

Retail POS

Quick Reference Guide

I Overview

This Quick Reference Guide shows how to set up and configure the *Retail Point of Sale (POS) module*, and use this module to post sales transactions directly from the POS module and from the Spa & Activities Management Module (Service Bookings).

1.1 Entering Posting Codes in Global

Global Maintenance – Setup – Posting Codes

- The user sets up the posting codes to be used either by item, company or product type

1.2 Configuring Taxes

Global Maintenance – Setup – Tax Codes

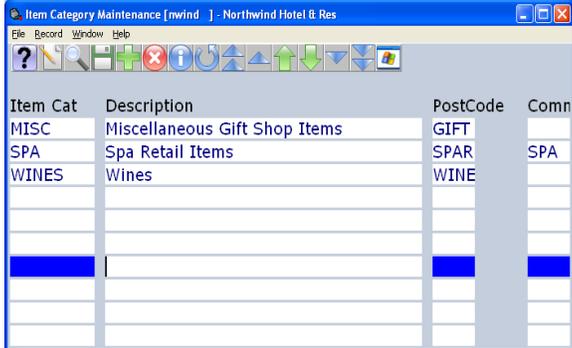
- Tax codes are created and/or selected from the Global Maintenance module

2 POS Set Up & Configuration

2.1 Entering Item Categories

Retail POS Maintenance – Setup – Item Category Maintenance

- The user creates item categories by vendor or by product type using the posting codes created in section 1.1



Item Cat	Description	PostCode	Comm
MISC	Miscellaneous Gift Shop Items	GIFT	
SPA	Spa Retail Items	SPAR	SPA
WINES	Wines	WINE	

Default commission levels may also be assigned on an Item Category basis from the “Comm” field.

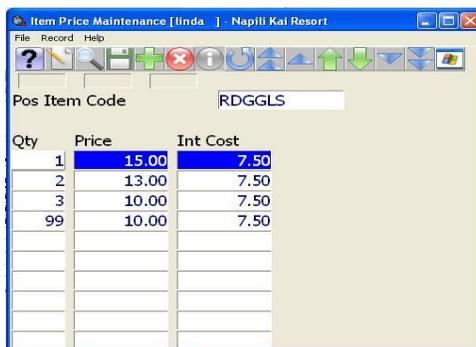
2.2 Entering New POS Items

Retails POS Maintenance – Setup – Item Maintenance



- F6 to create a new line item. The “Item” field refers to the item code (up to a maximum of 12 characters)
- Enter an item description. This can be configured to print out on the guest receipt
- If you are using a bar code scanner system, enter the bar code number under the “Bar Code” field
- If the Posting Code for this item is different than for the Item Category, use the F8 key to find and enter the correct posting code in the “PostCD” field
- An F8 in the “Item Cat” field will give you a list of the available item categories (see section 2.1)
- The “OVComm” field allows you to assign a default commission level for this item if different from the Commission selected for the Item Category

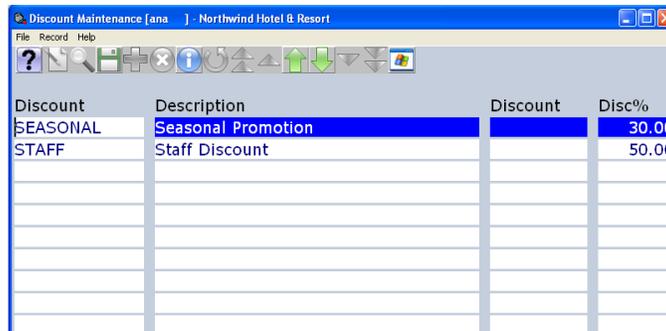
From *Window* menu, select *Price*. This will allow you to set the selling and cost price for this item. Multiple price points may be configured, for example: one item sells for \$15.00, but 3 items sell for \$30.00 (i.e. \$10.00 each).



2.3 Discounts

Retail POS Maintenance – Setup – Discount Maintenance

- The user creates any discounts applicable at POS, i.e. staff discounts, damage discounts, seasonal sales



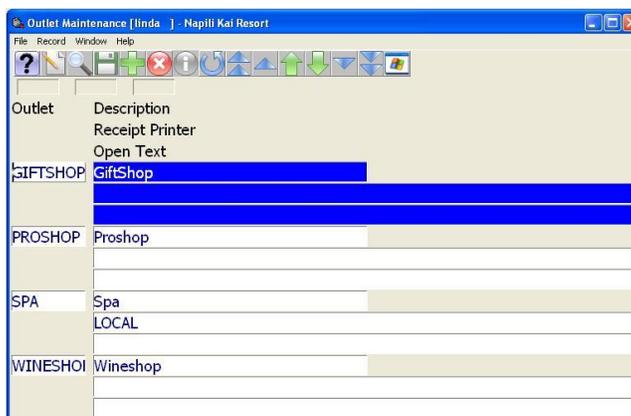
Discount	Description	Discount	Disc%
SEASONAL	Seasonal Promotion		30.00
STAFF	Staff Discount		50.00

These discounts represent both the individual item discounts and check discounts—both classes of discount are configured here. Discounts may be flat amounts (amount is entered under the *Discount* field) or percentage discounts (entered under the *Disc%* field).

