



# MYOB EXO POS

User Guide

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# MYOB EXO POS

The MYOB EXO POS (Point of Sale) module is designed to provide the functionality required to deal with customers in a live customer facing environment such as a shop counter or lane. It caters for invoicing and credit notes, customer receipt and refund payments, lay-bys and deposits, and stock transfers into store.

POS is an add-on module to the MYOB EXO Business suite, and integrates with the account, stock, pricing system and other structures from the EXO Business system. POS connects in real time to a centralised database. Stock and other balance fields are therefore always up to date throughout the entire EXO Business system.

POS is fully integrated with MYOB EXO Business, providing the back office functionality, resulting in a true end-to-end processing system. With a simple user-friendly interface, POS contains capabilities that allow it to be used by the Salesperson operating the cash register, as well as the Store Manager or Administrator who has the availability to access advanced or restricted options. Keyboard support is enhanced using a function key driven toolbar (see page 3). The Next and Back buttons guide you through the workflow for each type of task.

## Key Features of the MYOB EXO POS Module

The POS system includes the following features:

- Provides easy access to frequently used functions through (on-window) easy-to-use buttons. You can complete most tasks in the POS module without a mouse. For example the standard toolbar (see page 3).
- Contains a logon password (see page 7) to restrict unauthorised access to the system.
- Allows Cash Sale (see page 12) payments through payment types such as cash, cheque, credit cards and EFTPOS. Multiple payment types can be used on any transaction. Supports EXO Business's advanced payment type features, including refund and over-tendering control.
- Can take Account payments or Lay-By (see page 27) deposits.
- Integrates directly with EXO Business stock items, customer accounts and contacts system.
- Provides an ongoing record of transactions with details such as name of the salesperson and currency. Also provides an audit trail of key events in POS, such as overriding a price, either silently or with a password prompt.
- Allows task switching for handling interrupted workflow (window swapping) of primary transaction types.
- Allows transaction parking (to database) for retrieval at another workstation within a branch.
- Has the capacity to be integrated with peripheral devices such as barcode scanners, electronic cash drawers, docket printers, and pole displays.
- Supports EFTPOS integration via software EFTPOS clients Syncro Plus (from Provenco NZ and Keycorp Australia), PC EFTPOS (from EFTPOS NZ), and Ingenico terminals and software (Australia).
- Supports individual stock items as well as bills of material (including kits).
- Contains an option to integrate the discount pricing policies in EXO Business.
- Contains workflow functions for shift control, cash up declarations and creation of banking batches.
- Supports warranties. You can sell warranties such as manufacturer's warranties. You can make a stock item warrantable, and can create multiple warranties you can then add-on sell for that stock item.

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- Run POS as GST-inclusive and EXO Business GST-exclusive. You can also switch sales lines between GST-inclusive and exclusive as required.
- When POS is run within EXO Business it also allows you to choose different delivery and payment options for sales lines within a single sale. Also you can assign a dollar value discount to a sales line, while still keeping within the discounting percentage guidelines you specify.

## **Requirements**

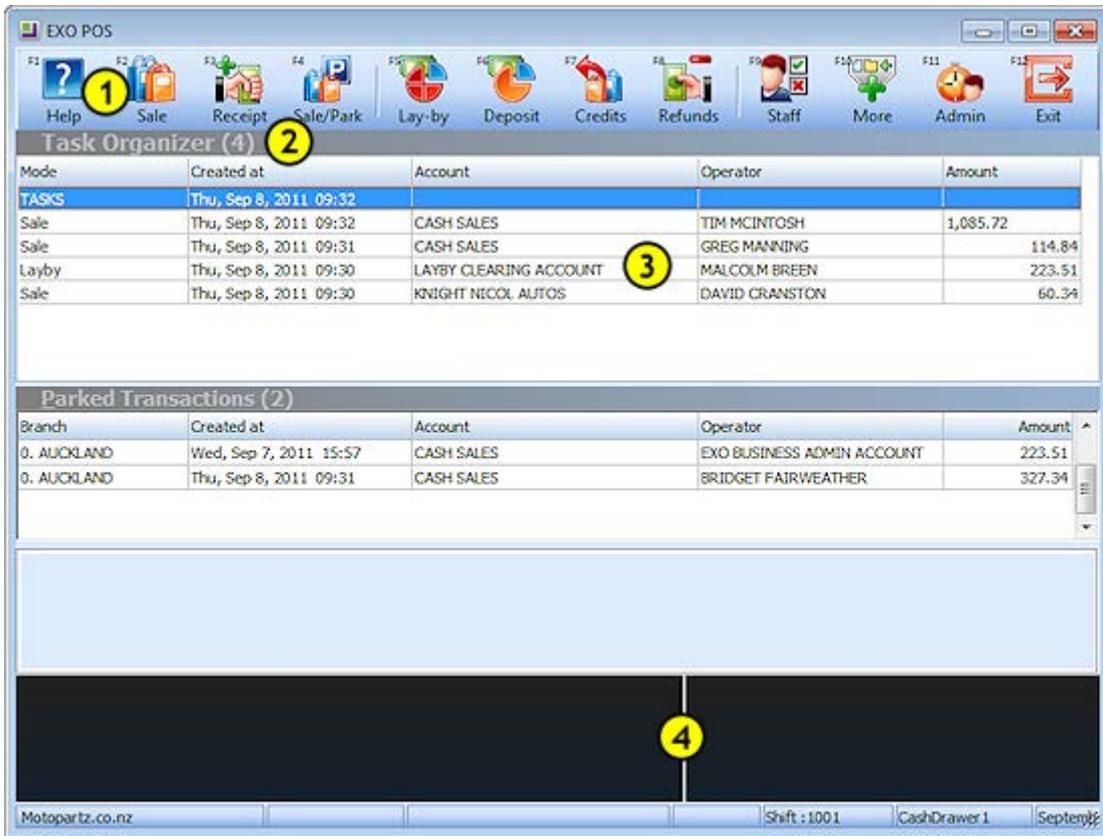
MYOB EXO POS integrates with the back office functionality of MYOB EXO Business. Some options therefore are global to both EXO Business and POS. Some of these options are not visible in POS and are set within EXO Business.

Note that the EXO Business "lane product" does not provide or allow access to the Creditors Ledger (including purchasing functions), nor the General Ledger. These functions are available in the EXO Business core (back office) application and therefore if there is a requirement for these at a branch level then the EXO Business core product will also need to be implemented in the branch (Store).

Ensure that EXO Business is correctly set up and contains the required Staff, Debtor, Stock Account and General Ledger information. Consult your business partner for assistance or more information.

# The POS Interface

The Task Organizer is the main interface for the POS module, and is used to launch new tasks (transactions) or retrieve parked tasks (see page 23). The main areas of the window are described below.



1. Function key driven Toolbar (see page 3)
2. Message Line (see page 5)
3. Activity Zone (see page 5)
4. Status Panel (see page 6)

**Note:** Where POS is installed, you can run the core EXO Business module in "POS mode" by adding /POS to the main MYOB EXO Business shortcut, e.g. "C:\Program Files\MYOB EXO Business\Exonet.exe" /POS  
In POS mode, all windows use POS-style toolbars and the Task Organiser is launched automatically following startup.

## Standard Toolbar

The toolbar provides you with the options you need to launch new tasks and are available as Function Keys on your keyboard. Some of the buttons on the menu bar contain sub menus while others are quick keys that assist you.



The following table describes the buttons on the toolbar:

Button	Description
<b>Help F1</b>	Open the EXO Business online Help
<b>Sale F2</b>	Start a sales transaction (see page 10). This is an invoice possibly accompanied by a receipt. It can be used for both cash and account sales.
<b>Receipt F3</b>	Start a receipt payment (see page 13). This allows receipt of a payment against an account.
<b>Sale/Park F4</b>	Allows the operator to commence a sale similar to the sale F2 button but the default action for the transaction will be set to Park rather than save.  This button is only available if the profile setting <b>POS allow parking</b> is active.
<b>Lay-by F5</b>	Access lay-bys (see page 27). This is used to create a new lay-by or access/supply an existing lay-by. A new lay-by may also have deposits.  This button is only available if the profile setting <b>Enable POS lay-bys</b> is active.
<b>Deposit F6</b>	Start a deposit (see page 29) against a lay-by entered on a previous occasion.  This button is only available if the profile setting <b>Deposits in sales orders and GL</b> is active.
<b>Credits F7</b>	This is similar to <b>Sale</b> , but is used where a credit note (see page 25) is to be produced
<b>Refunds F8</b>	This is similar to <b>Receipt</b> , but will result in a refund payment (see page 26).
<b>Staff F9</b>	Access the Active Staff Control window that allows you to log in (see page 7) or log out (see page 9) of the system.
<b>More F10</b>	Access additional options. The <b>More</b> button changes the toolbar to reveal additional tasks including invoice reprint, stock in and stock transfers. Holding down the CTRL key also activates the More options.
<b>Admin F11</b>	Access the Shifts window for starting shifts (see page 8) and performing End of Day operations (see page 34).
<b>Exit F12</b>	Close the Task Organizer and optionally the POS module.

The toolbar changes depending on the task currently being performed. While some toolbar options stay the same, others reflect the requirements of the current task.

Keyboard shortcuts are available for all functions on the toolbar - these are displayed next to each toolbar icon.

## More Toolbar



The following table describes the keys on the More toolbar. The More toolbar is accessed by clicking **More** or pressing F10, or by holding down the CTRL key.

Button	Description
<b>Custom F1</b>	Accesses the list of custom button functions (see page 6).
<b>Reprint F3</b>	Open the Invoice Search/Transaction Reprint window (see page 23).
<b>Transfers F5</b>	Opens the Stock Transfer window (see page 42). If Distribution Advantage is installed, it opens the Stock Transfer Requests window.
<b>Stock F6</b>	Opens the Stock maintenance window.
<b>Debtors F7</b>	Opens the Debtor maintenance window.
<b>Contacts F8</b>	Opens the Contact maintenance window.
<b>More F10</b>	Hides the More toolbar and reverts to the standard toolbar.
<b>Branch/Branches F11</b>	Toggles the list of parked transactions (see page 23) to show all branches or the current branch.
<b>Parked/Tasks F12</b>	Toggles the focus between the task list and parked list on the main window.

## Message Line

This is a bar that provides the name of the selected task. It also displays messages to suggest the usual action to be taken next.

## Activity Zone

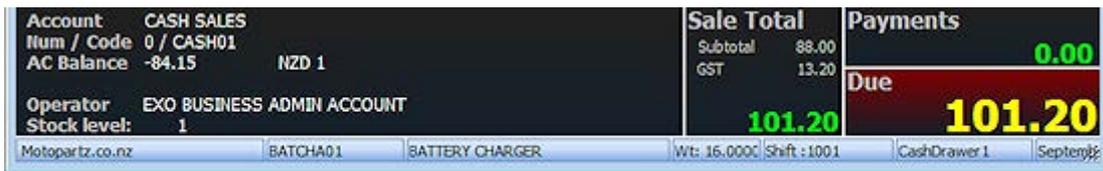
The activity zone lists currently active tasks and parked transactions.

Tasks are transactions that a temporarily interrupted, and are held open on the current terminal. These are current windows held open, 'behind' the current task window. They can be recalled from the main task menu for continued operation. Tasks must be completed and closed before POS can be closed. As tasks are simple window lists, they are not password protected. Tasks can include active sales, receipt, sales order or deposit transactions.

Parked transactions are optional, and are interrupted sale transactions that are stored in the database, allowing them to be recalled by other terminals within the branch.

**Note:** While a summary of parked transactions from other branches can be displayed, transactions from other branches cannot be "unparked".

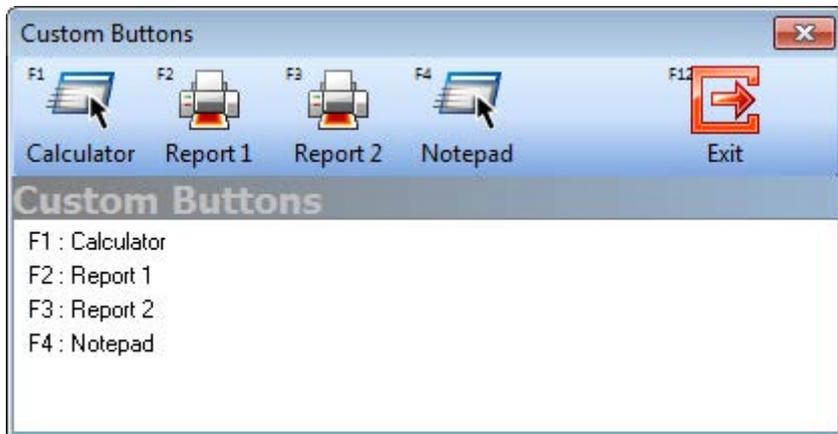
## Status Panel



The content of the status panel provides a summary of the current task, the contents of which changes to reflect the current task being undertaken. The contents may include information such as the type of account, the name of the salesperson, the total sale amount of the listed stock items and its tax content.

## Custom Buttons

You can define up to five custom buttons to appear on the Custom Buttons window. This window is opened by pressing CTRL+F1 or clicking the **Custom** button on the More toolbar.



The button functions are configured via profile settings and allow extension of the workspace to run any application you wish including applications provided by other parties (e.g. calc.exe). It may also be used to run Clarity reports.

To configure custom buttons, specify values for the **POS Button** User profile settings in the EXO Business Configuration Assistant. There are two settings for each button: one to define the caption that appears in the Custom Buttons window and one to specify the application or report to be launched when the button is clicked.

# Shifts and Logging In

## Logging In

Once POS has been started, staff must log in and start a shift before transactions can begin.

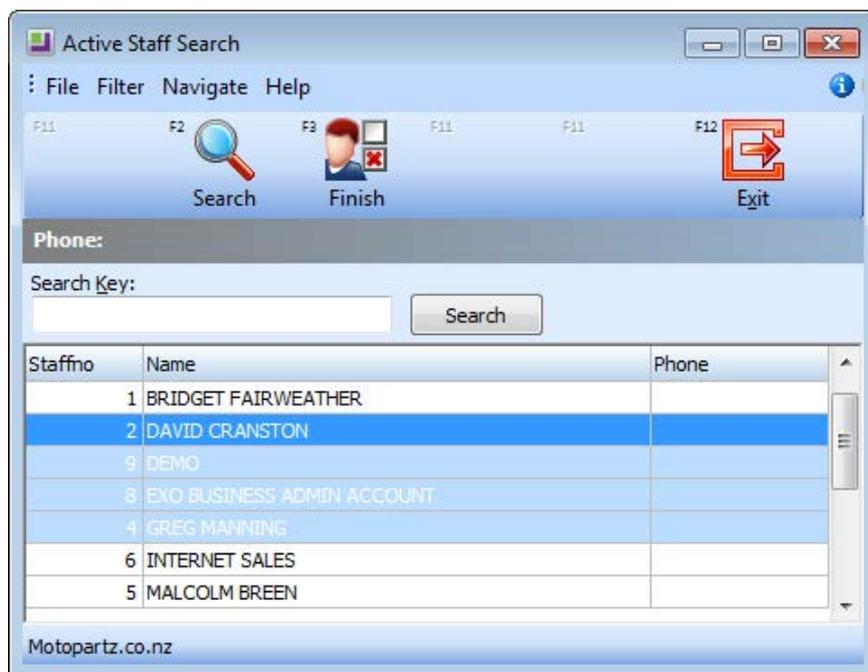
Logging in adds a staff member to the active staff list. A staff member must be in this list before they are able to perform any other function in POS (including starting a shift). This provides security and limits the list of staff members offered when commencing a task.

**Note:** Staff members are set up and maintained in the **Staff > Users** section of the EXO Business Configuration Assistant.

When you log in to POS on a terminal, you are logging on to the shared lane environment, and not just that terminal. This means you only need to log on or off at one terminal to be visible/invisible on all the shared lanes.

To log in:

1. Click **Staff** or press F9. The Active Staff Search box is displayed:



2. Select the salesperson to log in and click **Start** or press F3. The Staff Password window is displayed:



3. Enter your password and press enter or click **OK**.

The salesperson is now logged in. Additional staff members can log in at this time or you can click **Exit** to close the window.

## Logging in with Barcodes

Barcode entry can be used to log in, if staff have barcodes attached to a keyboard barcode reader. Magnetic stripe cards are also accommodated by this feature

To log in by barcode or magnetic card, scan the barcode or swipe the card. The system searches for the login name to locate the staff member and automatically complete the password entry process. The name is now added to the Logged on Staff list.

**Note:** Barcodes are typically a code128 barcode to support mixed case passwords. The format of the barcode or magnetic card track should be Login|Password or Login/Password.

