iLabmalta
Support Manual

iLabPOS – Start Selling (Cash Sales)

Version 1.1
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1. Introduction

Once you have completed your stock categories, suppliers, articles and transferred in your stock quantities (refer to quick start guide), you can start selling your products and services.

Sales are carried out either as a Cash Sale, or as an invoice. The difference between a Cash Sale and an Invoice is that with a Cash Sale the system assumes that the customer is paying you the full balance on purchase. With an invoice, the customer can be paying just a deposit, or nothing at all.

In normal retail shops you shall probably only be using Cash Sales. This user manual only tackles Cash Sales.

Depending on the type of hardware you will use, there are two cash sale screens you can use:

- the iTouch Sales Screen is designed to be used with a touch screen and is normally applied in businesses were most products do not have a barcode, such as bars, salons, etc...

- the cash sale screen is intended for the typical computer/laptop setup in businesses were most products have a barcode

In practice, both screens do the exact same thing, and it is a question of choosing which interface you prefer. After login, choose the module you wish to use from the quick launch buttons, as portrayed below:
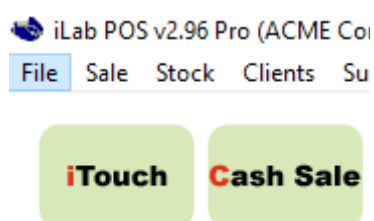
2.   The Cash Sale Screen

To access the Cash Sale screen click on the "Cash Sale" button after login, alternatively you can access the screen from the menu, Sale >> Cash Sale. Below is an illustration of the cash sale screen.

The easiest scenario of a cash sale is as follows:

The cursor is blinking on the barcode. Scan an item with the barcode scanner, and as shown above, the item is added in the shopping list. The total is also updated accordingly. Keep scanning further items, and once all desired items are scanned, click on QuikSave (or F5). At this point, the cash sale is saved, a receipt is printed, and the system is waiting for the next cash sale.

To calculate the change:

Once you scan all the items (or before if you wish), press F6. The cursor should now start blinking on the Received Text Box. Type in the amount being received (example 50), and on the top right below the total you should see the change you should give the customer.

To delete a line you inserted by mistake:

With your mouse, right click on the line you wish to remove. The system will ask you to confirm.

To give an overall discount by %:

Press F4 and type in the % discount. You should notice that the total is updated accordingly.

Your user account might be limited to a certain % discount. Speak to you administrator if you wish to extend you maximum discount. (Done from Tools > Sales Staff).

To give an overall discount by amount:

Press F3 and type in the amount you wish to discount. This can come in handy, for example, to kill off 1 cent from the bill and round it up.

Your user account might be limited to a certain % discount. Speak to you administrator if you wish to extend you maximum discount. (Done from Tools > Sales Staff).

QuikScan and changing the quantity rather than having to scan an item multiple times:

If QuikScan is on (the check box below the large ADD Button), when you scan an item the system will assume a quantity of 1 and will add the item automatically to the shopping list. If you wish to be able to specify the quantity yourself, switch off QuikScan by pressing F9. Scan the item, specify the quantity, and click on Add.

Note: From Preferences you can configure the system to automatically add the item to the shopping list when pressing Enter on Quantity. Refer to File >> Preferences, and tick "Auto Add when pressing enter on quantity".

Finding an Item by Description or Reference Code:

Certain items might not have a barcode, or the barcode might not be working. In this case, press F2, or click on the small arrow next to the barcode box. The article selection window will popup. Here you can live search by typing in the search boxes as portrayed in the next screenshot. Once you found your desired item, highlight it and press "Select".

