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Chapter 1

Introducing ACDEV POS

This guide is for the POS Administrator. It explains:

- Daily ACDEV POS procedures.
- How to maintain information on POS Server.
- Integration and accounting entries in ERP.
- How to set up registers.
- Troubleshooting common problems.

How this guide is organized

Topics in this guide are organized as follows:

Chapter 1. Introduces ACDEV POS concepts and logging in.

Chapter 2. Provides standard daily procedures for using POS.

chapter 3. Provides instructions for adding new users and user groups to POS Server.

chapter 4. Focuses on setting up and using bar codes, loyalty points, and gift cards.

Chapter 5. Discusses a large number of POS maintenance and administrative tasks, including adding credit card definitions, adding receipt batch templates, changing register and server settings, and updating register software.

Chapter 6. Describes the transactions produced by ACDEV POS and how they appear in Sage Accpac ERP.

Chapter 7. Provides a guide to setting up new registers.

Appendix A. Provides troubleshooting tips.

Appendix B. Lists the various log files kept by POS servers and workstations.

Appendix C. Describes the files and folders used to move transactions from the workstation to the server in online and offline transaction modes.

Other POS Guides

See the *ACDEV POS Installation Guide* for full instructions on installing and setting up ACDEV POS.

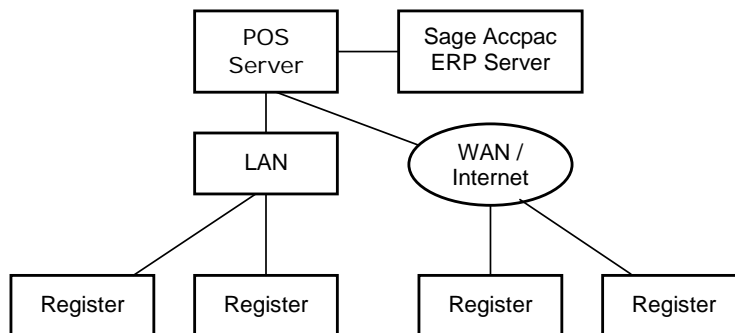
See the *ACDEV POS Register Guide* for instructions on using the cash register program.

What is ACDEV POS?

ACDEV POS is a comprehensive point-of-sale (POS) solution that works equally well for single retail locations or high-volume, multi-site retail operations.

ACDEV POS runs over the Internet, letting you and your staff see and manage inventories across multiple locations, make informed decisions with real-time data and maintain a unified view of each customer—regardless of the sales channel.

The following diagram shows an POS installation with two local cash registers and two remote cash registers which communicate through the Internet.



ACDEV POS supports all retail technologies, including bar code readers, weigh scales, real-time credit card processing, and pole displays. It lets you increase your checkout speed and accuracy while providing real-time integration and reporting across your enterprise.

ACDEV POS includes two main components:

- ACDEV POS Server
- POS Workstations

ACDEV POS Server

ACDEV POS Server runs as a service on a Windows 2000, Windows XP, Windows 2003, or Windows 2008 server. The Server manages:

- Point-of-sale users and user access rights.
- Registers and register data.
- Bar code mapping.
- Encrypted communication for all transaction processing between ACDEV POS registers, ACDEV POS Server, and Sage Accpac ERP.

ACDEV POS Workstations

ACDEV POS workstations are point-of-sale cash registers that communicate with the POS Server using the Internet, either through a dial-up connection or using continuous, high-speed access. The workstations also have a local database to run offline and to increase performance.

The locally maintained data includes the following information:

- Items
- Item pricing
- Tax information
- Customers
- Mapped bar codes

Remote Administration and eDownload

In addition to the POS Register program, workstations can also run two other programs:

- POS Remote Administration
- eDownload

ACDEV POS Remote Administration lets retail managers update users and user access rights, update bar code mapping, and update the register databases on the server.

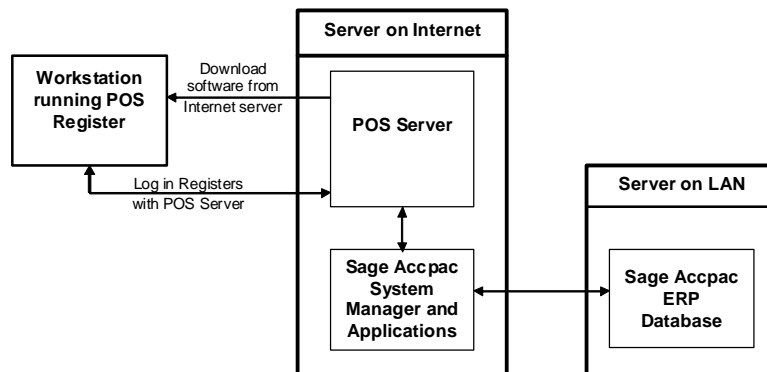
ACDEV POS eDownload lets users update register software automatically, and update the local database stored for each register.

How POS Components Work with Sage Accpac ERP

The following diagram illustrates how the ACDEV POS workstations work with the ACDEV POS Server and Sage Accpac ERP databases over the Internet.

Note that ACDEV POS Server can be installed with Sage Accpac ERP in several different configurations, depending on how you have set up Sage Accpac programs and data.

For example, you can install the ACDEV POS Server on the same server as Sage Accpac programs and database, or you can install the POS Server on a high-performance server with a fast connection to the Sage Accpac database—as in the following diagram:



Relationship between ACDEV POS components and Sage Accpac ERP.

Workstation and Server Events

The events listed below occur when users operate POS Server and workstations on the Internet or on an intranet:

Event 1: ACDEV POS Server Runs as a Service on the Server

POS Server is installed as a service on the server, so it starts automatically whenever you restart the server computer.

Event 2: eDownload Sets up Register Communication and Updates Register Software

ACDEV POS Workstation software includes eDownload, which establishes the register connection to the POS Server, downloads Sage Accpac customer, item, and vendor information, and lets users set up and update register software.

Event 3: POS Registers Log In to the POS Server

Users start the POS Register program and log in to POS Server. The registers can run offline or with a continuous “live” connection to POS Server.

Event 4: POS Server Updates the Sage Accpac ERP Database

POS Server receives sales and returns information from the workstations and creates transactions to update the Sage Accpac ERP database.

Event 5: Store Managers Update User and Bar Code Information with Remote Administration

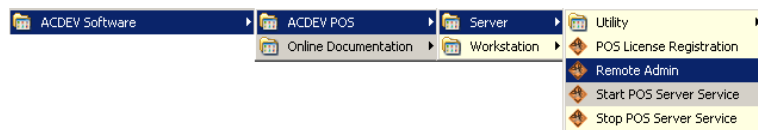
POS Workstation includes a browser-based Remote Administration program that allows managers and supervisors to update user information for store clerks and manage other POS Server information.

Logging On to POS Server

You can log on to POS Server from:

- Any POS workstation.
- Any personal computer that has an Internet browser and is running:
 - Internet Explorer 5.5 or higher.
 - Java 2 Platform Standard Edition runtime environment from Sun Microsystems.

To log on to the POS Server, choose the POS Remote Admin choice from the ACDEV Software / ACDEV POS / Server menu.



Or

- **If you are logging on from the POS Server computer**, start Internet Explorer and enter the following address in the Address field:

`http://127.0.0.1:5063`

Note that 5063 is the default server port number for the Remote Administration applet. It may have been changed on your server.

- **If you are logging on from another computer**, enter the IP address of the POS Server, followed by the port number for the

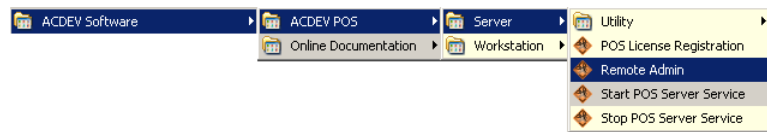
Remote Administration applet on the POS Server. (The default port is 5063.)

For example

`http:// 204.191.87.13:5063`

To log on to POS Server:

1. If you are on an POS Workstation, choose the POS Remote Admin choice from the Windows Start List:



Or

Start Internet Explorer and enter the IP address for the POS server and the port number of the Remote Administration applet (see discussion above). For example, enter

`http:// 204.191.87.13:5063`

Your browser will display a message stating that it is connecting to the server, and then the POS Server logon form will appear.

2. Type your POS User ID and Password in the login fields, and then click the Login button.

Note: The rights assigned to your user ID determine which maintenance forms you can view. The ADMIN login gives you rights to all Server maintenance forms.

Update the
database after
making changes

Note also that you must update the register database on POS Server after adding or changing information, and you must update databases on the individual workstations for the changes to come fully into effect.

See Chapter 3 for instructions on updating POS databases.

Where to Now?

Proceed to Chapter 2 for an overview of day end and period end procedures.

Proceed to Chapter 3, "Adding Users," for instructions on adding new users to ACDEV POS.

Read Chapter 4, "Using ACDEV POS Features," for information on setting up bar codes, loyalty points, and gift cards.

Chapter 2

Standard Daily Procedures

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Chapter 2

Standard Daily Procedures

This chapter describes the two standard procedures for using and updating ACDEV POS Server and ACDEV POS registers.

Specifically, this chapter discusses:

- End-of-day procedures—the steps you should follow at the end of each day to ensure that your accounting system is updated properly with retail transactions from POS.
- Updating the register databases for POS Server and POS workstations.

You can update the master register database on POS Server manually, using the Database Update form in POS Server, or you can set the timer in Company Setup to update the database automatically throughout the day.

Similarly, you can set up timers to update the register databases on each register workstation throughout the day, or you can force a database update using eDownload.

End-of-Day Processing Steps

End-of-day processing includes all of the steps required to transfer and post completed POS transactions in Sage Accpac ERP. See the following sections for more details on the steps listed here.

Step 1: Cash out in ACDEV POS Register.

- Process all outstanding transactions and perform cash-out procedures for each of the tills.

Cashing out automatically processes all outstanding transactions and uploads them to the POS Server.

Summary
transactions

If you send summary transactions to Sage Accpac ERP, POS will consolidate all sales and payments into one summarized transaction per A/R Customer, and transmit the database with the summarized transactions to the POS Server.

If POS Register cannot connect to the POS Server, it will let you cash out, but hold the transaction database until the next time you run “Process All Outstanding Transactions” or cash out the till.

- Print transaction reports. You will use these reports to reconcile sales and receipts to transactions posted in Sage Accpac ERP.
- Print credit card reports from your credit card processing software if required for credit card clearing.

Step 2: Run Day End Processing in Sage Accpac ERP.

- Day End Processing creates the Accounts Receivable invoice, credit note, and debit note batches from Order Entry orders, invoices, credit notes, and debit notes.
- Day End also creates the invoice and credit note posting journals in Order Entry.
- Receipts are added as prepayments to receipt batches when the orders are posted.
- POS Server adds manual checks for petty cash and returns directly to Accounts Payable.

Step 3: Print Order Entry, A/R and A/P transaction listings.

- Print the posting journals for Order Entry invoices and credit notes.
- Print batch listings for A/P payment batches, A/R receipt batches, and A/R invoice batches.

Step 4: Reconcile POS till reports with batch totals and Sage Accpac ERP summary reports.

- If reports do not match, check for errors in the POS Server logs to ensure that all transactions were successfully submitted to Sage Accpac ERP.

Since POS Server submits all transactions to Sage Accpac ERP, you can check the error logs on the server to verify that all transactions were successfully transferred.

Step 5: Post A/R and A/P transaction batches, *except* for the debit note invoice batch in A/R.

Step 6: Run the POS Clearing Macro.

- The clearing macro automatically applies debit notes to credit notes that are created when cash is paid out from the register (for returns).

Step 7: Post the debit note batch in A/R.

If you are using
AWMS

Step 8: Retrieve orders in Sage Accpac WMS, and post them.

If you are using the Sage Accpac Warehouse Management System, you will retrieve all orders created (but not invoiced) by ACDEV POS, post them, and then process shipments and invoices as you normally would in Sage Accpac WMS.

Cashing Out in ACDEV POS

Generally, you perform only one large procedure at an POS workstation at the end of the day: cashing out the tills. This procedure also processes all outstanding transactions and uploads them to the POS Server.

Transaction Processing on the Server

POS registers update the POS Server with point-of-sale transactions in two different ways:

- **Online.** POS transaction information is immediately sent over the Internet (or LAN) from a register to the POS Server, which then creates and submits transactions to the Sage Accpac ERP accounting system.
- **Offline.** POS transaction information is stored locally on the workstation until you cash out at the end of the day or manually upload the transactions to POS Server, which then submits them to the Sage Accpac ERP accounting system.

At any time, you can manually upload the transactions to the POS Server by choosing "Process All Outstanding Transactions" from the Register's File menu.

POS Register zips all transactions and sends them to the POS Server, thus allowing the workstation to continue to process new transactions.

POS Server processes the uploaded transactions and posts them to Sage Accpac ERP.

Summary
transactions

If you chose to post summary transactions in ERP, POS Register will work in an offline mode. Once you cash out a till, POS will consolidate all sales and payments into one summarized transaction per A/R Customer, and transmit a database with the summarized transactions to the POS Server along with the individual transaction details.

Note that individual detailed transactions are copied into the POS history data tables on the server, so the details are not lost.

Cashing Out a Till

See the *ACDEV POS Register User Guide* for full instructions on cashing out.

ACDEV POS's Cash Out function lets you easily sort out your tills at the end of the business day. The Cash Out process also closes your till and logs you out.

To cash out a till:

1. Choose File ► Cash Out from the menu in POS Register.
2. For each currency in the till, enter the actual number of bills or coins for each denomination (such as dimes, twenty-dollar bills, and fifty-dollar bills). As you enter each quantity, POS totals the amount.

The screen also displays the following information:

- Cash on hand (running total from denominations count).
 - Float (from the start of the day).
 - Cash transaction total (from the day).
 - Amount over/short (cash on hand minus the float minus the cash transaction amount).
 - Amount of the next float (for the next day).
 - Amount to remove from the float.
 - Exchange rates for multicurrency amounts.
 - Bank code for the deposit.
3. Specify the envelope number for the deposit.
 4. Finish the cash out process by previewing or printing selected till reports and logging out of the till.

You must print all till reports before logging out

Note: Once you select Cash Out And Close Till, all reports and totals will be cleared from the register. Make sure that all employees know which reports must be printed at cash out.

Till reports include:

Cash Out report. This report summarizes the float total, cash-on-hand total, cash-transaction-amount total, over/short status, and the denominational break down for each currency.

Transaction Report. This report lets you gauge the transaction volume at a given workstation.

Payment Report. This report lists the total amount of cash purchases, the sum of cash returns, and the net value of all cash transactions for the day (sorted by payment type) for this Register. All forms of payment types are included (cash, credit/debit card, credit note, and others).

Salesperson Report. This report provides a list by salesperson of dollar amounts sold for the till.

Detailed Transaction Report. This report lists each order, showing the order number, transaction time and date, total, and form of payment.

Category Sales Report. This report breaks down the total sales by category, indicating the total value (before taxes) and the quantity of items sold by category at this till.

Reconciling Sales and Receipts with Sage Accpac ERP

At the end of the day you should reconcile the transactions entered at the POS Registers with the transactions posted in Sage Accpac ERP.

The various Transaction Reports in ACDEV POS provide a comprehensive list of all point-of-sale transactions, based on the transaction type and level of detail that you want.

The following is a list of the transactions and reports that you should reconcile:

POS Report	Sage Accpac ERP Report
Detailed Transaction Report	OE Transaction List OE Posting Journal and A/R Invoice Batch
Payment Report	A/R Receipt Batch A/P Payment Batch

Notes:

- If you use separate receipt batches for different tender types, individual transactions can end up in the wrong batch if the payment type is recorded incorrectly. For example, if a transaction is recorded as CASH instead of CHECK, the A/R batches will be incorrect for those payment types.

You use the Receipt Batch Templates form in Remote Administration to assign payment types to receipt batches.

- If you give refunds to customers, the receipt batches will be overstated; however, the bank transactions will be correct because the refund will go through A/P manual check batches.
- Petty cash payouts appear as A/P manual checks.

- Cash-out overages/shortages appear as A/R Misc. Receipts for overages and A/P Misc. Payments for shortages.
- To review outstanding or open layaways, run the Order Entry Transaction Listing Report for Orders with a Status of "Never Invoiced."

If non-POS transactions are also in Order Entry, this report will not be exclusive. Note, however, that all layaways are labeled as such in the Description field of the Order Header.

Invalid Serial Numbers with Serialized Inventory

If you are processing sales/returns using POS's Offline transaction mode, POS Register cannot validate the serial number during entry.

When the transactions are processed on the server, POS will insert the serial number entered by the sales clerk in the Order Entry serial number field on the invoice in Order Entry, rather than update Serialized Inventory properly.

Inventory levels will be correct in Inventory Control, but you will have to put through an adjustment to record the correct serial number with the sale or return.

Using the Clearing Macro to Match Credit Notes and Debit Notes

ACDEV POS Clearing Macro

The ACDEV POS Clearing Macro automatically matches credit notes and debit notes that are created when a return is processed at the register. The Clearing Macro applies debit notes to credit notes using the credit note number referenced in the comment field of the debit note.

Credit notes are added to ERP Accounts Receivable invoice batches when you run Day End Processing.

You run the ACDEV POS Clearing Macro from the ERP desktop after posting the credit notes ***but before you post the debit notes.***

To use the Clearing Macro:

1. Double-click the POS Clearing icon in the Accounts Receivable folder. (You can use Sage Accpac's Run Macro form to run the Clearing Macro or you can add it as a shortcut to the Sage Accpac desktop.)
2. Click the Apply button.

Note: Depending on your processing options in Sage Accpac Inventory Control, credit notes may not appear in Accounts Receivable invoice batches until you run Day End Processing in Inventory Control.

Posting Orders in Warehouse Management System

If you are using Sage Accpac Warehouse Management System, you will turn off invoicing in POS, because all shipping and invoicing will be handled by WMS.

You turn off invoicing by choosing "Disable" for the Default Invoice Mode setting in POS Register Setup.

After you enter orders in POS, you retrieve the orders in Warehouse Management System, post them, and then process shipments and invoices as you normally would in WMS.

Updating POS Register Databases with POS Server and Sage Accpac ERP Data

ACDEV POS will automatically update register databases throughout the day if the timers are set up in the Company Setup and Register Setup forms in POS Server.

If you do not use the timers to automatically update the register database, you can update databases manually:

- First, use Database Update in POS Server to update the Register database on the POS Server.
- Second, use Force New Database from the eDownload menu to update the Register database on the workstation.

Background on the Register Database

The POS register database is a password-protected Microsoft Access database containing all of the information required to operate an POS register, such as customer numbers, inventory item numbers, bar codes, and sales staff user IDs for POS.

Note: The register database is critical to the proper functioning of ACDEV POS. Do not try to open or alter this database.

- This database is created in POS Server and stored with POS company files on the server. You can update the database manually or set the timer in Company Setup to update the database automatically throughout the day.
- The register database is downloaded to an POS workstation when you activate a register. Thereafter, you can update the database manually

or set the timer in Register Setup to update the database automatically throughout the day.

The database on workstations is used to look up information when the POS register is set to “Local” search mode.

You must update the register database regularly to reflect changes in item pricing, customer records, bar codes, and POS users. This involves updating the main Register database on the POS Server first, and then updating individual register databases.

Set timers to update the master database first

If you use timers to update the register databases, make sure that the Company Setup timers update the master database before the Register Setup timers download the databases.

Contents of the Register Database

Sage Accpac ERP information in the register database includes:

- Bank Accounts
- Customer Information
- Items and Pricing
- Bar codes
- Taxes

ACDEV POS Server information includes:

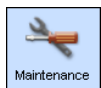
- Receipt Options
- Register information
- Users and user groups
- Bar codes
- Loyalty points
- Gift card information

Remember:

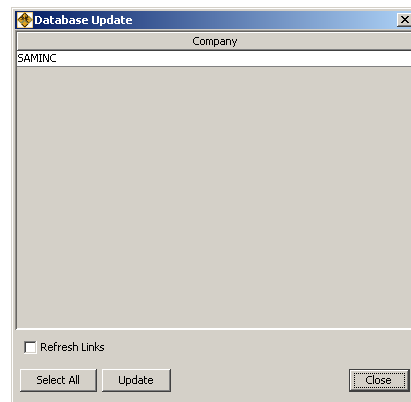
- You must regularly update the database on the POS Server using the timer in Company Setup or using Database Update.
- You must keep the local register databases current by using the timer in Register Setup or by using Force New Database on the eDownload menu.

Updating the Server Database Using Database Update

To update the master register database on POS Server:



1. Choose the Maintenance icon, and then choose the Database Update icon from the top row. The following form appears:



2. Select the database that you want to update, or click Select All if you wish to update all files.

POS creates a separate register database for each Sage Accpac ERP company.

Each company profile includes its own timer schedule for automatic updates, and each register includes its own timer schedule.

3. Click Update.
4. In the Result dialog box that follows, click OK.
5. Click Close to close the Database Update window.

Updating the Workstation Database Using eDownload

eDownload manages software updates and register database updates for each POS workstation.

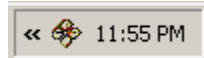
POS registers use the databases on the workstations to perform offline searches—which tend to be far faster than live searches.

The locally maintained data includes the following information:

- Items
- Item pricing
- Tax information
- Bank information
- Currency exchange rates
- Customers
- Employee user IDs and passwords

- Mapped bar codes.

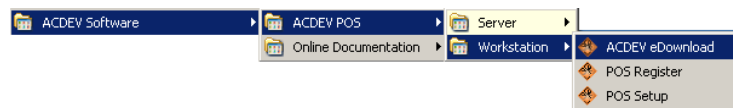
You can have eDownload update the local register database automatically throughout the day, or you can manually run it from the workstation using eDownload.



ACDEV POS eDownload starts as a minimized icon on the Task Bar by the clock. (By default, this is in the bottom-right corner of the Windows desktop.)

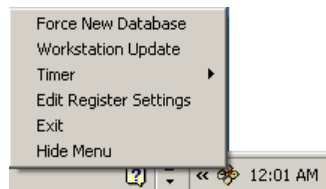
To display the eDownload menu:

1. If the eDownload icon does not appear on the Windows Task Bar, choose ACDEV POS eDownload from the ACDEV Software program group on the Windows Start List.



If the eDownload icon appears in the System Tray on the Task Bar, go on to step 2.

2. Right-click the eDownload icon to display the eDownload menu.



3. Choose Force New Database.

The choices on the eDownload menu are as follows:

Force New Database. This choice updates the local database with the most current database information from the ACDEV POS Server.

Workstation Update. Downloads any newer Register software updates.

Timer. Starts or stops the timer that schedules register database downloads.

Edit Register Settings. This choice lets you change the Server Key, Server IP, Transaction Port and Data Port. For further information on settings, see the information on setting up registers in Chapter 7.

Exit. Closes the window and exits ACDEV POS eDownload. Generally, you will not choose Exit.

To leave ACDEV POS eDownload running minimized, simply left-click on your desktop away from eDownload.

Chapter 3

Adding Users and User Groups

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Chapter 3

Adding Users and User Groups

This chapter provides instructions for performing the following tasks:

- Logging on to the POS Remote Administrator (POS Server).
- Adding users and user groups to POS Server.
- Updating the POS database after adding users.

You Must Add All Register Users to POS Server

Each new employee who uses a register must be assigned to a user ID. You can add new IDs using the Remote Administration program.

Note: You cannot add user IDs or user groups unless your ID provides access to the User and User Group maintenance forms. For example, the ADMIN login gives you rights to all POS Server maintenance forms.

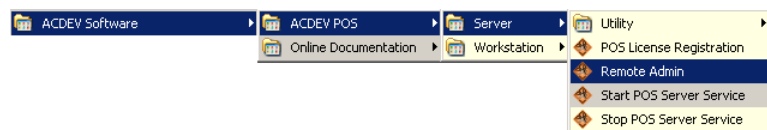
Update the
database after
making changes

Note also that you must update the POS Server register database after adding user IDs, and you must update the register databases on the individual workstations before you can log on using the new IDs.

