



POS Guide

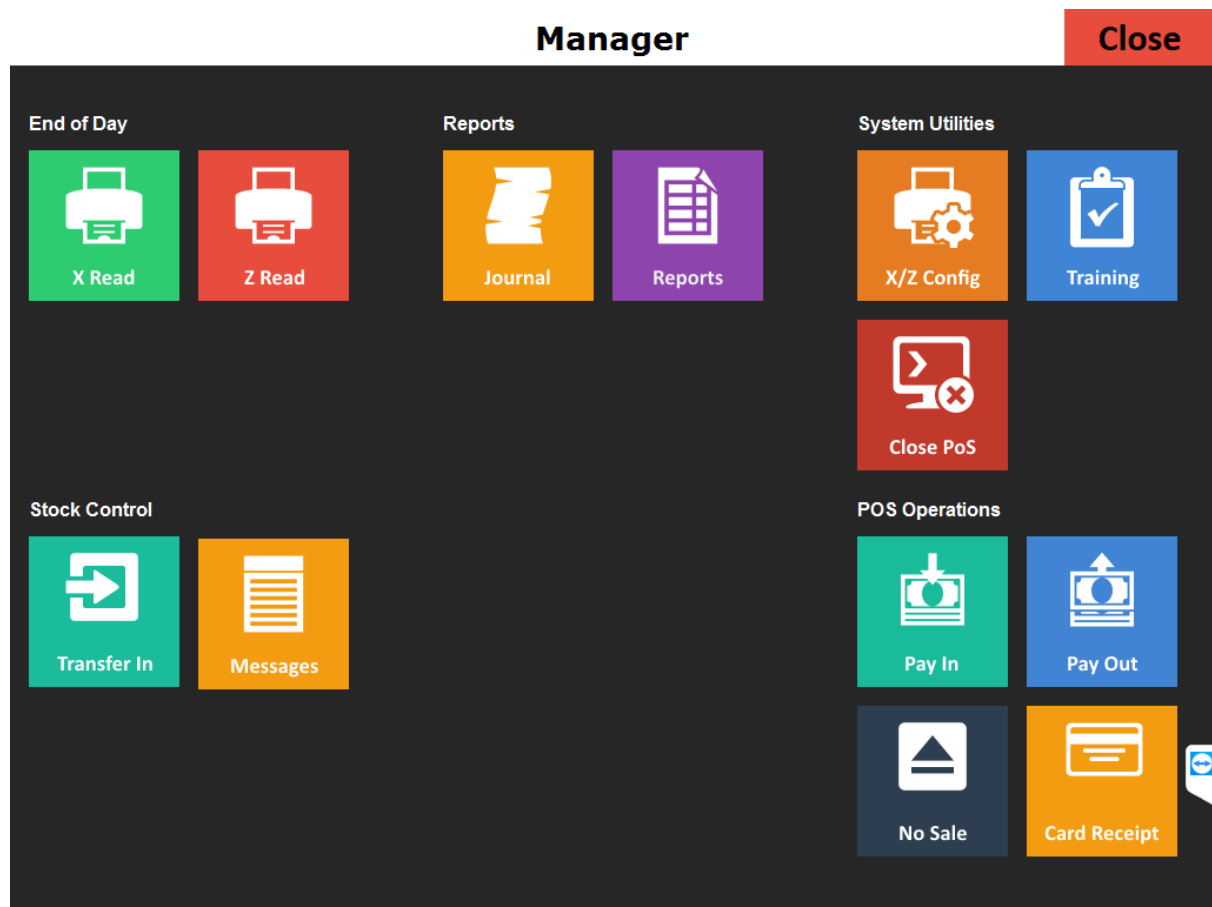


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Managers Screen



X Read	Basic POS reports
Z read	End of Day cashing up.
Journal	Diary of daily sales
X/Z Config	X/Z report settings
Close POS	Close POS program.
No Sale	To open the cash drawer.
Pay Out	Taking cash from cash drawer.
Pay In	Add cash to the cash drawer
Transfer In	(Not Standard) Accepting in transfers.
Messages	(Not Standard) Sales alter messages from integrated websites Stock Request messages from other locations.

Sales, Returns and Exchanges

Sales

Basic Cash Sale

- Scan Items into transaction screen.
- Press CASH.
- Enter cash amount given. Press OK.
- Press FINALISE, any change due will say on screen.

Basic Card Sale

- Scan Items into transaction screen.
- Press CARD, Press OK.
- Perform card sale.
- Once done and approved, press FINALISE.

