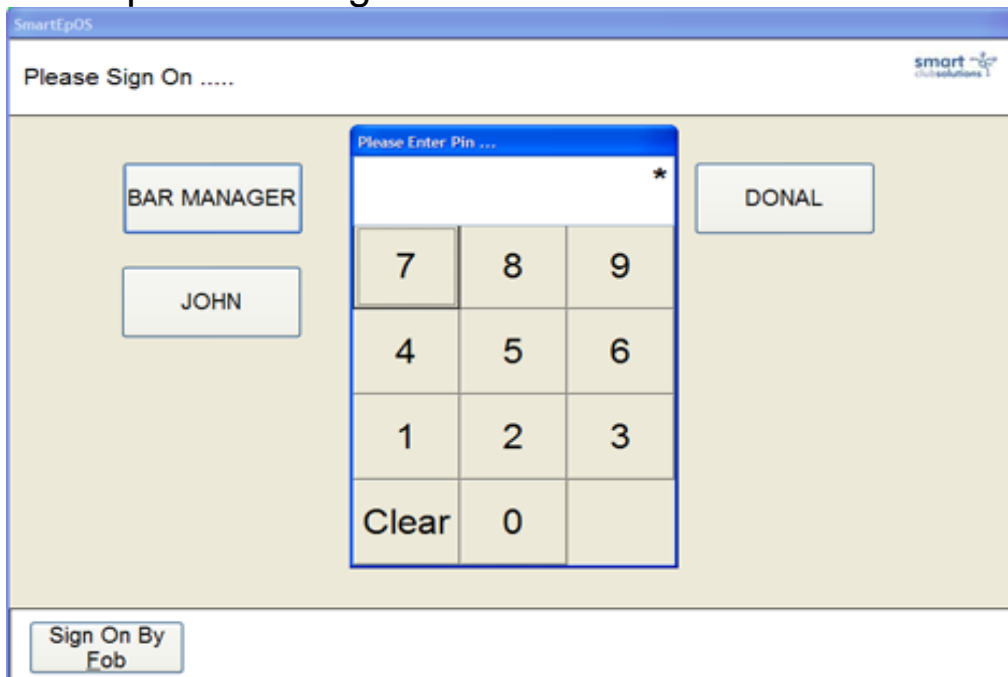
Button used for staff member to sign on



2. Smart secure sign on by proximity key-fob



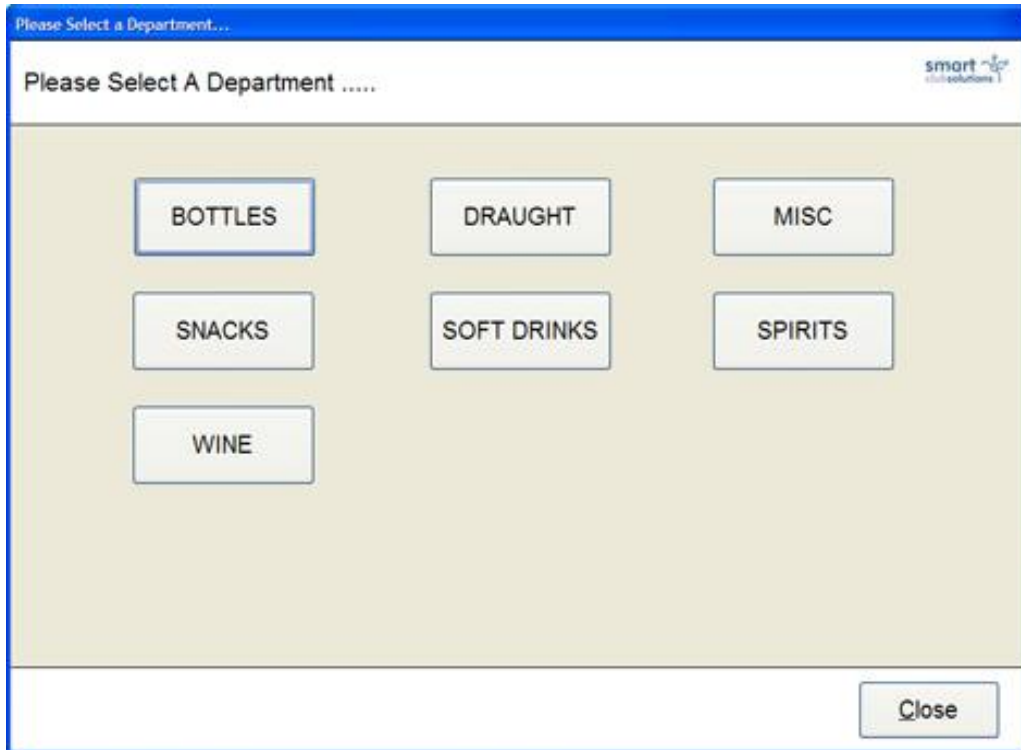
3. Pin protected sign on



4

1.2. Stock

Opens the full stock listing for bar and can be used for items, which have not been allocated a product key i.e. new product.



