v.1.0
Nov 2010

ClickPOS™

ClickPOS User Guide

Table of Content

1 Overview

This user guide will help you navigate through most aspects of ClickPOS. As the system constantly changes to benefit our users we appreciate your feedback. If you do have any other queries with a certain process or procedure in the system please don't hesitate to contact us - help@clickpos.com

2 Hardware Requirements & Setup

This module covers basic requirements and setup instructions for selected hardware (Basic Requirements)

2.1 OPOS (Cash-drawer & Epson T88 Thermal Printer)

2.1.1 OPOS Installation

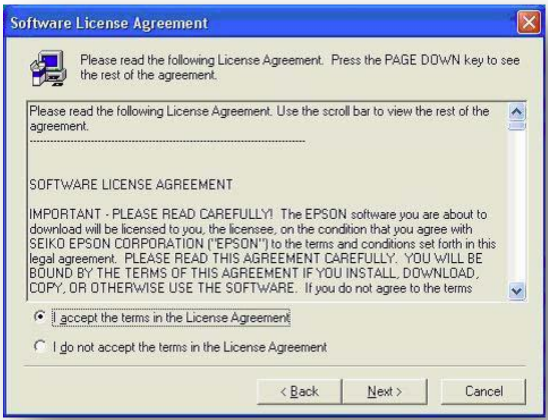
Installing OPOS Version 2.5

1. OPOS Version 2.5 **Download** - 14MB
2. Click "Run"

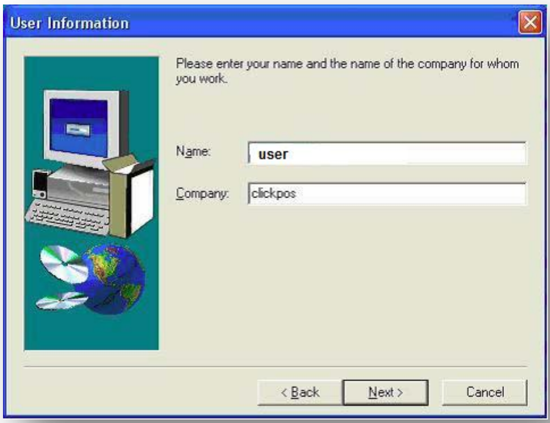
3. Click **"Run"**.

4. Unzip to C:\EPSON2.5.

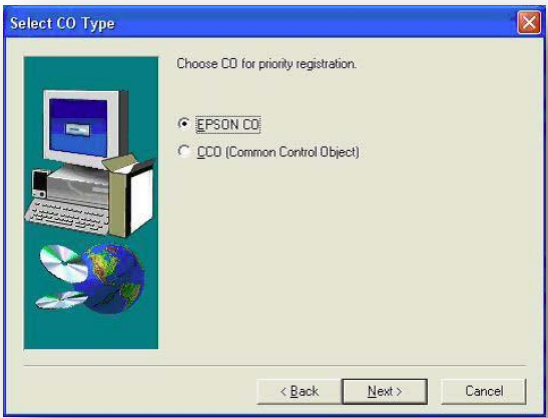
5. Open **"My Computer".**
6. Browse to **"C:\EPSON2.5\OPOSADK\V250e\disk1"**.
7. Click **SETUP.EXE.**
8. Click Next.
9. Click I accept then next, then click yes when asked if you really accept.



10. Click Next.
11. Type your Name and Company Name, then Click Next.



12. Click Next Leave Default Destination.
13. Click Next Leave just program files selected.
14. Leave EPSON CO selected then click next.



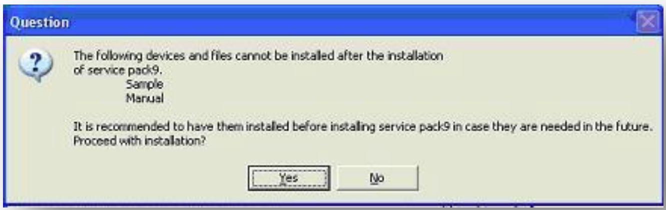
15. Click Next (Leave Default Option of Full Install).
16. Click Next leave default start menu settings.
17. Click Next then wait for files to copy.
18. Unselect View Release Notes and click Finish.

Installing OPOS 2.5 Service Pack 9

1. OPOS Service Pack 9 **Download** - 5MB.
2. Click **"Run"**.

3. Click **"Run".**
4. Unzip to OPOS_SP9.

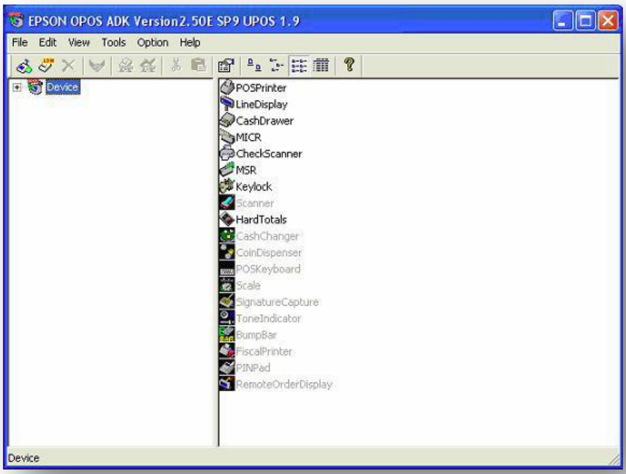
5. Browse to **C:\OPOS_SP9\OPOSADK\V250e\SP9\disk1.**
6. Double Click **SETUP.EXE.**
7. Press Yes if prompted with the below window.



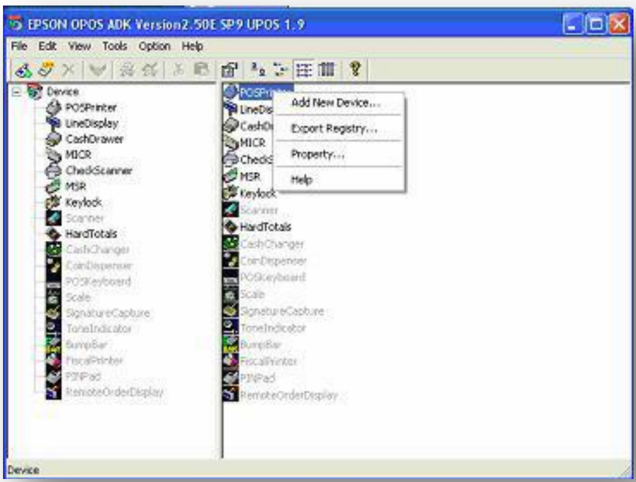
8. Follow the same procedure for installing the OPOS 2.5 drivers, select I agree to the licence agreement and then click next until prompted with the following screen
9. Click YES when asked **"Do you use Parallel I/F"**.
10. Click YES when asked **"Would you like to install the TMT88 USB Driver"**.
11. Reboot PC.

2.1.2 T88 USB Printer Setup

1. To open OPOS navigate to Start → Programs → OPOS → SetupPOS ver 2.00.



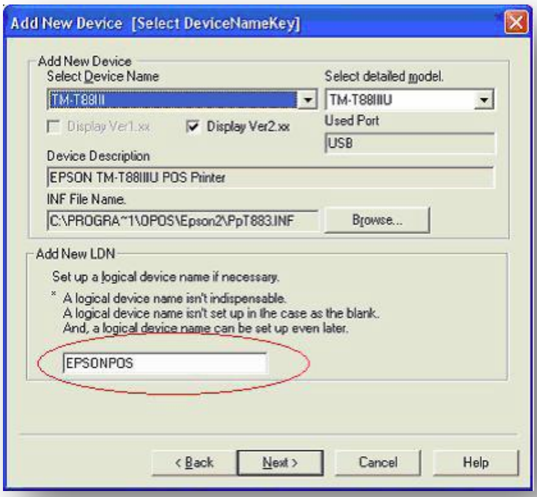
2. Right Click **"POSPrinter".**
3. Click **"Add New Device".**



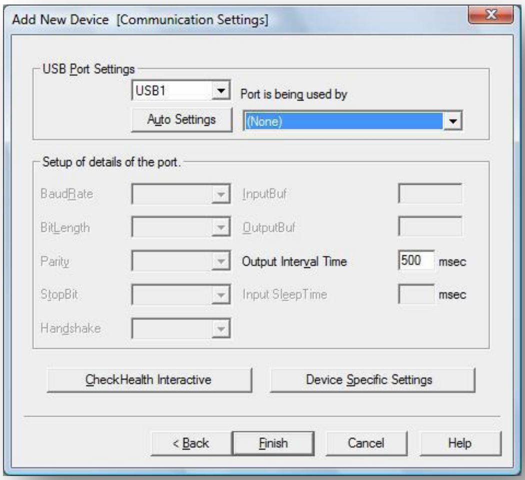
4. Select TM-T88 (followed by your model number, either ii, iii, iv) under **"Select Device Name".**
5. Select TM-T88iiiU (U is for USB models).

Please Note **USB** models will end with a **U** Please Note **COM** models will not have a trailing letter Please Note **LPT** models will end with a **P**

6. Enter **EPSONPOS** into **"Add New LDN".**
7. Ensure Printer is connected & turned on.
8. Click **"Next".**

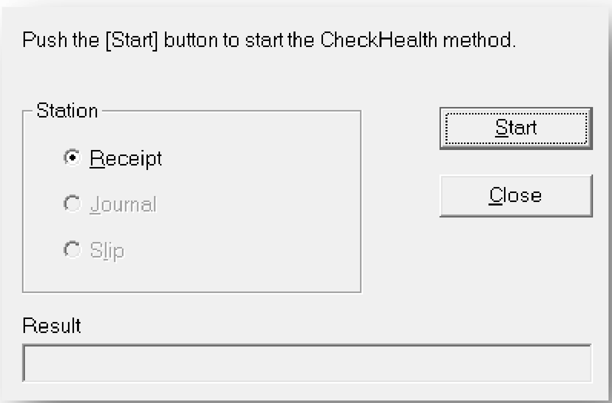


9. Click Check Health Interactive then start.



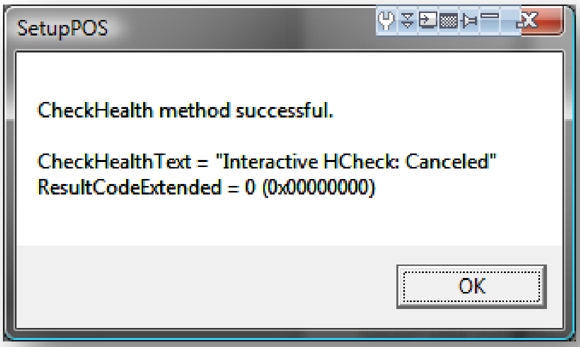
10. If you receive an error or the below dialogue does not appear then there will be an issue in the communication between the PC and the printer.
    - Check PC cables
    - Ensure the terminal is switched on & ready (ready light)
    - If no success after checking the above, call ClickPOS support on + 61 3 9092 5300

11. If Successful, click Start.



12. Your T88 should now print a test stub

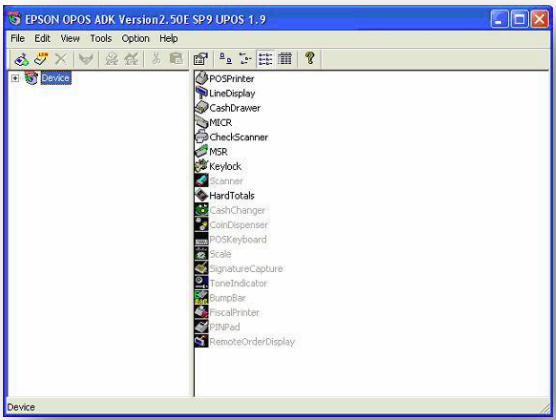
13. Reboot PC if successful



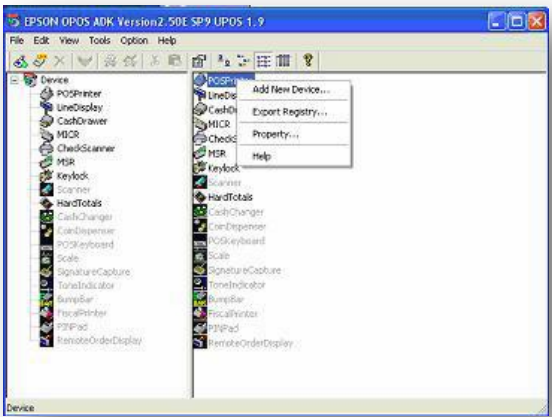
2.1.3 T88 Ethernet Printer Setup (Shared Network)

- **The Ethernet version allows multiple users to share the same pos printer.**
- **Please Note: You are limited to 1 cash-drawer per printer.**

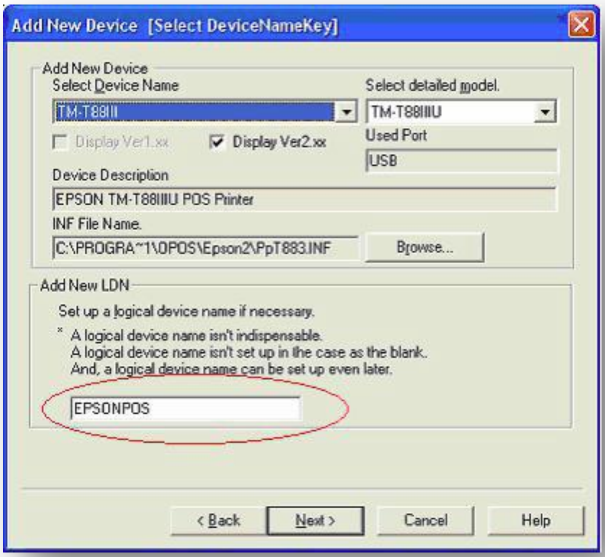
1. To open OPOS navigate to Start → Programs → OPOS → SetupPOS ver 2.00



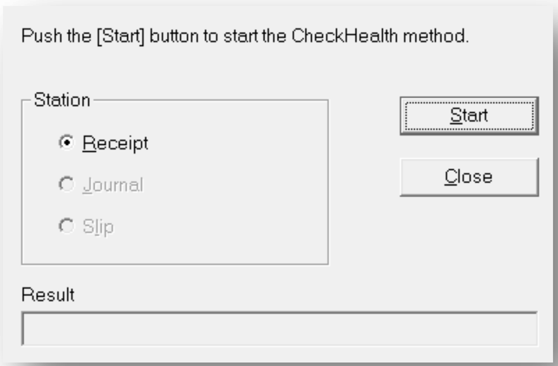
2. Right Click **"POSPrinter".**
3. Click **"Add New Device".**



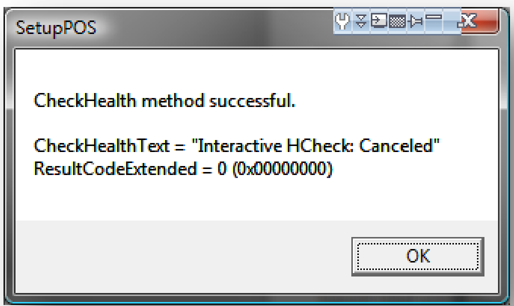
4. Select TM-T88 (followed by your model number, either ii, iii, iv) under **"Select Device Name".**
5. Select TM-T88iiiE (E is for Ethernet models).
6. Enter **EPSONPOS** into **"Add New LDN"**.
7. Ensure Printer is connected & turned on.
8. Click **"Next"**.



9. Enter the IP address of the printer that has been assigned by your router.
10. Click Next
11. Click Check Health Interactive, then start.
12. If you receive an error, click back and check everything again.
13. If Successful, click Start.

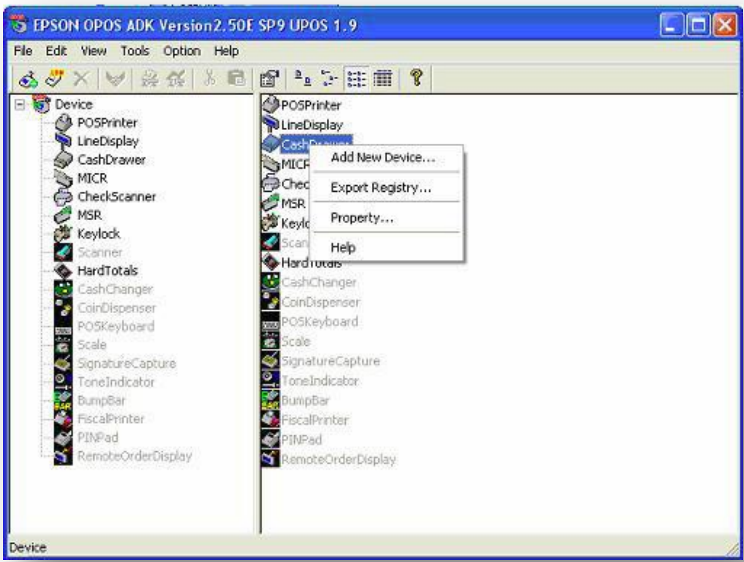


14. Your T88 should now print a test stub
15. Reboot PC if successful

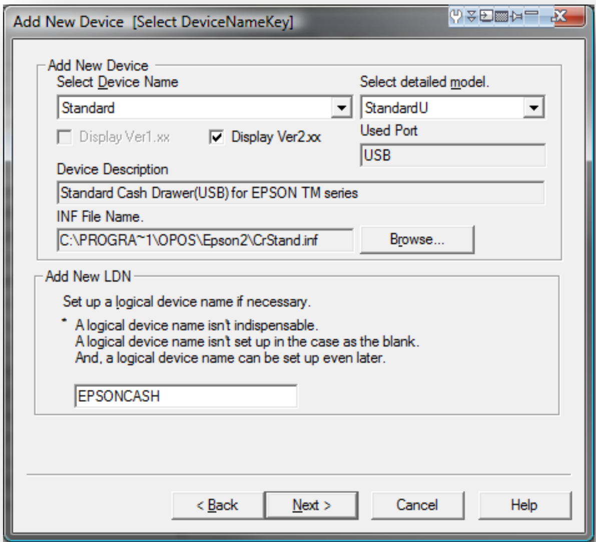


2.1.4 Compatible Cash-Drawer Setup

1. If OPOS is not open, start it from your **"Start"** menu in Windows.
2. Click Start > OPOS > SetupPOS ver2.00.
3. Right click CashDrawer and click Add New Device.
   - **Note:** The steps here were conducted with an Epson Cash Drawer with a 6-pin RJ Connector.
   - **Note:** If you have an Epson Cash Drawer with a 6-pin RJ Connector,
   - You must connect the cash drawer to the back of the receipt printer now.



4. Select the type of the cash drawer used.
   - In most situations **"StandardU"** will be selected in the "detailed model" field – USB Model.
   - If using Ethernet – StandardE.
   - If using Parallel - StandardP.
   - If using Serial – Standard.
5. Enter EPSONCASH into the LDN field.
6. Click Next.



7. Click **"Check Health Interactive".**

Verifone contains :	Ingenico package :
1 x DPS Software 1 x PIN PAD 1 x USB to Serial Adapter 1 x USB lead 1 x Serial Adapter w/ DC attachment 1 x Power lead	1 x PIN PAD 1 x USB lead

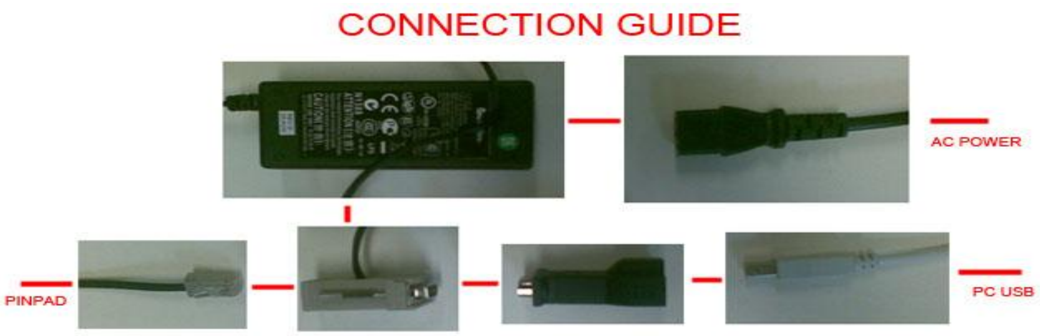
8. Click Start to test the cash drawer.
   - If below dialogue does not appear then there will be an issue in the communication between the PC and the printer.
   - Check PC cables.
   - Ensure the terminal is switched on & ready (ready light).
   - If no success after checking the above, call ClickPOS support on + 61 3 9092 5300.

9. If successful the cash drawer will open.
10. Reboot PC.

2.2 Integrated Merchant E.F.T Terminals (DPS)

- **ClickPOS offer a fully integrated EFTPOS terminal using the services of Direct Payment Solutions & BankWest.**

2.2.1 Hardware Setup (Connection Guide)



2.2.2 Software Installation

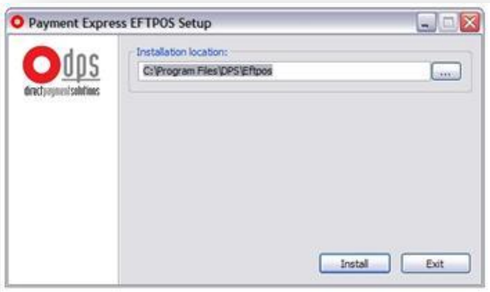
- [Verifone Install Package]
- [Engenico Install Package]

1. Click relevant link above to download your relevant installation package.
2. Save the file to your PC →Then Run the file by double clicking the saved file.

Please note:
(PXeftinstaller.exe for Verifone Model or PXeftinstaller_ingenico.exe for the Ingenico Model).
XP users must be logged into windows as an administrator to install DPS.
Vista user must right click on the downloaded file and choose “Run as Administrator”.

3. After downloading the installer, close all running programs and then execute the file. Selecting **"RUN".**

4. Verify the Install location is correct, continue by selecting install.

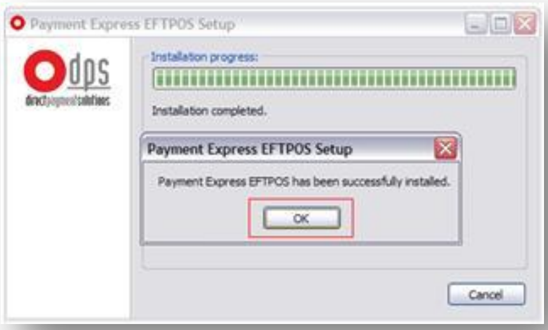


5. You will have to read & agree to the terms & conditions, **"Yes, I agree"** will appear when you scroll to the bottom.

6. You are now required to plug in the DPS USB to Serial Adaptor,
If already plugged in, unplug it then plug it back in again. (please refer to connection guide).

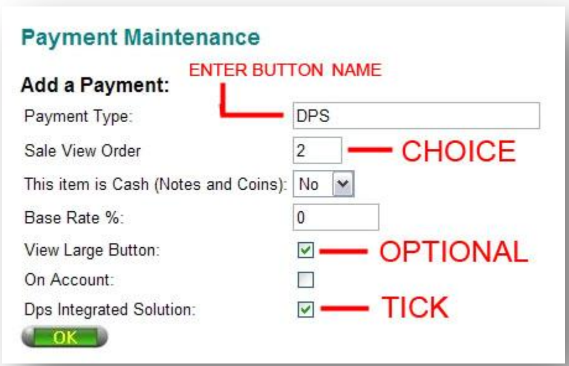
7. It will prompt you to plug in the EFTPOS Pin-pad if you have not done so already. After plugging in or if already plugged in, continue by hitting **"OK"**.

8. Complete.
   You may now restart your computer to ensure all changes take effect.



2.2.3 Adding Payment Type to ClickPOS

1. Nominate the tender type as the EFTPOS terminal.
2. In the following example we have used the **"DPS"** as the payment type.
3. Login to ClickPOS,
4. Go to MAINTAIN → SYSTEM ADMIN → PAYMENT TYPE.
5. Add a Payment section; fill in details as per below diagram.
   Please note: Payment Type (name) can be anything you like we called it DPS.
   DPS Integrated solution must be ticked.



You are now ready to use your DPS unit!

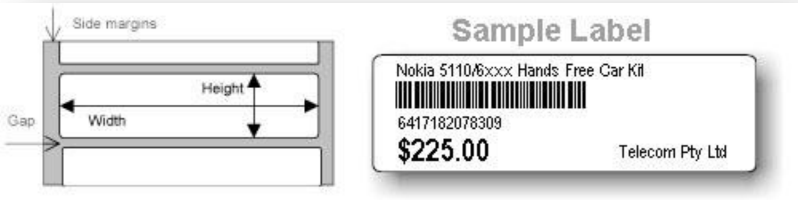
PLEASE NOTE
DPS questions not relating to Clickpos must be directed to DPS Direct as they support their own system.
These areas Include; Installation, General Faults and Billing Issues

Support Email	support@paymentexpress.com
International	+64 9 309 4693
Australia	1 800 006 254
New Zealand	0800 PAYMENT (729 6368) or 09 309 4693
Singapore	+65 3 1031353
South Africa	+27 11 4613223
United Kingdom	+44 20 33183298
USA	+1 212 8012396

2.3 Barcode Scanner Setup

The barcode font, technically referred to as the **"3 of 9 Barcode"** is just like all other fonts used for word processing. Once downloaded, the font is available where ever you choose a font such as Word or Excel. You can use the Barcode font to create your own product labels for pricing, so you can scan the barcodes directly from the products you sell.

ClickPOS uses the barcode font in various sections, including some reports such as Product List report 5-2, and to produce labels from the Label printer.
If you have invested in the recommended label printer, then you need to download this font.
Here is a sample size and label ClickPOS produces.



Once uploaded, it will be in the list of barcodes as displayed below.
NOTE: if you are creating your own labels in Word or Excel, you must include an asterisk * on both sides of the barcode.
Also note that in MS Word, when you type the end asterisk, the characters changes to Bold, you need to undo, that is Ctrl Z, then highlight the entire barcode including the asterisks, then change to the barcode font. You will also require using minimum of font size 14+, and printing on high quality laser printer.

2.3.1 Barcode Font Installation Instructions

1. Click here to download the barcode installer.
2. Select Run this program from its Current Location - Click **"OK".**
3. Do you want to install and run **"BarcodeFont.exe"** from clickpos.com - Click **"Yes"**.
4. Do you want to completely remove the selected application and all its components - Click **"OK".**
5. Note: Once font installer finishes, you must activate the font. To do this, simply open Control Panel, then click **"Fonts"**. The system will automatically register a new font called **"3 of 9 Barcode"**. You can now use the barcode font within any application such as Word or Excel, just as you would any other font

2.3.2 Default Posiflex CCD barcode to factory settings

Click below link and follow instructions.
http://www.clickpos.com/site/DefaultSite/filesystem/documents/POSIFLEX%20Barcode.pdf

3 Software Requirements & Setup

- This module covers Internet Explorer requirements and Security setup examples.

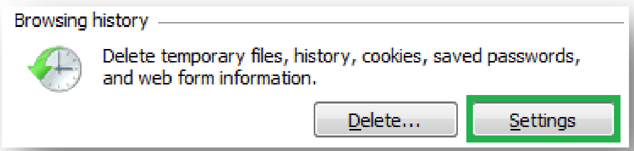
3.1 General Information

- ClickPOS only support Microsoft Internet Explorer Version 5.5, 6 & 7
- Internet Explorer 8 is supported by ClickPOS, but only in compatibility view mode (Call ClickPOS support for more details).
- We advice you remove all unnecessary toolbars and add-ons.
- Skype has been known to interfere with IE version 6 & ClickPOS

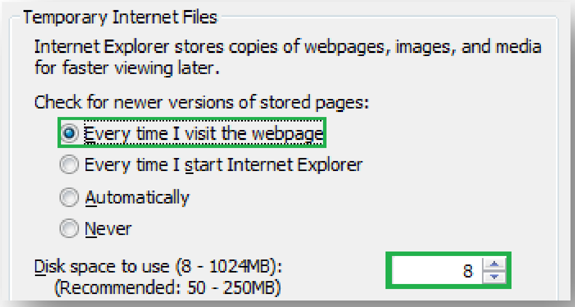
3.2 Internet Explorer Setup (Version 6, 7 & 8)

Note: ClickPOS only support Internet Explorer.

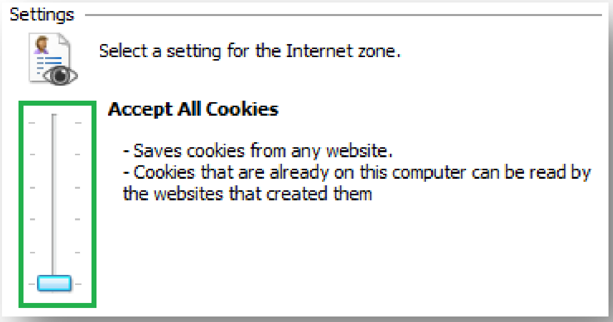
1. Download and Run ClickPOS Security Resolution 
2. Open Internet Explorer → Tools → Internet Options → General Tab → Settings (under browsing history).



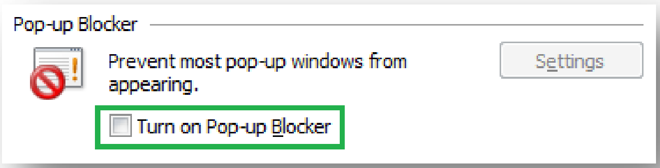
3. Temporary Internet Files = Every time I visit the webpage.
4. Disk space to use = 8mb.
5. Click apply.



6. Internet Explorer → Tools → Internet Options → Privacy Tab.
7. Drag slider bar to bottom; accept all cookies.



8. Either un-check the pop-up blocker or add our sites to settings to allow ClickPOS pop-ups.



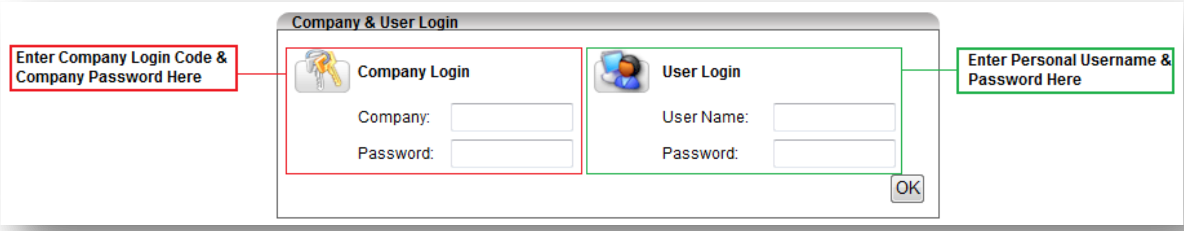
9. Click OK to save.
10. Reboot your PC.

4 Login / Logout

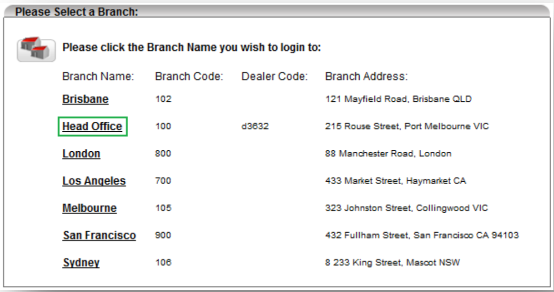
- **This module will cover the login and logout processes for manual / barcode entry methods.**

4.1 Manual Login/logout Process

1. Enter your company login code into the “Company field” & password into the “Company Password” field.
2. Enter your username into the “User Name” field & your password into the “User Password” field.
3. Click Ok.



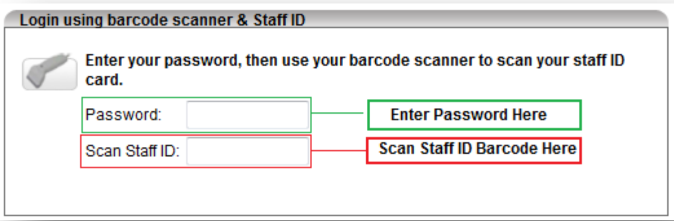
4. Select branch from the branch selection list.
5. Complete – You are now logged into ClickPOS.



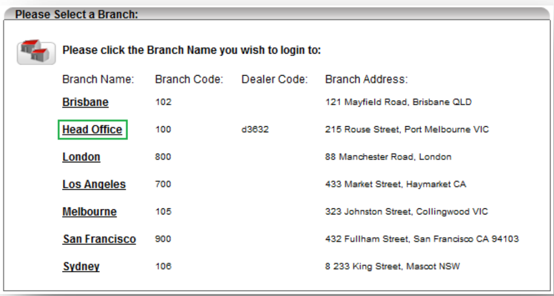
4.2 Barcode Login Process

- **Barcode must be printed before attempting to login using this method (See 3.4 Printing Staff ID barcodes).**

1. Enter Password Into **"Password"** field.
2. Scan **"Main Screen"** barcode into **"Scan Staff ID"** field.

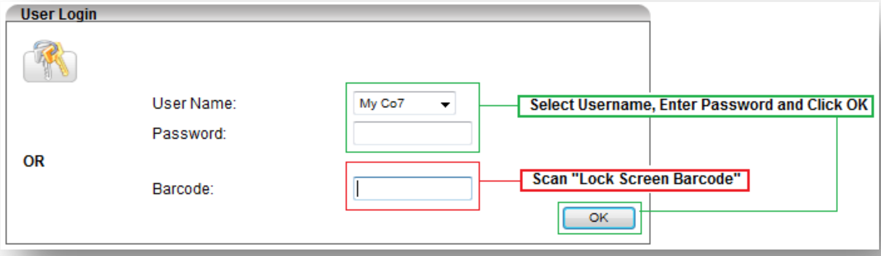


3. Select branch from the branch selection list.
4. Complete – You are now logged into ClickPOS.



4.3 Lock Screen after Sale

If lock screen is enabled, you will be required to log back into ClickPOS after the completion of a sale.