## Starting a Shift

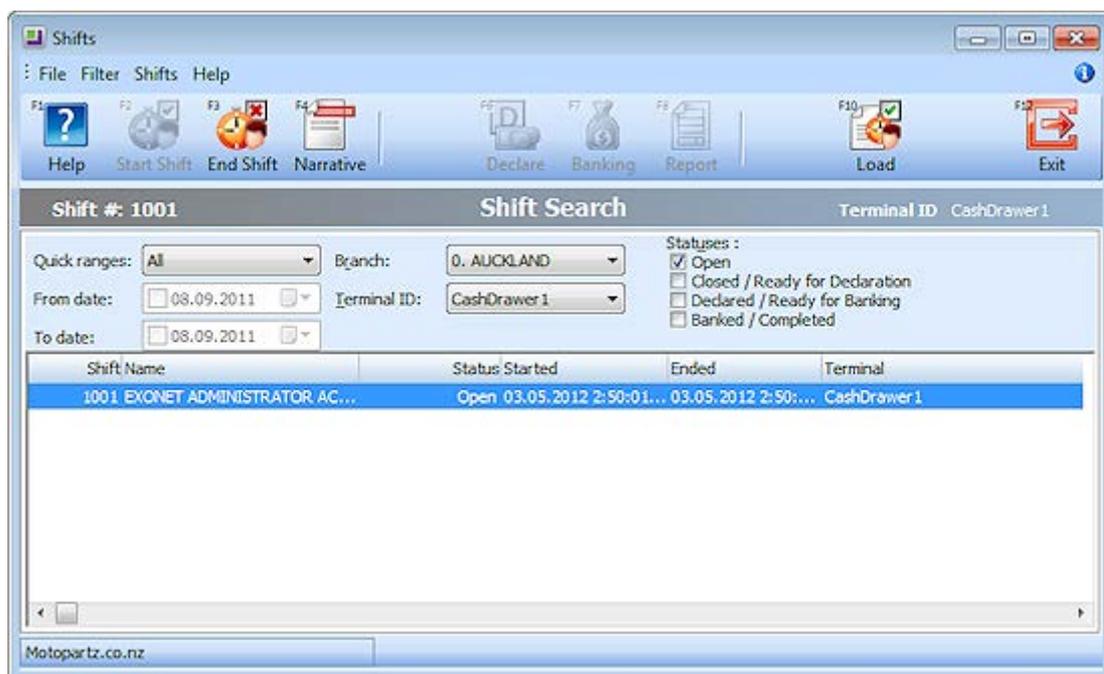
A shift defines a time interval, often used for staff or cash reconciliation purposes, and records the name of the person who commenced the shift. Shifts can be set and organized based on requirements and depending on the number of terminals and salespersons. An open shift is required before transactions can be processed.

The system also provides a separate time interval for banking batches and therefore allows multiple banking batches per shift.

A shift can be started once at least one salesperson has logged in (see page 7). One salesperson then starts a shift and is responsible for it. At the end of the day the shift is closed (see page 35) by a salesperson (preferably the one who is responsible for it), who then logs out (see page 9). Each Shift Number is related to one shift.

To start a shift:

1. From the Task Organizer, click **Admin** or press F11.
2. A list of logged on staff members is displayed. Select a member to be the shift owner and click **Select**.
3. The Shifts window is displayed:



Click **Start Shift** or press F2 to start a shift.

4. You are asked to confirm. Click **Yes**, and the shift details are recorded.
5. Click **Exit** or press F12 to close the Shifts window.

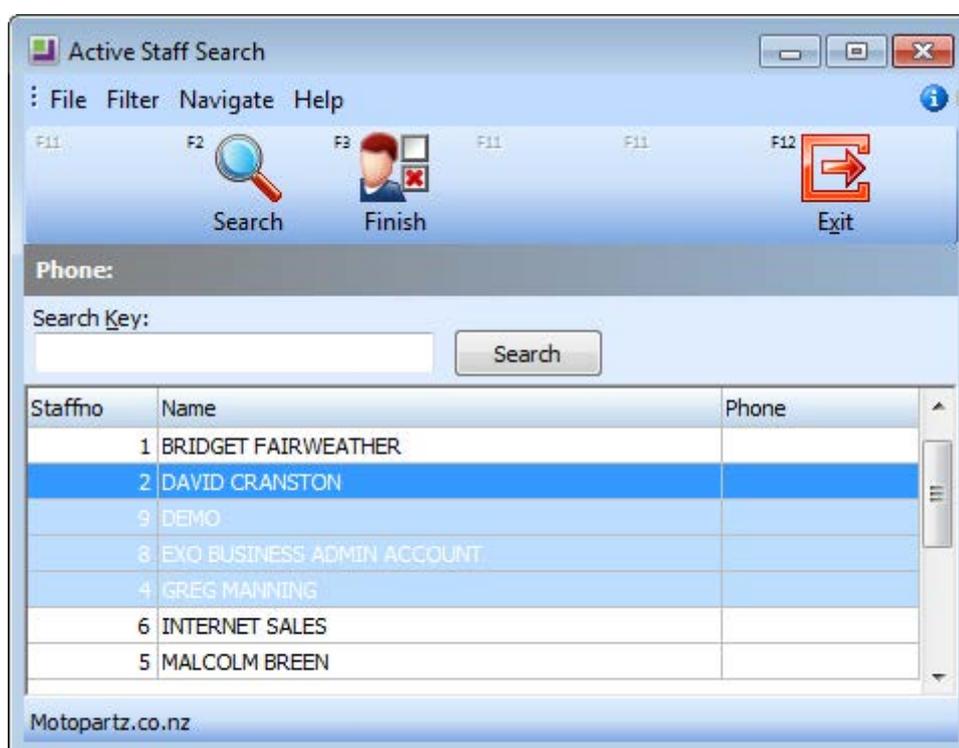
## Logging Out

As with logging in, you have to log out of the Logged on Staff list at the end of your work period. Depending on your responsibilities, you may or may not have to also close the shift, before you log out.

Because logging in logs you into all terminals in your shared environment, exiting out of POS on one terminal does not log you off. Each staff member needs to log off to ensure they are not logged into the shared environment and therefore still be logged in on other terminals. A warning is displayed when exiting POS on a terminal.

To log out:

1. Click **Staff** or press F9. The Active Staff Search box is displayed:



2. Select the salesperson to log in and click **Finish** or press F3. You are asked to confirm the logout. Click **Yes**.

The salesperson is now logged out. Additional staff members can log out at this time or you can click **Exit** to close the window.

When POS is closed it does not automatically close the shift. Unless it is closed, the shift is still running even if all active staff log out.

# Sales and Receipts

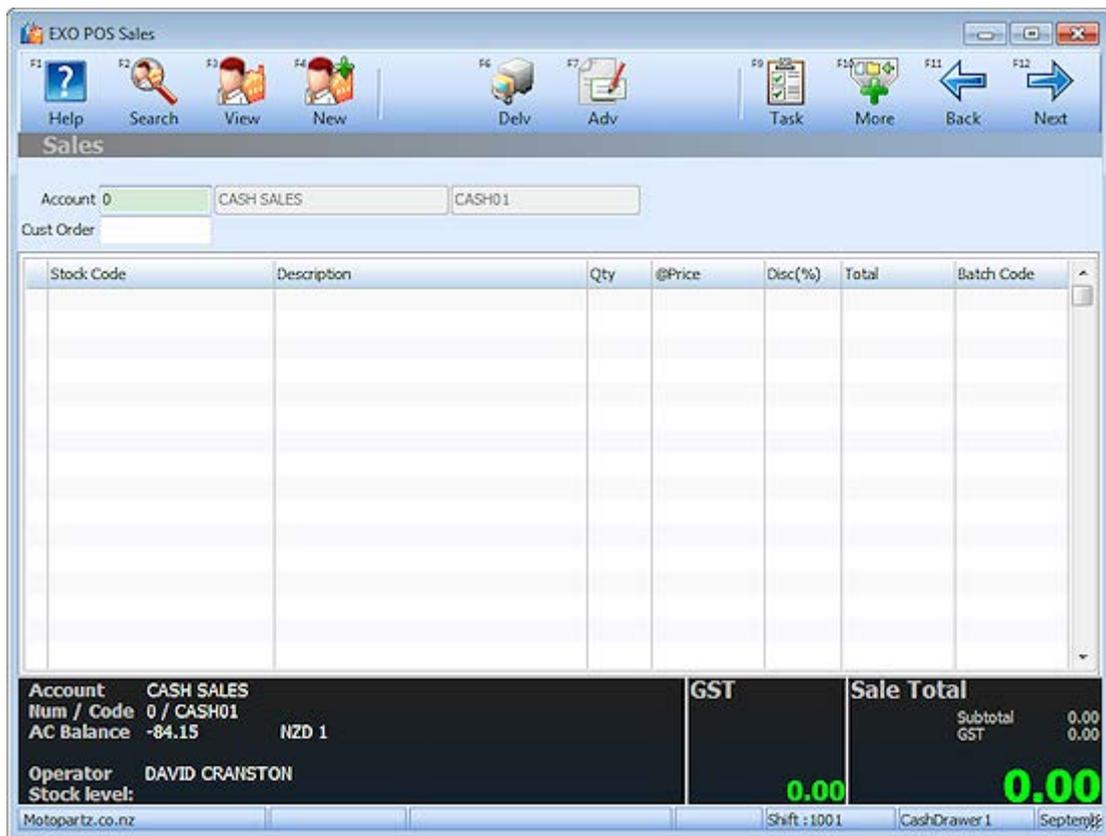
## Making a Sale

There are four basic steps to make a sale in POS:

1. Choose the account
2. Enter the stock item(s)
3. Edit the quantity, price and/or discount
4. Enter payment information

## Choosing the Account

1. From the Task Organiser, click **Sale** or press F2.
2. A list of logged on staff members is displayed, select the staff member responsible for the sale and click **Select**.
3. The Sales window is displayed:



Select the Account field and click **Search** or press F2. The Account Search window is displayed.

- A list of all accounts is displayed. If you know the name of the account or part of it, type it in the Account field and press ENTER. This limits the search to this criteria.

**Note:** To have the search function search contact, address and phone number fields, select the extended search option by clicking Extend or pressing F5.

- To view an account's details before continuing with the sale, select the account and click View or press F3 The Debtor Account Details window for the specified account is displayed.
- To create a new account, click New or press F4.
- To choose an account for the sale, select the account and click **Select** or press F12. You are returned to the Sales window, and the account is displayed in the **Account** field.

- Enter the customer order number into the **Cust Order** field.

**Note:** If you have set up account templates to standardise settings for a new account, a list of your account templates is displayed instead of a blank account screen. Select the account template you want to use and click OK.

## Entering Stock Items

You can enter stock items either by typing the Stock Code directly in the Sales window, or you can scan the stock barcode (if POS is integrated with a barcode scanner).

- Click on the Stock Code column or click **Next** to move the cursor to this field.
- Type the Stock Code, or scan the barcode, and press ENTER. The stock details are displayed.

**Note:** The Details 2 page in the Stock Item Details window in EXO Business contains a **Pop-Up Alert** field. The message entered here is displayed when you select an item with an alert message. For example, "Sold as a 2-pack".

To search for a stock item, click **Search** or press F2. The Stock Item Search window is displayed. If you know the stock code or a part of it, type in the Stock field and press ENTER. A list of all existing stock items that match the search criteria is displayed. Select the stock item you require and click **Select** or press ENTER.

To select a Bill of Materials (see page 14), click **B.O.M.** or press F7.

To view a stock item's details, click **View** or press F3 on a line with a valid stock code. This displays the EXO Business Stock Item Details window.

To quickly check the stock level for a stock item, click **Stock Level** or press F4. This window tells you whether any of your other branches have stock of the item you can transfer, or whether the stock item is on back order.

Location	Physical	Free Stock	Not for sale	Committed	Back Order
1.Auckland	1	-5	0	6	5
2.Wellington	7	7	0	0	0
3.Christchurch	0	0	0	0	0
4.Sydney	0	0	0	0	0
5.WIP	0	0	0	0	0
6.TRANSIT	0	0	0	0	0

Forecasted for 90 days up to and including Wed 07 Dec 2011

## Entering Quantities and Discounts

Make changes to the following fields for each stock item, if necessary:

**Qty** The default quantity for stock items is one. If more than one is being purchased, enter the new quantity.

**Disc (%)** If a discount is being offered, type the discounted amount. This column appears only if this option is set.

You can also change the **Price** if the **Password required for price override** profile setting is set to "N". If this setting is set to "Y", you must press CTRL+F8 (or select **Price** from the More toolbar), then enter a supervisor password to be able to edit the price.

**Note:** A mixture of stock lines with positive and negative quantities (values) is permitted but a sale must have a positive total value. If a **credit note** (see page 25) is being produced the **Credits F7** option must be used instead of **Sale F2**. An invalid sale total is indicated with a red background.

You can switch a stock item's price between GST-inclusive and GST-exclusive by pressing CTRL+F7.

**Note:** For this option to be available, the **Allow change between tax-inclusive and -exclusive** profile setting must be enabled.

## Entering Payment Information

Payment for a sale can be taken directly, or charged to a selected account.

After all purchased stock items are listed, click **Next** or press F12 to move to the payment entry section.

**If this is a cash sale:**

1. Specify the payment type using one of the following methods:
  - Click the toolbar button for the payment method you want, or press the relevant function key. Additional payment methods are available on the More toolbar (click **More** or hold down CTRL).
  - Click Select or press F2 to display a shortcut menu of all payment types.
2. Type the amount being paid with this payment type into the Amount field and press ENTER.

**Tip:** Pressing the space bar populates the Amount field with the due amount.
3. If the customer wants to make payments using more than one payment type, select the additional type(s) and enter the amounts for each.
4. Click **Save** or press F12 to save the transaction. A message appears to confirm saving.
5. If the payment exceeds the sale amount, a message appears to check if you have given the customer change.
6. Other messages are now displayed to check if you want to print and e-mail the invoice.

The transaction is complete. (Payments are automatically allocated against the corresponding invoice created during this task.)

If the **Save** button is not enabled, then the sale is not allowed to proceed for one of the following reasons:

- Insufficient payment has been made, and the account has cash only terms. To complete this sale, full payment must be made directly against the sale.
- No default contact has been entered against the account. Each account is required to have a default contact (including a 'placeholder contact' in the cash sale account) before a sale can proceed.

**If this is an account sale:**

For account sales, the words Charge Account will appear instead of Due at the bottom of the window.

Your customer may make a part payment against the invoice and charge the rest to their account. Enter the payment details as for a cash sale.

**Note:** As any payments entered in a Sale transaction are allocated against the invoice for that transaction, any payments against previous invoices on the account should be performed as a separate Receipt transaction using F3 Receipt from the task organiser.

Click **Save** or press F12 to end the sale and create the appropriate account sale invoice.

## Processing a Receipt

The Receipt window is used to receive an account payment in POS.

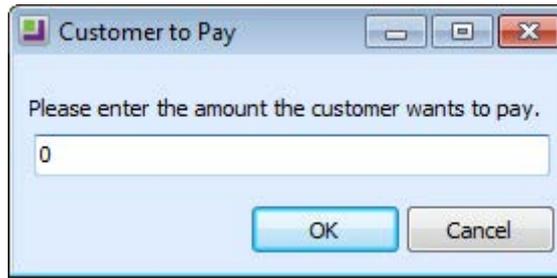
To process a receipt:

1. From the Task Organizer, click **Receipt** or press F3.
2. A list of logged on staff members is displayed, select the staff member responsible for the sale and click **Select**.
3. The Receipt window is displayed:

4. Enter the account number in the **Account** field.

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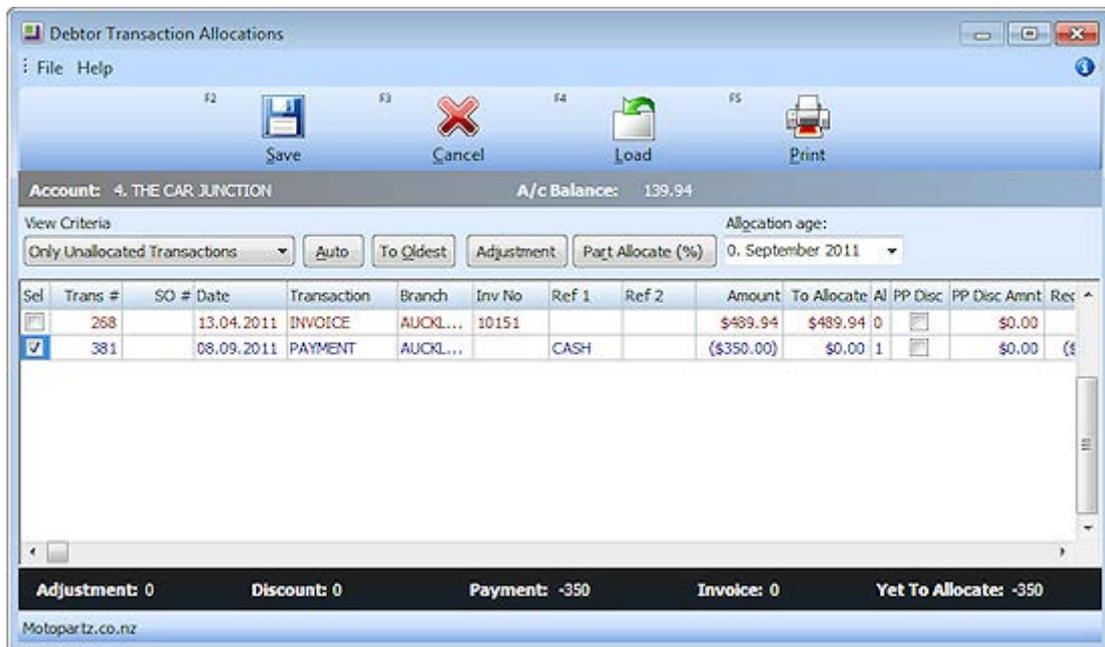
- An optional To Pay amount may be entered to assist in the calculation of change to be given. To do this press CTRL+F1 (or select **To Pay** from the More toolbar) and enter the amount you wish to pay into the Customer to Pay window:



- In the Payment grid specify the payment type using one of the following methods:
  - Click the toolbar button for the payment method you want, or press the relevant function key. Additional payment methods are available on the More toolbar (click **More** or hold down CTRL). Click Select or press F2 to display a shortcut menu of all payment types.
  - Type the amount being paid with this payment type into the Amount field and press ENTER.