Press yellow stock key

Select from required department of which the product belongs

Select from list required product using yellow number key if you know the PLU code (price look up) for a certain product you can use the stock button to select

NB. Useful if the club has a wine list and product keys are not allocated to wine.

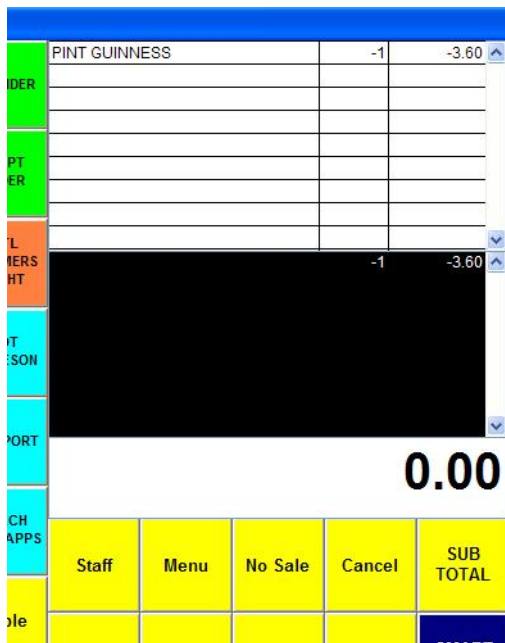
1.3. Return

Returns stock and value to till should a transaction be completed in error. (Pin Protected)

Press yellow return key

Enter pin number

Press product key to be returned



Press BLUE Tender key indicating method of payment by customer.

Product should appear on screen confirming stock returned.

1.4. 1/2

Indicates half unit i.e. Half Pint.

Press yellow 1/2 key
Press required product key
Screen should confirm 1/2 unit entered

1.5. Void Last
Cancels last product entered.

1.6. Rep. Last
Repeats last product entered.

1.7. No Sale
Opens Cash Drawer.

1.8. Cancel Sale
Cancels last sale and returns item into stock. (Pin Protected)

Press cancel sale key
Enter Pin Number
Remove till receipt to confirm sale cancelled

1.9. QTY Key
Quantity of the same Item you require.

Press required quantity using yellow number key i.e.: 6 x Pint
Press yellow QTY Key
Press product key i.e.: Guinness

1.10. Sub Total

Used to display the required change. i.e. Drinks total £5.00,
customer tenders £10.00.

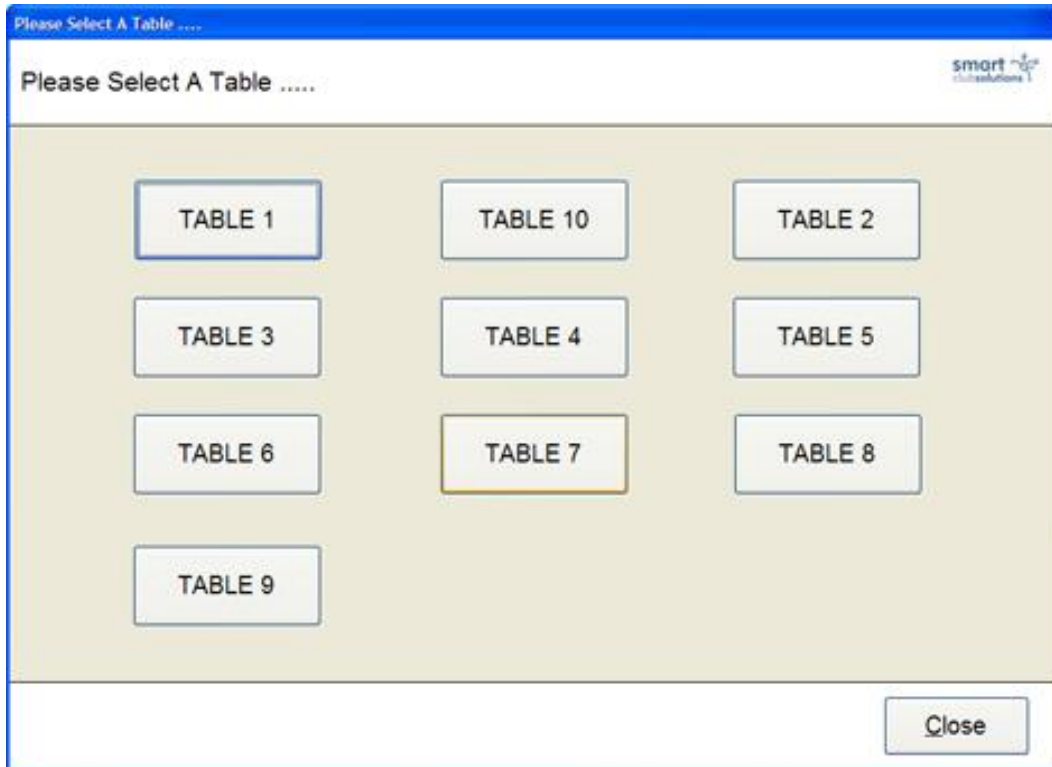
Key in required product keys e.g. Guinness
Press yellow Sub Total key
Press yellow number keys to enter amount of money given by
customer
Press blue tender key according to method of payment e.g.
Cheque or Cash
Till Screen will display required change
Confirm sale by pressing the cash tender key
Remove till receipt displaying transaction

1.11. Clear key

Clears cash amount from screen.