4.3.1 Manual Access

1. Select Username.
2. Enter Barcode.
3. Click OK.
4. You will be directed back to the sale screen.

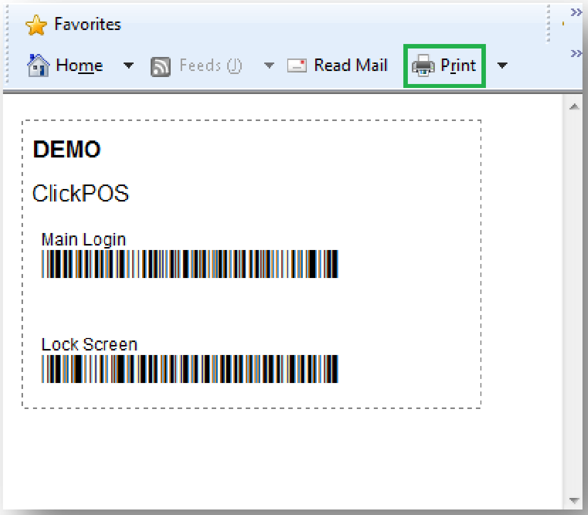
4.3.2 Barcode Access

1. Scan barcode.
2. You will be automatically redirected back into a fresh sale screen.

4.4 Printing Staff ID Barcodes

5. Go to MAIN → CHANGE PASSWORD → Staff Identification Card.
6. Click "HERE" to Print.

7. Window appears, showing 2 barcodes – 1 for the main screen and the other for Lock Screen.
8. Click Print (If print is not visible, right click and select print).
9. Check your A4 printer for result.



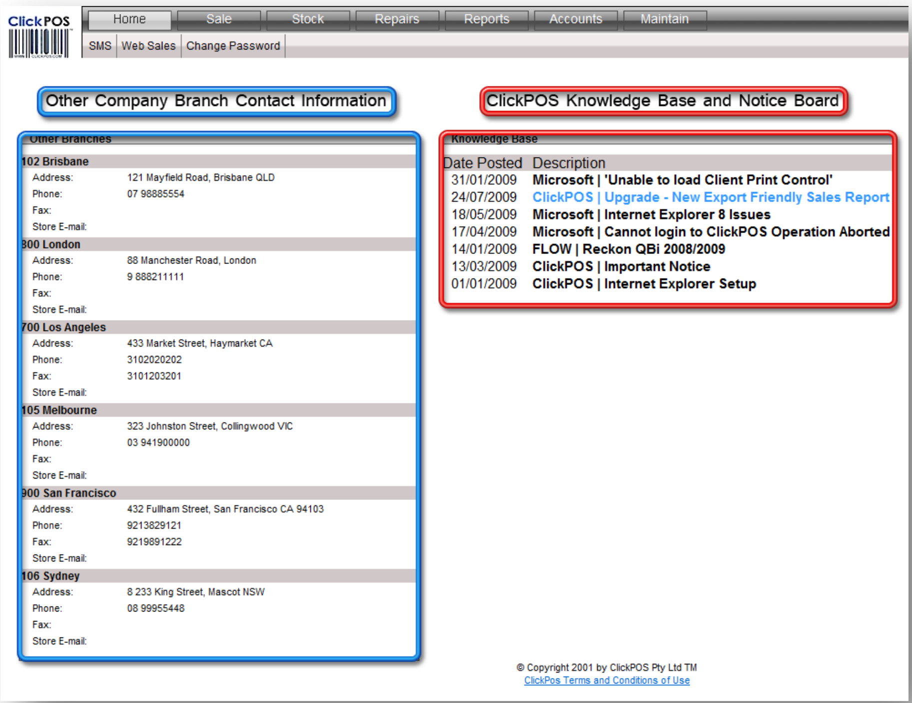
Note: You may copy and paste into other documents like Word or Photoshop. Do not edit code!

5 Navigating & Using ClickPOS

Main Menu – Video Tutorial

5.1 Main

This area contain branch contact information, SMS access for advertising and customer VAS also offering a quick method of printing staff I.D's and changing user passwords.



5.1.1 SMS

You have the option to communicate with your staff and customers using SMS

For cost: Contact ClickPOS Accounts or ClickPOS Sales (+61 3 9092 5300).

External SMS Message

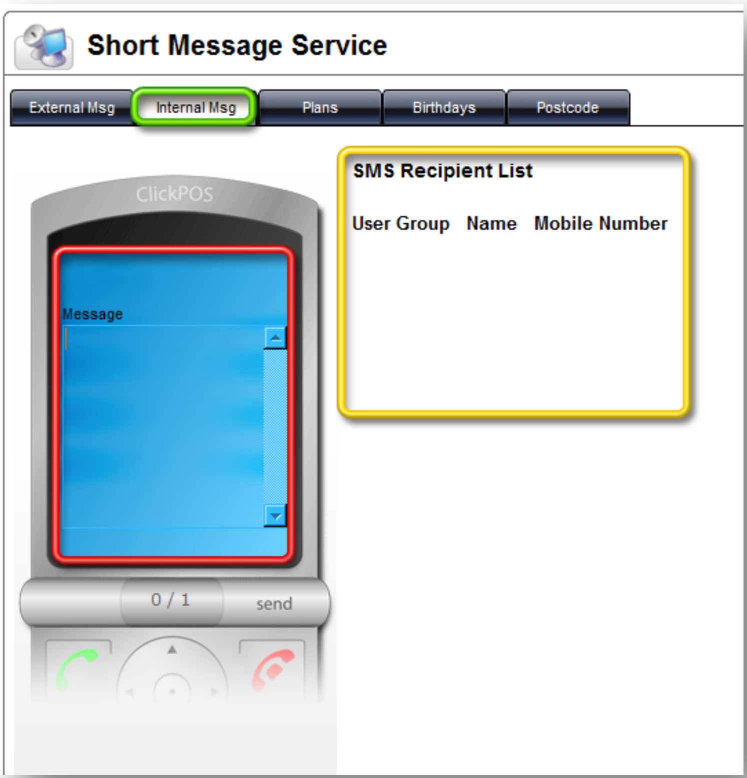
This is useful for those once-off messages required to send from time to time.

Creating & sending a simple external text message

1. Enter recipient telephone number into the "To" field.
2. Enter your message into the "Message" field.
3. Click the Green Phone Icon (send key).
4. Your message will now be despatched to your intended recipient.

Internal SMS Message

This function allows you to despatch SMS to staff or other internal contacts that have been predefined.

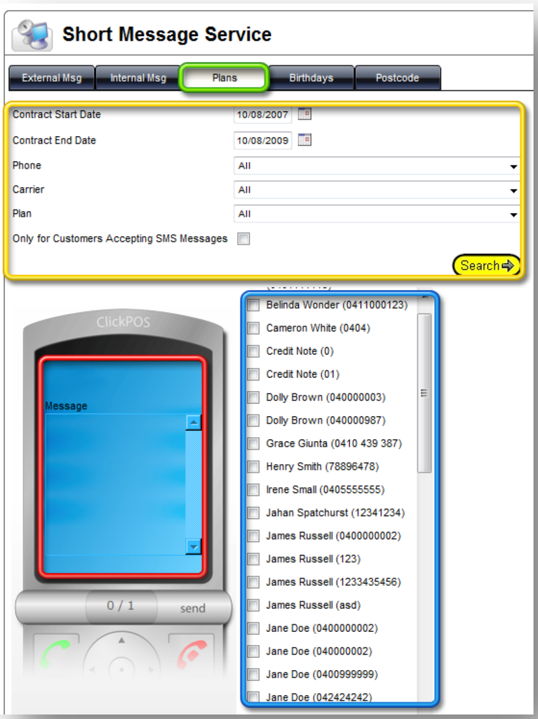


Creating & sending a simple internal text message

- Select Recipients from the “Recipient List”.
- Enter your message into the “Message” field.
- Click the Green Phone Icon (send key).
- Your message will now be despatched to your intended recipient/s.

<u>Plan Expiry notification SMS Message</u>

This function allows you to despatch SMS to clients who are nearing the end of their contractual periods. This encourages prompt response to local marketing and drives repeat business back into the store.

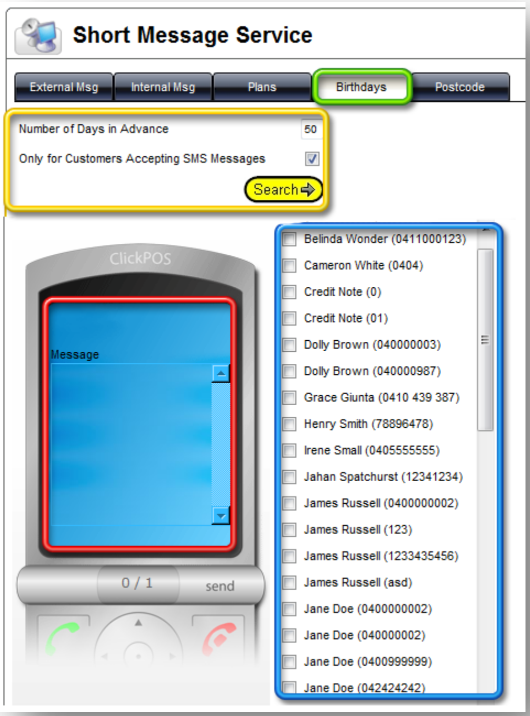


Creating & sending a Plan Expiry SMS Message

1. Select plans, contract period & search.
2. Select Recipients from the “Recipient List”.
3. Enter your message into the “Message” field.
4. Click the Green Phone Icon (send key).
5. Your message will now be despatched to your intended recipient/s.

<u>Birthday Greeting SMS Message</u>

This function allows you to despatch a friendly “Birthday Greeting”.

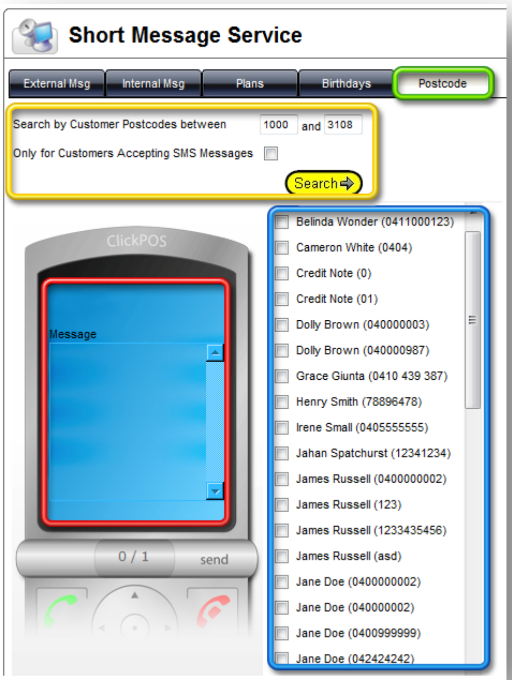


Creating & sending a "Birthday Greeting" SMS Message

1. Select plans, contract period & search.
2. Select Recipients from the "Recipient List".
3. Enter your message into the "Message" field.
4. Click the Green Phone Icon (send key).
5. Your message will now be despatched to your intended recipient/s.

Postcode SMS Message (Marketing)

This function allows you to despatch a text meg based on demographics.



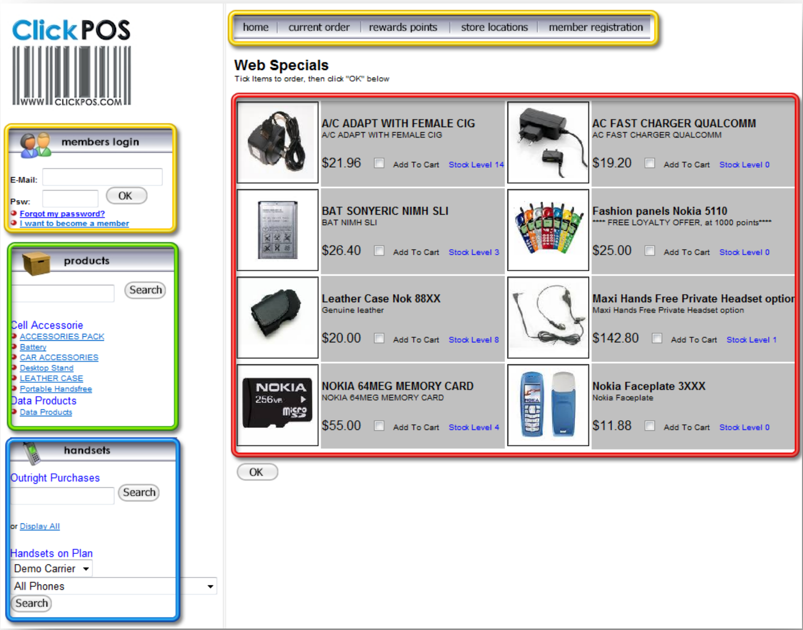
Creating & sending a Demographic SMS Message

1. Enter postcode range.
2. Optional: Tick "Only for Customers Accepting SMS Messages".
3. Select Recipients from the "Recipient List".
4. Enter your message into the "Message" field.
5. Click the Green Phone Icon (send key).
6. Your message will now be despatched to your intended recipient/s.

5.1.2 Web Sales

Offers a link to your own ecommerce site provided by ClickPOS.

This site can be used to advertise specials and also shows the customer what plans and devices are available (Telecommunication only).



<u>Maintaining Web Sale Stock & Web Specials overview</u>

ClickPOS offer a simple method of attaching your stock into a neat online catalogue that can be utilised by your staff and the client.

Stock must be designated as Web Sale and/or Web Specials with the product catalogue. You may also upload images to correspond with the item.

Websales automatically looks at stock levels and plan templates. So the end user can feel comfortable knowing they can check phone/plan combinations quickly and without the need to contact the store. Please note: Websale does not link to an e-commence backend, so if you would payments to be processed through Websales contact ClickPOS support for more information.

<u>Setting a product line as Web special or Web sale item</u>

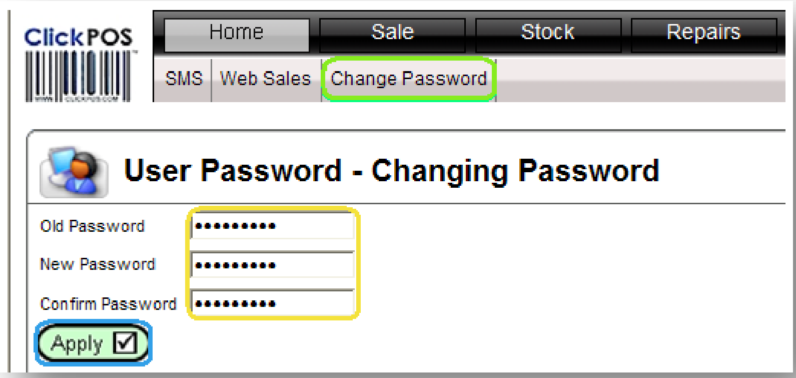
1. Navigate to Stock → Product Maintain → Search existing catalogue for items that you wish to designate as web items.
2. Edit mode for the selected product.
3. Tick the **"Display on Website"** checkbox (sets items as active via websales).
4. Tick "Website Special" if you would like this to be seen as an Item **"on sale"** or **"Special"**.
5. Click Apply to save changes.
6. Would like images? If so, call ClickPOS support for more information and training.

5.1.3 Change Password

Ability to change personal password

- ***Your password should be changed on regular basis for security purposes and to stop possible fraudulent behaviour within the business. We advise your password to be kept confidential at all times.***

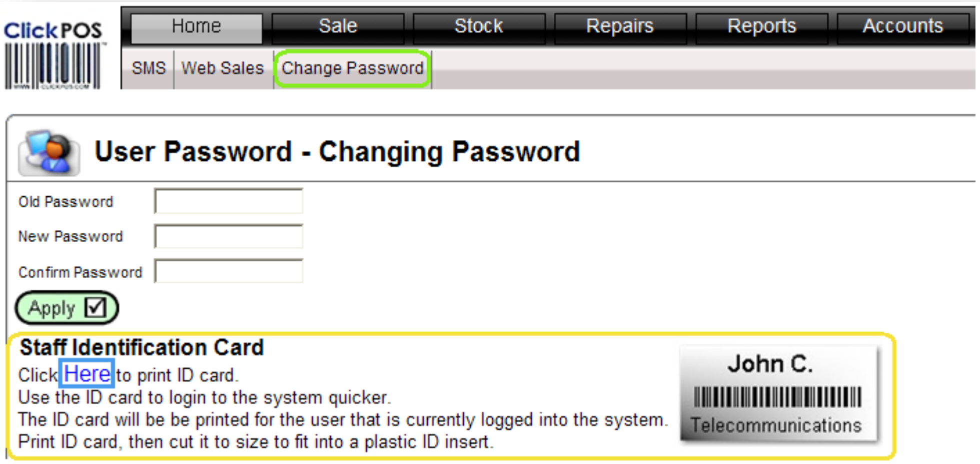
1. At the home screen navigate to the **“Change Password”**.
2. Enter in current password followed by new password and press **“Apply”**.



Print out barcode staff ID’s

- ***Each staff can use an ID Card to log into ClickPOS.***

1. To print the ID Card the specific user needs to click **“Change Password”** on the **“Home”** Tab.
2. Click on the **“Here”** hyperlink under **“Staff Identification Card”** and this will print off the users unique ID Card.



5.2 Sale - Create Sales, quotes, Lay-bys and more

Sale Screen Overview – Video Tutorial

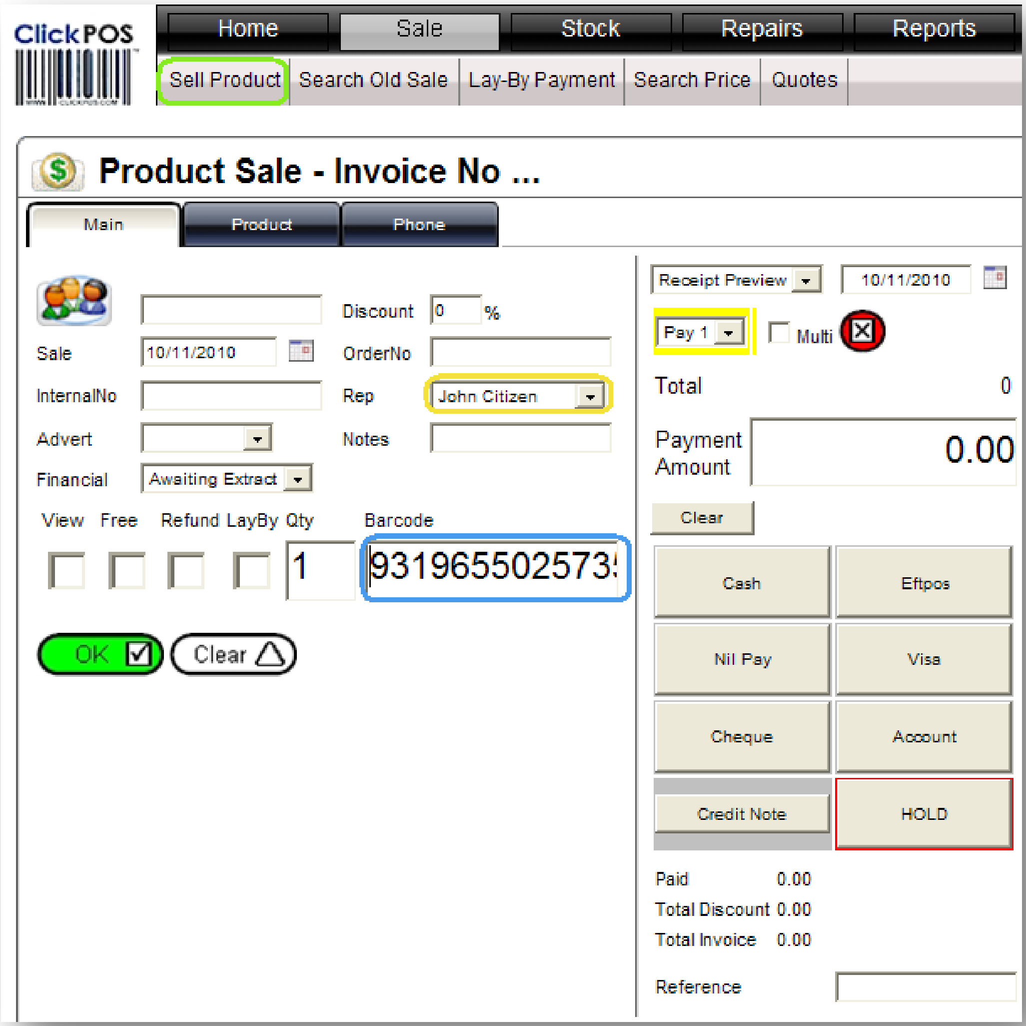
Payment Tender Options – Video Tutorial

5.2.1 Basic Product Sale

- ***Selling out a product that doesn't have a specific serial number and that has a barcode would be considered a basic sale.***

Creating a Basic Sale – Video Tutorial

1. Navigate to the **"Sale"** Tab & click on **"Sell Product"**.
2. Drop down from the **"Rep"** list and choose a Sales Representative.
3. Scan the products barcode in the barcode field.



4. The product will be displayed on the invoice with the sale price and quantity.

5. Finalise the sale by clicking on the payment type (E.g. Cash, Eftpos, and Amex).

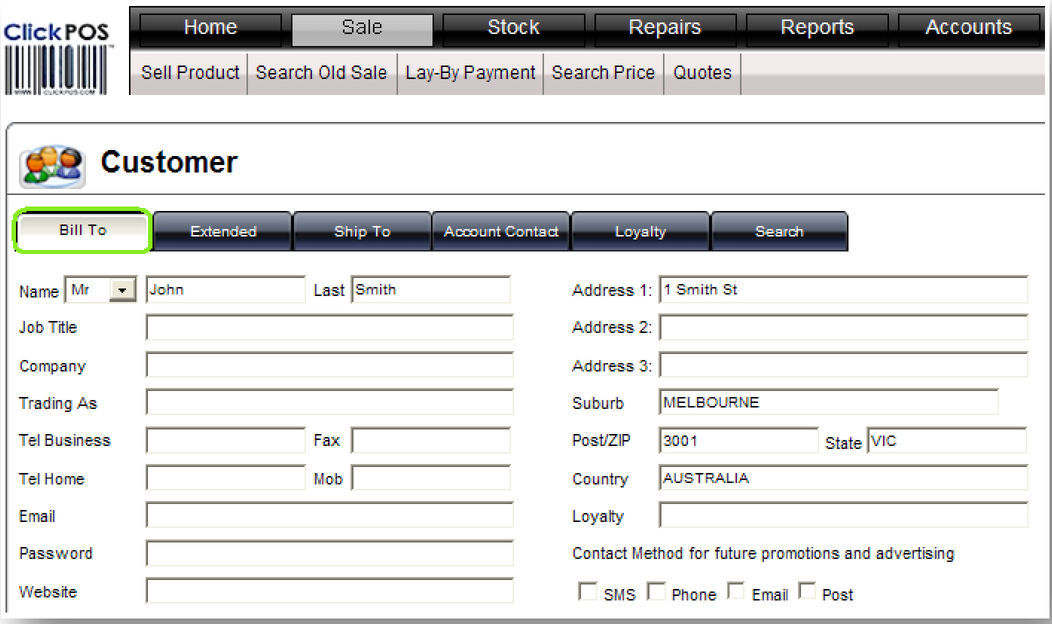
5.2.2 Adding Customers to Invoices

- ***Adding a customer to the invoice is normally done when selling out a product with a serial number or selling out a mobile plan.***

Customer Screen Overview – Video Tutorial

1. Navigate to the **"Sale"** tab & click **"Sell Product"**.
2. Click on the customer Icon to enter in customer details.

The following screen has multiple tabs to that can be filled edited. For a standard customer you can just fill in the **"Bill To"** tab. This is where basic information about the customer is held, such as Name, Address, Contact Number and Company details. You can also select the method of how they should be contacted for future promotions and advertising (on this page only the name is mandatory).



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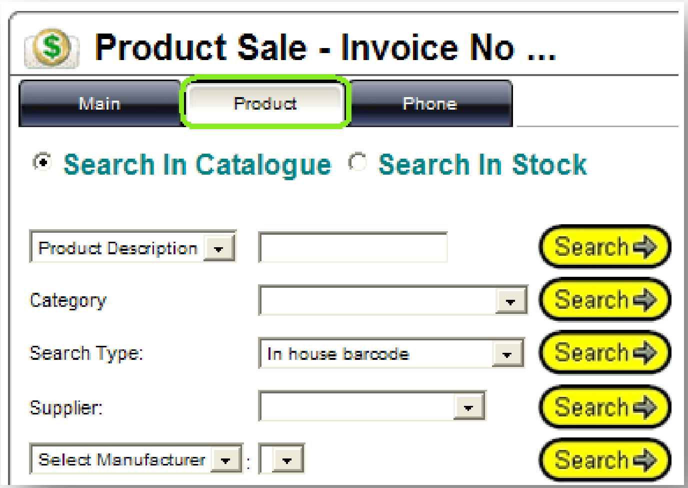
5.2.3 Advanced Product Sale

- ***If a product doesn't have a barcode to scan in or if you don't physically have the stock item you will have to search for that item.***

1. Navigate to the **"Sale"** tab & click **"Sell Product"**.
2. Click on the **"Product"** tab.



3. You can search for a product through multiple fields such as Product Descriptions, Barcode, Name, Code, Category etc...

5.2.4 Phone Sale

- ***Selling out a phone with a plan is done in a few steps.***

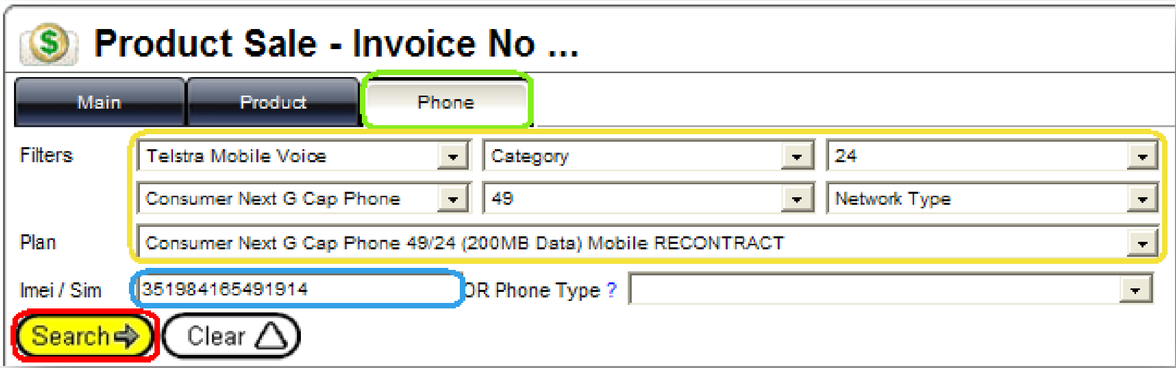
Phone Sale Overview – Video Tutorial

Phone Sale Example – Video Tutorial

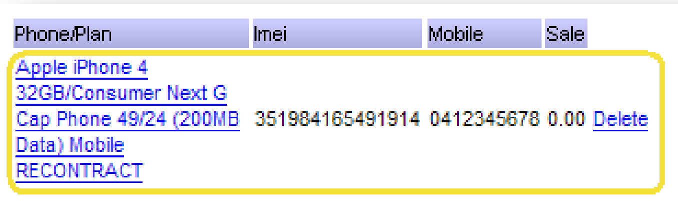
Editing an Existing Phone Sale – Video Tutorial

Telstra MRO Phone Sale – Video Tutorial

1. Navigate to the **"Sale"** tab & click **"Sell Products"**.
2. Click on the customer icon to enter in customer details.
3. Click on the **"Phone"** tab to select the phone/plan combination.



4. Use the product filter to narrow down the correct plan/phone combination (a $49 Consumer Cap Plan will be used for this example).
5. Enter in the IMEI Number and select **"Search"**.
6. Several more Tabs appear which can be filled in depending whether the handset is an MRO, the customer is an Account level customer, the item is shipped or the landline installation details are required. You will need to enter in the customers Mobile number and choose whether the contract has commission due (inside 90 days of contract) or not.
7. Select **"OK"** and you will be returned back to the main screen.
8. Confirm the details are correct and complete the sale by clicking **"NIL PAY"**.

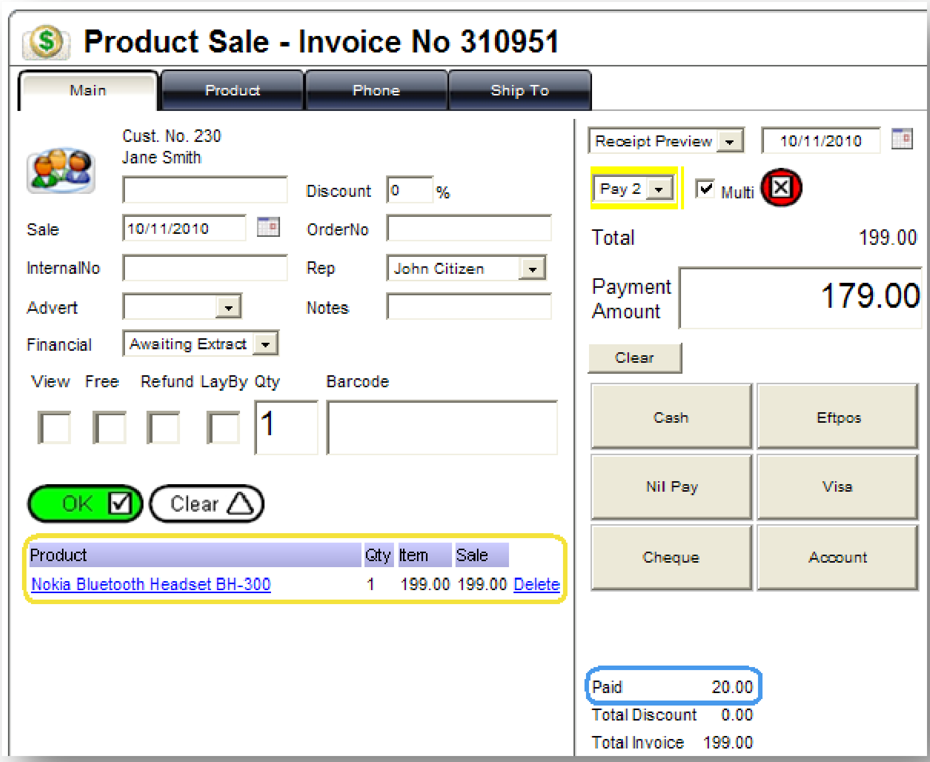


5.2.5 Lay-By Sale

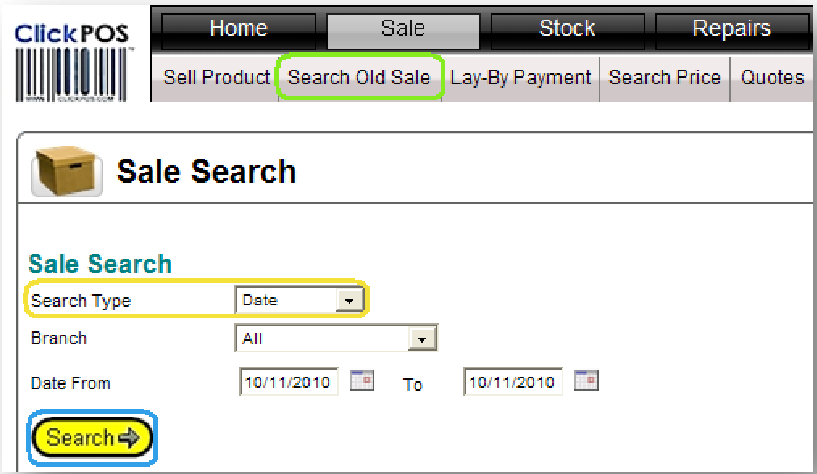
- ***Lay-By is a way a customer can make payments towards a product in instalment.***

Layby Sale and Tracking Payments – Video Tutorial

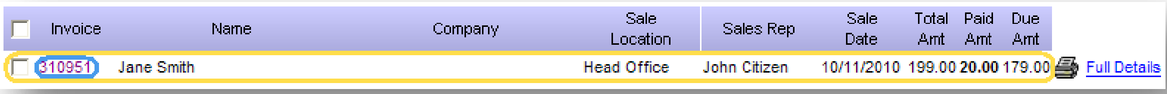
1. Navigate to the **"Sale"** tab & click **"Sell Product"**.
2. Choose a customer from the Customer icon.
3. Scan in or select a product from the **"Product"** tab.
4. Click on the LayBy checkbox and in this case the customer wishes to make a payment of $20 towards the product.
5. Type $20 in the payment amount field and select the payment method (E.g. Cash, Credit).



6. Now select **"Nil Pay"** to put the remaining amount into outstanding.
7. This amount will now show as owing under this invoice number for this customer.
8. When the customer wants to pay the outstanding amount you will need to search for it. Select **"Search Old Sale"** and search previous sale by the many options under the **"Search type"**.



9. Once the old sale is found it will show the Customers name, amount owing and original sale date. Click on the invoice number hyperlink to finalise sale.



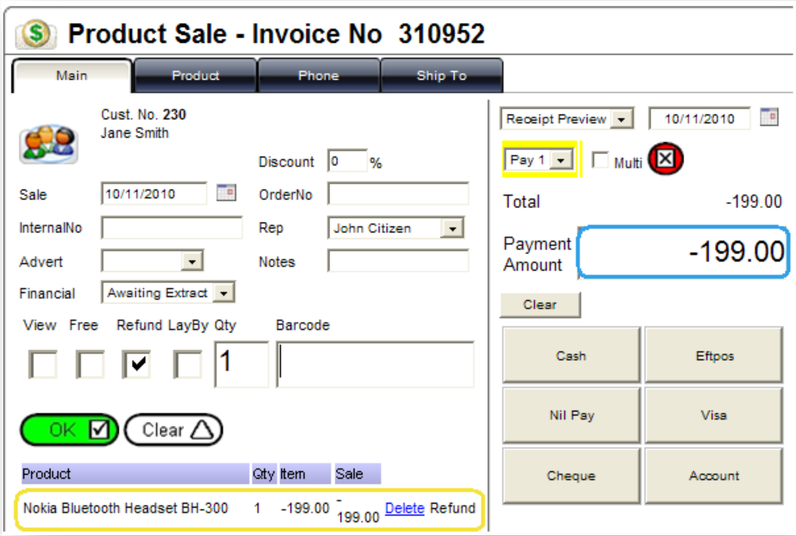
10. Take the remaining payment for the product or you can repeat this process for multiple payments.

