Mobile Quick Reference Guides

Version 6.25

Orientation to POS

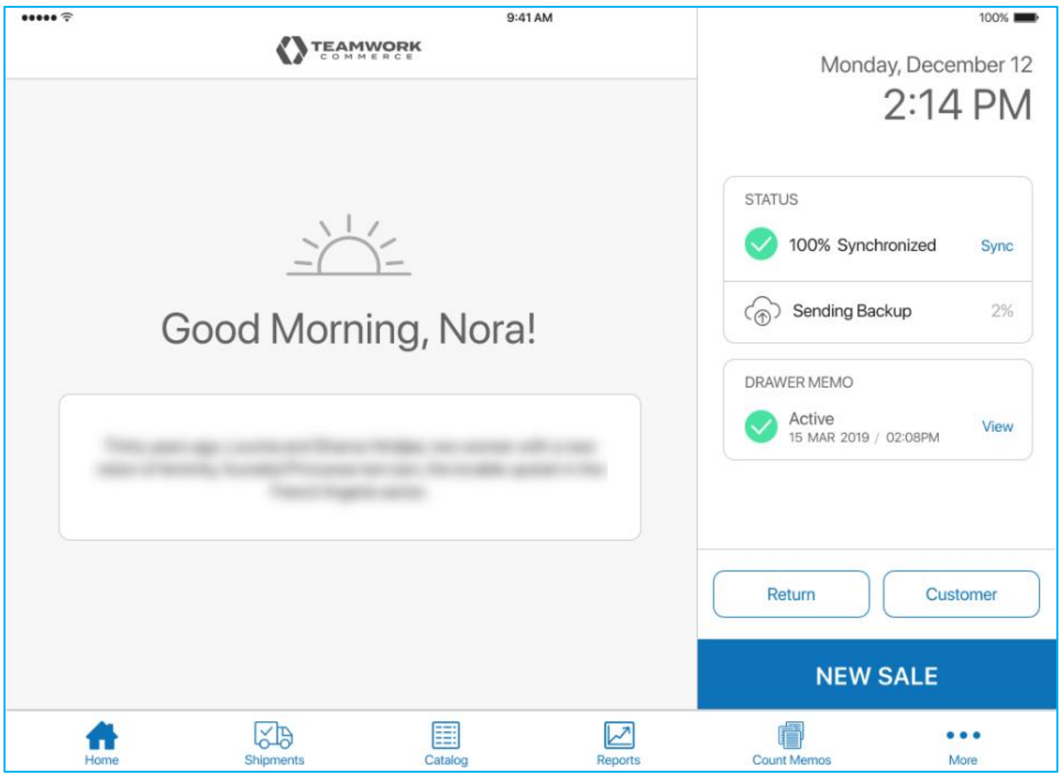
If you are running POS Pro for the first time or you have logged out, you will need to log in.

To do so, in POS Pro:

1. Find and then tap your username.
2. Enter your password and tap **Log In**.

Alternatively, you can type in your username and password in the corresponding fields and then tap **Log In**.

3. Tapping **Log In** will open the app's **Home Screen**:



To open a POS area (for example, **Catalog** or **Shipments**), tap the required button in the navigation panel at the bottom of the screen.

Alternatively, tap **More** in the bottom right corner. In the fly-out menu that opens, tap the required area.

Additionally, in the fly-out **More** menu, it is possible to:

- add or change your photo
- update your password
- open the POS **Settings** area
- log out

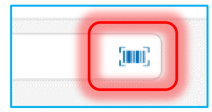
Checking item availability for company

The information on item quantities that are available for the whole company can be found in the **Availability** area of POS Pro. To access the area:

1. Tap **Catalog** in the app's **Home Screen** navigation panel or in the fly-out **More** menu (the location of the button is defined by your custom settings). Tapping **Catalog** opens the **Item Search** screen.

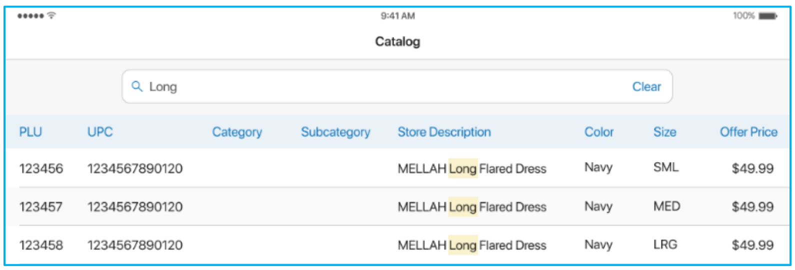
2. Search for the required item.

There are two ways you can search for an item:



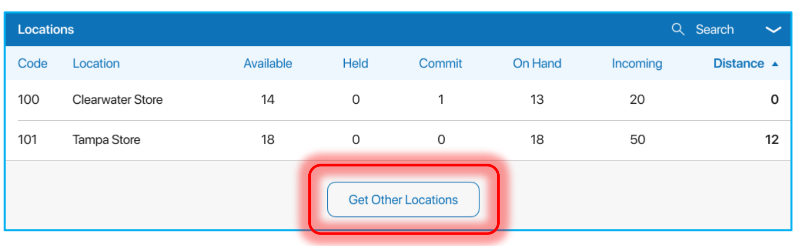
a. In the **Item Search** field, enter the item's UPC, PLU, CLU, or your item's description.
b. Tap the **barcode scanning** icon to scan the item's tag.

Once the input has been made, the items matching the search criteria will display. You can sort to find the required item by tapping any of the columns' headers.



3. Tap the required item to open the **Availability** (Real Time Availability, or RTA) view. On initial opening, the top grid in **Availability** displays quantities for the initialized location.

To see item quantities for the whole company, in the **Locations** list at the bottom, tap **Get Other Locations**:



Once the list of all store locations appears, tap the **Company** row.

<u>Additionally</u>:

- From **Availability**, you can <u>print tags</u>. To do so, tap **Print Tag** in the top right corner of the screen.

  In the **Print Tags** dialog that opens, you can configure printing settings. It is possible to select a printer, choose a template for your tag as well as specify the number of copies you want to print.

  Having configured the settings, tap **Print**.

- In **Availability**, you can <u>change the default name of the columns</u>. To do so, tap **Options** in the upper right corner of the view.

  Then, in the **Options** dialog that opens, select the column's alias.

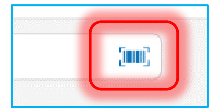
  Tap **Done** for the changes to take place.

Checking item availability for company's locations

The information on item quantities that are available for other locations can be found in the **Availability** area of POS Pro. To access the area:

1. Tap **Catalog** in the app's **Home Screen** navigation panel or in the fly-out **More** menu (the location of the button is defined by your custom settings). Tapping **Catalog** opens the **Item Search** screen.

2. Search for the required item by manually entering your item's UPC, PLU, CLU, or any part of the item's description in the **Item Search** field.



Alternatively, tap the **barcode scanning** icon next to the **Item Search** field and scan your item's tag.

Once the input has been made, the items matching the search criteria will display. You can sort to find the required item by tapping columns' headers.

4. Tap the required item to open the **Availability** (Real Time Availability, or RTA) view. On initial opening, the top grid in **Availability** displays quantities for the initialized location.

5. To see item quantities for the whole company, in the **Locations** list at the bottom, tap **Get Other Locations**:

Locations — Search

Code	Location	Available	Held	Commit	On Hand	Incoming	Distance ▲
100	Clearwater Store	14	0	1	13	20	0
101	Tampa Store	18	0	0	18	50	12

Get Other Locations

On tapping, all available store locations appear in the list:

Locations — Search

Code	Location	Available	Held	Commit	On Hand	Incoming	Distance ▲
100	Clearwater Store	14	0	1	13	20	0
101	Tampa Store	18	0	0	18	50	12
102	Orlando Store	22	0	0	22	0	87
103	New York City Store	4	1	2	1	100	879

To search for a store location by location code or location name, tap **Search**.

For a location's available quantities to be displayed in the top grid, tap the required location in the list.

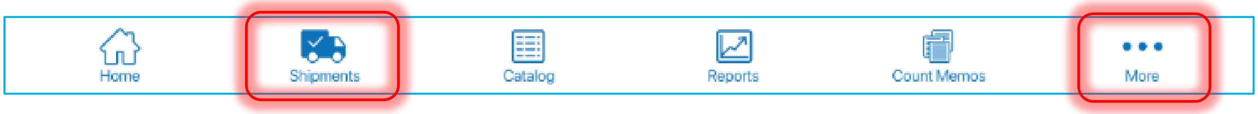
To hide the **Locations** list, tap the arrow button in the upper right corner.

Orientation to Shipments

In the **Shipments** area of POS, you can manage your store's incoming (for example, Purchase Receipts, ASNs, etc.) and outgoing (for example, Ship Memos, Transfer Orders, Purchase Returns, etc.) documents.

1. To open the area, on the iPad POS app's **Home Screen**, tap the **Shipments** button. According to your custom settings, it can be located:

- in the navigation panel at the bottom
- in the fly-out menu that opens on tapping **More**

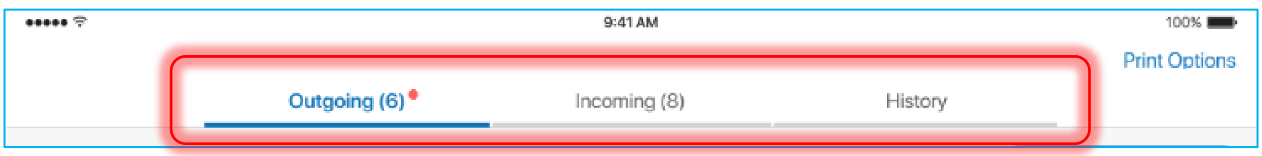


The badge app icon (red circle) next to the **Shipments** button shows a total of outgoing and incoming documents that require your attention.

Once the **Shipments** button is tapped, the documents will appear in the **Shipments** area.

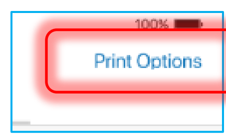
The **Shipments** area consists of three tabs:

a. ***Outgoing***: contains documents with items that go out from your location
b. ***Incoming***: contains documents with items that your store is receiving
c. ***History***: contains both incoming and outgoing documents that are finalized



2. To refresh the information in any of the above tabs, pull the page down.

3. To configure a document's default printing options, tap **Print Options** in the upper right corner of the screen. The settings are configured for a specific document type.

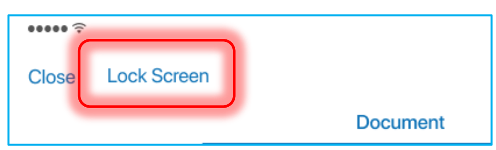


4. To search for documents, use the **Search** field in the upper left corner. You can manually enter **Document #**, **Order #** or any other descriptive element to identify the document. Alternatively, it is possible to use the device camera or scanner.

5. Filtering is available in the **History** tab. By default, the documents that were created within the last 30 days are displayed.

To change the time span, tap **Filter** next to the **Search** field.

6. If you've opened a document in **Shipments** and need to put down your device for a while, you can lock the screen.



To do so, when viewing any document, tap **Lock Screen**.

On tapping, you'll be logged out, while the document will remain open.

When you return, just log back in and you will be brought back to wherever you left in the document.

Incoming – Transfer In

Transfer In is used to receive items sent from another location. To update your location quantities, it is required to finalize a Transfer In.

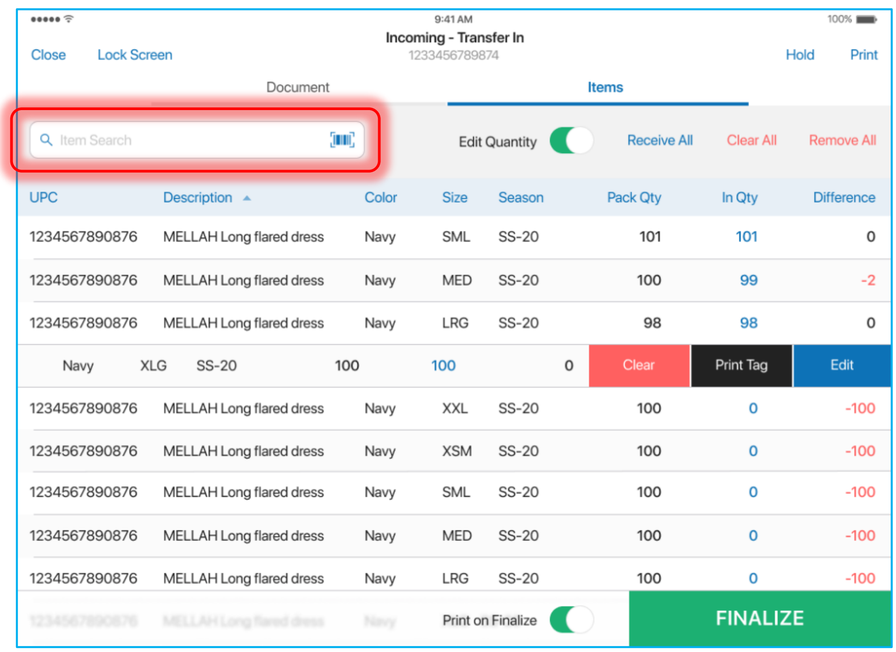
To do so, in POS Pro:

1. Tap **Shipments** in the app's **Home Screen** navigation panel or in the fly-out **More** menu (the location of the button is defined by your custom settings).
2. In **Shipments**, tap **Incoming** at the top of the screen.
3. In the **Incoming** tab, find the required Transfer In (T-IN) and tap to open it.

If the Transfer In has a carton number, scan it or enter in the search field to find an exact match. Alternatively, scan or enter the number of the associated Transfer Order to see all the Transfers In related to it.

4. Tap **Items** at the top-right of the screen.

Tapping **Items** will open the list of merchandise that has arrived from another location.



