

Wanda POS



User's Guide





Wanda POS







User's Guide

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4.

User's Guide Authorization Memorandum



I have carefully assessed the User's Guide for Wanda POS. This document has been completed in accordance with the appropriate requirements.

MANAGEMENT CERTIFICATION - please check the appropriate statement

_____ The document is accepted

_____ The document is accepted pending the changes noted

_____ The document is not accepted

Х

Redhuan D. Oon Project Guru Х

Dr. Ing Stanley Mungwe Project Leader / Manager

Revision sheet

Release No.	Date	Revision Description
Rev. 0	Wednesday, September 17, 2014	User's manual template and checklist
Rev. 1	Sunday, September 22, 2014	First complete User's Guide in .docx format
Rev. 2	Monday, September 23, 2014	Cover page added. Pending approval.
Rev. 3	Friday, October 17, 2014	First release

System requirements

Minimum system requirements

Java Runtime Environment [JRE1.6]

Recommended requirements

Java Runtime Environment [JRE 1.8 or higher]

iDempiere

POS Integration Plugin for iDempiere

Downloading the Software

Just in case you don't have the software yet and want to download it.

Visit the Wanda POS source forge page by clicking on the link below.

Wanda POS Source forge page

Or download directly by clicking on the download link below.

Click to download Wanda POS

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1.GENERAL INFORMATION

a. System Overview

Wanda POS is a Point of Sale. It keeps track of all cash coming into or going out of a business by monitoring purchase of supplies and raw materials and sales of finished products. This system is extensible and suitable for all sorts of businesses, be them restaurants, stores, malls or supermarkets. It can be configured to meet the particular needs of the business in question.

b. Product References

Reference	Description	Link
Wanda POS Support	For users who seek support on	http://wandaapos.com/support.html
	certain issues concerning	
	Wanda POS	
Wanda POS Download	Link to download the latest	http://sourceforge.net/projects/wan
	version of Wanda POS	daposdapos/files/latest/download?so
		<u>urce=files</u>
Wanda POS Developers	For developers who are	http://wiki.idempiere.org/Cm:Camer
Support	interested in working on	oon
	Wanda POS	
Support Libraries for Wanda	For other libraries needed for	http://sourceforge.net/projects/wan
POS	smooth operation of Wanda	daposdapos/files/
	POS	
Wanda POS Site	For users who want to visit the	http://www.wandaapos.com
	Wanda POS website	
Wanda POS wiki	For those who want to meet	http://sourceforge.net/p/wandaposd
	the real gurus behind the	apos/wiki/Home/
	success of Wanda POS	

c. Authorized Use Permission

Wanda POS is a free and open source project. It is governed by the GNU Public license. As such, anybody is free to copy any part or all of the code and modify as they please. However, whatever development made as such must be uploaded and made open source for the world to benefit from.

d. Points of Contact

i. Help Desk

Contact Name	Contact Type	Department	Telephone	E-mail/Web
Redhuan D. Oon	Project guru	ERP Systems	76781554	red1@red1.org

Dr. Stanley	Project leader	Medical Surgery	79910862	sales@itkamer.com
Mungwe				
Eyog Yvon	Developer &	Software	72469067	grandeyl@gmail.com
Leonce	Tester	Engineering		
Tatioti	Developer &	Software	70043657	tatiotir@itkamer.com
Mbogning Raoul	Project Manager	Engineering		
Sondi Michael	Developer &	Networks	76724430	mikaelsondi@gmail.com
Raphael	Support	Engineering		
Fonyuy Taryuni	Developer,	Software	77952965	Isidore@itkamer.com
Isidore	Support &	Engineering		
	Documentation			

ii. Coordination

This is a point of sale. Hence, Wanda POS alone cannot perform any accounting operations. To get this ability to perform various accounting tasks such as tracking profits and losses and providing business/managerial advice and predictions. Wanda POS works hand-in-glove with iDempiere. IDempiere is an ERP system which Wanda POS uses to be able to perform accounting operations.