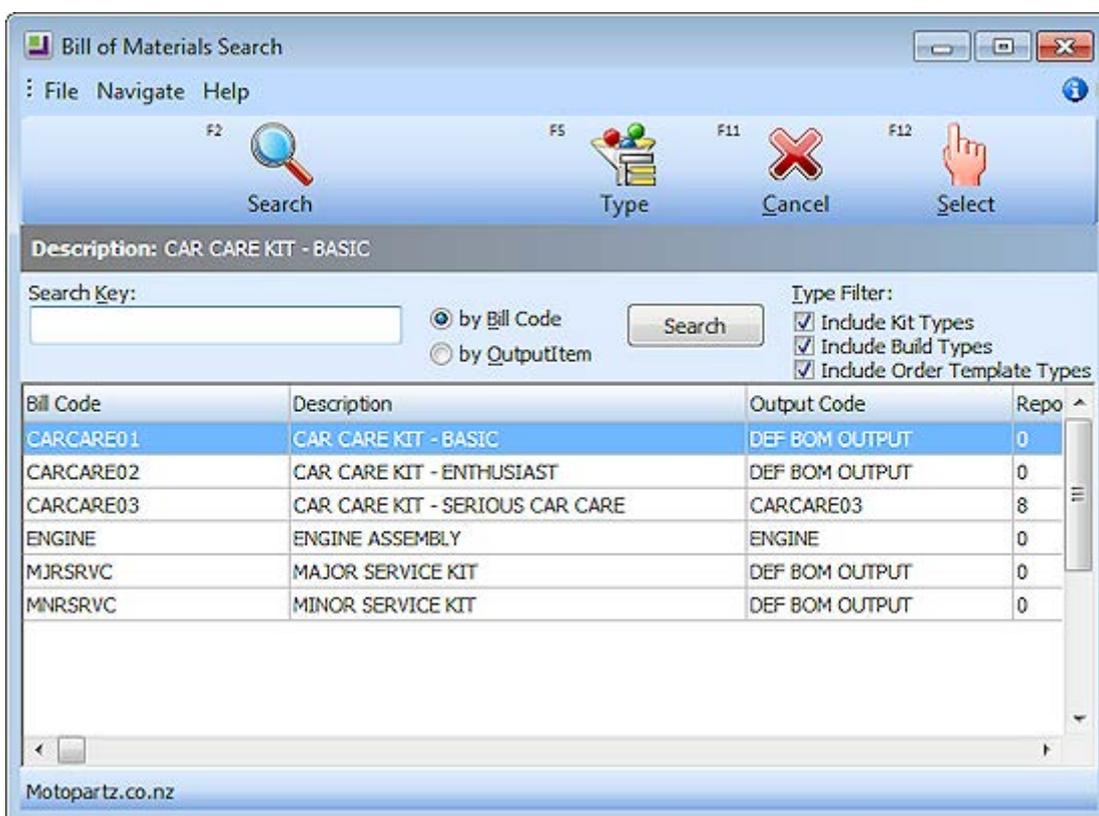
**Tip:** If you entered a To Pay amount, press the space bar to automatically enter the remaining amount to pay.

- If the customer wants to make payments using more than one payment type, select the additional type(s) and enter the amounts for each.
- Click **Save** or press F12 to save the transaction. A message appears to confirm saving.
- Other messages are now displayed to check if you want to print and e-mail the invoice.
- The Debtor Allocation window is displayed. You can now allocate the payment against the debtor's account. Once the allocation is carried out the receipt processing is complete.



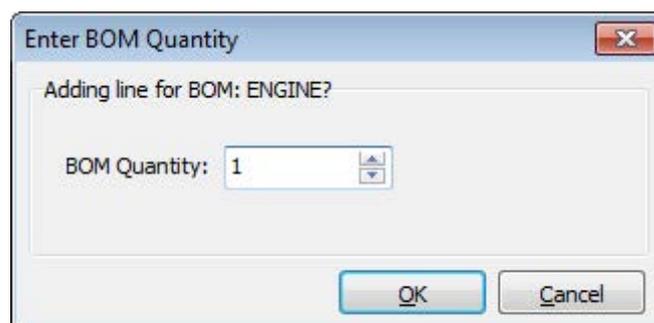
## Bills of Materials in POS

To select a Bill of Materials rather than a stock item in a sale, click **B.O.M.** or press F7 when entering stock codes. This displays the Bill of Materials Search window, which lists all available Bills of Materials:



**Note:** You can select a known BOM code immediately by typing a BOM code prefixed with a dot, for example, .CARCARE02.

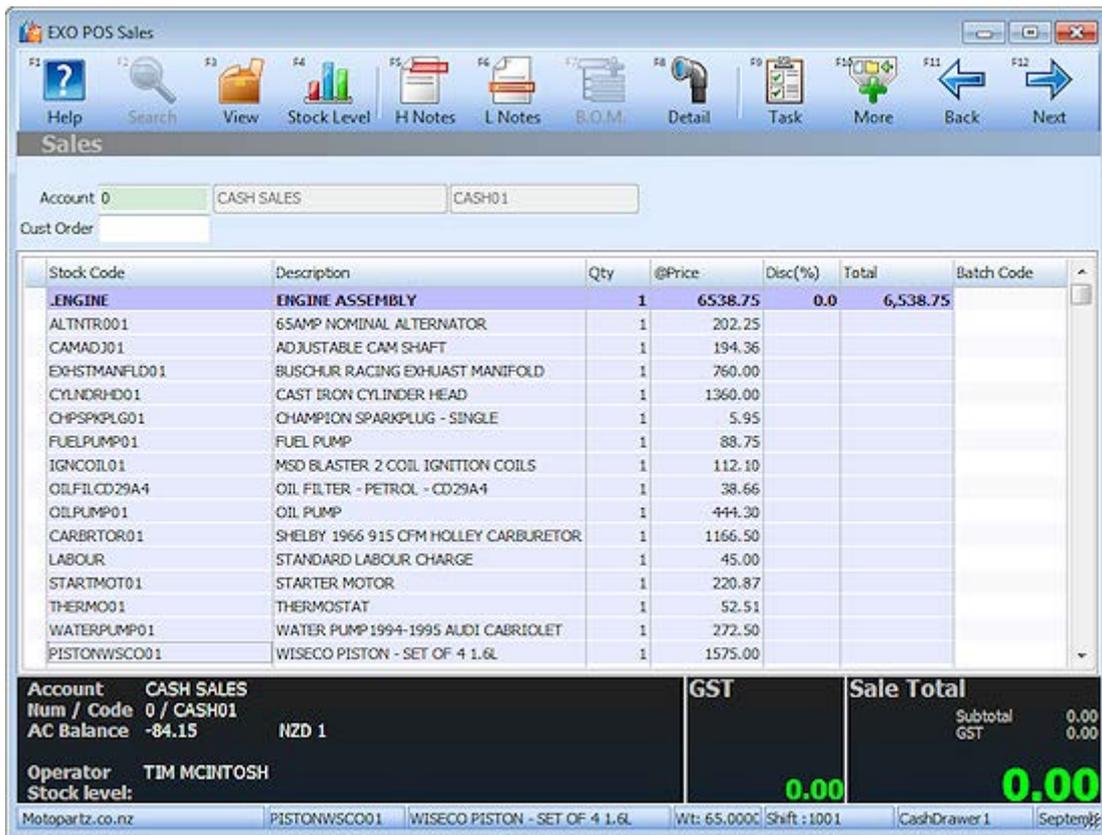
You are prompted for the quantity of this BOM you want to add.



If the item is priced by total you will be asked to confirm the price as well. (Any change in price will also be apportioned across the component lines.)

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The Bill of Materials is added to the Sales window. The Bill of Materials header is listed in bold; the lines of the Bill of Materials are displayed underneath with a coloured background to show that they are a set.



To delete a Bill of Materials from the product grid, highlight the header row and press DELETE.

## Sale Details

### Viewing Contact or Account Details in a Sale

To record the contact from an account on a transaction, you need to enable the **Add debtor contact details to transactions** profile setting in the EXO Business Configuration Assistant.

To toggle between account and contact details:

- Select the Contact field of the Sales or Receipts window and click **Account** or press F5.
- Select the Account field of the Sales or Receipts window and click **Contact** or press F5.

### Adding Delivery Details for a Sale

If a sale item is to be delivered to a particular street address, POS provides an option to ensure that you have the required details. This feature is not available when processing a receipt.

To add delivery details for a sale:

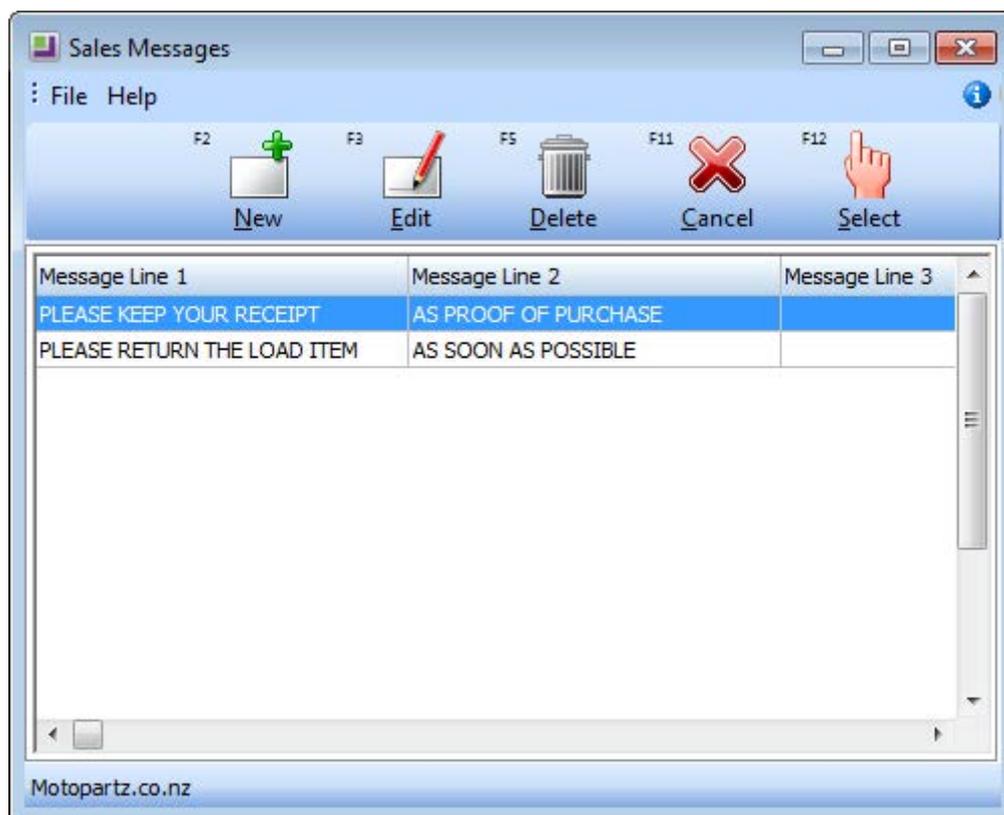
1. In the Sales window, select the account details and click **Delv** or press F6. The delivery details panel is displayed in the activity zone.
2. Type an address manually or click Search to select from previously entered addresses for the account.

## Adding Messages and Narratives

### Adding Messages to Sales Dockets

Sales messages can be used to place one or more lines of customer notation on a sales docket. A stored list of such messages can also be maintained.

To add a sales message, select the product grid of a task window and press CTRL + F6 (or hold down CTRL and click the **M**sg toolbar button). The Sales Messages window is displayed:



To create a new message in the Sales Message window, click the **New** button and type in a new message. Click **Save** to save the message.

To add a message to the sale, select the message from the list of displayed messages using the arrow keys and press ENTER to select the message. The message is displayed in the description column of the Sales docket.

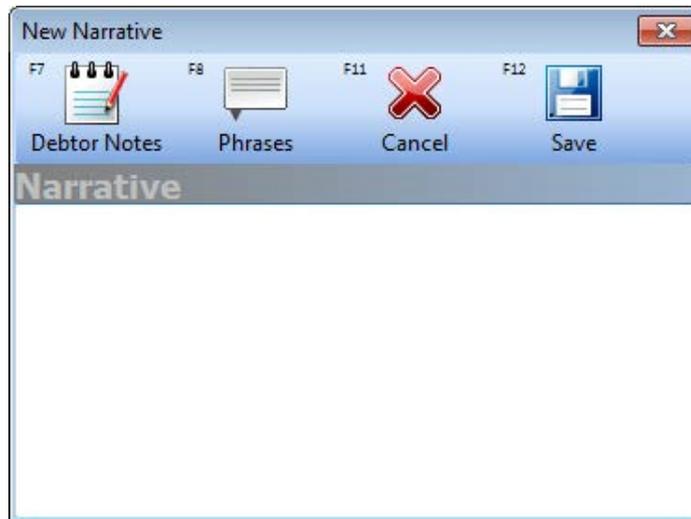
**Note:** Messages are an older technology that predates the Header and Line Narratives functionality. It is recommended that narratives are used in preference to sales messages.

## Adding Narratives to Sales and Sales Lines

You can add a narrative (or note) to a sale, or to a specific line in a sale, to allow comments to be stored with the record. You can also print out notes on forms.

To add a narrative to a sale:

1. In the product grid of the Sales window, click the **H Notes** button or press F5.
2. The Edit Narrative window is displayed:



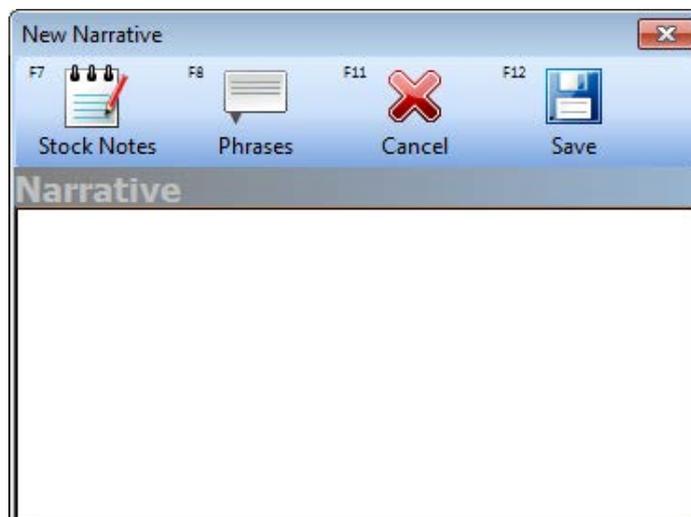
3. Enter the narrative. Clicking the **Debtor Notes** button or pressing F7 copies the text from the Notes tab of the account for this sale into the header narrative.
4. Press **Save** or click F12.

An icon (  ) in the message line indicate that a header narrative exists. To retrieve or edit this narrative:

- Click on this icon.
- Use the **H Notes** button/F5 again.

To add a narrative to a sales line:

1. In the product grid of the Sales window, click the **L Notes** button or press F6.
2. The Edit Narrative window is displayed:



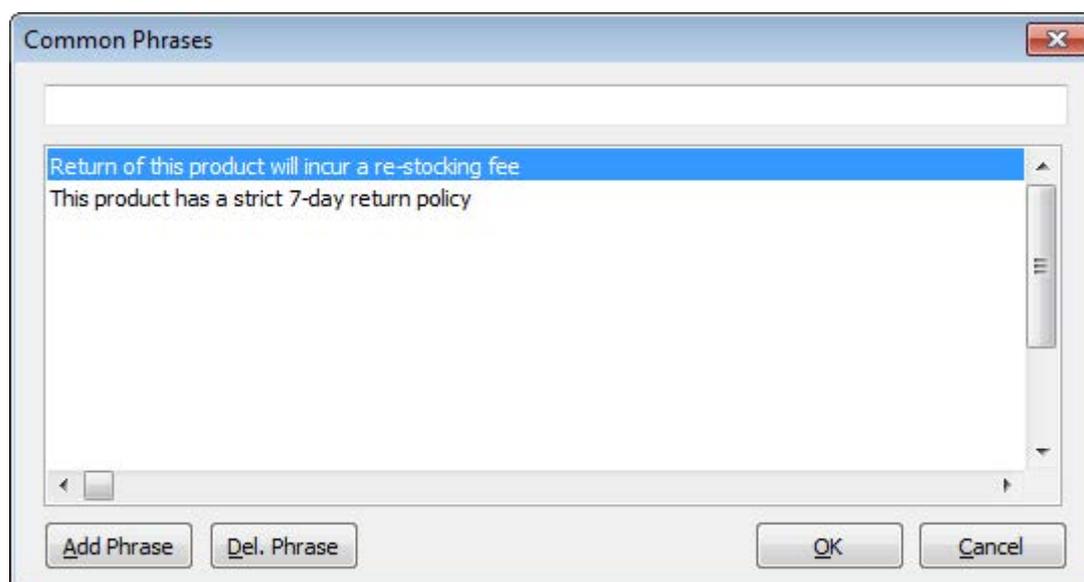
3. Enter the narrative. Clicking the **Stock Notes** button or pressing F7 copies the text from the Notes tab of the stock item into the header narrative.
4. Press **Save** or click F12.

An icon (  ) in the first column of the sales line indicate that a line narrative exists. To retrieve or edit this narrative:

- Click on this icon.
- Use the **L Notes** button/F6 again.