SPLIT Cash and Card Sale

- Scan Items into transaction screen.
- Press CASH. Enter cash amount given.
- Press OK.
- On the additional payment screen press CARD, Press OK.
- Perform card sale.
- Once done and approved, press FINALISE.

Tip: You can use as many payment types as possible until the full balance is paid or over amount due.

Returns and Exchanges

Returning with receipt

- On a blank transactions screen press RETURN.
- Scan the barcode on bottom of the receipt. It will ask you if you want to scan another receipt. Press No, if you are done.
- Select a return reason if required and Press OK.
- Select item(s) you wish to return, Press OK.
- The item(s) will now show on the transaction screen as a negative.
- Choose a payment method for the return.
- Press OK and Finalise.

Returning without a receipt

- Scan a item(s) on to the transaction screen.
- Select each item and press RETURN.
- Select a reason if required and Press OK.
- The item(s) will now show on the transaction screen as a negative.
- Choose a payment method for the return.
- Press OK and Finalise.

Exchanges with receipt

- On a blank transactions screen press RETURN.
- Scan the barcode on bottom of the receipt. It will ask you if you want to scan another
- Select a return reason if required and Press OK.
- Select an item(s) you wish to return, Press OK.
- Scan the replacement items on the screen.
- Finalise sale as required.

Exchanges without a receipt

- Scan an item(s) on to the transaction screen.
- Select each item and press RETURN.
- Select a reason Press OK.
- The item(s) will now show on the transaction screen as a negative.
- Scan the replacement items on the screen.
- Finalise sale as required.

If the balance is zero press OK, and OK the FINALISE. If the balance has anything due or owed select the payment method and then FINALISE.

Discounting

Individual Discount

- Select an item you wish to Discount. Press PRICE.
- You can either change the amount or use the discount button to apply a pre-set percentage.
- Press OK.
- Continue to finalise sale as usual.

Overall Discount

Overall discount is applied the discount to a whole transaction.

- When all items have been scanned press DISC.
- Use the which discount function you wish to apply.

Discount Functions

- *First two buttons are customisable.*
- *Open Value (e.g. take 5.00 off a total value)*
- *Open % (e.g. take 25% off a total value)*
- *Staff (Discount by staff name)*
- *Customer (Discount by customer %)*
- *Pre-Set (Percentages that are set up)*
- *Loyalty (Discount using loyalty points.)*
- Press OK.
- Select payment and FINALISE.

End Of Day

X Read

- Go to the MANAGERS screen
- Press X READ
- You can print this.

Z Read

- Go to the MANAGERS screen
- Press Z READ, Press OK to continue.
- Count your cash in the drawer.
- Preform End of Day on you PDQ machine (unless it is integrated).
- Enter values on screen, press Confirm.
- When done, press close.

If the values don't match it will ask you to check again. Any discrepancies will show on the bottom of the receipt.

Gift Vouchers

Gift vouchers are paper gift vouchers that print from the receipt printer.

Gift cards can also be enabled.

Gift Voucher and Gift Cards can have an expiry time limit set. Please contact a member of our support team to set this up.

Selling a Gift Voucher

From the transaction screen you can sell a gift voucher on its own or as part of a transaction with product sales.

- Press Gift V
- Sell Gift Voucher. Press Ok
- Enter Gift Voucher Amount. Press Ok
(Here you would scan the gift card, if gift cards are enabled)
- You will be now taken back to the transaction screen
- Select payment method and finalise as normal.
- The Gift Voucher will print first, then the transaction receipt.
(The gift card would have the amount loaded. And a transaction receipt would print)

Using a Gift Voucher

Gift Vouchers are redeemed the same way but have different steps depending on the transactions amount.

Transaction Value Same

- Scan item(s) on transaction screen
- Select Voucher
- Scan Gift Voucher/Card
- Press Finalise
- Discard of Used Voucher

Transaction Value More

- Scan item(s) on transaction screen
- Select Voucher
- Scan Gift Voucher/Card
- Select additional payment method they are paying with.
- Press Finalise
- Discard of Used Voucher. Card will be £0.

Transaction Value Less

- Scan item(s) on transaction screen
- Select Voucher
- Scan Gift Voucher
- Press Finalise
- A New Gift Voucher will print with the remaining balance. Followed by the transaction receipt. (Card will be updated to the balance).
- Discard of Used Voucher.

Additional Information

Used Gift Vouchers cannot be used again. If a used Gift Voucher is scanned on the till, it will prompt a message saying the date the voucher was used.