e.	Acronyn	is and	Abbr	reviations	
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Abbreviation / Acronym	Meaning
POS – Point Of Sale	Software system that tracks all inflow and outflow
	of cash, how the cash moves, by whom, where,
	when etc.
ERP – Enterprise Resource Planning	Planning all financial resources well ahead of time.
	Takes care of all financial calculations, predictions
	based on present data and does all the accounting.
FOSS – Free and Open Source Software	Software that you can obtain free of charge and
	also have unlimited access to its source code.
	Governed by the GNU public license. E.g.
	iDempiere, OpenBravo POS, Wanda POS, VLC etc.

f. Document Conventions

Convention	Explanation
Bold	Buttons and links that appear the same as shown
	in the demo
[This is a comment] Any text that appears within square bracket	
	aside, a comment or an explanation of the
	preceding concept.

	This is the font for all new chapters.
New chapter	
	This is a main heading.
Main heading	
	This is a sub-heading.
Sub – heading	
	This is an example.
Example	
Aside	This is an aside.

g. Buttons and Icons

Button Name	Button Display	Button Usage
Asterisk Plus		Use these to perform special operations on the currently open ticket
Equal	* 0 = _	
Minus		
OK	Cancel OK	used to effect it.
CE Attributes	CE	CE is used to clear a text field for new input. Attributes is used to display the properties of an item.
Edit Search		Edit pops up a window for edit. Search opens a filter window.
Execute Reset	Execute CReset	Execute displays items that fulfill the specified conditions. Reset enforces default values.
Exit Logout	Eit Cogout	Exit closes your session. Logout brings you back to the welcome screen.
NO, Yes Save	No Yes E	No denies an option. Yes accepts it. Save saves changes.
Print	a -	Print instructs the printer to print the current receipt.
Refund	Refund Li	Refund opens the refund window. Refund one refunds one unit of an item, refund line refunds all
	Refund All Refund One	units, refund all refunds all items.
Remove New Sale Drop Sale		Remove drops an item from a ticket. New sale starts a new entry. Drop sale discards the current ticket from the ticket display.
Customers New Customer		Displays a customer list filter. New customer adds a new customer
Take all		Used to split a bill, transfering items from one part
Take one Send one		to the other. Take all moves all units from right to
Send all		Send one moves one unit from left to right, Send all
Calculator	12345	Use calculator buttons to specify the number of units of a particular item you want

	6 7 8 9 . 0 .
Others	

h. Wanda Documentation

The documentation of Wanda POS comprises the documents listed below

- Wanda POS Installation Guide
- Wanda POS User's Guide
- Wanda POS Administrator's Guide
- Wanda POS Implementer's Guide
- Wanda POS Quick Start Guide

2.GETTING STARTED

Logging On

When you launch Wanda POS for the first time you will receive a message prompting you to create a database. Just click on Yes and let the software handle the database creation.



With subsequent launches your screen will be similar to the one shown below.

W Wanda POS - 1.0							_ 🗆 🗙	
16-10-2014 20:04	:07		Wanda POS - Afr	ica's Gift to the World	d		IT-Kamer	
WandaPos is fires softw	WandaPos is the software found and or modify funder the terms of the GAU General Public Lionse as published by the free Software Foundation, either version 3 of the License, or (d) your option) any later version.							
MERCHANTABILIT	Y or FITNESS FOR AI	PARTICULAR PURPOS	E. See the GNU Gen	eral Public License for mor	re details.			
You should	have received a copy	of the GNU General Pu http://www.gnu.or	blic License along wi g/licenses/	th uniCenta oPOS. If not, se	ee			
N	0	O	0					
a a a a a a a a a a a a a a a a a a a	(in)	<u>(1)</u>	114					
Administrator	Employee	Guest	Manager					
	Est							
22/-PC-General								

User Access Levels

There are four types of users who have different access levels.

- **Guest:** Any user in this category is able to place an order by raising a new ticket.
- Employee: Added to the abilities of a Guest user, any user in this category is able to Edit sales and make/record payments. They can also change their password.
- Manager: Added to the abilities of an Employee, any user in this category is able to manage customers, close cash, view closed cash, manage stock and manage sales.
- Administrator: Added to the abilities of a Manager, any user in this category is able to do maintenance, configurations and printer settings.