## Using Common Phrases in Narratives

Clicking **Phrases** or pressing F8 in an Edit Narrative window opens the Common Phrases window:



You can use this window to maintain or select from a global list of phrases commonly used in narratives. Select a phrase and click **OK** to insert it into the narrative.

To create a new phrase, type it in the top edit box and click **Add Phrase**.

To delete a common phrase, highlight it and click **Del. Phrase**.

## Updating Stock Item Details

To view and/or edit the details of a stock item, select the item and click **Detail** or press F8. This displays the Invoice Line Periscope window:

Invoice Line Periscope

File Help

F3 Show F4 Price F11 Cancel F12 Save

Line #: 2. ALTNTR.001. 65AMP NOMINAL ALTERNATOR

Build details - Component  
Build: ENGINE Price by component Build seqno : 6

Component Line Details

Quantity:  Location:

Unit price:  GST rate:

Discount %:  GST value:

Cost price:  Margin:

You can change the Quantity, Unit Price, Discount, Cost Price and Location. If required, you can select a new GST rate from the list or specify the GST value. The Margin is automatically calculated.

For linked stock codes (PLUs) the line periscope also displays the stock code that this links to for stock keeping (SKU)

For Bill of Materials (see page 14) items, the periscope also shows additional information about the Bill of Materials.

Click **Show** or press F3 to open the Stock Account window for the item. (You can also do this from the main product grid by double-clicking the stock code cell.)

Click **Price** or press F4 to show the Price Formulation window to show how the price was derived. This shows aspects of any price policies, including any promotional prices that may be in effect.

Price Formulation

Price Type	Price	Discount %	Start Date	Stop Date	Qty Break	Policy F
Base Price (Internet)	\$202.25	0.0%			0	

Close

## Paying by EFTPOS

This section illustrates differences in the payments grid when an integrated EFTPOS is installed. There are several such EFTPOS clients certified for use with MYOB EXO POS.

**Note:** For further details and configuration options please see the whitepaper "Payment Types and EFTPOS Integration".

### EFTPOS (No Cash Out)

To pay by EFTPOS, without giving cash out:

1. In the payment grid select the EFTPOS payment type (note that there is also another payment type for EFTCASH):
2. Press the space bar on the amount field instead of entering a value. The Due amount will automatically be populated into the cell. Leave the Cash Out field zero and click the OK button. The payments grid will now initially look similar to the following:
3. To complete the sale and activate the EFT client click **Save** or press F12. The EFT client will activate.
4. Swipe the card (or enter details manually).
5. Select the appropriate account button on the keypad.
6. On the keypad, enter the PIN and press ENTER. The processing dialogues will appear.
7. Assuming the transaction is accepted, the payment line in the grid will turn green to indicate that it has been processed to the EFTPOS network. A STAN (journal) number will also appear in the STAN column on the right hand side of the grid.
8. The application will prompt to save, then proceed to finalise the transaction to the EXO Business database.

**Note:** If the EXO Business transaction (i.e. the application database transaction including all invoice and payment rows) is cancelled at this point, the EFTPOS transaction will still have been processed through the EFTPOS network. To reverse this transaction, the user must use the reversal process from within the EFT client. This is outside the EXO Business application's control and does not result in transactions in the EXO Business database. The original EFTPOS transaction that is now being reversed had only been processed by the Acquirer, and not within EXO Business.

### EFTPOS with Cash Out

An EFTPOS sale with cash out is similar to a simple EFTPOS transaction, except a "cash out" entry is made in the EFTPOS Transaction window:

1. In the payment grid select the EFTPOS payment type (note that there is also another payment type for EFTCASH):
2. Press the space bar on the amount field instead of entering a value. The Due amount will automatically be populated into the cell.
3. Enter the amount of cash out in the Cash Out field and click the OK button.
4. This generates three payment lines in the grid, one for the purchase and one for the EFTPOS cash out, and one for the actual cash given from the till.

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The EFTPOS (sale) and EFTPOS CASH (cash out) rows are submitted to the EFT network as the Purchase and Cash amounts respectively. The CASH entry is the cash out of drawer. The second EFTPOS CASH and third CASH entries form a transaction pair of the cash out portion (allocated to each other) whilst the EFTPOS row is allocated against the invoice. Note the indentation indicating that payments form a 'set'. Attempting to delete any of these rows will delete the whole set.

5. Complete the sale in the normal way.

**Note:** The payment type for the "out" line is determined by the user profile **Default refund payment type**. This is usually CASH.

## EFTPOS Cash Out without Sale

The EFTPOS CASH payment type can also be used if the merchant permits cash exchange for EFT without a sale being involved. The overall transaction will be for a total of zero since it creates an exchange of one Payment Type for another. It is recommended that such a transaction be processed as an F3 Receipt or F8 Refund.

To perform a cash out only EFTPOS (no sale):

1. Click **Receipt** from the Task Organizer to start a new transaction.
2. Select EFTPOS CASH as the payment method.
3. Enter the amount of cash required and click **OK**.
4. The grid is populated by two transactions: an EFTPOS CASH transaction for the value of cash out requested from the EFT network and a CASH transaction that records the total movement in cash including non-EFT transactions.

**Note:** The total of payment types EFTPOS and EFTPOS CASH will be settled with the merchant when an **EFTPOS settlement is performed** (see page 40).

## Mixed Payment Types

Payments can be made with a mixture of EFTPOS enabled payment types and non-EFTPOS payment types. For example:

Payment Type	\$ Amount
CASH	200.00
VISA	50.00
EFTPOS	144.20

Where the total of all payment types exceeds the cost of the transaction, change is given as CASH. The system only ensures that any change/refund does not exceed the sum of payments that are enabled for over-payment. The change is not explicitly offset against any particular payment line and is generally not part of the EFT call to the keypad.

## Reprinting an EFTPOS Docket

The EFTPOS client maintains a journal of all requests to the keypad. This is a function of the EFTPOS client software and not the POS application. Refer to the documentation from your EFTPOS installer.

**Note:** Each journal line is issued a transaction number by the EFTPOS client. This is known as a STAN. The STAN list is separate for each workstation. Each EFTPOS client also has a CAID that uniquely identifies the workstation to the EFTPOS network. For each EFT payment stored in the EXO Business database both the CAID and the STAN are recorded in the payment transaction. This is used by POS in the **settlement process** (see page 40) to identify EFT transactions.

## Parking Transactions

If enabled, sale transactions can be "parked" and "reopened" at a later time, possibly on another workstation. Unlike Tasks, parked transactions are retained in the database, even if the workstation is closed down.

Parked transactions are useful where the POS is in a warehouse or yard style situation where the operator must fetch or prepare (e.g. cut) goods for the customer before completing the sale. This is usually a "while the customer waits" situation.

**Note:** In order to allow transaction parking the **POS Allow Parking** profile setting must be enabled. The profile setting **Poll Parked Transactions Frequency** determines how often the database is polled to refresh the parked transaction list. This default interval (one second) can be increased if you have a large number of lanes and find that this is unduly loading your database server.

To park a transaction, press CTRL+F12 or click the **Park** button on the More toolbar.

The transaction is parked, and you returned to the main Task Organiser window, where the transaction appears in the Parked Transactions section.

A sale can also be "commenced", signalling it should be parked rather than saved. To do this click **Save/Park** from the main toolbar, rather than **Sale**. This reverses the positions of the **Save** and **Park** options, so that **Park** appears on the standard toolbar, and **Save** appears on the More toolbar.

Use this option if you know before you start that the sale will be parked (e.g. loading invoice details as pending awaiting customer pickup and payment).

## Retrieving Parked Transactions

To retrieve a parked transaction, double-click on its entry in the Parked Transactions list.

If transactions are locked with a password, you must enter the password to retrieve a parked transaction.

Sometimes the staff member who parked the transaction is not available to retrieve it. When another staff member retrieves a transaction which they did not park, a warning is given. If the transaction is also locked by password, a staff member with supervisor authority must unlock the transaction.

## Viewing Parked Transactions at Other Branches

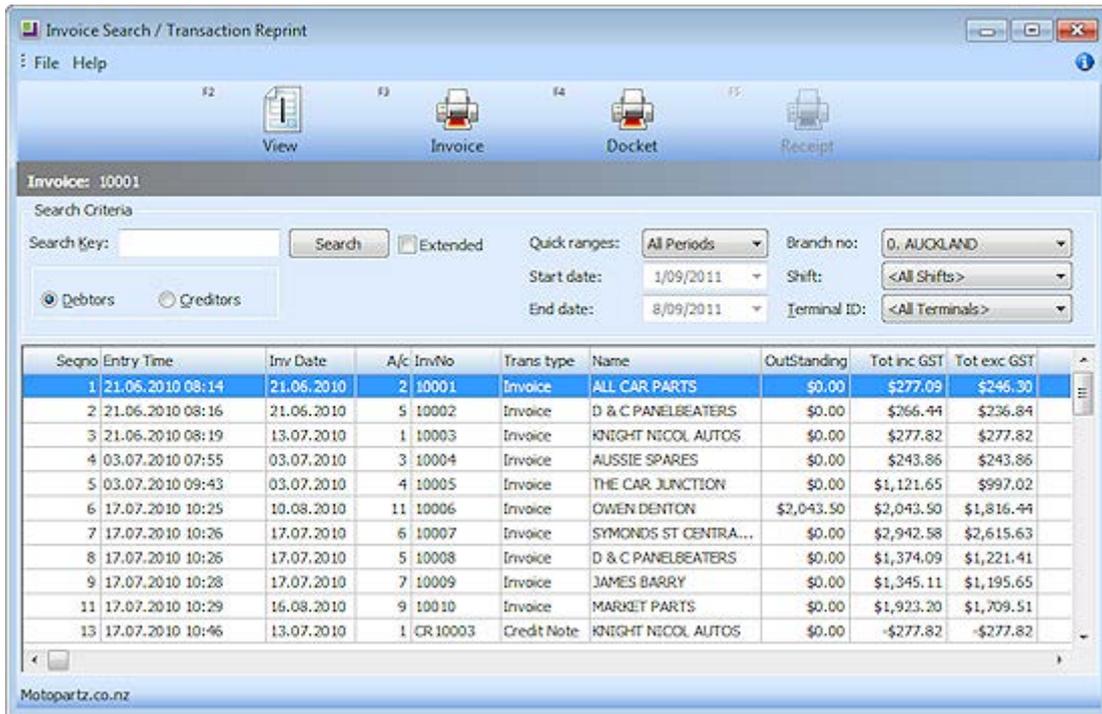
By default the task organiser only shows parked transactions for the current branch. Sometimes supervisors in a multi branch environment want to view a list of all parked transactions. This can be achieved toggling the **Branch/Branches** button on the More toolbar (CTRL+F11).

Parked transactions can only be retrieved at the branch at which they were parked.

## Reprinting Invoices and Receipts

It may be necessary to reprint an invoice or a receipt, e.g. if the original has been lost or multiple copies are needed. Invoices and receipts can be reprinted from the Invoice Search/Transaction Reprint window. There are several ways of opening this window:

- From the Task Organiser, press CTRL+F3.
- From the Task Organiser, click **Reprint** from the More toolbar.
- From the initial MYOB EXO POS window, select **Invoice Reprint** from the Reports menu.



All invoices and receipts generated by the system are listed on the Invoice Search/Transaction Reprint window. The following operations are available:

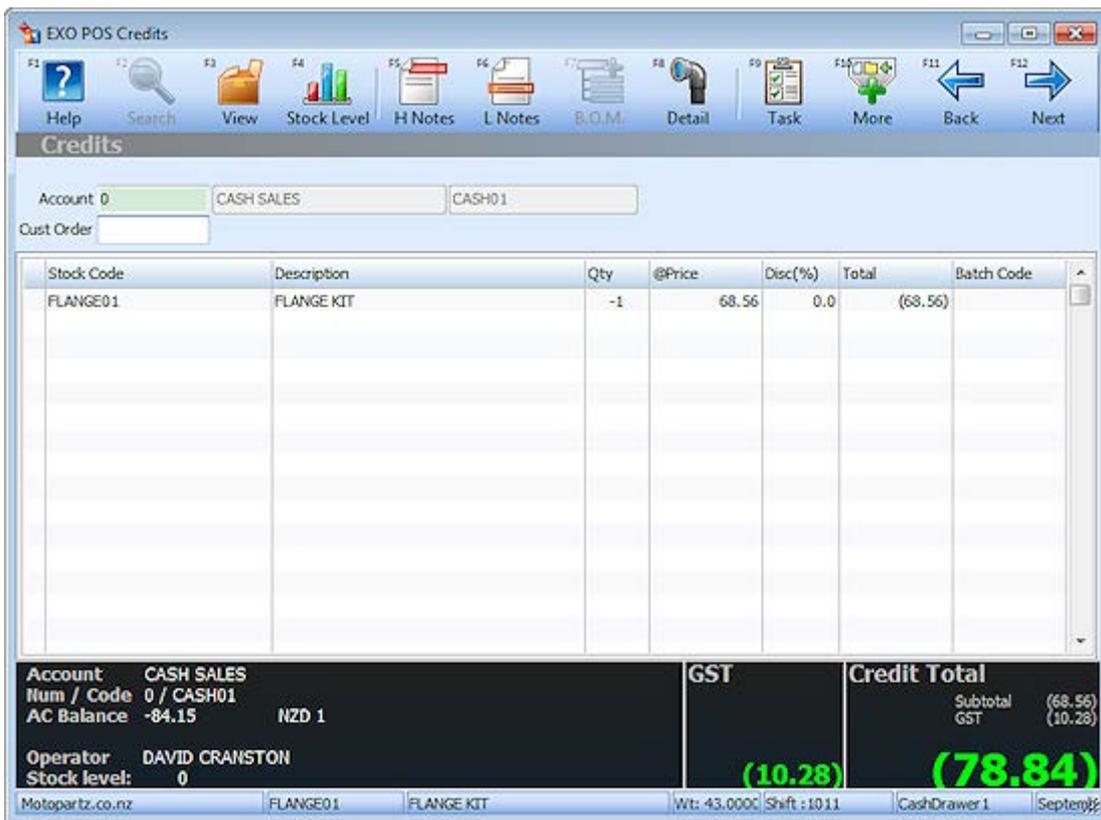
- To view an invoice, select the invoice and click **View** or press F2.
- To reprint a full invoice, select the invoice and click **Invoice** or press F3.
- To reprint a docket for an invoice, select the invoice and click **Docket** or press F4. (A docket shows a listing of items purchased, the cost of each item and the total amount for the sales transaction. It also shows any payments made. It is similar to an invoice but is smaller and is less detailed.)
- To reprint a receipt, select the receipt and click **Receipt** or press F5.

# Credits and Refunds

## Credits

To generate a credit note, click **Credit** or press F7 from the Task Organiser. The process of creating a credit note is similar to the process of making a sale (see page 10). Use this process where a credit note is to be produced instead of an invoice. A credit note has a negative overall value.

**Note:** Both sales and credit notes can contain product lines that are a mixture of positive and negative entries (such as a trade-in on a sale). Only the overall total is checked for correct sign.



The differences between the **Credit** and **Sale** functions are:

- When a product is added to the product grid the quantity is automatically set to -1 instead of +1.
- The Sale Total box changes its name to Credit total and this total must be negative. The panel background colour will be red if the total is positive.
- Automatic discounts and contract/special pricing are inhibited.
- In the footer summary at the bottom of the window, the payments grid shows the word Refund instead of Due/Change:

<b>Credit Total</b>		<b>Payments</b>	
Subtotal	(68.56)		<b>0.00</b>
GST	(8.57)		
<b>(77.13)</b>		<b>Refund Due</b>	
		<b>(77.13)</b>	

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In certain conditions, the label **Refund Due** can change:

- **Credit Account** - Indicates the account is not a cash terms only account. The credit note may simply be “charged” to the account.
- **Refund Under** - Insufficient refund payment rows have been entered to satisfy the credit note total. This is a situation that must be rectified by entering or altering payment rows therefore the background colour will also be red.
- **Refund Over** - Indicates that excess payment rows have been entered relative to the amount to be refunded. This is a situation that must be rectified by entering or altering payment rows therefore the background colour will also be red.

## Refunds

This process is very similar to the process of processing a receipt (see page 13) for a payment. Use this process where the sum of payments entered is negative.

The individual payment rows in both the Receipt and Refunds windows may be of either sign depending on the properties of the payment type. This is required to handle circumstances such as cash out with purchase, or change given. The expected sign of the total of all payment rows is determined by whether the operation is a receipt (positive) or a refund (negative).

Payment Type	\$ Amount	Bank	Branch	Drawer	Cheque No./Ref	STAN
CASH	47.00					

Account: D\_C PANELBEATERS  
Item / Code: 5 / DCPAN01  
AC Balance: 833.80 NZD 1  
Operator: DAVID CRAINSTON  
Stock level:

Refund Total  
Subtotal: 47.00  
GST: 0.00  
Payments: 47.00  
Refund Over

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The differences between the **Refunds** and **Receipt** functions are:

- The Total to Pay field in the header panel changes to Refund Total.
- The footer summary showing the total of payments changes, as for Credits (see page 25).

**Note:** The Refund Total field knows what sign to expect. Entering a value of the wrong sign here and navigating off the field will automatically correct the sign of the value entered. This assists refunds in that they can be entered as positive and will automatically change to negative.

# Lay-bys and Deposits

## About Lay-bys

Lay-bys are a class of sales order (see page 10). The transaction is saved as a Lay-by order instead of an Invoice.

