CHAPTER 16

Point-of-Sale

This chapter provides an overview of the DeepEnd Point-of-Sale System (referred to from here on as DeepEnd POS) and also describes the various functions that can be handled at the POS workstation.
The following topics are covered…

- The Main Menu
- Setting Up the Point-of-Sale System
- Sales and Merchandise Returns
- Layaways
- Customer Invoice Payments
- Workstation Functions
- Reports
- Other Tools

Overview

DeepEnd Point-of-Sale is a separate, distinct program from DeepEnd Core. This design enables you to set up a POS station with just enough software for your cashiers to process sales without having access to some of the back office functions such as purchasing. If you wish to have complete access to everything from your POS station, you can install both DeepEnd Core and DeepEnd POS on your POS computer.
See Also: *Chapter 1 – Installing DeepEnd*

Even though DeepEnd POS is a separate program, it is licensed as an optional add-on to DeepEnd Core and relies on DeepEnd Core for some of its functionality. Therefore, you must purchase DeepEnd Core in order to use DeepEnd POS.

DeepEnd POS works with the DeepEnd Core database and, therefore, has access to the same customers file, inventory file and invoices, etc. as DeepEnd Core. This enables customer information to be readily available at the POS station to assist with customer-related issues.

Main Menu

The Main Menu is the starting point for all POS functions. This section provides an overview of the Menu.

File Menu

Customers	Launches the Customers Data Entry form **See Also:** *Chapter 6 – Customers & Job Sites*
Customer Payment History	Launches the Customer Payments form **See Also:** *Chapter 12 – Receivables*
Inventory Items	Launches the Inventory Items Data Entry form **See Also:** *Chapter 9 – Inventory Control*
Coupons	Launches the Coupons Data Entry form
Gift Certificates	Launches the Gift Certificates Tracking form
Other (Non-Inventory) Items	Launches the Non-Inventory Items Data Entry form
Close QuickBooks Connection	Closes the Connection to the QuickBooks data file. This option is enabled only when the optional QuickBooks Link is being used and the connection is currently open.

Edit Menu

The following options are used when the cursor is in a text field in a data entry form.

Undo	Undo the last edit action
Redo	Redo the last undone edit action
Cut	Removes the selection and puts it on the clipboard
Copy	Copies the selection and puts it on the clipboard
Paste	Pastes the contents of the clipboard
Clear	Removes the selection and but does not put it on the clipboard
Select All	Selects the entire contents of the text field or window
Find	Searches for the specified text within the text field or window
Replace	Replaces the specified text with different text

POS Menu

Sale	Launches the POS Sale Entry screen This is the most used screen in the program
Merchandise Return	Launches the Merchandise Return screen
Reprint Last Receipt	Reprints the last POS receipt/ invoice
Customer Invoice Payment	Enter payment for an existing customer invoice
Invoice History	Launches the Invoice History form for viewing past sales/invoices
Layaways	Displays the Layways sub-menu (see options below) - Customer Payment - Void/Cancel a Layaway - Layaway History - Reports

Workstation Menu

Open Cash Drawer	Kicks the cash drawer open
Verify Cash Drawer Contents	Enables cash drawer reconciliation without closing the POS Station.
Adjust Cash Drawer Contents	Add or Remove items from the cash drawer
Open POS Station	Opens the POS Station ready for use
Closeout POS Station	Reconciles the cash drawer contents and closes the POS Station
Lockout POS Station	Locks the POS Station to prevent unauthorized use

Reports Menu

Interim Invoice Report	Lists all POS sales since the POS Station was opened
Interim Sales Tax Report	Lists sales tax received on all POS sales since the POS Station was opened
Cash Drawer Kick-Open Log	Displays time and reason for each time the cash drawer was kicked open by the computer

Tools Menu

The Parts Wizard	Displays the Parts Wizard sub-menu. See the Parts Wizard User's Guide for more information.
Calculator	Launches the Windows™ calculator
Options…	Launches the POS Options form used for setting up the POS Station

Help Menu

Contents	Displays the DeepEnd POS Help Contents window
Search for Help On…	Displays the DeepEnd POS Help Search window
About DeepEnd POS	Launches the "About" dialog

Setting Up the POS System

General System Options

There are many settings that affect the behavior of DeepEnd POS that are not just POS-specific but also affect sales order entry, service and other components of the DeepEnd Core Service program.
These settings include Sales Tax Rates, Customer Discounts and Payment Terms, Inventory Control Settings, User Permissions and more.

System Options that are not POS-specific are set up using the System Options form in DeepEnd Core Service.
See Also: *System Options Form* in *Chapter 4 – Setting Up DeepEnd*.

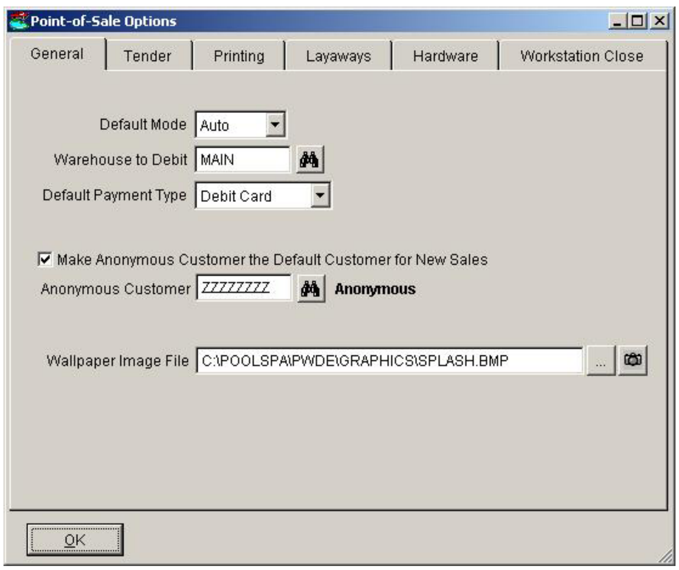
POS Options

POS-specific settings in DeepEnd POS include options for controlling general program behavior and for setting up POS hardware. These POS-specific settings are defined using the POS Options form.
The following sections describe the contents and options on each page. After making any desired changes to the settings, click **Save** to save the changes.

To display the POS Options form, select **Options…** from the **Tools** menu.

*If your user access to this form is **None**, this menu option is not available.*

POS Options Form - General



The settings on this page apply to all POS Stations – not just the station you are working on.

Default Mode

This is the Mode in which the POS Sale Entry form always opens.
If you need to override prices or discounts on a regular basis, you may wish to select Manual Mode. Otherwise, Auto Mode is more practical.
See Also: *Sales Entry Form Overview – Auto Mode and Manual Mode* on page 14.

Warehouse to Debit

This is the warehouse that items are to be removed from as they are sold. As items are sold, the On-Hand quantity is reduced accordingly.

The Point-of-Sale Entry form will allow the on-hand quantity to be reduced below zero.

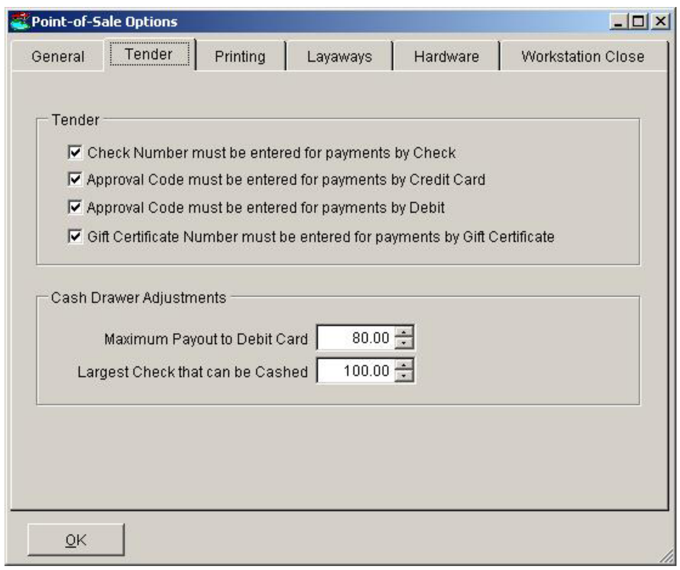
Default Payment Type

You can set the most commonly used form of tender to minimize the number of times you must select the form of tender during sale entry.

Anonymous Customer All sales require a customer to be selected. To handle anonymous customers, you need to create a customer with a name and customer code that will never be used for a “real” customer. Then, select that customer here in the **Anonymous Customer** box.
Optionally, you can have the anonymous customer automatically selected for each new sale by marking the checkbox labeled **Make Anonymous Customer the Default Customer for New Sales**.

Wallpaper Image File You can customize the look of the DeepEnd POS desktop by setting the screen wallpaper image to the file of your choice.
Type the complete directory path to the file or use the ellipses button to locate the file using the Open dialog.
Supported file types are Windows™ bitmaps (.BMP & .PCX) and JPEG (.JPG) files.

POS Options Form - Tender



The settings on this page pertain specifically to rules or business practices you wish to enforce when accepting payment for sales. These settings apply to all POS Stations – not just the station you are working on.

Options in the ***Tender*** section, when selected, force the cashier to enter additional information about that particular tender received. The sale cannot be completed until the required information has been entered. The effect of marking these check box options is self explanatory.

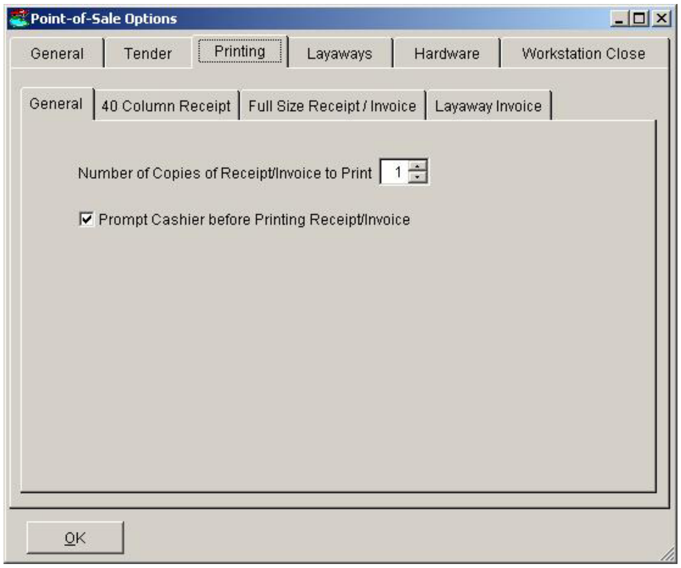
Options in the Cash Drawer Adjustments section dictate the maximum amount of cash that can be removed from the cash drawer and given to a customer in exchange for another form of tender.
See Also: *Cash Drawer Adjustments* later in this chapter.

Maximum Payout to Debit Card This indicates the maximum amount that you wish to allow to be paid out to a debit card.

Largest Check that can be Cashed This indicates the maximum amount that you wish to allow to be paid out to cash a check.

These functions can be effectively disabled by setting the value to zero.