NB: When you log in your information is displayed on the bottom right corner of the screen

Changing User ID and Password

To change passwords a user must login to their account. On the system panel [left side of the screen],

click on Change Password

Exit System

Click on	^{ut} to get back to th	ne welcome screen. It's in the System panel on the left side of the
screen. Click on	Exit	to exit the system. It's at the bottom right corner of the window.

3.USING THE SYSTEM

Quick Tour



Vertical

Horizontal Menu



NB: This user guide will be approached from a user access level perspective. i.e. For any feature or functionality under demonstration, we illustrate using a user with the minimum access levels required.

Placing an order

To make an order you either use an existing ticket (layaway) or start a new sale.

While placing an order, if you have any doubts as to what particular item you are picking, select the item

on your ticket and click on the Attributes button on the Vertical Menu. If the item comes in different types or flavors they are displayed in a pop-up window for you to specify exactly which one you want.

Using an existing ticket

To place an order using an existing ticket click on the layaways button in the horizontal menu. A new dialogue box pops up showing a list of all recent tickets. Click on the ticket you want to use.

Example: Using an existing ticket to place an order

										Tickets		×
	H	Ô	R	Layaways	button		%	4			(10:00 362)	
Item Kwacoco	Price \$1,0	Units Ta x2	axes 0%	Value \$2,000.00		C	E	*	-		(10:00 920)	
Garri & Eru	\$1,0	x5	0%	\$5,000.00		1	2	3	a		(10:01 536)	
Achu	\$1,0	x3	0%	\$3,000.00		4	5	6			(10:01 465)	
Kati-Kati & Fufu	\$1,0	x2	0%	\$2,000.00		7	8	9	_		(00.28 624)	
(09:28 624) Subtot	al	Taxes		- Total				•			(03.20 024)	•
\$12,000	.00	\$0.00		\$12,000.00								Exit

Starting a new ticket

Most of the time, you'll have to start your own ticket. To do this, follow the steps shown below.

- a. Click on the **New Sale** button [third button from the right of the horizontal menu]. The Ticket Display area is cleared out for you to start your order.
- b. Click on the category to which your item belongs [the item you want to add to your order]. All items in this category are displayed in the Item Display area.
- c. Click on a number on the calculator. [the number of items you want]
- d. Then click on the particular item you want to order.
- e. Repeat (b.), (c.) and (d.) until you've added everything you need unto your ticket.

NB: If you mistakenly order too much of a particular item and you want to make changes to it, call an employee to help [If you have just a guest account it might be hard for you to edit an item on the ticket. That's why you need help]

Example, starting a new ticket

Let's order 3 boosters. Booster is a drink. So we'll click on the *drinks* category to display all drinks. We'll click on 3 in the Calculator and select booster from the Items Display Area.



Adding ID to your ticket

NB: this applies only to people with customer accounts. If you are a regular (and trust worthy) customer, it is very likely that you'll be given a customer account.

After placing your order you may want to add identification to your ticket. To do this,

- a. Click on the **Show Customers** [first icon on the horizontal menu, to the right of the Time Display]. A customers list pops up.
- b. Enter your Tax ID, Search key or Name. [**NB**: it is case sensitive e.g. if your name is Stephanie and you write Stephanie instead, it won't work]
- c. Click on Execute. A list of all customer accounts with the same filter options is displayed.
- d. Select your name from the list and click. Your name is added to your ticket [to the left of the timestamp in the Time Display]