2.4 Outlet Maintenance

Retail POS Maintenance – Setup – Outlet Maintenance

- The user creates the Retail POS outlet(s) where items are available for sale



Outlet	Description
	Receipt Printer
	Open Text
GIFTSHOP	GiftShop
PROSHOP	Proshop
SPA	Spa
	LOCAL
WINESHOP	Wineshop

2.5 Clerk Code Maintenance

Global Maintenance – Clerk – Clerk Code Maintenance

- The user gives access to the clerks who are assigned to these outlets

2.6 Permanent Account Setup (DEL)

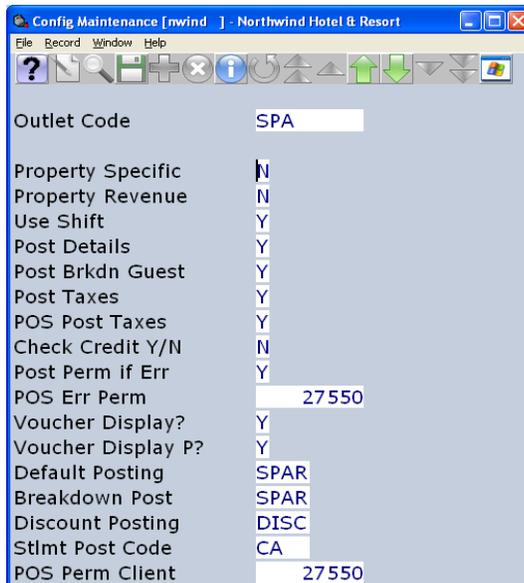
Accounts Receivable – Main – A/R Client Entry/View

- The user creates a new permanent account for all POS retail sales and one for POS Retail Error postings

2.7 Configuration Maintenance (DEL)

Retail POS Maintenance – Setup – Config Maintenance

- The user sets out the default configuration settings for each outlet including the new A/R account just created.



Outlet Code	SPA
Property Specific	N
Property Revenue	N
Use Shift	Y
Post Details	Y
Post Brkdn Guest	Y
Post Taxes	Y
POS Post Taxes	Y
Check Credit Y/N	N
Post Perm if Err	Y
POS Err Perm	27550
Voucher Display?	Y
Voucher Display P?	Y
Default Posting	SPAR
Breakdown Post	SPAR
Discount Posting	DISC
Stlmt Post Code	CA
POS Perm Client	27550

*** Sample ***

2.8 Cashier/Provider

Retail POS Maintenance – Setup – Cashier/Provider

- Allows the user to configure sellers/providers to receive Retail POS commissions (this links to the Service Provider Master Screen of Spa & Activities Management).



Provider Code	29844
Provider Name	Leslie
Display Priority	
Provider Gender	
Guest Gender	
Primary Skill	GIFT SHOP CASHIER
Full Part Time	
Clerk Code	ANA
Last Date/Time	08/04/2006 12:02pm

- F8 to search for an existing profile. If the provider is not in the database:
- F6 to create a new provider
- Type in the providers name
- Go to the Window menu – Client Address and enter the providers contact information. The “Client Type” field allows you to link to property-wide client types (which are configured in **Global – Setup – Client Type Maintenance**). This will allow the user to sort the results on the



Commission Report to view only (for example) gift shop clerk commissions, spa therapist commissions, etc.

Client Maintenance [ana] - Northwind Hotel & Resort

Client Code: 29844

Client Type: GIFTSHOP Search Category: COMPANY

Personal Title: []

First Name: []

Middle Name: []

COMPANY OR GROUP: Leslie

Salutation: Title

Display As: []

Attention: []

Address 1: []

Address 2: []

City: Springfield State/Prov: MA Zip/Postal Code: 01114 Country: US

Phone Number: 888-888-8888 Phone Extension: []

Home Phone: [] Fax Number: []

Internet Address: []

Email Address: lesliereid@hotmail.com

Parent Company: []

Bill To Client: []

Account: [] CorpID: [] Language: []