The system will now assume quantity 1, but will ask you to confirm it. Hence the article selection feature can be used as an alternative to switching off quikscan.
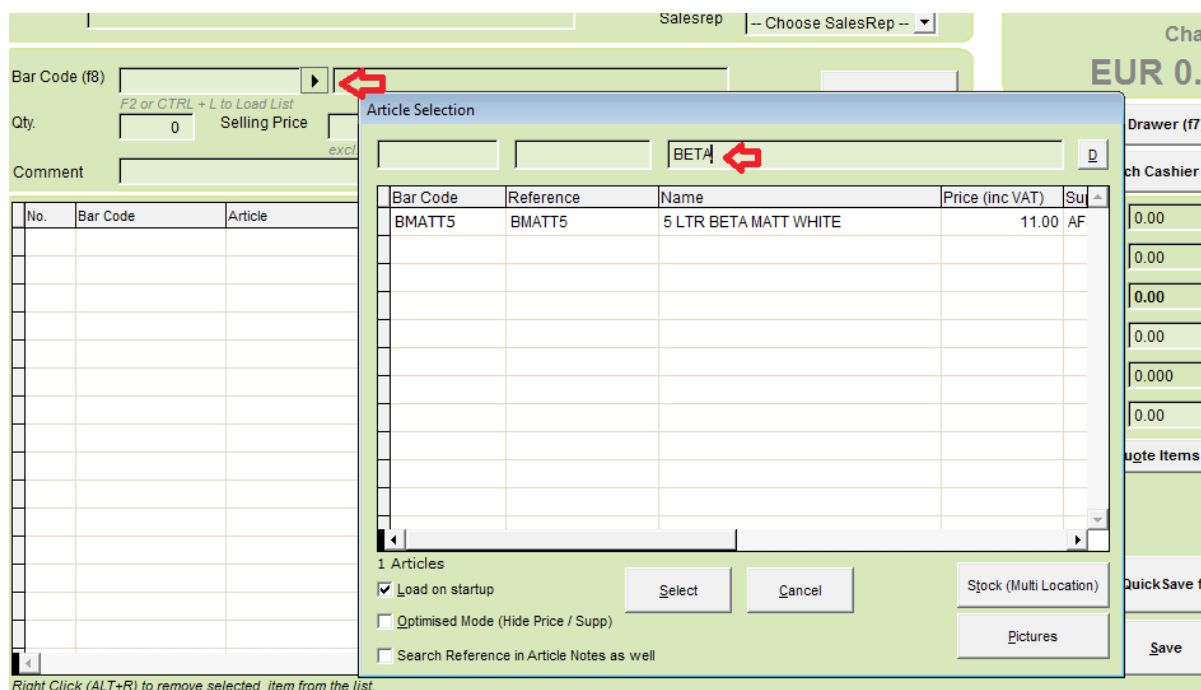
The article selection has 3 checkboxes at the bottom right.

"*Load on startup*" *will load all the products when the window is opened. In larger shops, were your stock runs into thousands, you might want to switch this off for faster operation.*

"*Optimised Mode*" *will hide the supplier and price. Again, this can be used if your stock runs into many thousands and you want to speed up your search.*

"*Search Reference in Article Notes as well*". *In the articles screen you can specify several Reference Codes for the same article in the notes field. This normally applies in auto-parts shops where one product can be used for several vehicles, and can be looked up by several different codes. Switching this on will force the system to search reference codes in the notes field as well. However switching this on will slow down the search considerably, so keep it off if it does not apply to you.*

Changing the price during sale

Authorised users (only) can change the price of an item while making a cash sale. If QuikScan is on, the system does not give you the time to change the price. To change the price, switch off QuikScan (Press F9), scan the barcode (or find it from the Article Selection), specify the quantity, and press tab to scroll to the price excluding VAT. You can specify the new price excluding VAT here, or you can press tab again to specify the price including VAT. Once done click on add to add the item with the new price.

Note to Administrator: From Tools >> Sales Staff, you can specify whether a user can change the price during sale or not. In "Sales Staff" locate the user, click on the properties button (magnifying glass), and tick or untick the check box "Change Price during Sale".