## Workflow

Processing a lay-by involves performing some or all of the following tasks:

- Create the new lay-by with an initial deposit (see page 28)
- Accept deposits against the lay-by (see page 29)
- Recall the lay-by to be amended (see page 31)
- Supply the lay-by (see page 31)

All lay-bys are assigned an order number. This number must be referenced when working with lay-bys that have been previously created.

The lay-by purchaser can be identified by one of three methods:

- Create a separate Debtor account. This is best if the purchaser requires statements across multiple lay-bys.
- Create a new contact within the default lay-by account. The individual lay-by acts as similar to a sub account in that all deposits and invoices can be viewed directly from the Order History. This method allows full contact details to be recorded (similar to an account) but:
  - Does not extend the size of the merchant's trial balance.
  - Provides the features provided by the marketing Classes within Contacts.
  - This method requires the profile setting Contacts on Transactions to be active.
- Enter the purchaser's contact details into the delivery address. A lay-by order will always insist on a non-blank delivery address.

## Setup

Lay-bys require the following Company-level profile settings to be enabled:

- Enable POS Laybys
- Enable extended sales order statuses
- Allow deposits in sales orders and general ledger

It is also likely that you will want to take a deposit payment when creating a new Lay-by so you may also wish to review the initial deposit % via the **Minimum Layby Deposit Percentage** profile setting.

When entering a new lay-by or processing a deposit, the account number will default to the account specified in User-level profile setting **Default debtor account number for new lay-bys**. This is useful when using a separate debtor clearing account for processing lay-bys.

The workflow used to identify the lay-by when processing deposits can be customised by changing the User-level profile setting **Initial Focus for POS**. Set this to indicate which field should receive focus when starting a transaction in POS:

- **Default** - Use this option to obey the **Invoice Header Skip** profile setting. For deposits, this will also launch the order number search screen automatically.

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- **Account Number** - Use this option to start in the Account field.
- **Contact Number** - Use this option to start in the Contact field. The account will be determined automatically. Requires the **Add debtor contact details to transactions** profile setting to be active.
- **Order Number** - Use this option if you process lay-bys and want to start in the order number field (deposits). For Non-Deposit transactions this defaults to Contact if active else Customer.

## Creating a Lay-by

A new lay-by is created to record a requirement, to supply stock at a future time and when entered is usually accompanied by a partial deposit.

To create a new lay-by:

1. In the Task Organizer, click **Lay-by** or press F5.
2. A list of logged on staff members is displayed, select the staff member responsible for the sale and click **Select**.
3. The Lay-by window is displayed:

Stock Code	Description	Qty	@Price	Disc(%)	Total	Batch Code
------------	-------------	-----	--------	---------	-------	------------

Account:	LAYBY CLEARING ACCOUNT	GST	Layby Total
Item / Code:	34 / LAYCLE01		Subtotal 0.00
AC Balance:	0.00 NZD 1		GST 0.00
Operator:	DAVID CRANSTON	0.00	0.00
Stock level:			

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Select the account and/or contact or click **Deliv** to enter a delivery address.

**Note:** Lay-bys cannot be saved with a blank delivery address.

4. Enter the product details in the same manner as for a sale (see page 10).
5. Click **Next** or press F12 to proceed to the payments screen. The footer shows the total value of the goods being laid-by, the initial deposit, and how much will remain outstanding. The deposit amount (To Pay) is computed as a percentage of the total sale as set by **Minimum Layby Deposit Percentage** profile setting.

Order Status		Payments
Balance	77.13	0.00
To Pay	15.43	
Outstanding	61.70	
		<b>Due</b>
		<b>15.43</b>

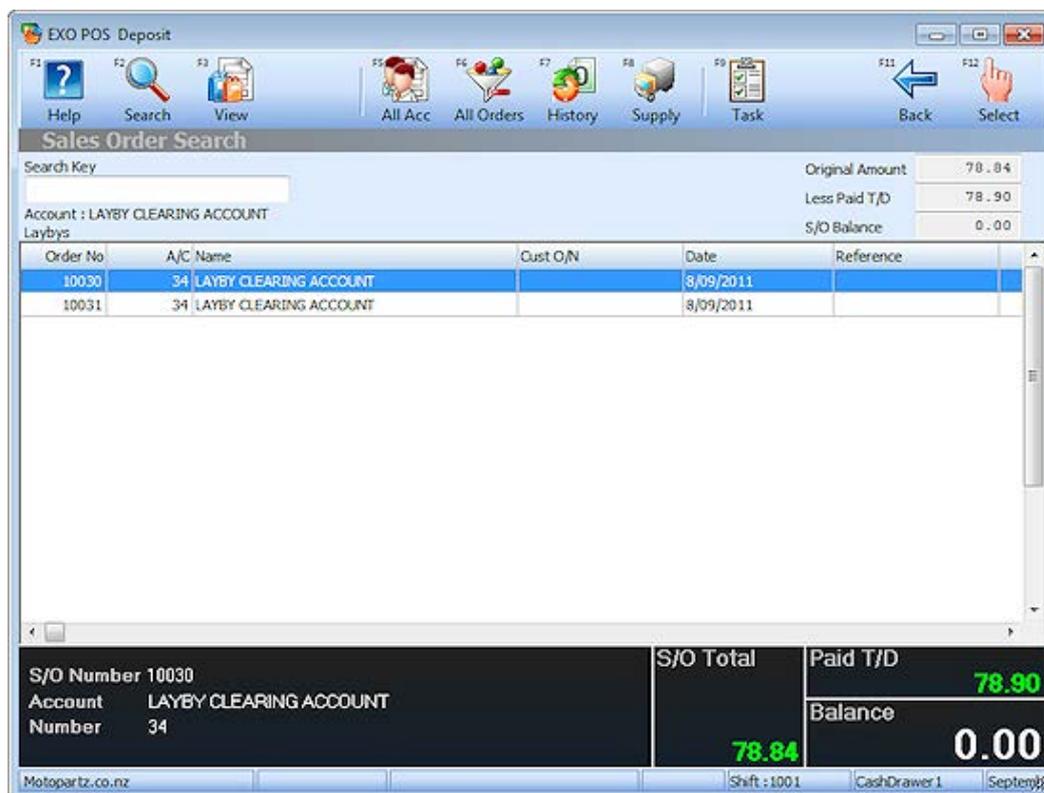
- To pay a different initial deposit, press CTRL+F1 or select **To Pay** from the More toolbar, then enter the new value of the initial deposit.
- Click **Save** or press F12. A lay-by order is created with a deposit against it.
- The system will prompt you if you want to print a receipt for the deposit - this shows only the money collected. It can be a tax receipt.
- This is followed by a prompt asking if you wish to print the lay-by. A lay-by document shows all the product information and details the deposits made to date for the lay-by. It is effectively a "statement of account" for the lay-by. It also shows the order number for the lay-by, which must be quoted when performing subsequent operations on the lay-by.

## Accepting a Deposit against a Lay-by

A deposit is an additional payment against a lay-by. This could be an interim instalment or a final payment. These payments cannot be allocated until after the goods are supplied and an invoice created and are therefore accumulated against the order number of the lay-by.

To accept a deposit against a lay-by:

- In the Task Organizer, click **Deposit** or press F6.
- A list of logged on staff members is displayed, select the staff member responsible for the sale and click **Select**.
- The Deposit window is displayed. If the profile setting **Initial Focus for POS** is set to "Default", the Sales Order Search screen is launched automatically:



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- On the order search screen, double-click on the lay-by you want to supply. The Deposit window is displayed:

The screenshot shows the 'Deposit' window in the MYOB EXO POS system. The window title is 'EXO POS Deposit'. At the top, there is a toolbar with various function keys (F1-F12) and icons for Help, Select, Cash, Eftpos, Cheque, Visa, M/C, Amex, Task, More, Back, and Save. Below the toolbar, the window is divided into several sections:

- Order Information:** Order: 10029, Date: 08 Sep 2011, Layby.
- Account Information:** Account: 34, LAYBY CLEARING ACCOUNT, LAYCLE01.
- Summary Statistics:** Original Amount: 78.84, Cash Paid T/D: 15.80, Order Balance: 63.04.
- Payment Grid:** A table with columns: Payment Type, \$ Amount, Bank, Branch, Drawer, Cheque No./Ref, and .S. The grid is currently empty.
- Bottom Status Bar:**
  - Account:** LAYBY CLEARING ACCOUNT, Num / Code: 34 / LAYCLE01, AC Balance: -15.80, NZD 1.
  - Operator:** DAVID CRANSTON, Stock level: 2.
  - Order Status:** Balance: 63.04, To Pay: 63.04, Outstanding: 0.00.
  - Payments:** Due: 63.04.

If the profile setting **Initial Focus for POS** is set to "Default", the order search screen is launched automatically. In the order field, enter the Lay-by number (as shown on the lay-by document that was printed when the lay-by was first made). The account number is completed automatically and the Lay-by balance information is displayed.

- In the payment grid, select the payment type and enter the amount of the payment. Pressing the space bar in the amount field populates the field with the balance to pay.
- If the amount tendered by the customer exceeds the amount they wish to pay (e.g. change is required), press CTRL+F1 or select **To Pay** from the More toolbar to enter the amount to be paid.
- Click **Save** or press F12 to save the deposit. A message appears to confirm saving.
- A message is displayed to check if you want to print the receipt.

A deposit is recorded against the selected sales order and is listed as an unallocated payment in the debtor transactions.

## Final Deposit against a Lay-by

A final deposit is processed in the same way as an interim deposit payment.

After saving the deposit and optionally printing the deposit receipt, the lay-by is checked to see if it is fully paid. If so, the system will ask if you want to supply it (see page 31).



This will fully process (supply and invoice) the lay-by order and print an invoice. The deposit has already been recorded at this point, so clicking **Cancel** only cancels the supply and invoice process.

## Recalling a Lay-by

Occasionally it may be necessary to recall a Lay-by order for amendment. For example, you may need to change the address.

To recall an order that requires amending:

1. In the Task Organizer, click **Deposit** or press F6.
2. A list of logged on staff members is displayed, select the staff member responsible for the sale and click **Select**.
3. The Deposit window is displayed. If the profile setting **Initial Focus for POS** is set to "Default", the order search screen is launched automatically. On the order search screen, click on the lay-by you want to supply.
4. Click **View** or press F3. The Order is displayed in a separate window.
5. Make the necessary changes then click **Save & Exit** or press F3.
6. A request to print an amended docket may appear.

## Supplying a Lay-by

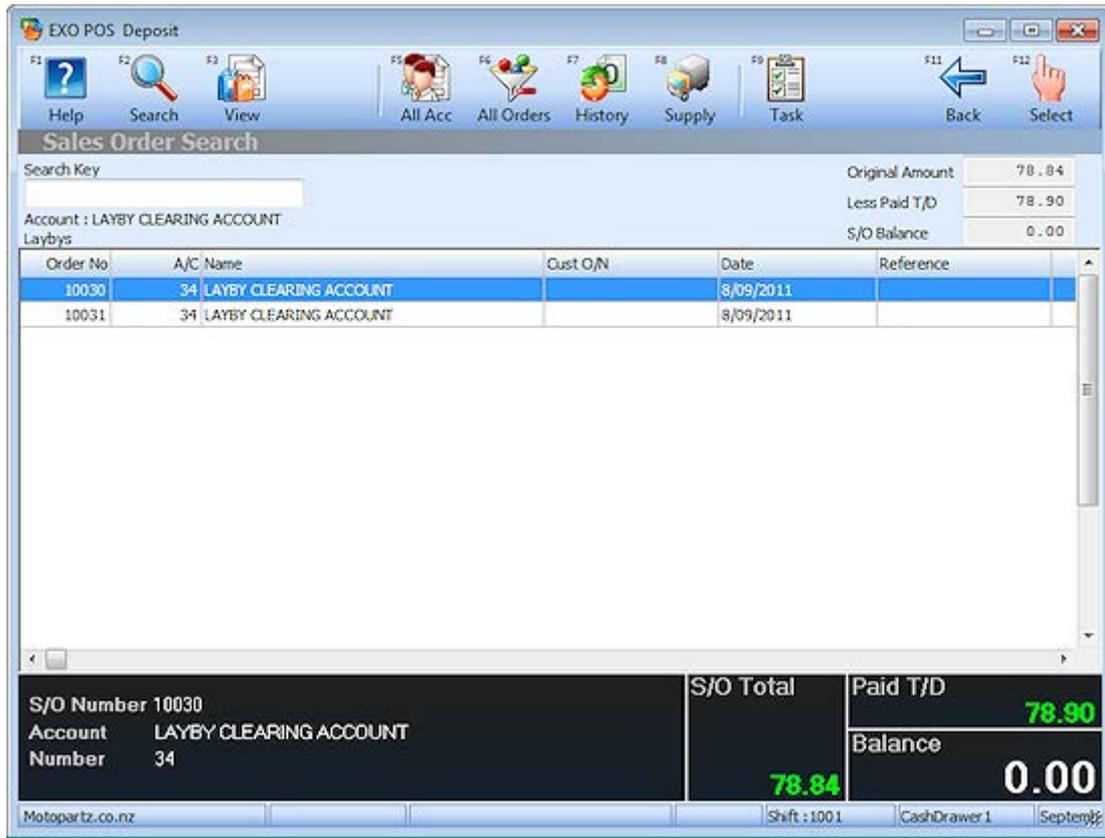
Supplying and invoicing a lay-by order would normally occur after the final deposit is received (see page 30). Circumstances of stock availability may sometimes make it necessary to supply this lay-by at a later time. To do this commence as if making a final deposit.

To supply an order:

1. In the Task Organizer, click **Deposit** or press F6.
2. A list of logged on staff members is displayed, select the staff member responsible for the sale and click **Select**.

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- The Deposit window is displayed. If the profile setting **Initial Focus for POS** is set to "Default", the Sales Order Search screen is launched automatically. On the order search screen, click on the lay-by you want to supply. The lay-by's details are displayed.



- The balance is zero, indicating that the lay-by order is fully paid. This makes the **Supply** button available. (If the order is not yet fully paid, this button is greyed out.) Click **Supply** or press F6.



- Click **OK** to supply the lay-by. Typically there will have been no previous quantities supplied or invoiced and therefore only an invoice is printed since the goods supplied. You are prompted to print an invoice.

**Note:** It is possible that a partial supply and/or invoice may have been previously performed in the EXO Business core module. In this case, if there are no outstanding invoice quantities, the system will suppress printing of an invoice and print a packing slip instead. If the quantities being supplied do not match the quantities being invoiced, both a packing slip and invoice will be printed.

# Customer Accounts

Customer Accounts shares the Debtors functionality of the core MYOB EXO Business system.

**Note:** See the EXO Business Online Help for instructions on how to work with Debtors.

## Creating a New Account Template

When creating a new account, it may be quicker, and more secure, for the POS operator to be able to choose from some account templates, so that most of the account settings can be standardised and controlled.

Template accounts can also be used in association with the following profile settings to add a level of security to account creation at point of sale:

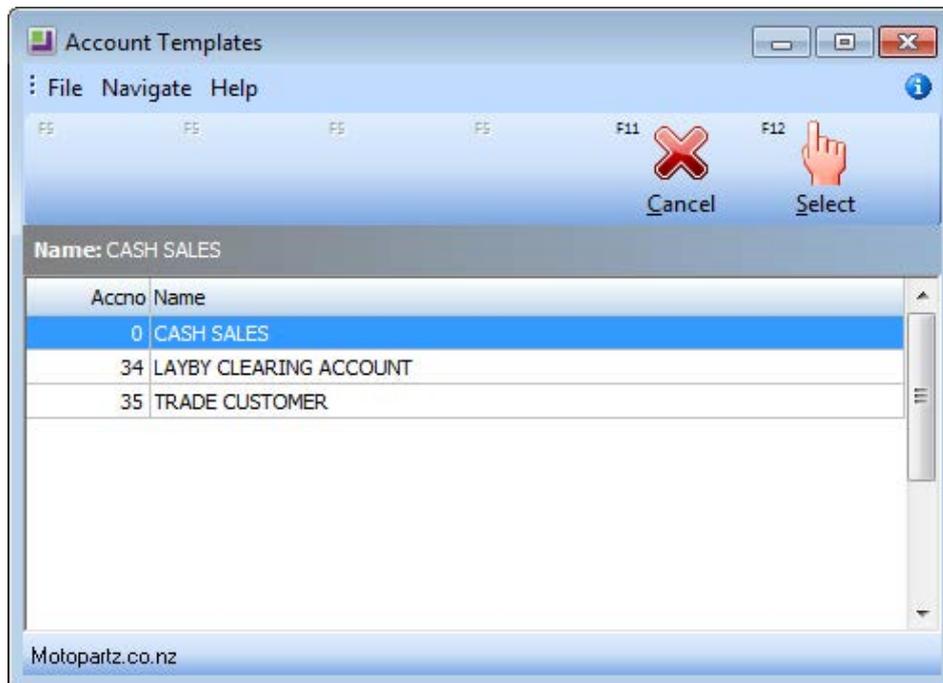
- Set **Debtors account access level** to "Read Only"
- Set **Allow editing of debtor company details & additional addresses** to true

This allows POS operators to create new accounts as clones of template accounts and complete contact type information for the account but will not allow the operator to change items such as groups, pricing or terms of trade.

There is no explicit profile setting to activate the use of template accounts in POS. If at least one template account exists, POS will not allow the normal account creation behaviour and will enforce the use of template accounts.

To create a new account template, create a new Debtor account in the EXO Business core module, making sure to tick the **Account Template** flag.