5.2.6 Performing a Refund

- ***Perform a refund if you want to bring the product back into stock and reversing the payment.***

Performing a Refund – Video Tutorial

1. Navigate to the **"Sale"** Tab & click **"Sell Product"**.
2. Click on the **"Refund"** checkbox.
3. Enter in the invoice number and select the **"Refund"** hyperlink next to product.



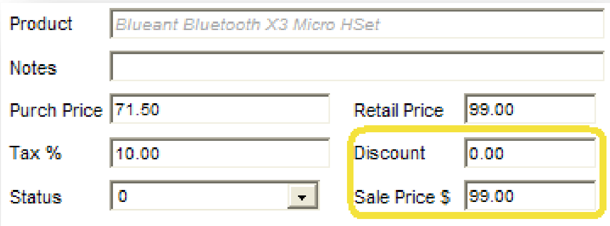
4. The refunded product will appear on screen and the amount to be refunded. Finalise refund by clicking on the payment method (E.g. Visa, Cash).

5.2.7 Applying Discounts

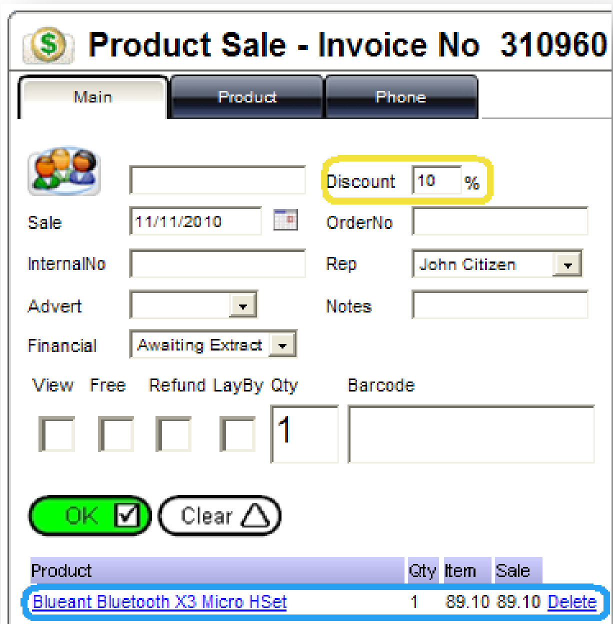
- ***This is when you want to discount the sale price of a product in stock. There are 3 different ways that a discount can be done.***

1. Navigate to the **"Sale"** Tab & click **"Sell Product"**.
2. Scan in product or select it from the **"Product"** Tab.
3. Once the product is displayed in the invoice click on the product name hyperlink.

4. In this field you can either put the dollar value of discount in the **"Discount"** field or you can manually change the price in the **"Sale Price"** field.



5. Once price has been changed press the **"OK"** button and process the sale as normal.
6. The 3rd option is to enter in the discount percentage in the **"Discount"** field on the main sale screen. You must do this before the product is added and it will automatically discount the product.

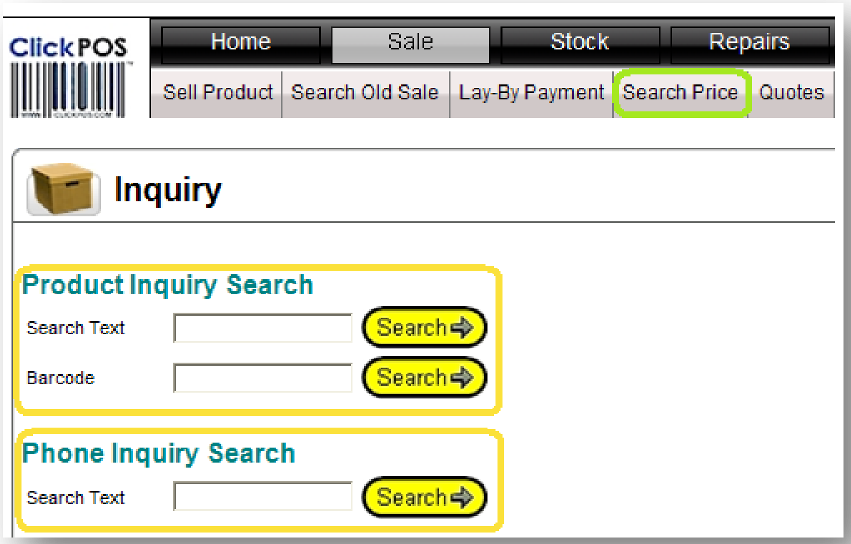


5.2.8 Price lookup

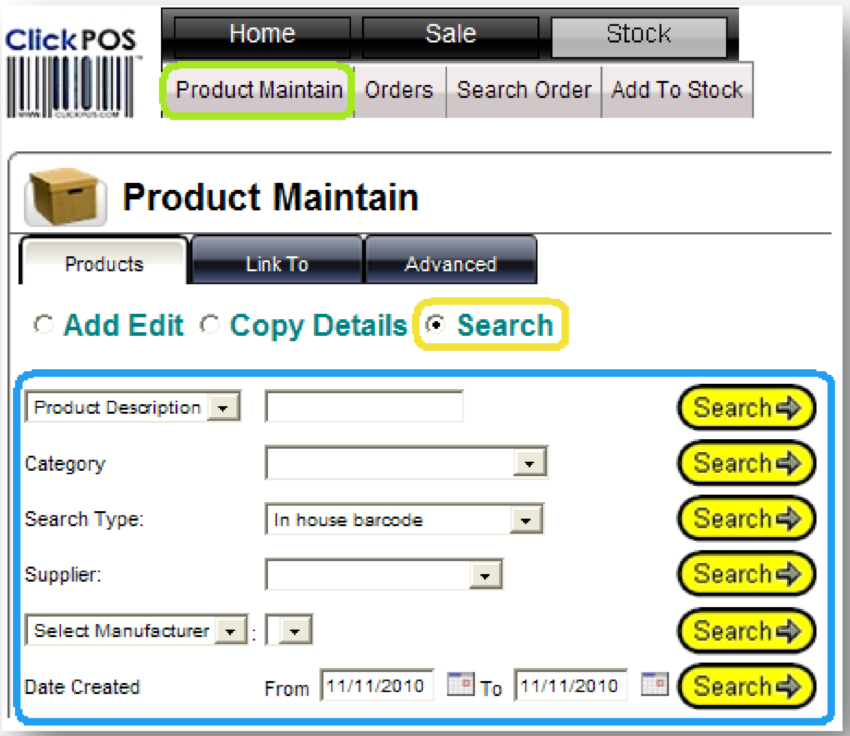
- ***You can perform a price lookup if you don't physically have the stock and you would to quote a customer.***

Search Pricing – Video Tutorial

1. There are several ways you can search for the price of a stock item. The easiest way would be to navigate to the **"Sale"** tab and **"Search Price"**. You have several fields in which you can search for a stock item's price whether that item is in stock or not.



2. Another option to search for a stock item's price is to navigate to the **"Stock"** tab and **"Product Maintain"**. Click on the **"Search"** option and again you have multiple fields to help find the stock item if it's in stock or not.

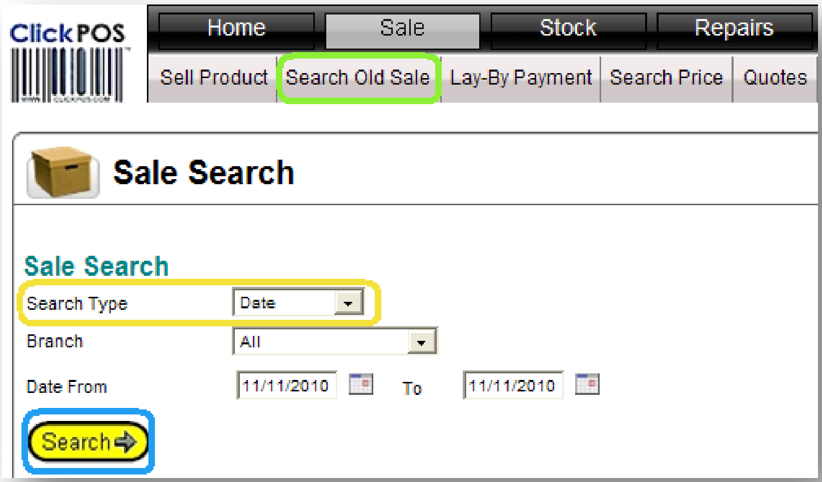


5.2.9 Search Old Sale

- *Search Old Sales for editing or for Invoice Re-Prints*
- **There are many reasons for why you would need to search for an old sale, such as reprinting invoices or refunding an old sale.**

Search and Edit Old Sale – Video Tutorial

1. Navigate to the **"Sale"** Tab and then **"Search Old Sale"**. You can search for an old sale in many ways, such as Invoice No, Name, Mobile No, IMEI and Barcode etc...
2. Drop down the **"Search Type"** options and choose the desired option.

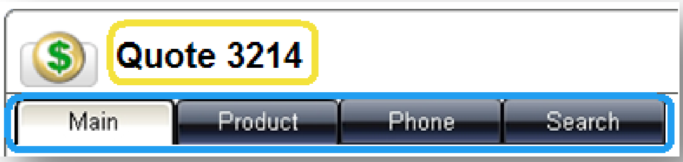


5.2.10 Quotes

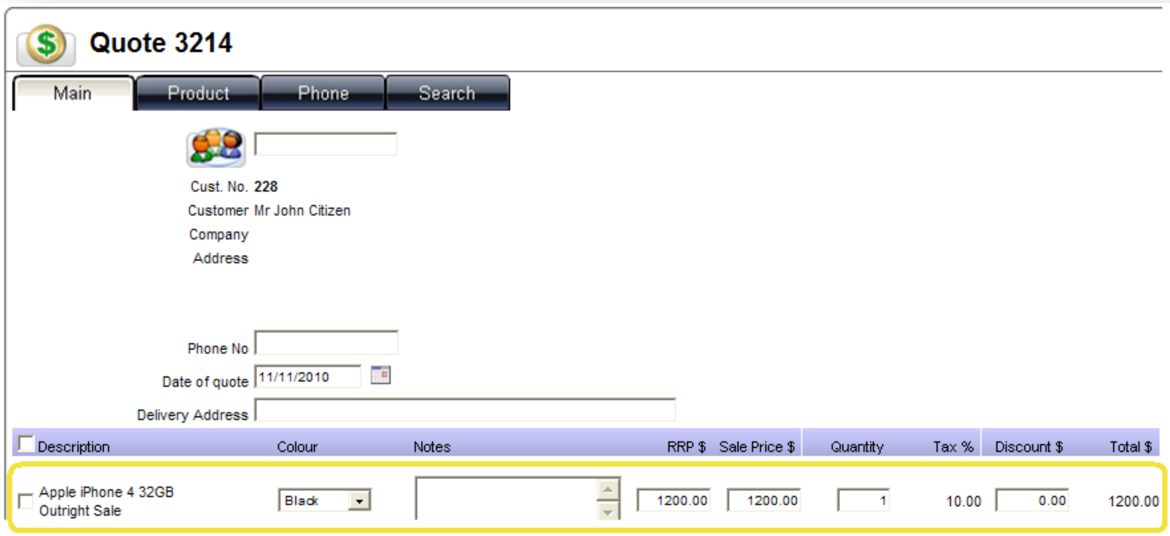
- ***Quote customer using stock lists and plan templates***
- ***You can quote a customer for a product as well as a Phone & Plan combination.***

1. Navigate to the **"Sale"** Tab & click **"Quote"**.
2. You need to either choose an existing customer or create one.

3. Select a customer and it will add a **"Product"** & **"Phone"** tab. Under the **"Product"** tab you can search for a product to add into the quote. If you select the **"Phone"** tab you can select a phone for an outright quote or you can select a phone/plan combination.



4. Once the product is selected click **"OK"** and you will be directed back to the Main screen. Here you can adjust the price, quantity and print the Quote. Repeat process for multiple products,



5.3 Stock

- ***Create products, orders, add items directly to stock, transfer stock between branches and Create Stock-takes.***

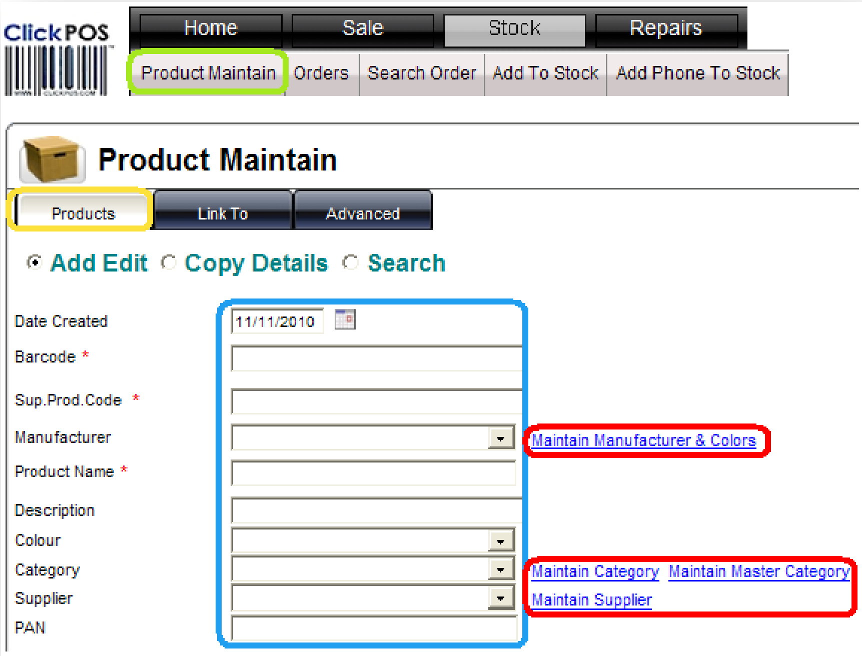
5.3.1 Product Maintain

- ***Build new product lines. Maintain supplier info, Control stock levels & more.***

Maintain Product Catalogue Overview - Video Tutorial

Maintain Product Catalogue – Video Tutorial

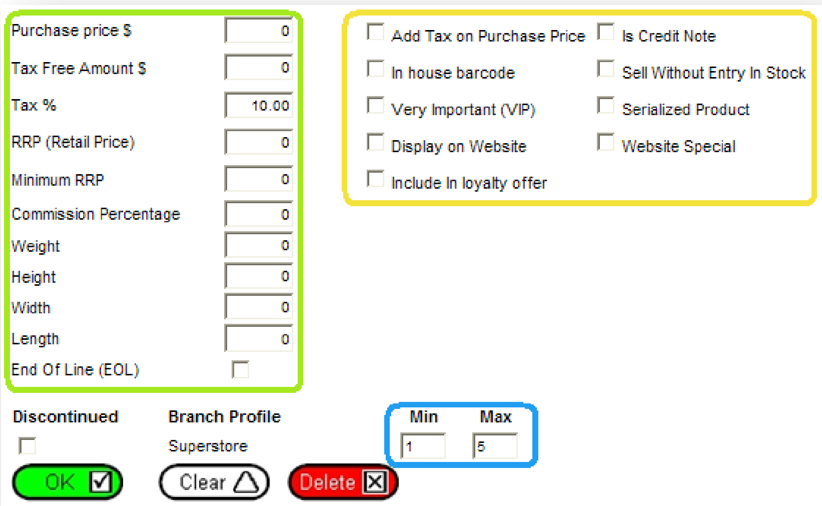
1. Navigate to the **"Stock"** and **"Product Maintain"** to create a new stock item. Enter in the product description and details including the product Barcode, Product Supplier Code etc. Wherever there is a (*) that field is mandatory. You can add more Manufactures, Colour, Category's and Suppliers from clicking on the blue hyperlinks next to that field. Be uniform in choosing Categories for reporting purposes.



2. Continue to fill out the other fields such as Purchase Price sand Sale Price. You can put in a Minimum RRP if you don't want the product to be sold under a certain value.

- "**Add Tax on Purchase Price**" - You would leave this checkbox unless the purchase price didn't include tax.
- "**In house barcode**" - If the product doesn't have a barcode you can print one for it and scan from catalogue.
- **"Display on Website" –** If you want the product to be displayed on internal website.
- **"Is Credit Note" –** If you need to issue credits to customers from refunded sales you need to have this checkbox ticked and create a product called "Credit Note"
- **"Sell Without Entry in Stock" –** If you sell a product that you don't physically hold in stock such as Epay or a service fee you should tick this checkbox.
- **"Serialized Product" –** If an item has its own unique serial code tick this checkbox.
- **"Website Special" –** Product will be displayed in the Special field on Website.
- **"End Of Line (EOL)" -** You can tick on this checkbox if the item is no longer available

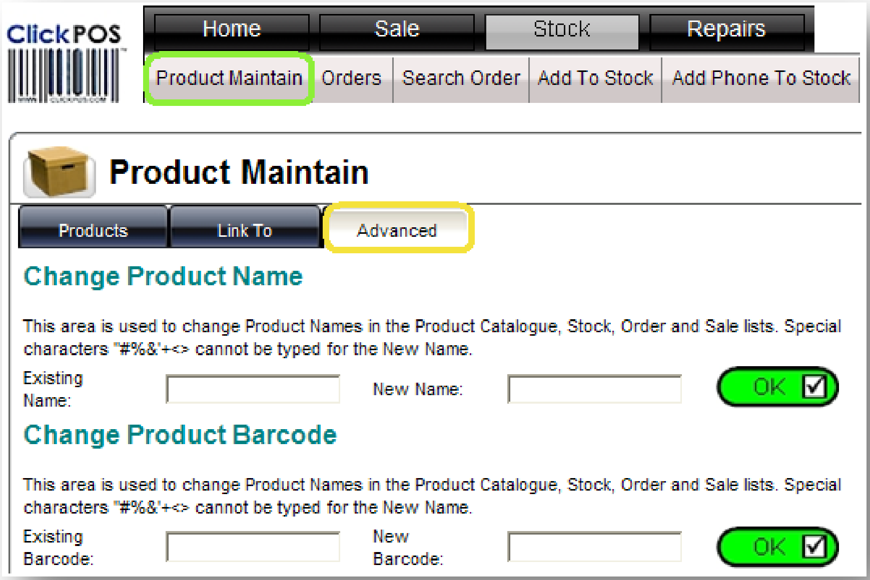
3. You can set also a Min & Max level for stock so you won't be able to over order the stock item.



4. Complete the entry by click on the **"OK"** button.

5.3.1.1 Changing Barcodes & Product Name

1. Navigate to **"Stock"**, **"Product Maintain"** and then click on the **"Advanced Tab"**.



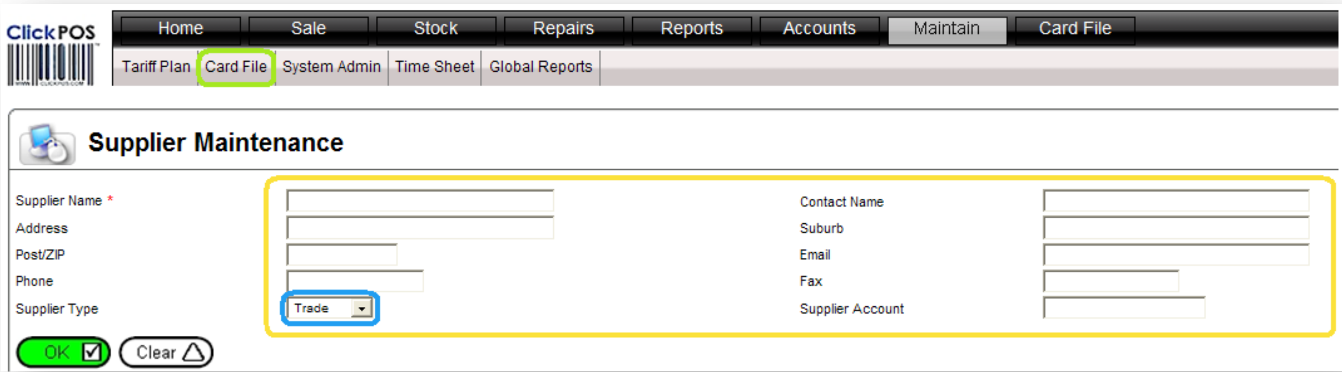
2. Here you can change a Product Name and Barcode. Enter in the existing details followed by the new details and press **"OK"**.

5.3.2 Orders

- ***Create Supplier Purchase Orders for stocked items***

5.3.2.1 Create Supplier

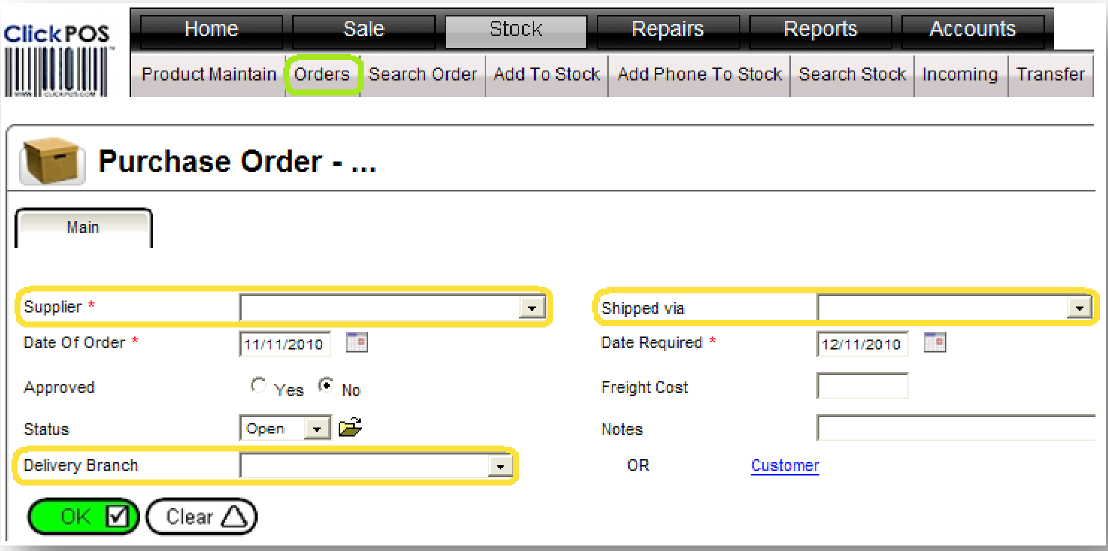
1. Navigate to **"Maintain"**, **"Card File"** and then **"Suppliers"**.
2. Enter the company details in followed by the **"Supplier Type"**. This field is important as it will determine how this Supplier/Company will be used.
   - **"Trade" –** Choose this If you order products to sell from this supplier.
   - **"Repairer" –** Choose this if you use this company as a repair agent only.
   - **"Shipping" –** Choose this if it is a courier company.



5.3.2.2 Purchase Orders

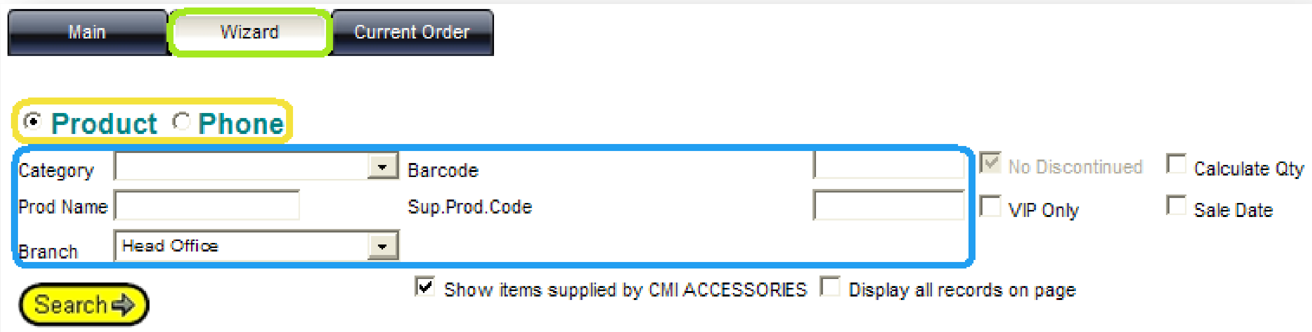
Purchase Order Overview – Video Tutorial

1. To place a Purchase Order from a Supplier navigate to **“Stock”** and **“Orders”**.
2. The main fields you need to enter in are the **“Supplier”**, **“Delivery Branch”** and **“Shipped Via”**.



3. The **“Approved”** checkbox is used when the order is complete and approved by a Manager/Administrator. Click **“OK”** and a purchase order will be generated. Click on the purchase order hyperlink to add items.

4. There are several ways of adding products to the purchase order. If you choose the **“Wizard”** tab you can search by Category, Barcode, Product Name and Supplier Product Code for a product. There is also Phone option where you can also search by Phone type.



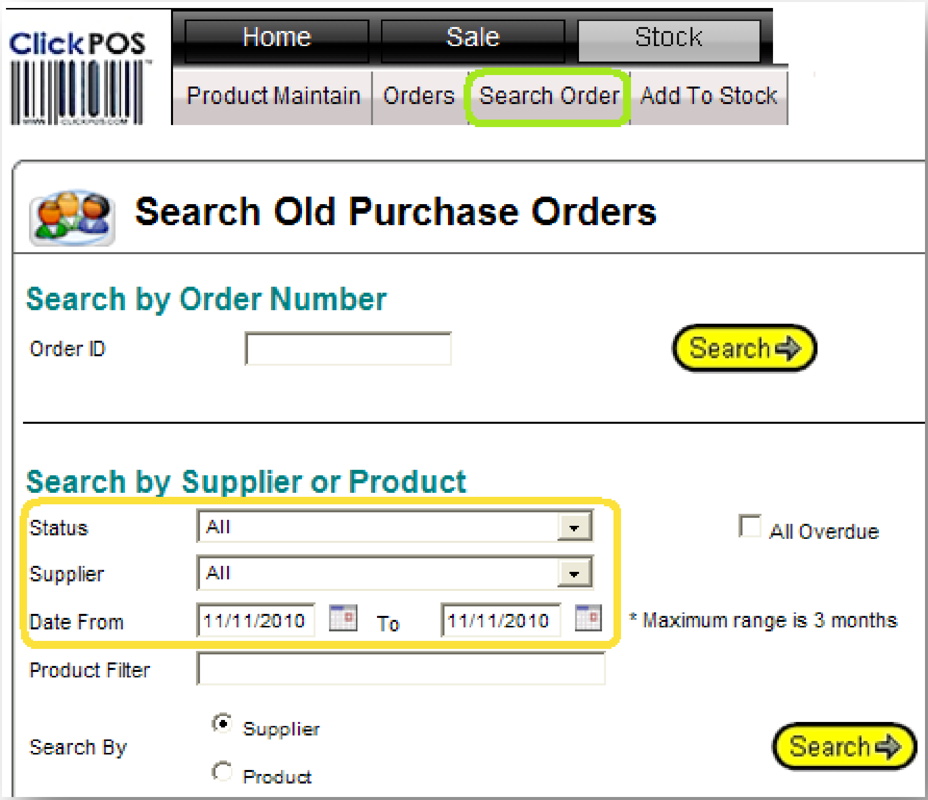
5. On the “**Current Order”** tab you see what items you have added to the current order. It also will allow you to make changes in the ordered amounts by clicking on the product displayed.

5.3.3 Search Order

- ***Search Old and existing purchase order. These can be current, outstanding or old.***

Search old Purchase Order – Video Tutorial

1. To search for an old order navigate to **"Stock"** and **"Search Order"**. This will give you multiple fields in how you can search for any old purchase order such as **"Supplier"**, **"Date"** and **"Status"**. If you know the invoice number you can also enter this in and press **"Search"**.

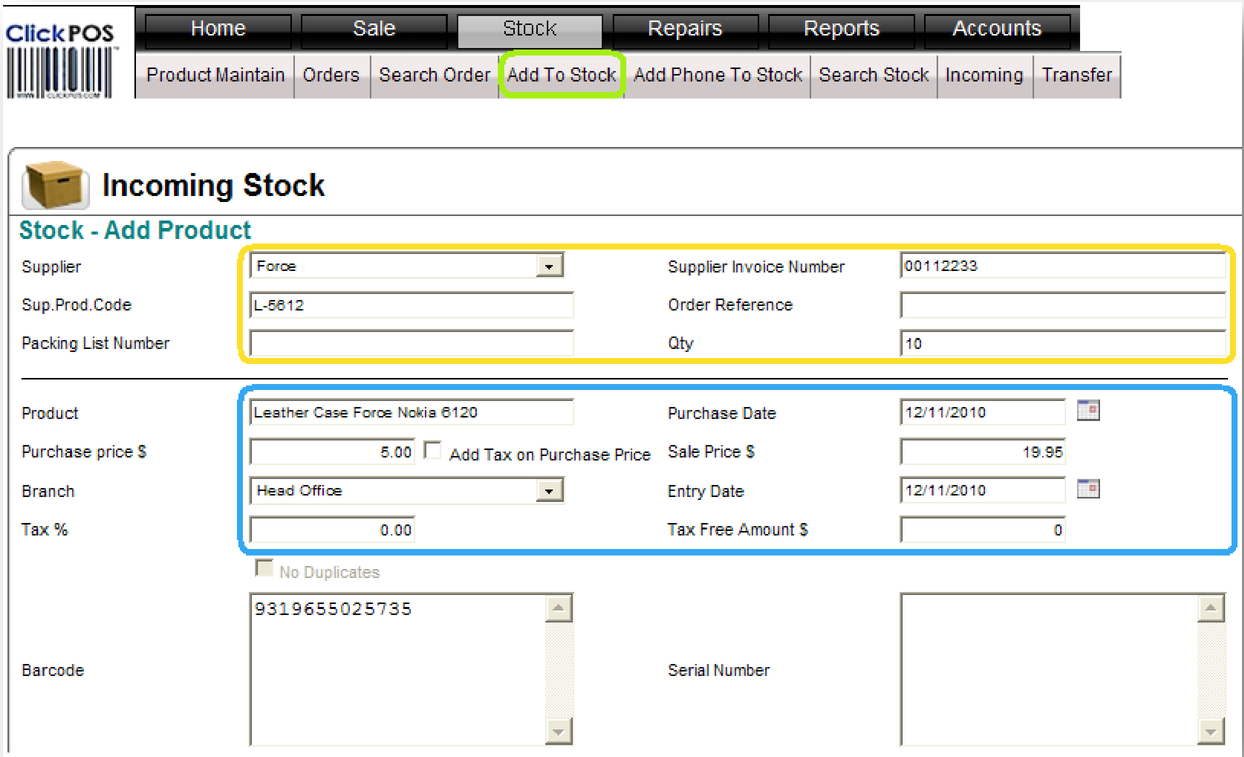


5.3.4 Add product directly into Stock

- ***Add items directly into stock without the need to place a purchase order first.***

Add Product directly into Stock – Video Tutorial

1. Navigate to **"Stock"**, **"Add To Stock"** and scan product in or look it up via the **"Product Category"**.
2. Once the product is selected check the product details are correct to what is stated on the invoice (Purchase Price, Supplier Product Code, Barcode etc). Enter in the amount of items received as well as the invoice number. Only check the **"Add Tax on Purchase Price"** if the purchase price doesn't include tax. It is recommended to include tax in Purchase Price amount.
3. Complete the stock entry by pressing **"OK"**.

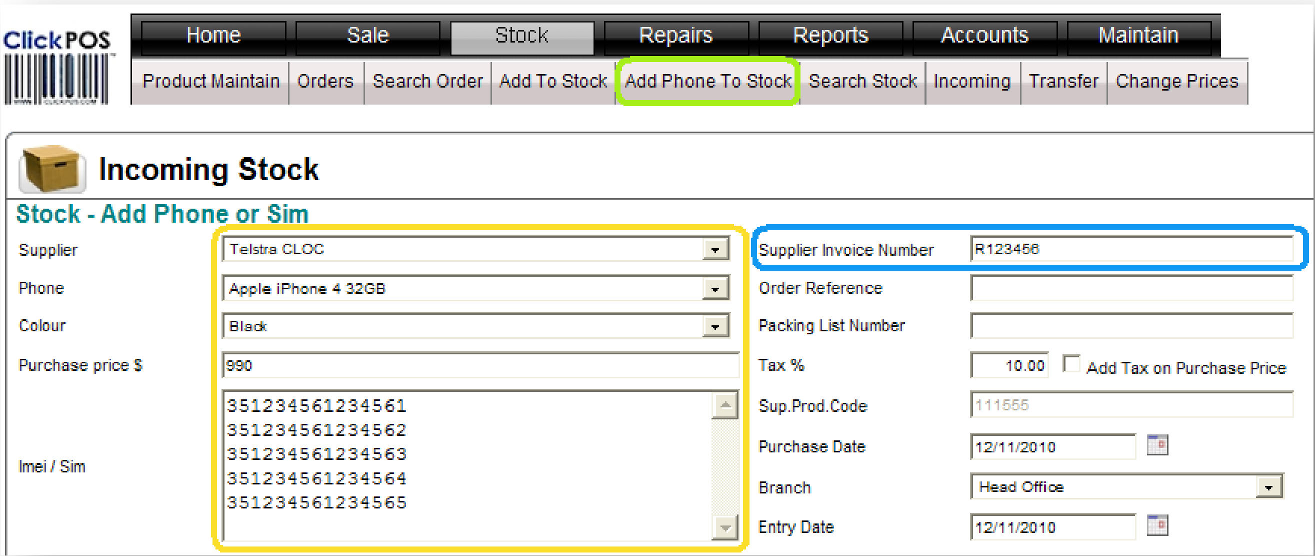


5.3.5 Add Phone to Stock

- *Add Telecommunication devices directly into stock without the need to place a purchase order first.*

Add Phone into stock – Video Tutorial

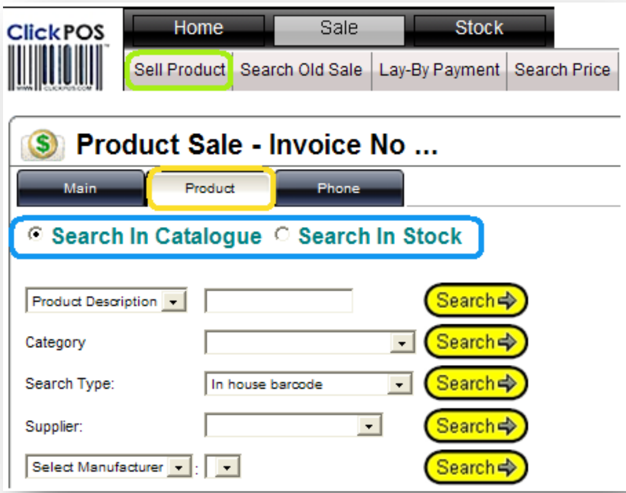
1. Navigate to **"Stock"**, then **"Add Phone To Stock"**.
2. On this screen you will need to Select the Supplier, Phone, enter in the Supplier Invoice Number and scan in the IMEI/Serial numbers of the select device. You can scan multiple IMEI's in the same field.
3. Once all the IMEI's are entered in complete stock in by pressing **"OK"**.