You will find summary instructions for updating POS databases at the end of this chapter.

Logging On to the Remote Administrator

1. Choose POS Remote Admin from the Windows Start List:



2. Type your POS User ID and Password in the login fields, and then click the Login button.

See Chapter 1 for more complete instructions.

Adding Users and User Groups

All POS register users must be assigned user IDs that are valid for their registers before they can log on.

You can create generic user IDs that are used by more than one employee, or you can assign employee their own user IDs that you add individually to ACDEV POS Server.

User rights specify which tasks employees can perform while using the POS Register or when logging onto POS Server using Remote Administration.

Easier to create
user groups

Most companies create user groups to simplify the task of assigning access rights for users.

User groups let you specify all of the rights for group members, along with the tasks that they can perform, so you don't have to specify them when you add each new user record.

For example, your company might have three user groups:

- Managers, with full access to all POS Registers and to all POS Server tasks.
- Supervisors, with full access to all POS Registers, such as the ability to do returns, issue credit notes, make petty cash payments, take account payments, change credit limits, etc.
- Sales clerks, with limited access to one or two POS Registers.

You don't have to create user groups, and you can add users and user groups in any order.

For example, you can add user records first, and then assign them to groups, or you can create groups first and then add user records.

Adding Users

To add users to ACDEV POS:

1. Log on to the POS Server following the instructions in the last section.
2. Choose the Security icon in the left column, and then choose the Administer Users icon from the Users row.



The following form appears:



3. Click the New button to the right of the User Name field.
4. Fill in the fields on the form as follows:

User Name. Enter the name of the employee. The name can be any length, but it makes sense to use the employee's first name, and, if necessary, the surname initial—such as JohnB or SusanH.

Description. Enter a description for the users—usually the employee's full name, position, and/or location.

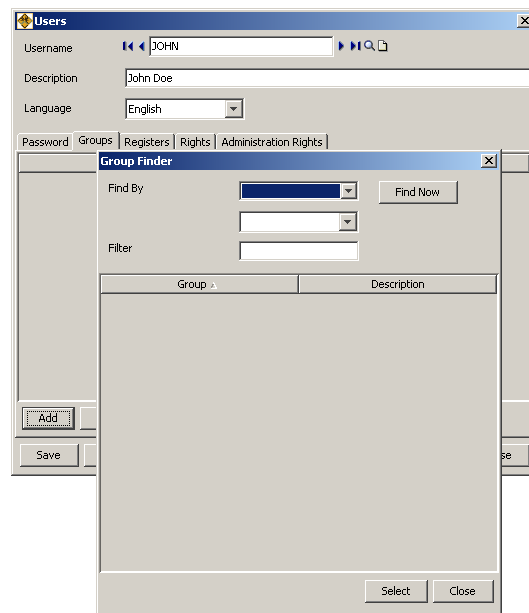
Language. Choose the language for this user from the drop-down list.

Password. Enter the password for this user. The password can be alphanumeric, and up to 25 characters long.

Confirm Password. Re-enter the password.

Groups tab

5. Click the Groups tab to assign this user to a user group.
If you have not created groups yet, go on to the next tab. You can also assign users to groups when you add group records.
6. Click the Add button to display the group Finder, and then click the Find Now button to list all user groups.

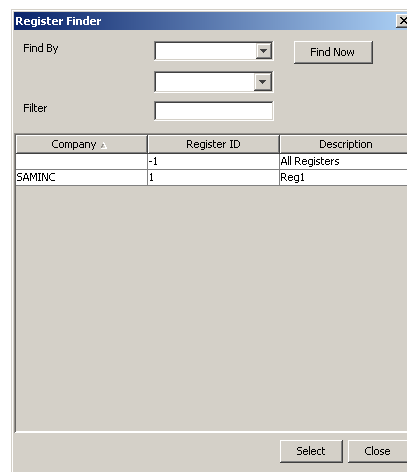


You can also use the Find By selection to restrict the number of groups displayed by the Finder.

Users can belong to more than one group, and will inherit till access and user rights from all groups to which they belong.

Registers tab

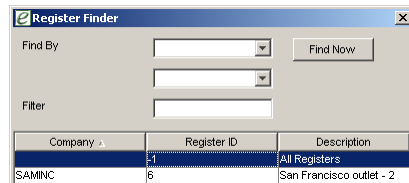
- Click the Registers tab to specify the cash registers for this user group.
- Click the Add button to display the Register Finder, and then click the Find Now button.



- Hold down the Ctrl key, and click each of the registers that you want to add for this user, and then click the Select button.

Note that you can assign access to several registers for different companies, or assign access to only one register.

Select the first choice to allow access to all cash registers.

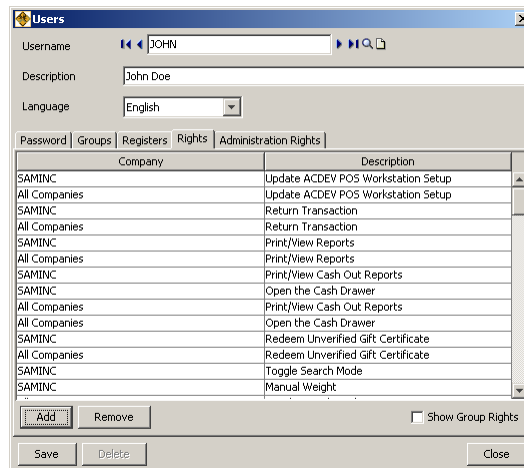


To remove registers, click the register on the Registers tab, and then click Remove.

Rights tab

10. Click the Rights tab to specify the Register access rights for this user.

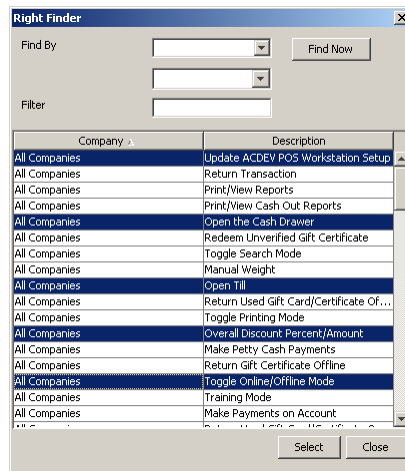
Click the Show Group Rights checkbox to display rights from the group membership.



Note: Group rights only appear if the user is assigned to a group.

11. Click the Add button to add particular register or administrator rights to this user record.

12. Use Ctrl+Click to select the various rights that you want to add, and then click the Select button.



Administration Rights tab

13. Click the Administration Rights tab to specify the Remote Administration access rights for this user.
14. Click the Add button, and then use Ctrl+Click to select the various rights that you want to add, and then click the Select button.
15. To save the user record, click Save, and then click the Close button.

For a list of the rights you can assign to users and groups, see the next section of this manual (following “Adding Groups”).

Adding User Groups

User groups let you specify all of the rights for group members, along with the tasks that they can perform, so you don’t have to specify them when you add each new user record.

To add user groups to ACDEV POS:

1. Log on to the POS Server following the instructions in the last section.
2. Choose the Security icon in the left column, and then choose the Administer Groups icon from the Groups row.



The following form appears:

The screenshot shows a window titled "Groups". At the top, there's a "Group Name" field with a search icon to its right. Below it is a "Description" field. The window has four tabs: "Registers", "Users", "Rights", and "Administration Rights". The "Registers" tab is selected, displaying a table with three columns: "Company", "Register ID", and "Description". The table is currently empty. Below the table, there are buttons for "Add", "Remove", "Save", "Delete", and "Close".



3. Click the New button to the right of the Group Name field.
4. Fill in the fields on the form as follows:

Group Name. Enter the name of the user group. The name can be any length, but it makes sense to use the type of work done by members of this group. For example, use names like "managers," "supervisors," and "sales clerks."

Description. Enter a description for the user group.

Registers tab

5. Click the Registers tab to specify the cash registers for this user group.

If necessary, you can add more registers to particular user records when you add users.

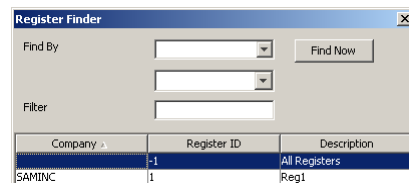
6. Click the Add button to display the Register Finder, and then click the Find Now button.

The screenshot shows a window titled "Register Finder". It has a "Find By" dropdown menu, a "Filter" text field, and a "Find Now" button. Below these is a table with three columns: "Company", "Register ID", and "Description". The table contains two rows: the first row has "-1" in the Company column and "All Registers" in the Description column; the second row has "SAMINC" in the Company column and "Reg1" in the Description column. At the bottom of the window are "Select" and "Close" buttons.

7. Hold down the Ctrl key, and click each of the registers that you want to add for this group of users, and then click the Select button.

Note that you can assign access to several registers for different companies, or assign access to only one register.

Select the first choice to allow access to all cash registers.



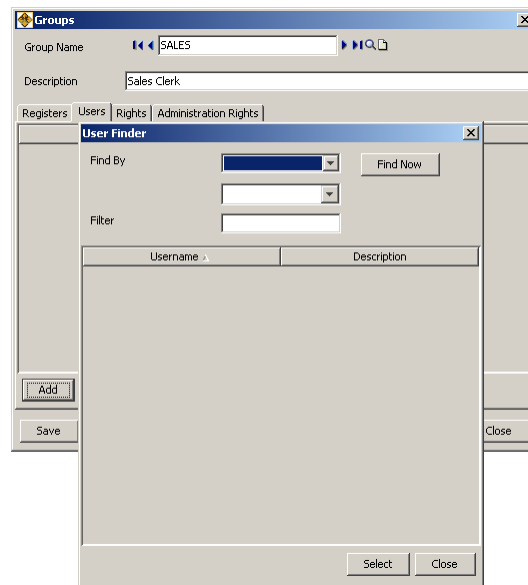
To remove registers, click the register on the Registers tab, and then click Remove.

Users tab

8. Click the Users tab to add users to this user group.

If you have not created users yet, go on to the next tab. You can also assign users to groups when you add the user records.

9. Click the Add button to display the User Finder, and then click the Find Now button to list all user records.



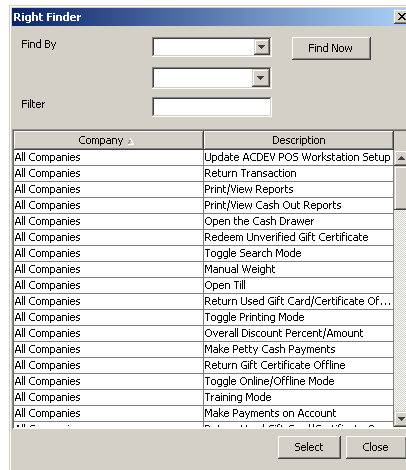
You can also use the Find By selection to restrict the number of users displayed by the Finder.

10. Click the Find Now button to list the existing user groups.

Users can belong to more than one group, and will inherit till access and user rights from all groups to which they belong.

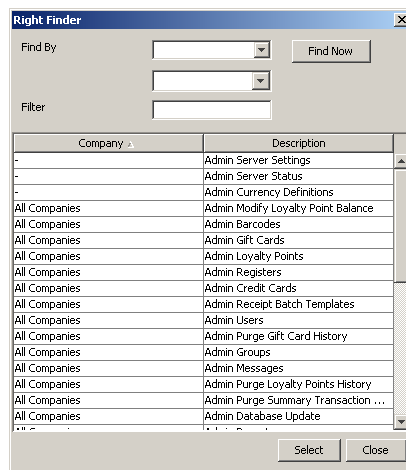
Rights tab

11. Click the Rights tab to specify the Register access rights for this user group.
12. Use Ctrl+Click to select the various rights that you want to add, and then click the Select button.



Administration Rights tab

13. Click the Administration Rights tab to specify the Remote Administration access rights for this user group.
14. Click the Add button to add rights, use Ctrl+Click to select the various rights that you want to add, and then click the Select button.



15. To save the group record, click Save, and then click the Close button.

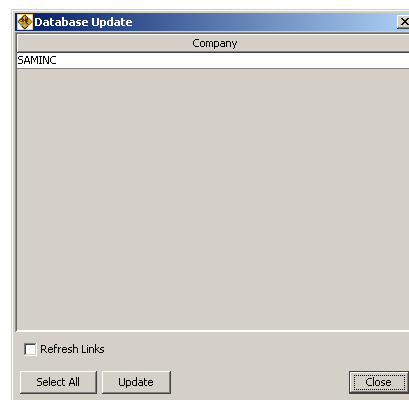
Updating POS Register Databases with New Users

Users and user groups that you add to POS Server are not added to the register databases on the POS Server and POS workstations until update the register databases in both locations.

If you want to test that the new user IDs that you added work properly, you can either wait until the register databases are updated as part of the POS processing cycle, or you can update the databases manually.

To update the master register database on POS Server using Database Update:

1. Log on to the POS Server if you are not still logged on.
2. Choose the Maintenance icon, and then choose the Database Update icon from the top row. The following form appears:



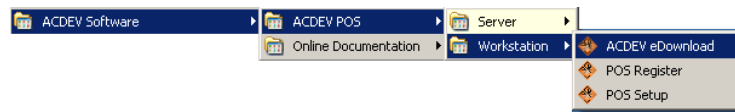
3. Select the database that you want to update, or click Select All if you wish to update all files.
4. Click Update.
5. In the Result dialog box that follows, click OK.
6. Click Close to close the Database Update window.

Updating the Workstation Databases Using eDownload

eDownload manages software updates and Register database updates for each POS workstation.

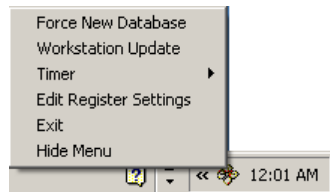
To download the Register database:

1. If the eDownload icon does not appear on the Windows Task Bar, choose ACDEV POS eDownload from the ACDEV Software program group on the Windows Start List.



If the eDownload icon appears in the System Tray on the Task Bar, go on to step 2.

2. Right click the eDownload icon to display the eDownload menu.



3. Choose Force New Database.

Chapter 4

Using Bar Codes, Loyalty Points, and Gift Cards

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Chapter 4

Using Promotional Grouping, Bar Codes, Loyalty Points & Gift Cards

This chapter provides instructions for using several of the retail features available with ACDEV POS:

- Setting up and using bar codes.
- Setting up and using loyalty points.
- Setting up and using gift certificates and cards.
- Using promotional grouping.

Setting Up Barcodes

A bar code reader scans bar codes and enters them just as if they were typed on a keyboard. Bar code readers are just another way to enter item numbers. You do not need to use bar codes or set them up before using POS.

Bar codes are alternative item numbers

POS Server bar codes are alternative item numbers for the items that you sell or for miscellaneous charges. Typically, you add bar codes to POS Server so you can handle store quantity discounts or special kits that you don't want to add to your company price structures or inventory.

- You do not need to add bar codes in POS if the item numbers and manufacturers' item numbers set up in Sage Accpac ERP are sufficient for your use.

POS reads the Sage Accpac ERP Manufacturers' Items table even if the same code is added as a bar code in POS Server.

Reading Sage Accpac ERP bar codes

POS Register recognizes item numbers used in Sage Accpac Inventory Control:

- Inventory Control item numbers.
- Inventory Control manufacturers' item numbers.

Setting up POS-only bar codes

Any bar codes that you set up in POS Server will only be used by the POS registers.

POS bar codes are similar to manufacturers' item numbers in that they let you specify the unit of measure as well as the item number; however, with POS bar codes, you can also specify the following items:

- Quantity—to create a separately-priced item that's based on a quantity, or to add a unit of measure that isn't listed for the item in the Sage Accpac ERP database.
- Override Price—to assign an override price for special price item grouping. Override Price is not required and should not be used for single item barcodes.

Once a price is entered in this field, it automatically overrides all pricing models from Sage Accpac.

- Weighted—to specify that POS should read the item weight from weight scales. (You must set up the register to use weight scales.)

When using a weight scale, it may be more efficient to create bar codes with items marked "Weighted," so the system automatically reads the scale when it reads the bar code (rather than using the F2 function to edit the line and manually tell the system to read the scale).

Note: POS Server automatically updates bar code information from whatever source you designate whenever you update the registers database on the server. You can then use eDownload to update bar code information on each workstation.

Each time you update the register database (using Database Update), the POS Server will re-import bar codes if your bar code type involves importing.

If you do not want to import bar codes with each database update, the import file should be renamed or moved. Alternatively, for one-time importing, you can select "Barcode Mapping" as the type, and then select Import from the Barcode Editing screen.

Lookup order for
matching bar codes

When items are scanned at an POS register, POS performs the following lookup sequence to find a match for the bar code:

1. Checks POS mapped bar codes.
2. Checks the manufacturer's item number stored in [Sage Accpac ERP](#).
3. Checks the item number and miscellaneous charge numbers stored in [Sage Accpac ERP](#).

Choosing the Bar Code Type

To choose how you want to use bar codes in POS Server:

1. Log on to the POS Server if you are not already logged on.
2. Choose the Settings icon in the left column, and then choose the Bar Codes icon from the middle row.



The following form appears:

3. If necessary, select the company ID by clicking the Next arrowhead on the right side of the Company field, or use the Finder.
4. From the Barcode Type dropdown list, select one of the following sources for POS bar codes:

Mapping. This choice lets you create a bar code table in POS Server and map bar codes to Sage Accpac Inventory Control item numbers. Employees at local stores can use POS Remote Administration to update the bar code mapping table.

This choice also lets you combine several Inventory items in a single bar code (like kitting).

PBT. PBT for Windows is a product from MDJ Software that allows you to manage bar codes within Sage Accpac ERP. When you choose PBT, POS Server will update bar code information from Sage Accpac ERP whenever you update the registers database on the server.

Library. This choice lets you import a set of bar codes from a CSV file that's formatted as a text file with the same structure as the template CSV file provided in \POSServer\ Barcodes\.

Typically, you would set up a bar code CSV file by exporting Inventory Item records to a CSV file and editing the file in a program like Microsoft Excel.

Note: When the server updates data, it automatically draws updates from the above sources, if they are in use.

Note also that bar code grouping is not available with PBT Barcode or CSV file import options.

5. Click Save, and then Close to close the Bar Code Setup window.
6. Click OK in the Success dialog box that appears after you've saved the settings.

See the following sections for instructions on using the source for your bar codes.

Barcode Mapping

The bar code mapping choice allows you to create and edit a table to map bar codes to particular items in your Inventory Control database, together with item quantities, optional override prices, and product weights.

Mapping enables
barcode grouping

You can use bar code mapping to identify a group of inventory items with a single bar code, which will be entered as multiple line items in POS Register.

For example, you could set up patio furniture using the barcode 1234. When you use the barcode in a sale, the POS Register program could convert this to 1 patio table, 4 patio chairs, 1 umbrella, and 4 cushions.

Another way of using barcode grouping is to offer substitutions of items sold as a package (for example, substituting red cushions for blue cushions).

To set up and edit a bar code mapping table:

1. Log on to the POS Server if you are not already logged on.
2. Choose the Settings icon in the left column, and then choose the Bar Codes icon from the middle row.



The following form appears:

Barcode Editor window showing the Mapping tab. The Company field is set to SAMINC. The Barcode Type dropdown is set to Mapping. The Barcode Library field is empty, with an Import Library button next to it. Save and Close buttons are at the bottom right.

3. If necessary, select your company ID by clicking the Next button on the right side of the Company field, or use the Finder.
4. If Mapping already appears in the Barcode Type field, go to step 4.

If you have not yet chosen the bar code type, choose Mapping From the Barcode Type dropdown list, and click the Save button.

5. Choose the Mapping tab to display the following form:

Barcode Editor window showing the Mapping tab. The Barcode field is empty. Below it is a table with columns: Item Number, Item Description, Unit Of Measure, and Quantity. At the bottom are buttons: Edit, Add, Remove, Import, Export, Save, Delete, and Close.



6. Click the new button by the Barcode field to add a bar code to the bar code table.

To edit an existing bar code, click the Next arrow to display the bar code, and then double-click the item line.

To add another item to an existing bar code, display the bar code, and then click the Add button.

7. Type a bar code number into the Bar Code field, and click the Add button at the bottom of the form. The Add Bar Code Item form will appear:

The 'Add Barcode Item' form contains the following fields and controls:

- Item Number:** A text input field with a search icon.
- Description:** A large text area.
- Unit Of Measure:** A dropdown menu.
- Quantity:** A text input field with the value '1'.
- Override Prices:** A section with two tabs: 'Currency' and 'Override Price'. Below the tabs is a large empty area.
- Buttons:** 'Add', 'Remove', 'OK', and 'Close'.

8. Click the Finder button to choose the Inventory Control item to which the bar code will apply.
9. Click Find Now, or use Find By to specify part of the item description or item number to restrict the number of items displayed, and then select the item.

The 'Item Finder' form displays a list of items with the following columns:

Item Number	Description
A11030	Fluorescent Desk Lamp
A11050	13W Mini Fluorescent Bulb
A13100	Halogen Desk Light
A13200	50W/12V Halogen Bulb
A14000	Desk Note Book
A14010	Desk Calendar Pad
A14500	Bulletin Board
A14600	White Melamine Board
A14700	Dry-erase White Board Markers
A15000	Hanging File Folder
A16000	Letter Figuring Pads
A16500	Highlighter
A16550	Pen
A16560	Pencil
A17000	Calculator

Controls include: Find By (dropdown), Find Now (button), Filter (text input), Select (button), and Close (button).

When you select the inventory item, POS will return you to the Add Bar Code Item form:

Add Barcode Item

Item Number: A11050

Description: 13W Mini Fluorescent Bulb

Unit Of Measure: Ea. ☐ Weighed

Quantity: 1

Override Prices

Currency	Override Price

Buttons: Add, Remove, OK, Close

Unit of Measure

10. Choose the unit of measure that you want to use with this bar code.

You can only choose units of measure that are defined in Sage Accpac Inventory Control. However, because you can also specify the quantity, your bar code can represent almost any quantity of the inventory item.

If the item is weighed, and you get the weight automatically from a scale, the unit of measure should match the scale's unit of measure (such as pounds or grams).

Quantity

11. Specify the quantity for the unit of measure that you selected. The quantity you specify here will be automatically filled in on the item line when you enter this item in POS Register.

If an item is weighed, you cannot enter a quantity (because the POS Register will enter the item weight in the quantity field).

Weight

12. Select this option to read the item weight from weight scales.

When you use POS Register, the item weight goes into the quantity field for the item.

Note: You must set up the register to use weight scales, and the weight unit of measure should match the scales' calibration for all items that you automatically weigh.

Override Price

13. Use this field to enter an override price for special price item grouping. You can enter prices for any of the currencies you use at the registers. This feature is optional.

Add Barcode Item

Item Number: A11050

Description: 13W Mini Fluorescent Bulb

Unit Of Measure: Ea. ☐ Weighed

Quantity: 2

Currency	Override Price
USD	2.50

Buttons: OK, Add, Remove, Close

The override price you enter here replaces the line total in POS Register and is for the quantity entered (above) in the quantity field.

- Click the OK button to return to the Bar Code Editor form.

Barcode Editor

Company: SAMINC

Barcode: 12345

Item Number	Item Description	Unit Of Measure	Quantity
A11050	13W Mini Fluorescent Bulb	Ea.	2

Buttons: Edit, Add, Remove, Import, Export, Save, Delete, Close

- Click the Save button to return if you are finished defining this bar code.

Or

Click the Add button to add another item to this bar code (if you have a group of items represented by a single code).

