

POS-2a Page | 1 of 3 Version 1
 Client Generic
 Category POS Software 2.14.100

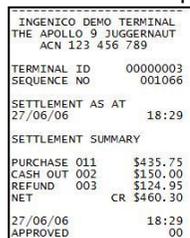
POS Supervisor Functions

Hints and Tips

- ✓ Your business decides if an action prompts for supervisor.
 - Supervisors may have cards they scan at the prompt.



- ✓ Reason Codes are configured to your business.
- ✓ You cannot use **Change Price** to increase the price, unless this option is enabled in POS Config.
- ✓ **EFT settlement** may be automatic (at a nominated time), or manual in your business.
 - Automatic settlement will still occur if your business leaves till drawers open overnight (any operators logged in will also be logged off).
 - **Manual EFT settlement** must be performed at each register with an EFT terminal. A settlement receipt prints.



Procedure to Access Training Mode

1.	Press Supervisor .	
2.	Press Enter Training Mode . *The word (<i>Training</i>) is displayed on all screens.*	

Procedure to Exit Training Mode

1.	Press Supervisor .	
2.	Press Exit Training Mode .	

Procedure to Open the Cash Drawer

1.	Press Supervisor .	
2.	Press Open Cash Drawer .	
3.	Select the applicable reason.	<input type="checkbox"/>

Procedure to Void the Entire Sale

1.	Press Void Txn . *The screen changes to red.*	
2.	Press Void Transaction .	
3.	Select the applicable reason.	<input type="checkbox"/>

Procedure to Change Price

1.	Press Change Price . *Add the item first.*	
2.	Enter the new item price. *Don't use decimals.*	
3.	Press Enter .	
4.	Select the applicable reason. *The old and new price print on the receipt.*	<input type="checkbox"/>

Procedure to Print Sales Totals

1.	Press MISC .	
2.	Press Print Sales Totals .	
3.	Press any key to continue.	<input type="checkbox"/>

Procedure to Perform Manual EFT Settlement

1.	Press Supervisor .	
2.	Press EFTPOS Functions .	
3.	Press Settlement Totals .	
4.	Collect the settlement receipt from the receipt printer.	<input type="checkbox"/>

Hints and Tips

- ✓ **Discounting rules:**
 - Once a product has received a manual item discount, this can't be changed or receive another manual item discount.
 - Once a transaction has received a manual transaction discount, manual item discounts are not allowed.
- ✓ Use the POS **Retender Pre Transaction** function to pre-populate a transaction with products and customer date from the previous finalised sales transaction; this is useful if you incorrectly finalised the previous transaction
 - Your POS must be configured for **Refund Re-tendered Transaction**, and **Re-tender Prev Transaction**.
- ✓ You can only pre-populate a transaction if the original transaction:
 - was the previous transaction finalised by the POS user
 - did not include a gift card purchase or tender
 - was not tendered to integrated EFT
 - was not a voided transaction or a refunded transaction
- ✓ You can **refund the original transaction** immediately or at the end of the SAME day, from any register. This ensures that the sales balance and reports are correct.

Procedure to Discount an Entire Transaction

1.	Press Supervisor .	
2.	Press Transaction Discount .	
3.	Press either Discount Percent or Discount Amount (\$) .	
4.	In the Discount (%) or Discount (\$) field, enter the amount to reduce the price by.	
5.	Press Enter .	
6.	Select the applicable reason. <i>*The receipt lists the discount, and may be configured to show the dollar saving against each product.*</i>	

Procedure to Discount a Single Item

1.	Press Supervisor .	
2.	Press △ or ▽ to select the item.	
3.	Press either Discount Percent or Discount Amount (\$) .	
4.	In the Discount (%) or Discount (\$) field (as applicable), enter the amount to reduce the price by.	
5.	Press Enter .	
6.	Select the applicable reason. <i>*The receipt lists the discount, and may be configured to show the dollar saving against the item/s.*</i>	

Procedure to Retender a Previous Transaction

1.	Press MISC .	
2.	If required, select More until the Retender Pre Transaction option is displayed.	
3.	Press Retender Prev Transaction .	
4.	Press any key to continue. <i>*The pre-populated transaction is retrieved.*</i>	
5.	Edit and finalise the transaction as per a normal transaction.	

Procedure to Refund a Re-tendered Transaction

1.	Press MISC .	
2.	If required, select More until the Retender Pre Transaction option is displayed.	
3.	Press Refund Retendered Transaction .	
4.	Select a retendered transaction from the list.	
5.	Press Next .	
6.	Select Yes to proceed, or No to cancel the refund request. <i>*The transaction is refunded.*</i>	

Hints and Tips

- ✓ Your business can configure suspended transactions to be deleted:
 - automatically after a set number of days
 - manually from the POS
 - manually, and automatically if the user hasn't deleted them after a set number of days.
- ✓ Use **Delete Suspended Transactions** to delete transactions not retrieved on the current day.
- ✓ Use **Delete Past Suspended Transaction** to delete transactions performed yesterday or older that weren't retrieved.
- ✓ Run the **BOS -> Reports** menu -> **Transactions – Suspended not Resumed** report to list all suspended transactions that weren't retrieved between a specified date range; it includes deleted suspends.

Procedure to Manually Delete Suspended Txns

1.	Press MISC .	
2.	Press Delete Suspended Transaction . <i>*Press More if it's not displayed.*</i>	
3.	Click the transaction to delete. <i>*Click Mark after each selection to delete several transactions.*</i>	
4.	Click Delete .	
5.	Click Yes to continue, or No to cancel the delete request.	
		

Procedure to Delete Older Suspended Txns

1.	Press MISC .	
2.	Press Delete Past Susp Txn . <i>*Press More if it's not displayed.*</i>	
3.	Click the transaction to delete. <i>*Click Mark after each selection to delete several transactions.*</i>	
4.	Click Delete .	
5.	Click Yes to continue, or No to cancel the delete request.	
		

Procedure to Shut Down the System

1.	Press Supervisor .	
2.	Press Shutdown System .	
3.	Select the applicable reason.	<input type="checkbox"/>

Procedure to Restart the System

1.	Press Supervisor .	
2.	Press Restart System .	
3.	Select the applicable reason.	<input type="checkbox"/>