- F4/Exit back to the Cashier/Provider Master screen

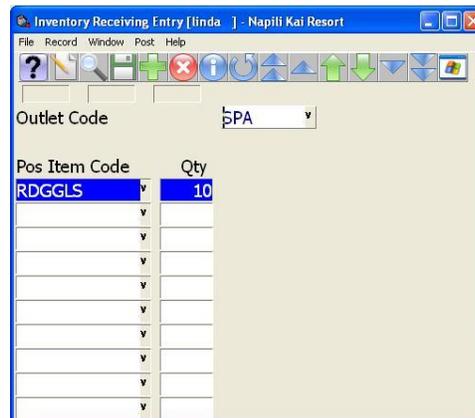
3 Inventory Maintenance

3.1 Inventory Receiving Entry

Once the user has entered items into Item Maintenance (see section 2.2), the items must be set as available and in stock. (To view a list of all POS items go to: **Retail POS Maintenance** – Item Maintenance – File – Print All).

The first step is to do an Inventory Receiving Entry for the item to receive all items as they are shipped to your outlet

Retail POS Maintenance – Entry – Inventory Receiving Entry



- F8/Lookup to select the Outlet, then the POS Item Code.
- Enter the quantity received under the Qty field

The next step is to post these items. It is very important that your cursor be on the “Outlet Code” field when you do this (not on the individual POS item). If you have successfully posted then the item(s) will disappear from this list.

Retail POS Maintenance – Entry – Inventory Receiving Entry – Post – Post

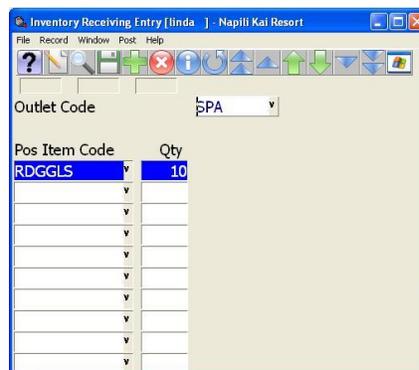
3.2 Physical Inventory Entry

A Physical Inventory Entry will allow the user to enter the quantity physically counted in a location, for instance when doing a weekly stock count of what is on the shelves.

For the first input of stock use this option to reflect the actual received amount on hand. After that use this option to reflect the on hand value after a physical inventory count

Retail POS Maintenance – Entry – Physical Inventory Entry

- F8/Lookup to select the Outlet, then the POS Item Code.



- Enter the quantity that was counted under the “Qty” field (if this item was just received both the Inventory Receiving Entry and the Physical Inventory Entry quantities should match).

- The next step is to post these items. It is very important that your cursor be on the “Outlet Code” field when you do this (not on the individual POS item).

Retail POS Maintenance – Entry – Physical Inventory Entry – Post – Post all items entered

- F4/Exit from this screen. If you have successfully posted then the item(s) will disappear from this list.

3.3 Reorder Entry

The **Reorder Entry Screen** will allow you to specify the desired Minimum on Hand (i.e. Par Stock) and Reorder Point for this item. Note that if the Reorder Point field will flag in red if the amount specified is less than the Minimum on Hand.

Retail POS Maintenance – Entry – Reorder Entry

Pos Item	Qty	Minimum OnHand	Reorder	Clerk	Last Date/Time
HSBODY	24	6	18	ANA	06/13/2006 03:23pm
HSCOND	21	6	18	ANA	06/13/2006 03:16pm
HSLOTION	13	6	18	NWIND	08/17/2006 04:37pm
HSSHAMP	18	6	18	ANA	06/13/2006 03:16pm
LAVMASSLTN	7	6	18	ANA	06/14/2006 04:19pm
LAVMASSOIL	9	6	10	NWIND	08/17/2006 04:59pm
LOOFAH	18	10	10	NWIND	08/17/2006 05:00pm
OPINAIL	12	12	12	NWIND	08/17/2006 05:32pm
RDGGLS	14	3	7	LINDA	11/08/2006 11:45am

3.4 Movement Purge

Movement Purge: Purges inventory movement for anything older than the specified date

Purge older than date

3.5 History Purge

History Purge: Purges sales history for anything that is older than the specified date



4 Receipt Print Configuration

4.1 Receipt Markers

Please refer to Appendix 6.4 and 6.5

Markers can have modifiers, for example `<item_code.s5>` will only print out the first 5 characters of the item code. Note that `<pos_quantity.s2>` will only print the first two characters, which will trim off the 3rd, 4th, etc. digits.

Markers can also be in the format `<fN>` where N is the `pos_font_number` from the `psrcptfont` table. For example `<f3>Hotels R Us`. There can be fonts from `f0` to `f99`. The `pos_font_height` and `pos_font_width` from the `psrcptfont` table are used to select the font from windows. Note that the first font in the "Font Info List Maintenance" is always `<f0>`, even if the line number is 10. Then each font in the list is number, from `<f0>` to `<f99>`.