Importing Bar Codes

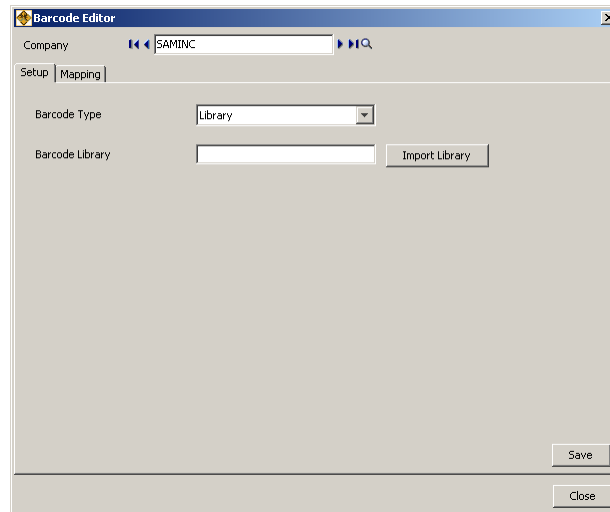
Both the Mapping and the Library bar code types let you import CSV files containing bar code information.

To import bar codes:

1. Log on to the POS Server if you are not already logged on.
2. Choose the Settings icon in the left column, and then choose the Bar Codes icon from the middle row.

**If you selected Library as the Bar Code Type:**

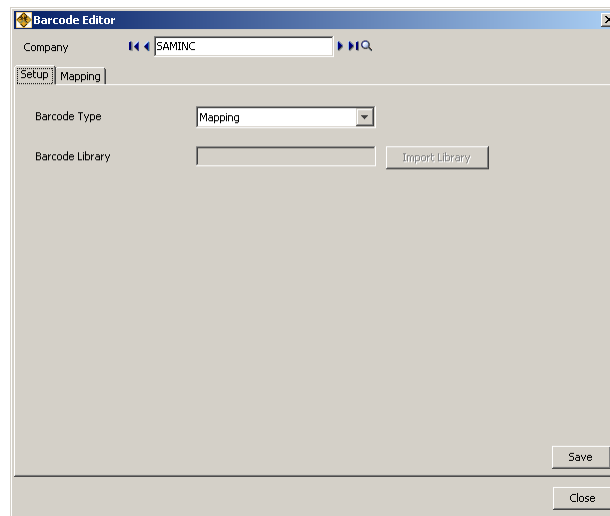
- a. click the Next button to select the Company and to display the following fields:

A screenshot of the 'Barcode Editor' window. The title bar says 'Barcode Editor'. Below the title bar, there's a 'Company' field with a dropdown menu showing 'SAMINC'. To the right of the dropdown are navigation arrows. Below this, there's a tabbed interface with 'Setup' and 'Mapping' tabs. The 'Setup' tab is active. Under 'Setup', there's a 'Barcode Type' dropdown menu showing 'Library'. Below that, there's a 'Barcode Library' text field and an 'Import Library' button. At the bottom right, there are 'Save' and 'Close' buttons.

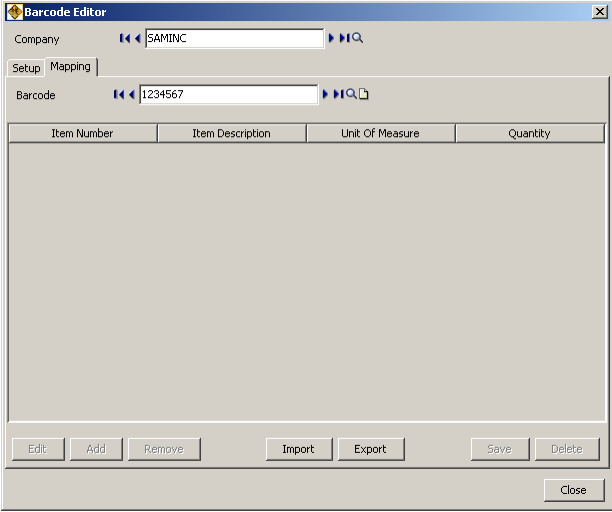
- b. Click the Import Library button, and go to step 2.

If you selected Mapping as the Bar Code Type:

- a. click the Next button to select the Company and to display the following fields:

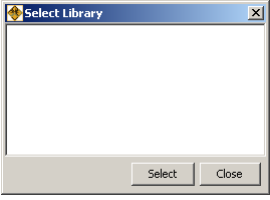
A screenshot of the 'Barcode Editor' window. The title bar says 'Barcode Editor'. Below the title bar, there's a 'Company' field with a dropdown menu showing 'SAMINC'. To the right of the dropdown are navigation arrows. Below this, there's a tabbed interface with 'Setup' and 'Mapping' tabs. The 'Mapping' tab is active. Under 'Mapping', there's a 'Barcode Type' dropdown menu showing 'Mapping'. Below that, there's a 'Barcode Library' text field and an 'Import Library' button. At the bottom right, there are 'Save' and 'Close' buttons.

- b. Click the Mapping tab, and choose the Import button on the form that appears.



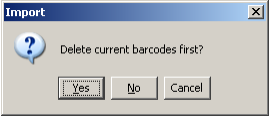
The Barcode Editor window has a title bar with a close button. It contains two tabs: 'Setup' and 'Mapping'. The 'Mapping' tab is active. Below the tabs, there are two text input fields. The first is labeled 'Company' and contains the text 'SAMINC'. The second is labeled 'Barcode' and contains the text '1234567'. Below these fields is a table with four columns: 'Item Number', 'Item Description', 'Unit Of Measure', and 'Quantity'. The table is currently empty. At the bottom of the window, there are several buttons: 'Edit', 'Add', 'Remove', 'Import', 'Export', 'Save', 'Delete', and a 'Close' button in the bottom right corner.

3. When you click the Import button, the following window appears where you can select the CSV file containing your bar codes:



The Select Library window has a title bar with a close button. It contains a large empty rectangular area for selecting a file. At the bottom, there are two buttons: 'Select' and 'Close'.

4. Double-click the file that you want to import. The following form appears:



The Import dialog box has a title bar with a close button. It contains a question mark icon and the text 'Delete current barcodes first?'. Below this text are three buttons: 'Yes', 'No', and 'Cancel'.

5. If you are replacing information in a previous set of bar codes, choose Yes.

Note: Bar code files are imported from (and exported to) the following folder on the server:

`\ACDEV\POSServer\Company\<COMPANYID>\Barcodes`

Duplicate Bar Codes in ACDEV POS

Duplicate bar codes

If an POS bar code matches a code ***that already exists*** in Sage Accpac ERP, the POS Register will use the bar code defined in POS Server. In other words, POS bar codes will override manufacturers' item numbers or I/C item numbers defined in Sage Accpac ERP.

Setting Up and Using Loyalty Points

The POS loyalty points system maintains the following information:

- A list of all loyalty point collectors.

This list is separate from Sage Accpac ERP customer records.

For the ID number, you can use cards with bar codes, or you can use the collector's phone number.

Each collector is assigned a PIN, allowing you to confirm the collector's identity when redeeming points.

- A list of items, along with the number of points collectors get for purchasing items during promotions and the number of points required to acquire them.
- The number of points that collectors accumulate from general purchases (such as 1 point/dollar), the minimum purchase threshold to get points, and bonus sale points.

Loyalty collector records include information such as the member's name, address, phone number and password (for redeeming points).

The loyalty points system allows you to gather points using various transaction subtotal values and to redeem points using a live connection to the server.

Note: The current loyalty points system does not include support for third-party points organizations such as Air Miles.

Adding Loyalty Point Collectors

Loyalty collector records include the collector's name, address, phone number, collector ID, and PIN number. They also let you edit the current number of collected points—so you can start new collectors with a bonus amount.

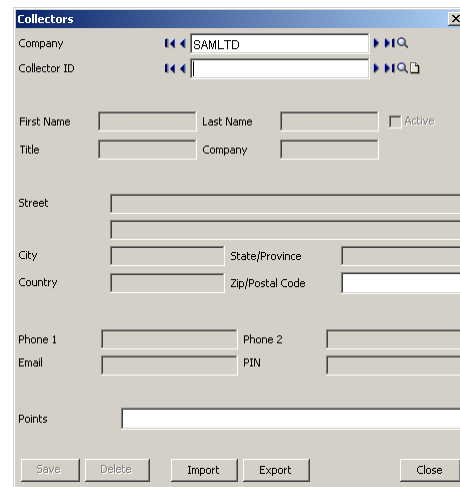
Note: You should restrict access to this form, because the points total can be changed on existing records by anyone with access to collectors' records.

To add collectors:

1. Log on to the POS Server if you are not already logged on.
2. Choose the Loyalty Points icon in the left column, and then choose the Collectors icon from the middle row.



The following form appears:



3. If necessary, select the company for which you are adding the collector.
4. Click the New button to the right of the Collector ID field.
5. Fill in the fields on the form as follows:



Collector ID. Enter the ID for this collector. You enter this ID to credit points to a collector during a sale and when they redeem points. This ID could be a telephone number, or it could be the bar code on the collector's card.

Name, Address and Phone Number. All fields are required except the title, company, phone 2, and the e-mail fields.

PIN. This is a personal code for verifying the customer's identity to ensure that the correct person is redeeming points. For example, "Birthplace: Isle of Man."

Points. This field is editable, allowing you to give new collectors starting points.

Adding Loyalty Point Information for Inventory Items

POS lets you assign points to individual inventory items for particular units of measure and, if you choose, for particular periods of time.

For example, you can assign 10 points to the normal purchase for a dozen highlighters, and 20 points if they are bought between August 15 and September 15.

To add point information for items:

1. Log on to the POS Server if you are not already logged on.
2. Choose the Loyalty Points icon in the left column, and then choose the Items icon from the middle row.



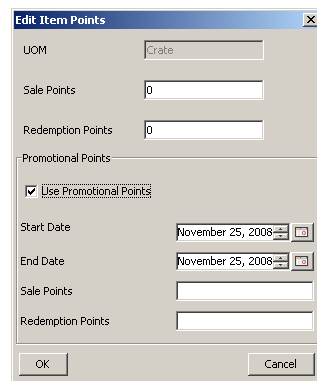
The following form appears:

A screenshot of the 'Item Points' software window. The window has a title bar 'Item Points' and a close button. It contains two search fields: 'Company' with 'SAMINC' entered and 'Item Number' which is empty. To the right of the 'Company' field is a checked checkbox labeled 'Item by UOM'. Below these fields is a 'Description' label and an empty text box. Underneath is a table with columns: 'UOM', 'Conversion', 'Sale Points', 'Redempti...', 'Start Date', 'End Date', 'Promotion...', and 'Promotion...'. The table body is empty. At the bottom of the window are buttons for 'Edit', 'Save', 'Delete', 'Import', 'Export', and 'Close'.

3. If necessary, select the company for which you are adding item information.
4. Select the item that you want to edit.

Note that you can only choose inventory items that are in your Sage Accpac ERP database. You cannot assign loyalty points to bar codes entered in POS.

5. Double-click the unit of measure for which you want to assign loyalty points (or highlight the line and click the Edit button).



6. Fill in the Item Points fields as follows:

UOM. The units of measure are all defined in Sage Accpac Inventory Control. You cannot change them here.

Sale Points. The points you get when you buy the item.

Redemption Points. The number of points you need to purchase the item with loyalty points.

Use Sales Points. If you choose this option, you can set start and end dates for item promotion—a period during which you can award more points to buyers and/or offer the item to customers for a lower number of loyalty points.

Start Date and End Date. Enter the start and end dates for the item promotion.

Sales Points. The points you get when you buy the item during the promotional period.

Redemption Points. The number of points you need to “purchase” the item during the promotional period.

Importing and Exporting Loyalty Point Information for Inventory Items

POS lets you export and import loyalty point information to and from CSV files, allowing you to easily update information such as sales start and end dates.

Files are exported to the following directory:

\ACDEV\POSServer\Company\<company ID>\LPItems

You can open the CSV file in a spreadsheet program, change the sale dates, and then import the data back to POS.

Adding Sales Threshold and Receipt Total Awards Information

You use the Sales Points Graph form to define the general formula that POS uses to award points on customer purchases. This form lets you specify:

- The minimum sales amount before points are awarded for each loyalty point sales level.

For example, you could create three sales levels, one for sales above \$15, one for sales above \$100, and one for sales above \$500. Each bracket could award a greater number of points for the same sales amount unit.

- The number of points awarded for sales amounts over the minimum.

For example, you could specify 1 point per \$1.00 for amounts over \$20, and you could specify 2 points per \$1.00 for amounts over \$150.00.

- Whether the program uses the last applicable sales level to determine how many points to award, or whether it awards points according to the rules for each sales level it spans.

For example, assume:

- Purchases of \$180.00
- An award scheme with two price gates:
 - **#1**

Gate	\$100
Award	1 point/\$20
 - **#2**

Gate	\$200
Award	2 points/\$20

If the Use Last Sales Level To Calculate Points box is not checked, you would get:

- | | | |
|---|---|-----------|
| - For \$0 to \$100, 1 point for every \$20 | = | 5 |
| - For \$100 to \$200, 2 points for every \$20 | = | 8 |
| Total for transaction | = | 13 |

If the Use Last Sales Level To Calculate Points box is checked, you would get:

- | | |
|---|-------------|
| - For \$0 to \$200, 2 points for every \$20 | = 18 |
| Total for transaction | = 18 |

- Bonus points awarded for a particular sales amount during a particular period.

This allows you to set up promotions such as “100 bonus points awarded to sales over \$100 on the first Tuesday of each month.”

To add sales threshold and receipt total awards information:

1. Log on to the POS Server if you are not already logged on.
2. Choose the Loyalty Points icon in the left column, and then choose the Sales Points Graph icon from the middle row.



The following form appears:

A screenshot of the "Receipt Total Points" form. It has a title bar with a close button. Below the title bar are two input fields: "Company" with a dropdown menu showing "SAMINC" and a search icon, and "Currency" with a dropdown menu and a search icon. To the right of the "Company" field is a checkbox labeled "Cumulative". Below these fields is a table with columns: "Price Gate", "Points", "Amount", "Start Date", "End Date", "Promotional P...", and "Promotional A...". The table is currently empty. At the bottom of the form are buttons: "Edit", "Add", "Remove", "Save", and "Close".

This form lets you review loyalty point sales level information for each of the currencies that you accept at POS registers.

3. Chose the company and currency for which you want to add points information, and then click the Add button. POS will display the following form.

A screenshot of the "Add Price Gate" form. It has a title bar with a close button. Below the title bar are two input fields: "Price Gate" and "points per \$". Below these fields is a checkbox labeled "Use Promotional Points". Below the checkbox are two date pickers: "Start Date" and "End Date", both showing "November 25, 2008". Below the date pickers are two input fields: "Promotional Points" and "Promotional Amount". At the bottom of the form are buttons: "OK" and "Cancel".

4. Fill in the loyalty points information as follows:

Price Gate. This is the minimum purchase total that will be awarded points. For example, you could specify \$15.00 as the threshold amount.

Points Per. Enter the number of points that will be awarded for purchase amounts above this price gate.

Use Sales Points. If you choose this option, you can set start and end dates for item promotion, during which you can award more points to buyers. For example, you could set up bonus point days, such as the 1st Tuesday in every month.

Start Date and End Date. Enter the start and end dates for the item promotion.

Sales Points. The “points per” in this point level that you get when you buy during the promotional period.

Sale Amount. The number of points required to “purchase” the item during the promotional period.

Setting Up and Using Gift Cards and Certificates

Gift cards and certificates are items that are sold once, and then redeemed for their value at a later time.

- The value of gift cards is maintained on the POS Server. Gift cards have an initial value that can decrease over time, through several transactions. This means that any transactions involving gift cards should be online to the server.

You can redeem gift cards while using offline transaction processing, but we recommend that you go online when you redeem gift cards.

- Gift certificates tend to be redeemed only once, for full value. The value of the gift certificate is usually written on the certificate itself (in fact, POS can print the value on the certificate at the till).

All issued certificates are recorded in the POS Server database, but the program doesn't maintain a declining balance for certificates.

Gift cards and certificates are handled slightly differently at the sales till, but the setup and accounting is the same for both.

Adding/removing
gift cards and
certificates

Generally, you should always add gift cards and certificates to the POS Server database when you sell the cards from the Register.

Note, however, that you will usually remove gift certificates from the POS Server using the Gift Cards icon in POS Server. Because the balance for certificates is not changed when you redeem them, you will have to remove them from the server (or, at least, reduce the balance) as part of your day-end procedures.

Preparing Sage Accpac ERP for Gift Cards and Certificates

See the *POS Installation Guide* for a full description of all Sage Accpac ERP accounts and records that need to be set up before installing and using ACDEV POS.

How gift cards work

Gift card and certificate processing requires the following pieces in Sage Accpac ERP and ACDEV POS:

Bank Services and Accounts Receivable setup

You must set up a bank in Bank Services to handle gift card and gift certificate redemptions. The bank G/L account should point to the Gift Card Clearing account, rather than to a bank account.

- You must also add gift receipt types in Accounts Receivable to be used for redeeming gift cards and/or certificates.

We suggest that you create two receipt types, one for gift cards and one for gift certificates, but that you use one POS Receipt Batch template for the gift receipt types.

Inventory Control setup

- In Inventory Control, gift cards and certificates are set up as non-stock, non-taxable items in your inventory system. To set them up, you need to perform the following tasks:

- Add an inventory category for gift cards and certificates.

Categories determine the item sales account and the taxes which apply to the inventory item. Do not select any taxes for the category.

- Add an inventory account set for gift cards and certificates.

You must add an account set with a user-specified costing method (if you do not already have one). POS uses the non-stock clearing account only, which is credited when you sell gift cards and certificates, and debited if they are returned or redeemed.

- Add one inventory item for gift cards, and another inventory item for gift certificates.

You need to assign separate inventory item record for gift cards and certificates. Specify the gift card category and account set, a default price list, and a stocking unit of measure (for example, each). The gift card item is tax exempt.

Add a standard price for gift cards and certificates. You can override the amount when they are sold.

POS Server setup

- You need to perform the following tasks in POS Server before you can sell gift cards and certificates and redeem them:
 - Add a receipt batch template for redeeming gift cards and certificates.

Specify the Gift bank for the receipt batch template, and select the gift card and gift certificate payment types (the receipt types created in Accounts Receivable).

No money changes hands when you pay with gift cards and certificates, so the receipt batch template must debit the Gift Card Clearing expense account, rather than debit a bank account. (You require a separate template for each register currency.)

See chapter 5 for instructions on adding receipt batch templates.

- Edit the Gift Card Setup form to specify the gift card and certificate receipt types and inventory items.

See the next subsection for instructions on using the Gift Card Setup form.

Adding Gift Card and Gift Certificate Setup Information

The Gift Card Setup form lets you specify the Accounts Receivable receipt types and the inventory items that you are using for gift cards and gift certificates.

To add gift card and gift certificate setup information:

1. Log on to the POS Server if you are not already logged on.
2. Choose the Gift Cards icon in the left column, and then choose the Gift Card Setup icon from the middle row.



The following form appears:

3. If necessary, choose the company for which you want to add gift card information, and then complete the following fields:

General tab

Choose Receipt Type. Select the receipt types that you added in Accounts Receivable for gift cards and gift certificates.

The drop-down list displays the receipt type descriptions, rather than the receipt type codes.

Validate Gift Certificates Online. Choose this option if you want POS Register to check the POS Server database for a record of the gift certificate.

Auto-Generate Gift Certificate Numbers. Choose this option to have the program create a numbering sequence for gift certificates. POS Register can print the certificate number, along with the certificate value, on all gift certificates.

Gift Card tab

Choose Gift Card Items. Add the inventory items that you are using for gift cards.

You can change the value of gift cards when you sell them, so different inventory items may indicate the type of card.

Gift Certificate tab

Choose Gift Certificate Items. Add the inventory items that you are using for gift certificates.

Because you can change the value of gift certificates when you sell them, you can use different inventory items to indicate the type of certificate.

Processing Gift Cards and Gift Certificates

Once you have set up gift cards and gift certificates, the processing cycle looks like this:

1. Sales clerk sells a gift card or gift certificate.

The gift card or certificate appears like any other inventory item, except that when you select it, POS displays a short form where you enter the card or certificate number and the value.

Gift cards and certificates are tax-exempt, and the card or certificate sale is posted to a prepaid liability account (Gift Card Clearing) rather than to a sales revenue account.

2. Customer uses the gift card or certificate to buy goods.

When a sales clerk finalizes a sale, they choose a payment type for the gift card or gift certificate, and then choose Finalize Sale (or press a shortcut key) to display the Gift Card Transaction form.

The sales clerk enters the card or certificate number and enters the amount being redeemed. The program will handle a split sale if the gift card or certificate doesn't cover the full amount.

The redeemed amount is added to the Gift receipt batch, which posts the debit entry to the Gift Card Clearing account, and credits the sales accounts for the purchased items.

Using Manual Promotional Grouping

ACDEV POS lets you group several inventory items together and apply a flat rate to the group.

When you group items, clerks can also see the promotions associated with returned items and realize that they can't return the full value on a promotional item.

For example, POS lets you handle each of the following promotional types:

- Buy 1 and get 1 free.
- Buy A, B, and C for \$10.00.
- Apply individual discounts to items in the group.

Register feature
requiring no set up

Manual promotions are handled at the register and require no setup prior to using.

To add a manual promotion:

1. Arrange merchandise by grouping promotional items together before entering items at the register.
2. During item entry, pop up the manual promotions window on the register, add all merchandise in the group, and enter the price or discount.

Items are identified on the register list as promotional items, and can also be identified easily on sales receipts.

Chapter 5

Administering ACDEV POS

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Chapter 5

Administering ACDEV POS

This chapter provides instructions for performing the following POS maintenance tasks:

- Adding or editing messages for the printed receipt.
- Adding or editing credit card definitions.
- Adding or editing receipt batch templates.
- Adding or editing currency definitions.
- Purging summary transaction history.
- Checking the server status.
- Adding or editing company information.
- Changing server settings.
- Changing register settings.
- Updating POS programs on workstations.

Adding or Editing Messages

The messages form lets you enter a set of standard messages for explaining overall discounts and tax overrides that have been applied to sales.

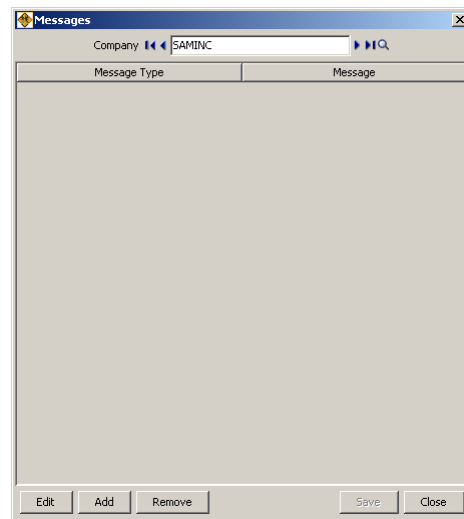
- Sales clerks choose the messages from a drop-down list when they enter overall discount percentages or amounts or overall tax overrides.
- The messages appear in the comment field for the override, and they appear in the order comment field in Sage Accpac ERP.

To add messages to ACDEV POS Server:

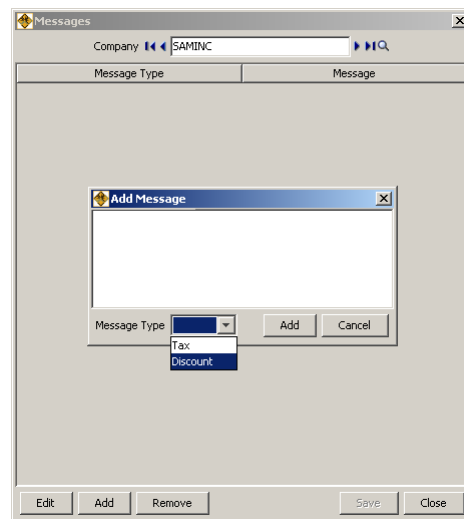
1. Log on to the POS Server following the instructions in chapter 1.
2. Choose the Settings icon in the left column, and then choose the Messages icon from the middle row.



