

QuickBooks Point Of Sale User Manual

Overview

QuickBooks Point of Sale (POS) is used to ring up sales, manage customers, provide inventory control, and allow for in-depth reporting. As an associate, you are tasked with several responsibilities with the POS system, these include logging into the system for security, clocking in and clocking out for time tracking, ringing up sales, processing exchanges/returns, and running end-of-day processes. This guide will cover these steps.

Support

Primary support of the POS system is by CarolinaPOS from 9am to 6pm ET. QuickBooks Support may be reached at 800-348-0254 – you may be charged for this service but they offer a broader timeframe for support (weekends included).

Support Contacts:

CarolinaPOS: Web or Email Tickets Get the Fastest Response!

Web Helpdesk: <http://www.carolinapos.net/helpdesk>

Email Tickets: helpdesk@carolinapos.net

Phone: 843-353-2000 x200

Remote Support – Hours: Monday thru Friday 9am – 6pm ET.

Facilitator for replacing POS hardware. Standard ground shipping applies.

Daily Computer Use

On a daily basis, the computer will be turned on and left on overnight. The computer should be locked using the “ctrl-alt, delete” keypress sequence and then select Lock Computer

Log into the computer using the following login:

Username: _____ Password: _____

In the mornings, unlock the computer using the “ctrl-alt, delete” keypress sequence and login.

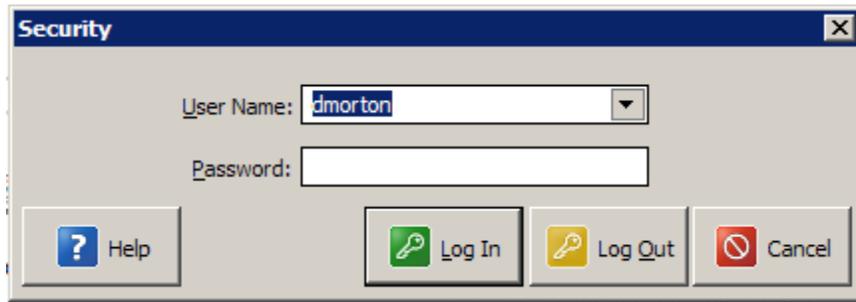
Preferably, reboot the computer once a week. This should be done on the last business day of the week (ex. Saturday night prior to being closed on Sundays). Shutdown and reboot the computer as the last step of the closing routine. The boot process takes about 5 minutes to stabilize after power up. The computer should be logged in after boot up and then locked with the “ctrl-alt, delete” keypress sequence and then click Lock Computer.

Log In and Clock In

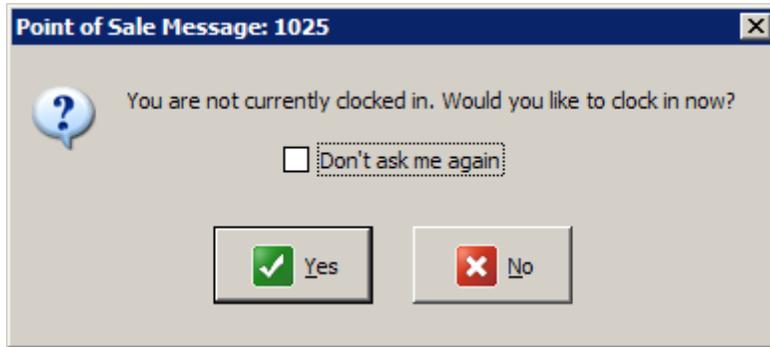
QuickBooks Point of Sale also has a login for you.

POS Username: _____ POS Password: _____

When you bring up POS, you will be presented with a login screen. Select your name from the User Name drop-down list using the arrow to the right of the box. Insert your password and click login.



If you have not clocked in already, the system will ask you if you want to clock-in.



Please hit Yes to clock-in for the day. The software will load and bring up the main workspace for POS.

Finding Customers in POS

Customers can be found in several ways. The customer list is accessed from the large Customer button on the top menu bar. You may also search for a customer using the Quick Find text box in the main POS home page. Through the Sales Receipt, the customer can also be found or added in the Customer Info section in the bottom left of the screen.