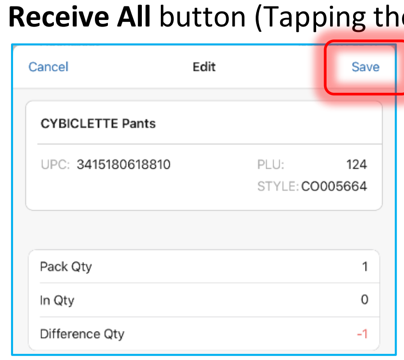
For each item on the list, the **Pack Qty** column displays what the other location has sent to you.

5. Then, you need to receive the items. To do so, perform one of the following:

- In the **Item Search** field (see the screenshot) enter the item's UPC, PLU, or ALU
- Scan the item's barcode

Receiving the item using any of the above methods will increase that item's **In Qty** value by 1.

Alternatively, to receive all the Transfer In items at once, tap the **Receive All** button (Tapping the button will automatically match the values of **Pack Qty** and **In Qty**). The button is located on the right above the item list.



Also, it is possible to change the item's **In Qty** manually. To do so, swipe the item row left and tap **Edit**. In the **Edit** dialog that opens, change the **In Qty** value and tap **Save** in the top right corner.

6. Tap **Finalize** to update the quantities at your location.

Outgoing – Transfer Order

Transfer Order is a request to your location to send out inventory to another location.

To confirm changes in item quantities and finish processing a Transfer Order, you will need to finalize it.

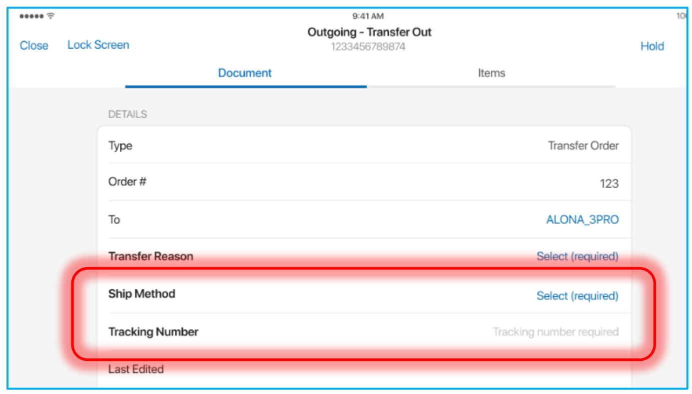
To do so, in POS Pro:

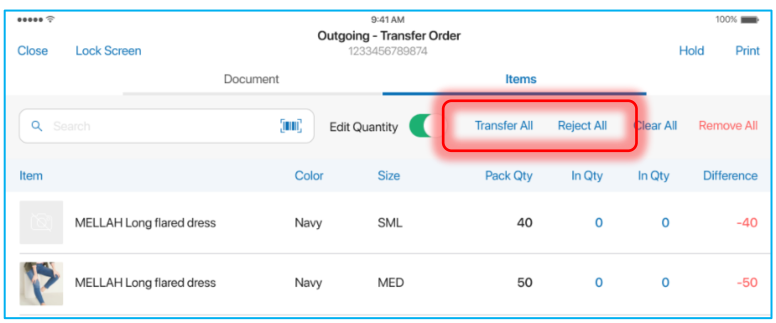
1. Tap **Shipments** in the app's **Home Screen** navigation panel or in the fly-out **More** menu (the location of the button is defined by your custom settings).
2. In the **Shipments** area, tap **Outgoing** at the top of the screen.
3. In the **Outgoing** tab, find the required Transfer Order (TO) and tap to open it.
4. In the **Document** tab of the Transfer Order:

- select a ship method (required)
- enter the tracking number of your transfer (required)

5. Then, tap **Items** located at the top right of the screen.

6. Tapping **Items** will display the list of items that are to be sent out to another location.





In **Items**, you can do the following:

- Tap **Transfer All** to include all the Transfer Order quantities (**Out Qty** will equal **Ord Qty** for each item)
- Tap **Reject All** if you are unable to transfer any items (**Rej Qty** will equal **Ord Qty** for each item)

Quantity modifications are available for individual items as well. Scan in your item or enter the item's UPC, PLU, or ALU into the **Item Search** field. If the item is found, the item's **Out Qty** value will be increased by 1.

Also, it is possible to swipe the item row left and change **Out Qty**, **Reject Qty**, and **Reject Reason**. Once done, tap **Save** in the **Edit** dialog.

6. Tap **Finalize**.

Outgoing – Creating a Transfer Out

Transfer Out contains items that your store is sending to another location. In POS Pro, it is possible to create a Transfer Out without a Transfer Order.

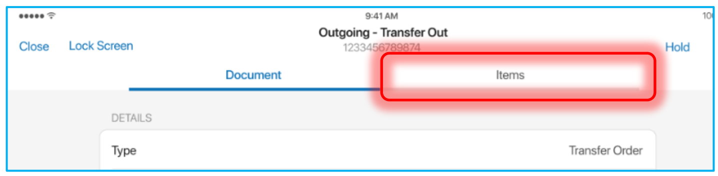
To do so, in POS Pro:

1. Tap **Shipments** in the app's **Home Screen** navigation panel or in the fly-out **More** menu (the location of the button is defined by your custom settings).
2. In the **Outgoing** tab, tap **New Outgoing**.
3. In the **New Outgoing** dialog that opens, define the target location and tap **Create** in the upper right corner.

4. Once the Transfer Out has been created, its **Document** tab will display. In that tab, indicate:

- transfer reason
- ship method
- tracking number

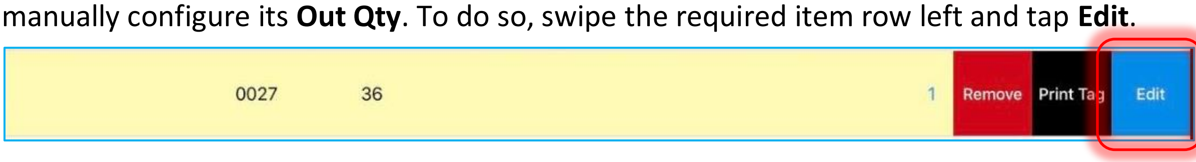
5. Tap **Items** to open the **Items** tab.



Initially, the **Items** tab contains no items. There are two ways you can add items to the list:

- scan the item's barcode (preferred)
- enter the item's UPC, PLU, CLU, or your item's description in the **Item Search** field

6. You can scan each item (multiple quantities), or once an item has been added, you can manually configure its **Out Qty**. To do so, swipe the required item row left and tap **Edit**.



7. If necessary, to print tags for all items or a mailing label, tap **Print** in the upper right corner of the screen.

Also, to automatically print a transfer memo on finalizing, turn the **Print on Finalize** switch on.

8. To save the Transfer Out without finalization, tap **Hold** in the upper right corner. On tapping, the Transfer Memo Out is automatically sent to the email address defined for that location in CHQ.
9. Tap **Finalize**.

Incoming – Purchase Receipt without Purchase Order

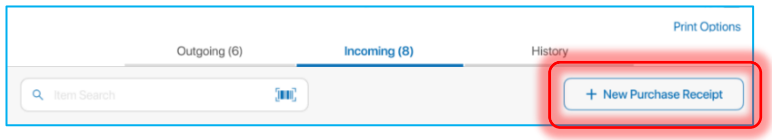
A Purchase Receipt (PR) is used to add items received from a vendor to inventory.

Usually, a Purchase Receipt will be created automatically once a Purchase Order (PO) is finalized. In that case, the resulting PR is associated with that PO.

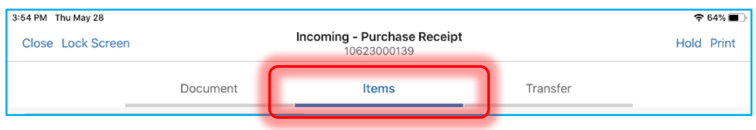
In POS Pro, however, it is possible to create and finalize a new PR without an existing PO.

To do so, in POS Pro:

1. Tap **Shipments** in the app's **Home Screen** navigation panel or in the fly-out **More** menu (the location of the button is defined by your custom settings).
2. In **Shipments**, tap **Incoming** at the top of the screen.
3. In **Incoming**, tap **New Purchase Receipt**. Tapping the button will open the **Vendor** dialog.

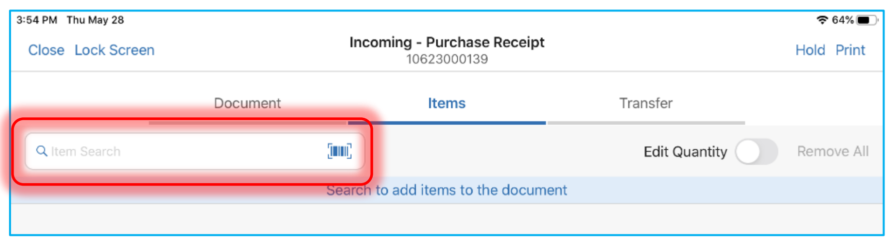


4. In the **Vendor** dialog, find and then tap the required vendor. Once selected, you will be redirected to the **Incoming – Purchase Receipt** area.
5. Under **Incoming – Purchase Receipt**, tap **Items**.



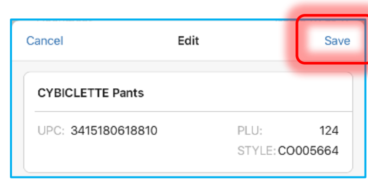
6. Add the items to the Purchase Receipt by scanning their bar codes.

Alternatively, enter the item's UPC, PLU, or CLU in the **Item Search** field.



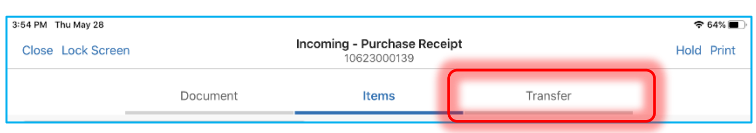
Receiving the item via any of the above methods will increase that item's **Receive Qty** by 1.

Also, you can change the item's **Receive Qty** manually. To do so, swipe the item row left and tap **Edit**.



In the **Edit** dialog that opens, change the **Receive Qty** value. After that, tap **Save** in the top right corner of the dialog.

Additionally, you can transfer all the items right from the Purchase Receipt to another location.To do so, tap **Transfer.** Then, in the **Transfer** tab that opens, turn the **Automatically Transfer Out** switch ON and fill out the required fields (**To**, **Ship Method**, **Tracking #**).



The above allows for the automatic creation of a Transfer Out upon the Purchase Receipt's finalization.

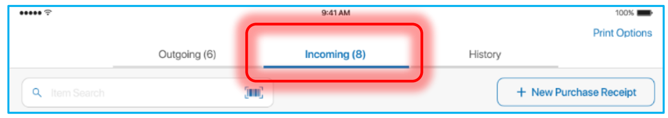
7. Tap **Finalize**.

Incoming – ASN

Advanced Shipping Notice (ASN) contains merchandise that a vendor is sending to your store. On finalizing an ASN, a Purchase Receipt associated with that ASN is created.

To finalize an ASN, in POS Pro:

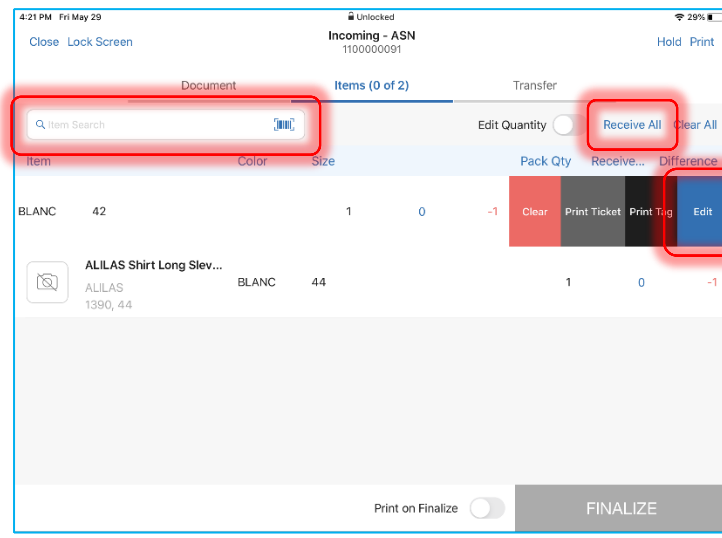
1. Tap **Shipments** in the app's **Home Screen** navigation panel or in the fly-out **More** menu (the location of the button is defined by your custom settings).



2. In **Shipments**, tap **Incoming** at the top of the screen.
3. In the **Incoming** tab, find the required ASN and tap to open it.
4. Tap **Items** at the top of the screen.

Tapping **Items** will open the list of merchandise that has arrived from the vendor/manufacturer.

For each item on the list, the **Pack Qty** column displays what the vendor/manufacturer has sent to you.



5. Then, you need to confirm receiving the items. To do so, perform one of the following:

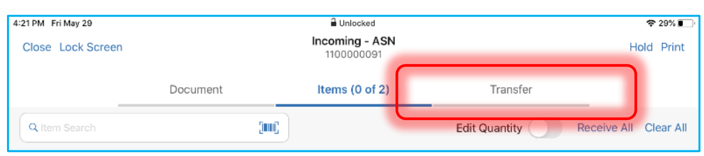
- Scan the item's barcode
- In the **Item Search** field enter the item's CLU, UPC, or PLU

Receiving the item via any of the above methods will increase that item's **Receive Qty** by 1.

6. Alternatively, to receive all the items at once, tap the **Receive All** button on the left above the item list.

Tapping the button will automatically match the values of **Pack Qty** and **Receive Qty**.

7. Also, it is possible to change the item's **Receive Qty** manually. To do so, swipe the item row left and tap **Edit**. In the **Edit** dialog that opens, change the **Receive Qty** value and tap **Save** in the top right corner.



Additionally, you can transfer all the items right from the ASN to another location. To do so, tap **Transfer.** Then, in the **Transfer** tab that opens, turn the **Automatically Transfer Out** switch ON and fill out the required fields (**To**, **Ship Method**, **Tracking #**).