5.3.6 Search Stock

- ***Search items in Stock and also items that can be ordered which are not in stock***

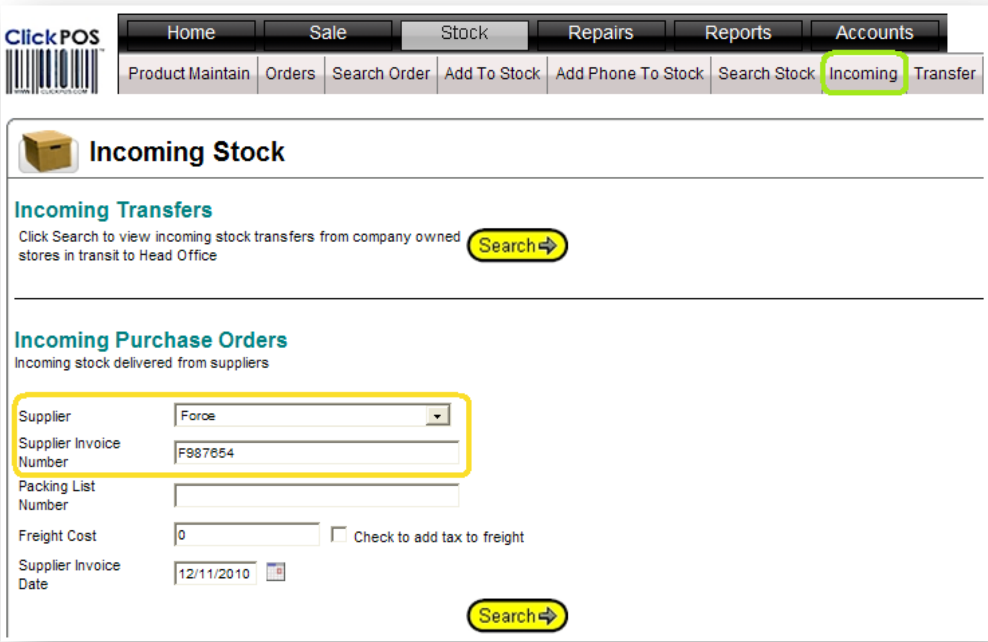
1. Navigate to **"Sale"**, then **"Sell Product"**.
2. Click on the **"Product"** tab to search for the stock item.
3. You have two options to search for a stock item. You have the **"Search In Catalogue"** and **"Search In Stock"** fields. If you are searching for an item that is NOT in stock or it is an item that you don't physically have such as a Service Charge or an Epay use the **"Search In Catalogue"** field. Searching for any product that is in stock and isn't serialised use the **"Search In Stock"** field.



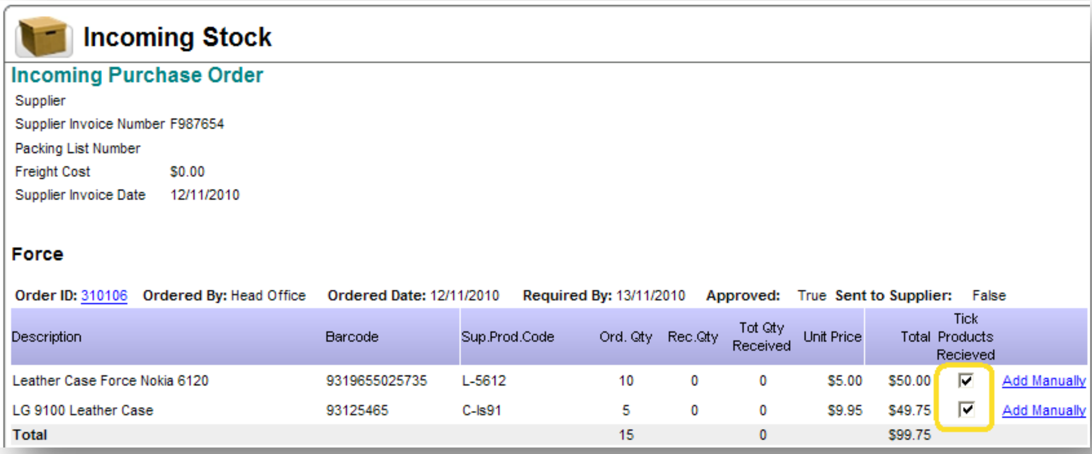
5.3.7 Incoming

- ***Receive Incoming supplier purchase orders***

1. Navigate to **"Stock"**, then **"Incoming"**.
2. Drop down the Supplier from the list and enter in the Supplier Invoice Number.
3. Press **"Search"**.



4. You will be directed into the Purchase Order where you need to tick the checkboxes of the stock items you have received from the Supplier. If it is a product that is serialised you will be required to click on the **"Add Manually"** hyperlink to enter in the IMEI/Serial numbers.



5. Press **"OK"** to complete stock in.

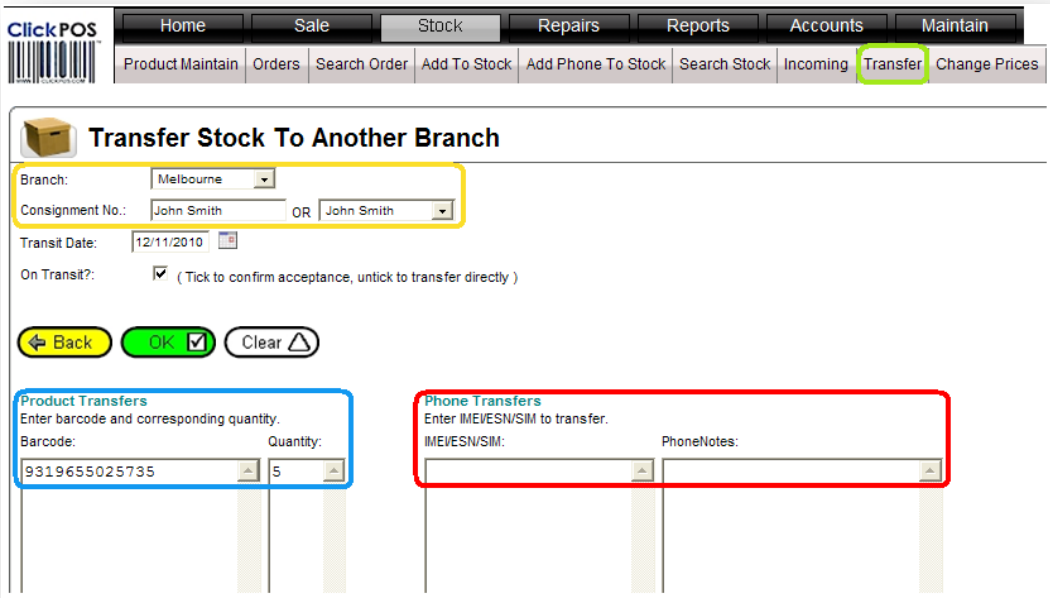
5.3.8 Transfer

- ***Transfer stocked items and telecommunication devices between branches and to reps.***

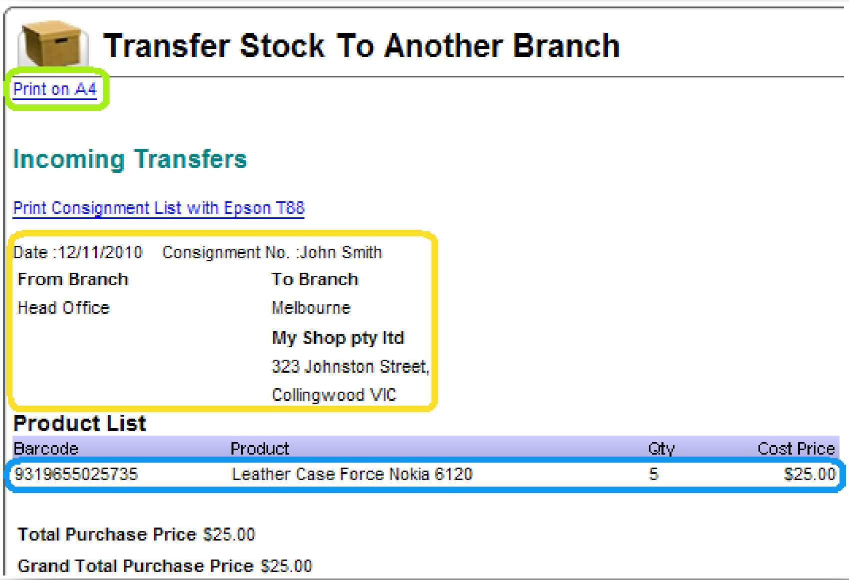
Transfer Stock to another Branch – Video Tutorial

Accept Stock from another Branch – Video Tutorial

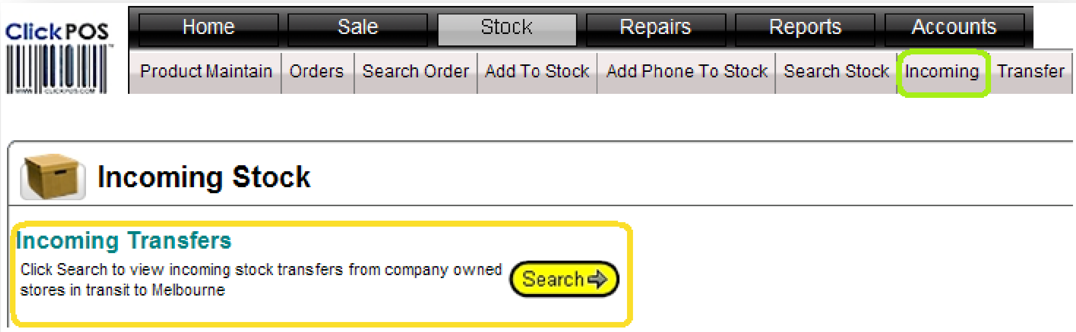
1. Navigate to **"Stock"**, then **"Transfer"**.
2. Under **"Branch"** choose the location you wish to send the items to and enter in consignment number or Name of staff member.
3. For products without a serial number scan them in under the **"Product Transfers"** field and choose the quantity. For phones and items with an IMEI/ Serial number scan the IMEI/Serial of the device under the **"Phone Transfers"** field.



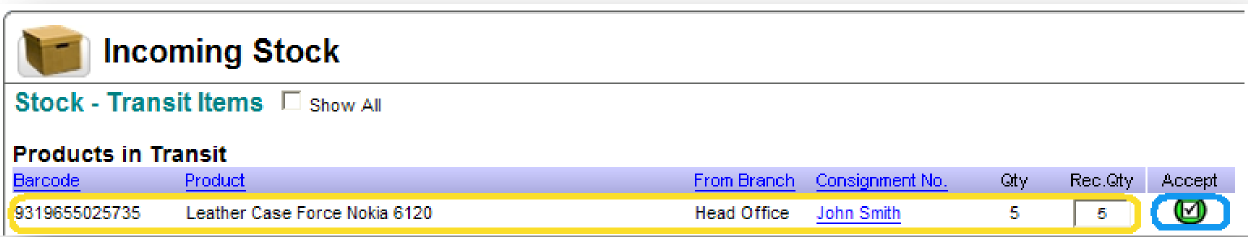
4. Press **“OK”** to confirm stock items for transfer. This will now give you the option to print a consignment for the transfer and display the details of transfer.



5. To receive the stock you must be logged in under the other Branch/Store. Navigate to **“Stock”**, **“Incoming”** and then press **“Search”** to find any incoming orders.



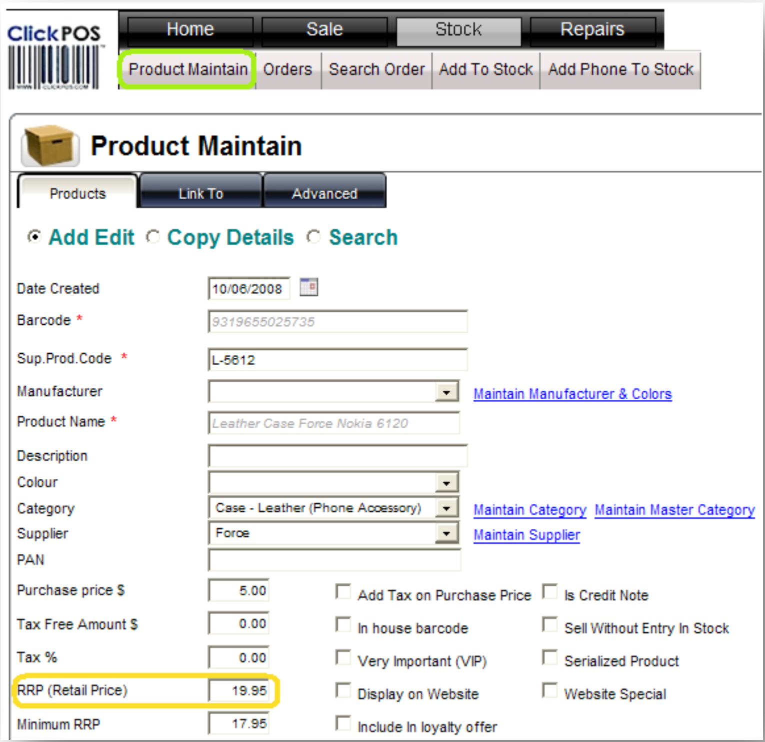
6. You will be able to see any active incoming transfer for products and phones. For products and phones all you need to do is click on the **“Tick”** button next to the stock item to complete transaction.



5.3.9 Change Sale Prices

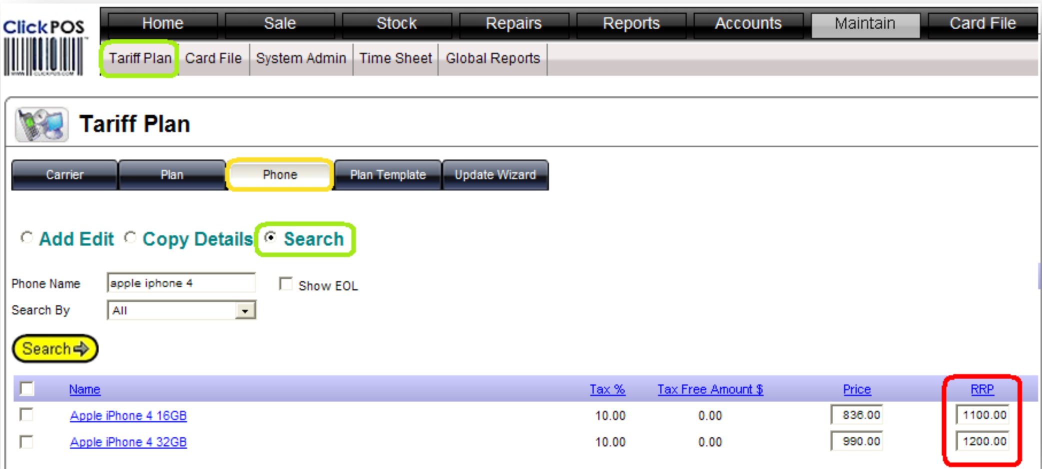
5.3.9.1 Change sale price of stocked items

1. Navigate to **"Stock"**, then **"Product Maintain"**.
2. Use the **"Search"** field to find the product using the multiple search options.
3. After selected product is chosen it will display all information about this product including the RRP. Make the required adjustments to price and click **"Apply"**.



5.3.9.2 Change sale price of a phone

1. Navigate to **"Maintain"**, **"Tariff Plan"**, **"Plan Template"** and then the click the **"Phone"** tab.
2. Click on the **"Search"** field and enter in the phone name and click on the **"Search"** button.

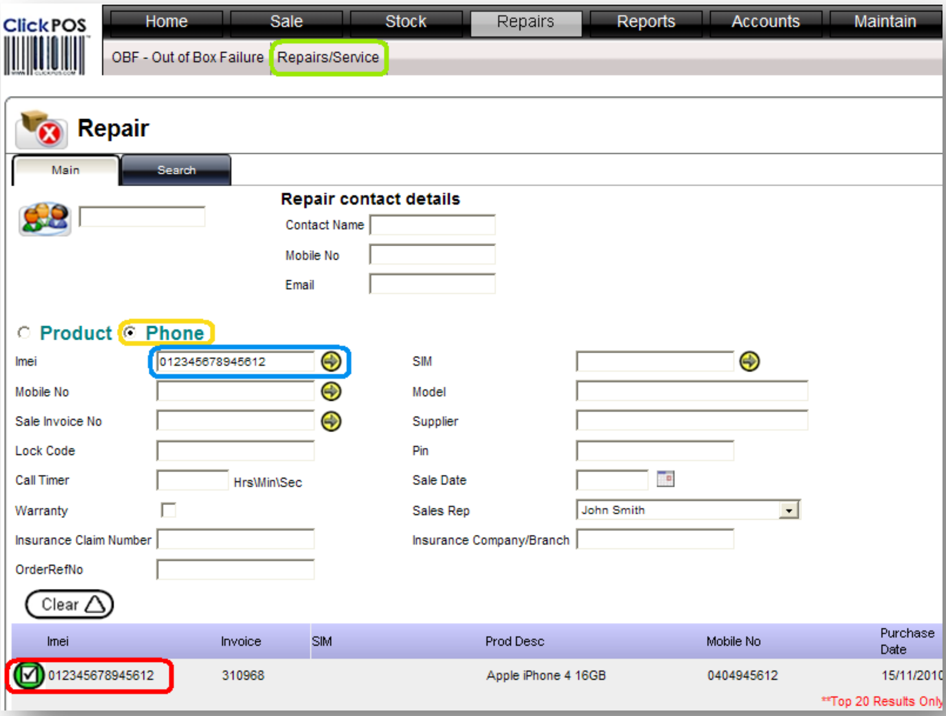


3. The RRP field will now be displayed for the specified phone and update price as required.

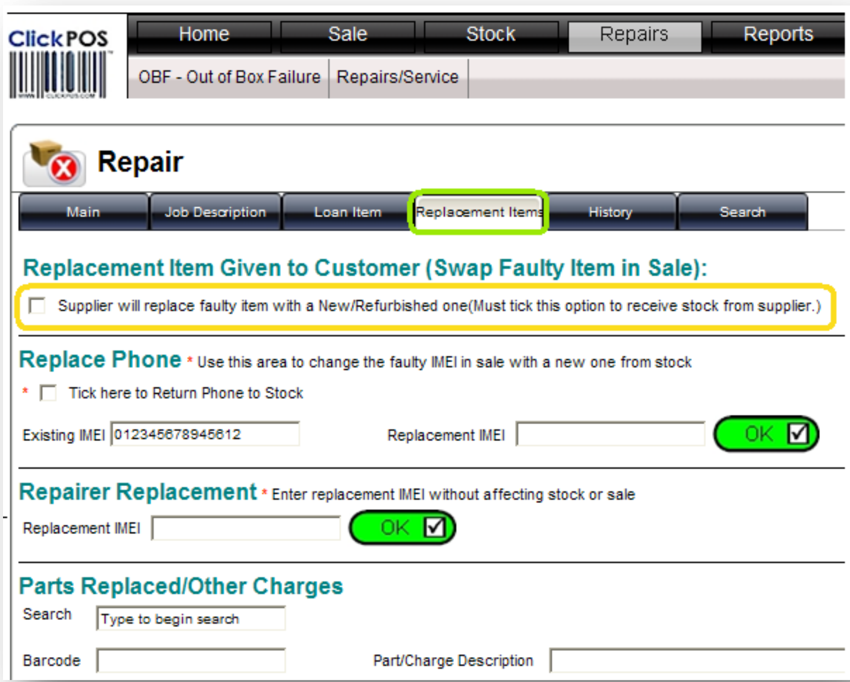
5.3.10 Faulty Replacement

- ***Add faulty items into stock which have been linked from the repairs area.***

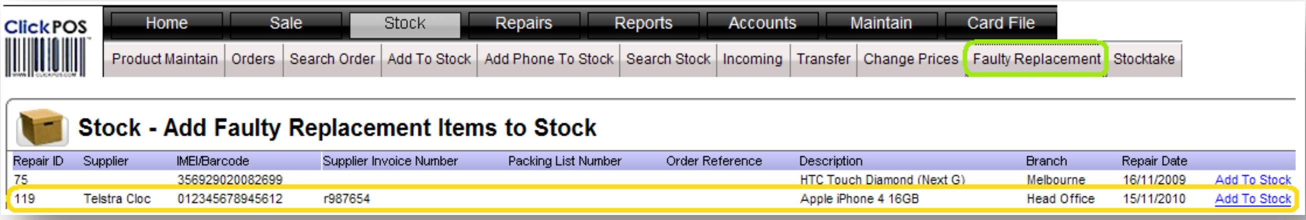
1. Navigate to **"Repairs"**, **"Repair/Service"** and click the **"Phone"** search field to enter in the IMEI details.



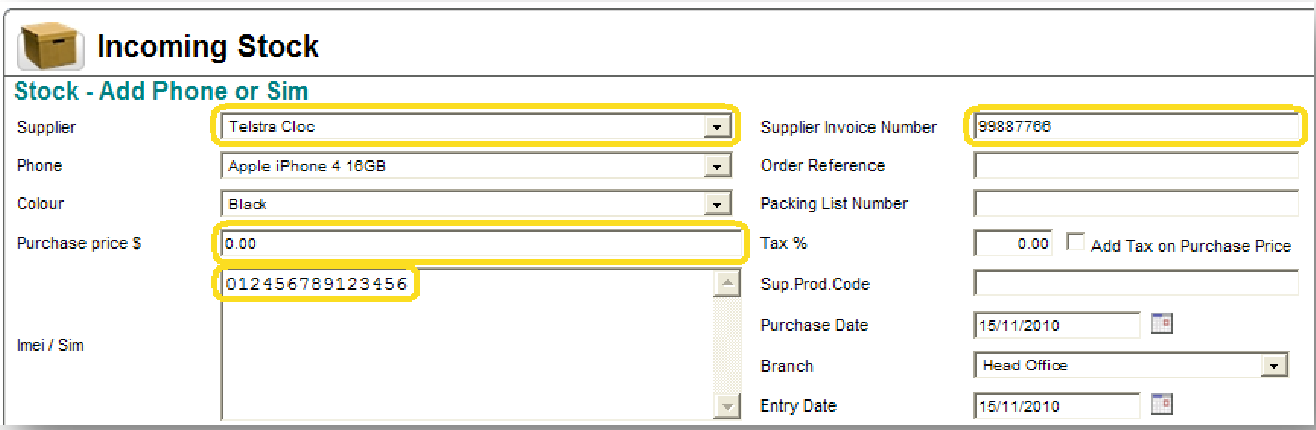
2. Select the IMEI by clicking on the green tick box.
3. Click on **the "Replacement Items"** tab and click on the **"Supplier will replace faulty item"** checkbox. In doing this it will create a purchase order so when the new phone is delivered you can receive it.



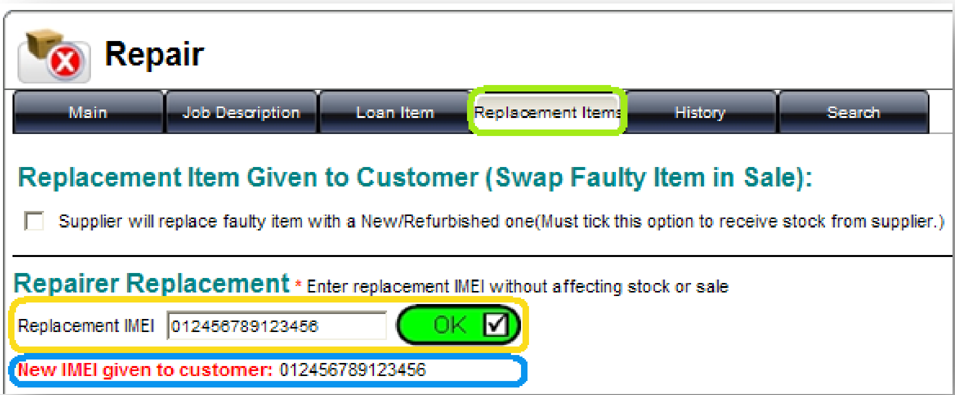
4. Navigate to **"Stock"**, **"Faulty Replacement"** and there you should see the phone for replacement. Once stock has been received from supplier click on the **"Add to Stock"** hyperlink.



5. Choose from the dropdowns the Supplier and colour of handset. Enter in the Invoice Number and new IMEI and the purchase price should be $0.



6. Go back into the customer repair and click on the **"Replacement Item"** tab. Enter the new IMEI into the **"Repairer Replacement"** field and click **"OK"**. You will now receive confirmation of the IMEI swap and this will also take the new IMEI out of stock.

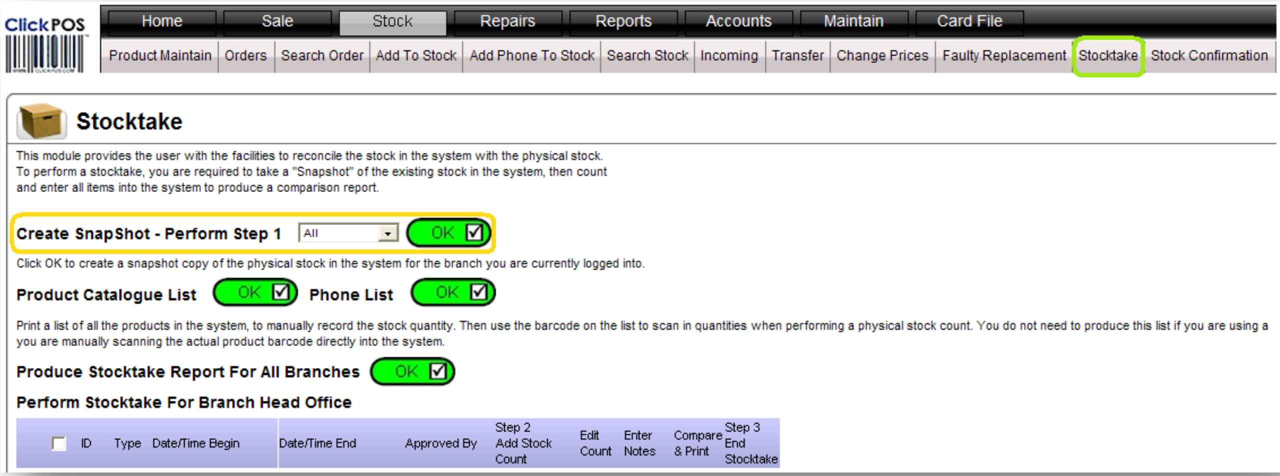


5.3.11 Stock-take

- *Create Stock-takes, enter count & compare variance*

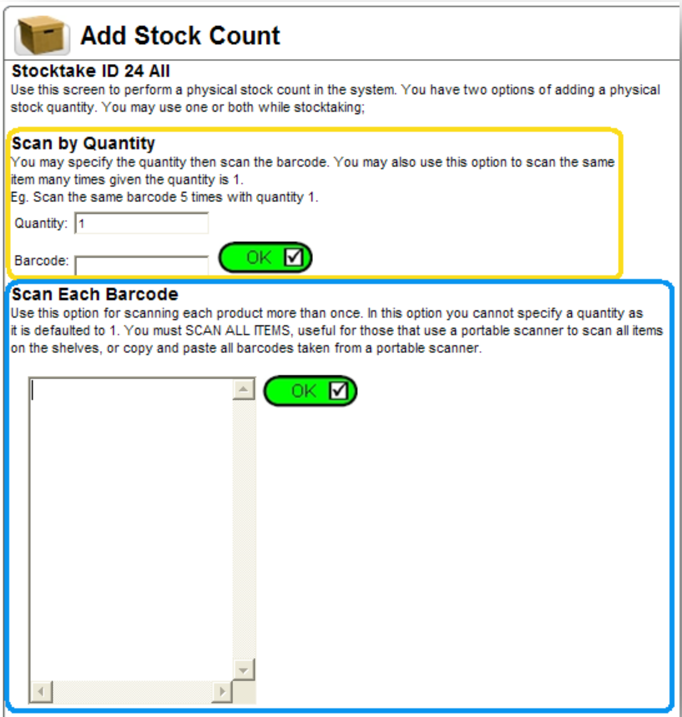
Performing a Stocktake -

1. Navigate to **"Stock"** and then **"Stocktake"**. Here you can choose whether you would like to perform a **"Phones only"**, **"Products only"** or an **"All"** stocktake. **"All"** will be chosen for this exercise.



2. You will now see the new stocktake. Click on the **"OK"** button to start scanning the items in.

3. A window will now appear so you can start scanning in the items. There are two ways you can scan the items in. You can either scan in multiples of the same item by scanning in the item in the top field and choosing the amount (This only works for accessories/products). The second option is to scan them in individually on the bottom field. NOTE: For serialised devices you must scan the serial only into the second field.

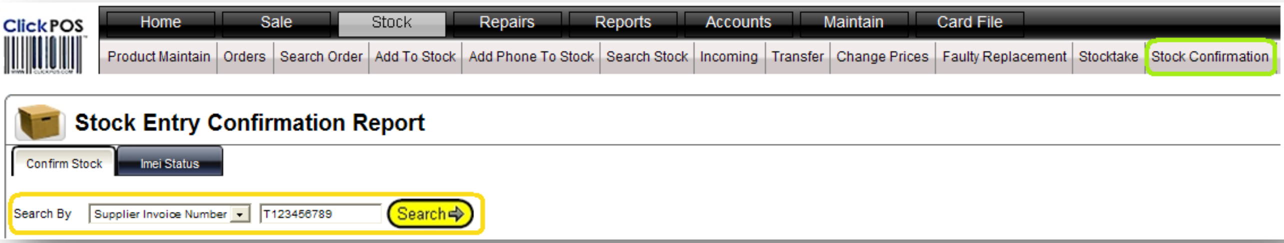


4. Once all items have been scanned in, close down the window and click on the **"Compare Report"** hyperlink to see any discrepancies. If you accidently over counted an item you can adjust it from the **"Edit"** button. This field should only be used to remove stock, not to add. If you have under counted a product, add it into the stocktake by pressing the **"OK"** button and scan the product in. NOTE: You can only perform a stocktake with products that either have a barcode or an in-house barcode.
5. To adjust the stock levels to what the stocktake report says you first need to either print the **"Compare Report"** information or print it to a soft copy on your computer (.xps file).
6. Click on the **"End Stocktake"** hyperlink to finish stocktake.
7. All of the missing stock now needs to be taken out of the system using the report you now have. You first should create a Sales Consultant and a customer called **"Stocktake"** for tracking purposes.
8. Navigate to the sales screen and sell out all of the stock items you have missing at $0. This will take the stock out of the system at the purchase price and will show as a negative dollar amount for the day.

5.3.12 Stock Confirmation

- ***Used in combination with supplier orders***
- ***Enter either Supplier Invoice number or Packing list number to get confirmation (print if required)***

1. Once you have received the stock into the system you should perform a stock confirmation to make sure that the invoice matches what has been entered. Navigate to **"Stock"** and **"Stock Confirmation"**.
2. Enter in the supplier invoice number in the search field and press **"Search"**. The system will now bring up all of the items that have come in under that supplier invoice number.