Furthermore, although generally you might not want the user to change the price during sale, you might wish to make some exceptions on certain products. To do so, locate the article from the articles screen, click on properties (magnifying glass) and tick the checkbox "Always Allow Price Change".
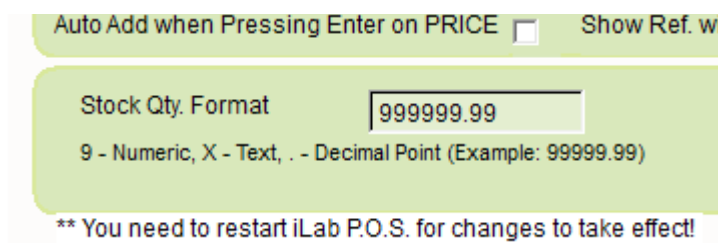
No QuikScan

You can configure certain products so that QuikScan is automatically switched off when scanning their barcode. This can come in handy with products (or especially services) were the price is variable and always needs to be changed. When creating the product (or service), tick the check box "No Quik Scan". As from now on, if you scan this product, the software will ask you to confirm the price before adding it to the shopping list.

No Stock Warning

iLabPOS will not stop you from selling products which are out of stock in the system. However you can set the system to always warn the cashier when the product being sold is out of stock. To do so, from File >> Preferences, on each POS Terminal, tick the checkbox "Warning on Stock Zero".

Stock Quantity with Decimal Point

In iLabPOS it is possible to operate stock quantities with a decimal point. This can apply when selling by Kgs or by Metres. To activate decimal point quantities, from File >> Preferences, specify the Stock Qty. Format as portrayed below.

Specifying Payment Type

When saving a cash sale using QuickSave, the system assumes a sale paid in cash. If you wish to specify alternative payment methods, you can by pressing save instead of QuickSave. The system will then prompt you to specify the payment mode.

Adding a Customer VAT Number on the Receipt

To add the customer number on the receipt, instead of pressing QuickSave, press save. The system will prompt you to specify the payment type, as described above. You can also type anything in the Comments Box, example, a VAT Number, which will be printed on the receipt.

Specifying Full Customer Details

If you wish, in iLabPOS you can keep a customer database. This will help you later on to track customer trends and purchase history.

If you want to add a new client to your database, click on the "New Client" button. A new window will popup where you will need to input at least the client name. You might also wish to take further details, such as mobile phone number, address, etc.... Once you have keyed in the new client details, press save. When saving this sale, it will now be tied to your new client.

You can also lookup clients which were already keyed in by typing in the name/surname in the quick search box as shown above. You can also bring up the Client Selection window to search by further details.

Automatic Discounts by Client

Through client management, you can specify a default discount with each client. When choosing the client, the system will then automatically switch you to the client's default discount.

Sales Rep

In more complex retail businesses, the cashier keying in the sale might not be the same person who carried out the sale. In iLabPOS you can separate the cashier from the salesrep. This could come in handy especially where commissions on sales are paid.

To allow/enforce the sales rep selection with every sale, from File >> Preferences, tick "Different Sales Rep on Invoice / CS".

Daily Sales Report (X / Z Reading)

To issue the daily sales report, from the main screen (close the cash sale screen) click on D/Sales.

There is no concept of End of Day in a Computerised Point of Sale System. The day closes automatically every day at midnight. The daily sales report will gather sales information from 12:01am until 11:59pm. You can also print a daily sales report for previous days by changing the date.

Checking the stock quantity while making a sale

If QuikScan is off, or if you choose an item from the article selection, then you have enough time to see the stock quantity for a particular article before adding it to the shopping list.

Note: If in preferences you have ticked "Work in Optimised Mode", you will not be able to view the stock quantity as portrayed above.