POS Options Form – Printing - General

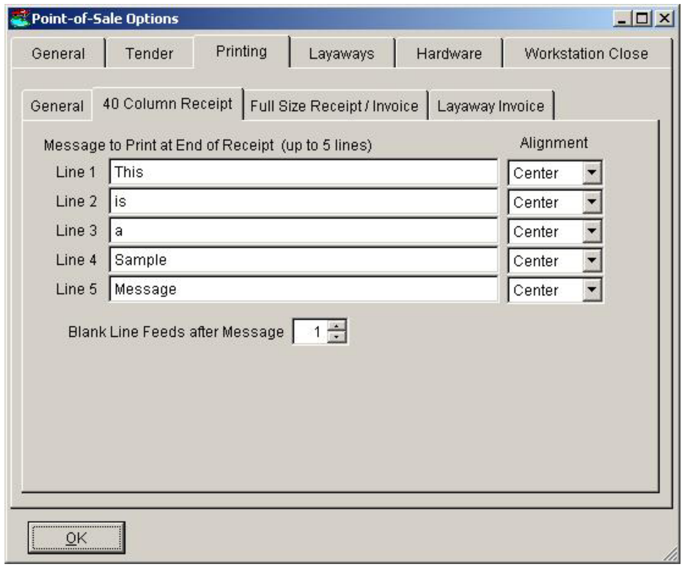


These options apply to all types of receipts and invoices printed from the POS module.

Number of Copies of Receipt/Invoice to Print This enables more than one copy of the receipt/invoice to be printed. This eliminates the need for multi-part receipt paper and allows a quieter, lower maintenance thermal printer to be used instead of a dot matrix printer.

Prompt Cashier before Printing Receipt/Invoice If this option is checked, DeepEnd asks the cashier to confirm that a receipt/invoice is to be printed. This option can be useful during training to reduce paper consumption.

POS Options Form – Printing – 40 Column Receipt



This page enables you to customize the end portion of the 40 Column receipt. You can add up to 5 lines of text with up to 40 characters on each line. You can also specify how to align each line on the receipt paper.

Messages to Print at End of Receipt

Enter the text you wish to print on each line.

- Leaving a line blank will insert a blank line on the receipt if a subsequent line has text in it. For example, if you put text in lines 1, 2 and 4 but leave line 3 blank, a blank line will appear on the receipt between lines 2 and 4.
- Blank lines with no subsequent text lines are ignored. For example, if you put text in lines 1, 2 and 3 and leave lines 4 and 5 blank, only lines 1 thru 3 will print. No blank lines will be printed for lines 4 and 5.

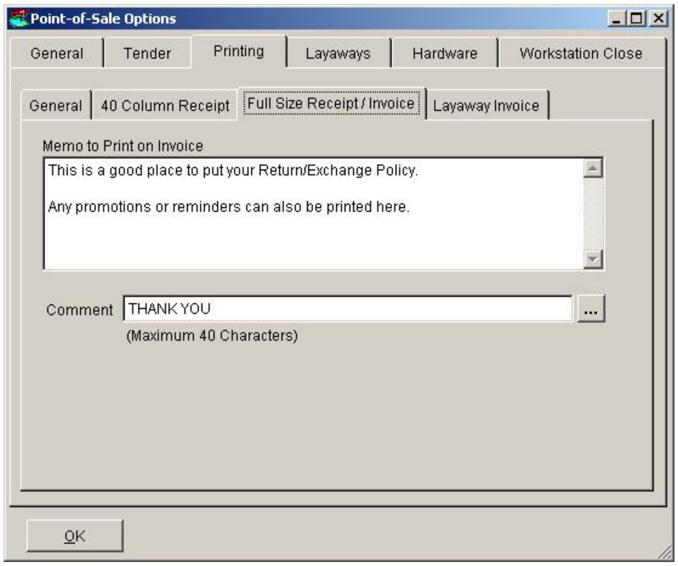
Alignment

Select the desired alignment option – **Left**, **Right** or **Center**

Blank Line Feeds After Message

Most receipt printers do not automatically feed additional paper out before cutting it off. This option enables you to specify how many blank lines to print before cutting the paper so that the last line is not at the bottom edge of the paper. This is mainly to make the receipt more visually appealing.

POS Options Form – Printing – Full Size Receipt / Invoice

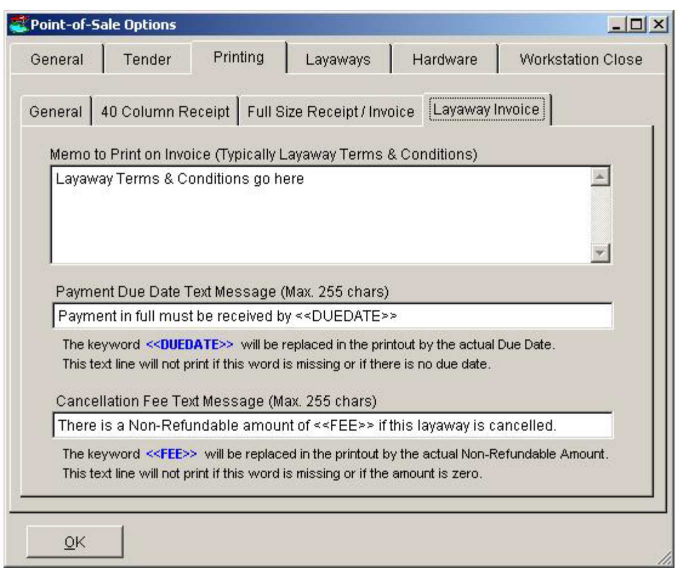


You can optionally print a customized memo on your full fize 8-1/2" x 11" receipts/invoices. There is no fixed limit to the amount of text you use but there is a practical limit in terms of available space on the paper.

Memo to Print on Invoice Enter the text that you wish to print on full size invoices. You can type text on this edit box in a fashion similar to that of a text editor like Notepad™ so that blank lines, if any, appear on the printout.

Comment The text you enter here is printed at the very bottom of the page in the center and occupies only one line. This is intended to be brief such as a "Thank You" gesture (up to 40 characters in length).

POS Options Form – Printing – Layaway Invoice



If you do a layaway, the invoice is a bit different than the standard receipt/invoice in that it provides the ability to add additional terms to define

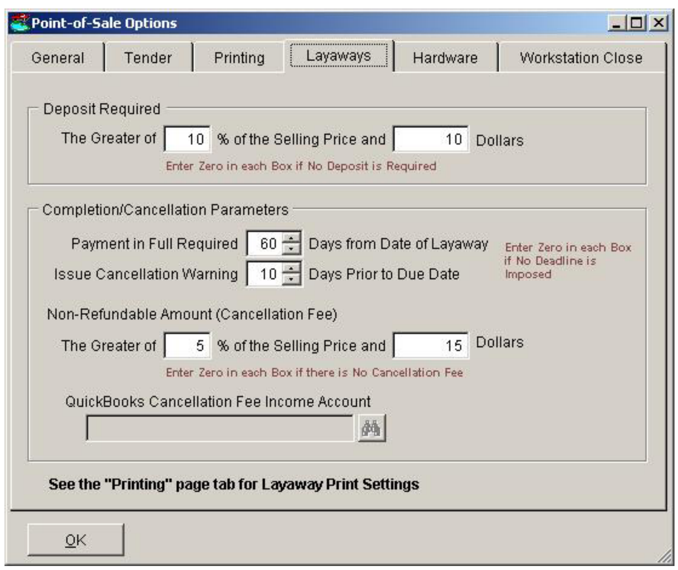
how long the item can be left on layaway and what the cancellation fee, if any, will be.
See Also: *POS Options Form – Layaways* below.

Memo to Print on Invoice Like the plain full size receipt, you can define a memo to be printed on layaway invoices. This is a good place to put your terms and conditions.

Payment Due Date Text Message If you enter the number of days until full payment is due in the Layaways page below, you need to enter the text here that you wish to print on the invoice to indicate this deadline. You MUST include the keyword **<<DUEDATE>>** (exactly as shown including angle brackets) in the text. When the layaway invoice is printed, the keyword <<DUEDATE>> will be replaced with the actual due date calculated by DeepEnd.

Cancellation Fee Text Message If you enter a Cancellation Fee in the Layaways page below, you need to enter the text here that you wish to print on the invoice to indicate this fee. You MUST include the keyword **<<FEE>>** (exactly as shown including angle brackets) in the text. When the layaway invoice is printed, the keyword <<FEE>> will be replaced with the actual cancellation fee entered or calculated by DeepEnd if you enter the calculation fee as a percentage.

POS Options Form - Layaways



This page provides options for you to define the business rules to enforce when doing layaways. You can specify the minimum deposit required and define when and how the layaway is to be completed.
See Also: *Layaways* later in this chapter.

Deposit Required If your policy is to require a deposit to initiate a layaway, enter the amount here. The amount is calculated as the greater of a percentage of the item selling price and a fixed minimum amount.
For example, if the item sells for $300 and you enter a percentage of 20% and a minimum amount of $75, the deposit required would be $75 because 20% of $300 dollars is $60 – less than the minimum amount specified.

Completion/Cancellation Parameters

Payment in Full Due Date Enter the number of days from the date the layaway is iniated until payment in full is due. DeepEnd will calculate the actual due date for you and print it on the layaway invoice.

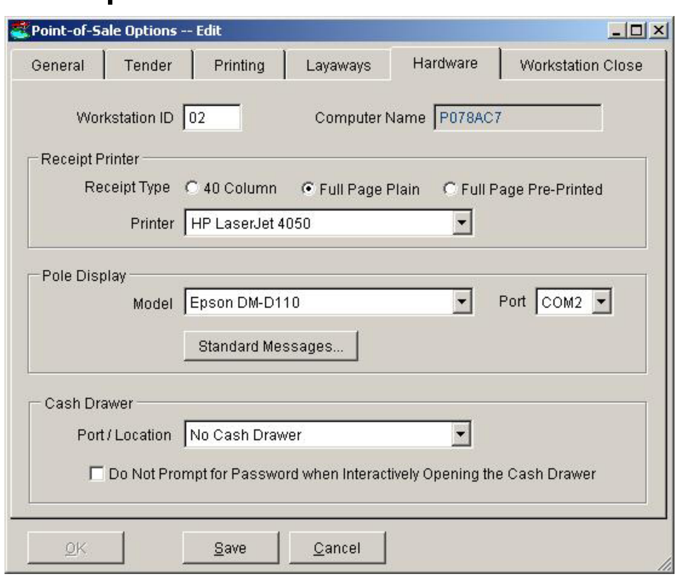
Cancellation Warning Enter the number of days prior to the due date when you wish to be reminded that the layaway is coming due. DeepEnd will issue a message to let you know that the layaway needs to be completed.

Cancellation Fee If you charge a cancellation fee, enter the amount here. The amount is calculated as the greater of a percentage of the item selling price and a fixed minimum amount.
For example, if the item sells for $300 and you enter a percentage of 10% and a minimum amount of $25, the cancellation fee would be $30 because 10% of $300 dollars is $30 – greater than the minimum amount specified.

Each of these settings can be overridden when the layaway is initiated.

QuickBooks Account If you are using the QuickBooks Link, select the Income account to which any cancellation fees are to be posted. This text box is disabled if the QuickBooks Link is not being used.

POS Options Form – Hardware



The settings on this page apply specifically to the station you are working on. Although not recommended, you could conceivably have different POS hardware on different stations.

Workstation ID This is a unique ID that you assign to each POS Station. This Station ID is recorded with each sale and printed on the receipt. It is also uniquely associated with the Computer Name.