3. Make sure that the amount match up and that the total amount is correct.

In Stock

Purchase Date	Branch	Supplier	Sup.Prod.Code	Description	IMEI/Barcode	Quantity	Tax %	Item Price	Total Price
15/11/2010	Head Office	Telstra Cloc	555111	Apple iPhone 4 16GB	012789123456780	1	10.00	836.00	836.00
15/11/2010	Head Office	Telstra Cloc	555111	Apple iPhone 4 16GB	012789123456781	1	10.00	836.00	836.00
15/11/2010	Head Office	Telstra Cloc	555111	Apple iPhone 4 16GB	012789123456782	1	10.00	836.00	836.00
15/11/2010	Head Office	Telstra Cloc	555111	Apple iPhone 4 16GB	012789123456783	1	10.00	836.00	836.00
15/11/2010	Head Office	Telstra Cloc	555111	Apple iPhone 4 16GB	012789123456784	1	10.00	836.00	836.00
15/11/2010	Head Office	Telstra Cloc	555111	Apple iPhone 4 16GB	012789123456785	1	10.00	836.00	836.00
15/11/2010	Head Office	Telstra Cloc	555111	Apple iPhone 4 16GB	012789123456786	1	10.00	836.00	836.00
15/11/2010	Head Office	Telstra Cloc	555111	Apple iPhone 4 16GB	012789123456787	1	10.00	836.00	836.00
15/11/2010	Head Office	Telstra Cloc	555111	Apple iPhone 4 16GB	012789123456788	1	10.00	836.00	836.00
15/11/2010	Head Office	Telstra Cloc	555111	Apple iPhone 4 16GB	012789123456789	1	10.00	836.00	836.00

Total Count	10
Total Purchase Price	8360.00

Grand Total Count	10
Grand Total Purchase Price	8360.00
Grand Freight	0.00
Total Purchase Price + Freight	8360.00

4. If all of the prices are correct the stock controller can now print the report and attach it to the supplier invoice.

5.4 Repairs

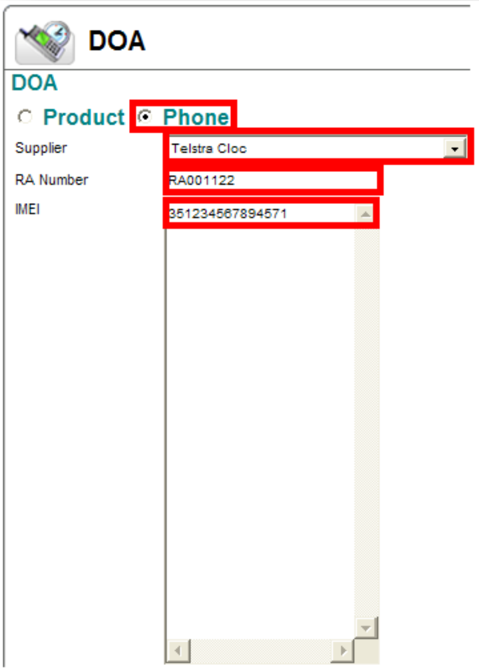
- *Log and monitor repair/ service jobs*
- *Useful in warranty situations*
- *A must for the telecommunications industry*

5.4.1 OBF - Out of box failure (DOA)

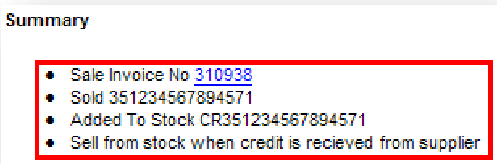
- *Log and return faulty stock back to supplier for a replacement or credit note*

1. Navigate to the **"Repairs"** tab & then the **"OBF/DOA"** option.

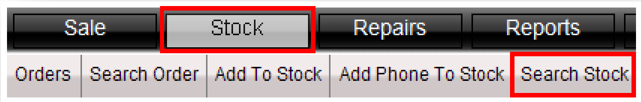
2. Select **"Phone"**,**" Supplier"**, enter in RA number & IMEI.



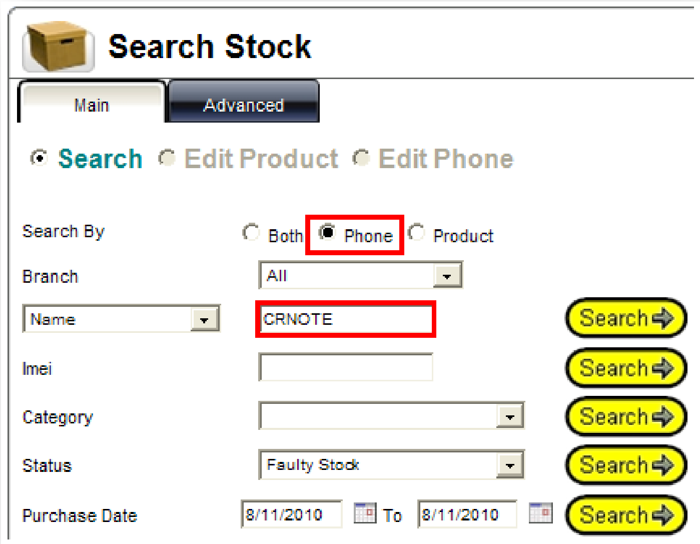
3. Press **"OK"** & you will be given a summary with the raised Credit Note. This will also put the system into negative GP until credit note is received.



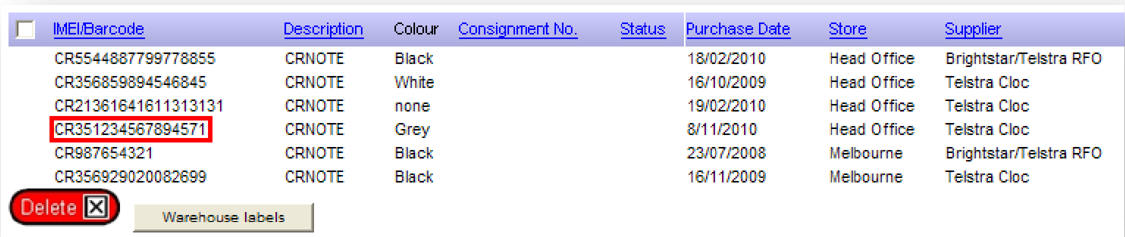
4. Once you receive a Credit Note from the supplier you need to remove the item from stock. Click on **"Stock"** & **"Search Stock"** to find item to remove.



5. Select the **"Phone"** option and enter **"CRNOTE"** in the name field to search for faulty IMEI number.



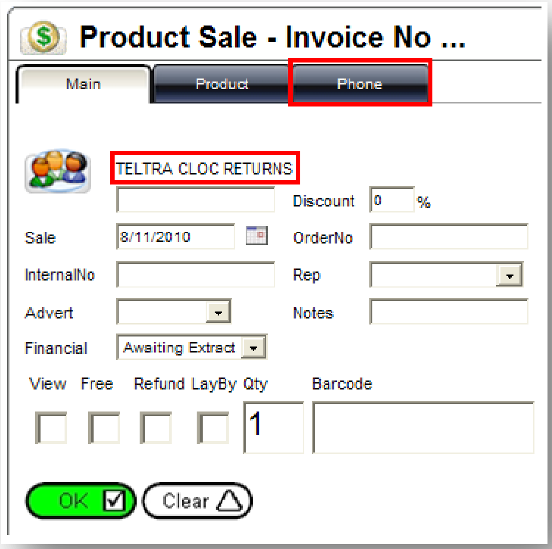
6. Copy the IMEI number starting with CR.



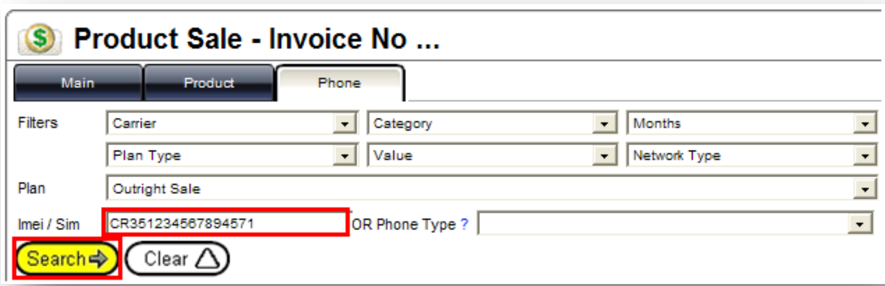
IMEI/Barcode	Description	Colour	Consignment No.	Status	Purchase Date	Store	Supplier
CR5544887799778855	CRNOTE	Black			18/02/2010	Head Office	Brightstar/Telstra RFO
CR356859894546845	CRNOTE	White			16/10/2009	Head Office	Telstra Cloc
CR21361641611313131	CRNOTE	none			19/02/2010	Head Office	Telstra Cloc
CR351234567894571	CRNOTE	Grey			8/11/2010	Head Office	Telstra Cloc
CR987654321	CRNOTE	Black			23/07/2008	Melbourne	Brightstar/Telstra RFO
CR356929020082699	CRNOTE	Black			16/11/2009	Melbourne	Telstra Cloc

7. Enter the sales screen by clicking on the **"Sale"** tab followed by the **"Sell Product"** field.

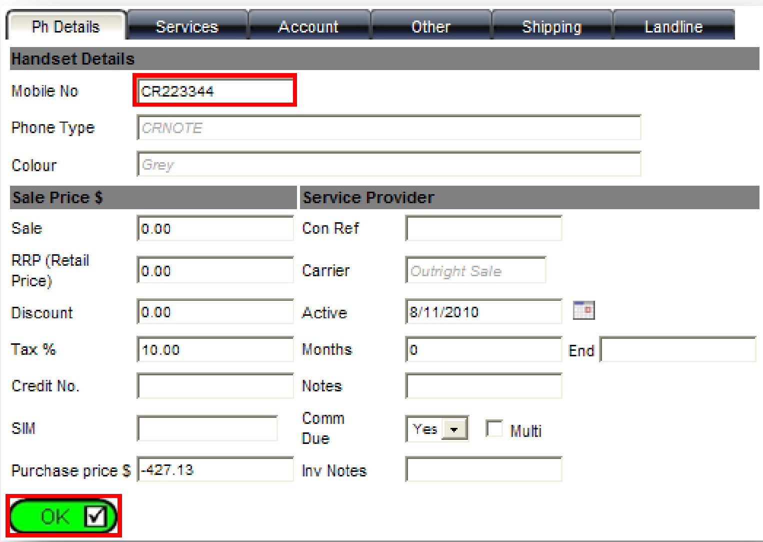
8. For tracking purposes create a customer that's specific to the supplier (E.g. TELSTRA CLOC RETURNS) & use the same customer for any future returns through that supplier. Click on the **"Phone"** tab.



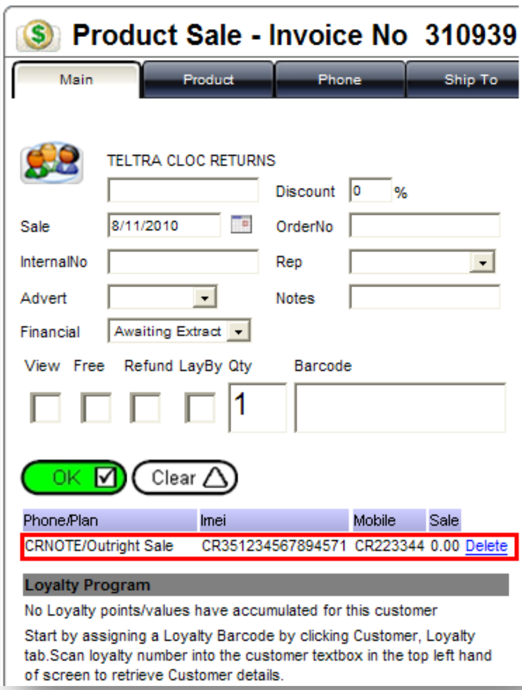
9. Enter the CR number in the **"IMEI"** field and press **"Search"** to sell it out as an outright sale.



10. In the **"Mobile No"** field enter in your CR number and press **"OK"**.



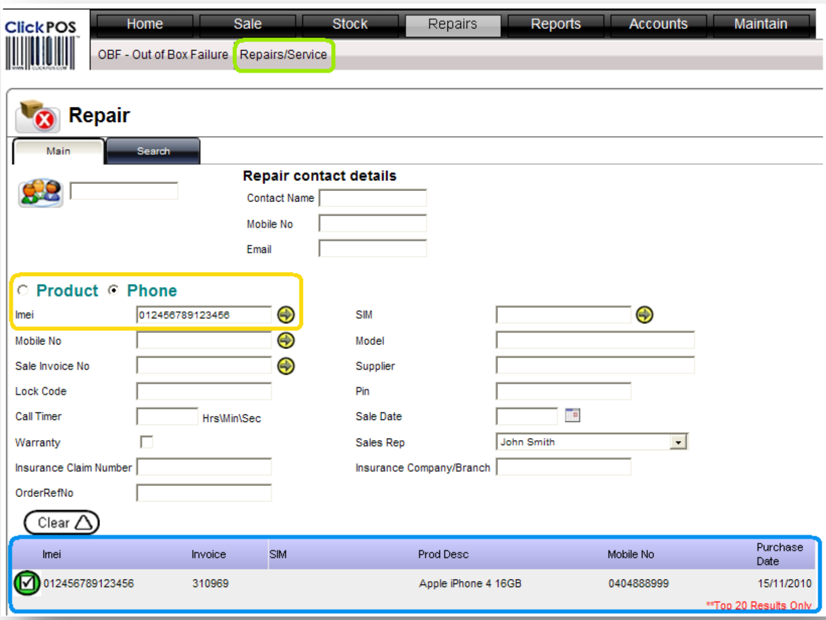
11. There will be no sale price in the transaction and click **"NIL PAY"** to complete the sale. This will add a credit back into the system and zero out the previous negative sale.



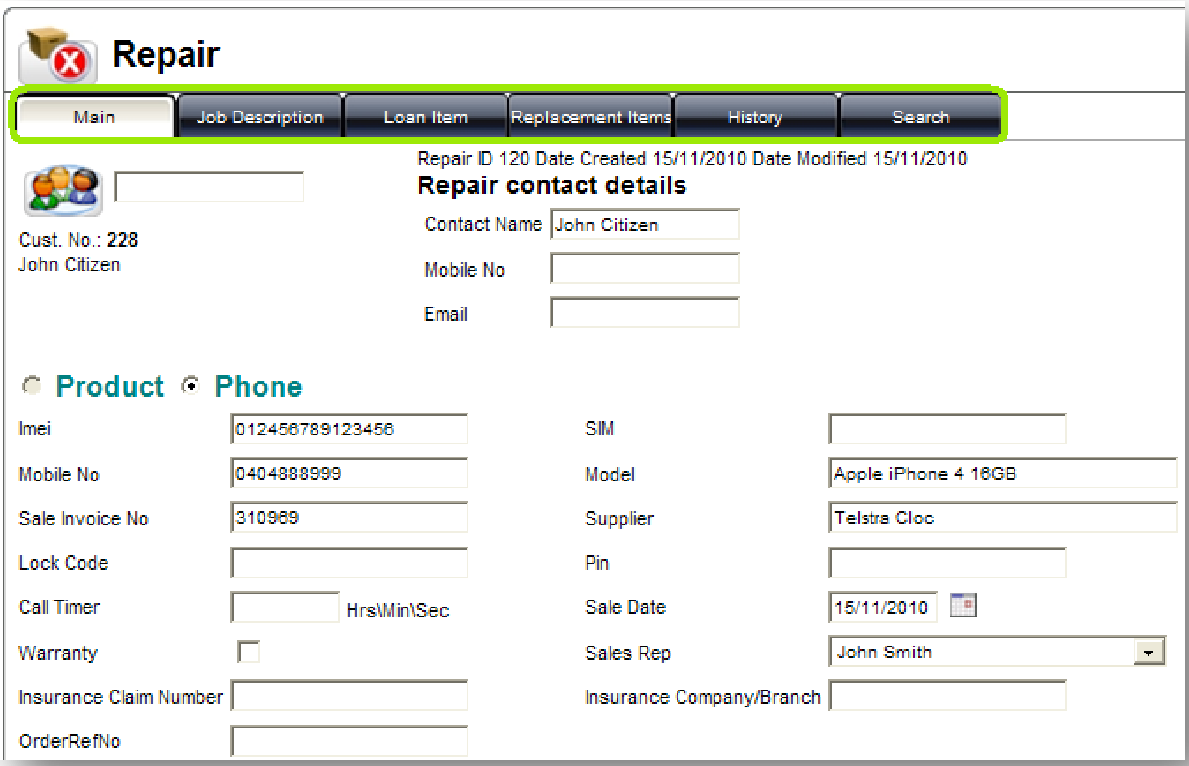
5.4.2 Repairs/ Service

- ***Create new repair jobs, track and monitor progress***
- ***Offers the ability to email or SMS clients upon status change***

1. If a customer has a faulty mobile device that needs to be sent away for repair, replacement or a credit note it gets done through the **"Repair"** section of the system. To create a new repair job navigate to the **"Repair"** tab, **"Repairs/Service"** and click on the phone search field to enter in the IMEI number.
2. Enter the IMEI number in the **"Imei"** field and press the green tick next to field.
3. This will look through the system to find any sale with this IMEI number in it. The IMEI number will now be displayed at the bottom of the screen.
4. Click on the green tick at the bottom of the screen to confirm the device for repair.

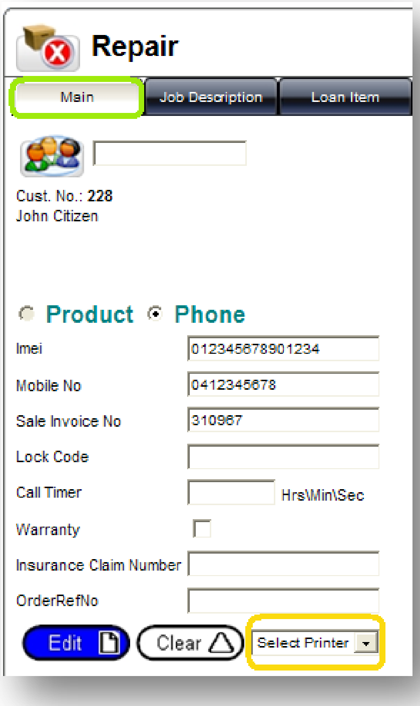


5. You will now be directed to a screen where there will be multiple tabs to enter in information about the repair job. The main tab will show the general information such as customer mobile number, invoice number sale date and supplier.
6. Click on the **"Job Description"** tab to enter in the details relating to the faulty device.



- **"Job Description"** - In this tab you can select the status of the job, what items are included in the repair, the fault of the device, where the device is going, notes from the Repairer and any internal notes.
- **"Loan Item"** – In this tab you can issue the customer a loan phone and put any notes referring to loan unit.
- **"Replacement Item"** – On this tab you can replace a phone with one that has been sent from a supplier, replace a phone from stock, replace a phone from repairer and charge customer for any parts for the repair job if applicable.
- **"History"** – View any repair history for that customer.
- **"Search"** – You can search for a repair job my various methods such as IMEI, customers name, date range and repair ID.

7. Once all of the details for the repair have been entered you can print a repair sheet that you can give to a customer and/or send it to the repair centre with all references for the repair job. Drop down the **"Select Printer"** field to select the format in which you would like to print.



5.5 Reports

Below is the current pre-defined report set found within ClickPOS
Each report contains sensitive information and ClickPOS advise that all administrators view the report before assigning it to staff. Each user group will have options specific to that group.

TO MAINTAIN PERMISSIONS PROCEED TO....
MAINTAIN→ SYSTEM ADMIN→ USER GROUPS→ EDIT PERMISSIONS IN A GROUP (FOR REQUIRED GROUP)
+ REPEAT FOR OTHER ADDITIONAL USER GROUPS

5.5.1 Sale Reports

Sale reports cover varied sale information from basic transaction advice through to more detailed reports containing revenue and other sensitive information.

Daily Activity Sales Report (1-1)

Phone Sale by Plan (1-2-1)

Phone Sale by Phone (1-2-2)

Phone Sale by All Sales Rep (1-2-3)

Phone Sale by Carrier Type (1-2-4)

Phone sale By Internal Ref (1-2-5)

Phone Sale Report by Plan Category (1-2-6)

Daily Transaction Advice by Phone (1-3-1)

Daily Transaction Advice by Product (1-3-2)

Daily Activity Report by Phone no Tax (1-3-3)

Daily Activity Report by Product no Tax (1-3-4)

Daily Activity Report by Product Category (1-3-5)

Daily Activity Report by Product Category no Tax (1-3-6)

Product by Type Report (1-4-1)

Product Sales by Sales Rep Report (1-4-2)

Product by Branch Report (1-4-3)

Daily Activity Report (1-5-1)

Daily Activity Report by Sales Rep (1-5-2)

Daily Activity Report no Tax (1-5-3)

Daily Activity Report by Sales Rep no Tax(1-5-4)

Total Sales Grouped by Branch and Sales Rep (1-6)

Sales Rep Commission by Carrier Percentage (1-7)

Phone Sale Total Grouped by Plan Type (1-8-1)

Phone Sale Total Grouped by Plan Category (1-8-2)

Phone Sale Total Grouped by Carrier (1-8-3)

Product Category Total by Branch (1-9)

Product Master Category Total by Branch (1-10 -1)

Product Master Category Total by Sales Rep (1-10-2)

Plan Category by Branch (1-11-1)

Plan Category by Sales Rep (1-11-2)

Contract Plan Expiry by Customer (1-12)

Daily Connection Summary by Sales Rep (1-13)

Daily Activity Sales by Customer (1-14-1)

Daily Activity Sales by Branch and Customer (1-14-2)

Daily Activity Report for Receipt Printer (1-16)

Produce Phone Connection by Branch and Plan Type (1-15)

Full Invoice Detail Using Barcode (1-17)

Transaction Report (1-18)

Sales Rep Commission by Product Percentage (1-19)

Daily Activity Sales Report Discount Sale (1-20)

Daily Activity Sales -Export Friendly Format (1-21)

5.5.2 Stock Reports

Stock reports cover varied stock & supplier information. You willOrders, Stock Confirmation, Catalogue and much more

Product List (2-1)

Phone List (2-2)

Product by Location (2-3-1)

Product by Product Type (2-3-2)

Phone by Location (2-3-3)

Phone by Phone Type (2-3-4)

Sales Re-Order Report (2-4)

Stock Transit Report (2-5)

Product Label for Shelves (2-6)

Product Re-Order Stock Report (2-7-1)

Phone Re-Order Stock Report (2-7-2)

Phone Qty by Location and Supplier (2-8)

Purchase Report (2-9)

VIP Products List (2-10-1)

VIP Phone List (2-10-2)

Category Total by Location (2-11)

Product Master Category Total by Location (2-12)

Stock Re-Order Report (2-13)

Produce Phone Purchase Report (2-14-1)

Phone Purchase Report by Phone (2-14-2)

Product Matrix (2-15)

Phone Matrix (2-16)

5.5.3 Finance Reports

Finance reports cover sensitive financial information. ClickPOS advise only admin/accountants access these reports.

Banking Report (3-1)

Tax Report (3-2)

Accounts Outstanding (3-3-1)

Accounts Outstanding Ageing Summary (3-3-2)

Ageing Summary of Debtors (3-4)

Supplier Report (3-5)

Brief Connection Report (3-6)

Daily Sales Summary (3-7)

Category Summary (3-8)

Sales Discrepancy (3-9)

Detailed Connection Listing (3-10)

Stock Purchase Price on Hand (3-11)

Outstanding Revenue (3-12-2)

Revenue from Carrier (3-12-1)

Detailed Phone Report (3-13)

Sale and Stock Total Grouped by Category (3-14)

Detailed Phone Sale Report (3-15)

Purchase Total for All Suppliers (3-16)

Gross Total of Sale by Branch (3-17)

Movement Trial Balance Report (3-18)

Average Contract Value (3-19-1)

Value of Airtime Percentage (3-19-2)

Sales Total by Plan (3-20)

Daily Activity Cash Flow (3-21)

Supplier Summary Report (3-22)

5.5.4 Accounts Reports

Accounts reporting cover basic financial information. ClickPOS advise only admin/accountants access these reports.

List Payables (4-1)

List Receivables (4-2)

Transaction List and Summary Payable and Receivables (4-3)

Daily Reconcile Discrepancy (4-4)

5.5.5 Maintenance Reports

Maintenance reporting gives general info relating to stock, templates and employees.

Product List Report (5-1)

Product Type List (5-2)

User List (5-3)

Phone List (5-4)

Loan Phone List (5-5)

Phone Price List (5-6)

Full Template List (5-7)

Reference Product Group List (5-8)

Branch/Sales Rep List (5-9)

Product Type by Supplier Barcode List (5-10)

Timesheet Report by Branch (5-11-1)

Timesheet Report by Employee (5-11-2)

In House Barcode Product Type List (5-13)

5.5.6 Mail-out Reports

Mail-out reports show information relating to marketing and promotional campaigns

Adverts Report (6-1)

Customer Report (6-2)

5.5.7 Performance Reports

(Permission located under "Branch Level Sale Reports")

Similar to sales reporting but more specific to performance rather than GP, Net, etc..

Produce New Sales Performance Reports

- ***View Sales Price***
- ***View Gross Profit***
- ***View Gross Margin Indicator (GMI)***

5.5.8 Report Generator

(Permission located under "View Global Reports")

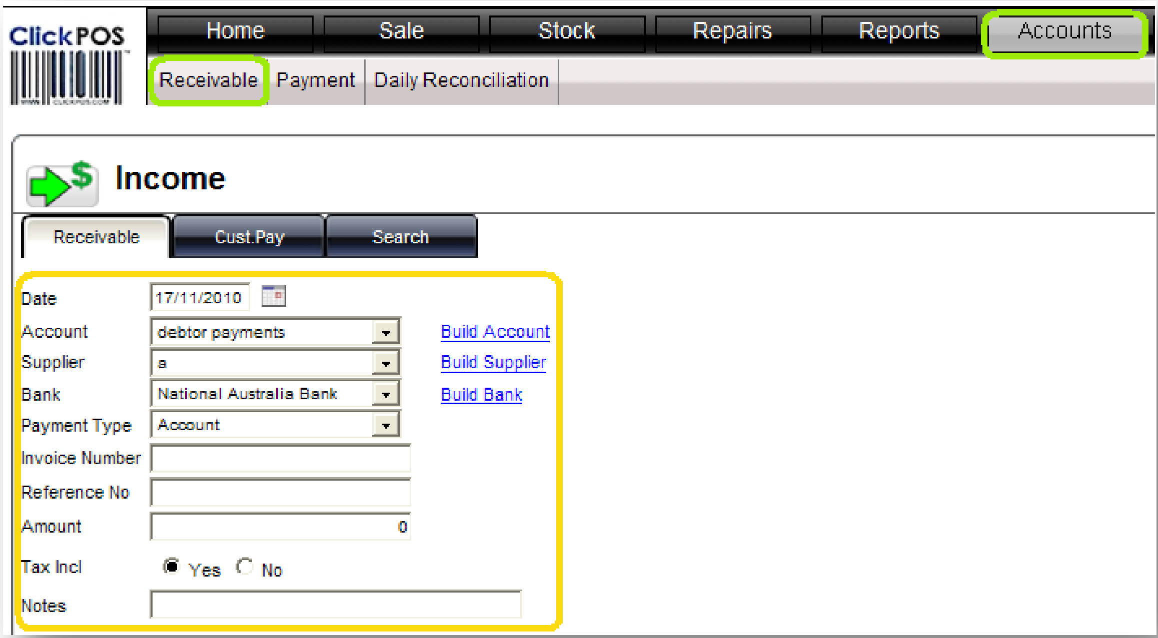
Offers flexible options to build and maintain your own user defined reports

5.6 Accounts

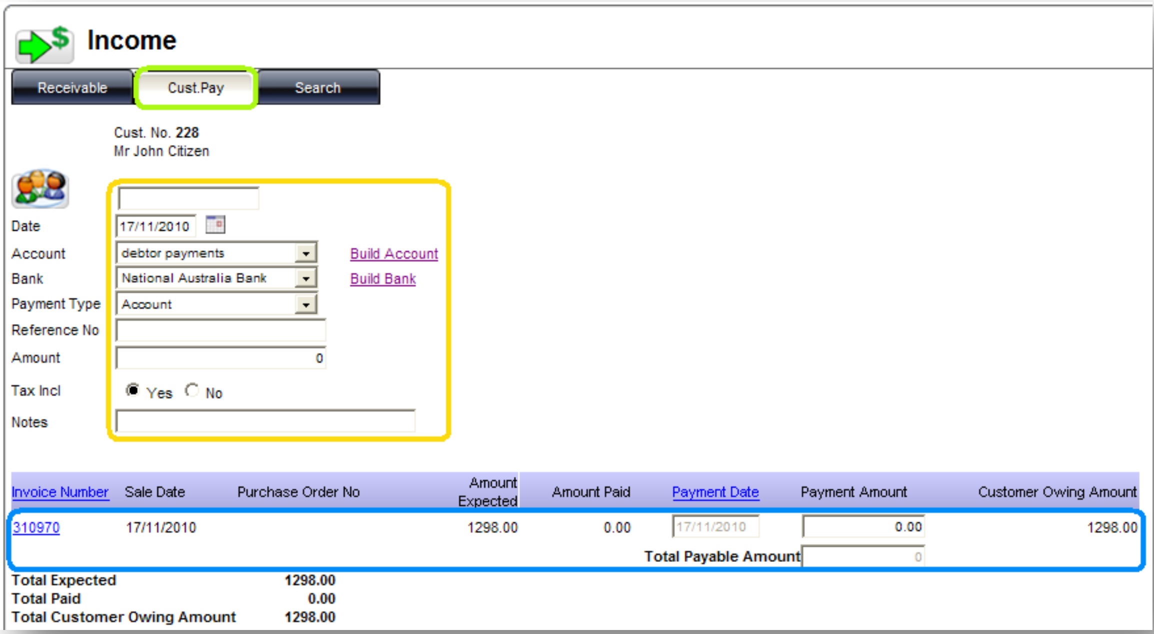
5.6.1 Receivable

- ***In account Receivables you can perform multiple tasks such as taking payments for an Account Customer, receive a payment towards the company that are not invoiced and search for outstanding account invoices and past payments.***

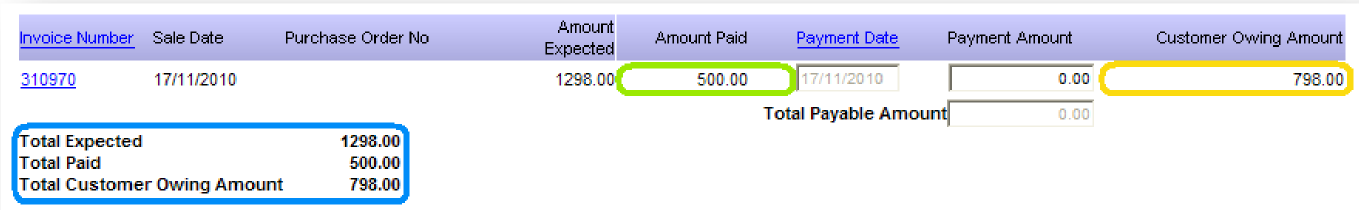
1. Navigate to **"Accounts"** and **"Receivable"**. The **"Receivable"** tab is used if a lump sum is made towards the company that isn't from an Invoice. This payment won't be shown in the sales reports; it will only be tracked through the Receivables report. On this tab you can maintain Accounts, Suppliers and Banks.



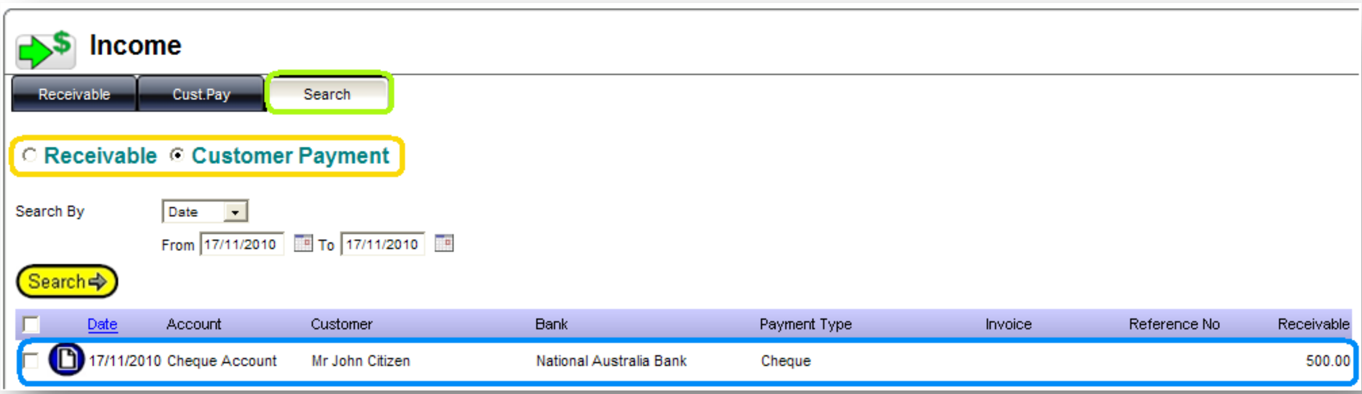
2. On the **"Cust Pay"** tab you can look up an existing customer that has an amount that is outstanding. Once customer is found you can choose the payment type, what Bank it's from, Reference number and any applicable note. When a payment is made it needs to be placed in the **"Payment Amount"** field in the outstanding invoice number line and then press **"OK"**.



3. Once payment has been made (in this case $500) it will show up under **"Amount Paid"** in the invoice line, it will show the amount outstanding there will be a summary at the bottom of the screen.



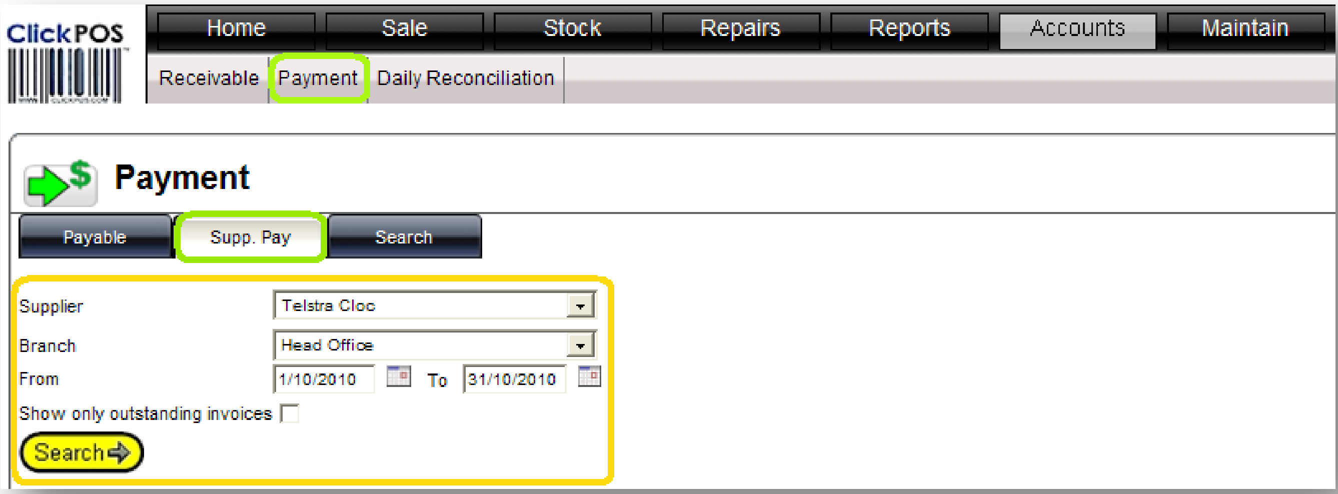
4. On the **"Search"** tab you can search for previous receivable and customer payments. There are multiple fields in the drop down that you can use. Once payment is found you can also edit this by clicking on the blue **"Edit"** button in the search results.