The above allows for the automatic creation of a Transfer Out upon the ASN's finalization.

8. Tap **Finalize**.

Outgoing – Purchase Return

Purchase Return (RET) is used to remove items from inventory for shipment back to the vendor.

To create a Purchase Return, in POS Pro:

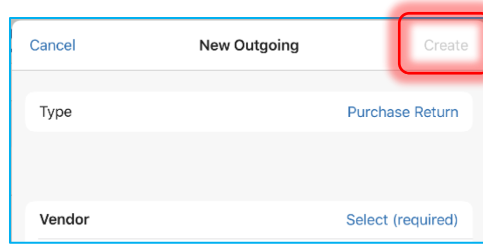
1. Tap **Shipments** in the app's **Home Screen** navigation panel or in the fly-out **More** menu (the location of the button is defined by your custom settings).

2. In **Shipments**, tap **Outgoing** at the top of the screen.

3. In **Outgoing**, tap **New Outgoing**.

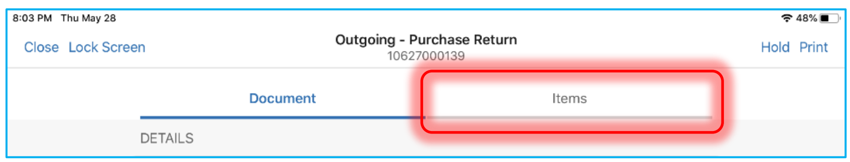
4. In the **New Outgoing** dialog that opens, select **Purchase Return** in the **Type** field. Then, select the vendor and tap **Create** in the upper right corner.

5. Once the Purchase Return has been created, its **Document** tab will display. In that tab, indicate the required ship method and tracking number.



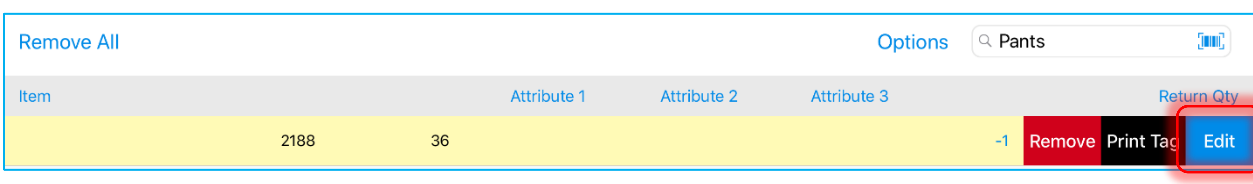
6. Tap **Items** at the top-right of the screen.

7. Initially, the **Items** tab contains no items. There are two ways you can add items to the list:



- scan the item's barcode (preferred)
- in the **Item Search** field, enter the item's UPC, PLU, CLU, or your item's description

8. You can scan each item (multiple quantities), or once an item has been added, you can manually configure its **Return Qty**. To do so, swipe the required item row left and tap **Edit**.



9. If necessary to print a Purchase Receipt or tags for all items, tap **Print** in the upper right corner.

10. Also, to automatically print any of the above on finalizing, turn the **Print on Finalize** switch on.

11. Tap **Finalize**.

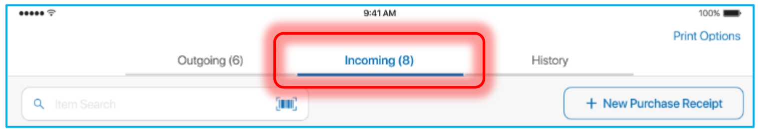
Incoming – Purchase Receipt on Purchase Order

A Purchase Receipt is automatically created on finalizing the receipt of merchandise on a Purchase Order (PO). The resulting Purchase Receipt is associated with that Purchase Order.

To receive against a Purchase Order, in POS Pro:

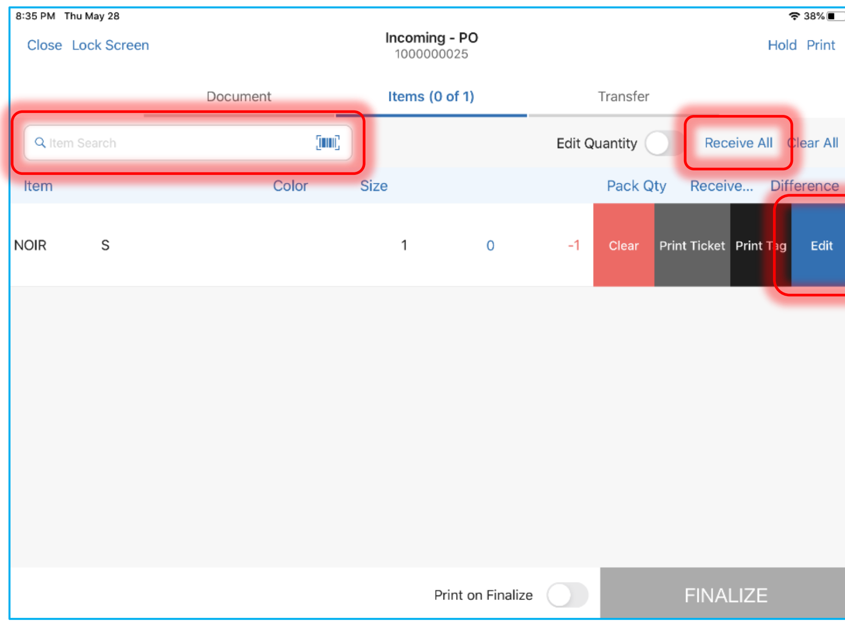
1. Tap **Shipments** in the app's **Home Screen** navigation panel or in the fly-out **More** menu (the location of the button is defined by your custom settings).

2. In **Shipments**, tap **Incoming** at the top of the screen.



3. In the **Incoming** tab, find the required Purchase Order and tap to open it.

4. Tap **Items** at the top of the screen.



Tapping **Items** will open the list of merchandise that has been ordered from the vendor.

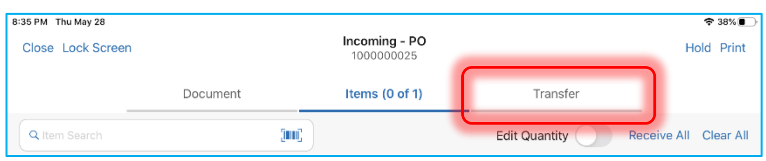
5. Then, you need to confirm receiving the items. To do so, perform one of the following:

- Scan the item's barcode (preferred)
- In the **Item Search** field, enter the item's UPC, PLU, or ALU

Receiving the item via any of the above methods will increase that item's **Receive Qty** by 1.

Alternatively, to receive all the items at once, tap the **Receive All** button on the right above the item list. Tapping the button will automatically match the values of **Order Qty** and **Receive Qty**.

6. Also, it is possible to change the item's **Receive Qty** manually. To do so, swipe the item row left and tap **Edit**. In the **Edit** dialog that opens, change the **Receive Qty** value and tap **Save** in the top right corner.



<u>Additionally</u>, you can transfer all the items right from the Purchase Receipt to another location. To do so, tap **Transfer.** Then, in the **Transfer** tab that opens, turn the **Automatically Transfer Out** switch ON and fill out the required fields (**To**, **Ship Method**, **Tracking #**).

The above allows for the automatic creation of a Transfer Out upon the Purchase Order's finalization.

7. Tap **Finalize**.

Orientation to Adjustments

In the **Adjustments** area of POS Pro, it is possible to create and manage Adjustment Memos. Adjustment Memo allows you to change quantities of your store's merchandise that has been stolen, damaged, found, etc.

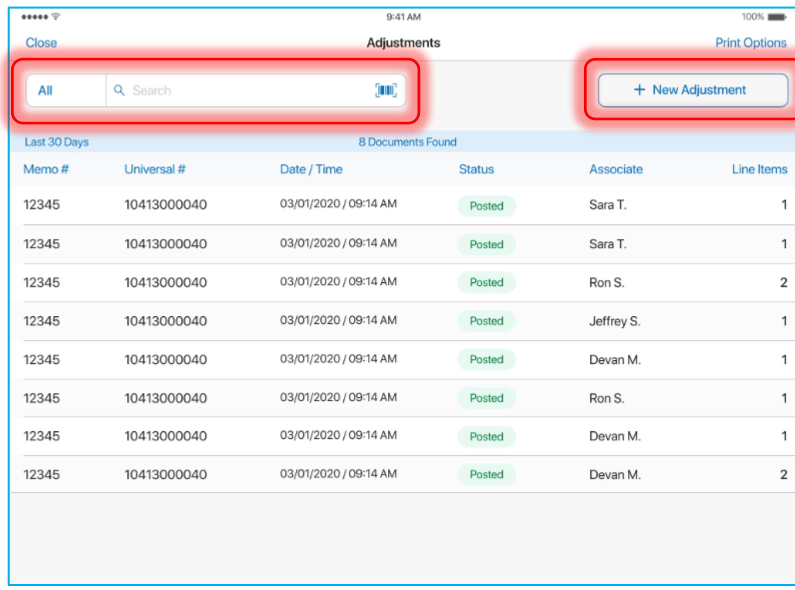
To access the **Adjustments** area in POS Pro:

1. Tap **Adjustments** in the app's **Home Screen** navigation panel or in the fly-out **More** menu (the location of the button is defined by your custom settings).

Once the icon is tapped, the list of existing Adjustment Memos will open.

2. To refresh the information displayed, pull the page down.

3. To create a new Adjustment Memo, tap **New Adjustment** in the upper right corner.



4. To search for memos, use the **Search** field in the upper left part of the screen. You can scan in the memo or manually enter your document's **Memo #** or **Universal #**.

5. To select the time span for which historical Adjustment Memos will display, tap **Filter** next to the **Search** field. By default, the memos created within the last 30 days are displayed.

6. Adjustment Memos are available with the following statuses:

- **Held**: displays if a document is held; it is possible to edit and discard such memos
- **Posted**: displays if a document is finalized; it is possible to only view such memos
- **Editing**: displays if the document has been opened for editing and not closed; it is possible to edit such memos

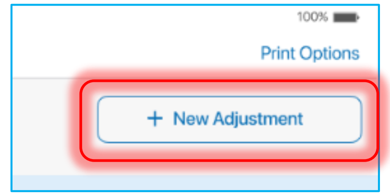
To view, edit, or discard a memo, swipe that memo's row left and tap the corresponding button.

7. To configure the memos' default printing options, tap **Print Options** in the upper right corner of the screen.

Adjustment Memo creation

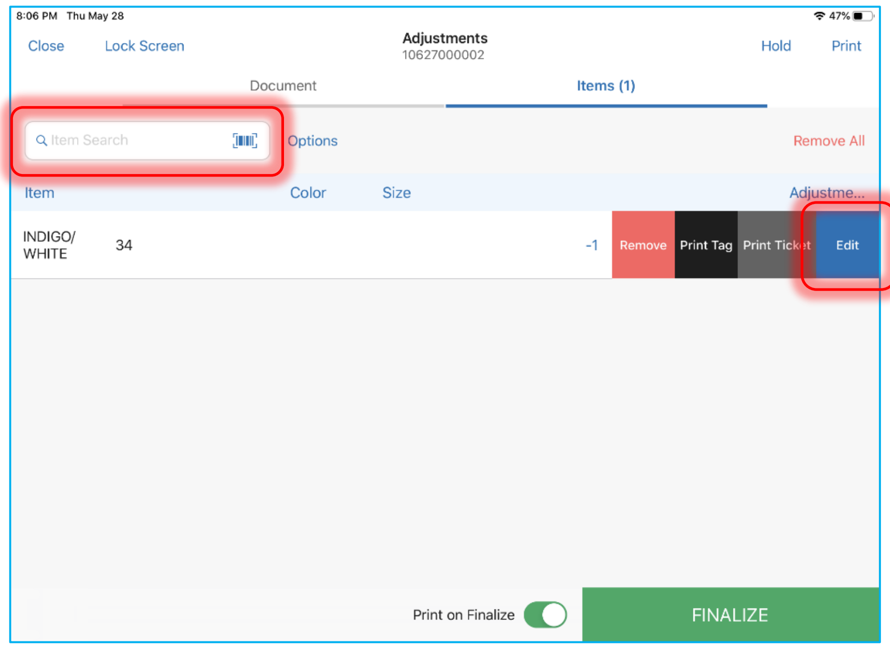
Adjustment Memos are used to record changes in quantities of the merchandise if, for example, some of your store's items have been stolen, damaged, found, or returned to another store.

To create an Adjustment Memo, in POS Pro:



1. Tap **Adjustments** in the app's **Home Screen** navigation panel or in the fly-out **More** menu (the location of the button is defined by your custom settings).

2. In the **Adjustments** area, tap **New Adjustment** at the top-right.



3. On tapping **New Adjustment**, select the required adjustment reason. Once the reason is selected, the **Document** tab of the created Adjustment Memo will open.

4. Tap **Items** at the top-right.

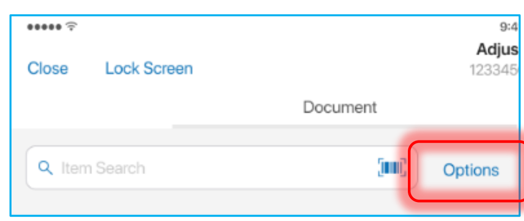
Initially, the **Items** tab contains no items. There are two ways you can add items to the list:

- scan the item's barcode (preferred)
- enter the item's UPC, PLU, CLU, or your item's description in the **Item Search** field

5. To manually specify **Adjustment Qty**, swipe left the item's row and tap **Edit**.

Once the quantity is indicated, it is possible to set the value to be positive or negative. To do so, in the **Edit** dialog, tap the **+/-** button on the numeric keyboard.

Once done, tap **Save**.



Alternatively, to set the item value to either positive or negative by default, tap the **Options** button next to the **Search** field. In the **Default Item Value** field of the **Options** dialog that opens, select the required option.

6. If required, to print the Adjustment Memo, tap **Print** in the upper right corner.

Also, to automatically print the Adjustment Memo on posting, turn the **Print on Post** switch on.