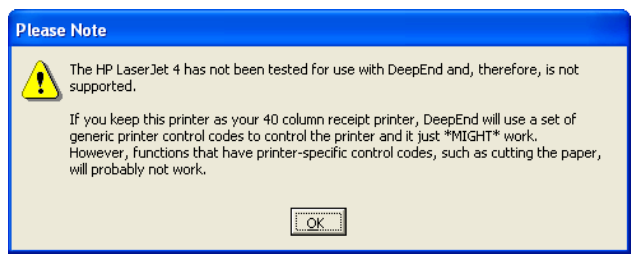
Computer Name This is the name of the computer as stored in the Windows™ registry. This name is typically assigned by the system/network administrator or by the person who built the computer. You cannot change the computer name here.

Receipt Printer Here, you specify the printer that is to be used for POS receipts. The printer can be a dedicated 40-column receipt printer or a standard printer that prints on 8-1/2" x 11" paper. There must be a printer driver installed for the printer you wish to use regardless of the printer/receipt type. Only printers with a valid Windows™ printer driver installed will appear in the drop-down list.

Receipt Type **40 Column**

Different makes and models of receipt printers require different "commands" to control them so each printer needs to be tested to verify that it will work properly.

When this type of receipt is selected, DeepEnd checks to see if the printer selected in the **Printer** drop-down list is one of the printers that has been tested. If it is not a supported receipt printer, this message is displayed.



If the selected printer is not currently supported, it does not necessarily mean that it won't work or can't be used. You can test it and see for yourself.

If you find that an unsupported receipt printer works Ok, there is no guarantee that it will continue to work properly in the future. Special features such as graphics and different font options may be added later and the codes that need to be sent to the printer to enable these features are printer-specific. Attempting to use an unsupported printer at that point may cause unexpected results.

Full Page Plain

This is a full 8-1/2" x 11" receipt printed on plain paper. If you specified a company logo file in the System Options in DeepEnd Core, that logo will print on the receipt.

Full Page Pre-Printed

This is a full 8-1/2" x 11" receipt printed on paper that is pre-printed with a design of your choice. This is a custom receipt layout that we would have to create for you at an additional cost.

Pole Display — Like receipt printers, pole displays require special commands from the computer and different makes and models require different commands. Therefore, only pole displays listed in the **Model** drop-down are supported.

Model — Select the model of your pole display from this drop-down. If your pole display is not in this list, please contact Cardol Technical support (support@cardol.com) to discuss the possibility of having DeepEnd POS revised to support your pole display.

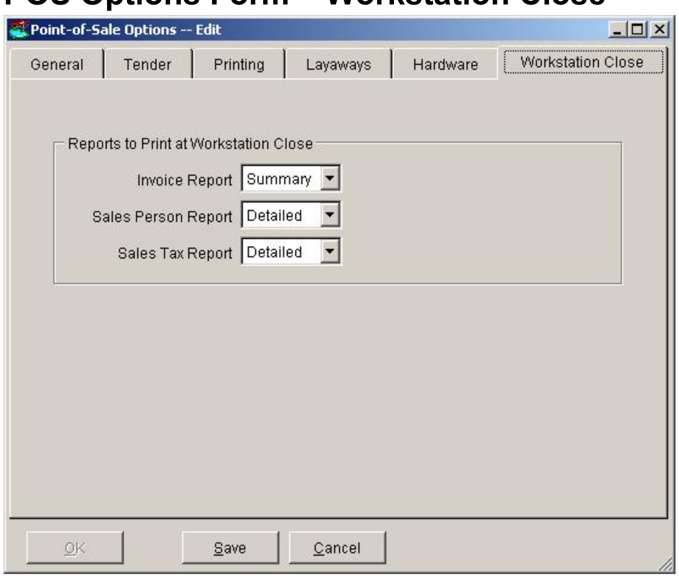
Port — Select the port to which your pole display is attached.

Cash Drawer — If the cash drawer is connected directly to a port, select the port to which the cash drawer is attached.
Cash drawers are commonly attached to the receipt printer. If this is the configuration you have, select **Attached to Receipt Printer**.

If the cash drawer is attached to the receipt printer, the correct interface and cable must be used in order for it to work. This is a hardware compatibility issue – not a software issue. The receipt printer must also be one of the receipt printers supported by DeepEnd so that it can send the correct signal to the printer to kick the drawer open.

There are places in DeepEnd where you can interactively open the cash drawer without performing a transaction. This would be necessary if, for example, the you close the drawer and then discover that you gave the customer the wrong amount in change and need to open the drawer to remedy the error.
By default, DeepEnd will prompt you for a User ID and Password before allowing the cash drawer to be opened. Although not recommended, you can override this security measure by marking the checkbox **Do Not Prompt for Password when Interactively Opening the Cash Drawer**.

POS Options Form – Workstation Close



When a POS Station is closed out, there are reports that can be automatically printed so that you can analyze the day's sales. Each report includes transactions that took place from the time the POS Station was opened until it is closed. **See Also**: *Closing a POS Station* later in this chapter.

Each report has both a Summary version and a Detailed version.
Summary reports display invoice header information such as the Invoice Number, Date, Time, Customer etc. but do not display information about the items sold or returned in the transactions.
Detailed reports contain the summary information plus details about the items sold. These reports can potentially be very long.

The following reports are available.

- Invoice Report
- Sales Person Report (future enhancement)
- Sales Tax Report

Initial Data Entry

In order to enter sales, some initial data entry must be performed because there are several pieces of information linked to the sale that must exist before the sale can be saved. This related information can be entered in advance of the sales entry (for example, during the winter before the pool season gets going) or it can be entered on-the-fly as sales are being entered. How you choose to do it is entirely up to you but most users prefer to at least have the inventory items, pricing and common lookup codes (discount codes, tax codes, etc.) entered before entering live sales transactions.

Customers

Customers can be entered using either DeepEnd Core or DeepEnd POS.
In DeepEnd POS, select **File | Customers** from the menu.
See: *Chapter 6 – Customers & Job Sites* for more information.

Inventory Items

Inventory Items can be entered using either DeepEnd Core or DeepEnd POS.
In DeepEnd POS, select **File | Inventory Items** from the menu.
See: *Chapter 9 – Inventory Items* for more information.

Coupons

Coupons can be entered using either DeepEnd Core or DeepEnd POS.
In DeepEnd POS, select **File | Coupons** from the menu.
See: *Coupons* later this chapter *for more information*.

Lookup Codes

Common Lookup Codes include codes for Customer Discounts, Payment Terms, Sales Taxes and Shipping Methods. These codes can be entered on-the-fly using DeepEnd POS or DeepEnd Core and can also be entered in DeepEnd Core by selecting the appropriate menu option under
System | Reference | Common Lookup Codes.
See: *Chapter 4 – Setting Up DeepEnd* for more information.

Cities

City names are stored in a separate table in the database to speed up data entry and also to eliminate the problem of having multiple spellings of the same city.
Cities can be entered on-the-fly using DeepEnd POS or DeepEnd Core and can also be entered in DeepEnd Core by selecting **System | Reference |**

Cities from the menu.
See: *Chapter 4 – Setting Up DeepEnd* for more information.

Sales Entry Form Overview

Auto Mode and Manual Mode

DeepEnd provides two mode of operation, Auto Mode and Manual Mode, so that both straight-forward sales as well as special circumstances can be handled with ease.

Auto Mode This mode is intended for quick sales entry using a bar code scanner with no exceptions for prices or discounts. The focus here is on throughput with no ability to make changes to the item information.

Manual Mode This mode enables you to handle special circumstances such as discount overrides, price overrides, quantity changes or item description changes. The focus here is on flexibility.

The `F11` key is used to toggle between Auto Mode and Manual Mode.

Temporary Manual Mode Some special functions, such as Discount and Price Overrides require Manual Mode but can be called while in Auto Mode. When such functions are called in Auto Mode, DeepEnd switches to Manual Mode automatically so that the function can be performed. After the function is complete and the item has been added to the sale DeepEnd automatically reverts back to Auto Mode for you. This saves you the effort of explicitly switching to Manual Mode to perform the function and then explicitly switch back to Auto Mode.

Buttons & Hot Keys

The following "hot keys" are utilized in the POS Sale Entry form. The use of hot keys enables you to enter sales and merchandise returns without using a computer mouse. Each of these hot keys is also associated with a button on the form which can be used if desired.

`F2` Displays the appropriate pick list for the self-validating textbox where the cursor is positioned.

Self-validating textboxes here include the Customer Code and the Item Code. When the cursor is in the Item Code textbox, DeepEnd displays the appropriate pick list for the currently selected Item Type.

The menu option **Lookup F2** is added to the menu bar when the cursor is in either the Customer Code textbox or the Item Code textbox.

`F3` Displays the Customer pick list regardless of where the cursor is currently located.

`Shift + F3`	Displays the Customer Alert if there is one. If an alert has been created for the selected customer, a small button and the letters F3 will appear to the left of the Customer Code textbox. The alert can also be displayed by clicking this small alert button.
`F4`	Starts a new sale.
`F5`	Displays a popup menu to select the Item Type. Item types available in POS sales are **Product**, **Labor**, **Other** and **Gift Certificate**.
`F6`	Puts the current sale On Hold.
`Shift + F6`	Enables a sale previously placed on hold to be recalled and continued. Since more than one sale can be on hold at one time, a pick list of on-hold sales is displayed from which you can select the desired sale to recall.
`F7`	Enables a Price Override. If the form is currently in Auto Mode, this action places the form in Temporary Manual Mode and enables the **Price** textbox. You must have sufficient user access permission to perform is function.
`F8`	Enables a Discount Override. If the form is currently in Auto Mode, this action places the form in Temporary Manual Mode and enables the **Discount** textbox. You must have sufficient user access permission to perform is function.
`F10`	Enters an item while in Manual Mode. This key does nothing while in Auto Mode.
`F11`	Toggles the form between Auto Mode and Manual Mode
`F12`	Process the sale. After pressing this key, the POS Tender form is displayed.
`Shift + F12`	Places the sale on layaway. **See Also:** *Layaways* later in this chapter.
`Ctrl + D`	Kicks the cash drawer open. **See Also:** *Open the Cash Drawer* later in this chapter.
`Esc`	Cancels the sale if there is a sale in progress. If there is no sale in progress, this key closes the Sale Entry form. You are asked to confirm the action before it is carried out.

Message Area

There is a small area on the right side below the Cashier's name where messages are displayed from time to time. These messages are brief instructions about the form control where the cursor is currently located and are intended to assist new users as well as to indicate where the cursor currently is on the screen.

Special Functions

There are several special functions available during sale entry to provide flexibility and control. Each of these functions can be activated by pressing a Hot Key or clicking on a button with the mouse.

Item Type Selection <F5> DeepEnd can handle 4 different types of items in a sale – **Product**, **Labor**, **Other** (Non-Inventory Item) and **Gift Certificate**.

These item types are separate and distinct from one another with the most significant difference being in the way sales taxes are applied.
To change the Item Type, press **<F5>** or click **Item Type** and then select the desired item type from the popup menu.
If using the pick list to select an item to add to a sale, you will notice that there is a different pick list for each different Item Type.

Price Override <F7>

When an item code is entered, DeepEnd retrieves the price for that item from the database. The price retrieved takes into account the type of pricing the customer has (retail or wholesale) as well as the quantity of the item entered into the sale and any quantity price breaks that exist for the item.
You can override the price that is retrieved on a per item basis.
To override the price, press **<F7>** or click **Price Override <F7>** ***before*** entering the item code of the item for which you wish to override the price. This will put the sale entry form into Temporary Manual Mode and enable the price box so you can enter the desired price for the item.