In POS, when you click **New** or press F4 on the Account Search window to create a new account, the Templates search window is displayed:



Select the required template. The Debtor Account Details window is displayed, with fields pre-populated with information from the template account you selected. Complete the details of the new account and then save it.

# End of Day

## The End of Day Process

The End of Day process involves some or all of the following operations:

- Shift operator or leader ends the shift (see page 35), and optionally performs an EFTPOS settlement and/or declares a count for the shift
- Back office staff recounts and declares the shift (see page 36)
- Banking batches are generated (see page 38)
- Shift reports are printed (see page 39)
- Banking batches are reviewed for any exclusions and corrections
- Banking batches are posted to General Ledger

The Shifts window is available from the Transactions menu, or by clicking **Admin** from the Task Organiser. This window may also be automatically called after closing a shift so that the operator may perform the first count and declaration.

If it is more convenient, the operator may also defer the first count then recall the shift later, perhaps from a different workstation, and do the first declaration. This might be the case where each operator has their own cash drawer and a "quick change" of staff is required. The retiring operator can then log on to a back office station later to declare the contents of their drawer.

When performing a double count, the recount and declaration is normally not done as an in-line workflow process. A different staff member must also do the second declaration than did the first count. To perform the second count (recount) access the shift by selecting the Shift control menu item.

When ending a shift, the system locks off the shift and therefore requires a new shift to be opened before trading can be recommenced. A new shift may be started for the workstation even though no declarations or reports have yet been produced.

## Shift Statuses

All shifts have one of the following statuses:

- **Open** - The shift is still open.
- **Closed** - The shift has been closed, but no Payment Declaration or Batch banking has been performed.
- **Declared** - Payment Declaration has been completed, but no banking batches created yet.
- **Banked** - Payment Declaration and Banking Batches have both been completed.

## Shift Profile Settings

The following profile settings control what additional tasks you are prompted to perform at the close of each shift. You can perform any of these tasks at a later time from the Shifts window.

- **EFTPOS interface type** - If this terminal is enabled for EFTPOS then you will be required to perform an EFTPOS settlement.

- **Cash declaration required at end of shift** - This profile setting prompts you to perform a Payment Declaration at the end of each shift. The number of counts can be set to None, Single, Double, or Non Blind. The Single and Double settings are blind (do not show system totals at count). The Non Blind setting shows the system totals whilst counting and records a single set of counted values (but may be edited as many times as desired). If enabling this profile setting then you must also enable **Align banking batches to shifts**.
- **Align banking batches to shifts** - This profile setting prompts you to generate your banking batches at the end of each shift. This profile setting is enabled by default.
- **Print shift report at end of shift** - This profile setting prompts you to run the shift reports at the end of each shift.

## Closing a Shift

Closing a shift prevents further transactions being entered for that shift. If a shift is shared by more than one terminal, the other terminals will detect that the shift has been closed and will not accept transactions.

If the original shift in use has been closed by another terminal and a fresh shift has not been commenced then on attempting a transaction a message is displayed indicating that the transaction may not proceed.

If the old shift has been replaced by a fresh one, the operator is notified when entering the first transaction and the system will continue with the new shift.

To close a shift:

1. In the Task Organizer, click **Admin** or press F11.
2. A list of logged on staff members is displayed, select the staff member responsible for the sale and click **Select**.
3. The Shifts window is displayed:



Click **End Shift** or press F3.

4. A confirmation message appears to verify the end of shift. Click **Yes** to end the shift.
5. A message appears to indicate that the shift is closed. Click **OK**.

The status of the shift in the Shifts window changes to "Closed".

## MYOB EXO Business POS

The remaining steps in the end of day process may be run immediately by accepting each prompt for each stage. Which stages are enabled depends on your profile settings. You can still start a new shift if there are some end of day steps still pending for the last one.

## Performing a Declaration/Count

A payment declaration or count is the declaration of the amount of each payment type you have received in the shift. Payment declarations are performed blind, i.e. without knowledge of what the POS module has recorded for each payment.

You can choose to perform a Payment Declaration at the end of every shift by setting the **Cash declaration required at end of shift** profile setting. If this profile setting is inactive the system will proceed directly to the banking batches (see page 38) phase of the end of day process.

You can either perform a single or a double payment declaration. A double payment declaration might be used where the store manager performs the first declaration when closing the shift and emptying the till, and then someone in the back office performs the second declaration.

**Note:** If you have declarations active but don't have the **Align banking batches to shifts** profile setting enabled an error message is displayed and you will not be able to continue.

To perform a declaration:

1. Close the shift (see page 35). After the shift is closed, the Payment Declaration window is displayed:

Pmt Description	System Value	Count
CASH	1727.75	\$0.00
CHEQUE	11798.96	\$0.00
EFTPOS	7784.75	\$0.00
VISA	3174.55	\$0.00
MASTERCARD	0	\$0.00
AMEX	0	\$0.00
DINERS	0	\$0.00
OTHER	0	\$0.00
EFTPOS CASH	0	\$0.00

**Note:** If you have your declarations set to "Single Blind" or "Double Blind", the system expects a blind count and will not display system totals.

2. Enter the amounts of each payment type you have counted for the shift in the Count column.

3. You can optionally use the **Tally** button or press F6 to total cash denomination amounts easily. You can enter either the count amount, or the total amount of that cash denomination:

Name	Count	Amt
10c	0	0.00
20c	0	0.00
50c	0	0.00
\$1	0	0.00
\$2	0	0.00
\$5	0	0.00
\$10	0	0.00
\$20	0	0.00
\$50	0	0.00
£100	0	0.00

Total: 0.00

Save Cancel

4. Once you have entered the payment type amounts, click the **Declare** button or press F8 To finalise the count.
5. The following dialog is displayed.

Shift #1001

Would you like to mark this Declaration as complete?  
 Note: No further changes can be made to completed Declarations.

Yes No

6. Click **Yes**.
7. The Staff search window is displayed. You need to select your staff name and enter your password to complete the payment declaration.
8. Once you have entered your details, the Payment Declaration is complete and the status of the shift is set to "Declared" in the Shift Search window.

**Note:** If you have your declarations set to "Double Blind", the end of day procedure will halt at this point. It is assumed the recount will be performed by someone else at a later time. To perform a recount, select the shift in the Shifts window and click the **Recount** button or press F6. The second declaration must be done by a different staff member (part of the 'double blind' security). A warning is given if appropriate.

## Suspending a Declaration

Counts are saved automatically as they are entered. To suspend a count, click **Close** or press F12.

To resume the count at a later time, select the shift on the Shifts screen and click **Declare** or press F5.

## Generating Banking Batches

Banking batches can be created for all shifts with a status of "Declared", i.e. for batches for which the payment declaration (see page 36) has been performed. If payment declarations have not been configured, banking batches can be created for closed shifts and the declaration step is omitted.

A banking batch is created for each payment group. By default, there is one payment group, so a single banking batch will be created per shift.

You can specify when you want to create banking batches using the **Align banking batches to shifts** profile setting:

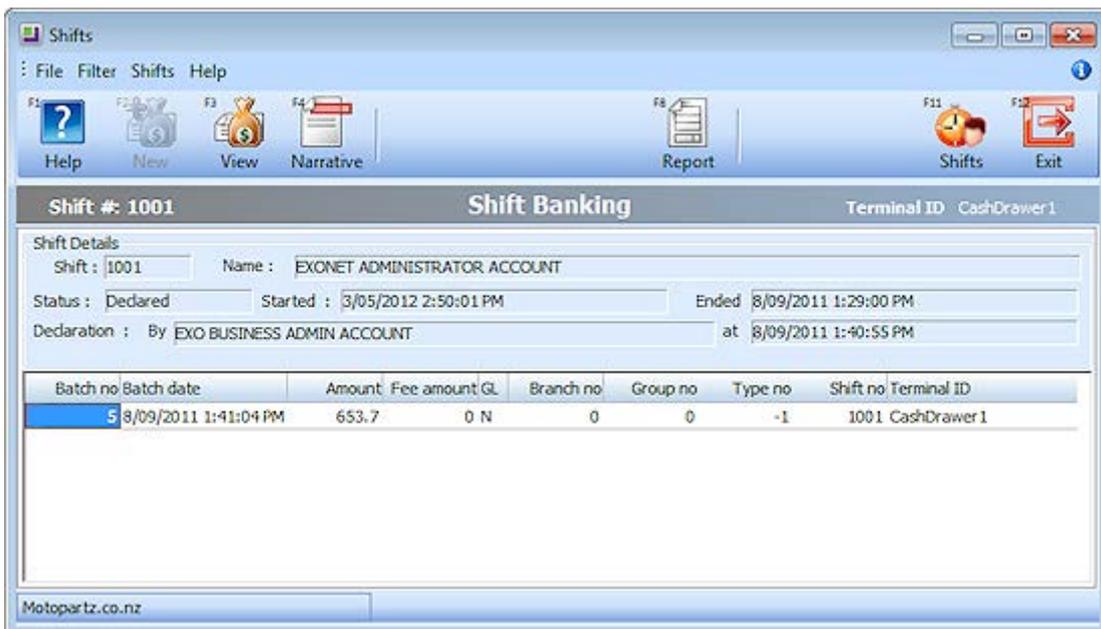
- Enabling this option enforces banking batches to also adhere to shift boundaries (this is the default).
- If this option is disabled, banking batches can be created independently of shift boundaries, so that batches can be generated for un-banked payments belonging to a particular terminal.

In either case, a separate banking batch is created for each payment group. When aligned with shifts, a single shift will create multiple banking batches where multiple payment groups exist.

To generate banking batches, click **Yes** when the following dialog appears when you are closing a shift:



The POS Bank Batch Listing report is printed for each banking batch generated and the Bank Batch window is displayed showing a header summary for each banking batch created.



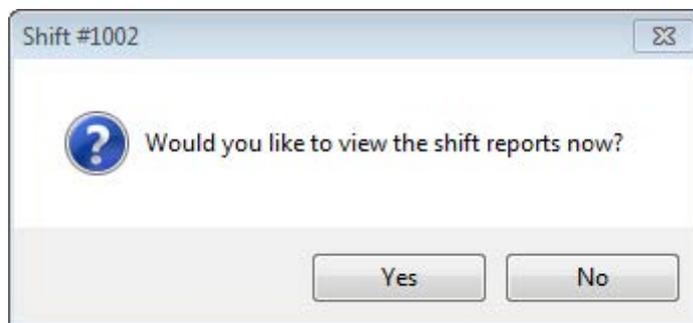
The status of the shift is updated to "Banked".

**Note:** You can use the **View** button to open a banking batch detail window showing individual transactions if required.

## Printing Shift Reports

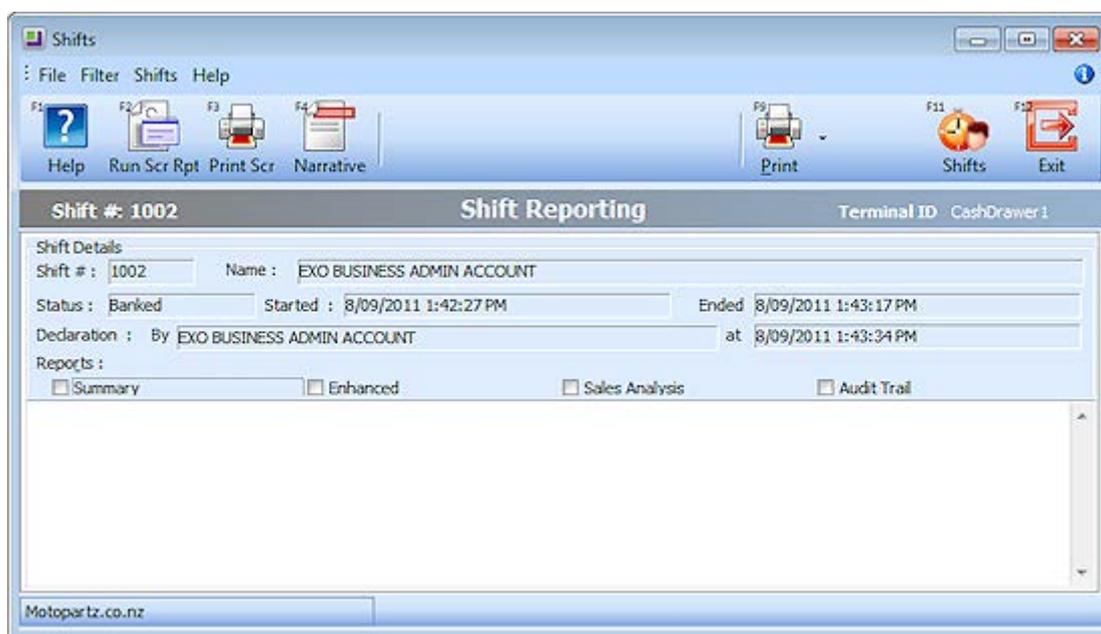
Print shift reports can be printed when closing a shift, or at a later time from the Shifts window.

If the **Print shift report at end of shift** profile setting is enabled, the system prompts you to print reports when closing a shift:



To print reports manually at another time, click **Report** or press F8 on the Shifts window.

The Shift Reporting window is displayed:



The reports come in two versions:

- Text versions - These are shown in the lower area of the screen when the **Run Scr Rep** button is pressed. These versions of the reports do not allow formatting by the user. Hard copies may be printed by clicking the **Print Scr** button.
- Clarity versions - These are printed by clicking the **Print** button.

To choose which reports you require, tick their checkboxes before clicking the appropriate button.

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You can also select individual Clarity reports using the dropdown menu on the **Print** button. The Clarity version combines the Summary and Enhanced reports.

Report	Description
Summary	Shows a list of payment types and their values.
Enhanced	Shows a breakdown of: <ul style="list-style-type: none"><li>• Sales by cash or account charge.</li><li>• Payments by receipt at time of sale, receipt against account, deposits against orders (lay-bys).</li></ul>
Sales Analysis	Shows a simplistic list of sales by stock item within primary stock group.
Audit Trail	This is sometimes known as a Z tape. Shows a list of transactions entered for the shift listed in generic sequence. Summary totals for invoices, payments, and adjustments showing value and transaction count appear at the end of the report.

Click **Exit** or press F12 to close the Shifts window and returns to the Task Organizer.

## EFTPOS Settlement

EFTPOS settlements are usually performed as part of the end-of-day routine when shifts are closed. Where a shift is shared by more than one EFT enabled terminal then separate settlements must be performed from each terminal whereas the shift closing need only be done once on a single terminal. The terminal closing the shift will be given an in-line prompt to settle and this is particularly useful where shifts are not shared.

The EFTPOS switched network will only allow one settlement per pin-pad for each day and this must be within the start and end times you have declared to your Acquirer as your settlement window. If you do not perform a settlement before the end of your window the Acquirer will automatically settle with your bank and no settlement information will be recorded in your EXO Business database.

**Note:** An Acquirer is defined as "The entity or entities that hold(s) deposit accounts for card acceptors (merchants) and to which the card acceptor transmits the data relating to the transaction. The acquirer is responsible for the collection and settlement with the acceptors." Typically your acquirer is also your bank.

Settlement in POS is optional but recommended. As you may bypass this step (i.e. leave it to automated action by the Acquirer) there is no explicit shift status for it. If you attempt to settle more than once per settlement window the Acquirer will simply return a settlement enquiry of the last settlement.

When settling, the system will also create separate banking batches for EFTPOS enabled transactions to facilitate easier bank reconciliation.

**Note:** A mixture of EFTPOS and non-EFTPOS payment types may exist within a single payment group (especially when using the single DEFAULT payment group). Where such a mixture occurs, the payment group may create two banking batches instead of the usual one per group (one each for the EFTPOS enabled payment types and one for the non EFTPOS enabled payment types).

## Performing an EFTPOS Settlement

If the workstation is enabled for EFTPOS then the system will automatically prompt to do a settlement as part of the end of day workflow. This occurs before any other step such as declarations and/or generating banking batches. Click **Yes** to perform a settlement or answer **No** to bypass the settlement and continue the end-of-day workflow.

**Note:** To permit the end of day to be done in cases when the EFTPOS unit is down, the system will allow cancellation of the settlement and will continue to the next step in the workflow. The Settlement F5 button on the End Shift screen may also be used to recommence a stalled workflow.

When a settlement is activated the EFTPOS client software immediately commences a settlement request against the EFTPOS network. The settlement process displays appropriate messages as it progresses.

A successful settlement will display the settlement receipt (created by the EFTPOS network) in the notepad area of the screen and also print to the printer. This receipt is not editable.

POS then updates the EXO Business database with settlement information. The report will be printed from this data within the EXO Business application. This may be reconciled to the settlement journal entry within the EFTPOS Client.

The settlement function is initiated from the Shifts screen and must be performed on each terminal that has a keypad attached.

To perform an EFTPOS settlement for an additional terminal in a shift:

On the Shifts screen, select the appropriate shift and click **Banking** or press F7, then click the Settlement button or press F5. The settlement process automatically commences as described above.

**Note:** It is important that settlements occur before additional EFT enabled transactions are processed (i.e. in a new shift). The settlement process does not provide any control of which transactions to include as the EFTPOS network will settle any unsettled transactions they have received. Running a settlement other than in the same time frame as a shift end is permitted but makes reconciliation harder. If settlements do not coincide with shift boundaries then by default separate banking batches could result per settlement at shift boundaries.

## Additional Features

### Transferring Stock

A stock movement transaction is used to move stock from one location to another. A location transfer will only affect the In Stock quantity; it will not affect the sales units/ values or reports.