1.12. Table

Allows Tabs or tables to be opened for customer or group.
Used when customer wishes to pay for multi drinks / food orders as one transaction. (End of evening)



Press yellow Tab key

Select appropriate tab number by pressing button

Press ordered items using appropriate product keys

Press yellow staff button and select required staff member using yellow number key

NB: To add more items to bill repeat steps 1 to 4 above

Payment of Tab

Press yellow Tab Key

Select appropriate Tab Number by pressing button

Press appropriate Blue tender key (e.g. Cash) depending on method of payment

Remove till receipt

1.13. Print Bill

Prints itemized bill for selected Tab / Table to present to customer prior to payment

Press yellow Tab key

Select appropriate Tab Number by pressing key

Press yellow Print Bill key

Remove till receipt

1.14. Price Level

Changes product prices between prices 1 & 2 as set-up by Manager in back office program. Used normally for "Happy Hour" or special promotion nights. (Pin Protected)

Press PRICE LEVEL key to change price range

Enter Pin number

Confirmation of price level will appear on the top left hand side of screen beside sales staff name.

1.15. Split Bill

Allows Bill to be split between number of customers, i.e. one member and one non-member.

Press required product keys

Press yellow number key depending on number of customers to be split between

Press split bill button

Choose tender i.e. cash for each split transaction

1.16. Dept Key

Opens stock list for a certain department, i.e. Cigars.

Press Cigars button

Select appropriate stock item

Proceed with transaction

1.17. Kitchen Print

Allows bar staff to print food order to the kitchen.

Press required product key

Select any extras i.e. side orders, wine

Proceed with transaction

Tenders

1.18. Smart Card

Allows customer to pay bill by using their Smart Card

Press required product keys

Press blue smart card button

Wait for instruction on screen to “Insert smart card”

Insert card firmly into reader

Wait for instruction on screen to “Remove smart card”

Remove smart card from reader

Tear off receipt and give to customer

1.19. Cash

Allows customer to pay bill by cash

Press required product keys

Press blue Cash button

Till drawer opens

Tear off receipt and give to customer

1.20. Cheque

Allows customer to pay bill by Cheque

1.21. Credit Card

Allows customer to pay bill by Credit Card

Smart Card Functions

1.22. Balance Inquiry

Press blue smart card button

Wait for instruction on screen to “Insert smart card”

Insert card into reader firmly

Wait for instruction on screen to “Remove smart card”

Remove smart card from reader

Tear off receipt and give to customer

1.23. Smart Card Revaluation (Top-up)

Tops-up or adds money to smart card

Enter amount customer wishes to add to card using yellow number key amount will appear on screen as confirmation.

Press blue tender key depending on method of payment E.g. Cash or Cheque. (Cash drawer will open)

Press blue smart card tender key.

Insert customer’s smart card firmly into reader.

Wait for instruction on screen to “remove smart card” before removing card from reader.

Present till receipt to customer as confirmation of transaction.

1.24. Insufficient Money on Smart Card

Customer has insufficient funds on their smart card after a transaction is entered

Option 1: Cancel Sale

Press yellow Cancel Sale key. Enter Pin number.
Present till receipt to customer as confirmation of transaction.

Option 2: Customer pays outstanding balance by cash

Enter outstanding balance using yellow number keys. Amount will appear on screen.

Press blue tender key depending on method of payment e.g. Cash or Cheque. Note: cash drawer will open.

Present till receipt to customer as confirmation of transaction

Option 3: Revalue (Top-up) card and pay outstanding balance

(See 6.2 Smart Card Revaluation)

X/Z Reports

What is an X-Report?

Reports up to the minute sales/stock i.e. sales from open of business to current time.

What is a Z-Report?

Totals Days Sales and stock at close of business and resets all values back to NIL for next day

Taking a X/Z Report

Press the X/Z button on the screen

Screen display shows

Day

Weekly

Monthly

Press appropriate key depending on the type of report you require

Screen display shows Z Clear Yes or No?

Press the NO button for a X report

Press the YES button for a Z report

Remove till report.

NB: Staff members will not be able to complete a Z clear if a table or sale is still open.

Reading Your X / Z Report

TOTAL FOR ALL DEPARTMENTS	511.98

SALES BY STAFF	
ANTHONY	836.24
TOTAL ALL STAFF	836.24

SALES BY TENDER	
SMART CARD	288.88
CASH	259.76
CHEQUE	287.60
TOTAL ALL TENDER	836.24

VAT TOTAL	85.45
DISCOUNT GIVEN	0.00
Total In Drawer	547.36
SMART CARD REVALUATIONS	324.26
Sales In Drawer	223.10

*** Z CLEAR DAY 4***	

Total sales

Detailed sales of each staff member

Detailed total by method of payment
 NB. Cash and Cheque total should equal 'total in drawer figure'

Vat total

Figure that should be used to balance actual cash in drawer

Cash sales in drawer

Confirmation of Z clear day number should follow in sequence