Discount Override <F8>

In general, DeepEnd automatically applies the price discount that is assigned to the Customer for whom the sale is being entered.
You can override that discount at the point-of-sale on a per item basis.
To override the discount, press **<F8>** or click **Discount <F8>** ***before*** entering the item code of the item to be discounted. This will put the sale entry form into Temporary Manual Mode and enable the discount box so you can enter the discount to be applied to the item.

You must have adequate user permission to override the discount or the price. If you do not have permission, DeepEnd will offer the option of doing a User Override to enable the Discount or Price override to take place.

Item Description Override

When an item code is entered, DeepEnd retrieves the item description from the database. If the receipt type selected in the POS Options is a 40 column receipt, the short description is retrieved. Otherwise, the long description is retrieved.
You can override the description that is retrieved on a per item basis by switching to Manual Mode (**<F11>**) prior to entering the item code.
This makes the description box enabled so that you can change the item description as necessary.

Putting a Sale on Hold

In cases where a sale needs to be interrupted for an extended period of time, the sale can be put on hold so that other sales can be entered until the cause of the delay is resolved. The sale on hold can then be resumed without losing any information that was previously entered. For example, if a customer forgot an item or left their credit card in their car, you can put their sales on hold and continue entering sales for other customers until that customer gets whatever they need. At

that point, you can resume the sale for that customer without having to start over.
To put a sale on hold, press **<Shift> + <F6>** or click **Hold Shift <F6>**.

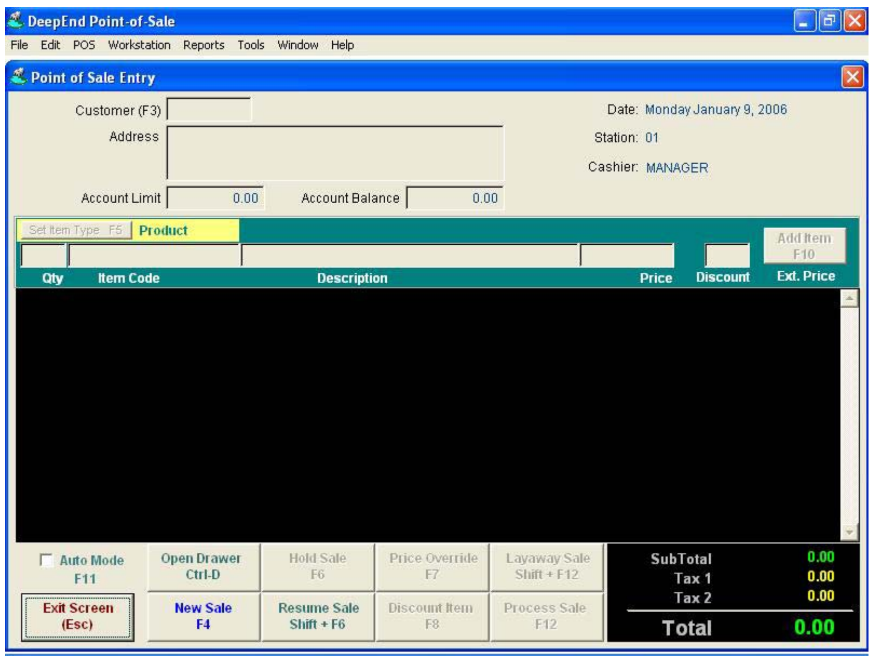
Layaways See *Layaways* later in this chapter.

Entering Sales

This section breaks the entry of a sale down step by step and explains each step in detail.

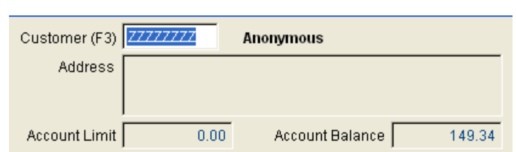
Step 1 Starting a New Sale

- If the Sale Entry form is not open, select **Sale** from the POS menu.



- Select the desired sale entry mode – Auto or Manual.
  Press **<F11>** to toggle from one mode to the other.
- In the Point of Sale Entry form, Press **<F4 >** or click **New Sale**.

Step 2 Selecting a Customer



By default, the Customer Code textbox is selected when a new sale is started. If you selected **Make the Anonymous Customer the Default Customer for New Sales** option in the POS Options form, the customer code for the anonymous customer is already displayed in the customer code textbox.

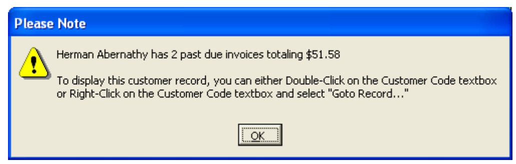
To select a different customer, either type in the customer code or select the customer from the Customers pick list. To display the Customer pick list…

- Press `<F2>` (because the cursor is in Customer Code textbox) or ;
- Press `<F3>` (works no matter where the cursor is)

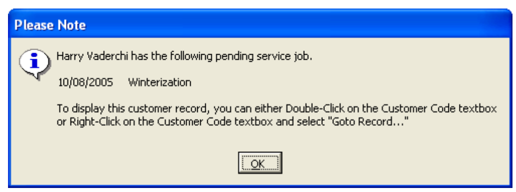
When a customer is selected, DeepEnd retrieves all of the information it needs about that customer to process the sale.
Such information includes…

- Full name and Address
- Credit Limit and current Account Balance
- Type of pricing to use – Retail or Wholesale
- Discount Information
- Sales Tax Information
- Current VIP Points count
- Alerts including past due invoices, pending service work, “Ok to Accept Checks” status and user-defined messages

If any past due invoices are found, a message similar to this one is displayed.



If any pending service work is found, a message similar to this one is displayed.



Step 3 Entering Items

The following sections explain how to enter items to a sale in both Auto Mode and Manual Mode.

***These instructions cover straightforward item entry only.
“Special Cases” are described further below.***

Auto Mode

Perform the following steps for each item to be added to the sale.

1. Select the Item Type, if necessary.

The valid item types are **Product**, **Labor**, **Other** (Non-Inventory) and **Gift Certificate**.
The current item type is displayed. To select a different item type, press `<F5>` and select the desired item type from the popup menu.

2. Scan or type the Item Code.
If the item type is *Product*, then this code to enter is the *SKU.*
If you type the item code, press `<Tab>` or `<Enter>` to add the item to the sale. If you scan a bar code, the item is entered automatically.

When an item is added to a sale, DeepEnd checks to see if that item has already been added to the sale. If so, the quantity is increased by the quantity added (in Auto Mode, the quantity added is always 1).
DeepEnd also updates the item price in the sale if a quantity price break has been reached due to the quantity being increased.

Manual Mode is used to handle "*exceptions*" to normal, rapid sale processing. These exceptions include…

- Price Overrides
- Discount Overrides
- Item Description Changes
- Entering the same item more than once with a different price for each instance (Example: Buy 1 and get 1 for half price). This is actually a Price Override.

To switch from Auto Mode to Manual Mode, press `<F11>`.

Manual Mode

1. Select the Item Type, if necessary. The valid item types are **Product**, **Labor**, **Other** (Non-Inventory) and **Gift Certificate**.
   The current item type is displayed. To select a different item type, press `<F5>` and select the desired item type from the popup menu.
3. Enter the Quantity and press `<Tab>` to move the cursor to the Item Code text box.
4. Scan or type the Item Code.
   If the product type is *Product*, then this code to enter is the *SKU.*
   If you type the item code, press `<Tab>` or `<Enter>` to move the cursor to the Item Description text box. If you scan a bar code, the cursor advances automatically.
5. Change the Item Description if desired.
6. If you need to override the *Price*, press `<F7>` and enter the new price.
7. If you need to override the *Discount*, press `<F8>` and enter the new discount.
8. Press `<F10>` to add the item to the sale.

Press `<F11>` when you wish to return to Auto Mode.

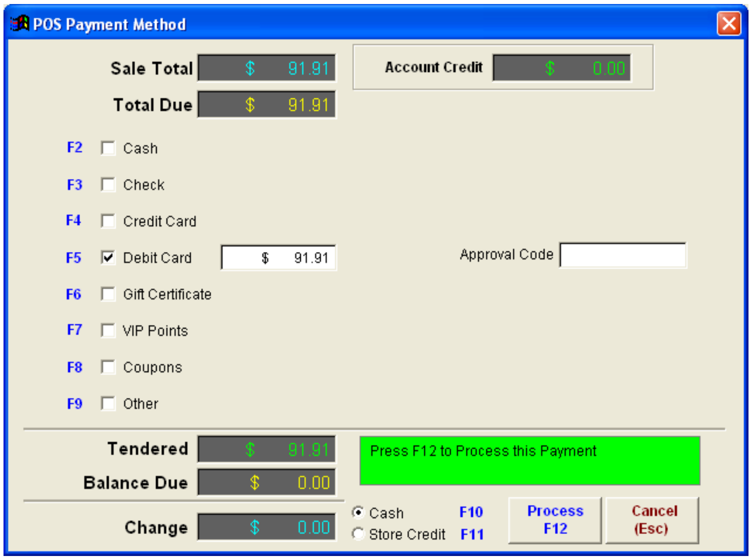
Removing Items from a Sale

STEPS

1. Switch to Manual Mode `<F11>`.
2. Enter the Quantity of the item you wish to remove from the sale as a negative number. For example…
   To reduce the quantity of an item by 1 enter –1.
   To remove an item completely, enter the negative value of the quantity currently in the sale. If there are 2 of the item in the sale, enter –2.
3. Press `<Tab>` to move the cursor to the Item Code text box.
4. Scan or type the Item Code.
5. Press `<F10>` to remove the item from the sale or reduce the quantity as the case may be.
6. If appropriate, switch back to Auto Mode `<F11>`

Step 4 Processing a Sale and Entering Payment

After all of the items have been entered, press <F12> to process the sale. The POS Payment Method form will be displayed.



Sale Total The total amount of the sale as calculated in the POS Entry form.
Account Credit The Credit Balance, if any, of the customer's account.
Total Due Sale Total minus Account Credit

You can ignore the account credit if the customer wishes to do so. Pressing <Shift + F10> will make the Total Due the same as the Sale Total

Tender

1. DeepEnd supports multiple forms of tender in the same sale.
   Select each type of tender provided by the customer.

Please note that the settings made on the Tender page in the POS Options form have a significant affect on the behaviour of this form.

Forms of Tender

F2 Cash — Press <F2> and enter the amount paid in cash.
DeepEnd automatically calculates the change, if any.

F3 Check — Press <F3> and enter the amount to be paid by check.
If the customer is flagged as someone from whom you should not accept checks, DeepEnd will inform you of this and ask you to confirm that you intend to accept a check anyway. A user permission override may be required to do this.
Enter the check number. The POS Tender Options may require this.

F4 Credit Card — Press <F4> and enter the amount to be paid by credit card and select the credit card type for reference.
Enter the approval code returned by the credit card processor. The POS Tender Options may require this.

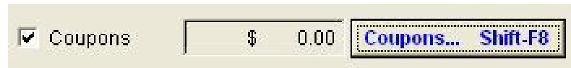
F5 Debit Card — Press <F5> and enter the amount to be paid by debit.

Enter the approval code returned by the debit card processor. The POS Tender Options may require this.