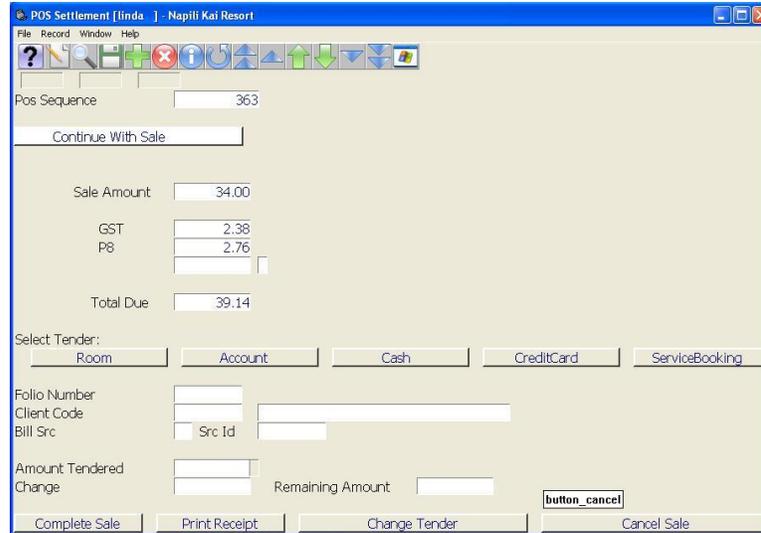
4.2 Font Size

For the Epson TM-T88III printer:

- FontB11 is the smallest font
- FontA11 is also a small font
- FontB12 is the same width as FontB11, but twice as tall
- FontA12 is the same width as FontA11, but twice as tall
- FontB21 is the next larger font
- FontA21 is larger than FontB21
- FontB22 and FontA22 are double height as 21
- FontA24 *do not use*
- FontB24 is triple height to FontB21
- FontB42 and FontA42 are very large fonts

Standard Fonts (order of size smallest to largest):

Font B11	<F0>
Font A11	<F1>
Font B21	<F2>
Font A21	<F3>
Font B42	<F4>
Font A42	<F5>



5.1 Posting to a Guest Room

In this example, we will select a Room tender as the payment type:



- From the Folio lookup screen, you may search for any *Inhouse* guest reservation
- Highlight and enter on the reservation you want to select
- Select “Complete Sale and Print Receipt”. The POS charges will now post to the guest’s Front Desk Reservation folio. This completes the transaction and a yellow “P” next to the Amount Tendered field indicates that the charge has been posted.
- F4/Exit or press the “Exit” key back to the POS Outlets Screen

5.2 Posting to an A/R Account

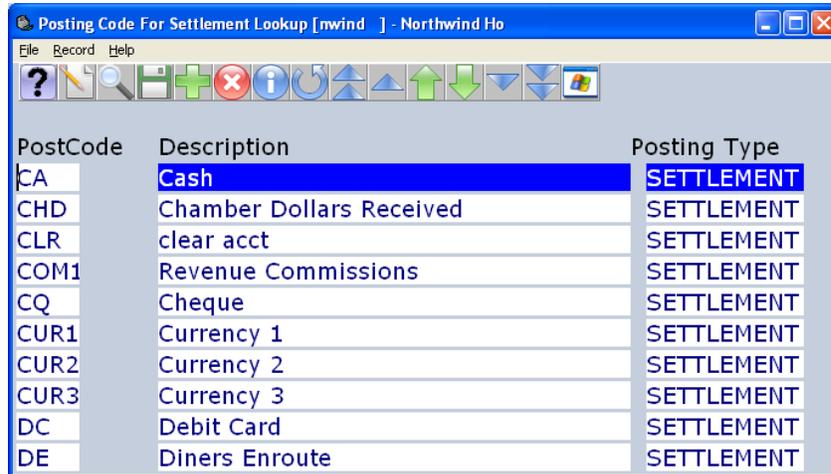
In this example, we will select Account tender as the payment type:

- From the Folio Lookup Screen, you may search for any valid A/R Account
- Highlight and enter on the account you want to select
- Select “Complete Sale and Print Receipt”. The POS charges will now post to the selected A/R Account. This completes the transaction and a yellow “P” next to the Amount Tendered field indicates that the charge has been posted.
- F4/Exit or press the “Exit” key back to the POS Outlets Screen

5.3 Posting Cash Settlements

In this example, we will select Cash tender as the payment type:

- The Posting Code for Settlement Lookup screen displays all settlement types, including cash, foreign currency, coupons, and cheques (checks).
- Select the settlement posting code that corresponds to cash, and press enter (the user may select any user-defined settlement code, including credit cards, from this screen).