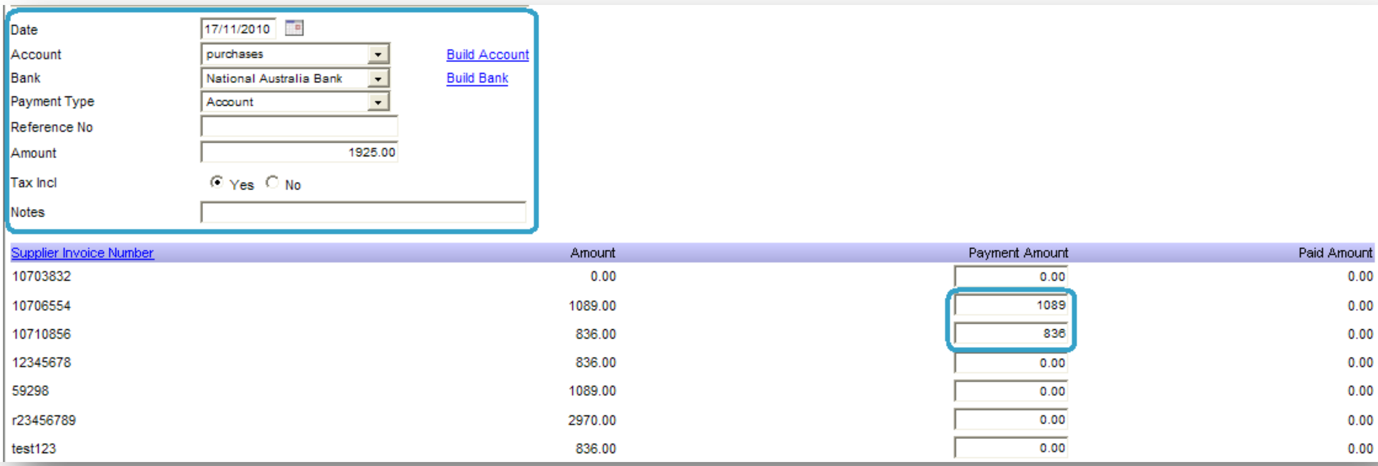
5.6.2 Payment

- ***The Payment section is used when you want to pay a specific supplier, make a payment towards something that isn't in the system and search for previous payments.***

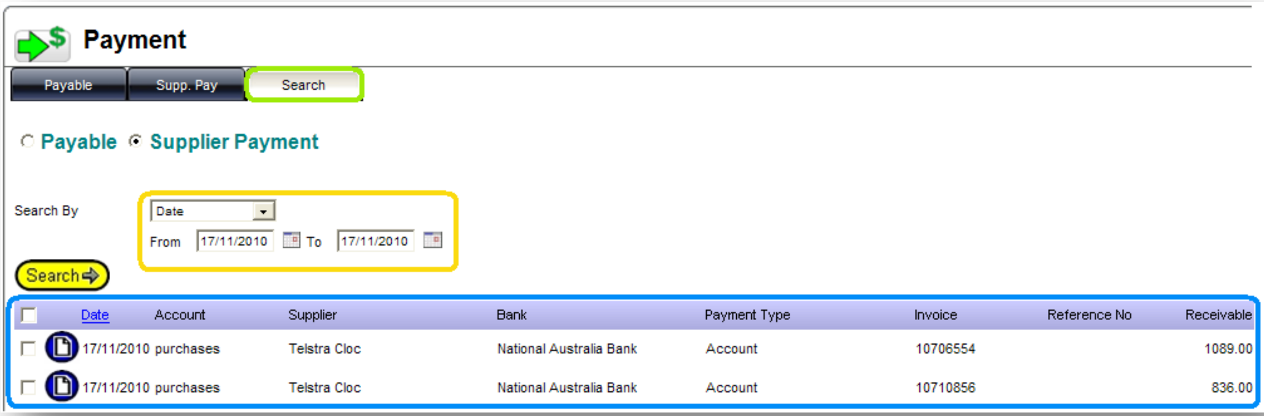
1. In the **"Payable"** tab you can make a payment towards anything that hasn't been recorded as an invoice. In the **"Supp. Pay"** tab you can choose the Supplier that you wish to pay, how the payment is being made and which invoice from the supplier you are paying.



2. Once you have chosen a Supplier and date range, press **"Search"** to bring up the list of supplier invoices. You can enter in the amount you wish to pay per invoice in the **"Payment Amount"** field and this will total in the **"Amount"** field under account information.



3. Press **"OK"** once amounts have been entered and the invoice will now state how much has been paid towards each invoice.
4. The **"Search"** tab is used to search for find any previous payments that have been made.

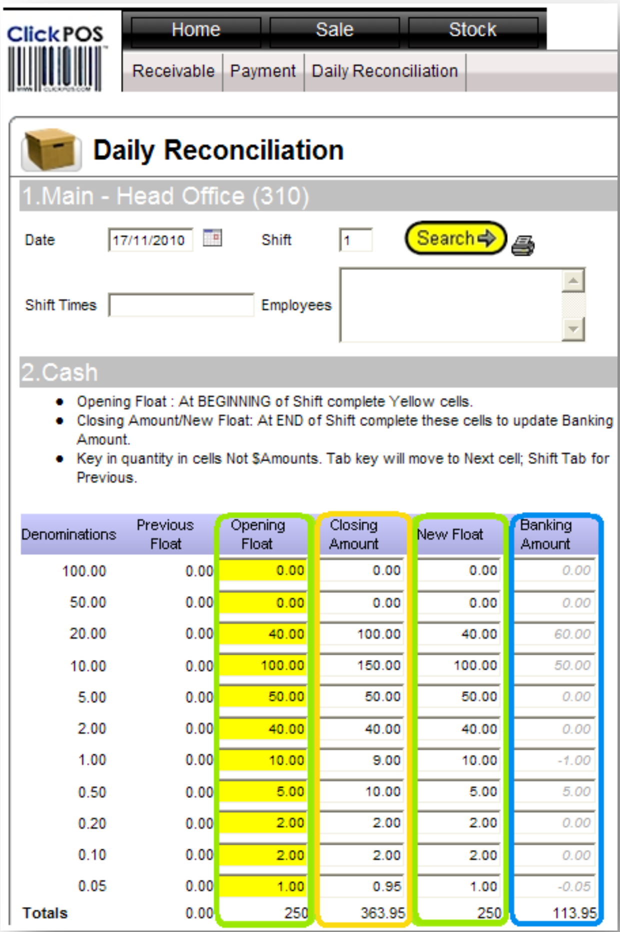


5.6.3 Daily Reconciliation

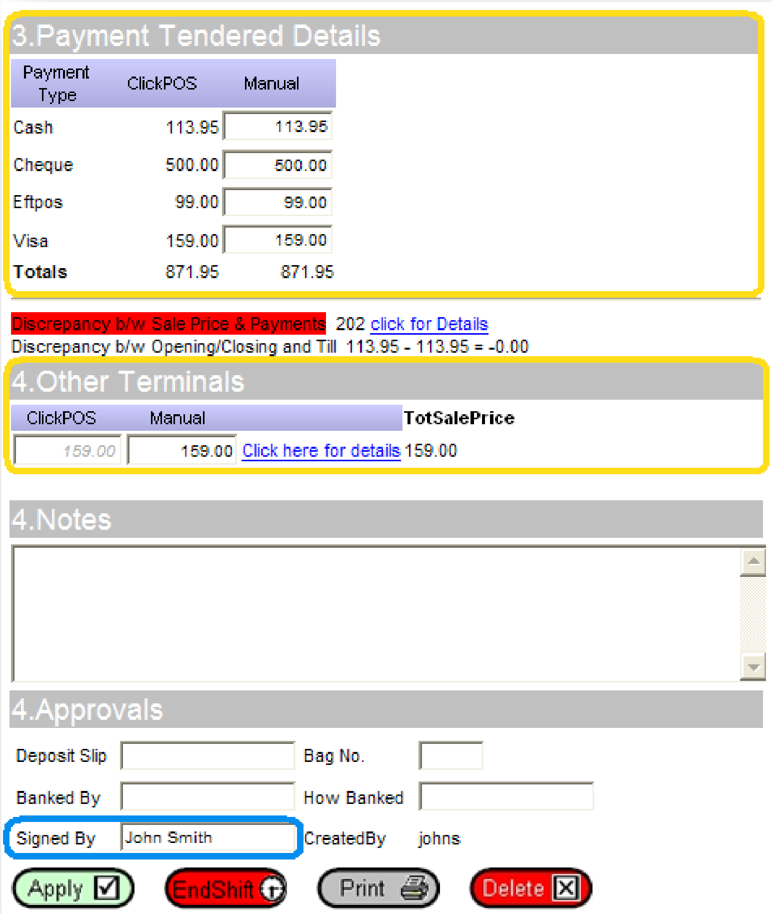
- ***Count cash registers and reconcile against trading***
- ***A count of the tills should be done before trading at the end of the business day to prevent discrepancies. Normally your opening and closing float will be the same from day to day. Using the Daily Reconciliation is very important for balancing your daily transactions and banking.***

Daily Reconciliation – Video Tutorial

1. Navigate to **"Accounts"**, **"Daily Reconciliation"** and search the required date.



2. Before the start of the day whoever operates the till should count the float and enter the amount in to the system. After the amount is entered in the system press **"Apply"** to save the amounts. After all the transactions of the day have been entered you will then need to count the cash and enter it in the **"Closing Amount"** field. The **"New Float"** amount will be the same as the **"Opening Float"** and the **"Banking Amount"** will be the amount you need to take out for banking.
3. Enter in the **"Payment Tendered Details"** manual section the total amounts of each type of payment (E.g. Cash, EFT, VISA etc). This should equal what ClickPOS states to be correct.
4. **"Other Terminals"** is usually for Epay so you can keep track on what has been printed off through the Epay machine to what has been charged through ClickPOS.
5. Once all figures have balanced the person processing the end of day reconciliation should put their name in the **"Signed By"** field for tracking purposes.



5.7 Maintain

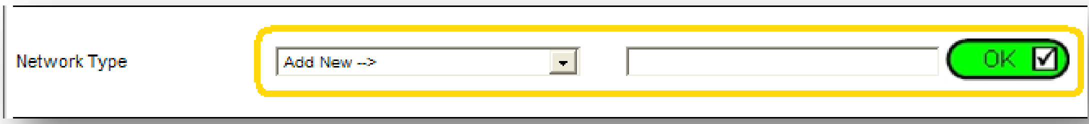
5.7.1 Tariff Plan

- *The Tariff plan is how you maintain your mobiles, plans and commission/bonus structure. If you were to make changes to the Tariff Plan there should be one or two people that can do this as you can change or delete things if you are not familiar with this part of the system. Please call ClickPOS if you are unsure.*

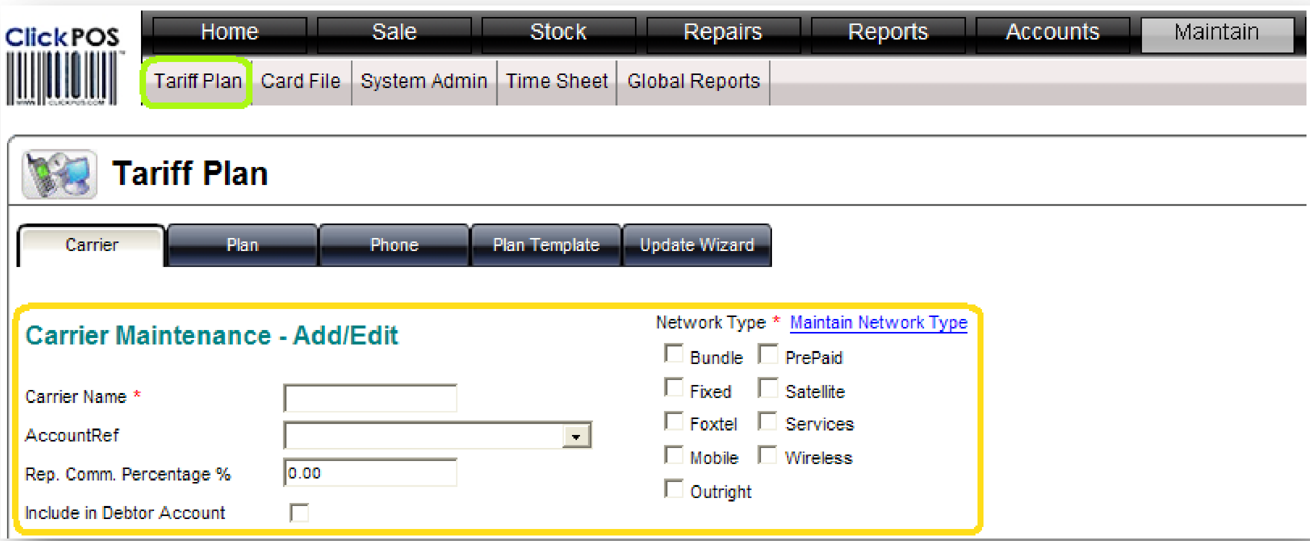
Tariff Plan Overview – Video Tutorial

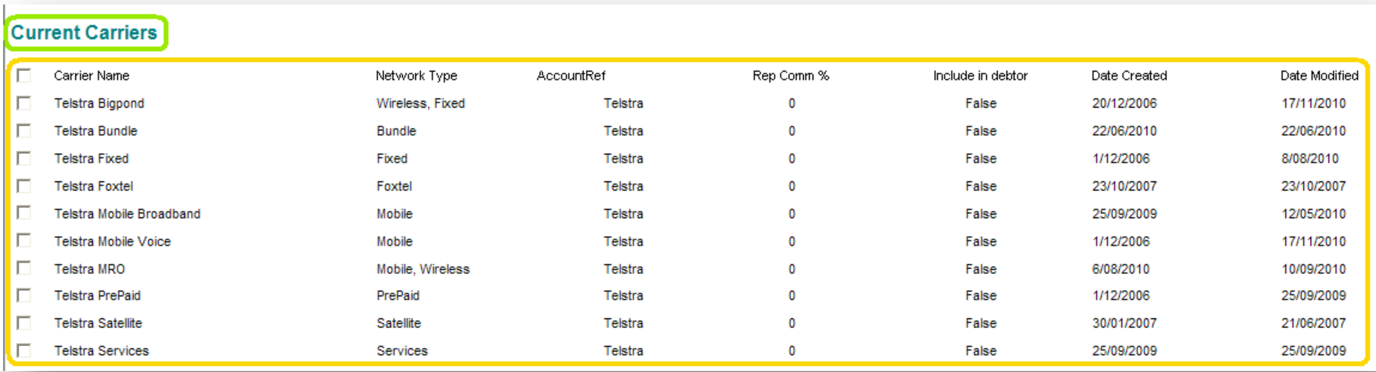
Tariff Plan Maintain Phone – Video Tutorial

1. The Plan Template is made up of Carrier, Plan and Phone tabs. You are required to build and maintain all three tabs, and then join them together in the Plan Template along with the expected revenue. If a new phone is on the market, you need to add the phone in through the Phone Tab, then go to the Plan Template Tab to specify what plans can be sold with handset.
2. Navigate to **"Maintain"**, **"Tariff Plan"** and **"Plan Template"**. The first thing you should do is click **"Maintain Network Type"** hyperlink. Here you can maintain things like the **"Category"**, **"Months"**, **"Network Type"**, **"Plan Type"**, **"Value"**, **"Manufacturer"** and **"Colour"**. These fields will be used for when you make your plans and phone combinations. Type in the Network types and press **"OK"** (E.g. Bigpond, PrePaid and Fixed).



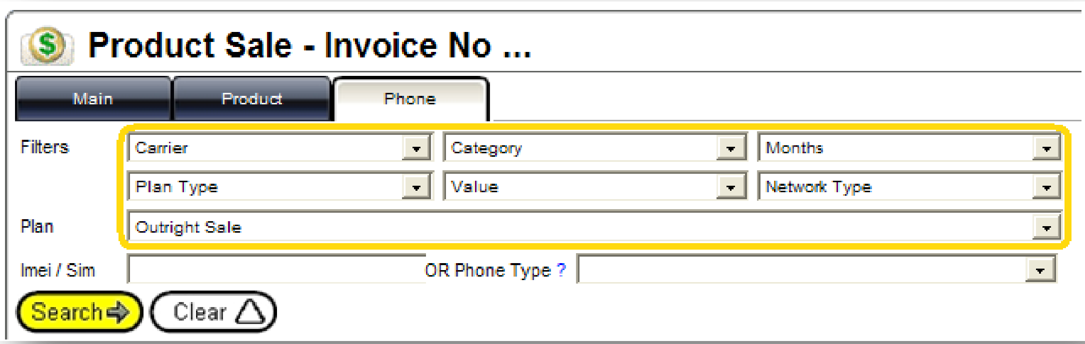
3. Once you have made the **"Network Type"** list you can now start to build the plans. Create a **"Carrier Name"** and **"AccountRef"** (E.g. Telstra) and tick the applicable option in the **"Network Type"** list. The **"AccountRef"** field talks to accounting software so it should be a name that it recognises. After selecting those fields ClickPOS generates a list of Carrier/Plan type combinations that will be listed underneath the **"Current Carriers"** list (E.g. Telstra Bigpond, Telstra Mobile Voice).




Current Carriers

Carrier Name	Network Type	AccountRef	Rep Comm %	Include in debtor	Date Created	Date Modified
Telstra Bigpond	Wireless, Fixed	Telstra	0	False	20/12/2006	17/11/2010
Telstra Bundle	Bundle	Telstra	0	False	22/06/2010	22/06/2010
Telstra Fixed	Fixed	Telstra	0	False	1/12/2006	8/08/2010
Telstra Foxtel	Foxtel	Telstra	0	False	23/10/2007	23/10/2007
Telstra Mobile Broadband	Mobile	Telstra	0	False	25/09/2009	12/05/2010
Telstra Mobile Voice	Mobile	Telstra	0	False	1/12/2006	17/11/2010
Telstra MRO	Mobile, Wireless	Telstra	0	False	6/08/2010	10/09/2010
Telstra PrePaid	PrePaid	Telstra	0	False	1/12/2006	25/09/2009
Telstra Satellite	Satellite	Telstra	0	False	30/01/2007	21/06/2007
Telstra Services	Services	Telstra	0	False	25/09/2009	25/09/2009

4. The next thing to do is to build the references for the plans such as months, value of plans and Category of plans. Some of these plan references will act as filters when selling out plans in the system. Below you can see the fields you need to use to help filter the plan types.

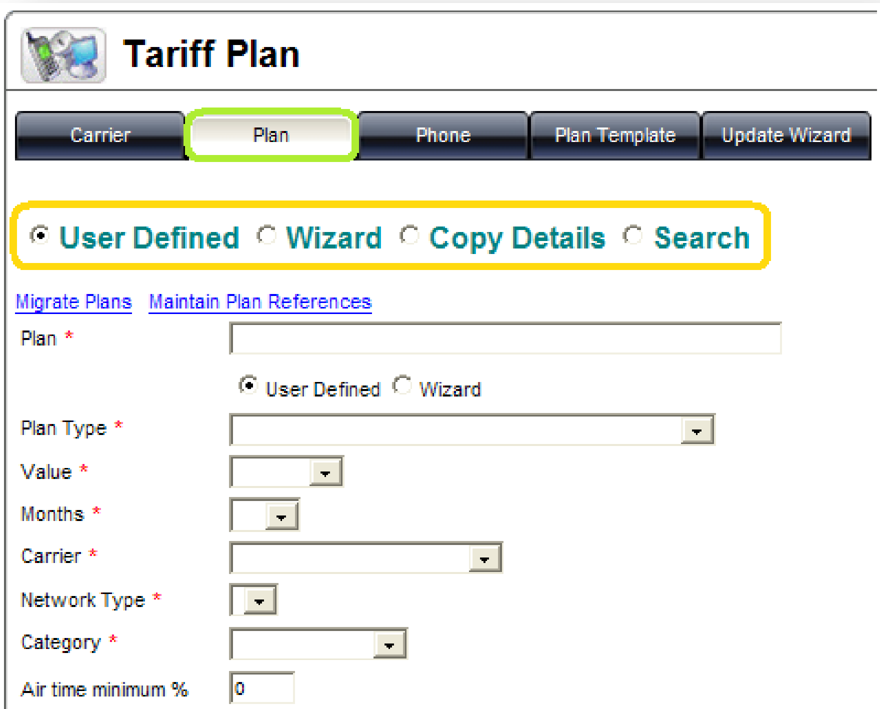


5. The next step is to make the plans using the **"Plan"** tab. In this tab there will be four fields that you can utilise such as **"User Defined"**, **"Wizard"**, **"Copy Details"** and **"Search"**.
   - **"User Defined" –** You can type your own plan names in and choose the corresponding fields it falls under, such as plan type, value, carrier etc. This will also only create one plan at a time.
   - **"Wizard" –** This will let you choose multiple fields at the same time to create plans by ticking the desired checkboxes. This is also a good way of making bulk plan types.

     E.g. **Carrier Name** = Telstra, **Plan Type** = Consumer Member Plan, **Value** = $10, **Months** = 12, **Category** = NEW.

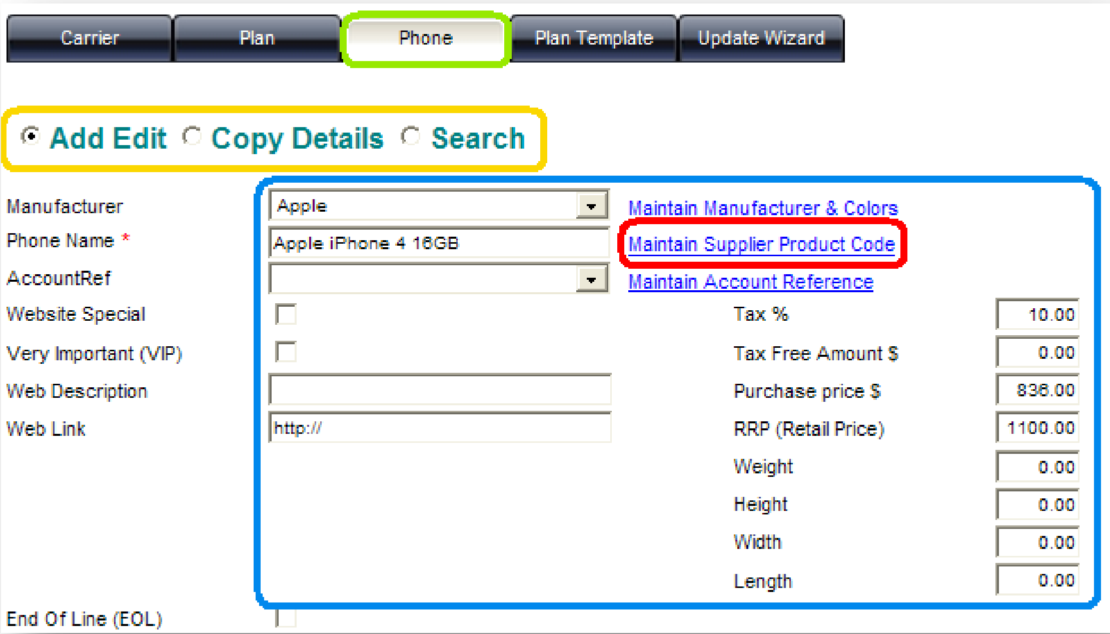
     This will generate the following plan: Telstra Consumer Member Plan $10 over 12 months.

     The system will also generate its own naming structure for these plans which you can change if desired. Once the plans have been generated you can click on the plan name hyperlink and click the **"User Defined"** option under the **"Plan"** name to change the name.
   - **"Copy Details"** – If a new plan comes out that is replacing an existing plan and the commission and bonuses are the same as the new plan you can copy the attributes from one plan to another.
   - **"Search"** – Here you can search to see if a plan exists already.

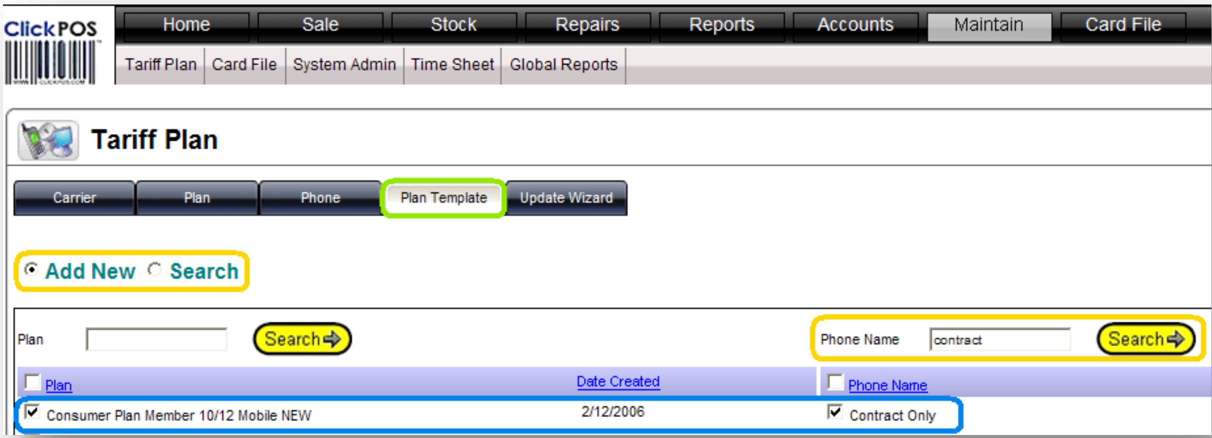


6. Once all of your plans have been generated you can now populate the phones. Navigate to **“Phone”**, and **“Add Edit”**.
   - **“Manufacturer”** – Select the maker of the phone. You can add or delete these through the hyperlink beside this field.
   - **“Phone Name”** – Enter in the phone name as you would like it to be displayed in the system.
   - **“AccountRef”** – Again this is for syncing with accounting software (E.g. Telstra).
   - **“Website Special”** – Phone will be listed on the website as a special.
   - **“Very Important (VIP)”** –
   - **“Web Description”** – How it is described on the website.
   - **“Web Link”** – Put in a direct link to manufacturer or applicable website (E.g. www.gsmarena.com).
   - **“End Of Line (EOL)”** – Choose this if the product line has ended.
   - Also enter in the applicable pricing.

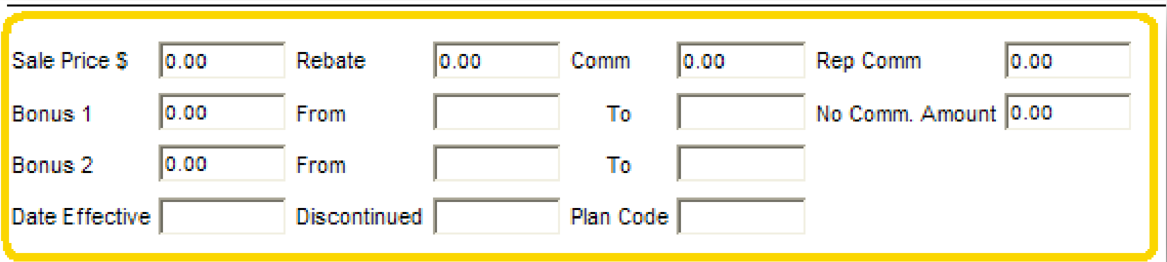
   The main details you need to add are Manufacturer, Phone Name, Purchase Price and RRP. Once the plan is generated, click on the **“Maintain Supplier Product Code”** hyperlink to enter the supplier product code.



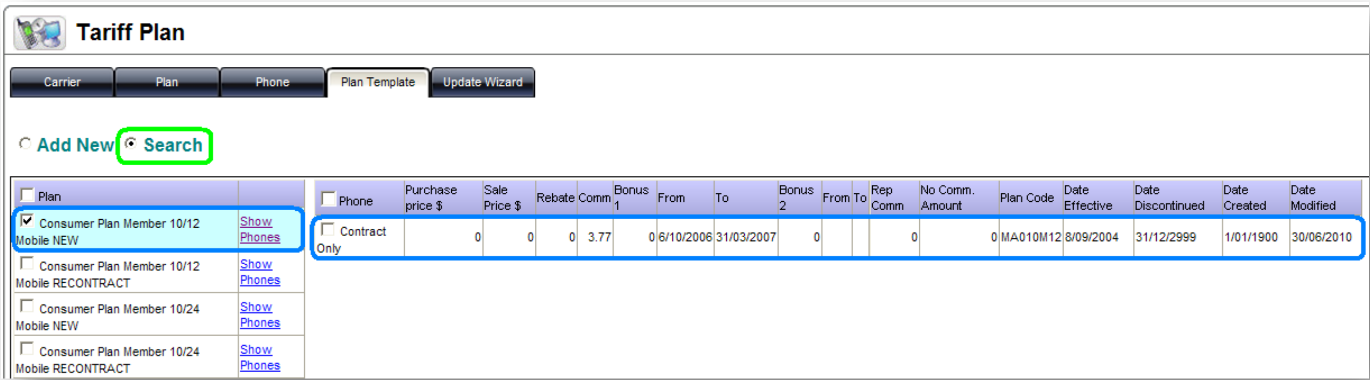
7. The next step is to combine the plans and phones together with the **“Plan Template”** tab. Tick all of the checkboxes that relate to the plan you are wishing to add and press **“Search”**. This will now display the desired plan/plans. The plan/plans will be listed on the left hand side of the screen and you now have to match them up with at least one of the **“Phone Name”** products. If a plan includes a phone you should select the appropriate phones in the list under **“Phone Name”** and link them to the plan/plans on the left list. In this case it is a plan without a phone so you need to choose “Contract Only” and press **“OK”**. **“Contract Only”** needs to be added in the phone list before you can add it.



8. You can at this stage enter in the supplier commission and rebates however it is advised when doing multiple plans and phone combinations to do this after the plans have been added. This guide will cover how to do this in section 10.



9. Once all of the plans have been matched up with at least one of the **"Phone Name"** products, navigate back to the **"Plan Template"** tab and click on **"Search"**. Use the checkboxes available to search for the newly added plans and then press **"Search"**. The plans will now be displayed on the left side of the screen. Click on the **"Show Phones"** hyperlink to see what plans/phones are attached to the plan as well as the expected revenue.



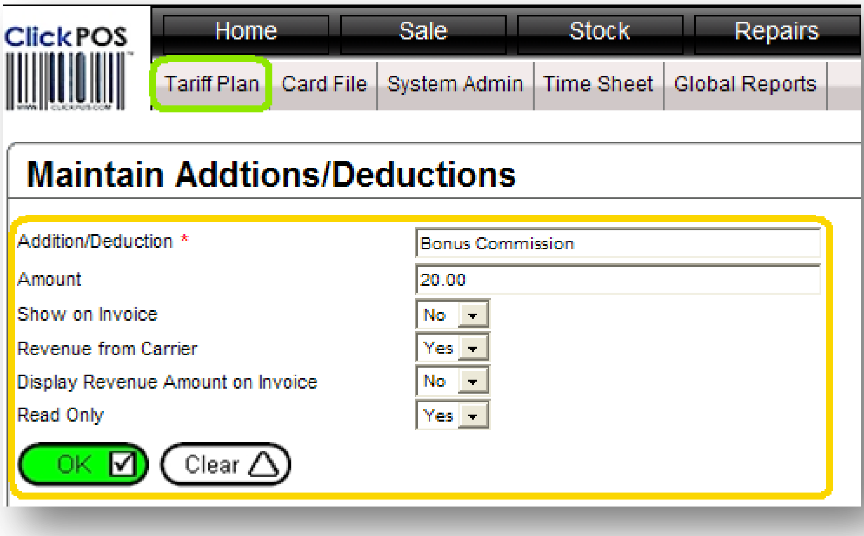
10. You can now tick the plan you want to attach the Commission and Bonus to. If you are adding Bonuses you need to put in a date range for it otherwise it won't take effect. You can tick multiple plans that have the same payment properties if you need to (E.g. If a plan upgrades before the 90 day Comms Due period it gets a default payment amount no matter what the value of the plan is).

5.7.1.1 Additions and Deductions

- ***The Additions and Deductions are used when selling out a Phone Plan, where you may include any additional revenue from Carrier or add services to an invoice.***

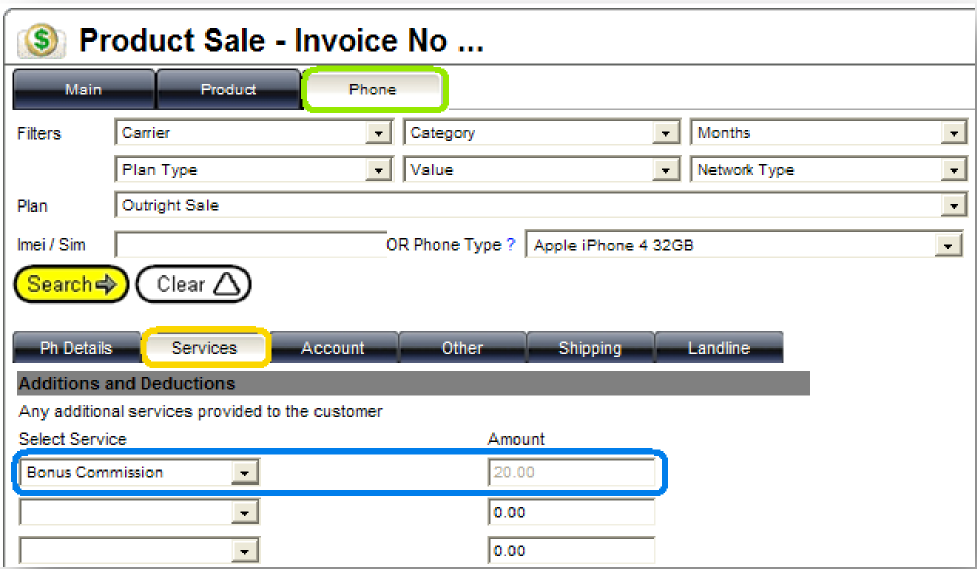
Maintain Additions and Deductions – Video Tutorial

1. Navigate to **"Maintain"**, **"Tariff Plan"** and **"Additions & Deductions"**. Here you can maintain additional services you wish to add to a Phone Sale such as a Bonus.