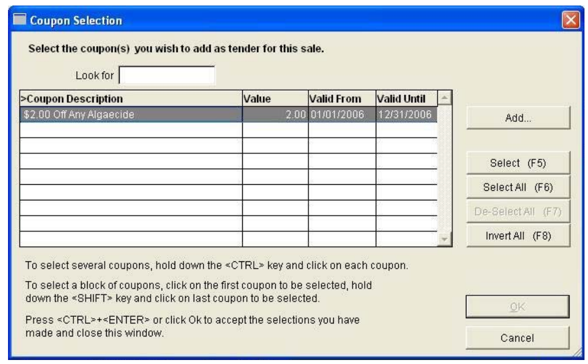
F6 Gift Certificate — Press **<F6>** and enter the amount to be paid by gift certificate. Enter the Gift Certificate Number. DeepEnd retrieves the current value of the gift certificate and prevents you from enter an amount that is greater than the value of the gift certificate.

F7 VIP Points — This feature is part of a future enhancement and not yet functional.

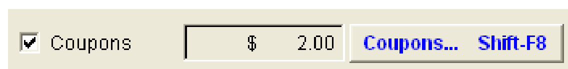
F8 Coupons — Press **<F8>** if coupons are to be redeemed.



Press **<Shift+F8>.** The Coupons Selection pick list will be displayed as shown at right. Select the desired coupon(s) and click OK to return to the POS Payment Method form.



The total value of all selected coupons is displayed and applied to the sale.



F9 Other — Press **<F9>** and enter the amount to be paid. Enter a description of the "other" type of tender. In general, this option is rarely, if ever, used.

2. If there will be change due to the customer, select whether the change will be given in cash or applied as a credit on the customer's account.

F10 Cash — Indicates that the change is to be given in cash.

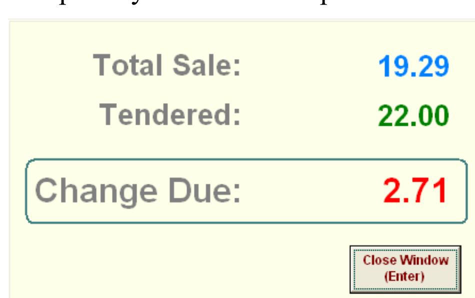
F11 Store Credit — Indicates that the change is to be applied as a credit on the customer's account.

Step 5 Completing the Sale

1. Press **<F12>** to accept the forms of tender entered.

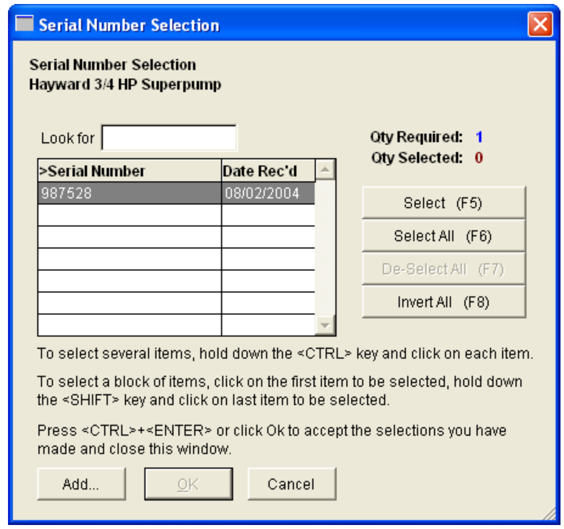
2. If your system Options are set up to prompt the user before printing a receipt, click **Yes** to print the receipt. If you wish to not print the receipt, click **No**.

3. The "Change Due" screen is displayed. Press **<Enter>** to close this screen and get ready for the next sale.



Special Cases

Serialized Items



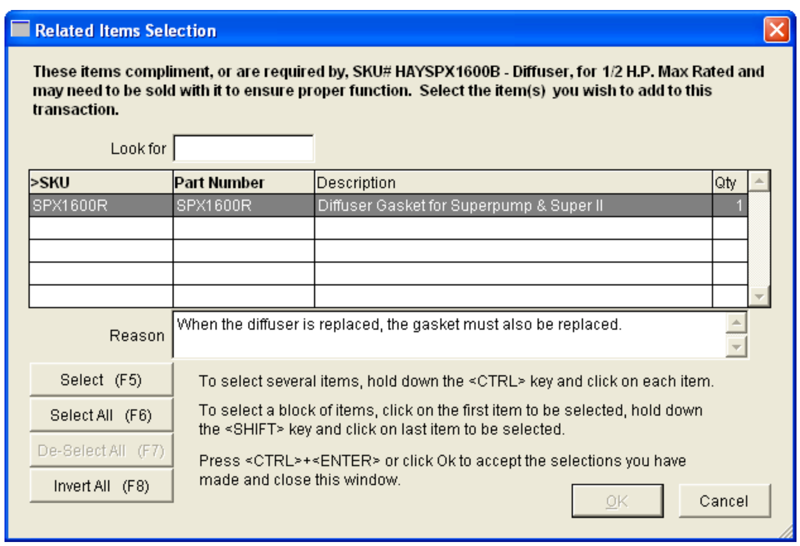
If a serialized item is added to a sale, the serial numbers pick list is displayed listing all of the serial numbers that have been entered for your on-hand.

Select as many serial numbers as the quantity sold of the serialized item. Although, selecting serial numbers is not required (i.e. you can process the sale without selecting any serial numbers), it is highly recommended that you do select the serial number of the item sold.

If the serial number of the item being sold is not in the list, you can enter it on the fly by clicking the **Add…** button**.**
See Also: *Entering Serial Numbers* in *Chapter 10 – Inventory Control*

Related Items

When an item having any related items is added to a sale, the following window is displayed to…
a) inform you that other items should be sold along with the item
b) enable you to select the desired related items and add them to the sale



This list contains the item SKU, Part Number and Description as well as the quantity of the item that is required or recommended for use with the original item being added to the sale.

Here you can select the additional item(s) to be sold and they will be automatically added to the sale. The quantity added to the sale for each related item is calculated automatically by multiplying the Qty required by the quantity of the original item in the sale.

If any of the related items selected also have related items, this pick list is displayed again listing the related items for that item.

Click **Cancel** if you do not wish to add any of the related items to the sale.

Net Pricing

If a quantity price break is reached and that quantity price is a net price (Example: $10 each or 3 for $25), you will notice that the unit price and the extended price are the same (the net price) and the quantity stays at the actual quantity sold. On the printed receipt, the net price is indicated by the word "Net" instead of the usual "Ea".

If the quantity sold is greater than the highest quantity break and that quantity break is a net price, a message similar to the following is displayed.

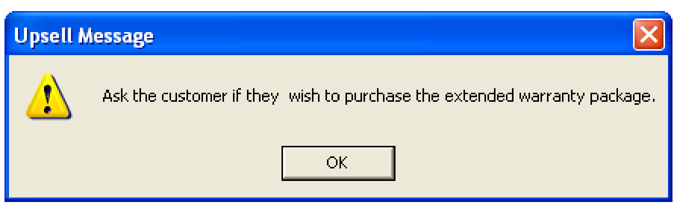
In such cases, you need to decide how you want to handle it and choose the appropriate option.

Gift Certificates

When the Item Type is **Gift Certificate**, the point-of-sale entry screen is automatically switched to manual mode and you are prompted to enter the Gift Certificate Number. After you enter the number in the Item Code text box, DeepEnd generates the Item Description for you as "Gift Certificate #72", for example.
Next, enter the dollar value of the gift certificate and press **<F10>** to add it to the sale. If the screen was in Auto Mode before the gift certificate was entered, it will be put back in auto mode.

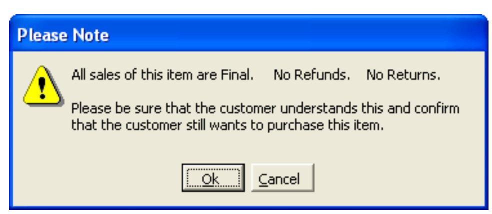
Upsell Message

If an Upsell Message has been entered for the item, the message is displayed to the user as a reminder of additional items or services that they can recommend to the customer. Below is a sample upsell message.



"Final Sale" Items

When an item identified as a Final Sale item (in the Inventory Items form) is added to a sale, this message is displayed to remind you to ensure that the customer is fully aware that the sale is final and the item cannot be returned.



Click **Ok** if the customer agrees to purchase the item under these terms; OR
Click **Cancel** to *not* add this item to the sale.

When the item is added to the sale, a special memo is also printed with the item on the receipt indicating that the sale is final.

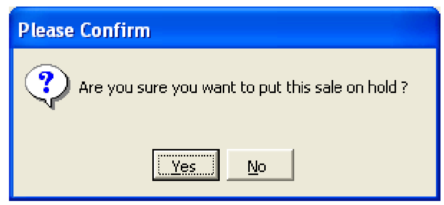
Putting a Sale on Hold

In cases where a sale needs to be paused for an extended period of time, the sale can be put on hold and resumed later. For example, if a customer needs to get another item that was missed or needs to go to their card to get their wallet and other customers are waiting, you may wish to put the sale on hold, ring the other customers' sales through and then finish the sale for the customer who needed to get whatever they were missing.

By putting the sale on hold, you do not need to enter the items all over again. You can simply resume the sale, continuing from where you were when the sale was put on hold.

STEPS

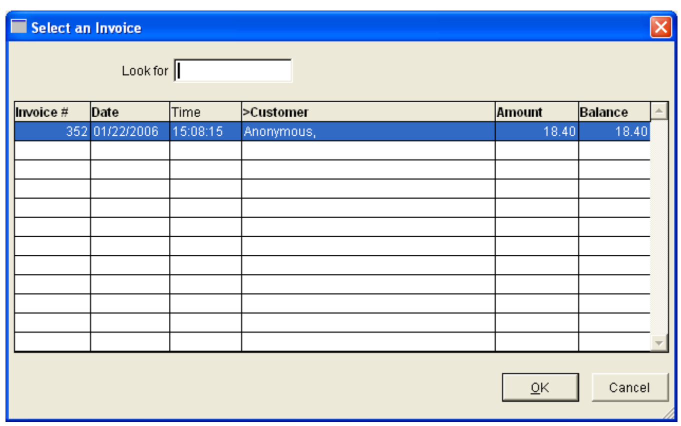
1. Press `<F6>` or click **Hold Sale**.
2. The message shown at right is displayed. Click **Yes** to continue putting the sale on hold.



Resuming a Sale on Hold

STEPS

1. Ensure that there are no active sales in progress.
2. Press `<Shift + F6>` or click **Resume Sale**.
   A pick list containing all sales put on hold on that day is displayed.