- Your cursor will now be in the “Amount Tendered” field on the POS Settlement screen. You may enter the total received in order to make change.
- Select “Complete Sale and Print Receipt”. The POS charges will now post to the default POS account. This completes the transaction and a yellow “P” next to the Amount Tendered field indicates that the charge has been posted.
- F4/Exit or press the “Exit” key back to the POS Outlets Screen

5.4 Posting Credit Card Settlements

The first screen to display will prompt the user to “Swipe Card Now”. Alternatively, the user may F4 to key in the credit card information manually.



- The “Name on Card” field should be over-keyed automatically to display the correct credit card name (it will default to the POS default account).



- Select “Complete Sale and Print Receipt”. The POS charges will now post to the default POS account. This completes the transaction and a yellow “P” next to the Amount Tendered field indicates that the charge has been posted.
- F4/Exit or press the “Exit” key back to the POS Outlets Screen

5.5 Posting to a Service Booking

From the Service Folio Booking Lookup screen, the user may search for a Service Booking by participant name or by booking number. User can only select a Service Booking that is scheduled for today.

- Highlight the booking you wish to select from the search results and press enter

Participant	GstStm.	SvcTyp	Service	Folio#	BK#	SvcGrp#
Yuristy, Ana	08:00am	bdypkg	divwrap		866	
Yuristy, Ana	09:55am	bdypkg	divwrap		873	

- Select “Complete Sale and Print Receipt”. The POS charges will now post to the selected service booking folio. This completes the transaction and a yellow “P” next to the Amount Tendered field indicates that the charge has been posted.
- F4/Exit or press the “Exit” key back to the POS Outlets Screen.

5.6 Posting from a Service Booking

POS Entries may also be launched directly from a Service Booking in the Spa & Activities Management Module.

Act-Log | CheckIn | POS

Booking Number: 861 | Txt | Trace Msg | Force Rm

Svc Pkg #: | Txt

FD Res #: | # Waiting

Status: CF Reasn: C/I | C/O

Service Type: MISCAE | Miscellaneous Aesthetics | Ch?

Service: BRIDEMKP | Bride make up application

Date: 08/17/2006 | Gst Time: 11:00am To 11:55am | Room Time: 11:00am To 12:00pm

Building: QL | Northwind Hotel & Resort | Y

Service Rm/St: BLUE / 1 | Blue Room | Y

Service Provider: 28209 | Gillian | Y

FD Group#: | BT

Participant: | Frati, Karla | SGrp#

Send Confirm

Phone Number: 999-222-2222 | GRC | PRC | | (mm/yyyy) | GstT: DAY

Credit Card: | | | | | SrcBus

A/R Client Code: 25131 | Spa & Activities Master | SubSrc

Standard Fee: 45.00 | Gst Pkg: | Extra: Y

Charge Fee: 45.00 | Folio Number: 60706 | P-BY-BK#

Account Rep: NWIND | Date/Time Post

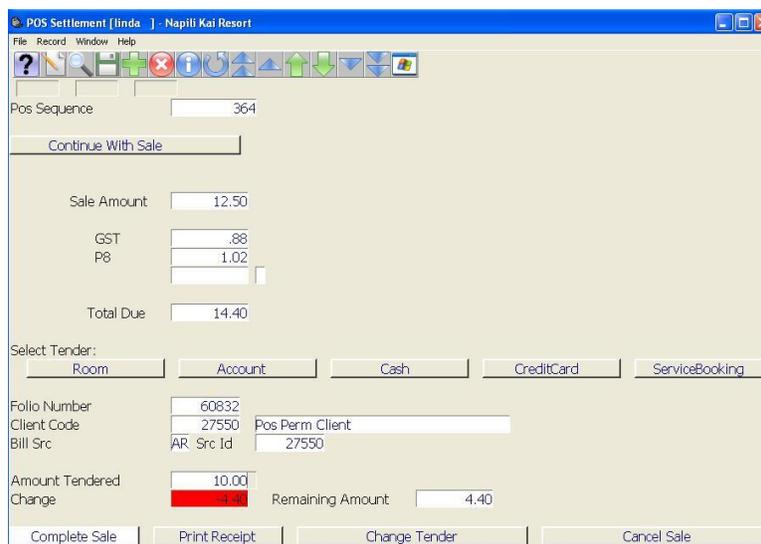
Res Clerk: NWIND | Date/Time Keyed: 08/17/2006 03:53pm

In this case, the POS charges may be posted directly to the guest's Service folio and no tender need be selected from the POS Settlement screen. The user simply selects "Complete Sale and Print Receipt" and the charges will post.