7. Tap **Post**.

Outgoing – Store Pickup finalizing

A Store Pickup Memo (PKUP) contains merchandise that a customer will pick up from your store.

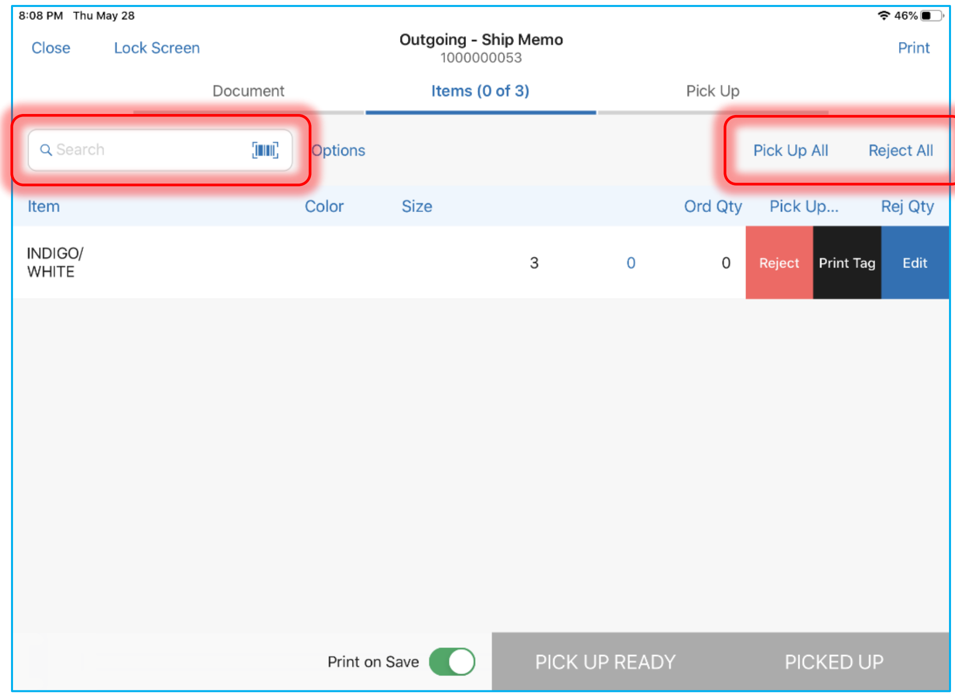
To finalize a Store Pickup Memo, in POS Pro:

1. Tap **Shipments** in the app's **Home Screen** navigation panel or in the fly-out **More** menu (the location of the button is defined by your custom settings).

2. In **Outgoing**, find the required Pickup Memo (PKUP) and tap to open it.

3. Tap **Items** at the top of the screen.

Tapping **Items** opens the list of merchandise that the customer will pick up.



4. Mark the items either as picked up or rejected.

To do so, at the top right of the screen, tap **Pick Up All** to mark all the Pickup Memo items as picked up or **Reject All** to reject those.

On tapping **Reject All**, the Pickup Memo will be saved with the "Rejected" status.

Alternatively, it is possible to pick up or reject each item manually. To do so, swipe an item's row left and tap the blue **Edit** button.

In the **Edit** dialog that opens, define **Ship Qty**, **Reject Qty** and **Reject Reason**.

5. Tap **Print** in the upper right corner of the screen to select and print one of the documents: a Pick List, Packing Slip, or Pick Up Label.

To automatically print the selected document on saving, turn the **Print on Save** switch on.

<u>Additionally</u>

When the merchandise is being collected, it is possible to capture the customer's signature. To do so, tap **Pick Up** at the top-right of the **Outgoing – Ship Memo** screen. Then, in the **Pick Up** tab, select **Tap to Capture Customer Signature**. Once a signature is drawn, tap **Accept Signature**.

6. Tap **Pick Up Ready** once the order has been prepared and is ready for pick-up.

Tap **Picked Up** once the order has been picked up by the customer.

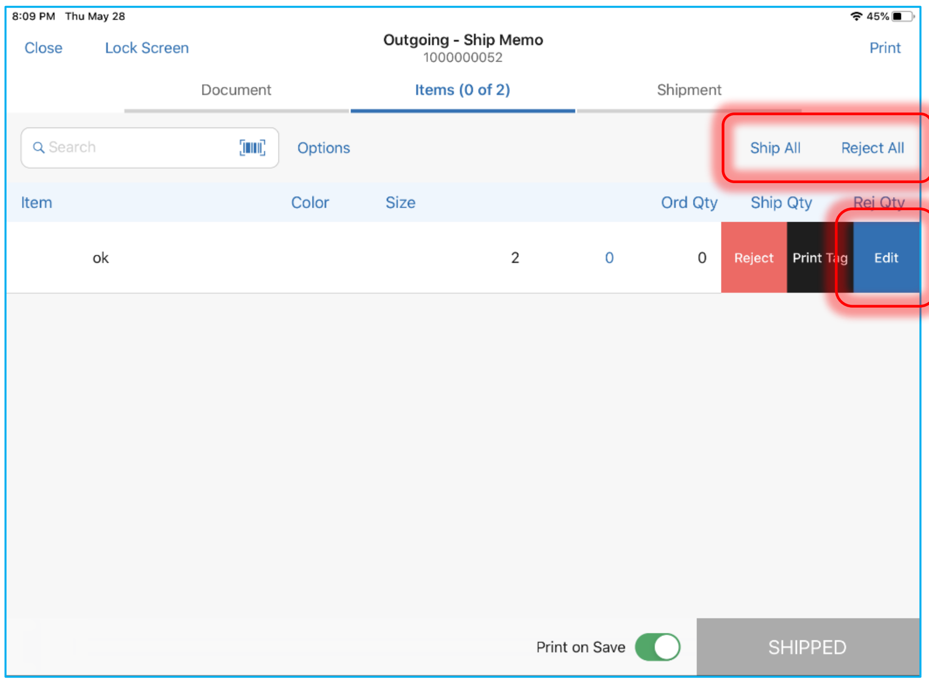
Outgoing – Ship Memo finalizing

A Ship Memo (SHIP) contains merchandise that needs to be shipped to a customer.

To finalize a Ship Memo, in POS Pro:

1. Tap **Shipments** in the app's **Home Screen** navigation panel or in the fly-out **More** menu (the location of the button is defined by your custom settings).
2. In **Outgoing**, find the required Shipment Memo (SHIP) and tap to open it.
3. Tap **Items** at the top of the screen.

Tapping **Items** opens the list of merchandise that needs to be shipped to the customer.



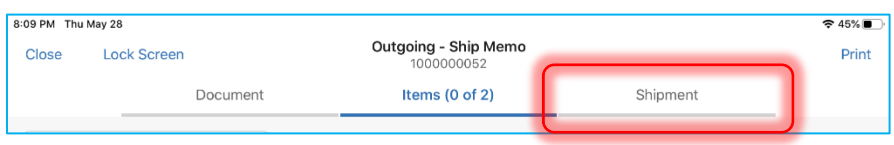
4. Mark the items either as shipped or rejected.

To do so, at the top right of the screen, tap **Ship All** to mark <u>all</u> the Ship Memo items as shipped or **Reject All** to reject those.

On tapping **Reject All**, the Ship Memo will be saved with the "Rejected" status.

Alternatively, it is possible to ship or reject each item manually. To do so, swipe an item's row left and tap **Edit**.

In the **Edit** dialog that opens, define **Ship Qty**, **Reject Qty** and **Reject Reason**. Once done, tap **Save** to confirm changes.



5. Tap **Shipment** at the top-right of the screen. If your **Delivery Method** is "Manual Ship", define **Ship Method** and **Tracking #**. If "ShipStation" or "ShippyPro", define the weight and dimensions of the package and tap **Get Label**.
6. Optionally, tap **Print** in the upper right corner of the screen to select and print one of the documents: a Pick List, Packing Slip, Shipping Label, or Mailing Label.

To automatically print the selected document on saving, turn the **Print on Save** switch on.

7. Tap **Shipped**.

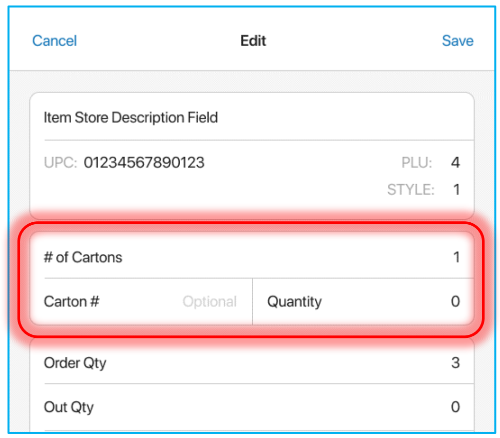
Outgoing – Creating multiple Transfers Out against a Transfer Order

Transfer Out (T-Out) contains items that your store is sending to another location. In POS Pro, it is possible to create multiple Transfers Out on finalizing a Transfer Order (TO).

The resulting number of Transfers Out will be the same as the number of cartons on the document that you define for packing the merchandise.

To assign a carton number to an item:

1. Tap **Shipments** in the app's **Home Screen** navigation panel or in the fly-out **More** menu (the location of the button is defined by your custom settings).
2. In **Outgoing**, find and tap the required Transfer Order (TO).
3. Tap **Items** at the top-right.
4. Swipe left the row of the item you are assigning a carton number to and tap **Edit**.



On tapping, the item **Edit** dialog opens.

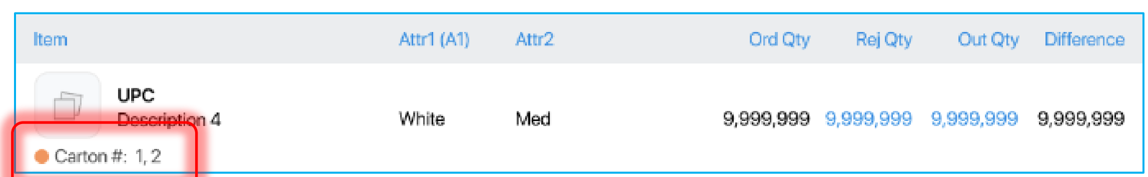
Firstly, in the **# of Cartons** field, define the total number of cartons in which that item will be packed (valid values are *1* to *999*).

Then, in each **Carton #** field, define the sequence number of a carton (valid values are *1* to *999*).

One sequence number can be assigned for two different items on the document. However, it's not possible to use one sequence number twice for one item.

Also, in each **Quantity** field, define the item quantity that will be packed in the corresponding carton. The sum of all **Quantity** fields displays in the **Out Qty** field below. If **Out Qty** is less than **Order Qty**, you will need to define a reject reason.

5. Once done, tap **Save** in the upper right corner of the dialog. The assigned cartons display in the item's row:



6. To print multiple Transfer Memos on finalizing, in the **Items** tab, turn the **Print on Finalize** switch on.
7. In the **Items** tab, tap **Finalize** at the bottom-right.

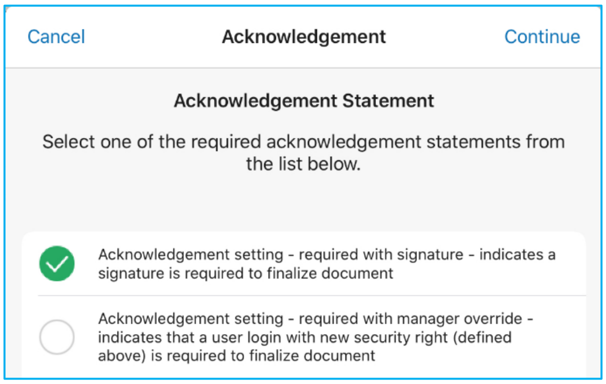
Finalizing documents with acknowledgement

In POS Pro, finalizing certain documents may require entering your credentials (manager override) and/or capturing your signature. Such documents include Transfer Order, Transfer In, and Transfer Out, Purchase Order, Purchase Receipt, and Purchase Return as well as Adjustment Memo.

To finalize a document when acknowledgement is required:

1. Tap **Finalize** or **Post** in the document (depending on your document type).

On tapping, the **Acknowledgement** dialog with several acknowledgement statements displays:

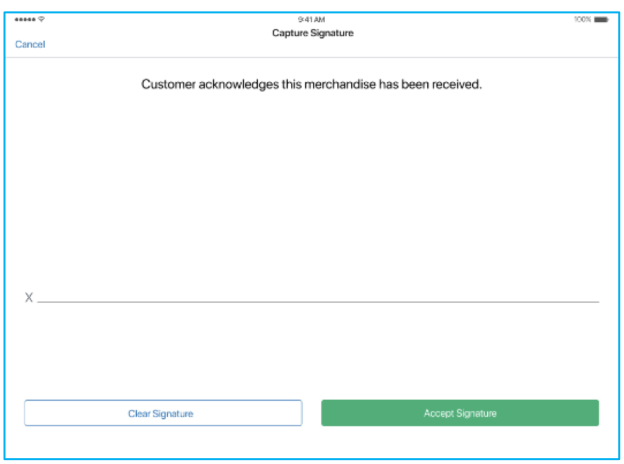


2. Select the required statement and tap **Continue** in the upper right corner of the dialog.

3. Then, if manager override is required, the **Manager Override** dialog displays. In the dialog, enter your username and password and then tap **Log In**.

Please note that to perform the manager override, you must be granted with the **Allowed to acknowledge transaction** right.

4. If capturing signature is required, the dialog for drawing a signature displays next:



In the dialog, draw your signature in the blank space.

5. Once done, tap **Accept Signature** at the bottom of the dialog. Alternatively, tap **Clear Signature** to start the signature over.

Orientation to Count Memos

In the **Count Memos** area of POS Pro, you can view, create, edit, and archive Count Memos. A Count Memo (CM) is a document that records changes in merchandise quantities for the initialized location.

To open the **Count Memos** area in POS Pro:

1. Tap **Count Memos** in the app's **Home Screen** navigation panel or in the fly-out **More** menu (the location of the button is defined by your custom settings).