The following form appears:



3. If necessary, click the Next arrow to the right of the Company field to display the Sage Accpac ERP Database ID for your Company.
4. Click the Add button, type the message and choose the message type—either Discount or Tax.



5. Click the Add button to add the new message, and then click Save on the Message form.

Adding or Editing Receipt Batch Templates

Batch templates let you automatically organize receipts by location, payment type, currency, register, and till.

POS creates one or more separate receipt batches for each receipt batch template that you create—provided that you process receipts for each batch template. Batch templates can generate more than one batch each if you create separate batches for each register or till.

For example, you could use six different receipt batch templates to split your receipts into the following batches:

- USD cash and check payments
- USD credit card payments
- USD gift card payments
- CAD cash and check payments
- CAD credit card payments
- CAD gift card payments

If you wish, you can also separate receipts based on the inventory location, register ID, and till number.

Notes:

- You must set up at least one receipt batch template before you can add registers.
- You must set up at least one receipt batch template for each currency you handle (because a receipt batch deposits receipts to one bank account in a single currency).
- You must set up a separate receipt batch for handling gift card redemptions. (See chapter 4 for information on gift cards and gift certificates.)
- ***If you do not include a payment type or currency in a receipt batch template***, you will not be able to select that currency or that payment type in the POS Register.

All currencies and payment types must appear in a template

To add a receipt batch template to ACDEV POS Server:

1. Log on to the POS Server following the instructions in chapter 1.
2. Choose the Settings icon in the left column, and then choose the Receipt Batch Template icon from the middle row.



The following form appears:

- If necessary, click the Next arrow to the right of the Company field to display the Sage Accpac ERP Database ID for your Company.

- Click the Add button at the bottom to display the following form:

Payment Type	Description
CASH	Cash
CHECK	Check
AMEX	American Exp...
VISA	Visa Card
MASTER	Master Card
DINERS	Diners Club
WT	Wire Transfer

- Fill in the fields on this form as follows:

Option Type. Specify whether to use this receipt batch template for the whole company or just for one inventory location.

- By Company.** Choose this setting to use the receipt batch template for all locations at a company.
- By Location.** Chose this setting to use this template for one inventory location (specified below).

Also choose if you want to create separate receipt batches by register and/or by till.

- Use Register.** Choose this setting to create receipt batches for each register.

- **Use Till.** Choose this setting to create separate receipt batches for each till and register.

Template. Enter a name for the receipt template. This name appears as the batch title/description on new Accounts Receivable batches created using this POS template.

Location. If you selected the By Location option above, use the Finder to choose the location.

If you selected By Company as the Option Type, this field will not be available.

Bank. Use the Finder to choose the financial institution where these receipts will be deposited.

Currency. Use the Finder to choose the currency for this batch.

Note: In Sage Accpac ERP, only one currency can be deposited into each receipt batch; the same is true for ACDEV POS.

AP Clearance Code. Select the Sage Accpac Accounts Payable distribution code used for cash returns.

This code should use the same G/L account as the Accounts Receivable clearance code.

AR Clearance Code. Select the Sage Accpac Accounts Receivable distribution code used for cash returns.

This code should use the same G/L account as the Accounts Payable clearance code.

Payment Type. Select (check) the payment types that you want added to this receipt batch. For example, for a Credit Card batch, select AMEX, MASTER, and VISA.

If you use gift cards or certificates, you should have gift card and gift certificate payments types, as well as a specially defined bank to handle the receipts.

The payment types that appear here are defined as receipt types in Sage Accpac Accounts Receivable.

6. Click the Save button and close the Add Receipt Batch Template window.
7. Choose the Add button to add another receipt batch template, or choose the Close button to close the Receipt Batch Templates window.
8. Close the Receipt Batch Templates window.

Adding or Editing Credit Card Definitions

The Credit Card Definitions form lets you specify acceptable starting numbers for the credit cards that you accept.

For example, if you accept MasterCard credit cards, you might have to specify starting numbers 51 through 55, or you might have to specify longer numbers to identify the issuing bank. If you accept an international credit card with a starting number "9", you might list several four-digit numbers to also specify the issuing country codes that you accept.

Your credit card clearing agency will tell you which starting numbers you have to specify for each credit card.

To add a credit card definition to ACDEV POS Server:

1. Log on to the POS Server following the instructions in chapter 1.



2. Choose the Settings icon in the left column, and then choose the Credit Cards icon from the middle row.

The following form appears:

A screenshot of the 'Credit Card Definitions' window. It has a title bar with a close button. Inside, there are two fields: 'Company' with a dropdown menu showing 'SAMINC' and 'Credit Cards' with a dropdown menu. Below these is a large text area labeled 'Starting Numbers'. At the bottom, there are 'Add', 'Remove', 'Save', and 'Close' buttons.

3. Click the Next arrow to the right of the Company field to display the Sage Accpac ERP Database ID for your Company.
4. Click the Next arrow to the right of the Credit Cards field to display the credit card for which you want to add valid prefixes.

Cards are added as payment types in A/R

Note: The credit card listed here are the payment types in Accounts Receivable that are identified as credit cards.

5. Type the first prefix in the blank field by the Add button, and then click Add.

Continue adding prefixes until you are finished.

Adding or Editing Currency Definitions

The Currency Definitions window lets you specify the denominations of the coins and bills for each of the currencies that you use.

This form is used only if you start accepting more currencies as standard tender. In many cases, businesses that accept several currencies perform a currency exchange first, and then enter the transaction in their own currency.

These currency definitions are used in the Cash Out window to balance tills.

Note: CAD and USD have already been set up in the ACDEV POS server.

The Currency Definitions window lets you:

- Edit a currency definition.
- Delete a definition set for a currency.

To add or change currency denominations:

1. Choose the Settings icon in the left column, and then choose the Currency Definitions icon from the middle row.



The following form appears:

Editing a currency definition

To edit an existing definition:

- a. Click the Next button to display the currency that you want to change.
- b. Edit the denominations.
 - Double-click rows that you want to change.

- To delete a row, select it and click the Delete button.
- c. Click the Save button.

The screenshot shows the 'Currency Definitions' window. At the top, 'Currency' is set to 'USD' and 'Description' is 'U.S. Dollars'. The 'Symbol' is '\$'. Below this is a table with two columns: 'Name' and 'Factor'. The table lists various denominations from Penny to Hundred Dollar Bill. At the bottom, there are buttons for 'Edit', 'Add', 'Delete', 'Save', and 'Close'.

Name	Factor
PENNY	0.01
NICKEL	0.05
DIME	0.10
QUARTER	0.25
ONE DOLLAR BILL	1.00
TWO DOLLAR BILL	2.00
FIVE DOLLAR BILL	5.00
TEN DOLLAR BILL	10.00
TWENTY DOLLAR BILL	20.00
FIFTY DOLLAR BILL	50.00
HUNDRED DOLLAR BILL	100.00

Editing a currency definition

To add a currency definition:

- Click the Finder button to display the Finder, and then click Find Now to display the list of currencies. Double click the currency you want to define.
- Click the Add button, enter the denomination name and factor of the basic currency unit, and click OK

This screenshot shows the 'Currency Definitions' window with the 'Edit Currency Definition' dialog box open. The dialog box has fields for 'Definition Name' (set to 'ONE DOLLAR BILL') and 'Factor' (set to '1.00'). There are 'OK' and 'Cancel' buttons. The background window shows the same list of denominations as before.

- Click the Save button when you have defined all of the denominations that you accept.
2. Click the Close button.

Purging Summary Transaction History

This form removes summary transaction history from the POS Server. Clearing history does not affect posted transactions and it doesn't affect transaction records in Sage Accpac ERP.

To clear summary transaction history from POS Server:

1. Choose the Maintenance icon, and then choose the Purge Summary Transaction History icon from the middle row. The following form appears:

 A screenshot of the 'Purge Summary Transaction History' dialog box. It features a 'Company' field with navigation arrows, 'Start Date' and 'End Date' fields both set to 'June 15, 2005', and a 'Purge Type' section with radio buttons for 'Order' and 'Credit'. At the bottom are 'Purge' and 'Close' buttons.

2. If necessary, click the Next arrow to the right of the Company field to display the Sage Accpac ERP Database ID for your Company.
3. Select the period for which you want to clear data.

The start date you specify should be earlier than any existing summary data in your database.

The end date is the most recent date for transaction history that you want to throw away.

WARNING: The end date defaults to today's date. Check the date carefully before continuing.

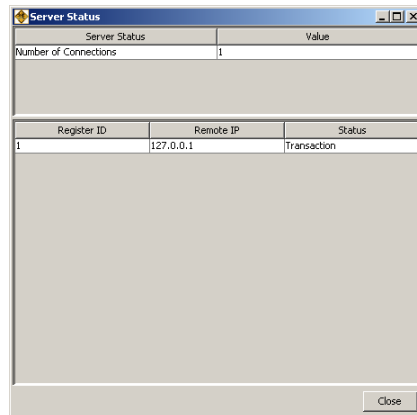
4. Select the type of history you want to clear—either orders or credit notes.
5. Click the Purge button to continue.

Checking the POS Server Status

This status form lets you see the number of currently active connections to the server, whether any payments are queued for processing with Sage Accpac ERP, and register IDs and IP addresses of active POS registers.

To check the server status:

1. Choose the Maintenance icon, and then choose the Status icon from the bottom row. The following form appears:



Changing POS Server Settings

The POS Server settings specify items such as the server's IP address, the server ports that are used for various POS communication activities, and the name of the HTML file that is used by the server administration applet.

Once you have set up the POS Server, it is unlikely that you will have to change any of the server settings.

To enter or change POS Server settings:

1. Log on to the POS Server (following the instructions in Chapter 1).
2. Choose the Settings icon in the left column, and then choose the Server Setup icon from the top row.



The following form appears:

A screenshot of a window titled "Server Settings". It contains a list of settings, each with a text input field. The settings are: Server Key (EPOS), Server IP (127.0.0.1), Transaction Server Port (5059), Data Update Port (5060), Administration Port (5061), Status Port (5062), Timeout (seconds) (120), Retry Limit (3), Pay Interval (minutes) (10), Applet Page (RemoteAdminApplet.html), and Applet Port (5063). There are "Save" and "Close" buttons at the bottom.

3. Change the server settings as required for your installation.

Note that registers must be able to communicate with the server via TCP/IP on four ports. If you are communicating with registers through a firewall, you must provide access to these ports on the server.

Server Key. The server key (for example, POS) acts as a password when logging on to the POS Server from individual registers.

You enter this server key, along with a valid register key, when activating registers to ensure that only authorized registers are installed.

By default (and in this Guide), "POS" appears as the Server Key.

Server IP. Enter the IP address of your server. If you are on a local area network, you can specify the IP address or UNC computer name of your server.

Transaction Server Port. This is the number of the port that the server and register will use to relay transactions.

The default server port is 5059.

Data Update Port. This is the number of the port on the server that the register will use to download data and update files.

The default update port is 5060.

Administration Port. This is the number of the port on the server that the register will use to run the Remote Administration applet.

The default administrator port is 5061.

Status Port. This is the number of the port on the server that the register can use to view server status information.

The default status port is 5062.

Timeout (Seconds). Enter the amount of time, in seconds that must elapse before a communication error is reported to the register.

The default timeout is 30 seconds.

Retry Limit. Enter the number of times the register can try to resend data if there is a "busy" signal.

The default retry limit is 3.

Pay Interval (Minutes). Specify how often POS will check whether it can update Sage Accpac ERP with payments. The minimum pay interval is three minutes.

Payments into Accounts Receivable are not multithreaded, so POS places payments in a queue and checks with A/R check entry at the

intervals you choose to see if it can proceed. It will also check A/R when you start the service.

Tip

To process payments manually, you can stop and then start the service using the Services administration window.

Applet Page. This is the name of the HTML page that displays the various tasks performed by the POS Server applet (that is, for the applet that you are currently running).

The default page RemoteAdminApplet.html.

Applet Port. This is the number of the port on the server that provides access to the POS Server applet.

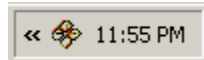
The default applet port is 5063.

4. If you change any of the Server settings, click Save, and then click Close.

Changing POS Register Settings

The POS Register settings specify items such as the server key, IP address, and ports that are used for communicating with POS Server.

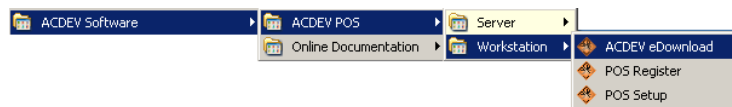
Changing the register settings is a rare event; however, you will have to change them if you change the IP address of the server or the server key.



The Edit Register Settings form is available from the eDownload menu, which you choose from the eDownload icon on the Windows Task Bar.

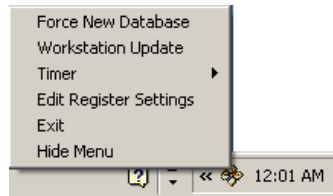
To display the eDownload menu:

1. If the eDownload icon does not appear on the Windows Task Bar, choose ACDEV POS eDownload from the ACDEV Software program group on the Windows Start List.



If the eDownload icon appears in the System Tray on the Task Bar, go on to step 2.

2. Right click the eDownload icon to display the eDownload menu.



3. Choose Edit Register Settings. The following form will appear:

A screenshot of a dialog box titled 'eDownload - Edit Register Settings'. The dialog box has a standard Windows-style title bar with a close button. It contains five text input fields: 'Server Key' (with 'XXXX' as a placeholder), 'Confirm Server Key' (with 'XXXX' as a placeholder), 'Server IP' (with '127.0.0.1' as a placeholder), 'Transaction Server Port' (with '5059' as a placeholder), and 'Data Update Port' (with '5060' as a placeholder). At the bottom of the dialog box are two buttons: 'Save' and 'Cancel'.

4. Change the register settings as required for your installation.

Note: The settings on the registers must match the settings on the server. See the previous section for instructions on editing the POS Server settings.

Server Key. The server key (for example, POS) acts as a password when logging on to the POS Server from individual registers.

You enter this server key, along with a valid register key, when activating registers to ensure that only authorized registers are installed.

By default (and in this Guide), "POS" appears as the Server Key.

Server IP. Enter the IP address of your server. If you are on a local area network, you can specify the IP address or UNC computer name of your server.

Transaction Server Port. This is the number of the port that the server and register will use to relay transactions.

The default server port is 5059.

Data Update Port. This is the number of the port on the server that the register will use to download data and update files.

The default update port is 5060.

Adding or Editing Companies

ACDEV POS Server lets you set up users and registers for multiple Sage Accpac ERP companies in a single POS Server installation.

You add Companies, and some basic company information, using the Company Settings icon in the POS Server applet.

To add a company to ACCAC POS Server:

1. Log on to the POS Server (following the instructions in Chapter 1).
2. Choose the Settings icon in the left column, and then choose the Company Setup icon from the middle row.



The following form appears:

A screenshot of the 'Companies' form in the ACCAC POS Server. The form has a title bar 'Companies' and a search bar. Below the search bar are tabs: 'ACCPAC', 'Timers', 'Petty Cash', 'Over / Short Bank Entry', and 'Currency Adjustments'. The 'ACCPAC' tab is selected, showing 'ACCPAC Login Settings'. Fields include 'ACCPAC Database ID' (a dropdown menu), 'ACCPAC User', 'ACCPAC Password', 'DSN', 'DSN Username', 'DSN Password', 'Schema', and 'DBALIAS'. Below these is the 'Order / Credit Note Number Settings' section with 'Order Number Segment Length' and 'Credit Note Segment Length' (both with min/max values). At the bottom is a checkbox 'Use summary transactions.' and 'Save', 'Delete', and 'Close' buttons.

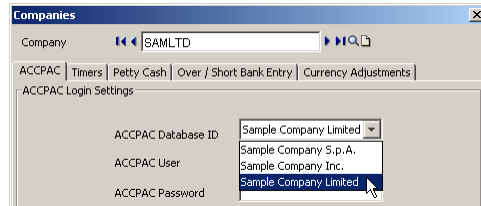
3. **To edit information for an existing company**, if necessary, click the Next arrow to the right of the Company field to display the information for your company.

For information on particular company fields, see the descriptions in step 4, below.

To add information for a new company database, click the new button beside the Company field,, and then enter an ID code for the company.

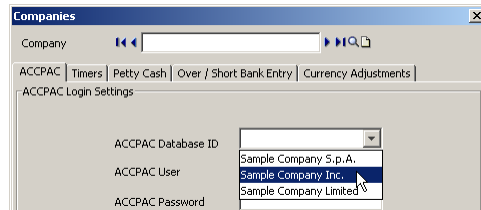
In our example, we've used the 6 character Database ID assigned to the Sage Accpac ERP company database. (The multicurrency sample data ID is SAMLTD.)

- Click the Down Arrow to the right of the Sage Accpac Database ID field.



ACDEV POS Server finds the Sage Accpac ODBC data sources set up for the Sage Accpac ERP databases. Select the company database that you want.

If the POS Server can't find your Sage Accpac ERP databases, see the *POS Installation Guide* or Appendix A in this guide for information on troubleshooting the problem.



- Once you select a company database, fill in the rest of the Company form as follows:

Sage Accpac tab

Sage Accpac User. Enter the Sage Accpac ERP User ID that you want POS Server to use when logging on to Sage Accpac ERP.

Make sure that the user ID you choose has adequate rights to all of the Sage Accpac applications used by POS.

Sage Accpac Password. Enter the password for the User ID. Set the password in Sage Accpac ERP so it won't expire.

DSN. This is the Data Source Name for the ODBC connection to your data. Once you click the Save button, POS Server will attempt to connect to your Sage Accpac ERP database through the ODBC data source, and will enter the name here if successful.

DSN Username and DSN Password. If you are connecting to a DB2, SQL Server, or Oracle database, you must provide a DSN Username and password. You may or may not have to provide this information if you are connecting to a Pervasive.SQL database (depending on the version Sage Accpac ERP and how the data source was set up).

Schema. If connecting to a DB2 database, enter the schema here. If connecting to SQL Server, this is the database name, and, if

connecting to Oracle, this is the database username. Pervasive databases do not use this field.

DBALIAS. If connecting to a DB2 database, POS requires the DBALIAS in order to print reports properly. Enter the value for the DBALIAS parameter shown in the ODBC Datasource Administrator.

Order Number Segment Length. This setting lets you specify the length of the order numbers that you want POS to generate for the Order Entry program. The length does not have to match the length of numbers that you currently use in O/E.

ACDEV POS order numbers are structured as follows:

<POS><register number><Order number>

The register number is always 4 characters, and the order number can have from 4 to 14 characters (for example, POS000100001 uses a 5 character order segment length).

Credit Note Segment Length. This setting lets you specify the length of the credit note numbers that you want POS to generate for the Order Entry program. The length does not have to match the length of numbers that you currently use in O/E.

ACDEV POS credit notes are structured as follows:

<ECRN><register number><credit note number>

The register number is always 4 characters, and the credit note number can have from 4 to 7 characters (for example, ECRN000100001 uses a 5 character credit note segment length).

Use Summary Transactions. If you choose this setting, POS registers:

- Run in offline mode (collecting all transactions locally on the workstation).
- Consolidate all transactions by A/R customer account (and exchange rate for multicurrency systems) for each till at Cashout, and send all data to the server.

Detailed invoices are saved in POS history tables in the Sage Accpac ERP database.

This setting reduces the amount of data sent between the registers and POS Server and lowers the number of orders, invoices, and receipts posted in Sage Accpac ERP.

Timers tab

Enable Time. Choose this option if you want POS Server to get updates from the Sage Accpac ERP company database automatically.

POS Server maintains a master register database of item and customer information for updating registers with Sage Accpac ERP data. This register database is downloaded to POS workstations when you activate a register.

You can update the master database on the POS Server manually, using the Database Update form in POS Server, or you can have POS Server update the database automatically throughout the day.

Timer Settings — Start and End Time. Enter a starting and ending time (including AM and PM settings) to specify the period during which POS Server will get updates from the Sage Accpac ERP company database. Generally, the start time should be before the Registers log on in the morning (so they can download an updated database), and you would stop updates when the retail locations are closed.

Set timers to
update the master
database first

If you use timers to update the Register databases, make sure that the Company Setup timers update the master databases before the Register Setup timers download them to the workstations.

6. **Update Settings.** Choose one of the following update settings, depending on whether you want to update only at specific times.
 - **Interval.** If you want to update at intervals throughout the day (for example, to keep inventory information up to date), specify a time range, and then select a time interval (say, 1 hour) in the field to the right.
 - **Select Times.** If you want to update at particular times in the day — for example, at the beginning of each day and at lunchtime — choose Select Times and use the Add button to add the times when you want POS Server updated.

To delete a previously selected time, click the time on the grid (for example, 2:00 AM), and then click the Delete button.

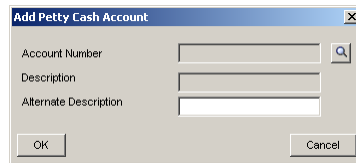
Save before
adding Petty Cash
accounts

7. If this is a new company, you must choose the Save button to save your company information before going on to the next tab and adding Petty Cash accounts.
 - You must add and save the company information before you can look up accounts in Sage Accpac ERP and add them to the Petty Cash tab.

Petty Cash tab

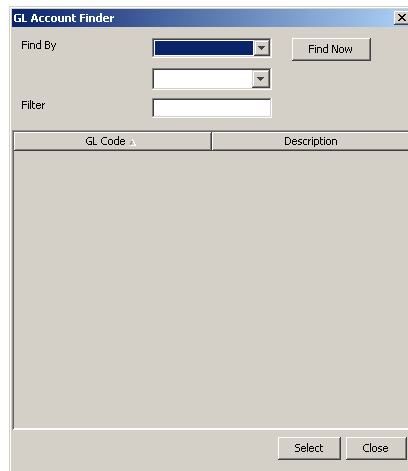
Petty Cash. POS lets you specify a number of petty cash expense accounts that will be used for petty cash transactions by tills throughout your organization. You choose the accounts from your company's Sage Accpac General Ledger, and you can assign an alternate description to each account (such as a general description for the expense).

- a. Click the Add button to add an account. The following form appears:



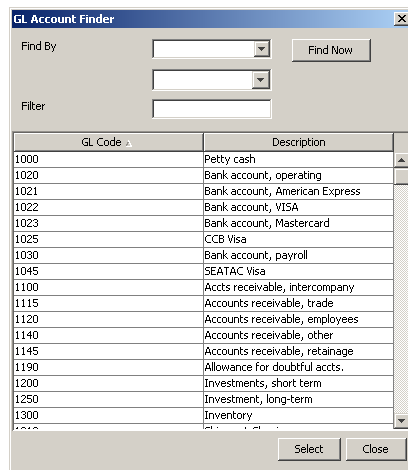
The 'Add Petty Cash Account' dialog box contains three text input fields: 'Account Number', 'Description', and 'Alternate Description'. To the right of the 'Account Number' field is a magnifying glass icon. At the bottom are 'OK' and 'Cancel' buttons.

- b. Click the Finder button to look up accounts.



The 'GL Account Finder' dialog box has a 'Find By' dropdown menu, a 'Find Now' button, and a 'Filter' text field. Below these is a table with two columns: 'GL Code' and 'Description'. The table is currently empty. At the bottom are 'Select' and 'Close' buttons.

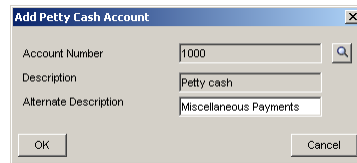
- c. Click Find Now to display the entire chart of accounts, or use the Find By fields to specify a particular account or account group.



The 'GL Account Finder' dialog box shows the same controls as before, but the table now contains a list of accounts. The 'Find By' dropdown is set to 'Account Number'.