5.7 Split Payments

If the Cash or Credit Card has been selected as a payment type, the user may over-key the value in the "Amount Tendered" field – this can be greater than or less than the value of the transaction. If the Room, Account or Service Booking have been selected the user may not do a split payment. The full amount must be settled.

- Make a sale using the steps above (see section 5.3)
- Select the first tender method, and enter the amount in the "Amount Tendered" field

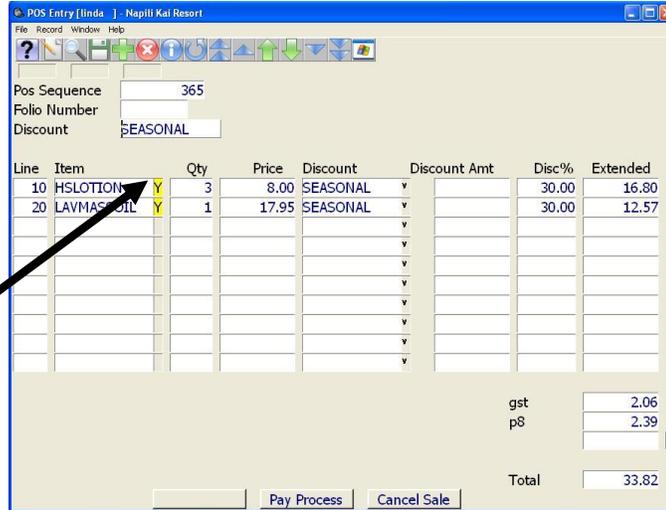


- The "Change" field will highlight in red and the "Remaining Amount" field will display the remaining balance due
- Select the second tender method, then select "Complete Sale and Print Receipt"

5.8 Making Change

The system will calculate the change due for cash transactions for the user.

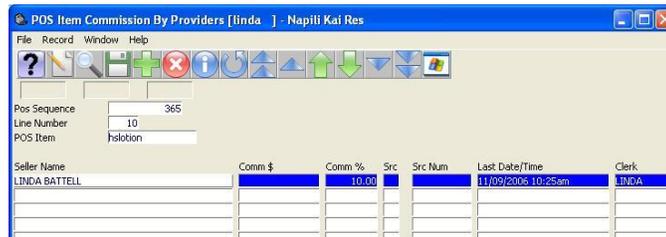
- Make a sale using the steps above (see section 5.3).
- From the POS Settlement screen, choose Cash tender and enter the total amount received in the "Amount Tendered" field. Maestro will display the change due in the "Change" field.
- Select "Complete Sale and Print Receipt" .



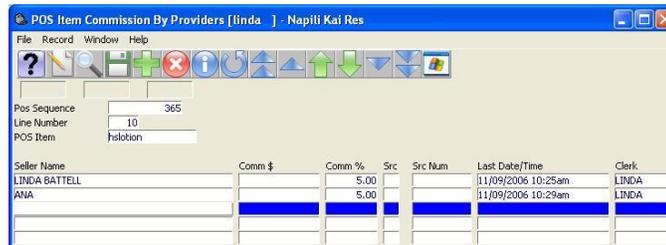
5.11 The POS Entry Screen: Commissions

The Yellow “Y” between the Item and Quantity fields indicates that this item is commissionable.

- F5/Drilldown on this field to the POS Item Commission by Provider(s) screen
- F8/Lookup on the Seller Name field will allow the user to select the recipient of the commission for this item



The commission may be split between multiple sellers/providers, as long as the total commission does not exceed that which has been configured in POS Maintenance for this item.



5.12 POS Queries

Retail POS Menu – Query – Inventory Query

The **Inventory Query** gives the user access to all on hand items by outlet, as well as the minimum on hand and minimum to reorder levels (which are user-configurable in POS Maintenance).

Outlet	Item	On Hand	Mini OnH	Mini ToR	Clerk	Last Date/Time
SPA	HSLOTION	12	6	18	NWIND	08/17/2006 04:37pm
SPA	HSSHAMP	18	6	18	ANA	06/13/2006 03:16pm
SPA	LAVMASSLTN	7	6	18	ANA	06/14/2006 04:19pm
SPA	LAVMASSOIL	9	6	10	NWIND	08/17/2006 04:59pm
SPA	LOOFAH	13	10	10	NWIND	08/17/2006 05:00pm
SPA	OPINAIL	12	12	12	NWIND	08/17/2006 05:32pm
SPA	RDGGLS	12	3	7	LINDA	11/08/2006 11:45am
WINESHOI	CHARDMUSQ02	32	12	24	ANA	06/14/2006 02:02pm
WINESHOI	PINOTNOIR	48	12	24	ANA	06/14/2006 02:02pm
WINESHOI	RIESLING DRY	128	12	24	ANA	06/14/2006 02:02pm

Window – Movement displays the items that were sold (SOLD), physically counted (PHYS) or received (REC) for the record you have highlighted.