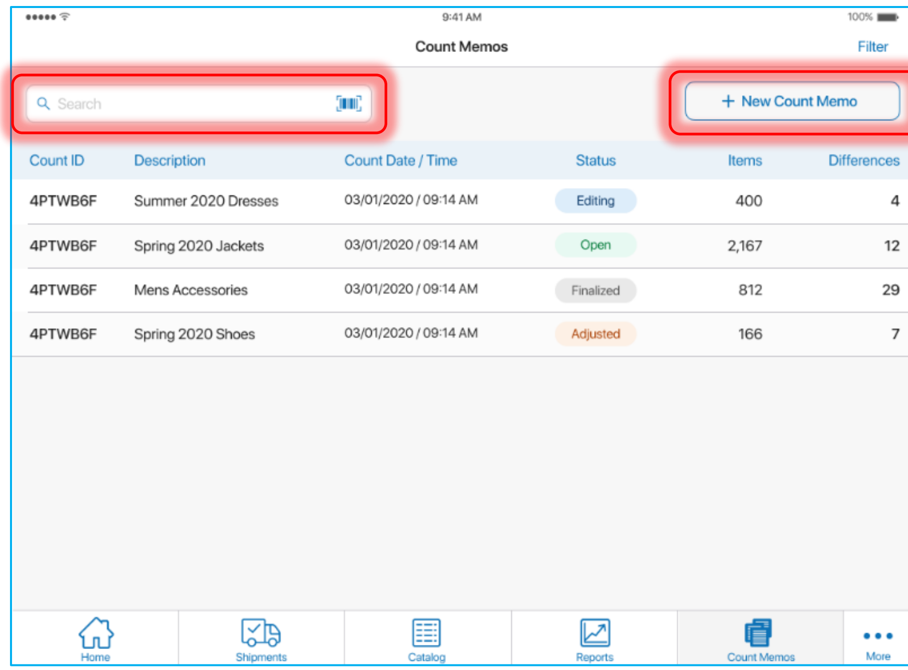
On tapping, the list of all Count Memos for the initialized locations opens.

2. To refresh the information displayed, pull the page down.

3. To create a new Count Memo, tap **New Count Memo** in the right upper corner.

4. To search for Memos, use the **Search** field in the left upper corner. You can search by **Count ID** and **Description**.

5. Count Memos are available with the following statuses:



- *Open*: the memo has been just created
- *Editing*: the memo is being edited
- *Finalized*: the memo has been finalized
- *Adjusted*: an Adjustment Memo has been created for that Count Memo

7. To edit a Count Memo, tap the row with that memo.

If you try to edit a memo that is open on another device, the **Document is Being Edited** dialog displays.

In the dialog, if you select **Continue to Edit**, changes made to the memo on another device will be lost.

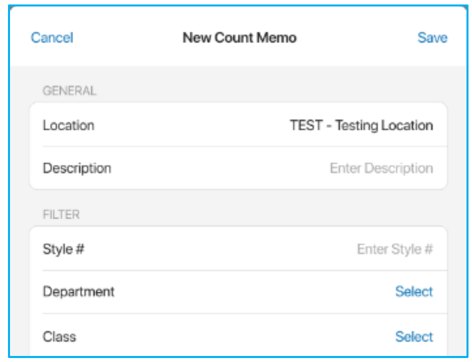
Count Memo creation

A Count Memo (CM) is a document that records changes in merchandise quantities for the initialized location.

In POS Pro, to create a Count Memo:

1. Tap **Count Memos** in the app's **Home Screen** navigation panel or in the fly-out **More** menu (the location of the button is defined by your custom settings).

2. Once the list of Count Memos is open, tap **New Count Memo** in the upper right corner.



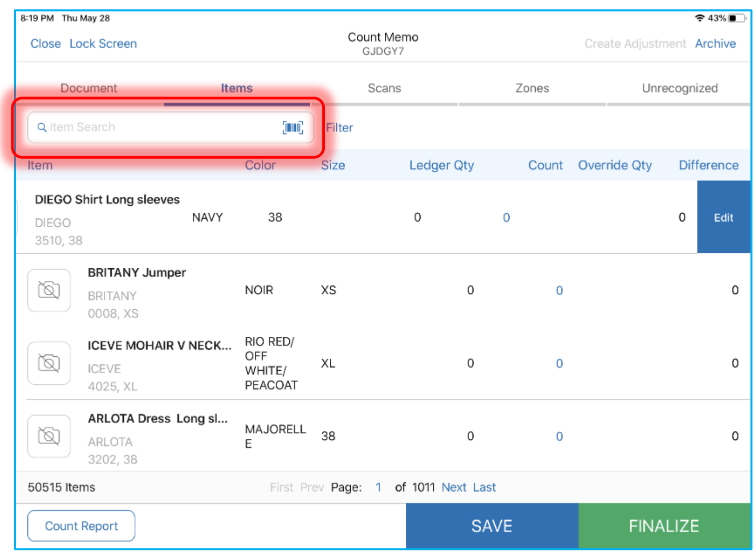
In the **New Count Memo** dialog that opens, fill out the fields in the **FILTER** section to only include items with specific properties into the memo.

Alternatively, leave the fields blank to include all catalog items in the memo.

Once finished, tap **Save** in the upper right corner.

3. Once the resulting Count Memo opens, tap **Items** at the top. In the **Items** tab, there are two ways to search for an added item:

- enter that item's ID in the **Item Search** field in the upper left corner
- tap the **barcode scanning** button and scan an item



To filter items by quantity difference or override quantity, tap **Filter** next to the **Item Search** field.

4. In the **Items** tab, you can only edit **Override Qty** and delete item scans.

To do so, tap the required item row. Once the **Edit** dialog opens, in the **Quantity** tab, enter the required **Override Quantity**. Please be advised that Override Quantity is given priority over the count quantity when quantity difference is determined.

To delete an item scan, in the **Edit** dialog, tap **Scans**. In the **Scans** tab, tap the required item row and then tap **Delete Scan**. Once done, tap **Save** in the upper right corner.

5. It is possible to delete all item scans associated with one zone in the **Zones** tab. To do so, in the **Zones** tab, tap the required row and then select **Delete Zone Scans**.

6. Once finished configuring the memo, tap **SAVE** at the bottom to save changes and close the memo.

To assign the "Finalized" status to the memo (no further edits will be possible), tap **Finalize**.
To archive the memo (an archived memo can only be viewed), tap **Archive**.

Performing adjustments from Count Memo

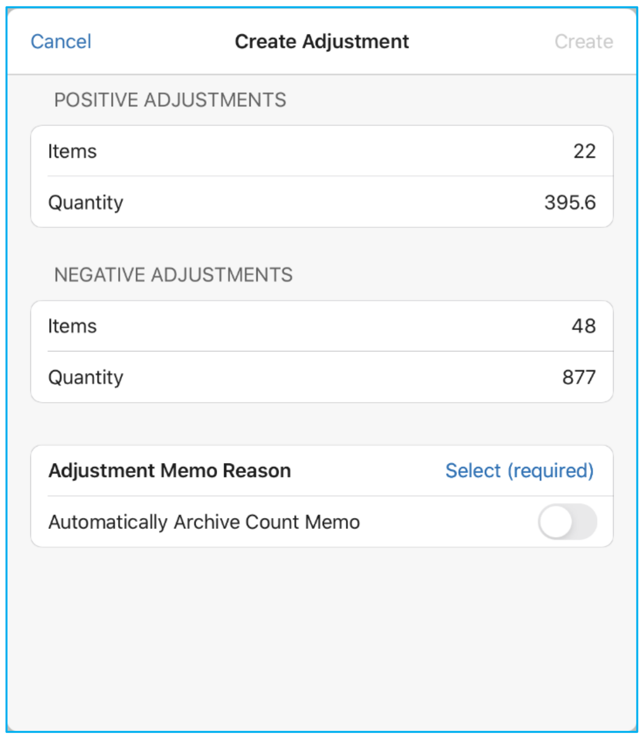
In POS Pro, it is possible to create an Adjustment Memo from a Count Memo. The Adjustment memo updates the stock ledger quantities based on the Count Memo item difference.

To create an Adjustment Memo from a Count Memo:

1. Tap **Count Memos** in the app's **Home Screen** navigation panel or in the fly-out **More** menu (the location of the button is defined by your custom settings).

2. In **Count Memos**, tap the required Count Memo to open it.

3. In the required Count Memo, tap **Create Adjustment** at the top. On tapping, the **Create Adjustment** dialog opens:



In the **Create Adjustment** dialog that opens:

- the **Items** fields show the number of PLUs affected
- the **Quantity** fields show the total item quantity being adjusted

To define a reason for adjustment, tap **Select** in the **Adjustment Memo reason** field (required).

Optionally, to archive the Count Memo on creation of the Adjustment Memo, toggle the **Automatically Archive Count Memo** switch on.

Once done, tap **Create** in the upper right corner of the dialog.

Finalizing Ship Memos with ShippyPro integrated

A Ship Memo can have ShippyPro defined as the shipping service. Then, in the **Shipment** tab, ShippyPro displays as **Delivery Method**.

To finalize a Ship Memo with ShippyPro:

1. Tap **Shipments** in the app's **Home Screen** navigation panel or in the fly-out **More** menu (the location of the button is defined by your custom settings).

2. Once the **Outgoing** area of **Shipments** is open, find and tap the required Ship Memo.

3. In the Ship Memo, tap **Shipment** on the upper-right.

In the **Shipment** tab, enter the weight of your package in the **Weight** fields (<u>required</u>).

To select weight units, tap **Options** on the upper-right.

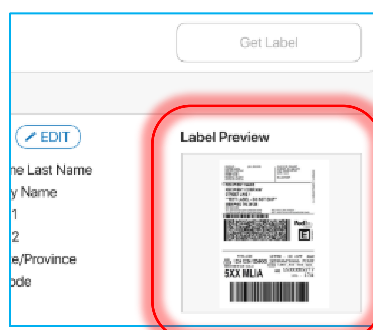
Then, enter the size of the package in **Dimensions** (<u>required</u>).

Alternatively, to automatically fill out **Dimensions**, tap the required label of a default box size:

4. To change the ship-to address of the Ship Memo, tap **EDIT** next to the **Ship To** field. It is only possible to edit the ship-to address before the shipping label is retrieved.

5. Then, tap **Get Label**. On tapping, both shipping label and return shipping label are retrieved.

On retrieving, in the **Label Preview** section, a preview of the shipping label displays.



6. To void labels and edit the **Weight** and **Dimensions** fields again, tap **Void Labels** in the **Tracking #** field.

7. To print the shipping label or return shipping label, tap **Print** on the upper-right.

8. Once finished, tap **Shipped** on the bottom-right to finalize the Memo.

Printing an item ticket

In POS Pro, it is possible to print a ticket for an item without saving the whole document. The ticket can contain important information about the item, for example if it is damaged.

It is possible to print item tickets in the following documents:

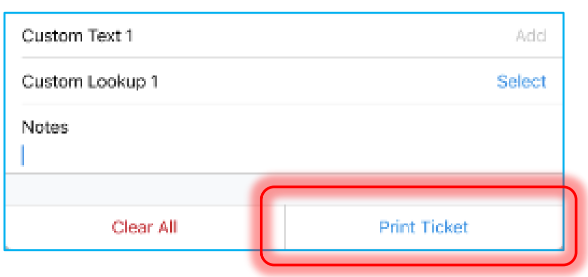
- Transfer Out, Transfer Order, Transfer In
- Purchase Receipt, Purchase Return, Purchase Order
- ASN
- Adjustment Memo

To print an item ticket:

1. Open the required document in **Shipments** or **Adjustments**.
2. In the document, tap **Items** at the top.
3. In **Items**, swipe left the required item row. Then, tap **Print Ticket**:

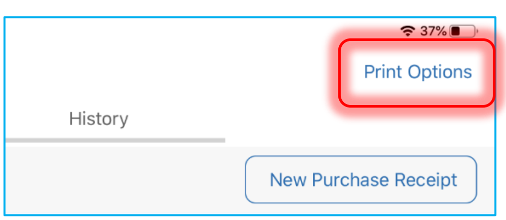
Alternatively, to add notes to the item ticket, swipe left the item row and then tap **Edit**.

In the **Edit** dialog, fill out the **Notes** field and then tap **Print Ticket**:



Additionally

To configure default settings for printing an item ticket, in **Shipments** or **Adjustments**, tap **Print Options**:



In the **Printing Options** dialog that opens, choose the required type of ticket (**Transfer Item Ticket**, **Purchasing Item Ticket**, or **Adjustment Item Ticket**) and configure the settings.

Orientation to the Customer area

In the **Customer** area of POS Pro, you can add new customers as well as search for and edit existing customer profiles.

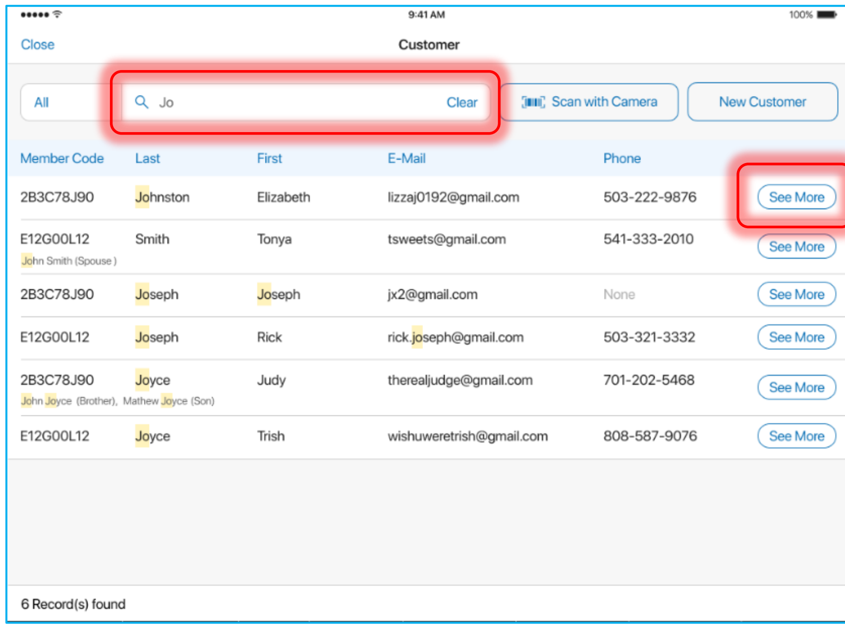
1. To open the **Customer** area, on POS **Home Screen**, tap **Customer.** The **Customer** button is located either in the navigation panel at the bottom or in the **More** menu depending on your settings. On tapping, the **Customer** main page opens.