2. Under **"Addition/Deduction"** you name the product you would like to add. Under **"Amount"** you can add the amount of revenue/GP you would like to add to the sale (This can also be a negative amount).
   - **"Show on Invoice" –** You can choose whether to have product appear on the Invoice.
   - **"Revenue from Carrier"** – Select **"Yes"** if you would expect to get this amount back from your Carrier.
   - **"Display Revenue Amount on Invoice"** – Choose **"Yes"** if you would like the amount to show on the Invoice.
   - **"Read Only"** – Select **"Yes"** if you would like the amount to not be able to be changed during the sale.

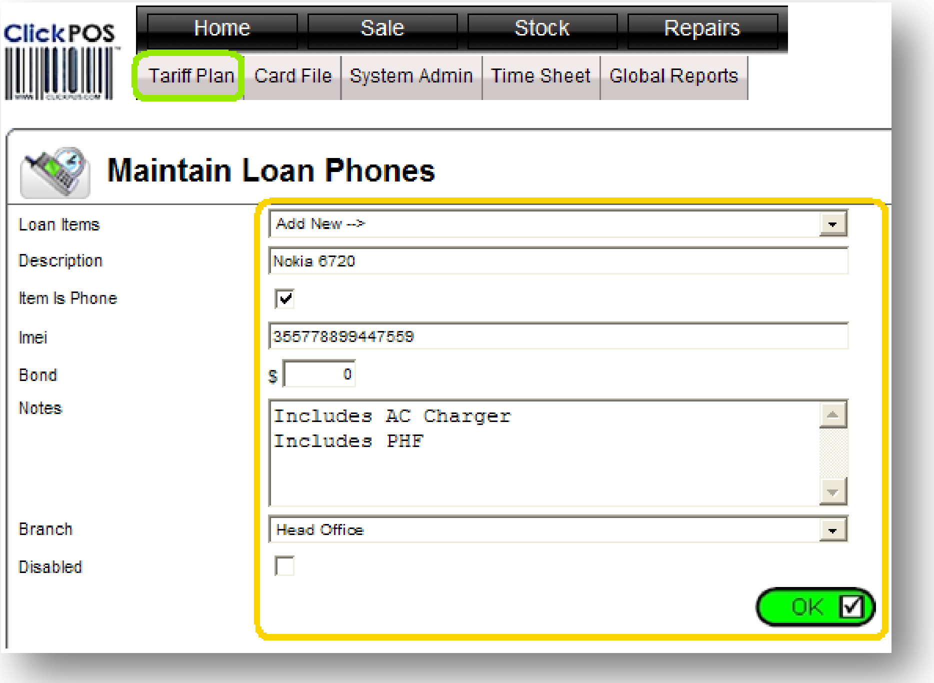
3. Once you have added the Addition/Deduction of your choice you can add this to the sale by clicking on the "Services" tab and choosing the product from the drop down options.



5.7.1.2 Loan Phones

- *You can create loan phones in this area that you would use when doing a repair for a customer.*

1. Navigate to **"Maintain"**, **"Tariff Plan"** and **"Loan Phones"**. Enter in the name of the Phone, tick the checkbox to say whether it is a phone or another type of device, input the IMEI number, enter in Bond if applicable, place in any specific note you may want to add, choose the branch it will be held at and leave the **"Disabled"** checkbox un-ticked. Press **"OK"** and it will be added to the Loan Phone list in the Repair section.



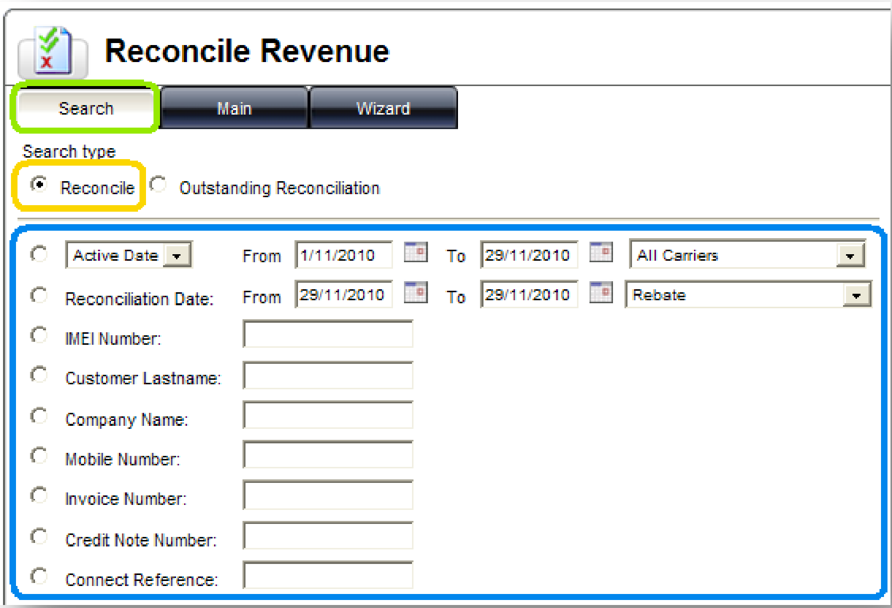
5.7.1.3 Reconcile Revenue

- ***The reconcile Revenue offers powerful features to rapidly reconcile your carrier revenue. This feature is used for the Mobile Telephone Industry where the Carrier pays commission on contracted mobile Phone sales.***

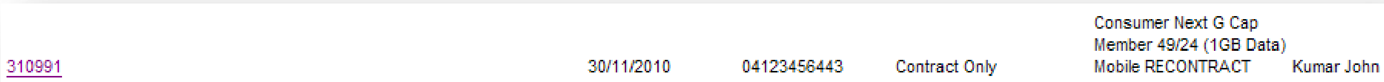
Reconcile Revenue – Video Tutorial

1. Navigate to **"Maintain"**, **"Tariff Plan"** and **"Reconcile Revenue"**. There are several ways you can reconcile your phone plans from your Carrier. Option 1 is to click on the **"Reconcile"** search field and you can now search for the plan you wish to reconcile through multiple fields. This is for reconciling Individual plans at a time.

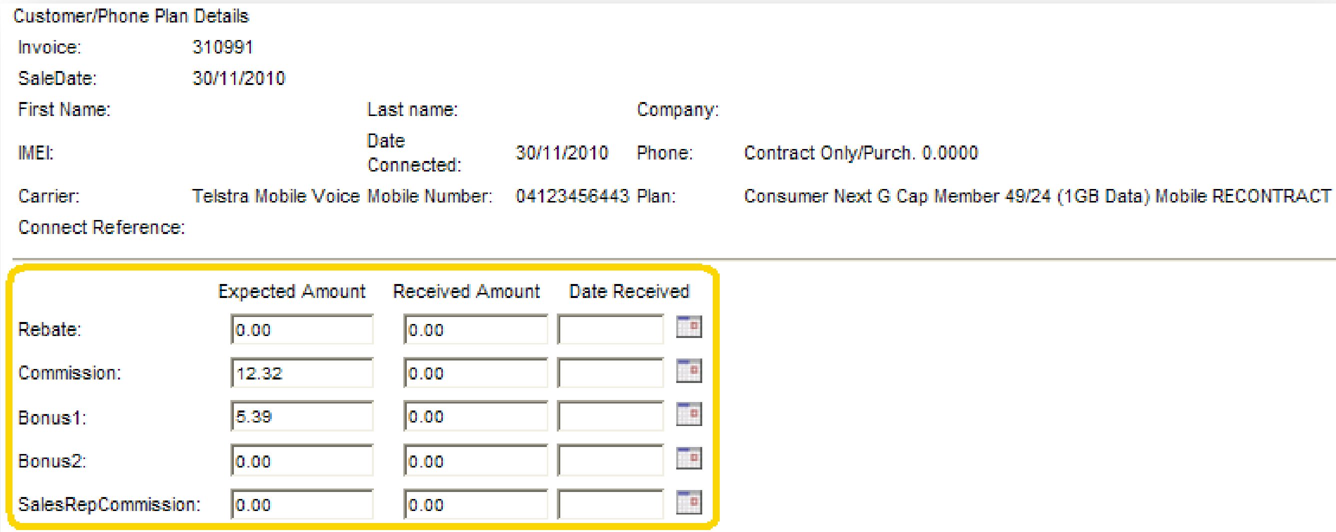
- **"Active Date"** – On the first drop down you can search for the plan via the active date of the contract.
- **"Sale Date"** – On the first drop down you can search for the plan via the sale date of the contract.
- **"Reconciliation Date"** – You can search for previously reconciled contracts.
- **"IMEI Number"** – You can enter in an Imei number to search for the contract.
- **"Customer Last name"** – Enter in customers last name to find the contract.
- **"Company Name" –** Search for contracts via Company Name.
- **"Mobile Number" –** Enter in number to search for contract.
- **"Invoice Number" –** Enter in Invoice number to search for a contract.
- **"Credit Note Number" –** Enter in Credit Note number to find a contract.
- **"Connect Reference" –** If you have entered in a **"Cons Ref"** number when selling out a plan you can search for it in this field.



2. In this case we will search via the “Active Date” drop down and choose the date range of November.
3. Press “Search” and a list of invoices will be displayed.

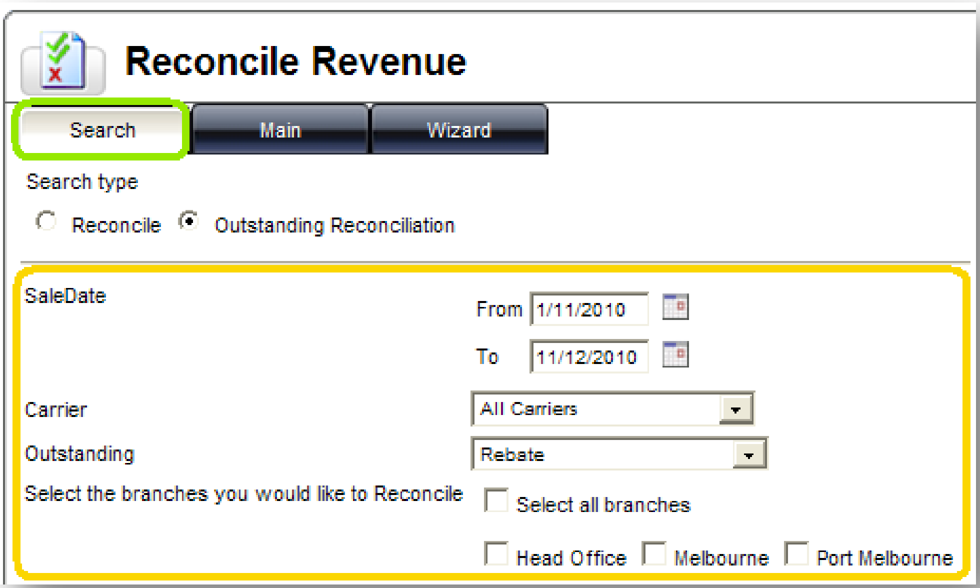


4. Click on the Invoice hyperlink to bring up the expected carrier revenue.

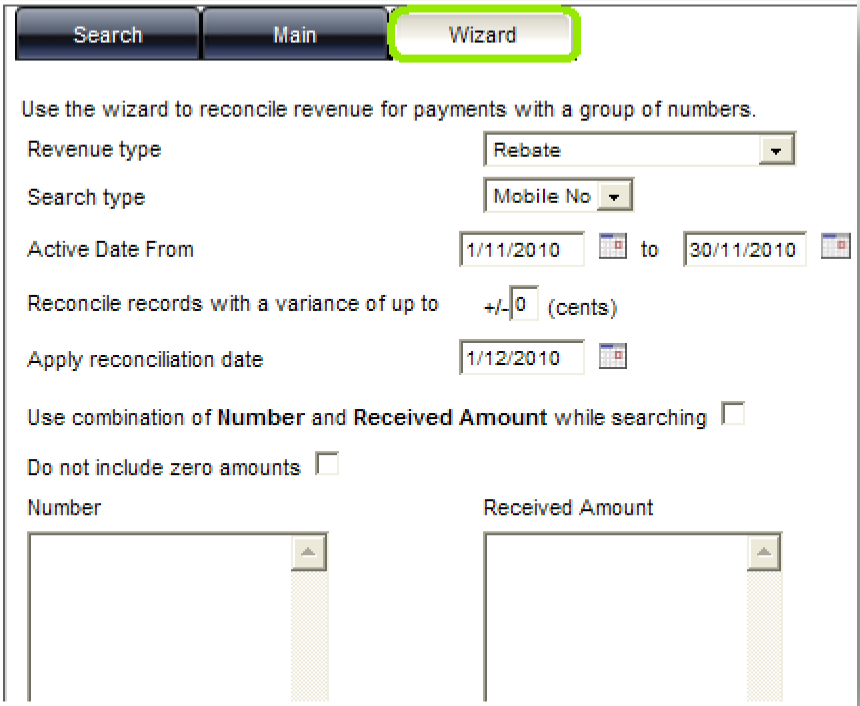


5. In this page it will display the connection details for that invoice and the expected revenue from Carrier. If you have received the same as the expected revenue you can double click on the **“Received Amount”** field to input the amount or you received or you can click and manually type in the amount.
6. The Additions/Deductions area will show if any of these amounts are due from Carrier. Double click or add amounts manually in this area to reconcile.

7. To search for transactions that have an expected amount not equal to the received amount click on the **"Outstanding Reconciliation"** field. You can search via date range, Carrier, outstanding type and which branch you would like to select.



8. For reconciling a large amount of numbers at a time the easiest and quickest way to do this is through the **"Wizard"** tab.
9. Simply choose the **"Revenue Type"** and **"Date Range"**. Copy the mobile numbers from the spreadsheet supplied from the Carrier and paste them into the **"Number"** field. Do the same for the **"Received Amount"** and press **"OK"**. This will bring up a list of now reconciled invoices. It will also show if any Invoices have any discrepancies which you can fix straight away by entering in the correct details.

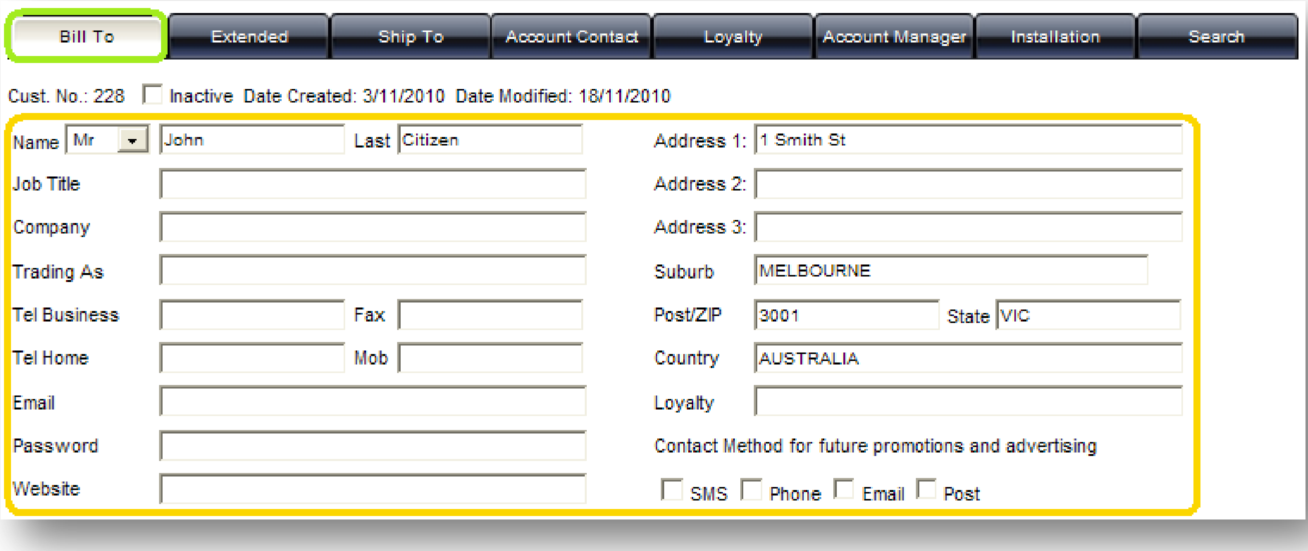


5.7.2 Card File

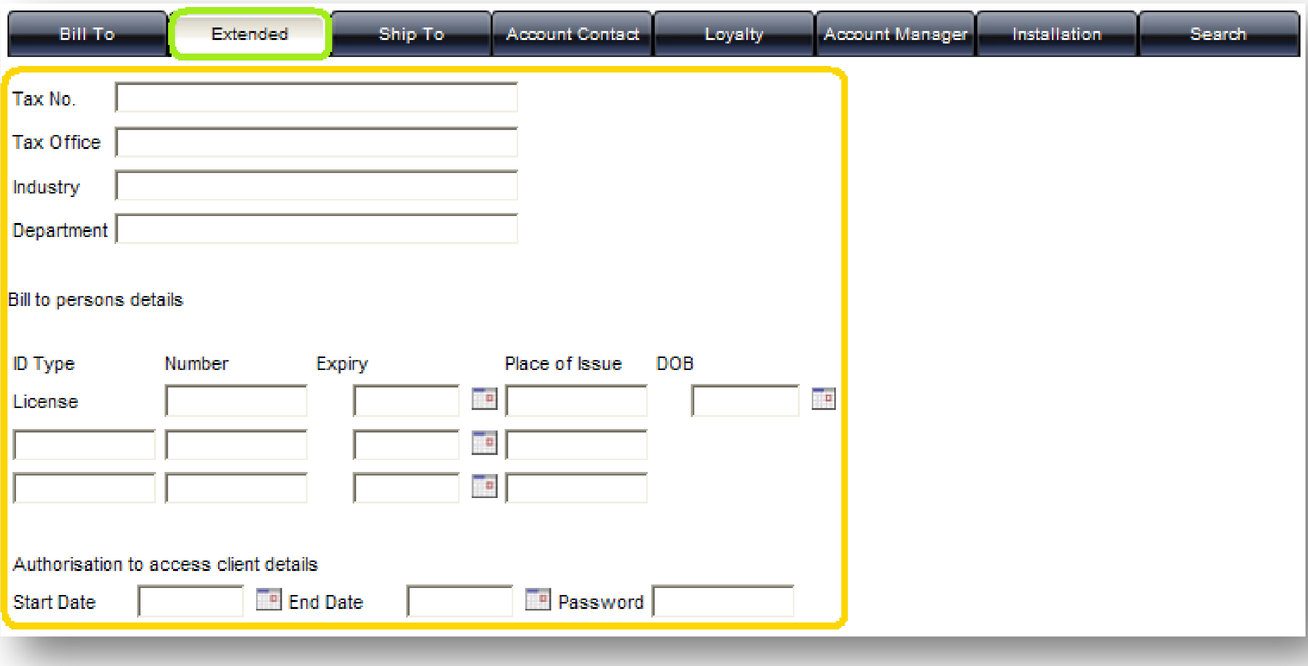
- *Cardfile is used for maintaining customer details, Account Manager information and Maintaining Suppliers.*

1. Navigate to **"Maintain"** and **"Customer Details"**. There are multiple tabs which you can use to gather customer details and maintain account information.

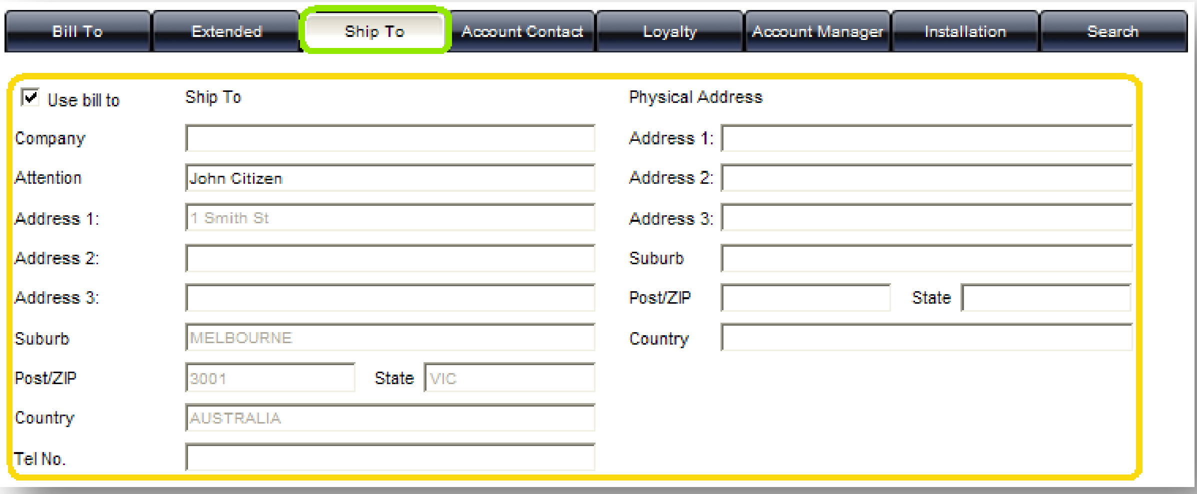
- **"Bill To"** – Main customer details such as Address, Company Details, Contact numbers, email, password for website login and loyalty details.



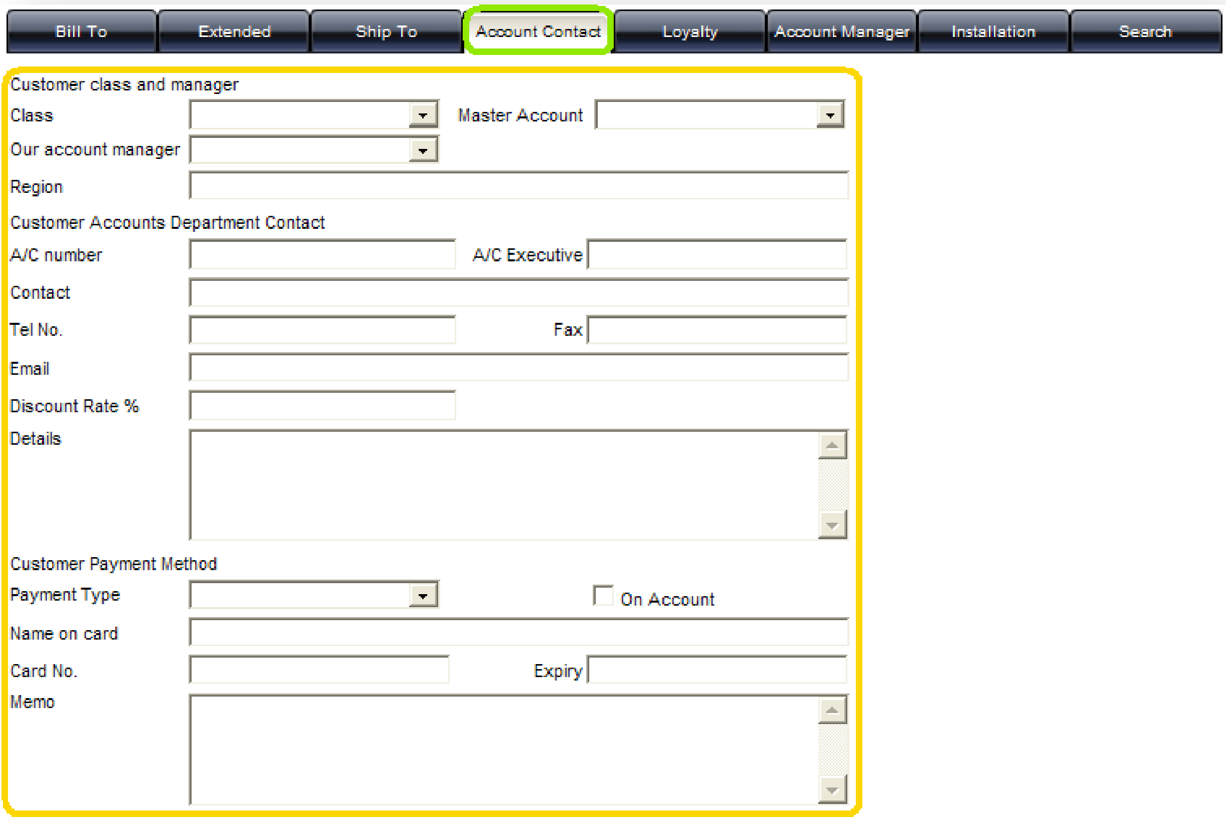
- **"Extended" –** You can add more information such as ABN, Industry, Department and ID of customer.



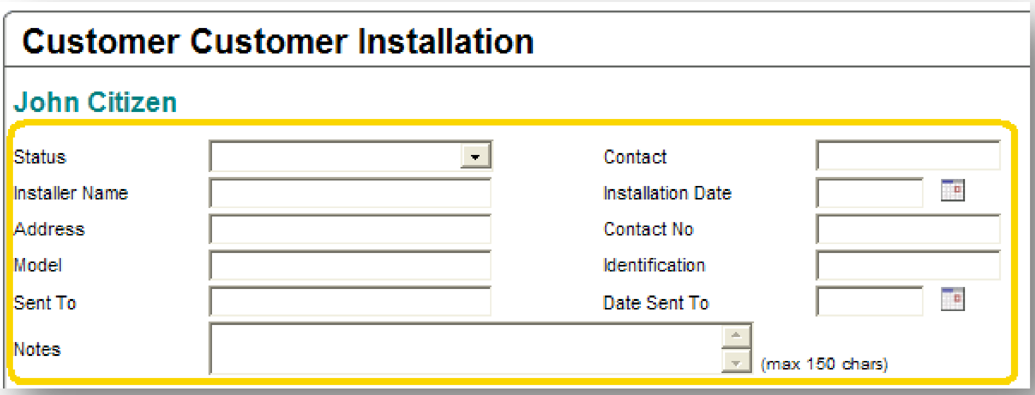
- **"Ship To" –** You can enter in a alternative shipping and physical address.



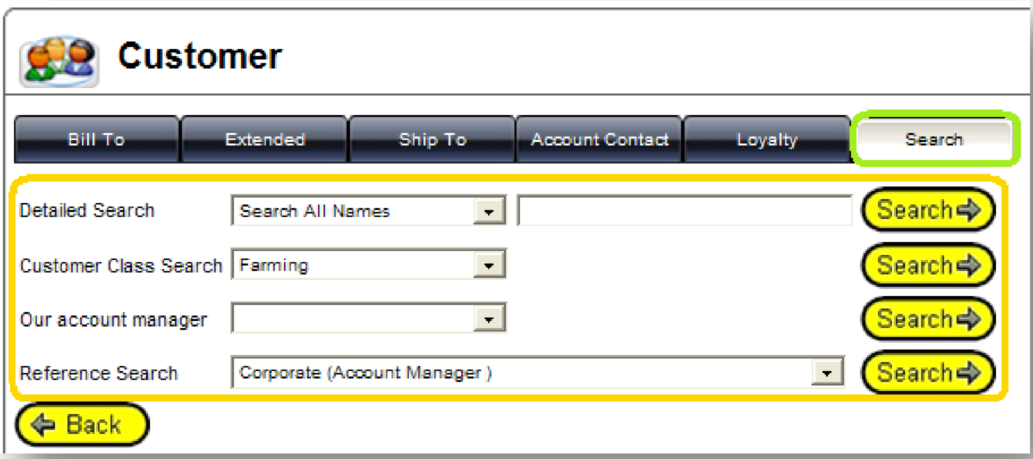
- **"Account Contact" –** You can set a class for the customer whether they are a Retail Store, Telemarketer, farming or an industry specific customer. There is a **"Master Account"** field that you can use to group a customer is it falls under a master billing system. You can assign a sales rep to the customer in the **"Our Account Manager"** field. You can also utilise other company details as well as payment methods to the customer and record credit card details.



- **"Installation" –** If you wish to track an installation for a product you can do it under this tab. The **"Status"** field is where you can customise your own statuses depending on whether it is in progress, complete or pending etc. There are also other fields in which you can utilise that have reference to the installation.



- **"Search"** – You can search for customers in many fields



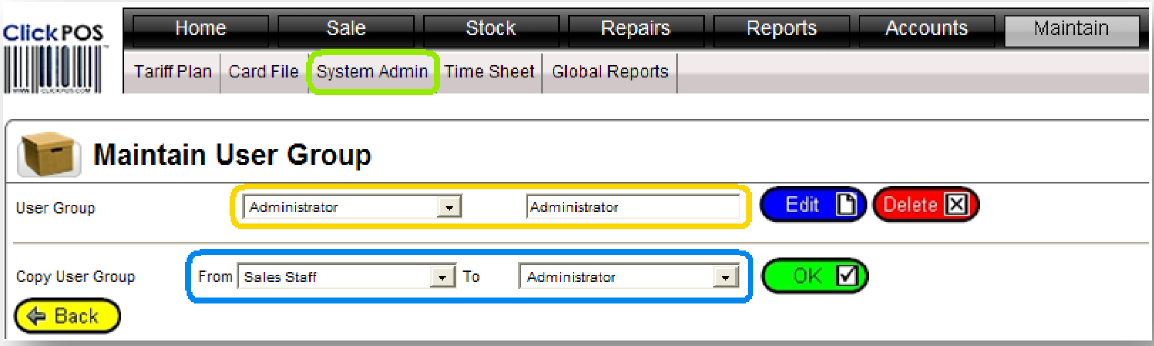
5.7.3 System Admin

- ***System Administration can be used to make changes to User Groups, Employee's, Company Details, Store Maintenance, ability to view log files, Payment Types, Adjust Tax from Revenue and restrict IP addresses to access the system.***

5.7.3.1 User Group

User Group – Video Tutorial

1. Navigate to **"Maintain"**, **"System Admin"** and **"User Groups"**. The options you have here are to create user groups, edit the user group permissions and copy the permissions from one group to another. Once you have chosen the desired group to change the permissions click on the **"Edit"** button.

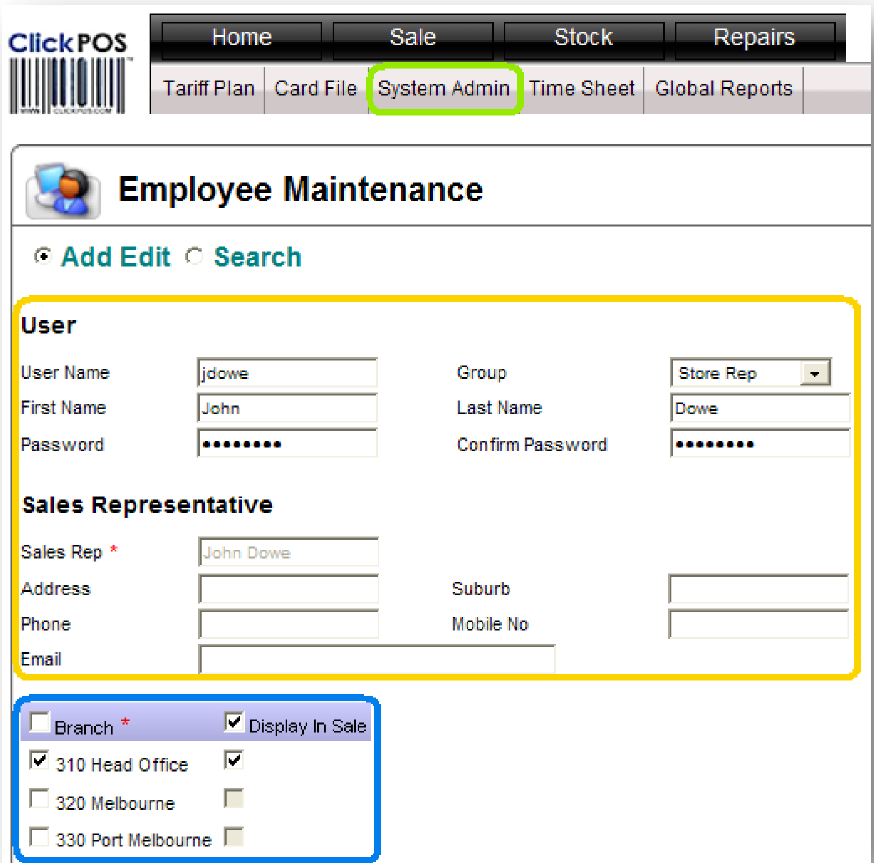


5.7.3.2 Employees

Employee – Video Tutorial

Employee – Unique Vs Shared Login – Video Tutorial

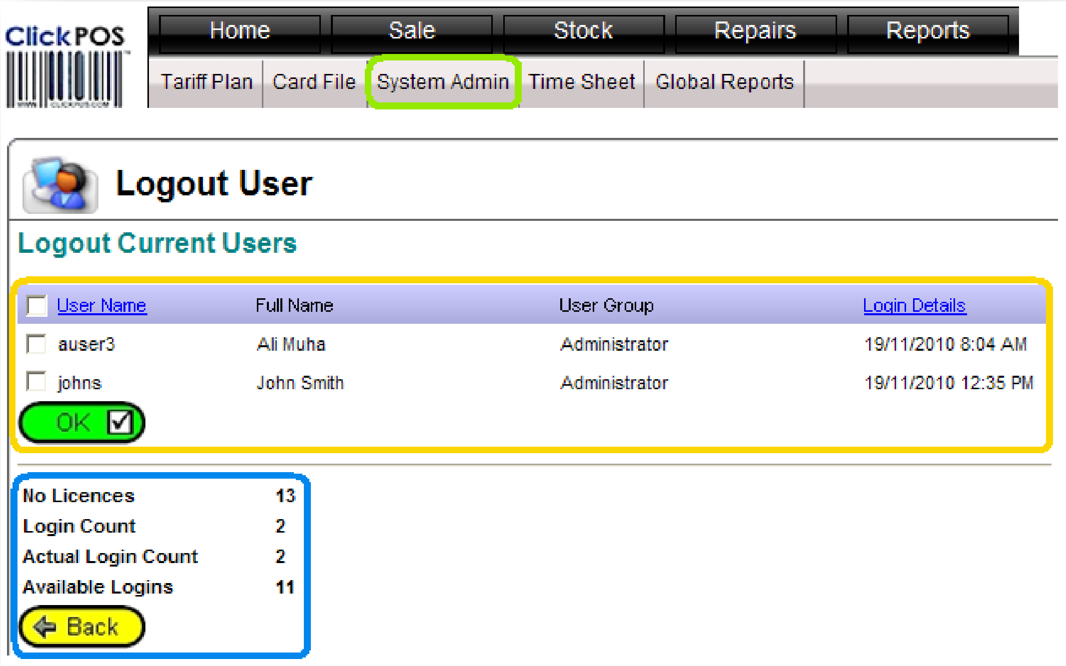
1. Navigate to **"Maintain"**, **"System Admin"** and **"Employees"**. Here you can add new staff members, assign a group permission and delete old staff members. In the **"User"** field enter in the staff members details which have to unique to the group. In the **"Branch"** and **"Display In Sale"** field you can choose what branch that person will fall under and also whether that person will show up in the sale screen.
2. In the **"Search"** field you can search for any staff members you wish to delete or change their permission group. Note: If you want to change the user name you must delete that user and enter them in the system again.