Mov Date	Line	Type	Qty	Clerk Code
11/08/2006 11:43am	1	REC	10	LINDA
11/08/2006 11:46am	1	PHY		LINDA
11/08/2006 05:10pm	1	REC	13	LINDA
11/08/2006 05:17pm	1	PHY		LINDA
11/09/2006 09:43am	1	SOLD	-2	LINDA

Retail POS Menu – Query – History Query

The POS **History Query** gives the user access to historical sales transaction details.

The results may be filtered by a specific date range, outlet, POS sequence number, or clerk code, or may be left blank to see all results.

Start	08/01/2006 12:00am
End	08/15/2006 12:00am
Outlet Code	SPA
Pos Sequence	
Clerk Code	
START QUERY	

- F5/Drill down on the POS Sequence field will allow the user to view charge details (items sold)

- F5/Drill down on the Folio Number field will allow the user to view payment details (the folio)

Pos Seq	Folio No	History Date	Clerk	Outlet	Status
355	60779	11/06/2006 02:02pm	LINDA	SPA	Complete
356	60828	11/08/2006 11:16am	LINDA	SPA	Complete
357		11/08/2006 11:20am	LINDA	SPA	Cancelled
358	60779	11/08/2006 11:22am	LINDA	SPA	Complete
359	60829	11/08/2006 11:24am	LINDA	SPA	Complete
360		11/08/2006 11:26am	LINDA	SPA	Cancelled
361		11/08/2006 11:28am	LINDA	SPA	Cancelled
362		11/08/2006 11:53am	LINDA	SPA	Cancelled
363	60779	11/09/2006 09:27am	LINDA	SPA	Complete
364	60832	11/09/2006 09:46am	LINDA	SPA	Complete

Retail POS Menu – Query – Price Lookup

The POS Price Lookup will allow the user to view the selling price for a particular item

- F8/Lookup in the POS Item Code field will allow the user to select the item from a list.

Qty	Price
1	15.00
2	13.00
3	10.00
99	10.00

- This screen is read as follows: 1 for \$15.00, 2 for \$13.00 each, 3 for \$10.00 each and 4 – 99 for \$10.00 each.

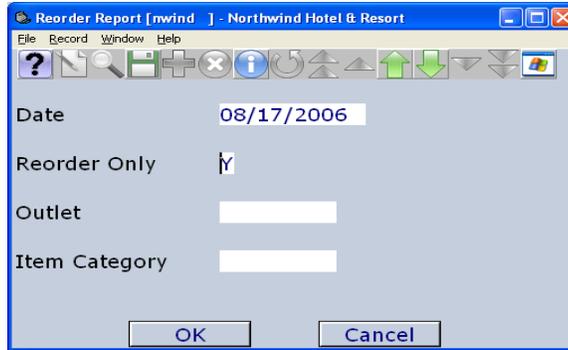
5.13 POS Reports

Retail POS Menu - Reports – Session Report

This report is reserved for future development

Retail POS Menu - Reports – Reorder Report

The **Reorder Report** can be run for only those items that require reordering (Y in “Reorder Only” field) or all items (N). It can also be run for a particular outlet, item category, or blank for all.



The report will print out the information that displays on the Inventory Query screen.

```

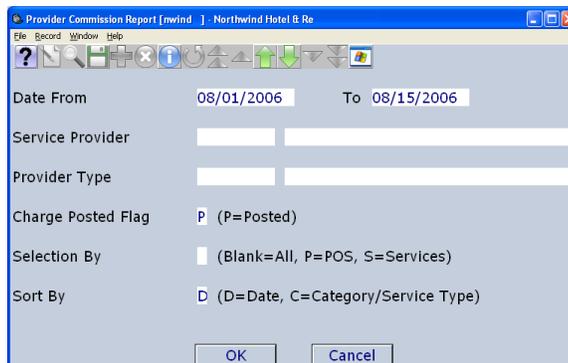
File Edit Format View Help
11/09/2006 10:51am PS1400 Napili Kai Resort Page 1
Reorder Report
Date: 11/09/2006
Reorder Only: Y
Outlet: ALL
Item Category: ALL

Outlet Item Category Item Quantity On Hand Minimum OnHand Reorder Quantity LastReceived
SPA SPA LAVMASSOIL 3 6 10
SPA SPA LOOFAH 2 10 10
SPA SPA RDGGLS 1 3 7

end of report
  
```

Retail POS Menu - Reports – Provider Commission Report

The **Commission Report** can be run for a range of dates, by a single seller/provider or seller/provider type.