2. To search for customers, use the **Customer Search** field at the top.

To define by which field to search, tap **All** next to the search field.

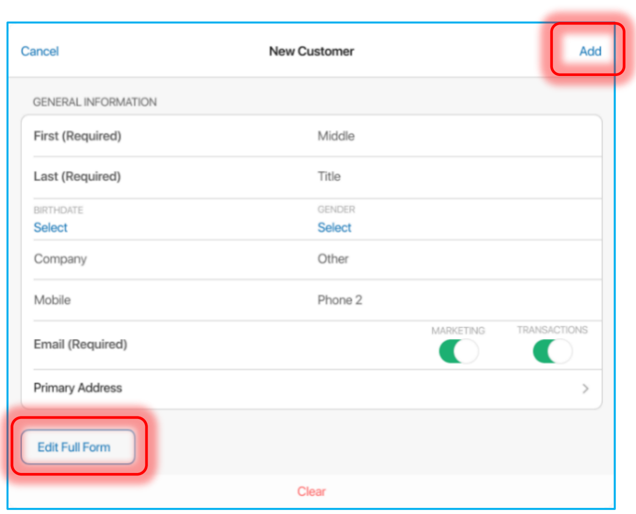
Alternatively, tap **Scan with Camera** to scan the customer's member code.

3. To open the full customer profile, in the list of search results, tap the row with the required customer. Once opened, the profile can be edited.



Also, to view basic read-only information about a customer, tap **See More** in the required row.

4. To add a new customer, tap **New Customer** in the upper right corner. On tapping, the **New Customer** dialog opens:



In the dialog, you can enter basic customer information and then tap **Add** in the upper right corner. Alternatively, to include additional information, tap **Edit Full Form** at the bottom.

Configure customer opt-in preferences

In each customer profile in POS Pro, it is possible to indicate the following:

- if the customer agreed to receive information via the phone, email, or mail
- if the customer's mobile phone and postal address are valid
- if the customer's loyalty points are converted to rewards

To do so, in POS:

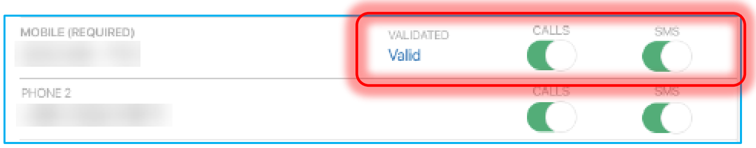
1. On **Home Screen**, tap **Customer** in the navigation panel at the bottom or in the **More** menu. On tapping, the **Customer** main page opens.

2. In the **Customer** main page, search for the required profile via the **Customer Search** field.

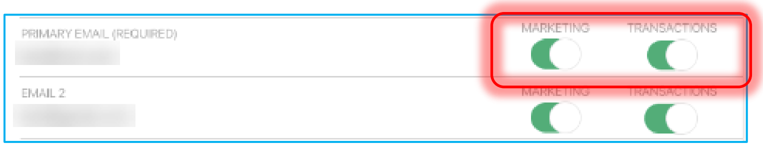
3. In the list of search results, tap the row with the required customer. On tapping, the customer's full profile opens.

To indicate that the customer allowed calling or sending texts on their phone number, turn on the **Calls** or **SMS** switch next to the required phone number.

To indicate if the customer's mobile phone is valid, configure the **Validated** field next to the switches.

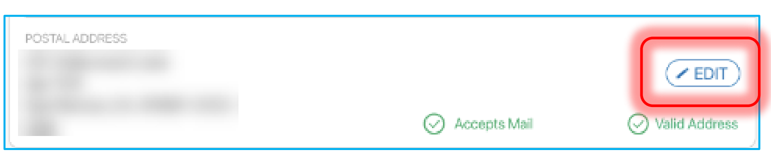


To indicate if the customer allowed sending emails about upcoming sales and promotions (**Marketing**) or with purchase receipts and shipping information (**Transactions**), turn on the **Marketing** or **Transactions** switch respectively next to the required email:



To enable the conversion of the customer's loyalty points to rewards, turn on the **Customer Loyalty Opt In** switch.

To indicate that the customer allowed sending mail to their postal address, under **Postal Address**, tap **Edit**.



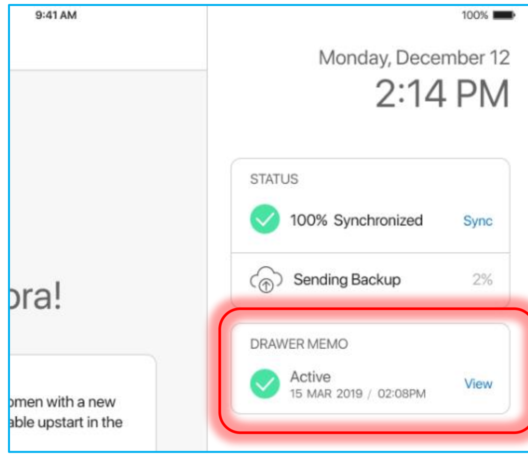
In the **Postal Address** dialog that opens, turn on the **Mail Opt In** switch**.** Also, to mark the address as valid, configure the **Validation** field below.

Orientation to Drawer Memo

In the **Drawer Memo** area, it is possible to create, edit, and finalize Drawer Memos. Drawer Memos are documents that record all of the incoming and outgoing money within the store.

1. On the POS **Home Screen**, the status of the current Drawer Memo displays on the right. The following statuses are possible:

- **Active**: the Memo has been created via the Start of Day process; sales can be performed and recorded against that Memo
- **Inactive**: the Memo hasn't been finalized via the End of Day process and expired; it is required to reactivate the Memo or create a new one to perform sales



2. To open the **Drawer Memo** area in POS, on the **Home Screen**, tap **Drawer Memo**.

The **Drawer Memo** button can be located in the navigation panel at the bottom or in the **More** menu depending on your settings. On tapping, the **Drawer Memo** list view opens.

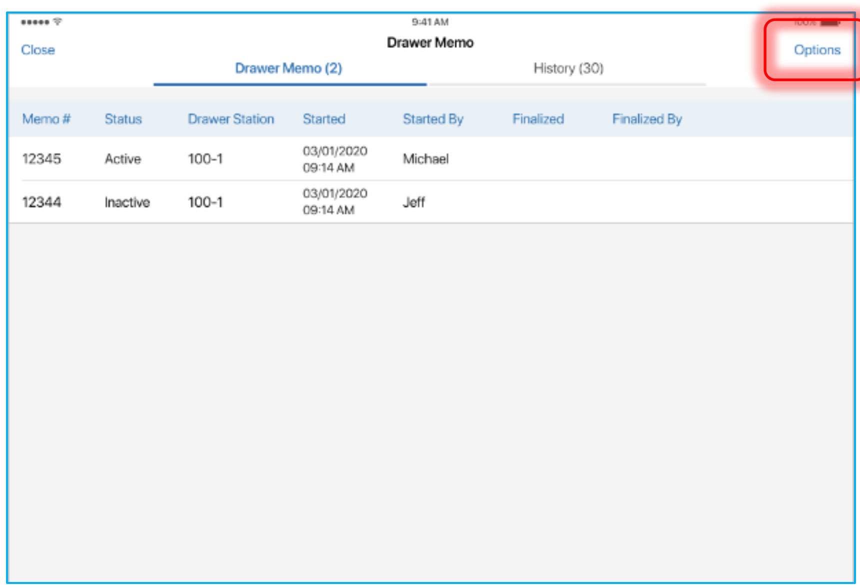
The **Drawer Memo** list view includes two tabs:

- **Drawer Memo**: contains active and inactive Memos
- **History**: contains finalized Memos

3. To refresh the information displayed, pull the page down.

4. To configure default printing settings for a **Drawer Memo** or a **Deposit Slip** (records the amount of cash on a deposit made against a Memo)**,** tap **Options** in the upper right corner of the screen**.**

Also, to open the cash drawer, tap **Options** in the upper right corner and then **Open Cash Drawer.**



5. If there is no active Drawer Memo at the moment, it is possible to create a new one.

To do so, in the **Drawer Memo** tab, tap **Start New Drawer Memo**. On tapping, the Start of Day process begins.

Drawer Memo – Start of Day

The **Start of Day** (SOD) process allows for counting cash at the store opening as well as recording any discrepancies with the closing count of the previous Drawer Memo.

To create a new Drawer Memo and start the SOD process, in POS:

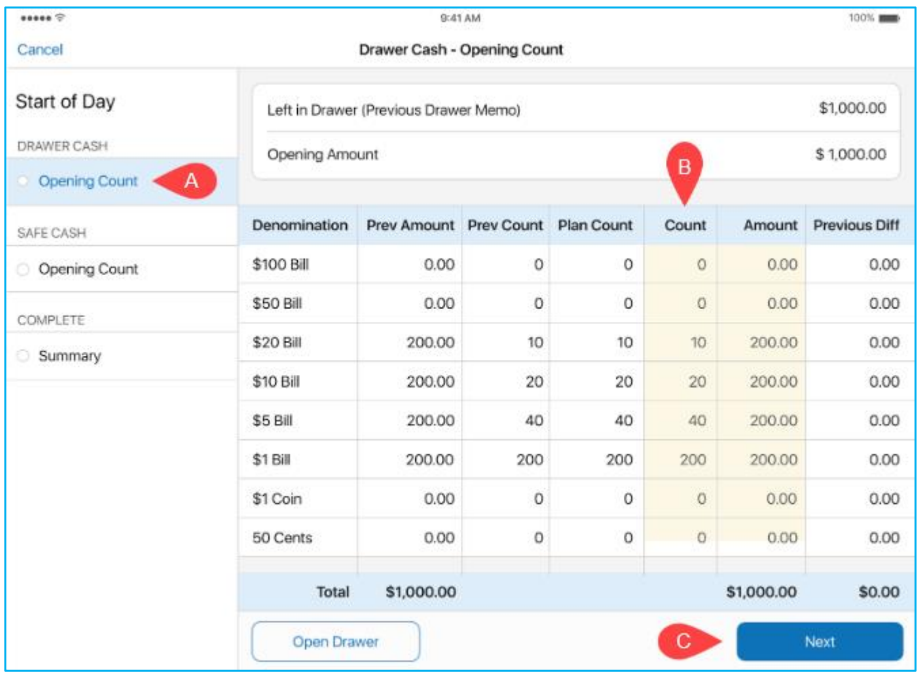
1. On the **Home Screen**, tap **Drawer Memo**. The **Drawer Memo** button can be located in the navigation panel at the bottom or in the **More** menu depending on your settings. On tapping, the **Drawer Memo** area opens.

2. In the **Drawer Memo** area, tap **Start New Drawer Memo**. On tapping, the **Start of Day** area opens.

Please be advised that the look of the **Start of Day** area depends on your CHQ settings.

To complete the SOD process, you have to go through each tab displayed on the left:

a. On the **Drawer Cash – Opening Count** tab (**A** in the screenshot), in the **Count** (**B**) column of the grid, enter the present number of bills or coins for each denomination. Tap **Next** at the bottom-right (**C**).



If the **Previous Diff** column has a non-zero value, on tapping **Next**, you will be asked to create a cash movement record to handle that difference.

b. On the **Safe Cash – Opening Count** tab (if applicable), in the **Opening Amount** field, enter the current amount in the safe. Tap **Next**.

c. In **Complete – Summary**, to automatically print the Memo on finalizing, turn the **Print Start of Day** switch on.

If the **Notes** field is required, tap **Add Notes**.

Then, to verify the counts, in the **Opening Verification** field, tap **Select** and then enter the credentials of a user with the appropriate security right.

3. Tap **Complete** to finish the SOD process and activate the Memo.

Drawer Memo – End of Day

The **End of Day** (EOD) process allows for counting cash both in the drawer and safe at the store closing. The EOD process must be completed to finalize an active Drawer Memo.

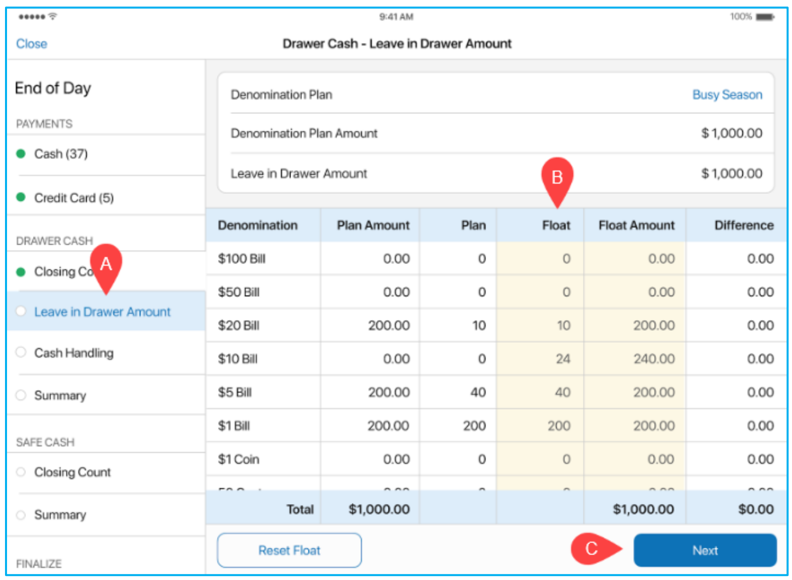
To begin the EOD process, in POS:

1. On **Home Screen**, tap **View** next to the Drawer Memo status on the right. On tapping, the active Drawer Memo opens.