GL Code	Description
1000	Petty cash
1020	Bank account, operating
1021	Bank account, American Express
1022	Bank account, VISA
1023	Bank account, Mastercard
1025	CCB Visa
1030	Bank account, payroll
1045	SEATAC Visa
1100	Accts receivable, intercompany
1115	Accounts receivable, trade
1120	Accounts receivable, employees
1140	Accounts receivable, other
1145	Accounts receivable, retainage
1190	Allowance for doubtful accts.
1200	Investments, short term
1250	Investment, long-term
1300	Inventory

- d. Double-click the account that you want to select.
- e. Click OK in the Add Petty Cash Account window.



The 'Add Petty Cash Account' dialog box contains the following fields:

Account Number	1000	[Find]
Description	Petty cash	
Alternate Description	Miscellaneous Payments	

Buttons: OK, Cancel

- f. Click Save in the Companies window to save the company record with the specified petty cash account.

You can add more petty cash accounts for specific register use when you set up registers, if necessary.

Create receipt batch templates before completing the last two tabs

8. ***If you are editing existing company information and have already created receipt batch templates for this company,*** you can continue to the next tab to add or change the bank entry information for creating overage / shortage transactions when you close register tills.

If this is a new company and you have not created receipt batch templates, you must save your work and create a receipt batch template for this company before you can continue.

Once you added at least one batch template for each currency you use, you can come back and add over/shortage entry information and assign service charges for currency rounding adjustments.

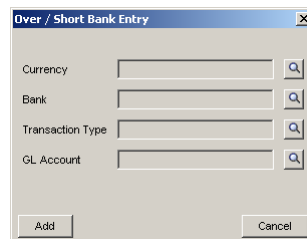
Over/Short Bank Entry tab

Over/Short Bank Entry. POS also lets you specify bank transaction types and accounts for entering any overage/ shortage amounts when cashing out tills.

Like the Petty Cash accounts, you can add accounts here that are used for the entire company, and you can add accounts for specific sites when you set up registers.

As with the Petty Cash accounts:

- a. Click the Add button to add an account. The following form appears:



The 'Over / Short Bank Entry' dialog box contains the following fields:

Currency		[Find]
Bank		[Find]
Transaction Type		[Find]
GL Account		[Find]

Buttons: Add, Cancel

- b. Choose entries for each of the fields on the form, using the Finders as you did for the Petty Cash accounts.

Currency. You must also specify the currency for the Over/Short Bank Entry, because POS creates a separate entry for each currency in your cash drawers.

Bank. Choose the bank to which this amount is debited or credited.

Transaction Type. You must specify the bank entry transaction type associated with entries for any till overages or shortages.

GL Account. Choose the general ledger account number to which you want to use for overages/shortages.

- c. Click the Add button to add the Over/Short Bank Entry.

You can add more accounts for specific register use when you set up registers, if necessary.

Currency
Adjustments tab



Currency Adjustments Entry. Finally, *if you are operating a multicurrency system*, you must also specify service charges to handle rounding differences that arise when converting amounts in different currencies to your own functional currency.

POS requires you to specify a service charge for each batch currency that you use, so if you created batch templates for Canadian and US dollars, you will specify a service charge and account for each of these currencies.

To specify the currency adjustment information:

- a. Choose the first currency from the currency drop-down list, and then choose entries for the other fields, as follows.

Currency. Select the currency for which you are specifying the service charge.

Service Charge. From the drop-down list, choose the service charge that you use for adjusting multicurrency transactions for multicurrency rounding differences. Service charges are Order Entry miscellaneous charges. You should have one charge to use for all currencies.

GL Account. Specify the general ledger account number that you use for currency adjustments. This account number should be the same one that is specified in the miscellaneous charge record in Order Entry.

- b. Click the Save button to save the information for this currency.
 - c. Repeat steps a) and b) for each currency in your currency list.
9. Click Save in the Companies window to save the company record.

10. If you have another company to edit or add, do that now; otherwise, you can close the Companies window.

Updating POS Programs on Workstations

Once you set up ACDEV POS workstations and registers, installing new versions of POS software on remote workstations is quite straightforward.

Follow these steps to update the POS server and workstation components. For more information on updating the Server, refer to the documentation that comes with the new version of ACCPA POS.

Step 1: Complete all processing from POS Registers by cashing out and closing each till.

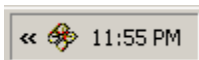
Print all register reports and record your workstation settings before upgrading. When you upgrade POS Workstations, your previous configuration settings and POS Register reports may be lost.

Step 2: Complete day end processing on the server, and then update POS Server.

Step 3: Update workstation software following the instructions listed below.

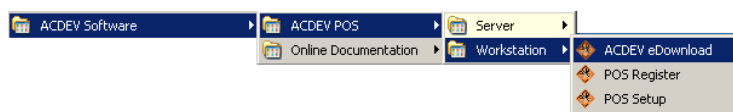
Note that you must complete the POS Server update before you can update the workstations. (Make sure that you perform a database update on POS Server to ensure that you have updated the server copy of the register database.)

To upgrade POS workstations:



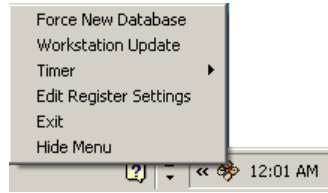
The Workstation Update command is available from the eDownload menu, which you choose from the eDownload icon on the Windows Task Bar.

1. If the eDownload icon does not appear on the Windows Task Bar, choose ACDEV POS eDownload from the ACDEV Software program group on the Windows Start List.



If the eDownload icon appears in the System Tray on the Task Bar, go on to step 2.

2. Right click the eDownload icon to display the eDownload menu.



3. Choose Workstation Update.

eDownload will check the POS Server for a more recent version of POS Workstation. If the server has a newer version, it will begin downloading it immediately.

Once the new workstation software has been downloaded, the following message will appear, prompting you to continue with workstation installation:



4. Click the Yes button to start Register installation.

Note: After the Register installation is finished, you must restart Windows.

5. After restarting Windows, choose eDownload from the Windows Start List once again to display the eDownload icon in the Task Bar.
6. From the eDownload menu, select Force New Database to update your workstation's register database.
7. Check the \POS\DOCS folder on the workstation to see if a new readme and Register manual were downloaded.

The new version of POS Register setup may have new settings that have to be filled in.

8. Run POS Setup (from the Sage Accpac menu on the Windows Start List).
 - Check all register settings to the ones that you recorded before you updated the POS workstation.
 - If necessary, add any new settings.
 - Save the POS Setup settings.

Refer to the *ACDEV POS Installation Guide* for more information on setting up your server and workstations.

Chapter 6

Integrating POS with Sage Accpac ERP

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Chapter 6

Integrating POS with Sage Accpac ERP

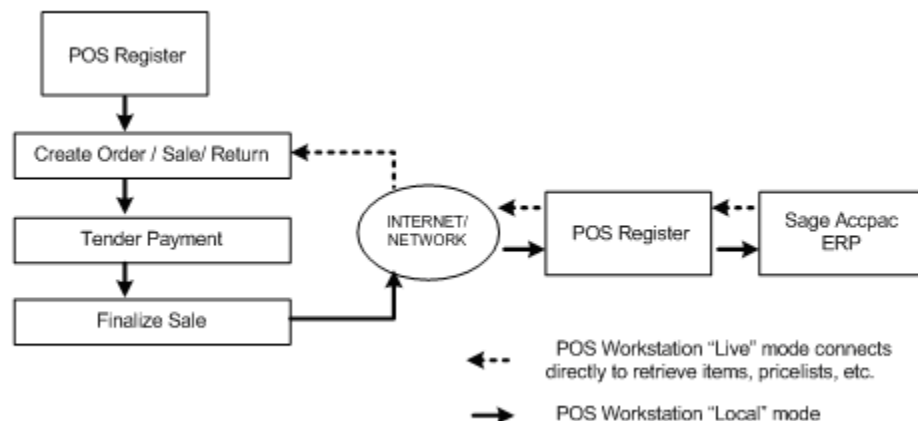
This chapter explains how POS:

- Integrates with Sage Accpac ERP.
- Processes sales and payments.
- Updates ERP with transactions.

It also provides examples of the accounting transactions generated by ACDEV POS transactions, and discusses the reports generated by the system.

Integration with Sage Accpac ERP

The following diagram illustrates the physical relationship between POS components and Sage Accpac ERP:



Information from
ERP

ACDEV POS retrieves price list, customer, and vendor information from Sage Accpac ERP, and stores it in a register database on the POS Server and on the individual workstations.

Live or local
operation

POS registers can do live or local searches—or use a combination of both.

Online or offline
operation

They can look up Sage Accpac ERP information on the POS Server, or they can use the local register database for all information lookups.

POS registers can also handle online or offline transaction processing in conjunction with POS Server.

They can continually sent transactions to the POS Server as they are processed, or they can send transaction information to the server at the end of the day—as full or summary transactions.

Communication between the POS Registers and the POS Server

POS registers get inventory, customer, loyalty point, and gift card information from the POS Server, and send transaction information back to the POS Server for entry in Sage Accpac ERP.

This communication can happen in several ways. Each register can:

Live and local
search modes

- Perform all inventory, customer, loyalty point, and gift card lookups using the master register database on the POS Server. (This is called “Live” search mode.)
- Perform all inventory, customer, loyalty point, and gift card lookups using the downloaded register data on the workstation. (This is called “Local” search mode.)

Online and offline
transaction
processing

- Transmit all transaction information from the register to the POS Server as soon as each transaction is complete. (This is called “Online” transaction processing.)
- Store all transaction information on the workstation until you manually upload them or change the transaction mode. (This is called “Offline” transaction processing.)

In addition, each POS register lets you:

- Summarize transactions by A/R customer per till per day.

If you are summarizing transactions, POS Register works in offline mode, and, at cashout, consolidates all transactions by customer and till, and sends them to the POS Server along with the transaction details. (Detailed invoices go into the POS history tables, where they can be retrieved at a later time, if necessary.)

- Automatically dial up a server connection.

If you have a dialup connection, this feature allows you to use the dialup connection to process particular online transactions, if necessary. For example, the register can go online to process gift cards or loyalty point redemptions.

Some lookups
require Online
mode

Note: You must have live communication with the POS Server to redeem loyalty points, retrieve customer credit balances, perform inventory quantity inquiries, and to reprint previous orders.

When the Internet
goes down...

If you are in "Live" or "Online" mode, and the Internet connection goes down, ACDEV POS can still process transactions by storing the information on the workstation.

When you are back online, you can choose the Process All Outstanding Transactions command, or choose the Process Offline Transactions from the Transactions menu in the POS Register.

Note that you cannot add new accounting entries to Sage Accpac ERP while you are running Inventory Control's Day End Processing.

Run POS registers
offline during Day
End

We suggest that you run ACDEV POS in offline mode during Day End Processing.

Centralized Transaction Processing for Offline and Summarized Transactions

When POS Register operates in offline mode, it sends a zip file containing all offline transactions to the POS Server for transaction processing, rather than send a string of individual transactions.

This reduces the communication load between the workstation and the server, so the workstation can continue to enter sales.

POS Server maintains an error log of all transactions that could not be entered properly in Sage Accpac ERP, so you can easily correct the problems and resubmit transactions for processing.

You can list any processing errors using the Error Reports icon in the Maintenance section of the POS Remote Administrator.

Transaction Processing with ACDEV POS

- All transactions entered in POS Register are sent by the POS Server to Sage Accpac ERP.
- You could think of ACDEV POS Server as an order entry and accounts receivable clerk, entering transactions directly into Sage Accpac ERP.

The processing steps look like this:

In ACDEV POS Register:

Sales clerks enter sales transactions at POS registers throughout the day, and the registers update POS server with each transaction or with a zip file containing transactions at day end.

In ACDEV POS Server:

POS Server automatically sends all transactions to Sage Accpac ERP, including Order Entry Orders and Invoices (includes debit notes and credit notes), A/P manual checks, and A/R receipts.

In Sage Accpac ERP:

Day End Processing generates Accounts Receivable invoice, credit note, and debit note batches and updates inventory costing.

After verifying A/P Payment batches, A/R Receipt batches, and A/R Invoice batches, accounting staff post all batches **except** the debit note invoice batch created in A/R.

Accounting staff run the POS Clearing macro, and then post the debit note batch in A/R.

See Appendix C
for details

See Appendix C of this guide for more information on the files and folders used to process transactions with POS Server.

Processing Sales in ACDEV POS

The following events occur when you process a sale in ACDEV POS:

- An order is created in Sage Accpac Order Entry.
- A prepayment is applied to the Order Entry order, which is then added to a Sage Accpac Accounts Receivable receipt batch.
- Inventory decreases in Inventory Control (when Invoicing is enabled).

Note: If you are using Serialized Inventory, and you are processing a sale using POS's Offline transaction mode, POS Register cannot validate the serial number during entry.

When the transactions are processed on the server, POS will insert the serial number entered by the sales clerk in the Order Entry serial number field on the invoice in Order Entry, rather than update Serialized Inventory properly.

You will have to put through an adjustment in Sage Accpac ERP to record the correct serial number with the sale or return.

- An Order Entry invoice is created (when Invoicing is enabled).
- ACDEV POS Layaways create orders in Order Entry and apply payments to the orders in Accounts Receivable.

Note: Layaways do not ship inventory or create an Order Entry invoice until they are completely finalized. For further information on payments, see “Processing Payments in ACDEV POS,” later in this section.

Processing Returns in ACDEV POS

When a return is processed in ACDEV POS, the following events occur in Sage Accpac ERP:

- Returns that use invoice/order numbers create a credit note in Order Entry that references the order/invoice number.
- Returns without invoice/order numbers create a credit note in Order Entry with no reference.
- Inventory increases in Inventory Control.

Note: If you are using Serialized Inventory, and you are processing a return using POS’s Offline transaction mode, POS Register cannot validate the serial number during entry. See the Serialized Inventory sales note in the preceding section.

For additional information on voided sales transactions in ERP, see the section on payments.

POS Exchanges

Exchanges are credit notes or invoices

Based on the final transaction amount, POS will create either an order/invoice or a credit note from exchanges in Sage Accpac ERP.

If the exchange has an overall transaction value of zero or greater, POS will create an order and invoice with the returned items as negative quantities and sold items as positive quantities.

If the exchange has a negative overall transaction value, POS will create a credit note with the returned items as a positive quantity and sold items as a negative quantity.

This means that exchange transactions are relatively simple, but they can appear as two different types of transactions in Sage Accpac ERP: as credit notes or as O/E invoices.

Petty Cash Transactions

For petty cash transactions, POS creates an Accounts Payable manual check and debits one of the petty cash expense accounts specified in Register Setup for the expense.

Bank balances are maintained properly, because POS goes through Bank Services (via the A/P check) to distribute the cash.

The petty cash expense accounts are maintained in Company Setup and Register Setup in POS Server.

Companies usually handle petty cash in one of two ways:

- They create one or more G/L expense accounts for miscellaneous petty cash transactions.

The petty cash accounts defined in POS server are identified by an alternate name, and several different POS names can point to the same General Ledger account number.

The alternate name is a description for the POS clerk, and can have descriptions like "Courier charges," "Petty Cash," or "Misc. Cash Expense." Although the alternate name does not appear in the entry, the comment fields do.

- They can create one G/L expense account as a petty cash clearing account, and later transfer petty cash amounts to other expense accounts.

Processing Payments in ACDEV POS

ACDEV POS Server processes all customer payments separately from the order and inventory transactions. POS Server processes any outstanding payments when the service is started, and, thereafter, at the time intervals specified in the Server Settings form.

Note the following points regarding payments:

- All normal and split payments are directly entered into the last specifically labeled "Open AR receipt batch" available for ACDEV POS in Accounts Receivable.
- Payments made with the sale are entered as Order Entry prepayments against the order/invoice, and can be found in the Accounts Receivable Receipt Batch.
- For multicurrency companies and single currency companies with the Cash Back/Change Batches option selected, ACDEV POS enters amounts in Sage Accpac ERP in the following ways:
 - Any payment amount over the invoice amount will create a miscellaneous receipt in an Accounts Receivable receipt batch with the description "POS CHANGE."
 - Any change returned to the customer will create an Accounts Payable manual check entry to update the Bank deposit.

- Batches are either open, ready to post, posted, or deleted.
- POS can only add to open batches. If there are no open batches available, POS will create a new batch with the batch description based on the receipt batch templates defined in ACDEV POS Server for the transaction payment type.
- For returns (where cash is paid out from the register), POS will create a manual Accounts Payable check entry to update the Bank distribution. The offsetting entry is to the POS Clearing Account.

A debit note is created for the return that clears the POS Clearing account. This entry is made using the POS distribution code.

After running Day End Processing, you can manually offset debit notes against credit notes, but we suggest that you use the ACDEV POS Clearing Macro.

For further information on using the ACDEV POS Clearing Macro, see "Matching Credit Notes and Debit Notes from Returns," later in this chapter.

For additional information on sales and return transactions, refer to the previous sections.

Payment Processing Errors

All POS payments that cannot be processed are logged in an error log file. You can find the ErrLog.txt file in the \POSServer\Paybin\ folder on the server.

All POS payments that cannot be processed are deposited by register in the \POSServer\Company\<Company Name>\<Register>\Payerrors\ folder on the server.

You can reprocess error payments by moving the payments from the \POSServer\Company\<Company Name>\<Register>\Payerrors\ folder to the \POSServer\Company\<Company Name>\PayProc\ folder.

Transactional Rounding

The transactional rounding feature is used in countries that round cash totals based on the currency's lowest available denomination.

For example, \$0.01 is unavailable in Australia. This means that totals of \$10.01 or \$10.08 are rounded to \$10.00 and \$10.10, respectively.

To adjust for transactional rounding, POS adds a negative or positive non-taxable Miscellaneous Charge line item to the transaction for the difference in rounding.

Applying Account Payment Transactions

If a customer makes a payment to their account, the ACDEV POS Register creates an unapplied cash document in Accounts Receivable.

Your accounting department can then apply the unapplied cash documents, which are kept in their respective Accounts Receivable receipt batches.

Cashout Short/Over Entry

For cash shortages or overages discovered when cashing out a till, POS creates a bank entry adjustment to properly update bank services.

Currency Transaction Adjustment

If you process transactions in more than one currency, POS adds non-taxable miscellaneous charges to adjust order totals to match the payment amounts on multicurrency transactions.

The currency adjustment miscellaneous charge uses the same multicurrency G/L account specified for the A/P currency adjustment distribution code. (Note that the miscellaneous charge code and the A/P distribution code must be the same.)

Gift Cards and Certificates

Gift cards and gift certificates are set up as non-stock and non-taxable items that use a general ledger Gift Clearing account for the initial transaction (the sale of the gift card or certificate).

When a customer redeems the gift card, you should select a Gift Card and Certificate payment type that references a “dummy” bank and the general ledger Gift Clearing account.

This second transaction balances the clearing account and recognizes the sales revenue.

See chapter 4 for details on setting up gift cards and gift certificates.

Differences between POS and Sage Accpac ERP

Note the following differences between POS and Sage Accpac ERP:

- If a customer buys an item and fully pays for it at the same time, the invoice generated for Accounts Receivable will have no early payment terms. However, if the item is purchased on account, the customer’s regular payment terms will appear on the invoice.

- Multicurrency companies (and single currency companies that use the Cash Back option) will have multiple Accounts Receivable receipt batches and an Accounts Payable batch to reconcile to bank deposits for all change or funds disbursed.
- For example:

Example 1

Suppose you invoiced a customer for \$10.00 USD. The customer pays you \$20.00 CDN, which, when the exchange rate of 0.750 is applied, works out to \$15.00 USD. The customer receives \$5.00 USD change.

- In this case, you must deposit \$20.00 CDN, and take \$5.00 USD out of your float.

Example 2

Suppose the invoice is for \$10.00 USD. The customer pays \$50.00 USD on debit, and wants \$40.00 USD cash in change.

- In this case, you must deposit the whole \$50.00 USD into your bank (which could be your Credit Card Bank account), and take \$40.00 US cash from your float (which could be your Cash Bank account).

Accounting Transactions Created by POS

All transactions listed below are single currency, unless otherwise indicated.

Sale, no change, no transaction rounding

The set of transactions generated from the order in Order Entry really comprises the following three transactions:

G/L Account	Dr	Cr
Accounts Receivable	20.00	
Cost of Goods Sold	14.00	
Shipment Clearing		14.00
Sales		20.00

Invoice through Order Entry, posted in Accounts Receivable (created during posting or during Day End Processing, depending on I/C settings).

G/L Account	Dr	Cr
Shipment Clearing	14.00	
Inventory Control		14.00

Transaction sent directly to General Ledger from Inventory Control.

G/L Account	Dr	Cr
Cash	20.00	
Prepaid Liability	20.00	
Accounts Receivable		20.00
Prepaid Liability		20.00

Prepayment, posted through Order Entry (see Totals screen of Order/ Invoice) to an Accounts Receivable Receipt Batch.

The net result of the sale looks like this:

G/L Account	Dr	Cr
Cash	20.00	
Cost of Goods Sold	14.00	
Inventory		14.00
Sales		20.00

Net result of sale after Accounts Receivable and Shipment Clearing accounts are zeroed.

Return, no refund (Issue Credit Note transaction type in POS Register)

G/L Account	Dr	Cr
Sales	18.00	
Inventory	12.00	
Accounts Receivable		18.00
Cost of Goods Sold		12.00

Credit Note through Order Entry, posted in Accounts Receivable.

Return, with refund (Void Sale transaction type in POS Register)

G/L Account	Dr	Cr
Sales	16.00	
Inventory	10.00	
Accounts Receivable		16.00
Cost of Goods Sold		10.00

Credit Note through Order Entry, posted in Accounts Receivable.

G/L Account	Dr	Cr
Accounts Receivable	16.00	
POS Clearing		16.00

Debit Note in Accounts Receivable.

G/L Account	Dr	Cr
POS Clearing	16.00	
Cash		16.00

Miscellaneous Payment in Accounts Payable.

Use the POS Clearing Macro after posting the credit note, but **before** posting the debit note to apply the documents; otherwise, you must enter a manual "Apply Document" transaction type via A/R Receipts.

Layaway, at time of creation, without Prepayment

No accounting transaction is created until a layaway is finalized, at which time an order is processed through Order Entry.

Layaway, finalized

G/L Account	Dr	Cr
Accounts Receivable	19.00	
Cost of Goods Sold	15.00	
Inventory		15.00
Sales		19.00

Invoice through Order Entry, posted in Accounts Receivable (excluding the shipment clearing debit and credit).

Layaway Payment

G/L Account	Dr	Cr
Cash	9.00	
Accounts Receivable		9.00

Prepayment, posted through Order Entry to an Accounts Receivable Receipt Batch (excluding the prepayment liability debit and credit). See the Totals screen of Order/Invoice.

Sale, no change, with transaction rounding

G/L Account	Dr	Cr
Accounts Receivable	30.00	
Cost of Goods Sold	18.00	
Inventory		18.00
Sales		29.98
Transaction Rounding		00.02

Invoice through Order Entry, posted in Accounts Receivable (excluding the shipment clearing debit and credit).

Transaction rounding entry appears on Invoice as an Order Entry "Misc. Charge."

G/L Account	Dr	Cr
Cash	30.00	
Accounts Receivable		30.00

Prepayment, posted through Order Entry to an Accounts Receivable Receipt Batch (excluding the prepaid liability debit and credit).

Sale, with change, no transaction rounding

G/L Account	Dr	Cr
Accounts Receivable	30.00	
Cost of Goods Sold	18.00	
Inventory		18.00
Sales		30.00

Invoice through Order Entry, posted in Accounts Receivable.

G/L Account	Dr	Cr
Cash	30.00	
Accounts Receivable		30.00

Prepayment, posted through Order Entry (see Totals screen of Order/ Invoice) to an Accounts Receivable Receipt Batch.