III Customer List				W Wanda POS - 1.0		- 🗆 ×
Customer Elst			~	16-10-2014 22:39:52	Wanda POS - Africa's Gift to the World	Kamer
Account ID	CE			Register 🛞		
Search Key			- 1	Sales	tem Price Units Taxes Value	-
Postal	7.8	80 9%		Edit Sales		_
Name	2 110		_	Payments	spag sanad \$700 xb 0% \$4,200.00	
	A G H	51 61		Close Cash	Barbecue \$1,0 x2 0% \$2,000.00	
Telephone Number			_		Booster \$700 x3 0% \$2,100.00	
Email Address	1	28 38		Administration		=
				Customers	= IZZY - (10:35 Subtotal Taxes Total 🔊 🔍 🔹	
Reset Execute				Stock	\$11,100.00 \$0.00 \$11,100.00	
IZZY				Sales	THE AFAST Break Fast	-
Pauline				Procence Manage	E Category Standard	
Stephanie				C. Presence munuge	Spagnett	
				Utilities 🛞	Dessert	
				Tools	Drinks	
			_	System 🛞	Food	
				Change Password		
S Cancel OK				Configuration	v	-
				IZZY-PC - General	Admi	nistrator

Searching for a particular item in stock

To search for a particular item to add to your ticket proceed as shown below.

- a. Click on the **Search** button on the Vertical Menu. A product list pops up.
- b. You can search for an item by Barcode, Name, Category, Buy Price or Sell Price. Put in the search conditions you want.
- c. Once you're done click on Execute. A list of all items which fulfill your conditions will be displayed.
- d. From the list select the item you want. Use the Calculator to specify the quantity you want.
- e. Click on to add the item to your ticket.

OR [for more experienced user and/or customers]

- a. Click on the rectangular text box below the calculator.
- b. Enter the Barcode for the particular item you are searching for.
- c. Click on the Barcode icon to add the item to your ticket.

Example, searching for a particular item.

Let's search for all items sold for \$1000 or less and whose names have a c in it. Let's say the item that's the first to 'pass our test' we'll buy 2.

- a. Click on the Search Icon to display the product list. In the text field labeled **Name**, type in the letter **c**.
- b. Click on the drop down menu labeled Sell price. Select Less or equals from the drop down list.
- c. In the text field to the right of it, type in the amount **1000**.
- d. Click on <u>Execute</u> to display all items that fulfill the specified conditions.
- e. Select the first item on the list displayed and click . The item is added to your ticket.

- f. Click on the edit button 🦾 on the Vertical Menu beside the Calculator. An Edit line pops up.
- g. Use the buttons on the Calculator to specify the quantity you want. In case you make any mistake click on CE and specify the quantity to want.
- ОК
- h. When you are done click on to effect the changes you've made.

Making changes to items on your ticket

Every now and then you'll make a mistake. It's very easy to correct this.

- a. Click on the item you want to Edit, and then click on the Edit button on the Vertical Menu. An edit screen pops up.
- b. Use the Calculator to make the necessary corrections on the quantity you want to order.
- c. In case you still make a mistake while on this screen click on the Calculator and enter a new value for the quantity.
- d. Once you are done click on to effect the changes.

Example: making changes to items on your ticket

You might accidentally add 20 boosters to your ticket instead of the 2 you intended. This is how to correct it.

- a. Click on the Edit button 🖉 on the Vertical Menu.
- b. Use the Calculator on the Edit Screen that pops up to make the necessary changes. Click on
 on the Calculator, and then click on to effect the changes. The quantity of booster on your ticket now changes from 20 to 2.
- c. Repeat the process for each item you want to edit.

NB: for ease of use a few extra buttons are provided on the Vertical Menu. These include the UP and DOWN Arrows for switching between items on your ticket, an Attributes icon is to show you

the properties, picture and description of the selected item, an Edit icon 🖉 to change to quantity of a

particular item on your ticket and a Search icon Less to search for a particular item or set of items to select from.

NB: So far we have been using the system as a Guest user would. A guest user has everything (s)he needs to make an order. However, only some with Employee access $\frac{*1}{2}$ can print a receipt or delete an existing receipt.

Different types of users have access to different levels of information on the system. Only the 'chief'Administr ator has access to everything. (S)He can create other Administrators and limit their access as (s)he wishes.

Removing an item from your ticket

To remove an item from your ticket

- a. Click on the item you want to remove
- b. Click on the Remove button _____ to drop the item

Example: Removing an item from your ticket

Let's say we ordered 1 Top, 3 Champagnes and 2 Boosters. We decide we don't to drink Champagne anymore. We want to remove it from the ticket.