If your customer does not list here, then you will need to add them by clicking the Add New line. This will bring up a New Customer entry screen. Please input the Last Name, First Name and ZipCode of the customer and click Save and Select to get the customer record on the Sales Receipt. When the customer has left after the purchase is complete, you will then go back to the customer record and update the rest of the customer's information utilizing their registration information.

To Record Sales and Returns



To record a *New Sales Receipt* click on the **Make a Sale** icon, found in the Point of Sale section of the main window.

The screenshot shows the 'New Sales Receipt' window. At the top, there are menu options: 'Edit Item', 'Delete Item', 'Find Item', and 'Financial'. The date is set to 5/29/2006. A search bar labeled 'Enter Item(s)' is circled with a red circle and the number 1. To its right is a magnifying glass icon, also circled with a red circle and the number 1. Below the search bar is a table with columns: Item #, Description 1, Attribute, Size, Qty, Price, Ext Price, and Alterna... The 'Customer' field is circled with a red circle and the number 2. The 'Total' field shows \$0.00 and is circled with a red circle and the number 3. At the bottom, the 'Take Payment' button is circled with a red circle and the number 4. Other buttons include 'Sales Receipt Tasks', 'Held Receipts', 'Save & Print', and 'Close'.

1 Enter (or) Scan the products **item code**. You can use partial descriptions or the  icon is a feature that allows you to browse thru your inventory codes and offers additional searching capabilities.

2 Enter the name of your customer. This is a required field.

3 Verify or Modify the total of the sale.

4 To enter the payment method, click the **Take Payment** button.

This will bring up the payment tender screen.

Receipt Payment			
Receipt Total:	\$223.65	Enter the amount received from the customer in the first column Payment button or press Enter . Use the arrow keys or click in payment methods.	
Amount Due:	\$223.65		
Change Due:	\$0.00	↓	
Method	Amount Tendered	Change Amount	
SF1 Cash			
SF2 Check			
SF3 Credit Card	223.65		Accept Charge
SF7 Debit/ATM Card			
SF5 Account			
SF4 Gift Certificate			
SF8 Gift Card			
Total:			

1 Select the Method of Payment by choosing the appropriate box.

2 Enter the amount of the payment received.

3 Click "Accept Charge" to post a charge against a specific credit card and then run the card in the wireless credit card machine.

4 If charging to a store account, use this box.

Total:	\$ 240.00	\$ 16.35	Payment complete
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Help
Save Only
Save & Print Receipt
Back to Receipt

To complete the sale select **Save & Print Receipt**.
 To modify the sale, select **Back to Receipt**.

Returns are handled in a couple ways

VERY IMPORTANT – Returns/Exchanges are only to be completed upon approval by a manager.

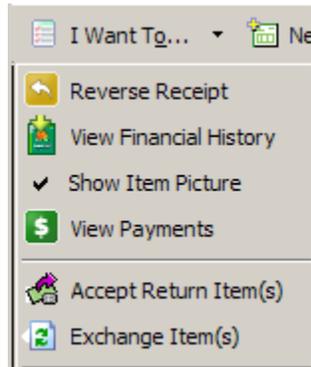
To begin a return/exchange, you must place the cursor in the "Find Receipt" text box. If you scan the receipt accidentally while in the Enter Items text box, it will not find the receipt.

New Sales Receipt

I Want To... ▾ Find Receipt

The Find Receipt window will pop up. Double-click the receipt to bring it up. If you do not have a receipt, you can search for the receipt in the Sales History list. Double-click it in the list to bring up its details.

A Return is the process of taking back a product without the customer receiving an alternate product. An Exchange is the process of taking in a returned item and providing an alternative product to the customer. Once you decide which process you want, click on the "I Want To" button in the top left of the POS screen. It will provide you a list of options.