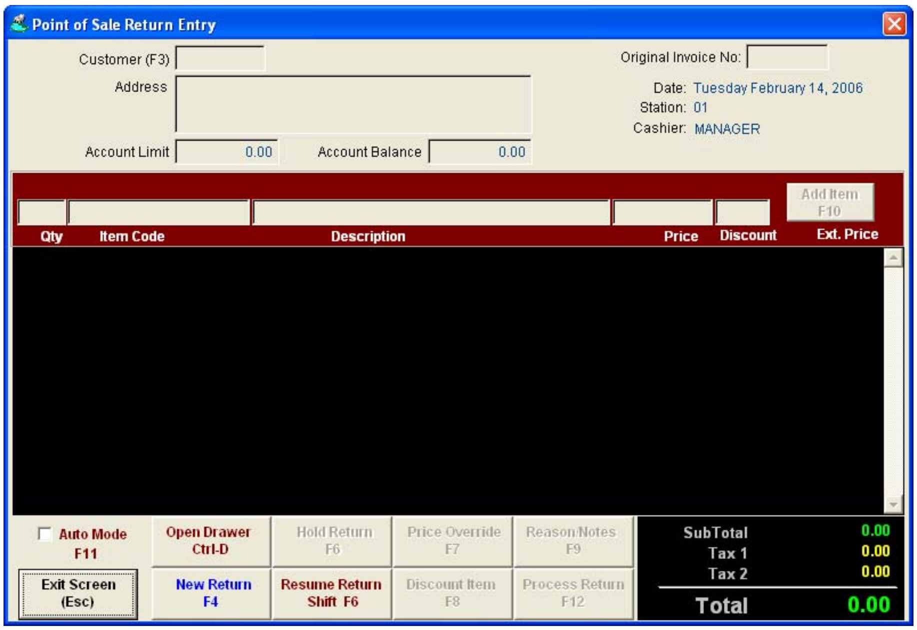
3. Locate and select the desired sale and click **OK**.
4. Continue entering the sale in the usual manner.
   See also: *Entering Sales* earlier in this chapter.

Merchandise Returns

This section breaks the entry of a merchandise return down step by step and explains each step in detail.

Step 1 Starting a New Return

- If the Point of Sale Return Entry screen is not open, select **Merchandise Return** from the POS menu.



- By default, the screen starts in Manual mode
- Press **<F4 >** or click **New Return**.

Step 2 Selecting a Customer

By default, the Customer Code textbox is selected when a new return is started.

To select a customer, either type in the customer code or select the customer from the Customers pick list. To display the Customer pick list…

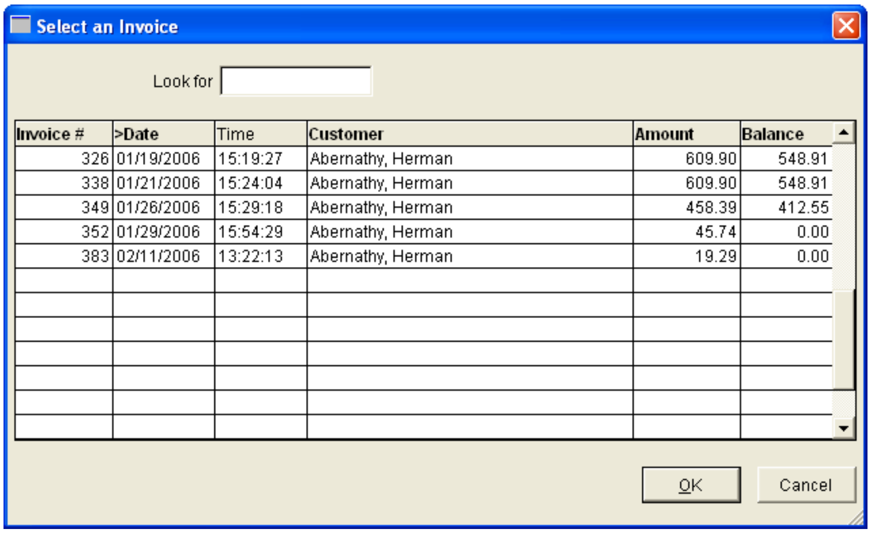
- Press **<F2>** (because the cursor is in Customer Code textbox) or ;
- Press **<F3>** (works no matter where the cursor is) or ;
- Click the pick list button beside the customer code textbox.

The additional behavior exhibited when selecting a customer here is the same as it is in the Point of Sale Entry screen. **See Also:** *Entering Sales* earlier in the chapter for more information.

Step 3 Entering or Selecting the Original Invoice Number

After selecting the customer, the cursor moves to the **Original Invoice No.** textbox. Enter the original invoice number by…

a) Typing it in from the receipt provided by the customer or ;
b) Pressing **<F2>** to display a list of sales invoices entered for the customer and selecting the desired invoice.



After you enter or select the original invoice, DeepEnd retrieves a list of the items that were sold in that sale.

Step 4 Entering Items to be Returned

Merchandise Returns handle items that are of the type "Product" only. There is currently no provision for returning items of the type "Labor" or "Other".

Perform the following steps for each item to be added to the sale. By default, the screen is switched to Manual Mode when starting a return.

Manual Mode

1. Enter the Quantity and press **<Tab>** to move the cursor to the Item Code text box.
2. Scan or type the Item Code.
   If you type the item code, press **<Tab>** or **<Enter>** to move the cursor to the Item Description text box. If you scan a bar code, the cursor advances automatically if the scanner is configured to add a Carriage Return to the end of the item code..
3. Change the Item Description if desired.
4. If you need to override the *Price*, press **<F7>** and enter the new price.
5. If you need to override the *Discount*, press **<F8>** and enter the new discount.
6. Press **<F10>** to add the item to the sale.

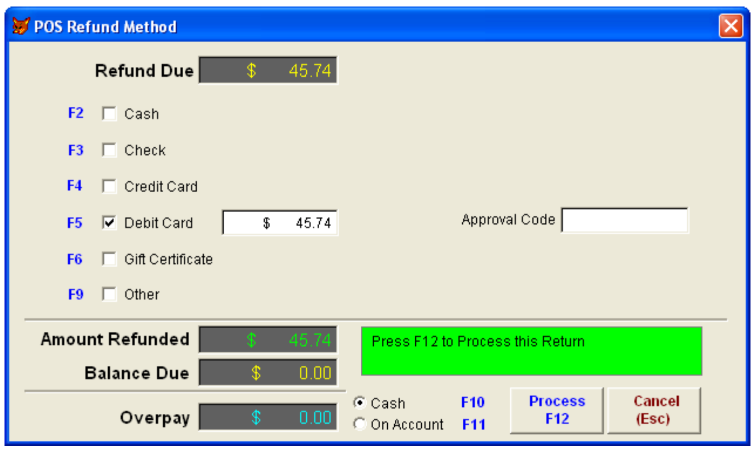
Auto Mode

1. Scan or type the Item Code.
   If you type the item code, press **<Tab>** or **<Enter>** to add the item to the sale. If you scan a bar code, the item is entered automatically if the scanner is configured to add a Carriage Return to the end of the item code.

When an item is added to a return, DeepEnd checks to see if that item has already been added to the return. If so, the quantity is increased by the quantity added (in Auto Mode, the quantity added is always 1).

Step 5 Processing a Sale and Entering Payment

After all of the items have been entered, press **<F12>** to process the sale. The POS Refund Method form will be displayed.



Refund

1. DeepEnd supports multiple forms of tender in the same refund.
   Select each type of tender that may be appropriate.

By default, the form of tender used in the original sale is already selected.

<u>Forms of Tender</u>

F2	Cash	Press **<F2>** and enter the amount to refund in cash. DeepEnd automatically calculates the Balance Due and Overpay, if any.
F3	Check	Press **<F3>** and enter the amount to be refunded by check. Enter the check number. The POS Tender Options may require this.
F4	Credit Card	Press **<F4>** and enter the amount to be credited to the credit card holder's account and select the credit card type for reference. Enter the approval code returned by the credit card processor. The POS Tender Options may require this.
F5	Debit Card	Press **<F5>** and enter the amount to be refunded to the customer's debit card account. Enter the approval code returned by the debit card processor. The POS Tender Options may require this.

F6	Gift Certificate	Press **<F6>** and enter the amount to be credited to the customer's gift certificate. Enter the Gift Certificate Number. DeepEnd verifies that the gift is valid and credits the refund amount to the current value of the gift certificate.
F9	Other	Press **<F9>** and enter the amount to be paid. Enter a description of the "other" type of tender. In general, this option is rarely, if ever, used.

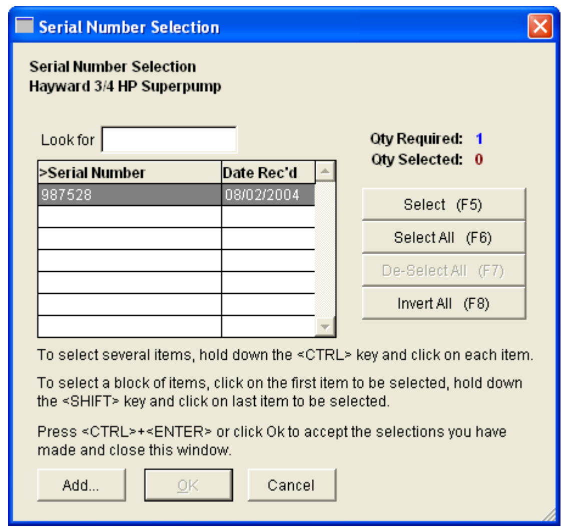
Special Cases

Serialized Items

If a serialized item is being returned, the following window is displayed for you to select the serial number(s) of the item(s) returned provided that the serial numbers were entered when the item was sold.

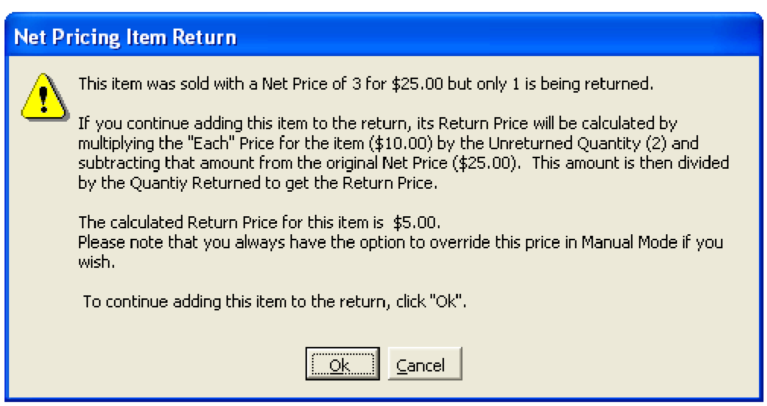
You can select as many serial numbers as the quantity being returned.

The serial numbers you select here are inducted back into inventory.



Net Pricing

If an item being returned was sold using net pricing (Example: $10 each or 3 for $25) and the Net price was used (in this example, $25) when the item was sold, DeepEnd checks to see if the quantity returned matches the Net Pricing quantity break. If the quantity returned is less than the Net Pricing quantity break, a message similar to the one below will be displayed.



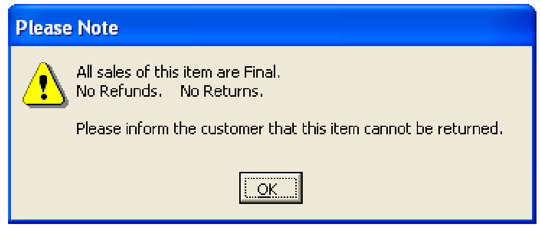
DeepEnd calculates the refunded price as follows…

Net Price - (Each Price x Unreturned Qty) / Returned Qty

Click **Ok** to add the item to the return; OR
Click **Cancel** to *not* add the item to the return.

"Final Sale" Items

When an attempt is made to return an item that is identified as a Final Sale item (in the Inventory Items form), this message is displayed to inform you that the sale is final and the item cannot be returned.



Layaways

Sales can be placed on hold for deferred payment. When making layaways, the entire sale is put on layaway - not individual items within a sale.