- a. Click on Champagne [in the Ticket Display section of your window]
- b. Click on the Remove button to drop it.

Item	Price	Units	Taxes	Value		1	Item	Price	Units	Taxes		Value	
top	\$500.00	x1	0%	\$500.00	^		top	\$500.00	x	1	0%	\$500.00	-
champagne	\$3,000.00	x3	0%	\$9,000.00)		booster	\$800.00	i x	2	0%	\$1,600.00	
booster	\$800.00	x2	0%	\$1,600.00	D								
					-								•

Before Removing

After Removing

Splitting a bill

You may want to pay part of another person's bill OR someone may make the offer to pay part of your bill. It is possible with the Split Bill feature. Proceed as follows

- a. After placing items of the ticket click on the Split Bill button [pair of scissors second button from the left on the Horizontal Menu]
- b. Use the buttons at the center of the pop up window to split the bill as desired
- c. Click on to effect the changes OR Cancel to Cancel.

Example: Splitting a bill

Let's say Paola orders 9 Tops, 2 Boosters, 4 Malt Ups, 3 Champagnes and 2 Whiskies. She doesn't have enough to pay and Izzy offers to settle part of the bill. Izzy is willing to pay for all the Whiskies, 1 Champagne and 2 Tops. Proceed as follows

a. Click on the Split Bill button

- b. On the right side of the pop up window click on the Customers button to display the Customer List.
- c. Use the pop up window that appears to pick the customer who will pay the other part of the bill. [in our case the Customer is Izzy].
- d. To empty the list click on the test field labeled **Name** and then click on **CE**. Do the same for all other fields.
- e. Click on Execute to display a list of all customers OR

of them, then click on

Execute

f. Search for a particular customer by entering their **Tax ID**, **Search key** or **Name** or a combination

W Customer List			×	W Customer List	×
Account ID	C	CE		Account ID CE	-
Search Key				Search Key	
Postal	7.0 7.0	8 ^v	9 ^W _{Yz}	Postal	P _x z
Name	G	51		Name IZZY	ZM
Telephone Number	41	Jî	Oö	Telephone Number	<u>Jö</u>
Email Address	1	2 ^Å	3₽	Email Address	3
Reset Execute				C Reset	
IZZY	•				•
Pauline					
Stephanie Stephanie					
Cancel V OK				Cancel	
		_	_		

- g. Select the customer's name from the list and click on . The customer whose name was selected is appended to his section of Split Bill window.
- h. Select **Whisky** from the list and click on the **Send All** button to transfer all Whiskies to Izzy's section of the bill.
- i. Select **Champagne** from Paola's section [left] and click on the **Send One** button to transfer 1 Whisky to Izzy's section [right] of the bill.
- j. Select **Top** from Paola's section and click twice on the **Send One** button to transfer 2 Tops to Izzy's section of the bill.

Split Receipt	×	Split Receipt	×
(11:14 263)	(11:14 743)	(11:14 263)	(11:14 743)
Item Price Units Taxes Value	Item Price Units Taxes Value	Item Price Units Taxes Value	Item Price Units Taxes Value
Kwacoco \$1, x2 0% \$2,000		Kwacoco \$1, x2 0% \$2,000	Achu \$1, x3 0% \$3,000
Kati-Kati & Fufu \$1, x2 0% \$2,000	<u>></u>	Garri & Eru \$1, x3 0% \$3,000	Garri & Eru \$1, x2 0% \$2,000
Achu \$1, x3 0% \$3,000		Kati-Kati & Fufu \$1, x2 0% \$2,000	
Garri & Eru \$1, x5 0% \$5,000			
v			
Subtotal \$12,000.00	Subtotal	Subtotal \$7,000.00	Subtotal \$5,000.00
Taxes \$0.00	Taxes	Taxes \$0.00	Taxes \$0.00
Total \$12,000.00	Total	Total \$7,000.00	Total \$5,000.00
	Cancel Concel		Cancel OK

k. Click on to effect the changes. The focus is shifted to Izzy's section of the bill. A customer can pay by Cash,