To enter a stock movement transaction:

1. In the Task Organizer, press CTRL+F10 or click **Transfer** on the More toolbar. The Stock Transfer Movement window is displayed:

Request #	Requested	Required	From	To	Requested by	Status	Method	Notes
2	08.09.2011	09.09.2011	Auckland	Wellington	EXO BUSINE...	New Request	OVERNIG	

2. Click **New** to create a new transaction entry.
3. Complete the entries in each field.
4. Click **Save & Exit**. The transaction entry is saved.

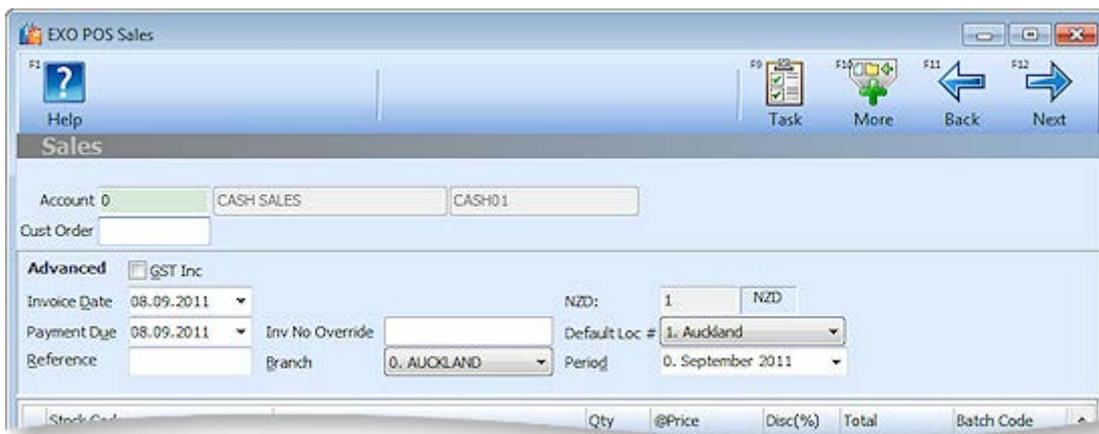
**Note:** If you have the Distribution Advantage module installed, the **Transfer** button run the Stock Transfer Requests module instead. This module allows for staged transfers to occur starting as a Request, followed by a Send from source to in transit location, and completed with a Receive from in-transit to destination location. For more information and operational instructions on this module see the online Help for the Distribution Advantage module.

### Overriding Defaults

The Advanced option allows you to override defaults for dates and references. Depending on the options, changes to the exchange rate, location and period may be possible.

To override defaults, click **Adv** or press F7 in a task window (e.g. Sales or Receipts).

The Advanced panel is displayed in the activity zone:



The fields here default to the values based on the POS setup. You can override these defaults by typing another number or selecting another date or option.

To hide the Advanced panel and return to the main transactions grid, press CTRL+F6.

## Extra Fields

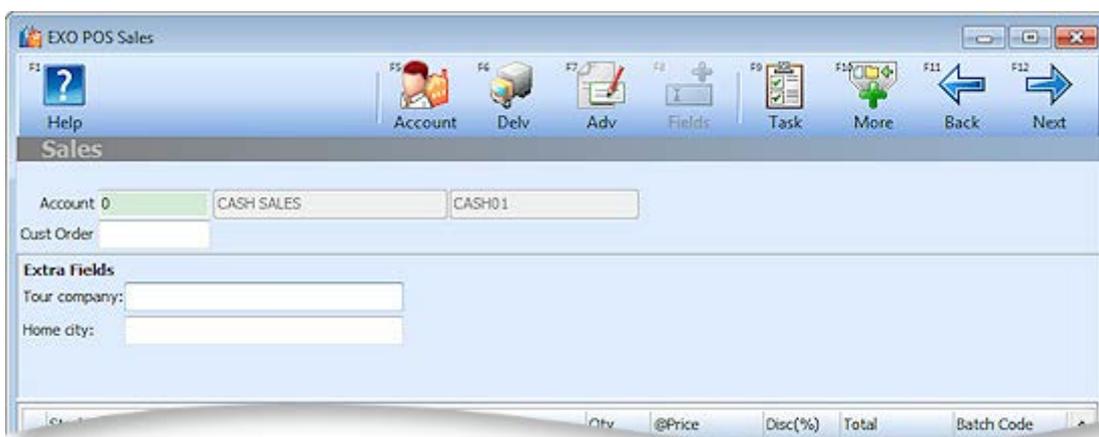
Extra Fields allow capture of data specific to the business. These may be used for reporting purposes, inclusion on print out documents, or other custom application.

Fields set here are useful for demographic data, especially where sales are related to this information. For example, a store located in a place mostly visited by tourists. Fields containing information such as the names of tour companies, their locations and tour schedules could be valuable data when assessing sales or targets.

Extra Fields are set up in the EXO Business Config application at **System > Extra Fields**. Add Extra Fields to the DR\_TRANS table for them to appear in MYOB EXO POS.

To enter extra field information, click **Fields** or press F8 in a task window (e.g. Sales or Receipts).

The Extra Fields panel is displayed in the activity zone. The content will depend on the Extra Fields that have been defined in EXO Business Config. If no fields have been defined, the **Fields** button will not be available.



## The Audit Trail

The Audit Trail feature of MYOB EXO Business also works with the POS module, and tracks key events in the module.

Examples of tracked events may include:

- Price or Discount overrides
- Account customers' stop credit or Active flag being changed
- Orders (lay-bys) being deleted

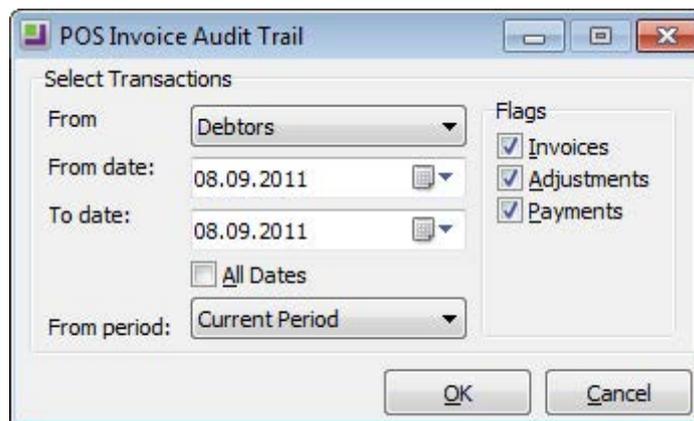
Event Reasons and Event Reason Classes are set up and maintained in the EXO Business Config application. You can choose to track these events silently, or to prompt the user of the audit event.

See your business partner and EXO Business core documentation for more information.

## The POS Invoice Audit Trail report

To print an Invoice Audit Trail report:

Select **Invoice Audit Trail** from the Reports Menu. The Audit Trail Selection window is displayed:



Set the appropriate filters to the required settings:

- **From** specifies either the Debtors or Creditors ledger. This function is also available in the core EXO Business product. For POS, only the Debtors ledger is appropriate.
- Either select the **All Dates** option or specify a required data range using the **From date** and **To date** fields.
- **From period** defaults to the current financial period. If required, select an alternative period, or select Any period to retrieve data from multiple periods.
- Tick or untick the **Flags** options to include or exclude Invoices, Adjustments or Payments.

Once selection criteria has been established click **OK** to print the report.

## EFTPOS Inquiry

EFTPOS inquiry is available for some types of EFTPOS client software. The software usually provides a Windows shortcut, menu, and/or tray icon to access this feature. EFTPOS inquiry is usually used to view the journal of data maintained by the EFTPOS client (independent of the EXO Business database) and allows recalling transactions for view or reprint of the EFTPOS docket.

Where such functionality exists, EXO Business also provides a convenient visual method of access to the EFTPOS client window from inside the POS application:

1. Open the Shifts window by clicking **Admin** or pressing F11 from the Task Organiser.
2. If this feature is available, a **Client** button will be available on the Shifts window. Click this button to open the EFTPOS inquiry application.

**Note:** The functionality of the EFTPOS client is separate from the POS application and MYOB has no control over how this behaves. For more details, refer to the documentation provided by your EFTPOS installer.

## Full Product Features

### Full Product vs Lane Product

When POS is run embedded within the core EXO Business product, additional functionality is available within the POS workspace. These functions are not available in the "lane only" product

The additional functions are:

- The Sales Cart feature (see page 45), which adds ability to specify different delivery and payment options on a per sales line basis for a sale. This provides the ability to create customer orders (as opposed to Invoiced Sales and returns) of types other than lay-by. These include Quotations and Sales Orders.
- The ability to add a dollar value discount line (see page 48). This is tagged to another product line.
- The ability to add warranty lines to a product line (see page 50).

### Sales Cart and Delivery Options

You can extend the workflow of the POS by activating the sales cart. The cart appears between the initial product grid and the payment grid screens. If most sales are pure invoices then the cart may also be set to appear on request. The Sales Cart window gives you additional flexibility in deferring delivery or supply of stock items, and allows you to create quotations.

#### ***Enabling the Sales Cart profile setting for Delivery options***

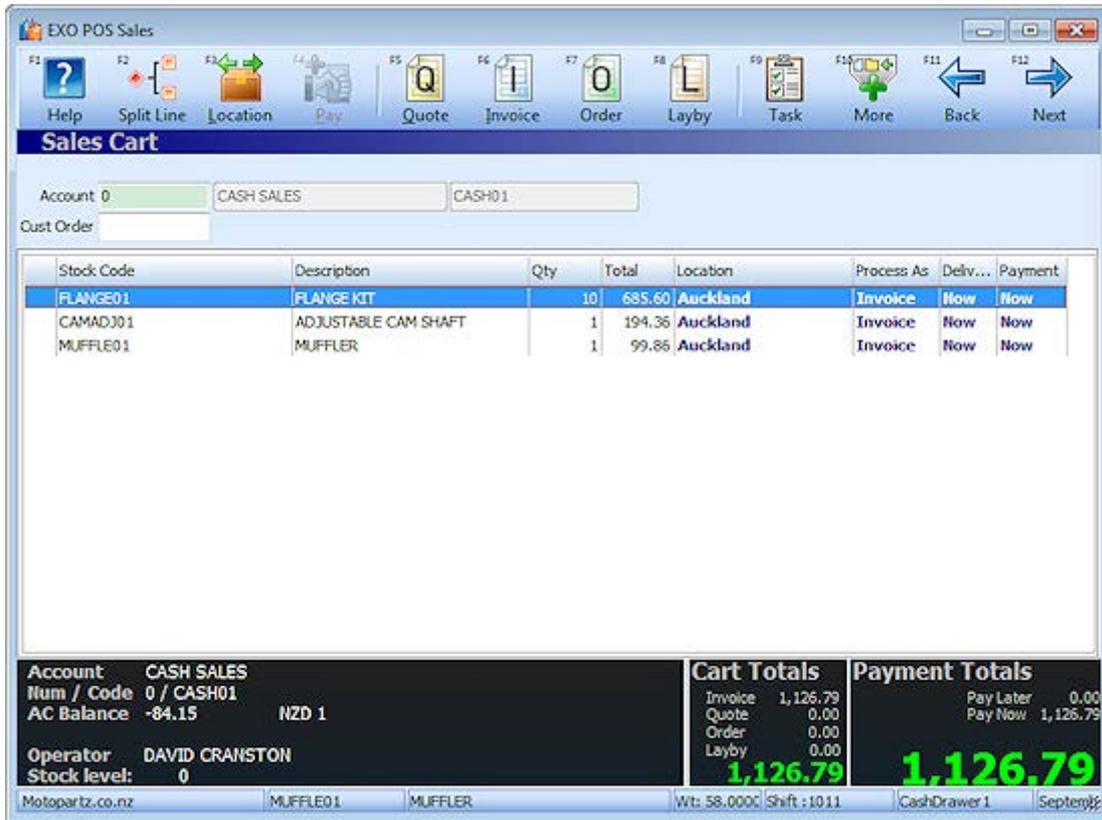
To activate the sales cart, configure the **Activate POS Sales Cart functionality** profile setting. Select one of the following options:

- **Never** - The cart is unavailable.
- **Automatic** - The cart will be part of the sale workflow.
- **On Request** - The cart is usually bypassed but can be request requested by pressing CTRL+F9 during a sale.

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### *Specifying different delivery and payment options for each sales line*

When the sales cart is enabled, and your sale already created (products entered), click the **Next** button (Automatic mode) or press CTRL+F9 (On request mode) . The Sales Cart window is displayed:



Your sale is displayed in the sales grid. Notice that each sales line has a entry the last three columns: Process As, Delivery and Payment. New **Quote** (F5), **Invoice** (F6) and **Order** (F7) buttons also appear at the top of the window.

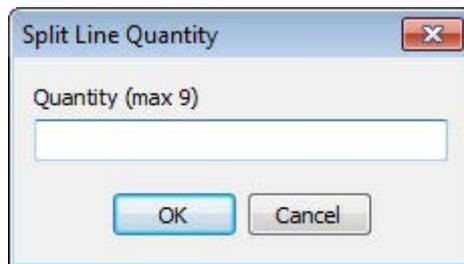
Select each sales line and specify the payment and delivery options you want for each sales line, as follows:

- Click **Quote** or press F5 to set the selected sales line's Process As property to "Quotation".
- Click **Invoice** or press F6 to set the selected sales line's Process As property to "Invoice", for payment and delivery now.
- Click **Order** or press F7 to set the selected sales line's Process As property to "Order", for payment now and delivery later.
- Click **Layby** or press F8 to convert the entire transaction to a lay-by transaction. This changes all sales lines' Process As properties to "Layby".

For sales lines that are set to "Order", use the **Pay** button to toggle between Pay Now or Pay Later.

To split delivery and/or payment for a single sales line with a quantity of more than one:

1. Select the sales line and click the **Split Line** button or press F2.
2. The following window is displayed:

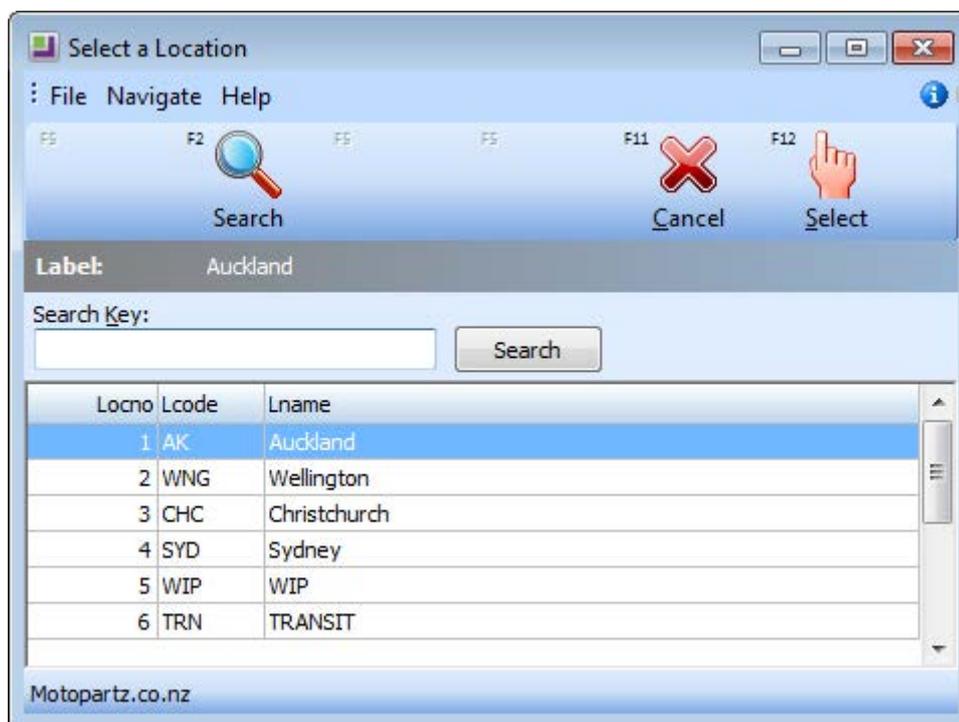


A dialog box titled "Split Line Quantity" with a close button (X) in the top right corner. It contains a text input field labeled "Quantity (max 9)" and two buttons at the bottom: "OK" and "Cancel".

Enter a quantity and click **OK**. The sales line is split into two lines, where the new line has the quantity you specify, and the existing line has the remaining balance.

To supply a sales line from a different location:

1. Select the sales line and click the **Location** button or press F3.
2. The Select a Location window is displayed:



A dialog box titled "Select a Location" with a menu bar (File, Navigate, Help) and a toolbar with icons for Search (F5), Cancel (F11), and Select (F12). The "Label" field shows "Auckland". Below is a "Search Key:" input field with a "Search" button. A table lists locations with columns "Locno", "Lcode", and "Lname". The first row is selected.

Locno	Lcode	Lname
1	AK	Auckland
2	WNG	Wellington
3	CHC	Christchurch
4	SYD	Sydney
5	WIP	WIP
6	TRN	TRANSIT

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Choose the required location and click **Select**.

As you change the delivery and/or payment status of each sales line, the totals at the bottom of the window are dynamically updated with each change:

- The Cart Totals area gives the total value of the sale, with a breakdown total for Quote, Invoice and Order.
- The Payment Totals area gives the total being paid now.

Click **Next** or press F12 when you have specified the delivery and payment requirements for the sale to continue with the sales process and complete the sale.

## Adding Dollar Value Discount Lines

You can add a dollar value discount line attached to a product line or as an additional line in a Bill of Materials.