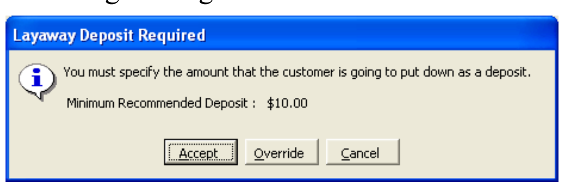
Sales cannot be put on layaway for the Anonymous Customer.

Putting Items on Layaway

STEPS

1. Enter the item(s) as you would for a normal sale.
2. Press `<Shift + F12>` or click **Layaway Sale**. Click **Yes** to confirm this action.

3. DeepEnd assumes that a deposit is required for the layaway and displays the amount that was calculated based on the settings made in the POS Options form (**See Also:** *Setting Up the Point-of-Sale System* earlier in this chapter) and displays the following message.



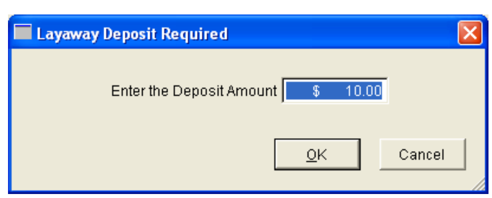
Click the appropriate button for the action you wish to take.

Accept Accepts the pre-calculated deposit and continue processing the layaway.

Override Overrides the pre-calculated deposit and prompts you to enter the actual deposit you require.

Cancel Cancels the layaway. The sale remains active in the POS entry screen so you can still select the Layaway option if you happen to click this button by mistake.

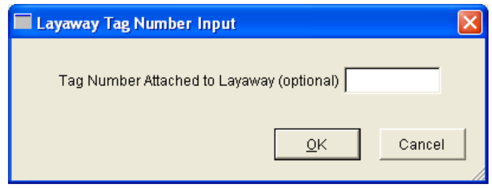
4. If you chose to override the pre-calculated deposit amount, enter the actual required deposit amount.



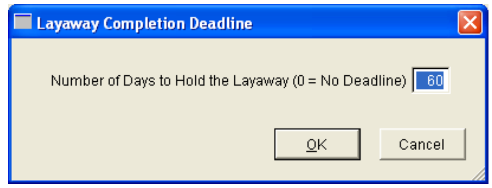
5. Select the form(s) of tender for the deposit.
See Also: *Tender* in the *Entering Sales* section earlier in this chapter to

review the steps for entering types of tender.

6. If you tag items on layaway, enter the number of the tag that is to be attached to the item on layaway.



7. Enter the number of days that the item(s) will be held on layaway.
   See Also: *Setting Up the Point-of-Sale System* earlier in this chapter for information on setting the default number of days.



After entering or accepting the Number of Days, the "Change Due" window will be displayed indicating successful completion of the layaway. Press `<Enter>` to close this window and return to the POS Entry form ready for the next sale.

Entering a Customer Payment on a Layaway

Please refer to the illustrations in the following section, Invoice Payments, to see what the screens described below look like. They are virtually identical.

STEPS

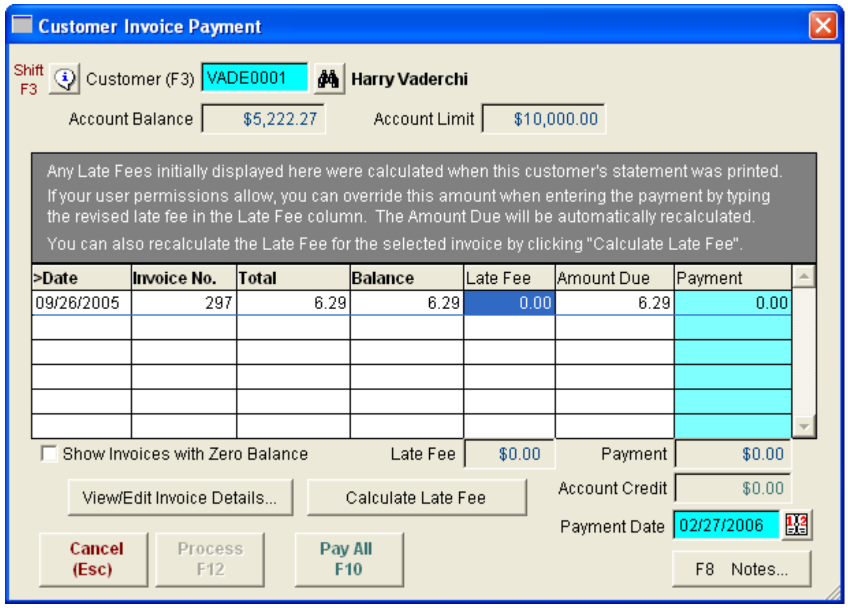
1. From the menu, select **POS | Layaways | Customer Payment**
   The Customer Layaway Payment window is displayed.
2. Enter the customer code or select from the pick list, the customer that is making the payment. **See Also:** *Validating Pick List Text Box* in *Chapter 2 – User Interface Overview*.
   All layaways for the selected customer will be displayed in the list.
3. Select the layaway that the payment is to be made against by clicking anywhere on the row in the list.
4. Enter the amount of the payment in Payment column for each layaway to which payment is to be applied.
5. Press `<F12>` or click **Process F12** to continue entering the payment.
6. In the Payment Method window, select the payment method and enter the amount.
7. Press `<F12>` or click **Process F12** to complete the layaway payment.

Invoice Payments

Customer payments against existing invoices can be entered at the POS Station and payment can be tendered in exactly the same manner as when entering a sale.

STEPS

1. Select **Customer Invoice Payment** from the **POS** menu.
   The Customer Invoice Payment window is displayed.



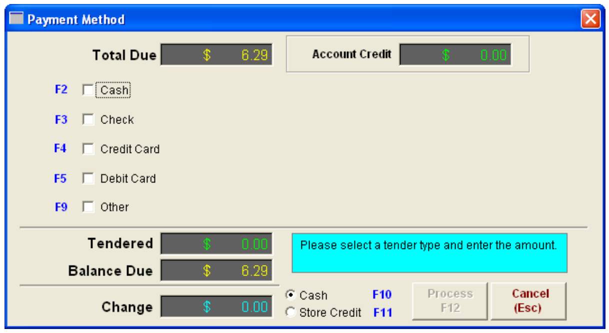
2. Enter the customer code or select from the pick list, the customer that is making the payment. **See Also:** *Validating Pick List Text Box* in *Chapter 2 – User Interface Overview*.
   All unpaid invoices for the selected customer will be displayed in the list.
3. Select the invoice that the payment is to be made against by clicking anywhere on the row in the list.
4. If you wish to calculate a late fee, click **Calculate Late Fee**.
   The late fee, if any, will be calculated based on the details specified for the payment terms code assigned to the customer.
5. Enter the amount of the payment in Payment column for each invoice to be paid. If the customer has more than one unpaid invoice and wishes to pay them all in full, press **<F10>** or click **Pay All**.
6. You can optionally use the following options to drill down to the details of an invoice if you wish.

View/Edit Invoice Details Displays the selected invoice in a new window displaying all details about the invoice.

Show Invoices with Zero Balance Displays all invoices, paid and unpaid, for the selected customer.

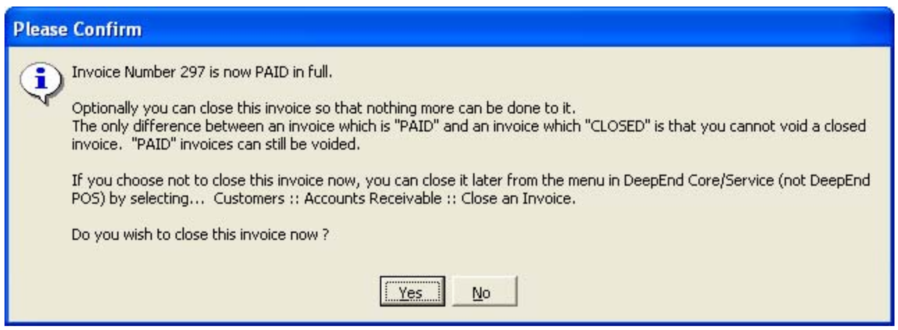
7. If you wish to enter any notes about the payment, press **<F8>** or click **F8 Notes…** and then type in the notes you wish to keep. These notes are stored with the payment record, not the invoice record.
8. Press **<F12>** or click **Process F12** to continue entering the payment.

9. Select the payment method and enter the amount.



See Also: *Processing a Sale and Entering Payment* earlier in this chapter for information on using this window.

10. Press **<F12>** or click **Process F12** to complete the invoice payment entry. If the selected invoice is paid in full, the following message is displayed.



If you wish to close the invoice, click **Yes**. Clicking **No** leaves the option of being able to void the invoice later.

In order to void an invoice that has payments against it, all payments must be deleted first.

11. The "Change Due" window will be displayed. Press **<Enter>** to close it. The cash drawer, if used, will open and the receipt will be printed.

The receipt printed for invoice payments is always printed on 8-1/2" x 11" paper because it shows information that does not fit well on a 40-column receipt, particularly when the payment is being applied to more than one invoice.

Workstation Functions

Open the Cash Drawer

You may, from time to time, need to open the cash drawer explicitly for some reason. DeepEnd provides two ways of doing this…

1. Select **Open the Cash Drawer** from the **Workstation** menu
2. Press **<Ctrl+D>** in the POS Entry form

For security purposes, DeepEnd requires you to enter your user name and password whenever the Cash Drawer is opened by some means other than processing a transaction (sale, return or invoice payment). If you do not permission to open the cash drawer explicitly, you must either get a user permission override or cancel the opening of the drawer.

Verify Cash Drawer Contents

You can check and verify the contents of the cash drawer at any time without having to close out the POS station and you can do this as often as you wish during the day. The purpose is to help you stay on top of what goes in and out of the drawer and to help detect and minimize cash drawer theft.

STEPS

1. Select **Verify Cash Drawer Contents** from the **Workstation** menu.
2. Enter your User ID and Password to open the cash drawer.
   The Cash Drawer Reconciliation form will then be displayed.
3. Select the **Cash** page and enter the quantity of each denomination of bills and coins. All you need to do is count each denomination and enter the quantity – DeepEnd will calculate the total cash amount in the drawer.
4. Select the **Checks** page. You will notice that DeepEnd has recorded every check received from the time the POS station was opened.
   Mark the checkbox in the first column for each check that you can find in the drawer.
5. Select the **Credit Cards** page. You will notice that DeepEnd has recorded every sale that was paid by credit card from the time the POS station was opened.
   Mark the checkbox in the first column for each sale for which you can find in the credit card slip.
6. Select the **Debit** page. You will notice that DeepEnd has recorded every sale that was paid by debit from the time the POS station was opened.
   Mark the checkbox in the first column for each sale for which you can find in the debit authorization slip.
7. Select the **Coupons** page. You will notice that DeepEnd has recorded every coupon received from the time the POS station was opened.
   Mark the checkbox in the first column for each coupon that you can find in the drawer.
8. Select the **Gift Certificates** page. You will notice that DeepEnd has recorded every gift certificate received from the time the POS station was opened.
   Mark the checkbox in the first column for each gift certificate that you can find in the drawer.
9. Select the **Summary** page and analyze the differences between the Calculated System Amounts and the Actual Amounts. If there are any significant differences, you may wan to double-check your counts.
10. If there is anything unusual or noteworthy that you wish to document, click the **Notes** button and enter any information you wish to record.
11. Click **Print…** to print the Reconciliation report.