Card

Debt (burrow), Cheque,

Voucher, Card

Get the money

from the customer depending on

the mode of payment

selected

or get a Free

*4

- I. Selected the mode of payment [Cash Cash, Cheque, Voucher, Voucher, Voucher, Voucher, Voucher, Voucher, Voucher, Cash, Cheque, Voucher, Voucher,
- m. Once the transaction is done click on the **Print** button to print the receipt, and then click on to record the transaction.
- n. To record Paola's part of the transaction, click on the **Equal** button 📃 on the Calculator.
- o. Select the mode of payment and perform the transaction [collect the money from Paola]

Making payments

Each time an **Employee** receives money or gives out money it must be recorded. To do this proceed as follows

- a. Click on **Payments**, located on the **Main** Panel on the left side of the screen.
- b. Click on the **New** button **I** to start a new payment.
- c. Click on the drop down menu labeled **Reason** and select the appropriate option.
 - i. If you're receiving money select (in)Cash from the drop down list. OR
 - ii. If you're paying out money select (out)Cash from the drop down list.
- d. Click on the text field labeled **Total** and use the Calculator to enter the amount.
- e. Click on the **Save** button 🔳 to save.

Example: Making payments

Let's say we've just made another sale for 50000 and later we refund 5000 to the customer. We'll record this as follows.

a. Click on **Payments**, located on the **Main** Panel on the left side of the screen.

- b. Click on the **New** button **I** to start a new payment.
- c. Click on the drop down menu labeled **Reason** and select the appropriate option.
- d. From the drop down list select (in)Cash.
- e. Enter the amount [in our case it's 50000] and click on the **Save** button to save.

Payments				
	ß	*/0		
Reason	(In) Cash		▼	T
Amount			\$50,000.00	
				Save

- f. To make the refund later, click on Payments on the Main panel
- g. Click on the New button
- h. Click on the drop down menu labeled **Reason** and select the appropriate option.
- i. From the drop down list select (out)Cash.
- j. Enter the amount [in our case it's 5000] and click on the **Save** button to save.

Payments	
Reason	(Out) Cash
Amount	\$25,000.00
	Cancel

k. You can click on the Cancel button to undo the operation in case you made a wrong entry.

Printing a receipt

We print a receipt only after a transaction has been made or a sale recorded. To print a receipt, proceed as follows.

- Do all prerequisites like placing the order, making the payment and collecting the money
- Click on the **Print** button
 to the right of the Horizontal Menu.

Example: Printing a receipt

				Print			%		
Item Sallad	Price U \$700.00	nits X1	Taxes 0%	Value \$700.00		C	E	*	-
Barbecue	\$1,000.00	x1	0%	\$1,000.00		1	2	3	
Barbecue	\$1,000.00	x1	0%	\$1,000.00		4	5	6	
Sallad	\$700.00	x1	0%	\$700.00	Q	7	8	9	
Spag Sallad	\$700.00	x1	0%	\$700.00					=
(09:32 526)	Sub	total	Taxes	Total			·	•	
	\$4,80	00.00	\$0.00	\$4,800.00]				

House Keeping

Everybody makes. You may accidentally print a wrong receipt, over order OR a customer might need a refund. Don't be alarmed if any such thing happens. You can make all the necessary corrections. **Edit sales** [on the **Main** panel on the left sidebar of the screen] is where to do all such House Keeping.

17-10-2014 9:38:29	Edit Sales	Sales Wanda POS - Africa's Gift to the World									
Register			X 🖌						%	6	
Sales	K	Item Sallad	Price Ui \$700	nits 1 x1	Taxes 0%	Value \$700.00		C	E	*	-
Customer Payment		Barbecue	\$1,0	x1	0%	\$1,000.00		1	2	3	
Payments		Barbecue	\$1,0	x1	0%	\$1,000.00		4	5	6	•
Ciose Casil		Sallad	\$700	x1	0%	\$700.00		7	8	9	
Administration (8)	_	(09:32 526) S	s700	Taxes	5	Total				•	

And this is what it looks like

17-10-2014 9:40:28	Wanda POS - Africa's Gift to the World
Register Image: Constraint of the second	Search

Searching for a particular receipt

To search for the receipt you want to edit, proceed as follows

- Click on the Search button on the Horizontal Menu.
- Use the pop up window to locate the particular receipt you want to edit, then click to display all receipts that satisfy the conditions you gave above.
- Select the receipt from the list and click
- The receipt is displayed for you to see the details of the transaction. Then you can either print the receipt refund it or search for a different receipt.