G/L Account	Dr	Cr
Cash	20.00	
POS Clearing		20.00

Miscellaneous receipt in Accounts Receivable.

G/L Account	Dr	Cr
POS Clearing	20.00	
Cash		20.00

Miscellaneous payment in Accounts Payable.

Sale, with change, no transaction rounding, multicurrency

For this example, the sale is \$50.84 CAD, \$34.00 USD is tendered, and \$.16 CAD change is returned.

G/L Account	Dr	Cr
Accounts Receivable	50.84 CAD	
Cost of Goods Sold	18.00 CAD	
Inventory		18.00 CAD
Sales		50.84 CAD

Invoice through Order Entry, posted in Accounts Receivable.

G/L Account	Dr	Cr
Cash	33.89 USD	
Accounts Receivable		33.89 USD

Prepayment, posted through Order Entry (see Totals screen of Order/ Invoice), to an Accounts Receivable Receipt Batch. (Note: A/R shows both USD and CAD amounts.)

G/L Account	Dr	Cr
Cash	.11 USD	
POS Clearing		.11 USD

Miscellaneous receipt in Accounts Receivable.

G/L Account	Dr	Cr
POS Clearing	.16 CAD	
Cash		.16 CAD

Miscellaneous payment in Accounts Payable.

The Miscellaneous Receipt for change batches is used to show the entire tendered amount. This is especially important when dealing with multicurrency payments and when change is given from checks or credit cards.

Sale of gift card or gift certificate

G/L Account	Dr	Cr
Accounts Receivable	20.00	
Gift Card Clearing		20.00

Invoice through Order Entry, posted in Accounts Receivable (created during posting or during Day End Processing, depending on I/C settings).

G/L Account	Dr	Cr
Cash	20.00	
Prepaid Liability	20.00	
Accounts Receivable		20.00
Prepaid Liability		20.00

Prepayment, posted through Order Entry (see Totals screen of Order/ Invoice) to an Accounts Receivable Receipt Batch.

Gift card or gift certificate redemption

G/L Account	Dr	Cr
Accounts Receivable	20.00	
Cost of Goods Sold	14.00	
Inventory		14.00
Sales		20.00

Invoice through Order Entry, posted in Accounts Receivable (excluding the shipment clearing debit and credit).

G/L Account	Dr	Cr
Gift Card Clearing	20.00	
Accounts Receivable		20.00

Prepayment, posted through Order Entry to an Accounts Receivable Receipt Batch (excluding the prepaid liability debt and credit).

Petty cash payment

G/L Account	Dr	Cr
Petty Cash Clearing	16.00	
Bank		16.00

Petty cash payment creates a manual check in Accounts Payable.

Matching Credit Notes and Debit Notes from Returns

ACDEV POS Clearing Macro

The ACDEV POS Clearing Macro automatically matches credit notes and debit notes that are created when processing returns (when cash is paid out from the register). The Clearing Macro applies credit notes to debit notes using the credit note number referenced in the comment field of the debit note.

When a "Void Sale" transaction is recorded (a return which includes a refund), the following transactions occur in Sage Accpac ERP:

G/L Account	Dr	Cr
Sales	X	
Inventory	X	
Accounts Receivable		X
Cost of Goods Sold		X

Order Entry credit note.

G/L Account	Dr	Cr
Accounts Receivable	X	
POS Clearing		X

Accounts Receivable debit note.

G/L Account	Dr	Cr
POS Clearing	X	
Cash		X

Accounts Payable manual check.

These entries serve the following purposes:

- Properly adjust the cash account balances.

Sage Accpac ERP does not allow negative cash receipts in Accounts Receivable. POS creates an A/P check entry to record the refund.)

- Adjust the customer account.

Sage Accpac ERP adds the credit notes to Accounts Receivable invoice batches when you run Day End Processing in Inventory Control.

The customer in Accounts Receivable will no longer have a credit balance (since they were refunded the money), and Sage Accpac ERP must accurately reflect this.

Debit note

The debit note created by POS references the credit note in the "Comments" field; however, since the credit note is not yet posted, it cannot be applied to the credit note.

When the macro is run, it copies the credit note number to the "Apply To" field, thus applying that debit note to the credit note.

Run the macro after posting the CR, but before posting the DR

This means that you must run the macro after posting credit notes in Accounts Receivable, but before posting debit notes.

Without the macro, manual “Apply Document” transactions would need to be entered in a receipt batch in Accounts Receivable.

“Error! Reference source not found.”

If an error occurs while running the POS Clearing Macro, it will create a file called:

c:\program files\POSClearing\POSClearing-Exceptions.txt

Typically, the macro won’t find the original credit note, and will post the following message:

Error! Reference source not found.

Note: You run the ACDEV POS Clearing Macro from the Sage Accpac ERP desktop, which means that the Clearing Macro must be installed on the POS Server or on another computer that is also a Sage Accpac ERP workstation. You do not install it on the registers.

Transaction Reports

The various Transaction Reports in ACDEV POS provide a comprehensive list of all point-of-sale transactions, based on the transaction type and level of detail that you want.

POS reports include:

Transaction Report. This report lets you gauge the transaction volume at a given workstation.

Payment Report. This report lists the total amount of cash purchases, the sum of cash returns, and the net value of all cash transactions for the day, sorted by payment type, for this Register. All forms of payment types are included (cash, credit/debit card, credit note, and others).

Salesperson Report. This report provides a list by salesperson of dollar amounts sold for the till.

Detailed Transaction Report. This report lists each order, showing the order number, transaction time and date, total, and form of payment.

Category Sales Report. This report breaks down the total sales by category, indicating the total value (before taxes) and the quantity of items sold, by category, at this till.

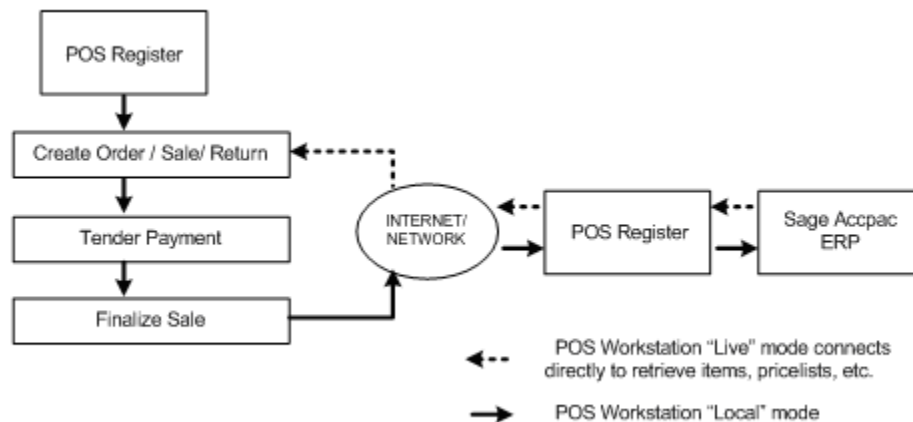
The following table shows how the transaction reports in POS can be matched to reports in ERP:

POS Report	Sage Accpac ERP Report
Detailed Transaction Report	OE Transaction List OE Posting Journal and A/R Invoice Batch
Payment Report	A/R Receipt Batch A/P Payment Batch

Flow Charts: Integrating ACDEV POS with Sage Accpac ERP

The following diagram illustrates the general relationship between POS Register and POS server.

- When POS Register operates in local search mode, all lookups use the local register database.
- When the Register operates in live search mode, all queries are directed through the Internet to the server and to the ERP database.



POS Server uses the Order Entry program to add sales transactions to Sage Accpac ERP.

- Sales are entered as prepaid orders, with payments going directly into Accounts Receivable receipt batches.
- Returns are entered as credit notes, with refunds handled as manual checks in Accounts Payable.
- All adjustments to inventory are handled by Order Entry.

Chapter 7

Setting Up Registers at Local and Remote Locations

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Chapter 7

Setting Up Registers at Local and Remote Locations

ACDEV POS Workstation Components

ACDEV POS Workstation comprises three main components:

- ACDEV POS Download
- ACDEV POS Register
- ACDEV POS Remote Administration

ACDEV POS eDownload

ACDEV POS eDownload activates registers and sets up the communication between a new register and POS Server.

Once the register is set up, eDownload manages database updates and software updates on the workstation.

POS registers can increase performance by using a local database, instead of looking up information over the Internet. The locally maintained data includes the following information:

- Items.
- Item pricing.
- Tax information.
- Customers.
- Mapped barcodes.

You can have eDownload update the local database automatically throughout the day, or you can manually update the local database from the Register program or from the eDownload icon in the system tray.

ACDEV POS Register

ACDEV POS Register is the front-end, point-of-sale cash register program used to record sales. It provides all the functions of a cash register.

ACDEV POS Remote Administration

Remote Administration for ACDEV POS Server lets you manage users, user groups, registers, barcodes, database updates, loyalty points, gift cards, and gift certificates on the ACDEV POS Server.

System Requirements

- Microsoft Internet Explorer 5.5 or higher.
- Microsoft Operating System: Windows 2000, Windows XP or Windows Vista.
- Both ACDEV POS eDownload and Register must be able to access the ACDEV POS Server via TCP/IP (internet, intranet) on two ports (default 5059 and 5060).

Please refer to the ACDEV POS readme.wri file, included with the POS installation, for any updated information.

Hardware Requirements

The minimum system for running ACDEV POS Register is a Pentium 500MHz with 128MB RAM.

Please refer to the ACDEV POS readme.wri file, included with the POS installation, for any updated information.

Optional Hardware

You can also use the following hardware items with ACDEV POS Register:

- Barcode Readers (using a keyboard wedge interface).
- MSR (Magnetic Stripe Reader) swipe device (using a keyboard wedge interface).
- Display Pole (using a serial interface).
- Cash drawer (serial or parallel BEL interface or Epson emulation).
- Receipt Printer (serial or parallel interface with MS Windows printer driver).
- Weight Scale (serial interface).

Note: See Appendix B in the Installation Guide for a list of certified, optional hardware.

Steps for Installing and Setting Up ACDEV POS Workstation Components

You must follow these steps to set up ACDEV POS eDownload and ACDEV POS Register on each point-of-sale workstation:

1. **Set up the register on the POS Server.**
2. **Install ACDEV POS eDownload on a workstation.**
3. **Activate the ACDEV POS workstation.** (This happens the first time you run eDownload.)
4. **Install ACDEV POS Register.** (Installation starts automatically after you activate the workstation.)
5. **Set Up ACDEV POS Register.** (You must use the POS Setup program before you can start the POS Register.)

Register setup allows you to:

- Set up default Register behavior.
- Set up Register reports, such as sales slips, layaways and quotes.
- Set up interaction with hardware devices such as cash drawers, pole displays, and weight scales.
- Set up fields required for credit card clearing software.

Step 1: Set Up Registers on the POS Server

Before you install and set up POS Registers on workstations, you must:

- Install a license for the register on the server.
- Set up the registers on the server (specifying the company database for the register, inventory locations, register keys, database update timing, and petty cash accounts).
- Set the status of registers to "Available."

Registers must be set to "Available"

You must set registers to "Available" before you can activate them for a particular workstation.

To set up registers on the server:



1. Choose the Settings icon in the left column, and then choose the Register Setup icon from the middle row.

The following form appears:

Company	Register ID	Description	Status
SAMINC	1	Reg1	Active

This form shows that:

- Ten register licenses have been installed on the server.
- Four registers have been activated from workstations.
- One register is available for activation from a workstation.
- Five registers have not been set up.

If you licensed only one register, the form will display only one line.

If you have no unused registers (none disabled and none available), you have to install register licenses before you can continue.

2. Double-click the first disabled register to add register information.

If you have an available register, double-click the line to check the information.

Location	Description
1	Central warehouse - Seattle
2	Portland Office
3	Newark, New Jersey
4	Port of San Francisco

3. If this is a new register (and no register information appears), use the Next/Previous buttons beside the Company field to select the company database for the first register.
4. Fill in the rest of the fields on the form as follows:

General tab

Register Key. Enter the code which will act as the password between the server and the register when you set up this register on a workstation.

Register keys and the server key are used to verify registers. You specify the server key and the register key when you activate a register from a workstation.

Register users do not see the register key. Once you activate the register, users start the register and log in with their own user IDs and passwords, and the register program passes the register key to the server in the background.

Note: *The register key that you enter here is used only when you activate the register.* Once you start using the register, this key will change constantly.

As a security measure, the program creates new register keys that the server will recognize after each transaction.

Description. Enter a description that accurately identifies this register—such as “Register 1: Northgate Mall Store.”

Default Location. Using the Finder, select the inventory location for this register. (Locations are defined in Sage Accpac ERP.)

Cash Type. Select the payment type that will be used most at this register.

The selection list displays all of the receipt types defined in Accounts Receivable.

On Account Type. Select the payment type for on-account payments (when a customer makes a purchase and charges it to their account).

Viewable Locations. Using the Finder, select all of the Sage Accpac ERP inventory locations for which this Register will be allowed to view item information.

Status. The initial setting is “Disable,” which prevents any communication between workstations and this Register.

To set up this register, you change the status to Available, thus allowing this register to be activated.

The status can have three different settings:

- **Active.** Once you activate an available register (by using the eDownload program from a workstation), the register status changes to "Activated."
- **Available.** This status indicates that a register is available for activation.
- **Disable.** This status means the register is disabled, and it can neither process transactions nor communicate with the server.

Enable Cash Back/Change Batches. This option lets companies give change for payments that are greater than the amount due. The register will create separate "change" batches in Accounts Receivable and Accounts Payable.

When this option is selected, POS will create manual check transactions in Accounts Payable for all cash paid out to customers. For this reason, you would not select this option if you are a company that does not provide cash back services.

For example, assume that the sale is \$20, but a check is written for \$25. This setting will allow \$5 cash to be given to the customer.



Note: If you do not select this setting, the register will not let you receive a payment that is greater than the amount due. Although the program will display the correct change amount, it will not create the payment batch in A/P, and it will not make the additional receipt entry in A/R.

Multicurrency example

If you are multicurrency company that accepts cash payments in more than one currency, you should select this option.

Consider the situation where a customer pays in \$US but gets change in \$Cdn. POS needs to show the full amount of \$US coming in, and reduce the amount of \$Cdn received in ERP.

Timer tab

5. Click the Timer tab, and fill in the following fields:

Enable Timer. Turn on the timer if you want the register to automatically download new files from the server throughout the day to update the local register database.

You can set the timer to check the server at specific times during the day or at regular intervals.

If you do not set the timer, the register will not check the server for database updates. You will have to use eDownload's Force New Database choice, or choose Force Database from the register's Database Maintenance.

Timer Settings. Choose the hours during which the register will check the server for updates, specifying AM or PM in the fields to the right of the times.

Update Settings. Choose whether you want to update during an interval or at specific times.

- Click Interval to update regularly throughout the time range you specified, and then select an appropriate interval (for example, 1 hour) in the adjacent field.
- Click Select Times to update at specified times throughout the day.

Add times to the list by choosing them from the dropdown lists and then clicking the Add button.

To delete a previously selected time, click the time to select it, and then click the Delete button.

Transactional Rounding tab

6. Click the Transactional Rounding tab.

Enable Transactional Rounding. Choose this box if you have to round transaction totals to the value of a particular coin.

In some countries, the currency's smallest coin is larger than the smallest currency denomination. For example, Australia does not have pennies, so every transaction must be rounded to the nearest \$.05.

Transactional rounding in POS rounds transaction totals to the nearest rounding factor (in Australia's case \$.05), so a sale of \$10.08 will be rounded to \$10.10.

To make this adjustment, POS adds a negative or positive non-taxable service charge line item to the transaction. This is set for each Register by selecting the Set Rounding button from the Register Setup screen.

Note: You must set up the receipt batch templates for this Register before setting transactional rounding.

currency. Select the currency for which you use rounding.

Service Charge. Select the miscellaneous charge item that will be used for the rounded amount. (You must define the service charge as a miscellaneous charge in Order Entry.)

Rounding Method. Select Round Up, Round Down, or Auto (to round up or down, depending on the amount).

For example, if rounding \$.07 to the nearest \$.05, Round Down would produce \$.05, Round Up would produce \$.10, and Auto would produce \$.05.

Rounding Factor. Type the lowest available denomination for your currency. For example, in Australia this would be 0.05.

Payment Type. Select the types of payments to which rounding applies. The selections correspond to the different Accounts Receivable receipt types.

Petty Cash tab

7. Click the Petty Cash tab.

Petty Cash Expense Accounts. When you make a petty cash payment from POS Register, the program creates an Accounts Payable manual check, and debits one of the petty cash accounts listed on this page.

Any default petty cash accounts listed here were added in Company Setup. You can add more accounts here, or remove default accounts. The Alternate Descriptions let you state standard usages of various accounts, such "Delivery Costs," "Courier Costs," "Reimbursed Parking," etc.

To add a petty cash account:

- a. Click the Add button to add an account.
- b. Click the Finder button to look up accounts, and then click Find Now to display the entire chart of accounts (or use the Find By fields to specify a particular account or account group).

GL Code	Description
1000	Petty cash
1020	Bank account, operating
1021	Bank account, American Express
1022	Bank account, VISA
1023	Bank account, Mastercard
1025	CCB Visa
1030	Bank account, payroll
1045	SEATAC Visa
1100	Accts receivable, intercompany
1115	Accounts receivable, trade
1120	Accounts receivable, employees
1140	Accounts receivable, other
1145	Accounts receivable, retainage
1190	Allowance for doubtful accts.
1200	Investments, short term
1250	Investment, long-term
1300	Inventory

- c. Double-click the account that you want to select.
- d. Click OK in the Add Petty Cash Account window.
- e. Click Save in the Companies window to save the company record with the specified petty cash account.

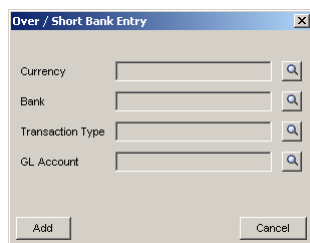
Over/Short Bank Entry tab

8. Click the Over/Short Bank Entry tab.

POS lets you specify one overage/shortage amount per currency for cashing out tills.

As with the Petty Cash expense accounts:

- a. Click the Add button to add an account. The following form appears:



- b. Choose entries for each of the fields on the form, using the Finders as you did for the Petty Cash accounts.

Currency. You must also specify the currency for the Over/Short Bank Entry, because POS creates a separate entry for each currency in your cash drawers.

Bank. Choose the bank to which this amount is debited or credited.

Transaction Type. You must specify the bank entry transaction type associated with entries for any till overages or shortages.

GL Account. Choose the general ledger account number that you want to use for overages/ shortages.

Save the Register

9. Click the Save button to save the Register information, and then click Close.
10. When you have set up all of your registers, click Close to leave the Register Setup form.

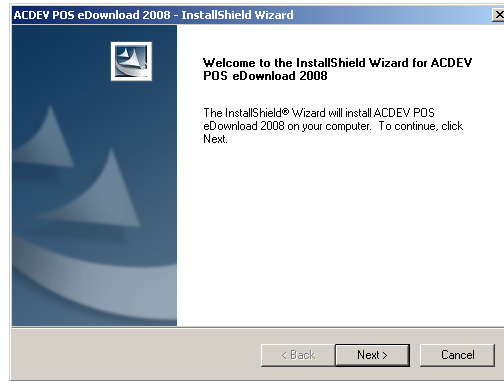
Step 2: Install ACDEV POS eDownload on the Workstation

The first step for setting up a Register is to install eDownload on a point-of-sale workstation.

Note: You should always have a certified ACDEV Software Consultant install your ACDEV POS software. ACDEV POS runs in Windows 2000, Windows XP and Windows Vista.

To install ACDEV POS eDownload:

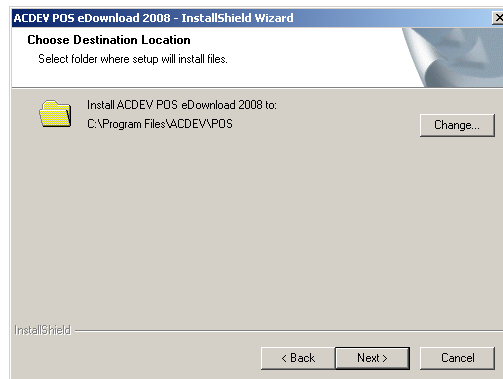
1. Open the eDownload folder provided by ACDEV Software.
2. Launch the Setup.exe and the installation wizard appears:



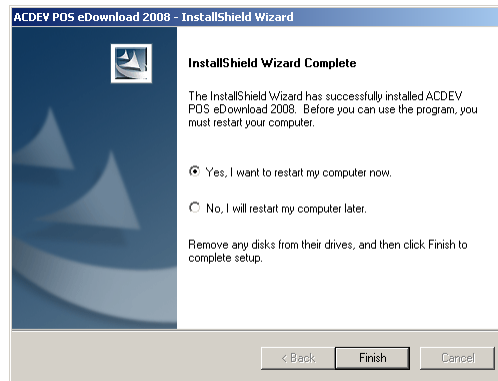
3. Click the Next button to begin the installation process.

The License Agreement screen then appears.

4. After reading over and accepting the License Agreement, click the Next button to open the next window.



5. On the Choose Destination Location window, click the Next button to create the program icon in the default folder.
6. Click the Install button on the Ready to Install window to copy the eDownload files to the workstation.
7. Click the Install button to begin the installation. When the program files are installed, the following screen appears:

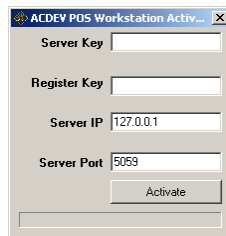


8. Click Finish to exit the installation wizard.

Note: Reboot your computer after installing ACDEV POS eDownload.

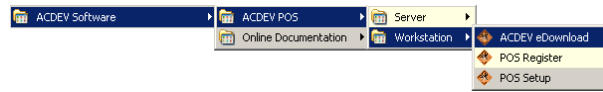
Step 3: Activating the ACDEV POS Workstation

The first time that you run ACDEV POS eDownload on a workstation, the following Activation window will appear:



Activation does several things:

- Specifies the server key (password), server IP and communication port on the server for the Register to use when it communicates with the server.
- Activates the register you specify on the POS Server for this workstation.
- Downloads any Register program updates from the POS Server and installs the POS Register on the Workstation.
- Downloads the Register database from the POS Server, containing inventory and customer information.
- Adds several program entries to a ACDEV POS program group in the Start List:



Note: Once you activate a register for this workstation, the activation window will not appear again.

To activate the workstation register using eDownload:

1. If the Workstation Activation form is not on the screen, choose Programs ► ACDEV Software ► ACDEV POS ► Workstation ► eDownload from the Windows Start List.

The following form will appear:

A screenshot of the 'ACDEV POS Workstation Activation' dialog box. It contains four input fields: 'Server Key' (empty), 'Register Key' (empty), 'Server IP' (containing '127.0.0.1'), and 'Server Port' (containing '5069'). Below these fields is an 'Activate' button. The dialog box has a title bar with the text 'ACDEV POS Workstation Activ...' and a close button (X).

Note: This form will not appear if the register is already activated. Instead, the eDownload icon will appear in the System Tray on the Windows Task Bar. (You can right-click the eDownload icon to display a list of maintenance tasks.)

2. Fill in the following activation fields.

Server Key. Enter the server key that was set for the server in the Server Settings form in POS Server. The server key acts as the super password between the POS Server and the POS Registers. The key must be consistent between the two in order for communication to take place. (The default key is POS.)

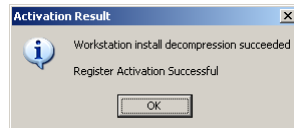
Register Key. Enter the register key that was entered for this register on the Register Setup form in POS Server. You can only activate registers that have an Available status (also set in POS Server).

Note: Once you start using the register, POS periodically creates new register keys for communication with the server.