When just verifying the cash drawer contents (as opposed to actually reconciling it), the summary is not stored - it is only printed. Therefore, it is a good idea to keep the printout in a safe place if you think you will need it for future reference.

Adjust Cash Drawer Contents

DeepEnd enables you to adjust the contents of the cash drawer to suit your needs and keeps track of these adjustments so that the cash drawer contents can still be reconciled properly.
To make adjustments to the cash drawer contents, select **Adjust Cash Drawer Contents** from the **Workstation** menu. The Cash Drawer Contents Adjustment form will be displayed.

STEPS

1. Select **Adjust Cash Drawer Contents** from the **Workstation** menu.
2. Enter your User ID and Password to open the cash drawer.
   The Cash Drawer Contents Adjustment form will be displayed.
3. Enter the Amount of the adjustment.
4. Select the type of adjustment to make.

F4	**Add Cash**	Usually to top up a diminished change float
F5	**Remove Cash**	Usually for security reasons to move the cash to a safe.
F6	**Cash a Check**	If this option is chosen, enter the **Check Number**. If the customer is flagged as someone from whom you should not accept checks, DeepEnd will inform you of this and ask you to confirm that you intend to accept a check anyway. A user permission override may be required to do this.
F7	**Payout to Debit Card**	If this option is chosen, enter the **Approval Code**.
F8	**Payout to Other**	This option could be used for any other miscellaneous cash payout such as petty cash for lunch or parking, etc.

5. Enter the **Reason for Adjustment**.
6. Click **Process** or press <F12> to process and save the adjustment.

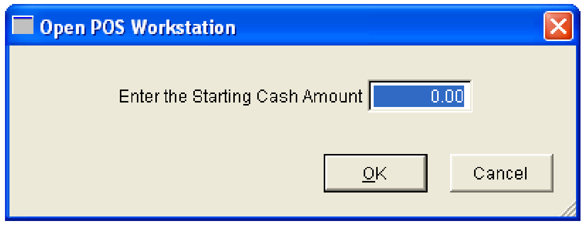
Open POS Station

Before and Point of Sale transactions can be entered, the POS Station must first be opened and made ready. Opening a POS Station causes two important initialization steps to take place…

- Set the start time for recording transaction so that the system knows that the transactions were recorded during the current “session”.
- Prompts you for the amount of cash you are putting into the cash drawer to start the day/session. This enables the cash drawer to be reconciled when the POS Station is closed later.

STEPS

1. Select **Open POS Station** from the **Workstation** menu.



2. Enter the amount of cash that you are putting into the cash drawer and click **OK** to continue opening the POS Station.
If you click **Cancel**, the POS Station will not be opened.

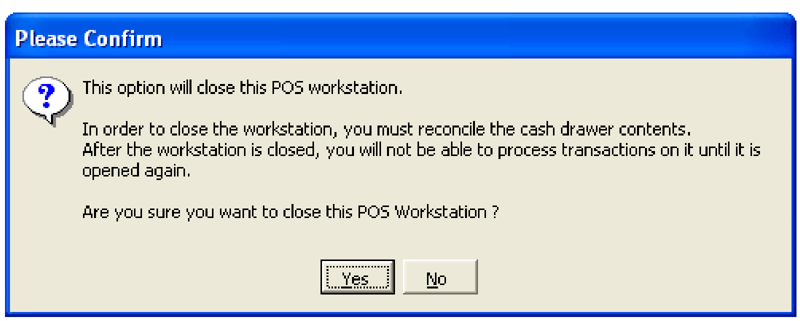
Closeout POS Station

In general, you will close each POS Station at least once a day – normally at the end of the day. However, you can open and close a POS Station as often as necessary during the same day. When the POS Station is closed, the following events take place…

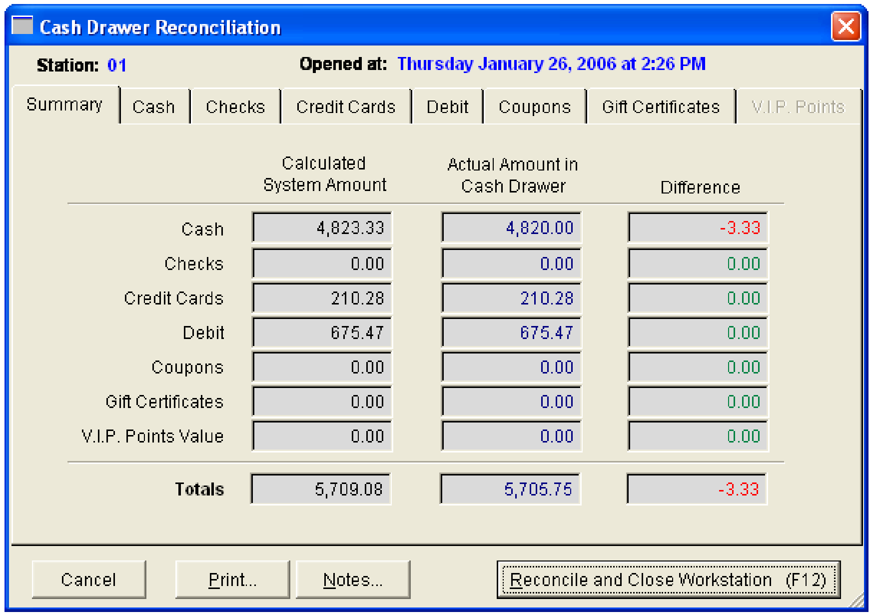
- You are prompted to reconcile the cash drawer contents and any overage/underage is logged.
- The POS Closeout Reports selected in the POS Options are printed.
  See Also: *Setting Up the Point of Sale System* earlier in this chapter.
- The value of the cash drawer contents is zeroed out. The assumption is that you clean out the cash drawer at the end of the day.
- All Point of Sale functions and menu options are disabled until the station is opened again.
- There is no “posting” of transactions to some other file or location on closeout. Since all transactions are time stamped, there is currently no need to do additional post-transaction batch processing.

STEPS

1. Select **Closeout POS Station** from the **Workstation** menu.

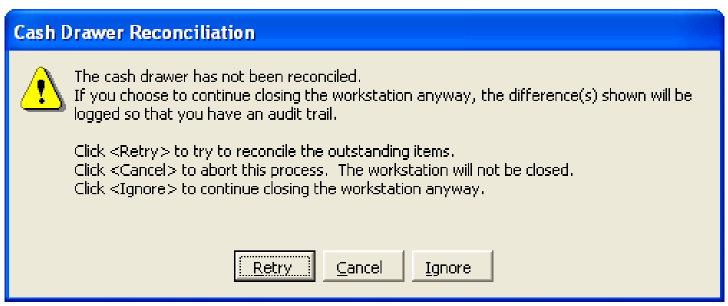


2. Click **Yes** to continue.



3. Reconcile the Cash Drawer contents.
See Also: Verify the Cash Drawer Contents earlier in this chapter for instructions on how to do this.

4. Click **Reconcile and Close Workstation** or press **<F12>** to complete the reconciliation and close out the POS Station.
If the cash drawer was not reconciled perfectly (i.e. the Totals in the Difference column is not zero), the following message is displayed.



Select the desired option.

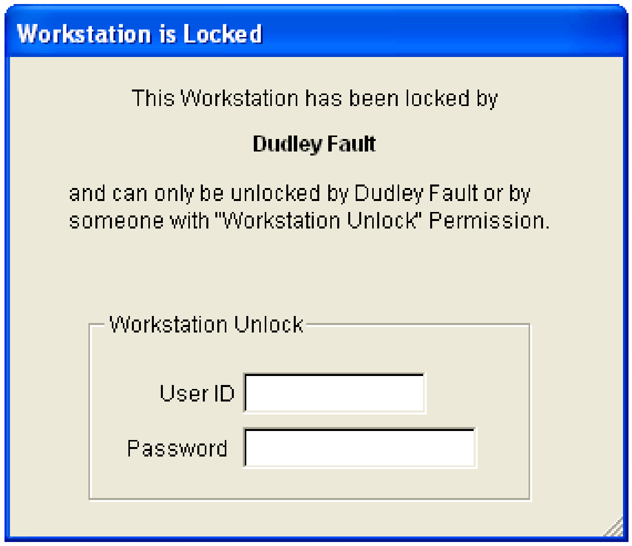
Retry Enables you to go back and double check for errors, fix any that are found and try the reconciliation again.

Cancel Cancels the reconciliation. The POS Station will not be closed if you choose this option.

Ignore Continues closing out the POS Station anyway. The overage/underage on the cash drawer is logged to a file and also posted to QuickBooks if the QuickBooks link is used.

Lockout POS Station

This feature disables all DeepEnd functions, thereby locking the workstation. To lock the workstation, select **Lock POS Station** from the **Workstation** menu. The following window will appear.



In order to continue using DeepEnd on the workstation, it must be unlocked by a valid User ID and Password of either the user who locked it or by another user who has been granted permission to unlock a locked workstation.

The workstation is not locked out in the truest sense. Other applications on the workstation are unaffected by this function – only DeepEnd is locked. Also note that if DeepEnd Core and DeepEnd POS are running on the same workstation at the same time, locking one of the DeepEnd programs does not affect the other.

Reports

Although most reporting is done using DeepEnd Core, there are three reports that are Point-of-Sale specific and can be run from DeepEnd POS.
These reports are…

- **Interim Invoice Report**
  Displays a list of all of the transactions (sales & returns) entered on this workstation from the time the workstation was opened until now. There is a Summary version which has only Invoice-related information and a Detailed version which has both Invoice-related information and information about the items sold/returned in each invoice.

- **Interim Sales Tax Report**
  Displays a list of all of the Sales Tax Codes used in any transactions

(sales & returns) entered on this workstation from the time the workstation was opened until now. There is a Summary version which shows only sales and tax totals grouped by Sales Tax Code and a Detailed version which shows all of the transactions along with sales and tax totals grouped by Sales Tax Code. There is a page break after each Tax Code so that the print out can be separated by Tax Code.

- **Cash Drawer Kick-Open Log**
  Displays every event that caused the cash drawer to be opened by the computer during the time period you specify. This report, along with the print out from the **Verify Cash Drawer Contents** function can help to zoom in on cash drawer theft and help to deter future cash drawer theft.

The steps to follow are very similar for the first two reports, Interim Invoice Report and Interim Sales Tax Report.

STEPS

1. Select the desired report (**Interim Invoice Report** or **Interim Sales Tax Report**) from the **Reports** menu.
2. Select the Output Destination and click **Ok**.

Screen	Displays the report on the screen You can page through the report and also print it from here.
Printer	Sends the report to the printer The Print Dialog is displayed for you to select the printer.
File	Sends the report to a text file Specify the location and file name in the box provided.

To run the Cash Drawer Kick-Open Log Report…

STEPS

1. Select **Cash Drawer Kick-Open Log** from the **Reports** menu.
2. Select the desired Date and Time range.
3. Select the Output Destination and click **Ok**.

Other Tools

The Parts Wizard

Please see the Parts Wizard User's Guide for more information.

Calculator

You can launch the Windows™ calculator by selecting **Tools | Calculator** from the DeepEnd main menu. Using the calculator, you can quickly do a calculation (for example, recalculate a special selling price), copy the value to the clipboard (by pressing **<CTRL+C>**) and then pasting the value into the desired box in DeepEnd (by pressing **<CTRL+V>**).