Alternatively, if you locate an article from the Article Selection (by clicking on the arrow next to the barcode), you can click on the "Stock (Multi-Location)" button, to view how much stock you have left.
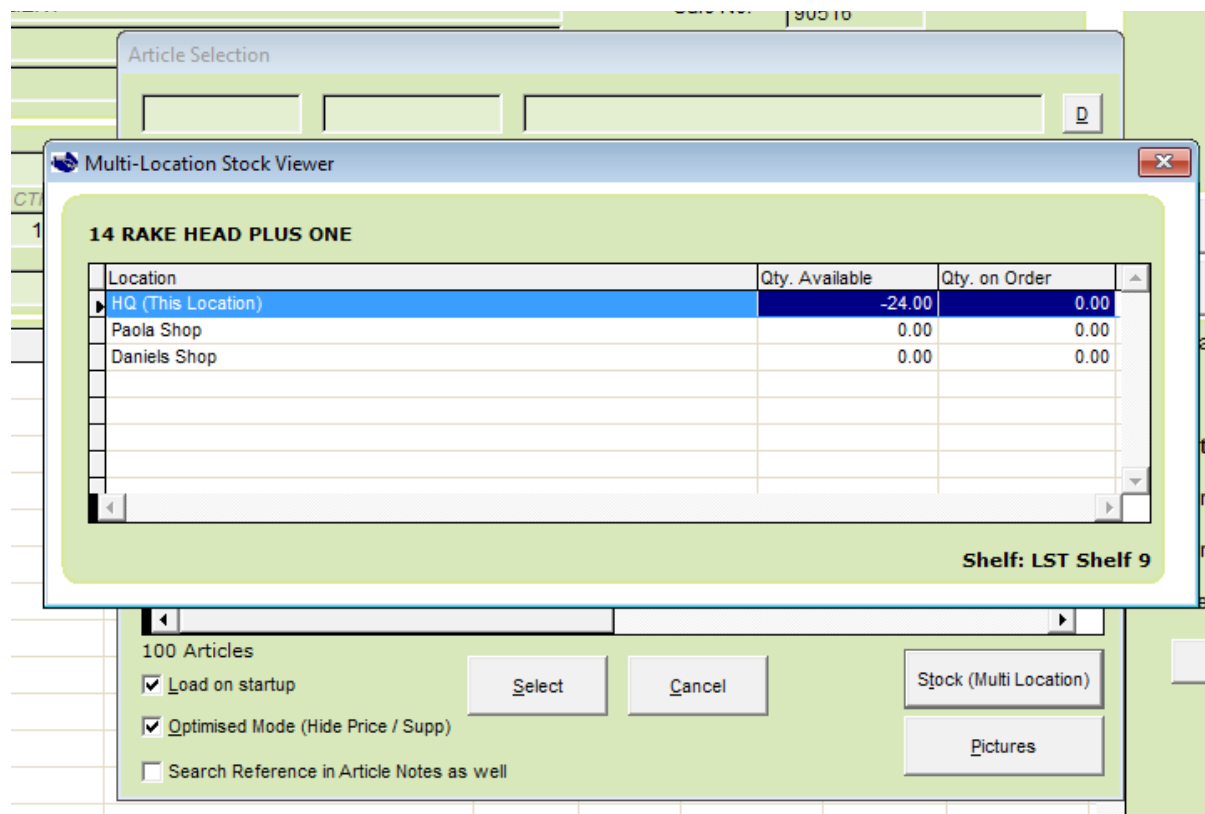
Switching from Barcode Operation to Keyboard Operation

By default, iLabPOS expects you to scan a barcode. As described earlier, you can then search for an item through the article selection screen.