Server IP. Enter the IP address or UNC computer name (if on a LAN) of ACDEV POS Server. If you are setting up a register on the same machine as the POS Server, you can also use an IP address of 127.0.0.1.

Server Port. Enter the transaction server port used by the ACDEV POS Server for communication. The server port is set in the Server Settings form in POS Server. (The default is 5059.)

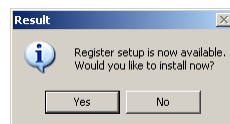
3. Click the Activate button. Once activation is complete, the program will display a message stating "Register Activation Successful."



For more information, contact your ACDEV POS Server administrator.

Step 4: Installing ACDEV POS Register

Immediately after activating ACDEV POS workstation and register; the ACDEV POS Register installation prompt will appear.

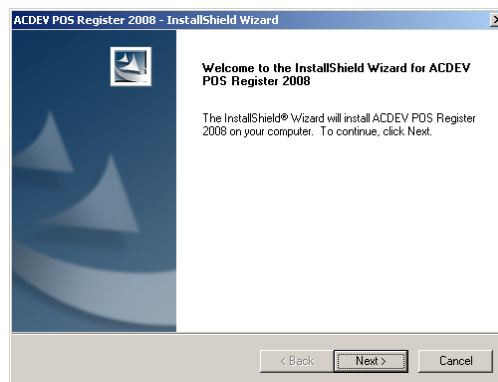


Note: The Register installation appears only after you activate the Register using eDownload.

- If you choose Yes, the Register Installation window appears.
- If you choose No, you will have to choose eDownload at a later time to install the Register programs and decompress the register database.

To Install the Register components:

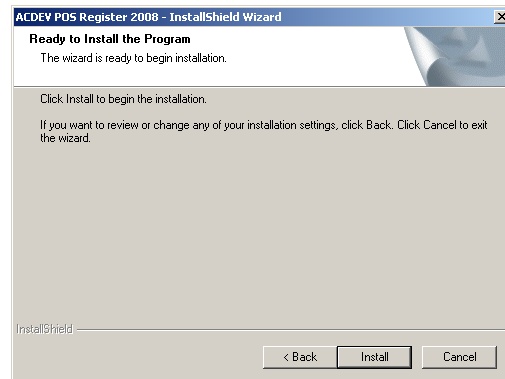
1. Click the Yes button to install ACDEV POS Register.



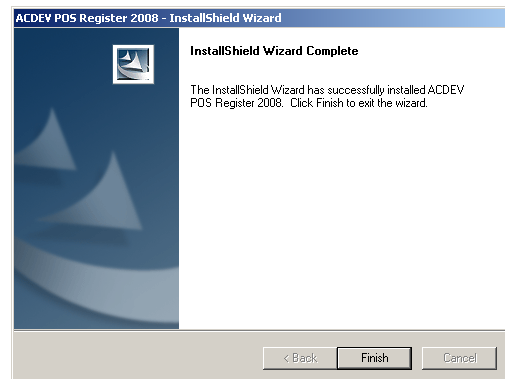
2. Click the Next button to begin the installation process.

The License Agreement window then appears.

3. After reading over and accepting the License Agreement, click the Next button to open the next window.



4. Click the Install button to begin the installation.
5. Choose whether to restart your computer now or at a later time. You must restart the workstation before you can use the POS Register program.



6. Click Finish to exit the installation program and, optionally, restart your computer.

Step 5: Setting Up ACDEV POS Register

Before you can open the ACDEV POS Register transaction windows, you must set up the register using the POS Setup choice on the register workstation.

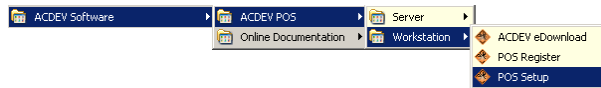
The POS Setup program lets you:

- Select default settings for the POS Register program on this workstation.

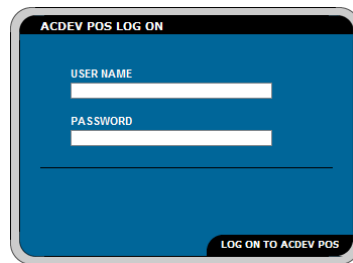
- Specify communication parameters for hardware that is used with the register (such as a cash drawer, display pole, weight scale, etc.).

To set up a register:

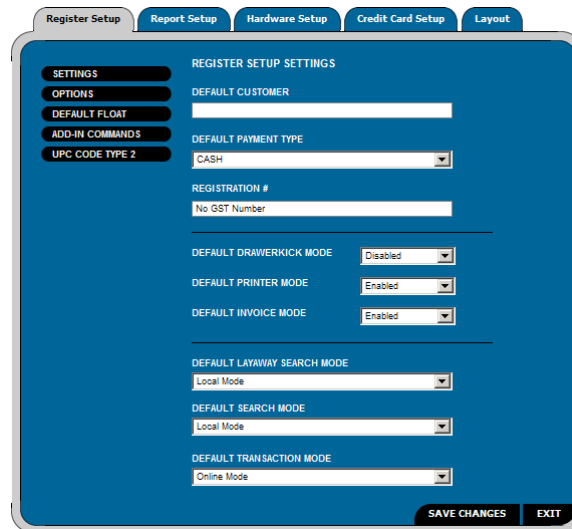
- In Microsoft Windows, click the Start button; then select Programs, ACDEV Software, ACDEV POS, Workstation, POS Setup.



- On the ACDEV POS Log On dialog box, enter the ADMIN user name and password, and press Enter on the keyboard (or click Log On To POS).



The Setup window then appears:



- Enter register setup information in the following sub-sections on the setup tabs.
 - To save your entries, click Save Changes (at the bottom right of the screen).

- Once you have chosen the register options, you can log on to the ACDEV POS Register transaction screens.

Register Setup Tab

Settings, Options,
Default Float, and
Add-In Commands

The four buttons on the left side of the Register Setup tab display the default settings and options for your register:

- Settings button—displays several default settings for the register.
- Options button—lets you choose how the register operates.
- Default Float button—lets you specify the default size of the float in each of the currencies you accept.
- Add-In Commands button—lets you integrate other programs with ACDEV POS. For example, this feature could let you display or print a warranty form after completing sales transactions.

Settings Button

Register Setup Settings

The Settings fields specify the default values that POS uses, such as the default Accounts Receivable customer record that is initially displayed on the POS Register transaction screens. You can change these values when you enter retail transactions.

Default Customer. This is the default Accounts Receivable customer number that ACDEV POS Register starts with for each transaction.

Specify the customer account record set up in Accounts Receivable as your “Cash Transaction” or “Walk-in Customer” record.

You can also leave this field blank to force the sales clerk to specify the customer each time.

Default Payment Type. The payment type corresponds to the Accounts Receivable Receipt type in Sage Accpac ERP. Choose the payment type that you get most often—such as CASH.

Registration #. This is a number that can be printed on every receipt. Typically, this is a federal tax or business identification number. For example, in Canada, this would typically be the company’s GST number.

Default Drawerkick Mode. The default drawerkick mode specifies whether the cash drawer should open automatically after a sale or not.

Default Printer Mode. This setting determines whether or not the register will automatically print reports (usually receipt slips). You can change the setting while you are entering transactions.

Sage Accpac WMS
does shipping &
invoicing

Default Invoice Mode. This setting determines whether Order Entry will automatically create an Accounts Receivable invoice after it processes a sales order. Choose Enabled or Disabled.

Note: If using Sage Accpac Warehouse Manager, you will turn off invoicing because all shipping and invoicing will be handled by WMS.

Default Search Mode. This is the default search mode for ACDEV POS Register. Choose either:

- **Local Mode:** Inventory and customer lookups use the local database (downloaded to the POS workstation by eDownload). Local Mode is the default.
- **Live Mode:** All lookups are made on the ACDEV POS and the Sage Accpac ERP database through a network or Internet connection.

Live mode makes more sense on a LAN, where you have faster response than over the Internet.

Note: You have to switch to live mode to redeem loyalty points.

Default Transaction Mode. This is the default mode for transferring register transaction information to POS Server for processing.

- **Online.** POS transaction information is immediately sent over the Internet (or LAN) from the register to the POS Server, which then creates and submits transactions to the Sage Accpac ERP accounting database.
- **Offline.** POS transaction information is stored locally until you cash out at the end of the day or manually upload it to POS Server, which then submits transactions to the Sage Accpac ERP accounting database.

At any time, you can manually upload the transactions to the POS Server by choosing "Process All Outstanding Transactions" from the POS Register Options menu.

POS Register uploads a transaction database to POS Server, which then uses it to create the ERP transactions.

Summary
transactions

If you chose to post summary transactions in Sage Accpac ERP, POS Register will work in an offline mode. Once you cash out a till, POS will consolidate all sales and payments into one summarized transaction per A/R Customer, exchange rate, and payment type, and transmit the database with the summarized transactions to the POS Server, along with the detailed transactions.

Note that individual detailed transactions will be copied into the POS history data tables on the server, so these details are not lost.

Options Button

Register Setup Options

The Register Setup Options affect transaction entry and how transactions are recorded or printed.

Transaction Date. If you select this option, POS Register will let you enter a transaction date on the POS Register's Logon screen, which will apply to all transactions until you log out.

If you do not select this option, the program will automatically use the workstation's system date when you open a till.

Increase Line Quantity. If you select this option, the Register will increase the quantity of a line item as you consecutively add the same item. If you do not select this option, the Register will create a new line item for each item that you add. The default is to increase line quantity.

UPC Code Type 2. If you select this option, the Register will treat all items/barcodes that are 12 characters long and start with the number "2" as standard type 2 pre-weighted UPC format.

A standard type 2 UPC contains both the Item number and price, so POS Register will add the item with the override price included on the pre-weighted UPC.

If you do not select this option, the Register will not treat these barcodes as type 2 UPC format. By default, this option is not selected.

Common Till. If you select this option, the Register will allow multiple users to re-login to the same open till. By default, this option is selected.

If you do not select this option, the Register will only allow the user who opened the till to re-log in to the open till. The current till user has to cash out the till before it is available to someone else.

Note: If you have the security rights, you can use the Manager Override and re-login to the Open Till as well.

Logout After Every Transaction. ACDEV POS Register will log out after each transaction is completed. (By default, this option is not selected.)

Auto Calculation. ACDEV POS will recalculate the running total after each item is added during a transaction. Keep in mind that selecting this option may slow down processing if your sales transactions tend to involve a large number of items.

Enable Rights Log. If you select this option, ACDEV POS will log all situations where a user with higher access rights performs overrides on behalf of others. For example, POS will log each time that a manager

overrides the price of an item, on behalf of a clerk who is not permitted to do so.

Use Microsoft Wordpad to open \POS\Log\Override.log on the workstation.

Multi Input. This setting lets you enter item information (such as quantity, price, and item number) on a single line in the Item # field of POS Register's Main screen during transaction entry.

For example, 2@A11030 can mean quantity "2" for item A11030, and 5@10@A11030 to indicate quantity 5, price \$10.00, and item number A11030.

Separator. If you select Multi Input, you can specify the character by which you wish to separate the entry elements (quantity, price, and item) of each line.

For example, you can change the "@" default to "/" to enter a quantity and item number like this: 2/A11030.

Loyalty Points On Receipt. If you select this option, the sales receipt will show the number of loyalty points earned on the sale and the customer's total number of points accumulated to-date. If the customer redeems points, the receipt will show the number of points redeemed.

Default Float
Button

Default Float Amounts

Specify the default float amount that should automatically appear on the POS Register's Cash Out screen for each currency that you use.

Add-In
Commands
Button

Add-In Commands

Add-In Commands allow you to automatically run non-POS programs before or after finalizing a sale (or other transaction) or before or after finalizing cash out (before printing the reports). This facility lets you add features to the POS Register.

Setting up
commands

To set up an additional transaction processing command or additional register cash out command, use the following fields:

Transaction / Cash Out Command. Enter the path and file name of the program that you want to run, or use the Browse button to find the program on your computer.

Transaction / Cash Out Type. Choose whether to run this command before or after finalizing the transaction or cash out procedure.

Wait Time. Specify how long POS should wait before it continues processing. POS will wait for the number of seconds you specify, and then continue processing.

If you specify a wait time, *and you choose Wait For Response*, POS will display a message when the time is up asking whether it should wait for the same length of time again or move on.

Wait For Response. If you choose Wait For Response, but do not specify a wait time, POS waits until it receives a response from the command before it continues. (The response is a “0” sent back to POS via the command line’s return mechanism.)

For example, if you are extracting data from the register’s transaction files before printing the cash out reports, you can use the response to make sure that data extraction is complete before POS begins printing.

Report Setup Tab

The Report Setup tab lets you choose various options for printing Register slips and reports.

The screenshot shows the 'Report Setup' tab in the ACDEV POS Register software. The tab is titled 'SLIP REPORT SETUP'. On the left side, there are six buttons: 'SLIP', 'PAID OUT', 'PAID ON ACCOUNT', 'CREDIT CARD SLIP', 'CASH OUT', and 'REPORT DEFAULTS'. The main area of the tab contains several settings. At the top, there is a checkbox labeled 'PROMPT FOR REPORT TEMPLATE'. Below this, there is a 'DEFAULT TEMPLATE' dropdown menu set to 'Receipt.rpt' and a 'PRINT QUANTITY' dropdown menu set to '1'. Further down, there are two checkboxes: 'OPTION PRINTER' and 'PAUSE PRINTING'. At the bottom, there is a 'FOOTER MESSAGE' field containing the text 'Thank You.'. At the very bottom of the tab, there are two buttons: 'SAVE CHANGES' and 'EXIT'.

Click the buttons on the left side of this tab to select the options for the following reports:

- Slip report—prints when you complete a Sale, Layaway, or Quote transaction.
- Paid Out report—prints after a petty cash transaction.
- Account Payment report—prints after an account payment.
- Credit Card Slip report—prints after a debit/credit card transaction.
- Cash Out report—prints after cashing out. This report summarizes the float total, cash-on-hand total, cash transaction amount total, and over/short status.

The fields you enter for each report on the Report Setup tab are as follows.

Prompt for Report Template. Select this option to have the program prompt you each time to choose which report file to use for printing the report.

If you do not select this option, the Register will always use the Default Template specified on this tab.

Default Template. This is the report file that you want to use for printing this report.

Print Quantity. The default number of report copies to print. By default, this is 1. Choose "2" if you need a customer copy and a register copy.

Option Printer. Select this checkbox to have the program prompt you to choose which printer to use when printing.

If you do not select this option, the Register will use your default windows printer. (By default, this option is not selected.)

Pause Printing. Select this option to have the program pause between printing multiple copies.

If you do not select this option, the Register will not pause between printing multiple copies. (By default, this option is not selected.)

Footer Message. This field appears only for slip reports. It is the message added to the bottom of the sales slip. The default message is "Thank You."

Report Defaults

This button lets you specify which reports are printed and/or displayed on the screen at the end of the Cash Out process.



You can choose to print, preview, or print and preview any of the reports.

Hardware Setup Tab

ACDEV POS Register can interact with various point-of-sale hardware devices, such as cash drawers, pole displays, and weight scales. You use this tab to set up point-of-sale hardware, and to specify a phone number for your Internet connection if you use a dialup connection.

Cash Drawer Setup

Note the following points regarding cash drawers:

- ACDEV POS Register lets you attach up to four physical cash drawers to a single register.
- The “Drawers Per Till” is the number of cash drawers that the till will take when you log onto POS Register.

For example, if you have four cash drawers, and specify two cash drawers per till, you can have two open tills, each of which use two cash drawers.

POS Register takes the next available drawers when you log on with a new till number. If the number of drawers per till is not available, you will not be able to log on to a new till until you close or cash out a till.

- You must assign currency codes to the set of drawers in a till.

For example, assume that you have two cash drawers per till, with till drawer 1 assigned to USD and till drawer 2 assigned to CAD. In this example, physical drawers 1 and 2 could be used for US and Canadian

dollars (respectively) for till 1, and drawers 3 and 4 could be used for US and Canadian dollars for till 2.

You can also assign more than one currency to a cash drawer.

- POS Register assigns the first available cash drawers to a till when you first open it (log in for the first time after cashing out).

For example, if you have four cash drawers and two cash drawers per till, POS Register will assign the first two drawers to the first till that is opened, and the next two drawers to the second till that is opened. You will **not** be able to open a third till unless you cash out a till or log out and close the cash drawers.

- Logging out and closing the cash drawer allows you to change the cash drawer insert and log in as a different till.

The cash drawer setup fields are as follows:

Enable Cashdrawer 1, 2, 3, 4. Select the number of physical cash drawers that you are connecting to this register.

You must select a cash drawer to have the program open it after finalizing a sale. (By default, this option is not selected.)

Port. The physical plug on the computer that the cash drawer is attached to. The default port is LPT1 (the first parallel port).

Typically, cash drawers are attached to a parallel or serial port (LPT1, LPT2, COM1, COM2, COM3, or COM4).

Code. The Register must send a coded signal to open the cash drawer. Choose from the list of standard signals, or choose Custom to force the sales clerk to enter a cash drawer code to open the drawer.

For example:

- **BEL Character Interface.** Industry standard signal for cash drawers.
- **Epson Printer Interface.** Industry emulation and standard for cash drawers.
- **Custom.** Enter the drawer code from the register—an ASCII code such as 7 or 27, 112, 0, 100, 250.

If you have more than one cash drawer, fill in the fields for Cashdrawer 2 to Cashdrawer 4, as necessary.

Drawers Per Till. Depending on the number of cash drawers that are physically attached to your register, you can decide how many of these drawers are used by a till at one time (as opposed to connected to the register). You then assign a currency to each of the cash drawers in the set.

For example: you might have a register that is used by two different sales clerks: clerk 1 uses till 1, which uses physical cash drawer 1, clerk 2 uses till 2, which uses physical cash drawer 2. There is only one drawer per till, which is assigned to both USD and CAD currencies.

Remember that POS Register assigns the first available cash drawers to a till when you first open it (log in for the first time after cashing out).

You can have as many cash drawers in a till as you have enabled.

Drawer Currency. Assigning a currency type to each drawer lets POS register open the correct drawer (if you separate currency in this way). You can also assign more than one currency to a drawer.

To select more than one currency, use the Finder to display the currency list, and then hold down the CTRL key while clicking each currency.

Pole Display Setup

ACDEV POS Register allows you to attach a serial pole display for showing price information to the customer during sales transaction entry.

Enable Pole Display. Select this option to enable the Register to use a pole display.

If you do not select this option, the Register will not use a pole display. (By default, this option is not selected.)

Port. The physical port of the computer to which the pole display is attached.

The default setting is COM2.

Default Message. The message that will be displayed when the Register is ready to start a new transaction. The default message is "WELCOME."

Weight Scale Setup

ACDEV POS Register also allows you to attach one weight scale to a workstation.

Enable Weight Scale. Select this option to make a weight scale available to the Register.

If you do not select this option, the Register will not use a weight scale. (By default, this option is not selected.)

Port. The physical port of the computer to which the weight scale is attached.

This will be a serial port (COM1, COM2, COM3 or COM4). The default is COM1.

BAUD. Select the signal format used by the weight scale. The default format is for a Weight-tronix (or compatible) device.

Dial-Up Setup

If you use a dial-up Internet connection, this feature will automatically call up your Internet service provider whenever you need an online connection to the server. You should have already set up Microsoft Windows for dialing.

Enable Dial-Up. Select this option to enable POS Register to automatically initiate a dial-up connection.

Dial-Up Connection. Select the dial-up connection from the drop-down list. In order for options to appear in the drop-down list, you must have already set up Windows to connect to your Internet service provider.

Enable Live Search. Select this option to enable searching for items and customers from the live database. Note that if you are accessing the Internet through a dial-up connection, the most efficient modes of operation may be with local searches and offline transactions.

Credit Card Setup Tab

ACDEV POS Register can interact with various debit and credit card clearing software packages by creating a standard file format for the credit card clearing software.

You must use the Credit Card Setup tab to specify the format of the file required by your credit card clearing software.

Using Credit Card Clearing Software

Contact your financial institutions for authorized Clearing Centers (Processors) and confirm that they will work with the certified clearing software that you have chosen.

You should frequently check with your Clearing Center and Credit Card Software supplier for any version compatibility changes.

For a listing of certified and supported clearing software for ACDEV POS Register, refer to Appendix B.

Setting Up the Credit Card Clearing Input File

Note that different credit card clearing software packages require different sets of fields to perform credit card checks. Please refer to your clearing software documentation for the specific information that you require.

Fill in the Credit Card Setup tab as follows.

Software. Choose from the list of standard credit card clearing software file formats. For example:

- NONE—No credit card clearing software available.
- DEMO—Sets the debit/credit card processing within your POS system to a “test” state. You can use the DEMO setting for testing POS before you select the “live” credit card clearing software.
- EFTPOS
- ICVerify
- PCCharge
- Tender Retail

Depending on the software you are using, you will have to fill in some or all of the fields on the tab (as shown in the following table).

If you choose this credit card clearing software:	Then fill in these fields:
DEMO	<ul style="list-style-type: none">• Timeout• User/Terminal
EFTPOS	<ul style="list-style-type: none">• Drop Location• Timeout• Processor Currency• User/Terminal• Use PIN Pad (optional)• Demo Software (optional)
ICVerify	<ul style="list-style-type: none">• Drop Location• Processor• Timeout• Processor Currency• User/Terminal• Use PIN Pad (optional)• Address Verification
PCCharge	<ul style="list-style-type: none">• Drop Location• Logical Merchant• Processor• Timeout• Processor Currency• User/Terminal• Address Verification

If you choose this credit card clearing software:	Then fill in these fields:
Tender Retail	<ul style="list-style-type: none"> • Drop Location • Timeout • Processor Currency • User/Terminal • Use PIN Pad (optional)

Drop Location. The folder (directory) or the IP:Port where the credit card clearing software will retrieve and send transactions to ACDEV POS for processing.

Note: You must use a mapped drive letter for folders on a network drive when using drop file method.

Logical Merchant. Your credit card merchant account number.

You can obtain this information from your financial institution or credit card clearing center.

Processor. Your credit card clearing center's ID.

You must use the specific ID provided by your clearing center. This ID is case sensitive.

Timeout. The time in seconds that the Register will wait for a response file to be returned from the clearing center.

You must set this high enough for the response file to return, or the Register will believe that the communication has failed; even if the card is authorized after the timeout.

The default is 30 seconds.

We recommend a 120 second timeout for TCP/IP connections, and a 240 second timeout for dial-up connections. If you receive a timeout error while attempting to transfer payment information, increase the timeout value by 10 (to a maximum of 250). Otherwise, it may keep the communication port open needlessly.

Processor Currency. The currency of the bank in which your sales credit/debit card payments will be deposited. POS will allow you to accept debit/credit card payments only in the currency that you specify in this field.

User/Terminal. This is a required field that identifies the user or the physical workstation to the credit card clearing software.

- If entering a user, the user name is case sensitive.

- If entering a terminal, this must be a different number from other workstations sharing the same clearing software.

Use PIN Pad. If selected, this option provides for PIN pad integration (for entering Personal Identification Numbers).

If you do not select this option, the Register will not try to communicate with the PIN Pad. (By default, this option is not selected.)

Note: You must verify that both your clearing center and software use standard file formats. Please refer to the previous section on "Using Credit Card Clearing Software."

Demo Software. If selected, this option allows for simulated debit/credit card testing (if the testing feature is available in the credit card clearing software that you selected in the Software field). Your credit card clearing software must already be installed and set up on the workstation.

If you do not select this option, the Register will process all files as valid, live transactions. By default, this option is not selected.

Address Verification. If selected, POS will provide integrated credit card address verification (if this feature is supported by your hardware and by the credit card clearing center).

Layout Tab

The Layout tab lets you customize your purchase list, payment list, shortcut keys, special commands, and the background color, fonts, and appearance of the POS Register screens. See Appendix D for more information on customizing POS Register screens.