This report gives the item commission details and totals for the selected date range.

6 Appendix

6.1 Glossary

Movement: Tracking each individual transaction that changes the on hand quantity.

Physical: Physically counting the inventory in an outlet.

History: Details of what was sold, which items, what quantities, what discount, and for what outlet.

6.2 Program Names

Program	Title	File
ps0100mn	Item Maintenance	psitem
ps0200mn	Tax Calc Maintenance	pstaxcalc
ps0300mn	Discount Maintenance	psdiscount
ps0400mn	Tax Type Maintenance	pstaxtype
ps0500mn	Outlet Maintenance	psoutlet
ps0600mn	Physical Inventory Entry	psphysical
ps0800mn	Receipt Header Text Maintenance	psrcpthead
ps0900mn	Receipt Trailer Text Maintenance	psrcptrlr
ps1200mn	Movement Purge	
ps1300mn	History Purge	
ps1400mn	Receipt Detail Text Maintenance	psrcptdet
ps1500mn	Receipt Detail Discount Text Maintenance	psrcptdtd
ps1600mn	Config Maintenance	psconf
ps1700mn	Item Category Maintenance	psitemcat
ps1800mn	Receipt Font Info Maintenance	psrcptfont
ps1900mn	Inventory Receiving Entry	psrecving
ps0700	Inventory Query	psinvent
ps0710	Inventory Query	psmovement
ps1000	POS Entry	
ps1010	POS Entry	pshist_i
ps1020	POS Entry	
ps1030	Folio Lookup	
ps1100	Session Report	
ps1200	History Query	

Program	Title	File
ps1210	POS History Query	pshist_h
ps1220	POS History Query	pshist_i
ps1300	Price Lookup	psitempric

6.3 POS Receipt Print Markers

<pos_sequence>	pshist_h.pos_sequence
<history_date>	pshist_h.history_date
<pos_session_id>	pshist_h.pos_session_id
<property_code>	common_link.property_code
<pos_outlet_code>	pshist_h.pos_outlet_code
<clerk_code>	pshist_h.clerk_code
<pos_discount_code>	pshist_h.pos_discount_code
<pos_discount_amount>	pshist_h.pos_discount_amount
<pos_discount_percent>	pshist_h.pos_discount_percent
<pos_tax_type_1>	screen.pos_tax_type[0]
<pos_tax_amount_1>	screen.pos_tax_amount[0]
<pos_tax_type_2>	screen.pos_tax_type[1]
<pos_tax_amount_2>	screen.pos_tax_amount[1]
<pos_tax_type_3>	screen.pos_tax_type[2]
<pos_tax_amount_3>	screen.pos_tax_amount[2]
<pos_total_amount>	screen.pos_total_amount
<total_before_discount>	pos_tot_amount_before_di
<total_before_tax>	pos_tot_amount_before_tax
<amount_tendered>	screen.cash_tendered
<change>	screen.change
<pos_item_code>	pshist_i.pos_item_code
<pos_quantity>	pshist_i.pos_quantity
<pos_price>	pshist_i.pos_price
<pos_discount_code_detail>	pshist_i.pos_discount_code
<pos_discount_amount_detail>	pshist_i.pos_discount_amount
<pos_discount_percent_detail>	pshist_i.pos_discount_percent
<pos_extended_amount>	pos_extended_amount
<pos_extended_amount_after_discount>	pos_extended_amount_disc
<pos_extended_discount_only>	pos_extended_disc_only
<folio_number>	pshist_h.folio_number
<item_description>	psitem.description
	psdiscount.description <discount_description>
<pssc_info.credit_card_expiry_month>	
<pssc_info.credit_card_expiry_year>	
<pssc_info.card_type>	
<pssc_info.card_name>	
<pssc_info.credit_card_number>	
<pssc_info.authorization_number>	
<pssc_info.name_on_credit_card>	
<pssc_info.short_card_number>	

6.4 Standard Markers

<c>	continue on next line
	blank line
.mrk	to trim description
.tr	trim right

.tl trim left
.n1 no left zero fill
.n6 no blank when zero
.ua upper case all
.tn trim numeric
.b blank when zero
.l left zero fill
.u upper case
.p**nnn** position (e.g. .s43 for position # 43 characters over/43rd character)
.s**nnn** size
.c**nnn** center
.+**nnn** add
-**nnn** subtract
.y1 year date format 1
.y2 year date format 2
.m1 month date format 1
.m2 month date format 2
.m3 month date format 3
.d1 day date format 1
.d2 day date format 2
.d3 day date format 3