Gift Vouchers do not require to be part of cashing up or end of day. Fashione works this out for you.

Gift Voucher information can be viewed in the back office under paper money.

Gift Cards are useable.

Credit Notes

Credit Notes are usually issued when a customer returns an item in store, and you issue a store credit instead of refunding them.

When returning with receipt

- On a blank transactions screen press RETURN.
- Scan the barcode on bottom of the receipt. Press Ok.
- Select a reason and Press OK.
- Select an item(s) you wish to return, Press OK.
- The item(s) will now show on the transaction screen as a negative.
- Select C/Note. Press OK and Finalise.
- The Credit Note will print first, then the transaction receipt.

When returning without receipt

- Scan an item(s) on to the transaction screen.
- Select each item and press RETURN.
- Select a reason Press OK.
- The item(s) will now show on the transaction screen as a negative.
- Select C/Note. Press OK and Finalise.
- The Credit Note will print first, then the transaction receipt.

When Exchanging

Exchange Credit Notes are when the return is greater than the exchanged item.

- Do Return Function First
- Scan the replacement items on the screen
- The Overall due will be negative.
- Select C/Note. Press OK and Finalise.
- The Credit Note will print first, then the transaction receipt.

Using a Credit Note

Credit Notes are redeemed the same way but have different steps depending on the transactions amount.

Transaction Value Same

- Scan item(s) on transaction screen
- Select C/Note
- Scan Credit Note
- Press Finalise
- Discard of Credit Note

Transaction Value More

- Scan item(s) on transaction screen
- Select C/Note
- Scan Credit Note
- Select additional payment method they are paying with.
- Press Finalise

Transaction Value Less

- Scan item(s) on transaction screen
- Select C/Note
- Scan Credit Note
- Press Finalise
- A New Credit Note will print with the remaining balance. Followed by the transaction receipt.
- Discard of Credit Note

Additional Information

Used Credit Notes cannot be used again. If a used Credit Note is scanned on the till, it will prompt a message saying the date the credit note was used.

Credit Notes do not require to be part of cashing up or end of day. Fashione works this out for you.

Credit Note information can be viewed in the back office under paper money.

Customer Tracking (Not Standard)

Every transaction can be tracked against a customer. Creating your customers, a profile on your system helps built up their purchase history and assist with other customer relations features such as loyalty, layovers ect.

Creating a customer

- Press Cust and Press Add
- Fill in Customer Information and set Marketing Consent's. Press Ok.
- The customer is now saved.
- You will be taken back to the transaction screen with their name at the top.
- When the customer's name is at the top of the transaction screen this means the transaction, you now start and finalise will be tracked against the customer's profile.
- Next time the customer comes back in you will search for them instead of adding them.

Searching an Existing Customer

- Press Cust and Search
- Select Customer and Press Ok.
- You will be taken back to the transaction screen with their name at the top.

Search Bys:

- Card No
- Name ('J Bloggs' 'Jo B' 'Joe Bloggs')
- Postcode
- Telephone/Mobile
- Surname
- First Name
- Email

Tracking a Sale New Customer

- Press Cust and Press Add
- Fill in Customer Information. Press Ok.
- The customer is now saved.
- You will be taken back to the transaction screen with their name at the top.
- Scan Items into transaction screen.
- Finalise sale as normal.

Tracking a Sale Existing Customer

- Press Cust and Search
- Select Customer and Press Ok.
- You will be taken back to the transaction screen with their name at the top.
- Scan Items into transaction screen.
- Process payment method and finalise.

Tracking Returns & Exchanges

If their name is searched and is showing at the top of the transaction screen any type of sale, return or exchange will record against their profile.

Email Receipts

You can email customers their receipts at the end of the transaction by pressing EMAIL.

If the sale is customer tracked, their email address will automatically be populated in the email box.

If the sale is NOT customer tracked, you will need to type in the customers email address.

Emailing a customer a receipt, does not give you permission to market to them. The email address will not be saved unless you save them as a customer.

After you have sent the email it will prompt, asking you if you want to save them as a customer.

For more information on marketing consent see:

<https://www.fashione.co.uk/help-centre/customers/gdpr/>

Tip: You can contact the support desk to turn off receipt printing. Only transaction receipts are emailed. Credit Notes and Gift Vouchers are still paper print outs.

Online Help Centre and POS Tutorials

We have an online help centre that has more information and video tutorials on our POS software.

Please Visit <https://www.fashione.co.uk/help-centre>