PURCHASE LIST SETUP

Column Name	Alignment	Width	Visible
Line	LEFT	35	YES
ITEM	LEFT	126	YES
Price	RIGHT	60	YES
QUANTITY	RIGHT	45	YES
Unit Disc %	RIGHT	75	YES
Unit Disc Amt	RIGHT	75	YES
TOTAL	RIGHT	60	YES
DESCRIPTION	LEFT	180	YES
CATEGORY	LEFT	40	YES
UNIT	LEFT	40	YES
ORIGINAL UNIT PRICE	RIGHT	0	NO

DEFAULT MOVE UP MOVE DOWN

HORIZONTAL ALIGNMENT
LEFT

WIDTH
35

VISIBLE ☒

PURCHASE LIST FONT

FONT SIZE
7

FONT FAMILY
Arial

SAVE CHANGES EXIT

Purchase List

You can change the information that appears for each item as you add them to the main transaction entry screen in the Register. To customize the purchase list, use the following fields:

Purchase List Setup (grid). This area lists all the fields on the purchase list, and the attributes of each field. The order in which the fields appear in the list is also the order in which they appear on the Purchase List.

Field attributes

To change the position, width, or attributes of a field, highlight the line and change the fields below the grid.

Reset to default

Default button. To reset all fields to their default values, click Default.

Field sequence

Move Up or Move Down. Use these buttons to change the position of fields on the screen.

Horizontal Alignment. Choose whether the text entered in the field should be left-justified, right-justified or centered.

Width. Enter the number of characters to be displayed for the field on the purchase list.

Visible. If you choose this option, the field will appear on the purchase list; otherwise, the field will be hidden.

Fonts

Purchase List Font. This lets you change the font size and font type used in the Purchase List.

Shortcut Keys

Choose this button to customize your shortcut keys.

Shortcut Keys Setup (grid). This grid lists POS functions and their assigned shortcut keys.

You can change the key assignments by highlighting the function in the grid, and selecting the shortcut key in the fields below the grid.

- Choose the key you want to use from the drop-down list.
- Check whether it is enabled.
- Choose whether you have to press the Ctrl, Shift, or Alt keys in conjunction with the selected key.

Default button. To reset all keyboard shortcuts to the original key assignments, click the Default button.

Color and Font Setup

Choose the Color and Fonts button to customize the look of the POS Register screens.

The Color and Font Setup options let you choose the skin and the fonts for your register.

General differences between registers

Skin 1 and Skin 2 provide a full-featured cash register with easy access to customer lookup, item lookup, layaways, etc.

Skin 3 and Skin 4 provide a more basic cash register for higher volume retail environments.

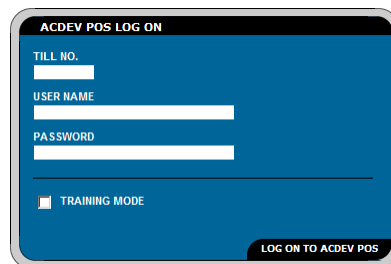
Skin 2 and Skin 4 are more customizable than Skin 1 and Skin 3: you can change the font and screen colors in Register Setup, and, because they use straight HTML (rather than images to enhance the register appearance), you can change other screen elements by editing the HTML pages.

Skins

In the Select Skins field, choose:

- **Skin 1.** Choose this option for the standard POS appearance.

Skin 1 displays screens that include graphics for rounded corners. You can change fonts for display and input, and you can change the font size, but you cannot change screen colors.



- **Skin 2.** Choose this option if you want the full-featured register, but want to make some changes to the register appearance.

Skin 2 displays the Skin 1 POS screens without using graphics at the corners (so it doesn't have rounded corners). Instead, it uses HTML only to display the screen.

You can change the colors used on the screen as well as the fonts. For example, you could change the background color to green, as shown below. (This example also shows the login screen when you choose date selection.)

ACDEV POS LOG ON

TILL NO. TRANSACTION DATE(MM/DD/YYYY)
 11 / 24 / 2008

USER NAME

PASSWORD

☐ TRAINING MODE

LOG ON TO ACDEV POS

- **Skin 3.** Choose this option to use a basic, single screen cash register. By default, Skin 3 does not provide item or customer lookup facilities unless you enable their shortcut keys.

ACDEV POS - Sample Company Inc.

File Reports Functions Help

Item 7-A1750G Subtotal 120.44 Sale
 Stapler - Image-1500 Series Taxes 9.94
 1 @ 28.36 = 28.36 Total **130.38**

A11030	1	42.55	42.55
Fluorescent Desk Lamp			
A11050	1	7.10	7.10
13W Mini Fluorescent Bulb			
A13200	1	6.39	6.39
50W/12V Halogen Bulb			
A14000	1	17.70	17.70
Desk Note Book			
A14500	1	17.70	17.70
Bulletin Board			
A16500	1	0.64	0.64
Highlighter			
A1750G	1	28.36	28.36
Stapler - Image-1500 Series			

Item #

Menu CE

7 8 9 .

4 5 6 @

1 2 3 ENTER

0 .

Finalize Sale

Note: With Skin 3 and Skin 4, you must use shortcut keys to get more advanced register features.

Skin 3 and Skin 4 are good choices for grocery stores, where clerks do not look up customers and, similarly, rarely look up items (because they use a barcode reader for item entry).

- **Skin 4.** Skin 4 displays a straight HTML version of Skin 3. Choose this option if you want to modify the basic, single screen cash register.

Like Skin 2, Skin 4 uses straight HTML to display the screen, so you can change the appearance to match your needs. (This example also shows modified colors and screen fonts selected in POS Register Setup.)

ACDEV POS - Sample Company Inc.

File Reports Functions Help

Rem 6 A17000 Subtotal 94.21 Sale
Calculator Taxes 7.77
1 @ 51.06 = 51.06 Total **101.98**

Item #
A11030

Menu		CE	
7	8	9	-
4	5	6	@
1	2	3	ENTER
0	.		
Finalize Sale			

A11050 1 7.10 7.10
13W Mini Fluorescent Bulb

A13200 1 6.39 6.39
50W/12V Halogen Bulb

A14500 1 17.70 17.70
Bulletin Board

A14700 1 11.32 11.32
Dry-erase White Board Markers

A16500 1 0.64 0.64
Highlighter

A17000 1 51.06 51.06
Calculator

All skins have the same controls

Note: All skins share the same controls, so you can change any skin to add or hide elements. For example, by default, Skin 3 and Skin 4 do not let you suspend sales, but, if you have a full keyboard and want to suspend sales with Skin 3, you can enable the keyboard shortcut.

Colors (Skin 2 & Skin 3)

If you choose Skin 2 or Skin 4, you can change colors by choosing the degree of red, green, and blue for various screen elements, or by specifying the hexadecimal RGB number for the color (for example, #64A83C).

As you change the RGB values, the color sample above the RGB fields will display the new color. And, once you specify your color, you can apply it to the screen elements by clicking the appropriate Apply buttons.

- Form background—the background color of all the POS screens (grey in the example above).
- Input color—the color of all your input fields.
- Tab color—the color of the tabs of all your POS screens.
- Forecolor—the color for the font that you selected from the drop-down list.

When you click an Apply button, a sample of the color appears in the adjacent field.

Fonts

To change the fonts used in your POS screens, use these fields:

Font Setup. From the drop-down list, choose the element on the POS screen you want to change. For example:

- To change the font for field names, choose Label.

- To change the font for text entered in fields, choose Input.

Font Family. Choose the font that you want to use for the element you selected.

Input Size. Choose the type size for the element that you chose from the drop-down list.

Forecolor. To set the font color for the currently selected element, click Apply.

See Appendix D
for customization
information

See Appendix D for information on copying Skin 2 or Skin 4 and changing the fonts, colors and features displayed on POS Register screens.

Option Commands

POS lets you add commands to an Options menu in POS Register. For example, you could display the Windows calculator to the Options menu so it would be readily accessible to sales clerks.

Another useful command might open Notepad, along with a particular log document, so sales clerks could note unusual events that occurred during the day, such as deliveries, returns, overrides, etc.

The Options menu appears in the Register when you add an option command.

Setting up
commands

To set up a command for the Option menu, use the following fields:

Option. Enter the name for the command on the Option menu. For example, "Calculator."

Command. Enter the path and file name of the program that you are adding, or use the Browse button to find the program on your computer. For example, "Windows\system32\calc.exe."

Click the Add button to add the command to the Options menu.

Payment List

The Payment List button lets you choose the order of payment choices on a Payment List that you can display automatically on the register's Finalize Sale screen.

Enable Payment List. Select this option if you want the payment list to pop-up automatically each time a sales clerk selects the Finalize Sale screen.

Sales clerks can still change the payment type on the Finalize Sales screen even if you don't enable the list, but the payment list will not appear first as a required entry.

To change the order of choices in the payment list, highlight the payment type that you want to move, and then click the Move Up and Move Down buttons.

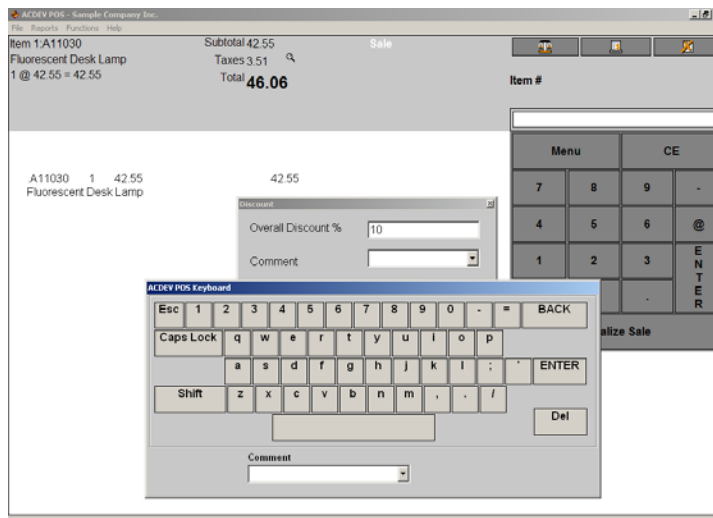
Layout Options

The Layout Options button provides two options:

Prompt Transaction Successful. If you select this option, the register will display a message after each successful transaction that the user must acknowledge. (Sales staff may find the message reassuring, especially in a low volume environment.)

Enable POS Keyboard. If your register workstations do not have full alphanumeric keyboards, this setting pops up an onscreen keyboard on the register login form and in data entry forms in Skin 3 and Skin 4—so sales clerks can enter user IDs, passwords, and comments with discounts, taxes, and register cashout information.

If you turn on the POS keyboard, POS Register pops up the onscreen keyboard at the logon screen and when you click in text fields in data entry forms in Skin 3 or Skin 4 (in this case, the Comment field).



Note that the POS keyboard is not available on the main register entry screen.

Using ACDEV POS eDownload

ACDEV POS eDownload manages software updates and local database updates for each Register.

POS Registers use the local database to run offline and to increase performance. The locally maintained data includes the following information:

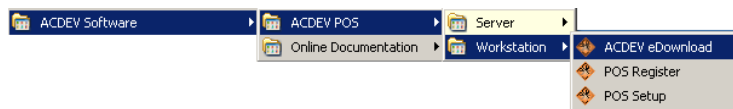
- Items.
- Item pricing.
- Tax information.
- Customers.
- Mapped barcodes.

You can have eDownload update the local database automatically throughout the day, or you can manually run it from the Register.

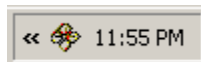
ACDEV POS eDownload starts as a minimized icon on the task bar by the clock. (By default, this is in the bottom-right corner of the Windows desktop.)

To open the eDownload window:

1. If the eDownload icon does not appear on the Windows Task Bar, choose eDownload from the ACDEV POS program group on the Windows Start list.



2. Right click the minimized eDownload icon, and a screen displaying the items will appear:



Force New Database. This choice updates the local database with the most current database information from the ACDEV POS Server.

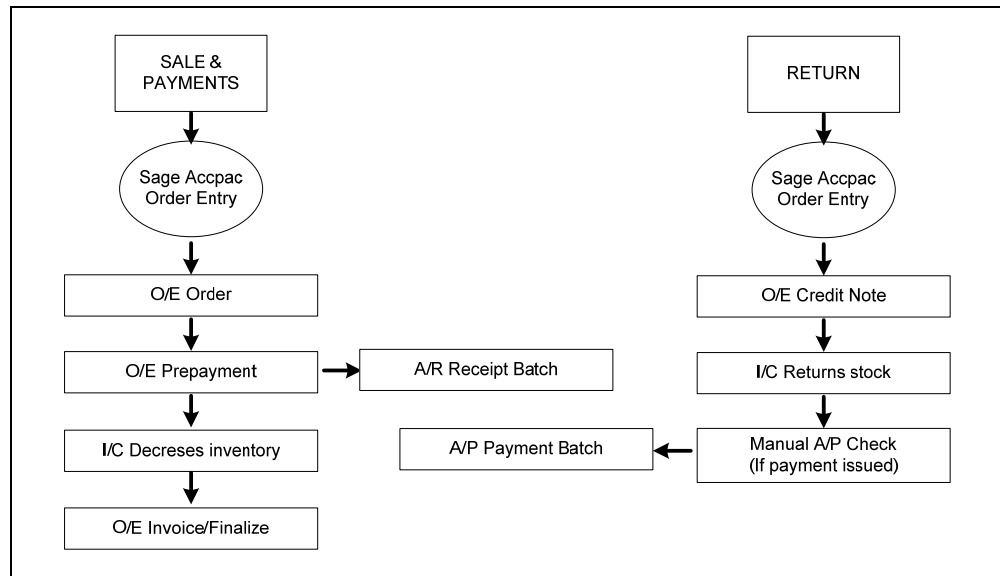
Workstation Update. Downloads any newer Register software updates.

Timer. Starts or stops the timer for scheduling ACDEV POS eDownload.

Edit Register Settings. The edit Register Settings windows let you change the Server Key, Server IP, Transaction Port and Data Port. For further information, see "Activating ACDEV POS eDownload," above.

Exit. Closes the window and exits ACDEV POS eDownload. Generally, you will not choose Exit.

To leave ACDEV POS eDownload running minimized, simply left-click on your desktop away from eDownload.



Appendix A

Troubleshooting

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Offline Communication Disruptions	A-3
Live / Local Search	A-3

Appendix A

Troubleshooting

Register Activation

I cannot activate my Register from my remote location. Error: "Can not locate Server."

- Check if the POS Server is started.
- Confirm IP or System URL.
- Check for connectivity (by process of elimination):
 - Can you activate a register on the Server?
If yes, then the Server and Server ports are fine.
If no, then you will need to check for port conflicts or possible software conflicts/issues.
 - Can you activate a register on the LAN?
If yes, then the Server, Server ports and LAN ports are fine.
 - Can you activate a register remotely?
If yes, then the Server, Server ports, LAN and WAN (Firewall, Proxy and connectivity) are fine.

If it is a LAN or WAN issue, have your network specialist address this.

I cannot activate my Register from my remote location. Error: "Invalid Key"

eDownload has connected with POS Server but your Key is invalid. Confirm both the Server and Register Key.

Troubleshooting

I don't have a User ID or a Password. How do I start working in ACDEV POS?

Your ACDEV POS administrator will provide you with a user ID and password. ACDEV POS gives access to sensitive data—only those

employees who should have access will be given a user ID and password. If you have forgotten your user ID or password, please contact your ACDEV POS administrator.

I don't seem to have the most recent data (items, pricing, etc).

If you are working in Local Search Mode; you will need to run ACDEV POS eDownload to get the most recent data. See "Updating the Workstation Database Using eDownload," in chapter 2 of this manual for instructions on using eDownload.

When I search, ACDEV POS Register can't find any items.

Please confirm the following:

- Customer records have default pricelists associated with them.
- Your inventory items are associated with a pricelist.
- You have the most recent data. See "Using eDownload."

How do I give an overall transaction discount?

There are two ways to give an overall transaction discount: by percentage or by amount. For further information, see the *ACDEV POS Register User Guide*.

How do I see my transaction totals?

Press the Enter key on your keyboard from a blank Item # field on the Main Screen, and your totals will appear on the right side of your screen.

I try to do something in ACDEV POS Register, but get a message stating "Sorry, you do not have the rights to perform this operation."

You have not been given the security rights to perform this task. Please speak to your ACDEV POS Administrator for additional rights.

How do I change the look of my receipts or reports?

All receipts and reports are available as Crystal Reports and can be modified. For further information, contact your ACDEV POS Administrator.

Online Communication Disruptions

The following is a typical scenario for a communication disruption when processing transactions online:

1. The Register creates a transaction and transmits it to the Server.

2. The Register fails to establish communication with the Server and prompts the user to retry transmission or process the transaction offline.
3. After the maximum number of tries, or after being prompted to do so, the Register processes the transaction offline.

Note: Sales transactions are never deleted because payment has been collected and a receipt has been issued.

Offline Transaction Flow

When processing transactions offline, the Register creates a transaction and then writes it to the local, offline database.

Offline Communication Disruptions

When processing offline transactions, the Register sends complete transactions as a single item.

If communication between the Register and the Server is disrupted, the Register prompts the user to check communication with the Server and ensure that the Server is running.

Live / Local Search

Data lookups are conducted locally or on the Server, depending on whether the system is running in Offline or Online mode.

Local Search: When creating a transaction, the Register looks at the local database for data (items, pricing, taxes, etc.).

Live Search. When creating a transaction, the Register connects to and disconnects from Server for data (Items, pricing, taxes, etc).

Some lookups
require Online
mode

Note: Customer credit balances, Inventory Inquiry and previous order reprint functions must have live communication to retrieve Server data.

Appendix B

Enabling and Understanding POS Logging

Server Logs: Log in Services and Start Service.....	B-1
Log Files in the POSServer\Log Folder	B-1
Log Files in the POSServer\Company\<Company> \REG<RegisterID>\Log Folder...	B-1
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Appendix B

Enabling and Understanding POS Logging

Server Logs: Log in Services and Start Service

All logs are backed up when they reach a size of approximately 2 MB. The log file name includes the time and date.

Log Files in the POSServer\Log Folder

The following log files appear in the main log folder in the POSServer directory:

- **Payment.exe.log.** Logs calls made by server to POSPayments.exe.
- **Paythread.log.** Similar to Payment.exe.log, but logs commands, return codes, return strings, and extended error information.
- **<Company>_dbupdate.log.** Logs database update errors.
- **SFC_R<RegisterID>_T<TillID>.log.** Logs summary file creation for the specific register/till (created by summary transaction processing and offline processing).
- **SumprocREG<RegisterID>.log.** This is the summary process communications log for a specific register.
- **Tranpool.log.** The transaction processing pool log.
- **Transsrv.log.** The transaction server threads log.

Log Files in the POSServer\Company\<Company>\REG<RegisterID>\Log Folder

The following log files appear in the log folder for the specific company and register:

- **<RegisterID>.log.** Logs server/workstation communication (for transactions and searches).
- **POS*.log.** Logs specific calls by POSTransactions.exe.

Other Server Log Files

- **POSServer\PaybinErrLog.txt.** This is an error log for POSPayments.exe.
- **POSServer \Transbin\ErrLog.txt.** This is an error log for POSTransactions.exe.

Workstation Log Files

Start eDownload specifying the “-log” parameter to log the eDownload timer.

- **Timestamp.log.** Logs all timer calculations.

The two log files for POS Register are enabled in the POS Register Setup screens.

- **\POS\Log\override.log.** Logs all user-overridden rights.
- **\POS\POScient.log.** Logs all communication between the server and the workstation.

Appendix C

POS Server Transaction Files

Online Processing Transaction Cycle and Files.....	C-1
Passive Processing Transaction Cycle and Files.....	C-1
Offline Processing Transaction Cycle and Files	C-2

Appendix C

POS Server Transaction Files

ACDEV POS provides two separate transaction processing modes:

- Online processing, where the POS Workstation sends each completed transaction to the POS Server as a text transaction.
- Offline processing, where the POS Workstation stores transactions on the workstation during the day, and, at day end, packs the transaction text files in a zip file and sends them to the POSServer for processing.

This appendix lists the files and folders used for processing transactions in online and offline processing modes.

Online Processing Transaction Cycle and Files

POS performs the following tasks each time a workstation posts a transaction in online processing mode:

- POS Workstation creates the transaction text file `xx.tran` or `xx.pay` in `\\POS\Order\Online` on the workstation.
- POS Workstation sends the text transaction to the POS Server to folder `\\POSServer\Company\<company>\Transpool\`.
- POS Server runs `POSTransaction.exe` to process the transaction text file.
- POS Server reports the result back to the workstation.

The workstation can now process another transaction.

Passive Processing Transaction Cycle and Files

POS performs the following tasks each time a workstation posts a transaction in Passive processing mode:

- POS Workstation creates the transaction text file `xx.pas` in `\\POS\Order\Online` on the workstation.
- POS Workstation sends the text transaction to the POS Server to folder `\\POSServer\Company\<company>\Transpool\Sumtrans`.
- The POS Server verifies the file receipt back to the POS Workstation.

- POS Server backs up the .pas file to
\\POSServer\Company*<company>*\<RegX>\History\Passive\.
- POS Server cues and processes the transaction like an Individual Offline transaction. Please refer Offline Processing Transaction Cycle and Files.

Offline Processing Transaction Cycle and Files

- POS Workstation creates transaction text files xx.tran, xx.pas or xx.pay in \\POS\Order\Online on the workstation each time a workstation posts a transaction in offline processing mode.
- When you run Process All Outstanding Transactions on a workstation, POS Workstation adds all individual text transaction files (and rtdt file if transactions are summarized) from the offline transactions folder to one .zip file, and sends it to the POS Server to folder
\\POSServer\Company*<company>*\<RegX>\.
- POS Server unzips files to folder
\\POSServer\Company*<company>*\<RegX>\<RTDT Unzip folder>.
- POS Server backs up the .zip file to
\\POSServer\Company*<company>*\<RegX>\History\.
- POS Server copies the unzipped files to appropriate folders with a .pre file extension:
 - POS, ECRN = \\POSServer\Company*<company>*\Transpool\Sumtrans\
 - EPAY = \\POSServer\Company*<company>*\PayProc\
 - EPGC = \\POSServer\Company*<company>*\Transpool\GiftTrans\
 - TILL = \\POSServer\Company*<company>*\Transpool\DepbagTrans\
 - RTDT files = \\POSServer\Company*<company>*\Transpool\RTDTTrans\
- POS Server renames the .pre files to the correct extension.
- POS Server deletes the original unzipped files, and then deletes folder
<RTDT Unzip folder>.
- POS Server validates the text files and launches various executable programs to process the transactions:
 - POSTransactions.exe to process transaction
 - POSPayment.exe to process payments
 - GiftFileProcessor.exe to process Gift transactions
 - POSDepositBag.exe to process deposit bag entries
 - POSRTDT.exe to import summarized history

- Any transactions that are not processed properly are listed in the Error Report (the PFERRS table) and renamed and moved to the appropriate error folders.
 - .terr = \\POSServer\Company\<company>\TransErrors\
 - .perr = \\POSServer\Company\<company>\PayErrors\
 - .gerr = \\POSServer\Company\<company>\GiftErrors\
 - .till = \\POSServer\Company\<company>\TillErrors\
 - rtdt files = \\POSServer\Company\<company>\RTDTErrors\
- Any transactions that are not processed properly that are listed in the Error Report (the PFERRS table) will be associated to an error message in the appropriate error folders.
 - .tem = \\POSServer\Company\<company>\TransErrors\
 - .pem = \\POSServer\Company\<company>\PayErrors\
 - .gem = \\POSServer\Company\<company>\GiftErrors\
 - .mdm files = \\POSServer\Company\<company>\RTDTErrors\
- POS Server automatically retries all offline transactions that failed before listed in the Remote Admin Error Report.