Alternatively, if your business does not work with barcodes, you can switch to "Textual" mode. From File >> Preferences, tick the checkbox "Textual Article Pick Mode (Invoice / CS)".
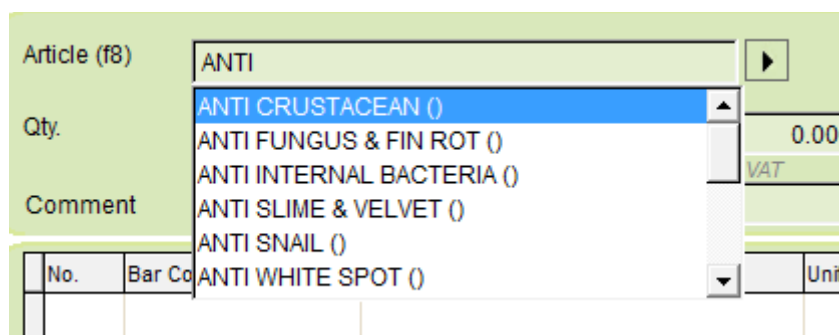
Now iLabPOS will work very similar to other accounting applications, were you will type to live search for a product. To select the products, you can press the Tab key.

Reprinting a Receipt

To re-print a receipt, go to Sale >> Re-Print Cash Sale. If you click on "Print" you will automatically re-print the last receipt. Alternatively you can specify a different receipt number.

You can also use this feature to try out different styles of receipts. Furthermore, this feature can be used to occasionally print the receipt on A4.

Changing the Receipt Format

iLabPOS can print A4 receipts, and 80mm (roll) receipts. There are also various different styles you can choose. To change the style permanently , go to File >> Print Sizes and layouts and choose your preferred Cash Sale Format.

Returns, Credit Notes, Gift Receipts, Gift Vouchers

Refer to the manual "Returns, Credit Notes and Gift Vouchers".

3.   The iTouch Screen

The iTouch screen is meant to be used with a touch screen monitor. It is important to categorise your stock first in order to use iTouch (refer to iLabPOS quickstart guide). To access the Cash Sale screen press on the "iTouch" button, alternatively you can press on Menu Sale >> Cash Sale - iTouch. Below is an illustration of the iTouch screen.
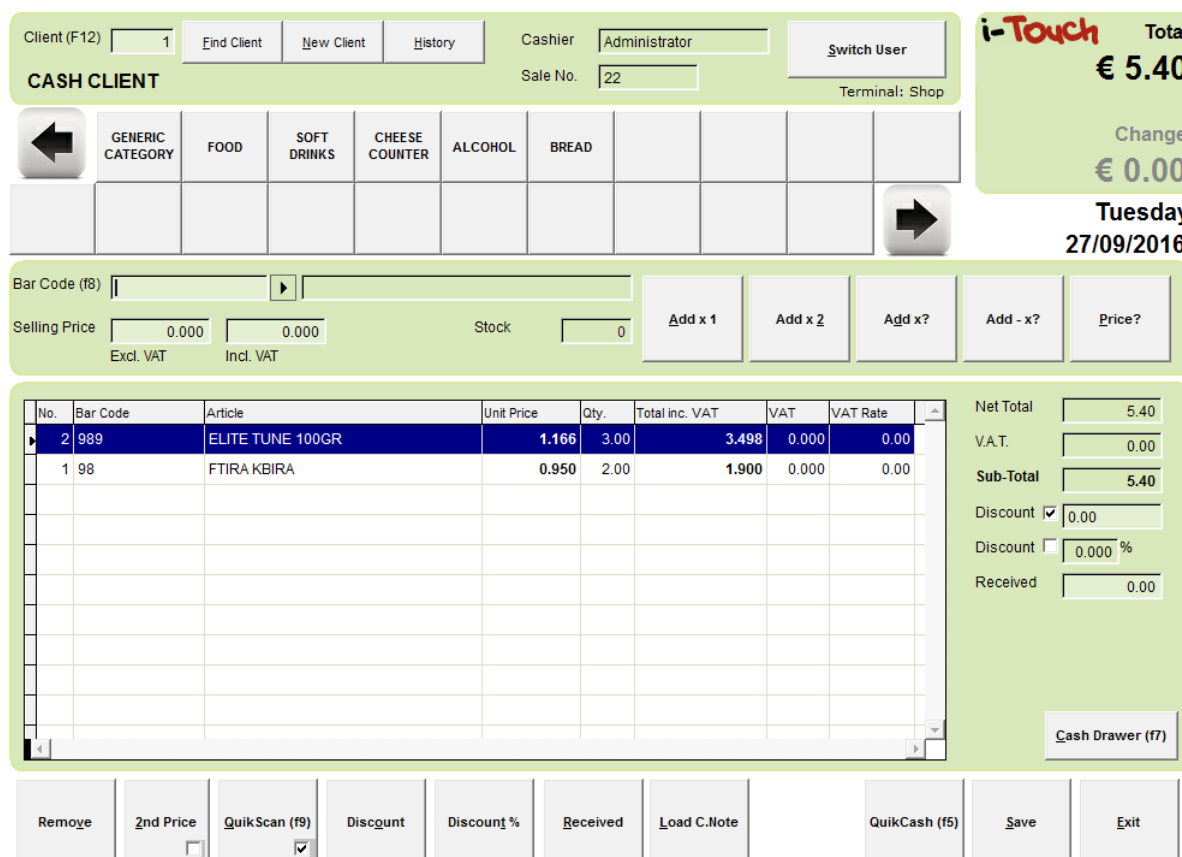
Functionally iTouch is very similar to the cash sale screen described in the previous chapter. Hence we would suggest to browse through the previous chapter before proceeding.