2. In the **Drawer Memo** dialog, tap **End of Day** at the bottom-right. On tapping, the **End of Day** area displays.

To complete the EOD process, you have to go through each tab displayed on the left:

a. First, in **Payments** that opens automatically, you can review all types of payments made. Tap **Next** at the bottom-right.



b. On the **Drawer Cash – Closing Count** tab, in the **Count** column of the grid, enter the present number of bills or coins for each denomination. Tap **Next**.

c. On the **Drawer Cash – Leave in Drawer Amount** tab (**A** in the screenshot), in the **Float** (**B**) column of the grid, enter the number of bills or coins for each denomination according to your denomination plan. Tap **Next** (**C**).

d. On the **Drawer Cash – Cash Handling** tab, in the **Take Out** field, enter the amount to be taken out of the drawer. Then, tap the **Handle Balance as** field to define how the remaining cash should be handled. Tap **Next**.

e. On the **Drawer Cash – Summary** tab, tap **Next**.

f. On the **Safe Cash – Closing Count** tab (if applicable), in the **Counted Amount** field, enter the current amount in the safe. Then, in the **Leave in Safe Amount** field, define how much should be left in the safe for the next day.

g. On the **Safe Cash – Summary** tab (if applicable), tap **Next**.

e. In the **Finalize** tab, to print the Drawer Memo or Deposit Slip, turn on the **Print Drawer Memo** or **Print Deposit Slip** switch, respectively.

If the **Notes** field is required, tap **Add Notes**.

After that, if any deposit records were created against that Drawer Memo, in the **Deposit Confirmation** field, tap **Select**. In the dialog that opens, enter the credentials of a user with the appropriate security right.

3. Tap **Finalize**.

Orientation to Sales Receipts

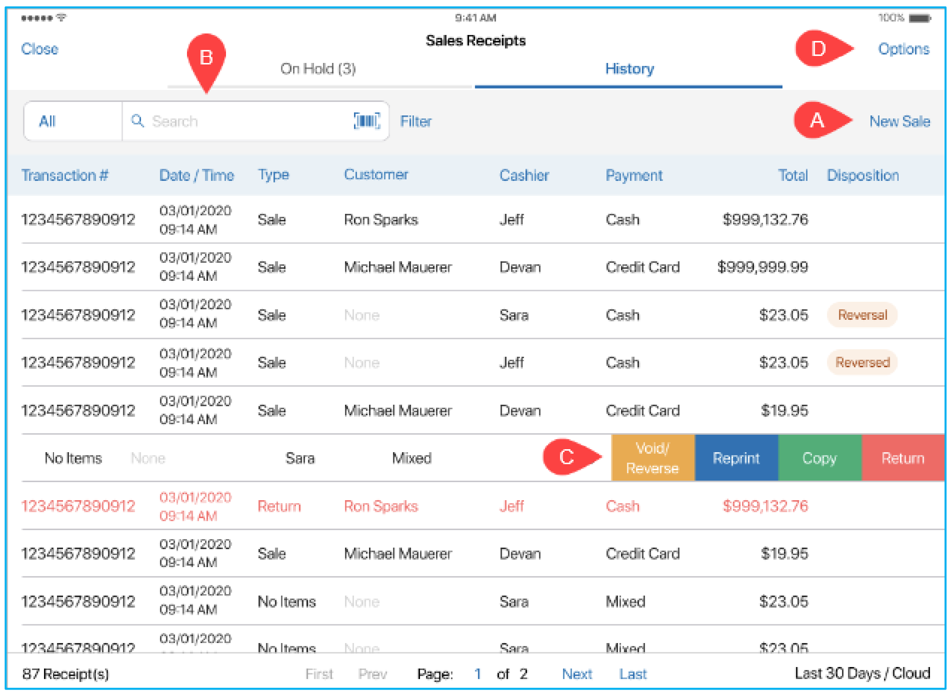
In the **Sales Receipts** area of POS, it is possible to create new and manage finalized Sales Receipts.

1. To open the **Sales Receipts** area, on the POS **Home Screen**, tap **Sales Receipts**. The **Sales Receipts** button is located either in the navigation panel at the bottom or in the **More** menu depending on your settings. On tapping, the **Sales Receipts** list view opens.

The list view includes two tabs:

- **On Hold**: contains held Sales Receipts
- **History**: contains finalized Sales Receipts

2. To create a new Sales Receipt, tap **New Sale** (**A** in the screenshot) in the upper right corner.



3. To search for Sales Receipts, use the **Search** field at the top-left (**B** in the screenshot). To define by which field to search, tap **All** next to the search field.

Alternatively, to scan a Receipt, tap the **barcode** icon in the **Search** field.

4. To void/reverse or reprint a finalized Receipt, in the **History** tab, swipe left the required row and then select the required option (**C** in the screenshot).

5. To configure the default printing settings for Sales Receipts, tap **Options** (**D** in the screenshot) in the upper right corner and then **Printing Options**.

Also, to open your cash drawer, tap **Options** and then **Open Cash Drawer**.

6. To select the time span for which historical Sales Receipts will display, tap **Filter** next to the **Search** field.

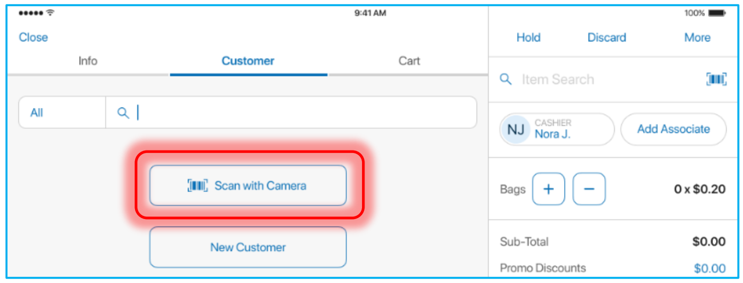
Sales Receipt creation – Adding a customer and items to the sale

To create a Sales Receipt, first, you need to add a customer and sale items to it.

To do so, in POS:

1. On the **Home Screen**, tap **New Sale**.

2. In the **Sales Receipt** area that opens, tap the **Customer** tab at the top.

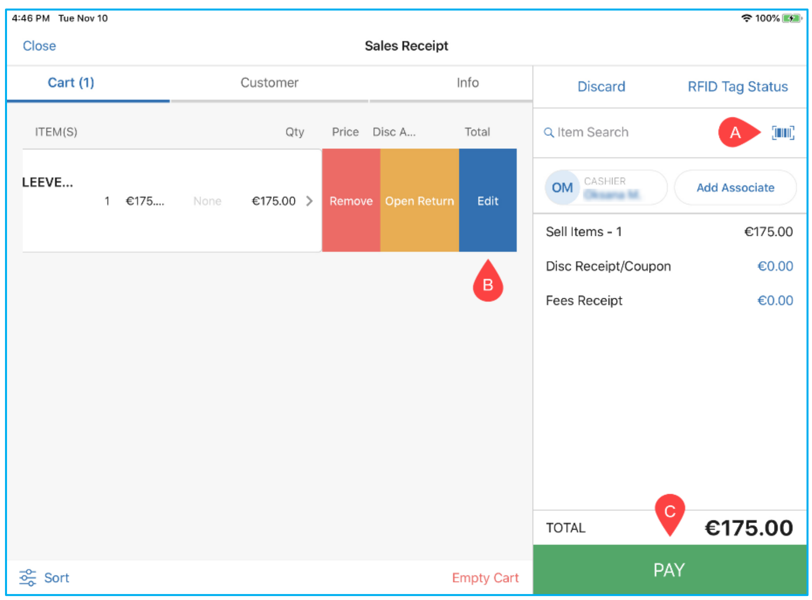


Under **Customer**, use the **Search** field at the top to find the required customer. Alternatively, to scan the customer's member code, tap **Scan with Camera** below the search field.

In the list of search results, tap the required row to add that customer to the sale.

Alternatively, tap **New Customer** below the search field to create a new account.

3. Tap the **Cart** tab at the top.



To scan an item and add it to the sale, tap the **barcode** icon next to the **Item Search** field in the right-side panel (**A** in the screenshot).

Alternatively, use the **Item Search** field to add items to the sale. If an exact match is found, the item is added immediately. If multiple matching results are found, tap the required row to add that item to the sale.

To edit an item that's been added (for example, to add a discount or a fee), swipe the item row left and then tap **Edit** (**B** in the screenshot).

4. To add or change a cashier or associate on the sale, in the right-side panel under the **Search** field, tap **Cashier** or **Associate**, respectively.

5. Tap **Pay** (**C** in the screenshot) to proceed to the **Payment** area.

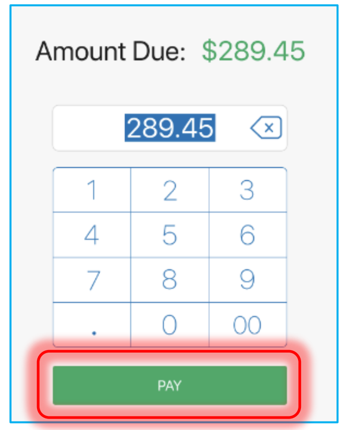
Sales Receipt creation – Cash payment

This guide describes how to complete a sale if the customer is paying in cash.

To accept a cash payment on a Sales Receipt, in POS:

1. On the **Home Screen**, tap **New Sale**.

2. On the Sales Receipt that opens, add a customer and sale items. To learn how to do that, see Sales Receipt creation – Adding a customer and items to the sale.

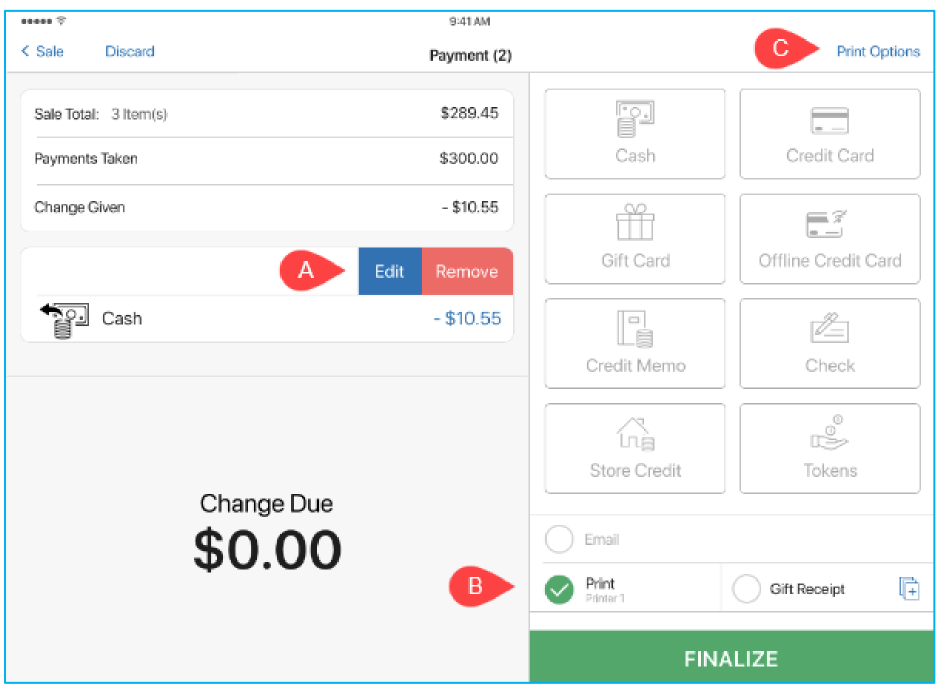


3. Then, tap **Payment** in the bottom right corner. On tapping, the **Payment** dialog opens.

4. In **Payment**, tap **Cash** in the right-side panel. On tapping, the **Cash** dialog opens (see the screenshot on the right).

In the field below **Amount Due**, enter the amount the customer is paying and then tap **Pay**. On tapping, you are returned to the **Payment** dialog.

5. If any change is due, tap **Cash** again (which now displays with a blue arrow). In the **Cash** dialog, enter the required amount and then tap **Give Change**. On tapping, you are returned to the **Payment** dialog.



6. To edit or remove a payment or a change record, swipe that row left and then tap the required option (**A** in the screenshot).

7. To print the Sales Receipt on finalizing, select **Print** above the **Finalize** button (**B** in the screenshot).

Additionally, to configure the default printing settings for the Receipt, tap **Print Options** in the upper right corner (**C** in the screenshot).

8. Once the required amount of cash is captured, tap **Finalize** at the bottom-right.

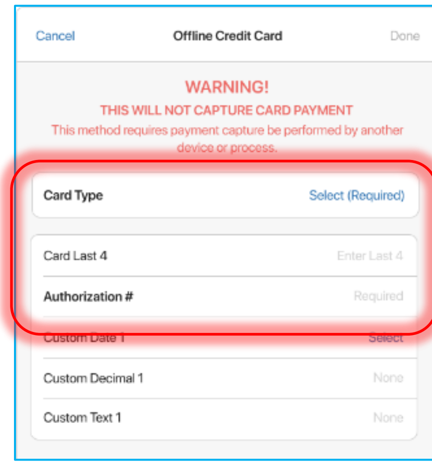
Sales Receipt creation – Offline credit card payment

This guide describes how to complete a sale offline if the customer is paying with a credit card.

To accept an offline credit card payment on a Sales Receipt, in POS:

1. On the **Home Screen**, tap **New Sale**.

2. On the Sales Receipt that opens, add a customer and sale items. To learn how to do that, see Sales Receipt creation – Adding a customer and items to the sale.