Example: Searching for a particular receipt

To search for the receipt you want to edit, proceed as follows

- > Click on the **Search** button on the Horizontal Menu.
- Use the pop up window to locate the particular receipt you want to edit, and then click
 Execute to display all receipts that satisfy the conditions you gave above.
- Select the receipt from the list and click \bigcirc^{∞}
- ➢ Select the receipt from the list and click [✓] [∞].

The receipt is displayed for you to see the details of the transaction. Then you can either print the receipt refund it or search for a different receipt.

Making refunds

To make a refund you have to find the receipt you want to refund. Proceed as follows.

Search for the receipt you want to refund [search as shown above] and select the receipt.

Example: Making refunds

Let's say Stephanie ordered 3 Boosters, 6 Tops, 2 Whiskies and 4 Heinekens. She couldn't pay for all and Maurice offered to pay for 1 Whisky and 1 Heineken. Maurice falls short of cash and asks for a refund, but he wants to collect the money he spent on whisky and let Stephanie get the rest [for 1 Heineken].

> Search for the receipt you want to refund [search as shown above] and select the receipt $\frac{*5}{}$.

Click on the Refund button

- On the refund window that shows up click on the Refund All button
- Once the items are added to Ticket Display sections of your screen click on the Split Bill button

*5 After finding the receipt you either refund it or print it out.

- > Click on the **Customers** button on the right half of the new window that pops up.
- Use the various filters to find the particular customer ^{*6}/_{*} you are looking for [in our case,
 Stephanie]. Select the customer's name and click to append the name to the ticket.
- Click on Heineken and click on the Send One button to transfer it to Stephanie's section of the bill.
- Click on key select the means of refund [Cash, Cheque, Voucher, Card] and click on key select the cash to Stephanie.
- The rest of the transaction has to do with Maurice. Click on on the Calculator, select the refund medium and click on .

Let's say when Maurice walks out we realize Stephanie had been playing games and just wanted to get some of his money. She decides she wants to refund 2 Heinekens, 1 Top and all 3 Booster. This is how to go about it.

- Search for that particular receipt and open it.
- Select Heineken from the list and click on Refund One, and then click on the Plus button to add 2 Heinekens to the refund list.
- Select Top from the list and click on Refund One to add 1 Top to the refund list.
- Select **Booster** from the list and click on Refund Lime to add all 3 Boosters to the refund list.
- Now that all items all items we want to refund have been added to the refund list let's get done.

Click on the Equal button on the Calculator

Select the mode of payment and click on Click on the **Print** button button above the **Calculator** to print a receipt for the Customer [Stephanie].

Deleting a receipt

To cancel a receipt, proceed as follows.

- Select the ticket which corresponds to that receipt.
- Click on the **Delete** button which is located on the Horizontal Menu [second from the right].

<u>*6</u> Check above for details on 'how

to search for a

particular customer A dialog box pops up with the question "Are you sure you want to delete the current receipt?" Select Yes to delete or No to cancel.

Example: Deleting a receipt

Let's say we've made our order by creating a ticket, and now we want to delete it.

- Select the ticket which corresponds to that receipt.
- Click on the Delete button which is located on the Horizontal Menu [second from the right].
 - Select Yes to delete. OR
 - ✤ Select № to cancel.

Contraction	Editor message	
?	Are you sure do you want to delete the current re	eceipt?
	Yes No	

4.REPORTING

This can only be done by users with Manager and Administrator access. As such it's been left out and included in the Administrator's Guide.

Check out the Administrator's Guide for details.