The main difference with iTouch is that you can operate this screen through large buttons directly with your finger on a touch screen. Apart from scanning barcodes, you can enter a stock category, and choose an item directly.

In the screenshot above we are seeing a number of categories which are ticked as "Visible in iTouch". (Only categories ticked as "Visible in iTouch" will appear here. Go to Stock >> Categories to see/change which categories are visible here)

Using iTouch is very comfortable for example for a confectionery or a bar. Fresh Bread will not normally have a barcode. Hence you can have a category called bread, under which you will have several different loaves which you can easily choose. After choosing the product, you will then need to click on either "Add x 1", to add 1 quantity to the shopping list, or "Add x 2", or "Add x?" to bring up a numeric keypad where you can specify any other quantity.

Otherwise, operating iTouch is identical to operating the Cash Sale Screen.

Example, to give a discount, you will now click on the "Discount %" button, after which the system will ask you to key in the discount through the numeric keypad.
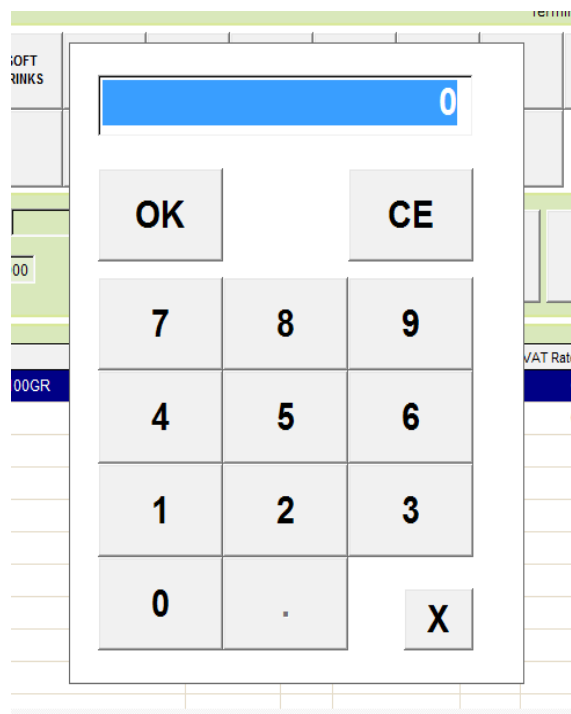
Similarly, to specify the amount in cash received, you wil click on the "Received" button and specify the amount via the numeric keypad.