5.7.3.2 Logout Users

Logout Current Users – Video Tutorial

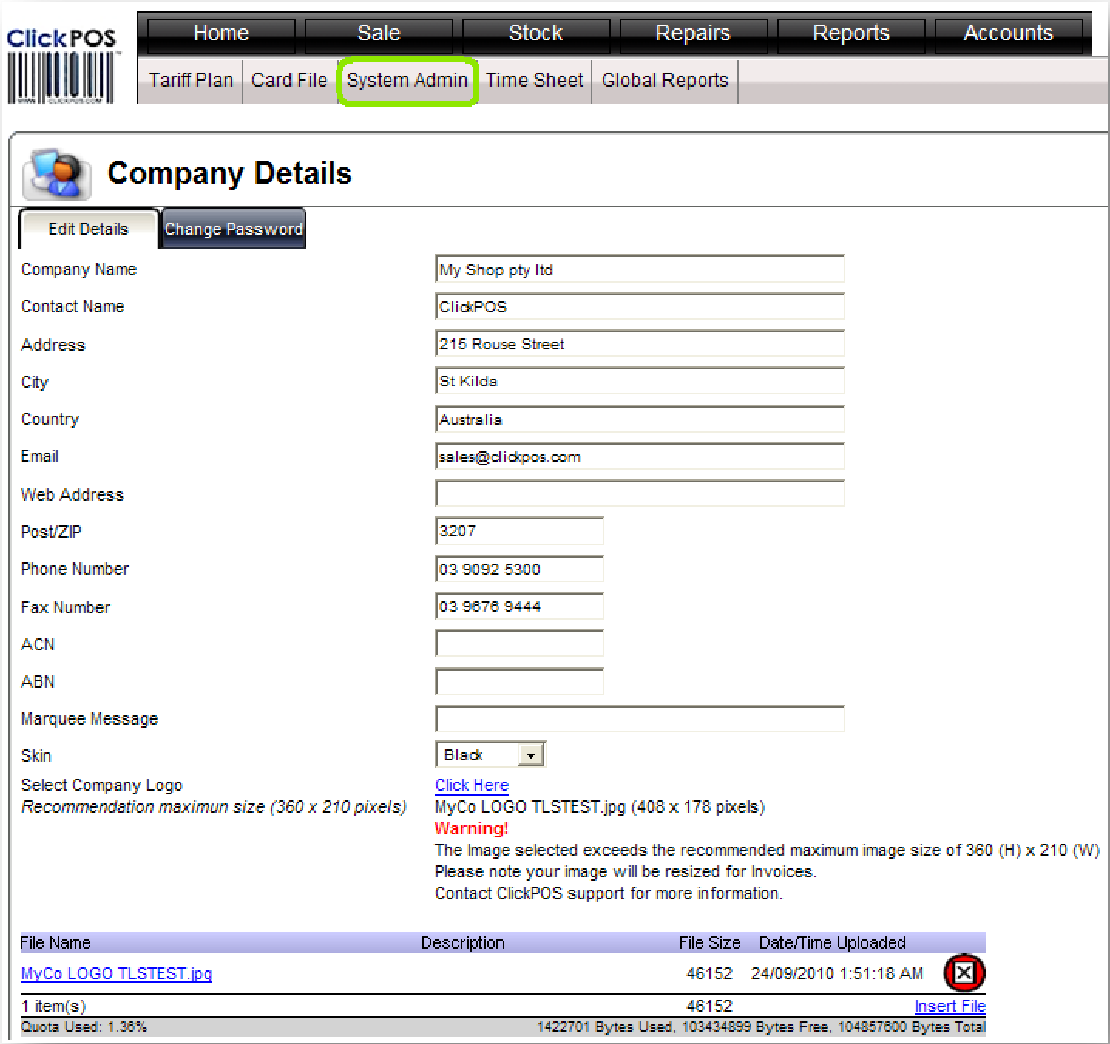
1. Navigate to **"System Admin"**, **"System Admin"** and **"Logout Users"**. In this section you can logout users by ticking the checkbox of the corresponding staff member and pressing **"OK"**. You can also see how many licences and available logins are left.



5.7.3.4 Company Details

Company Details – Video Tutorial

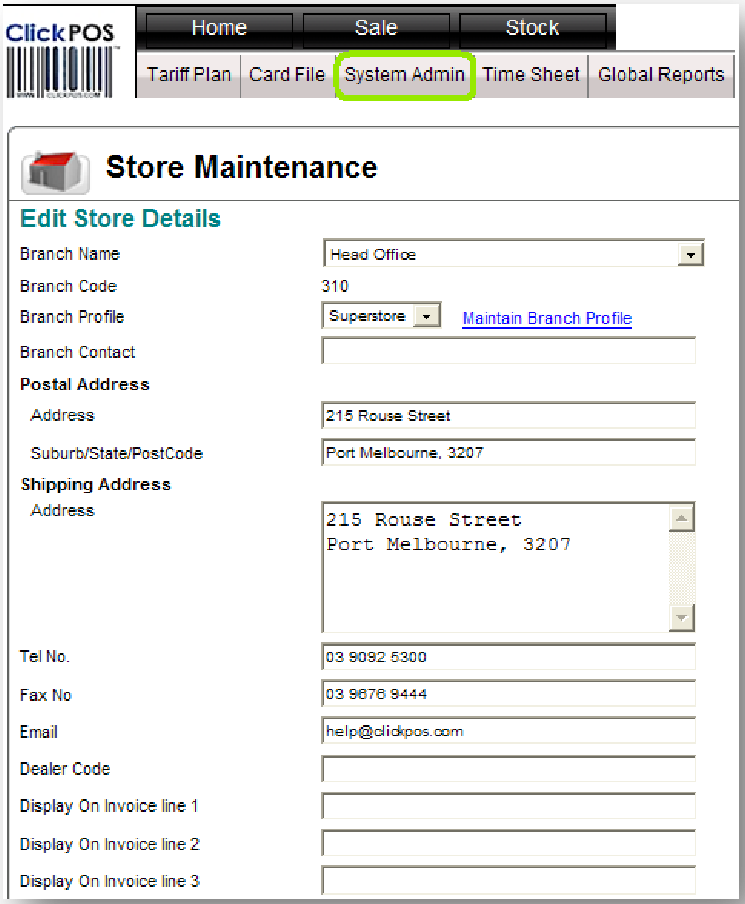
1. Navigate to **"Maintain"**, **"System Admin"** and **"Company Details"**. Here you can enter in your company's contact details, ACN, ABN, Marquee Message (scrolling message on the top of the screen), colour of the skin and also upload an image to show in ClickPOS as well as invoices. You can also change the password for the Company login with the **"Change Password"** tab.



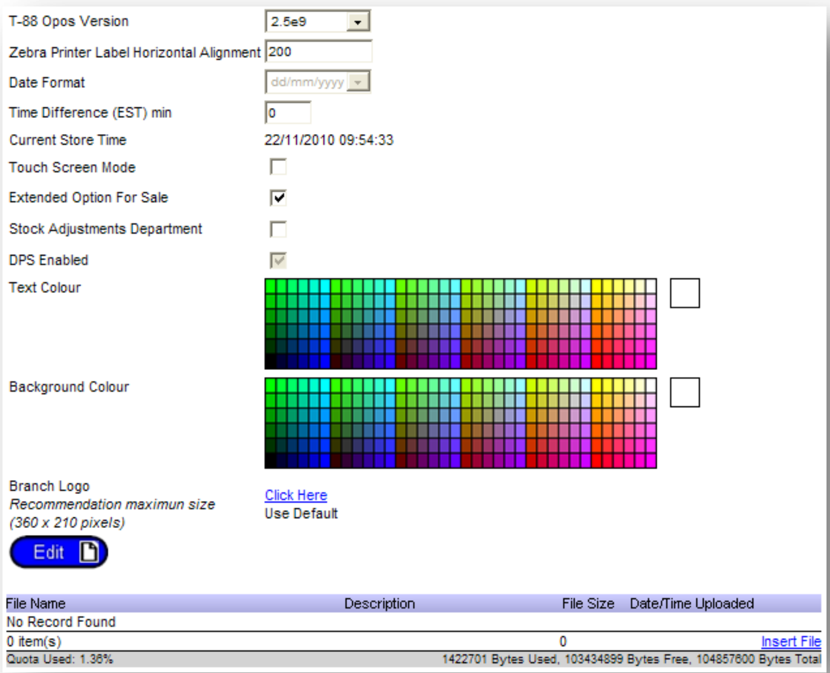
5.7.3.5 Store Maintenance

Store Maintenance – Video Tutorial

1. Navigate to **"Maintain"**, **"System Admin"** and **"Store Maintenance"**. Here you can edit the profile of the store (E.g. Superstore, Kiosk), put in a contact person for the store, edit contact details and edit the text that will show on the invoice.



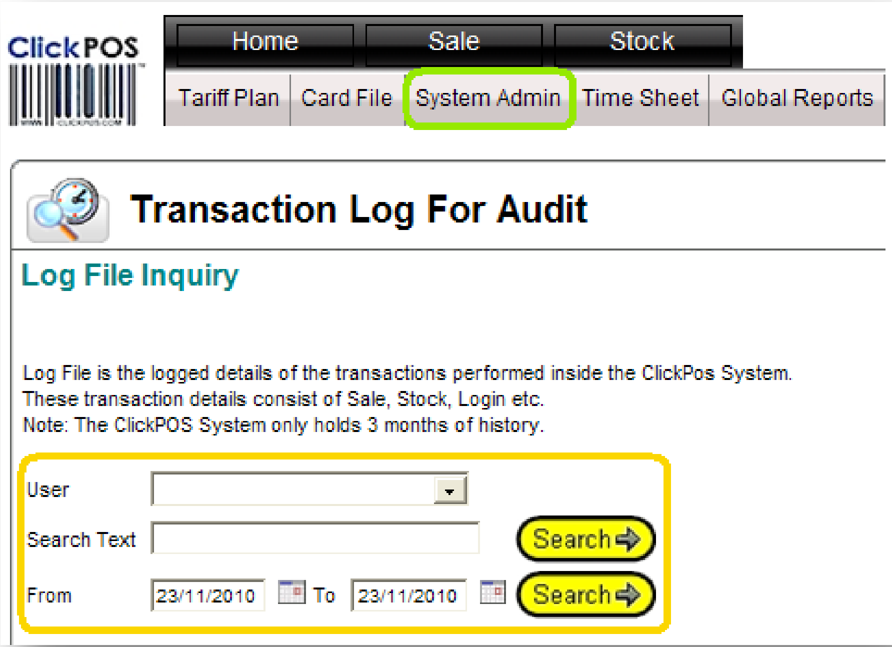
2. You can also see the printer version and choose whether you would like to have a touch screen layout on the sale screen. **"Extended Option For Sale"** is if you want all the Sales Reps to be displayed on the sale screen as buttons, **"Stock Adjustments Department"** is if you want to tag the branch as a stock adjustment department, **"DPS Enabled"** is if you are using a DPS machine for Eftpos, Text and background colour and whether you would like a separate logo for the branch.



5.7.3.6 Transaction Log for Audit

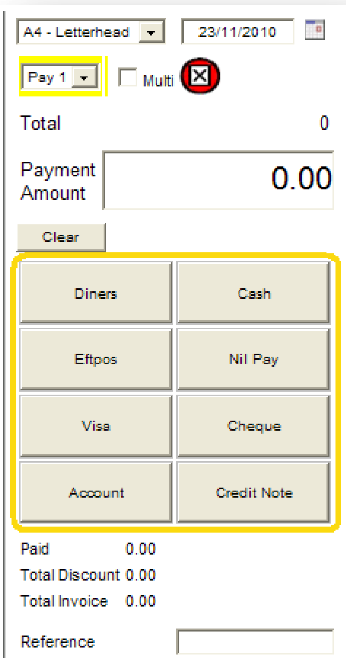
Transaction Log for Audit – Video Tutorial

Transaction Log for Audit is where you can monitor certain movements in the system. This can be done by specific staff members, wording/text and by date range. E.g. you can see if a staff member has deleted a sale, added products into the system, deleted products from the system and which staff member sold out an invoice. Choose which method you wish to search by and press **"Search"**.

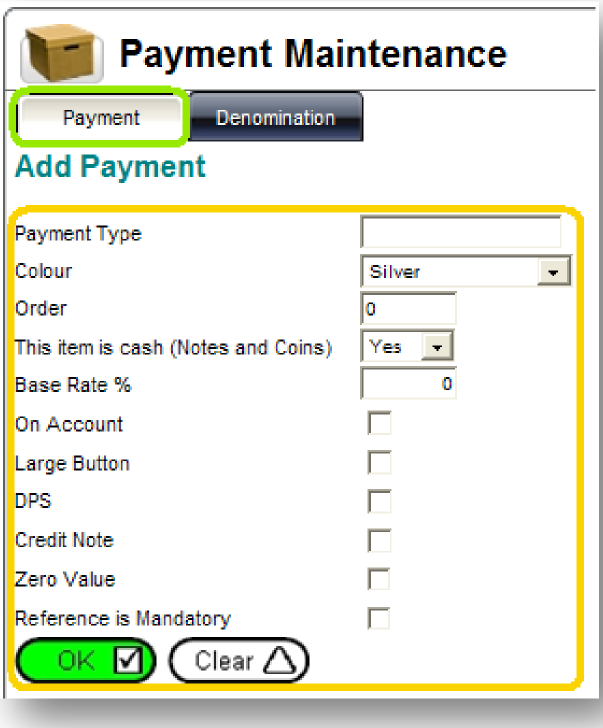


5.7.3.7 Payment Type

Payment Type is where you can choose what payment options you would like to use for the sale screen.



1. To create or change a payment type, navigate to **"Maintain"**, **"System Admin"** and **"Payment Type"**. Here you can Choose the Payment Type (E.g. Cash, Cheque), colour of the button, which order the button will be placed and if the payment type is cash.
   - **"On Account"** if no payment type taken in the transaction. The amount will go into the customer's account for a later payment.
   - **"Large Button"** if you would like a big button for the payment type on the sales screen.
   - **"DPS"** if the button is linked to a DPS machine for Integrated Eftpos transactions.
   - **"Credit Note"** if the transaction gives the customer a credit note towards the invoice. You must select the **"Zero Value"** checkbox as well.
   - **"Zero Value"** if no tender type is needed for the transaction. E.g. On Account and Credit Note.
   - **"Reference is Mandatory"** If a note is required before you can take payment.

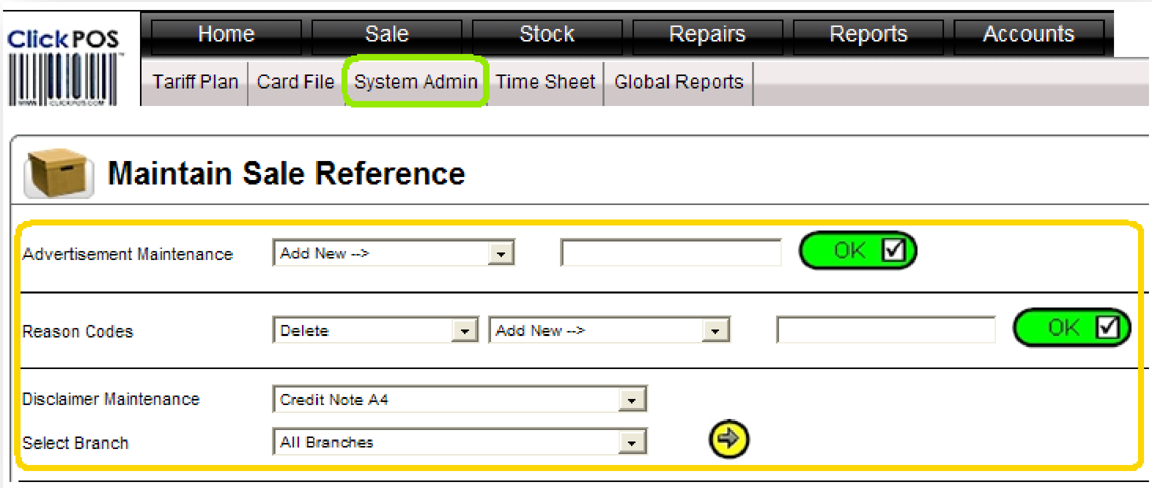


5.7.3.8 Maintain Sale Reference

Maintain Customer Disclaimer – Video Tutorial 

Navigate to **"Maintain"**, **"System Admin"** and **"Maintain Sale Reference"**.

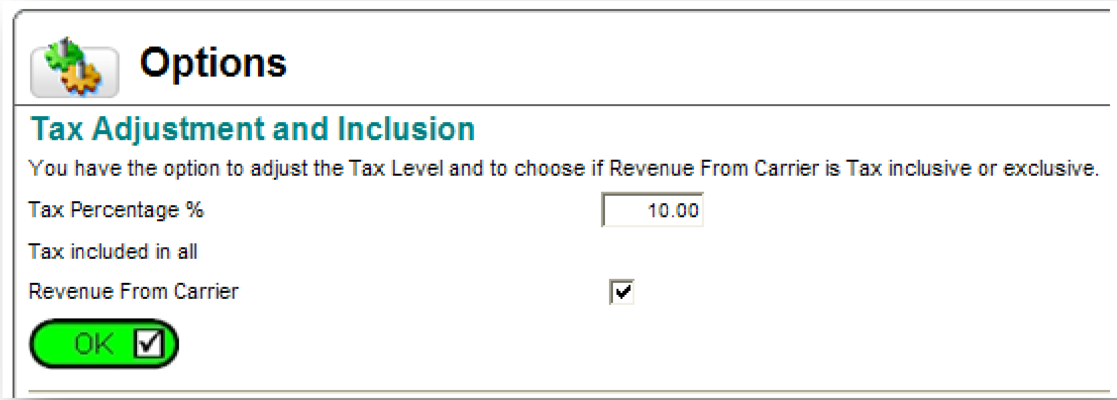
- **"Advertisement Maintenance"** if you want to record the marketing side of the sale. E.g. Letter drop, TV etc.
- **"Reason Codes"** When an item or sale is deleted you need to enter a reason. You can create predefine reasons that a staff member can choose from a drop down field.
- **"Disclaimer Maintenance"** You can choose which printing option you want to add a Disclaimer onto. This can vary for different kinds of paper sizing. You can also specify the Branch this applies to.



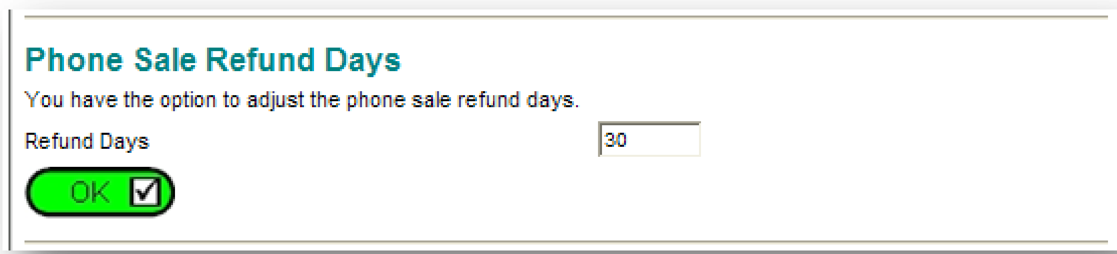
5.7.3.9 Options

Navigate to **"Maintain"**, **"System Admin"** and **"Options"**. There are multiple fields you can maintain in this area.

- **"Tax Adjustments and Inclusion"** If you would like to change the default Tax percentage. Tick the **"Revenue from Carrier"** checkbox if the revenue amounts from Carrier include tax.

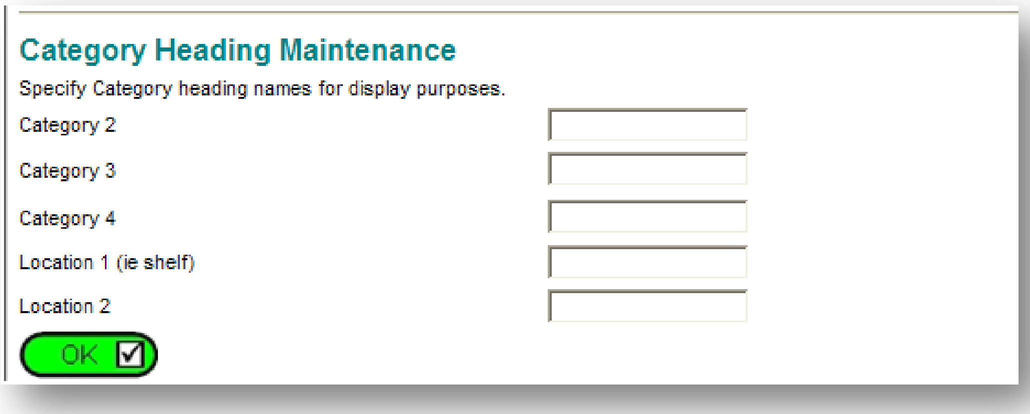


- **"Phone Sale Refund Days"** You can adjust the amount of days you can perform a refund for.

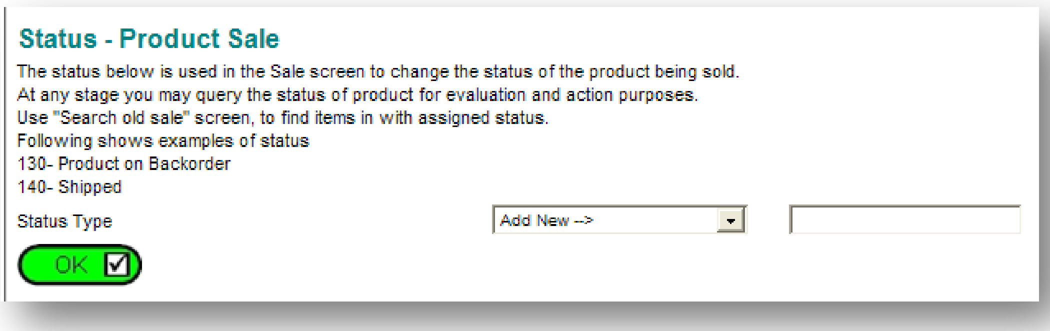


- **"Salesrep Commission On Products Sold"** Commission on the total sale price of the product, NOT a percentage of the GP amount. E.g. If the sale price is $120 and you set the commission percentage to 50%, the commission the sales representative will receive is $60.

- **"Category Heading Maintenance"** You can add more categories under the **"Product Maintain"** field to class the product.



- **"Status Product Sale"** You can select a status for the sale item and you can also create your own statuses. You can use this information for reporting purposes and search for it under **"Search Old Sale"**. To change the status of a sale item click on the product name in the sale and there will be a drop down named **"status"**.

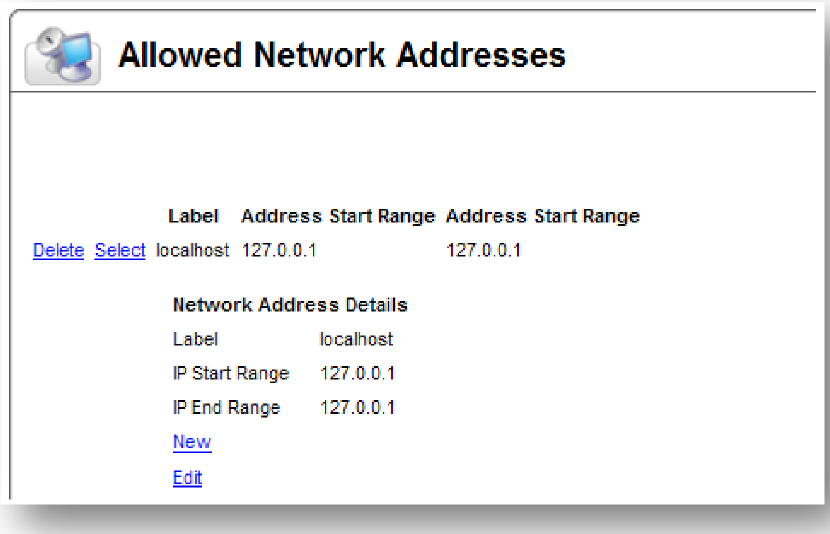


- **"Mobile Number Regular Expression"** You can set the format in which the mobile numbers will be viewed and imputed into ClickPOS.

5.7.3.10 Network Address Restriction

Network Address Restriction – Video Tutorial

Navigate to **"Maintain"**, **"System"** and "**Network Address Restriction"**. Here you can decide whether the user has to logon from a specific IP range. E.g. This will prevent people outside of business hours to login to the system from their home computers. Click **"New"** to add an IP range or click **"Edit"** to change the IP range.

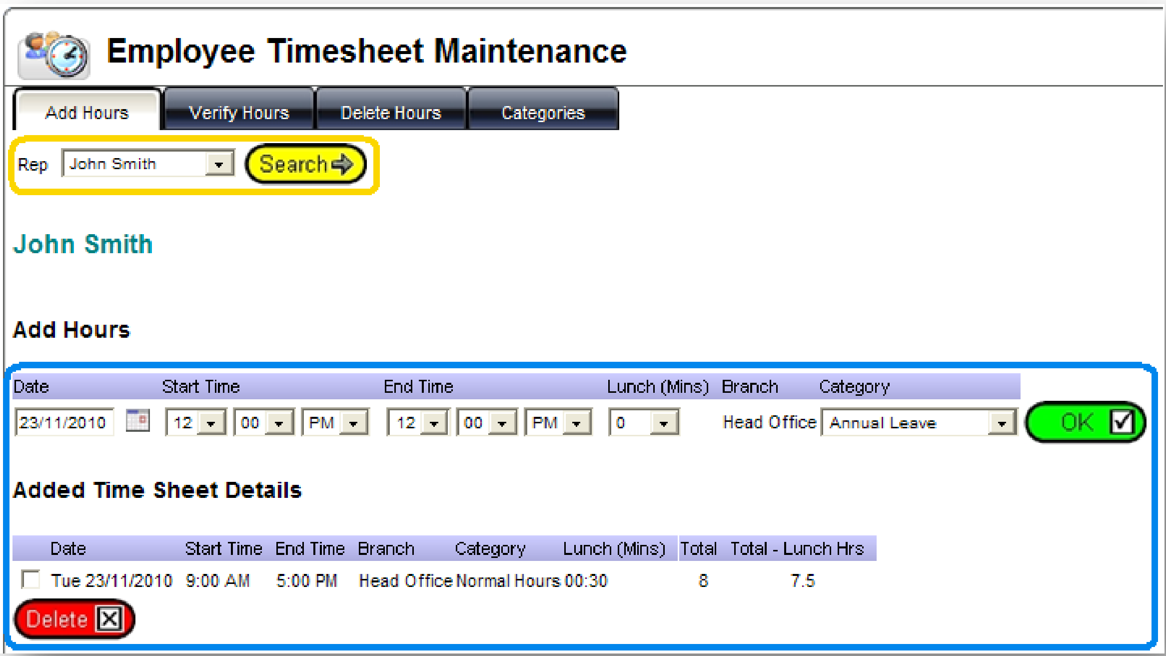


5.7.4 Time Sheets

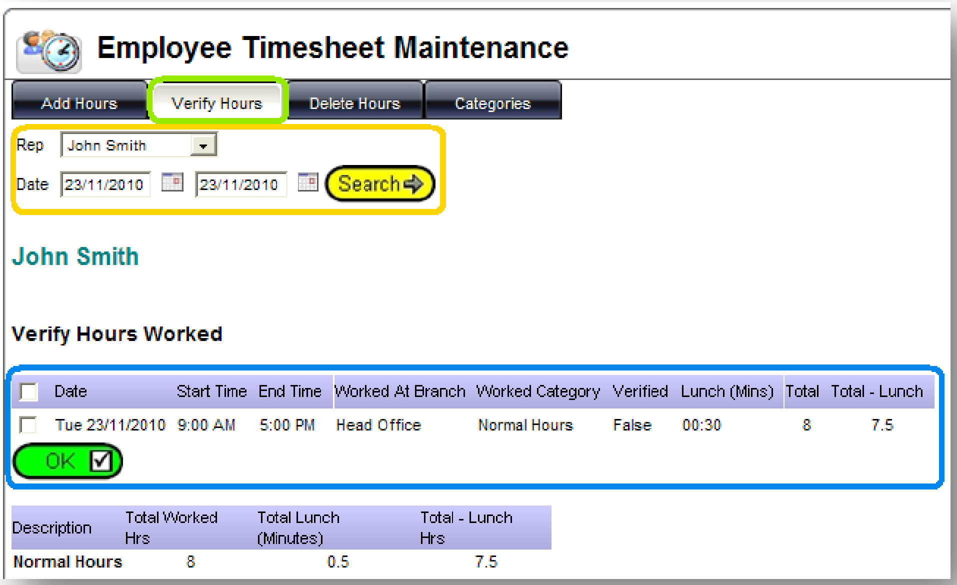
Time Sheets can be used for tracking employees working, annual leave and sick hours. You can maintain your own categories for the timesheets such as Overtime, Public holidays and Parental Leave.

Time Sheets – Video Tutorial

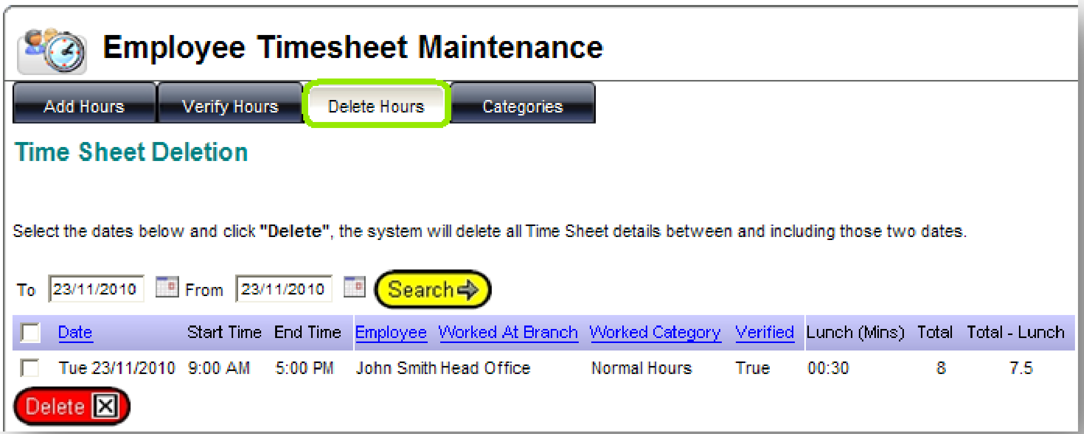
1. Navigate to **"Maintain" "Time Sheet"**. From the drop down list choose the representative you wish to add the hours to and press **"Search"**. You will now have a row where you can choose the date, time worked, time for lunch and whether the hours are towards Normal hours, sick hours etc. Once completed press **"OK"** and it will be shown towards the bottom of the screen.



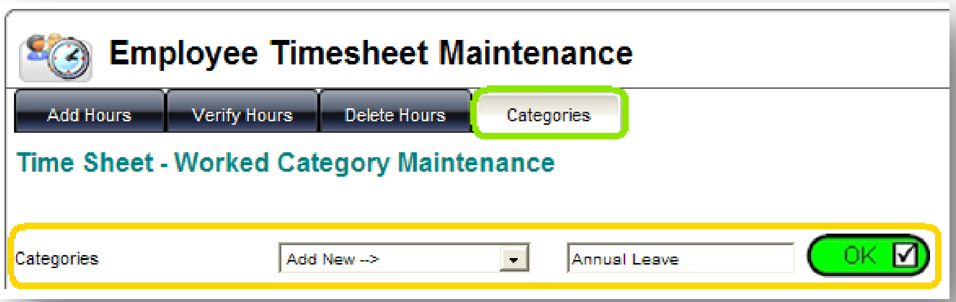
2. **"Verify Hours"** tab you can choose the staff member from the dropdown list that you would like to approve the hours for and press **"Search"**. This will show all un-verified hours for that representative. Tick the checkbox next to the hours to verify and press **"OK"**.



3. **"Delete Hours"** tab you can select a date range to view and tick the checkbox next to the delete button to remove the logged hours from the system.



4. **"Categories"** tab you can maintain your own category of hours. Enter in the desired category and press **"OK"**, this will now become a field to select when adding hours.



5.7.5 Global Reports (to be removed)