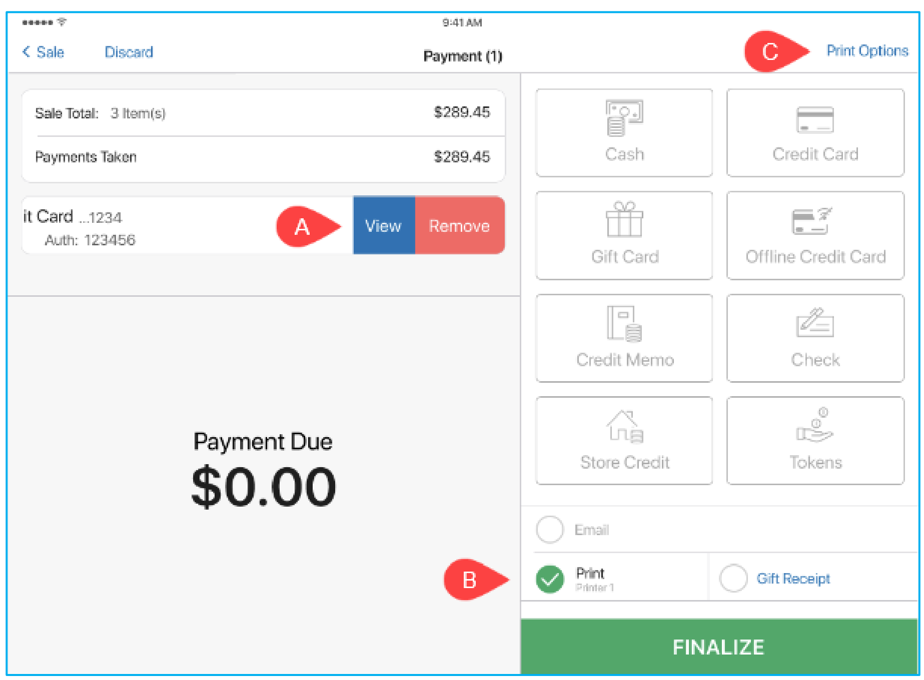
3. Then, tap **Payment** in the bottom right corner. On tapping, the **Payment** dialog opens.

4. In **Payment**, tap **Offline Credit Card** in the right-side panel. On tapping, the **Offline Credit Card** dialog opens (see the screenshot on the right).

In the dialog, select the card type and enter the card's last four digits as well as the authorization code (if required). Then, tap **Done** in the upper right corner.

5. In the dialog that opens on tapping **Done**, enter the amount the customer is paying in the field below **Amount Due**. Then, tap **Pay**. On tapping, you are returned to the **Payment** dialog.

6. In **Payment**, to view or remove a payment record, swipe that row left and then tap the required option (**A** in the screenshot).



7. To print the Sales Receipt on finalizing, select **Print** above the **Finalize** button (**B** in the screenshot).

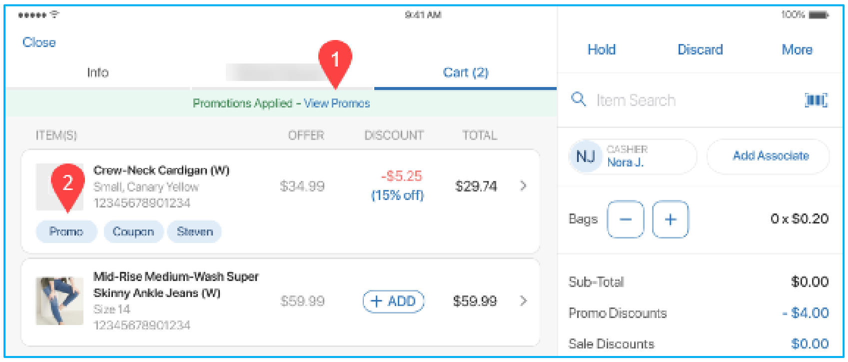
Additionally, to configure the default printing settings for the Receipt, tap **Print Options** in the upper right corner (**C** in the screenshot).

8. Once the required amount is captured, tap **Finalize** at the bottom-right.

Sales Receipt – Managing promotions

Promotions are automatically applied when items meeting the requirements are added to the Sales Receipt.

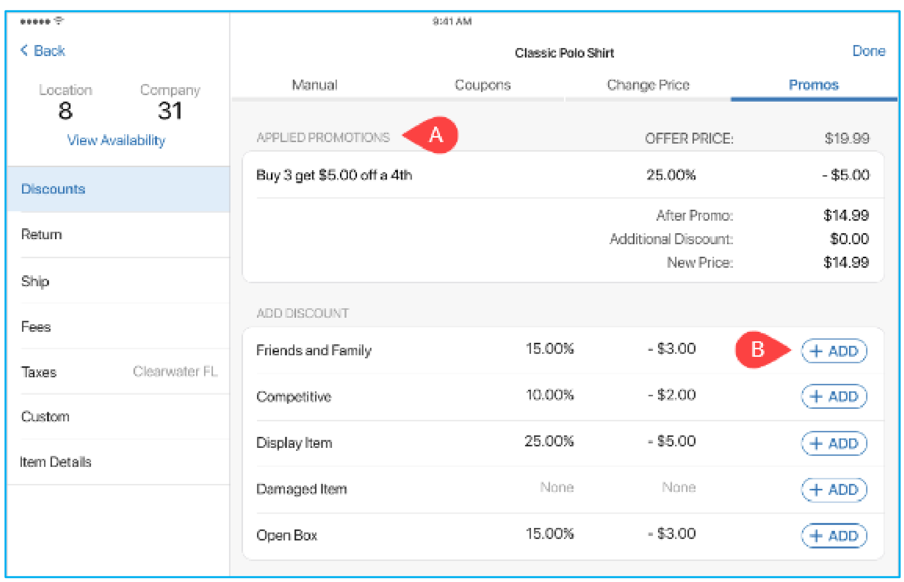
Once a promotion has been applied, in the **Cart** tab of the **Sales Receipt** area, the green “Promotions Applied – View Promos” message displays at the top:



1. To view the name and discount amount of each applied promotion, tap **View Promos** (**1** in the screenshot above) in the message.

2. To see promotion details for a specific item or apply an additional discount on top of the promotion, tap **Promo** (**2** in the screenshot above) and then:

a. In **Promos**, under **APPLIED PROMOTIONS** (**A** in the screenshot on the right), the list of all promotions applied to that item displays.



b. To apply an additional discount to the item, under **ADD DISCOUNT**, tap **ADD** (**B** in the screenshot) next to the required discount type.

c. Then, tap **Done** in the upper right corner of the area.

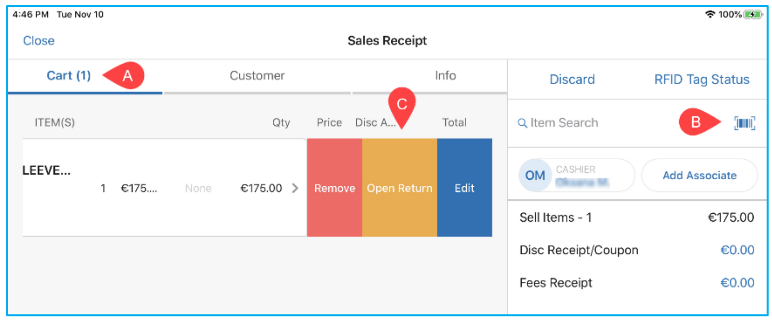
Making an Open Return

An Open Return can occur when the customer returns merchandise without the original Sales Receipt.

To make an Open Return, in POS:

1. On the **Home Screen**, tap **New Sale**.

2. In the **Sales Receipt** area that opens, tap **Cart** (**A** in the screenshot below) at the top.

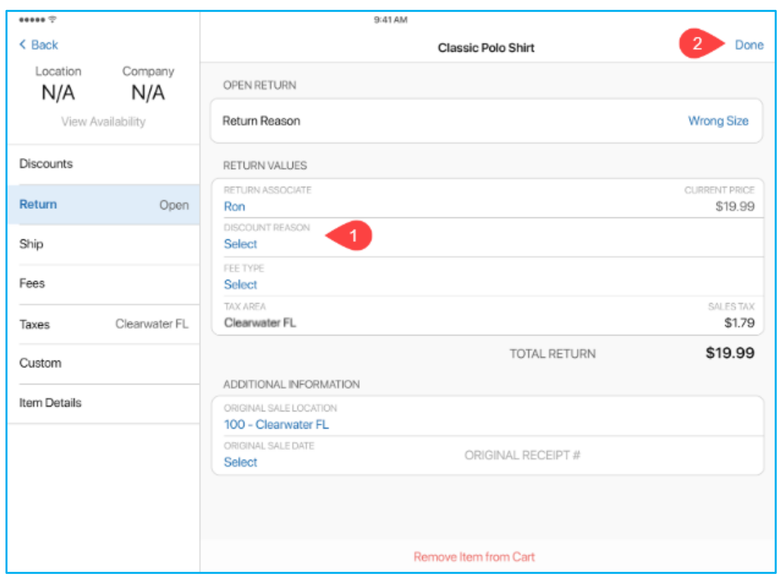


3. In the **Cart** tab, tap the **barcode** icon (**B** in the screenshot) in the right-side panel to scan the return item and add it to the cart. Alternatively, search for it manually via the **Item Search** field.

4. Once the item is added to the cart, swipe the item row left and tap **Open Return** (**C** in the screenshot above). On tapping, the **Return** tab of the **[item name] – edit** dialog opens.

5. In the **Return** tab, do the following:

a. If no default return reason is defined, the **Return Reason** list displays automatically. In the list, tap the required reason.



Once a return reason is defined, the **RETURN VALUES** and **ADDITIONAL INFORMATION** sections become available below.

b. To add a discount to the return item, in the **Discount Reason** field, tap **Select** (**1** in the screenshot on the right).

c. To add a fee to the return item, in the **Fee Type** field, tap **Select**.

d. To indicate the original sale location, date as well as the Sales Receipt number, under **ADDITIONAL INFORMATION**, define the **Original Sale Location**, **Original Sale Date**, and **Original Receipt #** fields respectively.

e. Tap **Done** in the upper right corner of the area (**2** in the screenshot).

6. Back in the **Sales Receipt** area, tap **Payment** to go to the **Payment** area.

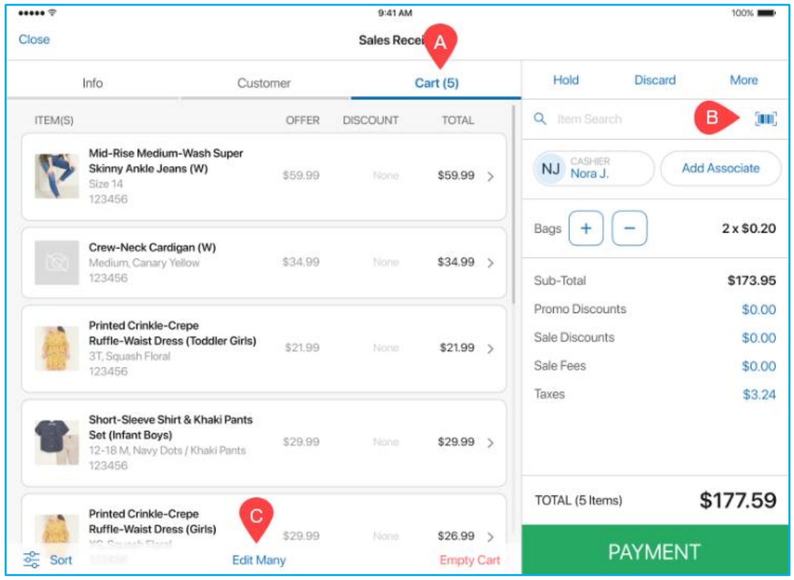
Sales Receipt – Applying a discount to multiple items

To apply the same discount to multiple sale items, in POS:

1. On the **Home Screen**, tap **New Sale**.

2. In the **Sales Receipt** area that opens, tap **Cart** at the top (**A** in the screenshot on the right).

3. In the **Cart** tab, tap the **barcode** icon (**B** in the screenshot) in the right-side panel to scan the required items and add them to the cart. Alternatively, search for them manually via the **Item Search** field.



4. Once items are added to the cart, tap **Edit Many** at the bottom (**C** in the screenshot above).

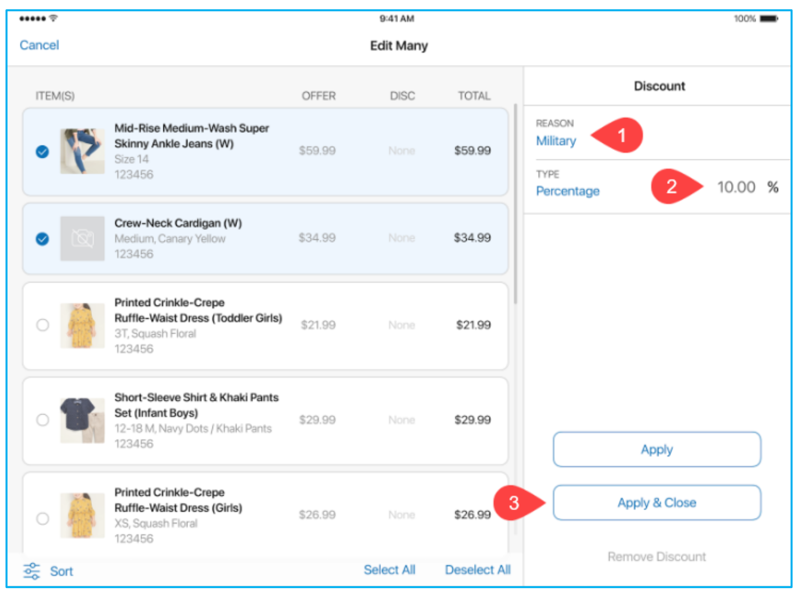
In the **Edit Many** area that opens, do the following:

a. Tap to select the items that should be discounted.

b. Then, tap **Select** in the **REASON** field (**1** in the screenshot on the right) to choose a discount reason.

c. Optionally, to change the discount type (“Percentage” or “Amount”), tap the value in the **TYPE** field. Then, in the **TYPE** field (**2** in the screenshot), enter the required discount percentage or amount, respectively.

d. Tap **Apply & Close** (**3** in the screenshot).



Once the discount is applied, in the **Sales Receipt** area, the green 

message appears at the top.