A new stock item classification called Discounts allows you to create your discount stock items. While elsewhere in EXO Business the Discount stock item behaves just like any other (lookup) stock item. You can right-click on a sales line and append a discount line to the sales line. If you only use one discount stock item, it will automatically populate the line when you append the discount: if you use multiple discount stock items, you can choose the required discount from the search box that appears.

The discount line will then stay linked with the sales line up until the time of invoicing, so even if you park a transaction and retrieve it, the discount line is still attached to the sales line.

The discount line attaches itself to the sales line to which you've added the discount line; delete the sales line and you also delete the discount.

From a General Ledger perspective, Discount lookup stock items are handled as separate stock items. They do not inherit the Sales account, Cost of Sale account or stock group of the stock item sales line to which they are appended. This may lead to some discrepancies in your reporting.

**Note:** The amount of discount a staff member can give is limited to the **Discount Rate Limit** set for that staff member in the EXO Business Configuration Assistant (**Staff > Users > Authority tab**).

### ***Creating a Discount Lookup Stock Item***

To add dollar value discounts to stock items, you first need to create a lookup Discount stock item.

Create a new stock item in EXO Business, specifying the following details:

- Select "DISCOUNT" for the item's **Classification** property.
- Tick the **Lookup** checkbox.

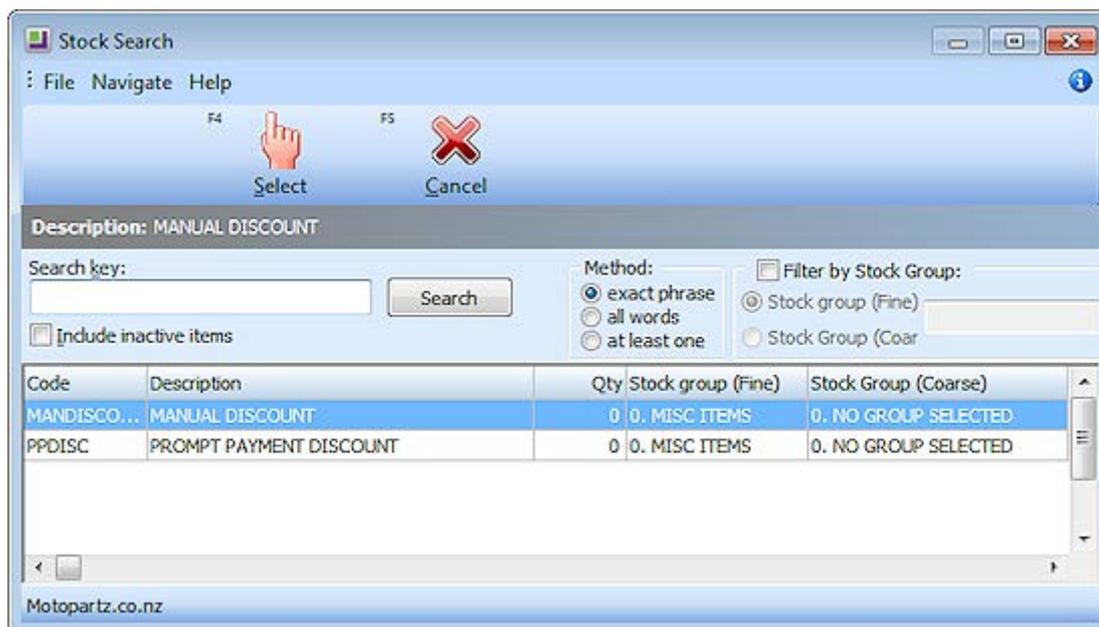
You can create multiple discount items if necessary.

### ***Applying a Dollar Value Discount Line***

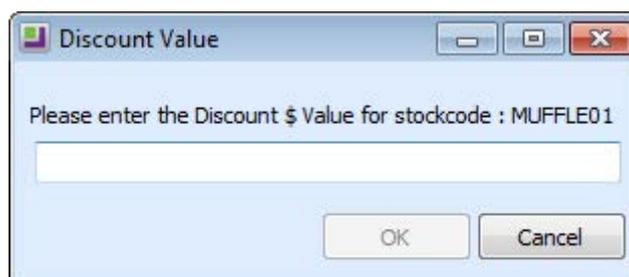
To apply a dollar value discount to a sales line:

1. Select the sales line and press CTRL+M, or right-click on the sales line and select **Append Discount \$ Line**.

- If more than one stock item with a classification of "DISCOUNT" exists, a Stock Search window of all such items will be presented. If there is only one item then it will be selected automatically and the search window will not appear.

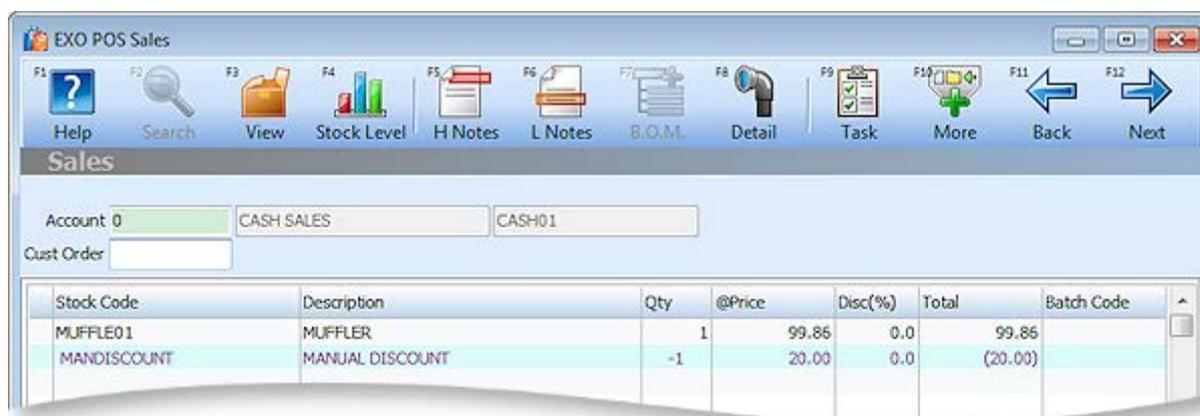


- Select the discount to apply and click **Select**. The following window is displayed:



- Enter the dollar amount of the discount you want to apply to the sales line and click **OK**.

The Discount line is appended to the sales line in the grid, with a negative quantity of one, and the total discount in parentheses in the Total column.



You can delete a discount line as you would any other sales line. Deleting the line to which the discount is attached will also delete the discount line.

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**Note:** this method of discount is not apportioned to the item to which it is attached. It effectively represents a credit of a separate product. It does not affect the margin of the item to which it is attached. It will post to the General ledger codes specified on the discount stock item.

**Note:** The lines are given a unique KITSEQNO. This can be used in Clarity reporting. Discount lines may be used within a Bill of Materials, but are tied to the header regardless of where they are positioned within the Bill of Materials. Pricing roll-up to the header will occur.

## Warranties

You can sell warranties in the Point of Sale module. You can associate multiple warranties with a single stock item, and also set a default warranty, such as the basic manufacturer's warranty, for a stock item. When you sell a warrantable item in POS, you are automatically prompted with an opportunity to up-sell a warranty with the stock item.

### *Setting up warranties*

There are four steps in setting up warranties in POS.

#### **Turn on the warranty feature in POS**

To enable the warranty feature, enable the profile setting **Enable to track extended warranties in POS**.

#### **Create warranty lookup stock items**

For each warranty you want to sell, you must first create a chargeable warranty stock item. This is the item sold when the warranty is selected at time of sale.

Create a new stock item in EXO Business, specifying the following details:

- Select "WARRANTY" for the item's **Classification** property.
- Tick the **Lookup** checkbox.

The price for the warranty comes from this stock item.

#### **Set up warranties**

Set up warranties in the EXO Business Configuration Assistant at **Administration > Stock > Warranty**.

These warranties define the possible links between warrantable stock items and the actual warranty stock items. For each warranty, you can configure:

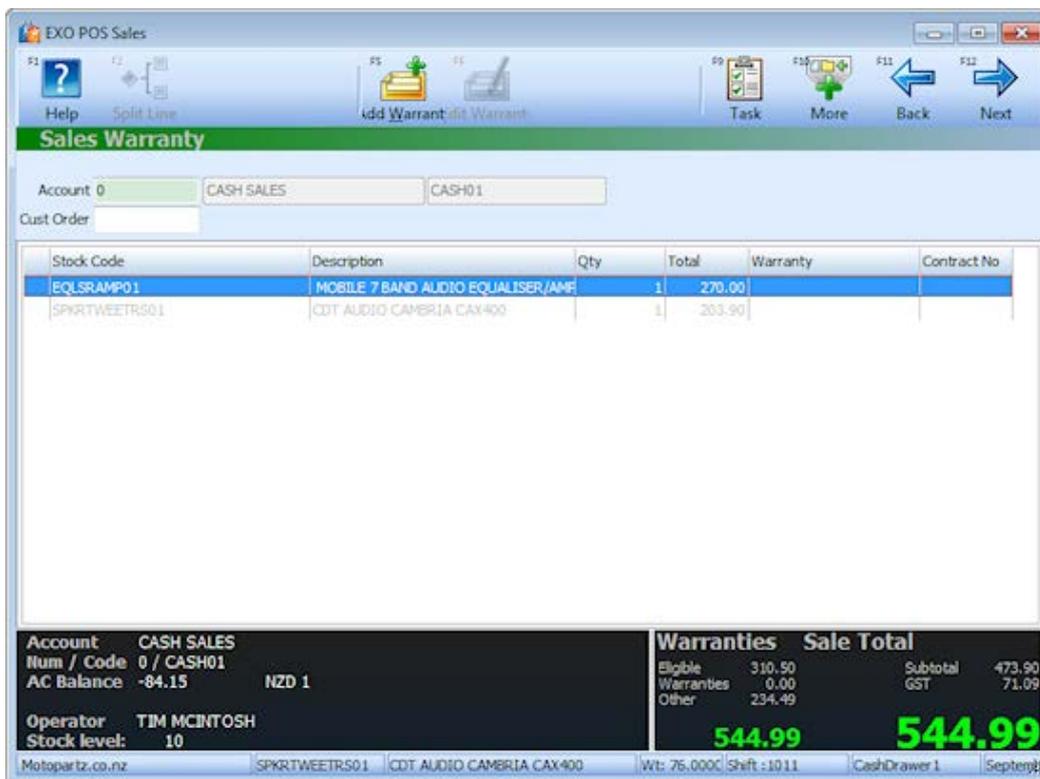
- The **Charge Stock Code**, which specifies the warrant stock item that will be used to charge the customer for the warranty (as set up in step 2 above). Multiple warranties in the EXO Business Configuration Assistant may use a single warranty stock item if pricing etc is appropriate.
- The **Primary** and/or **Secondary** stock groups, which will be used to make the warranty available to a range of warrantable stock codes. Both may be defined, and either can be reset to "NO GROUP SELECTED" by clicking its wastebasket icon.

#### **Make stock items warrantable**

To make a stock item warrantable, locate the item in EXO Business, select the Details 2 tab of the Stock Item Details window and in the **Warranty No** field choose the warranty you want to make the default warranty for this stock item. This makes the item warrantable and identifies the default warranty. When you come to sell this stock item, the warranty you specify here will be the default in the Add Warranty window.

### Selling a stock item with a warranty

When you sell a list of items containing one or more warrantable, an extra Sales Warranty window will appear in between selecting sales items and entering payment information:

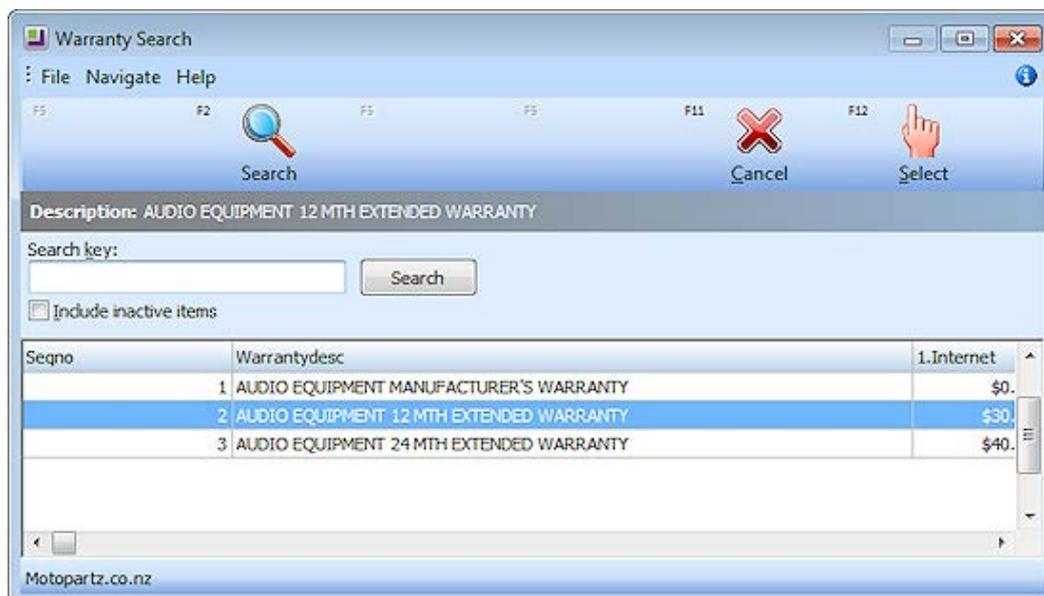


Warrantable items are listed in black font and non-warrantable items are listed in grey.

**Tip:** The non-warrantable items can be hidden or shown by pressing CLRL+F8 or selecting **Filter** from the More toolbar.

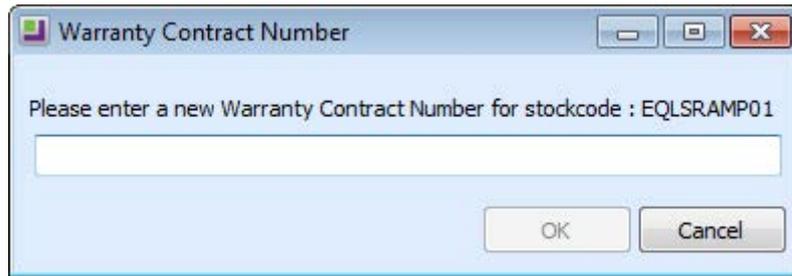
To add a warranty to a warrantable item:

1. Highlight the warrantable item that you want to add a warranty to and click **Add Warranty** or press F5. The warranties that are available for this stock item are displayed, with the default warranty highlighted:



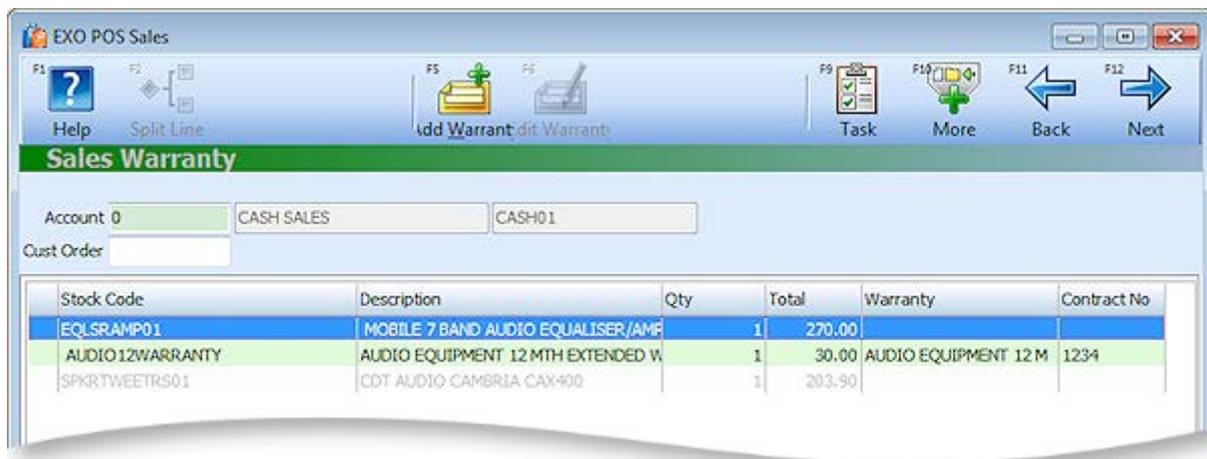
## MYOB EXO Business POS

2. Select the required warranty. The Warranty Contract Number window is displayed:



3. Enter the warranty contract number. This will typically be pre-printed on the warranty form completed on behalf of the customer. Up to 50 characters may entered. There is no validation or check for duplication on this number. Click **OK**.

The warranty is added to your sale, and the total information is updated.



Stock Code	Description	Qty	Total	Warranty	Contract No
EQLSRAMP01	MOBILE 7 BAND AUDIO EQUALISER/AMF	1	270.00		
AUDIO12WARRANTY	AUDIO EQUIPMENT 12 MTH EXTENDED W	1	30.00	AUDIO EQUIPMENT 12 M	1234
SPKRTWEETRS01	CDT AUDIO CAMBRIA CAX-900	1	203.90		

More than one warranty can be added to an item if required. If you proceed from the warranties screen using the **Next** button, then the system will check to see if you have any warrantable items for which warranties have not been entered and inform you if this is the case.

**Note:** The warranty number can be printed on the invoice if required by using Clarity to add the field DR\_INVLINES.SERIALNO.

The warranty contract number may be edited by selecting the green warranty line and clicking **Edit Warranty** or pressing F6.

You can delete a warranty line as you would any other sales line. Deleting the line to which the warranty is attached will also delete the warranty line.

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