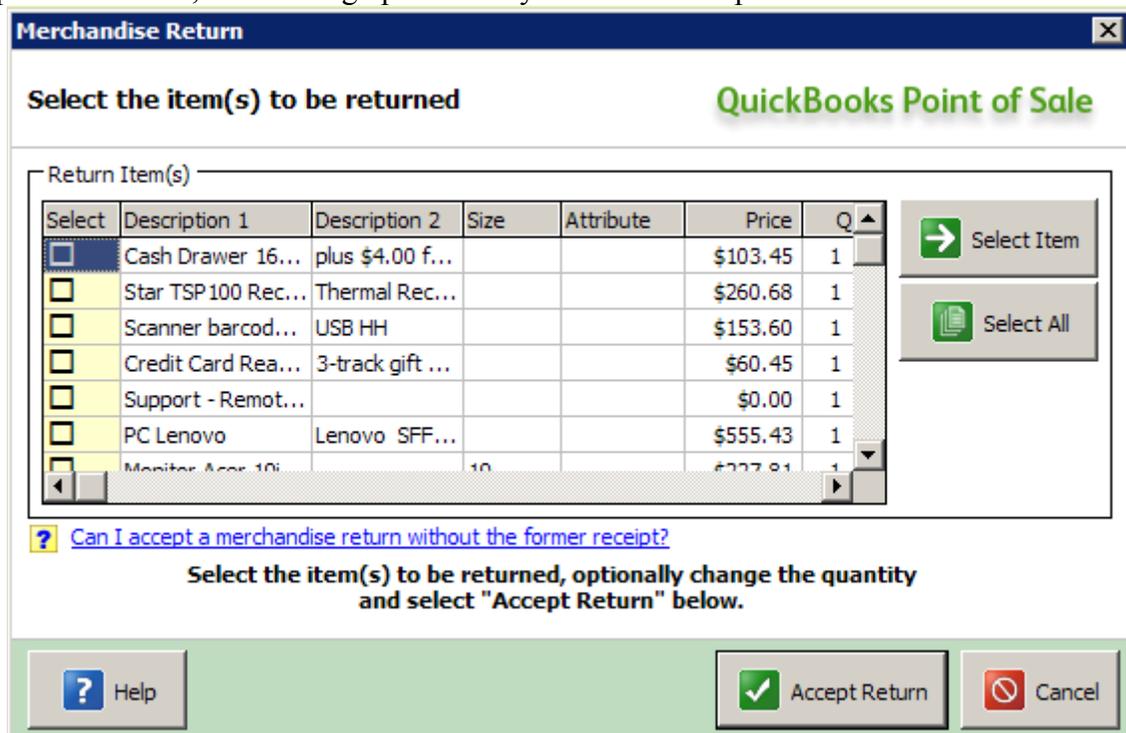
If you have the receipt, you can see on it how the customer paid for the product. If you do not have the receipt, click the View Payments button to see how the customer paid for the product. This is important in order to determine how you will refund any payments made previously.

If cash paid for the product, cash will be given for the refund.

If credit cards paid for the product, credit will be given to the credit card used. This is determined in the View Payments button where the last four digits of the credit card used is displayed.

If a Gift Certificate is used as payment, a Gift Certificate should be refunded to the customer.

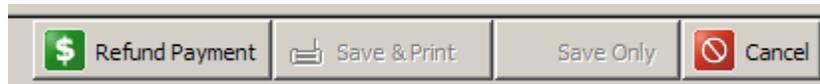
If you accept a return item, it will bring up a list for you to select the product to return.



Place a check mark in the box of the product to return and then click Accept Return. It will add the item to a new Return Sales Receipt and make the item show in Red and make the values negative.

Item #	Description 1	Descri...	Attribute	Size	Qty	Price	Discou...	Ext Price
36	Cash Drawer 16"...	plus \$4.00 for cable = total. cable for star is K-18-Sta			-1	\$103.45		(\$103.45)
Return item - Receipt # 276					Original Unit Price: \$103.45		Unit Discount: \$0.00	
							Total Discount: \$0.00	

Click the Refund Payment button in the bottom right corner of POS.



This brings up the Payment Tender screen.

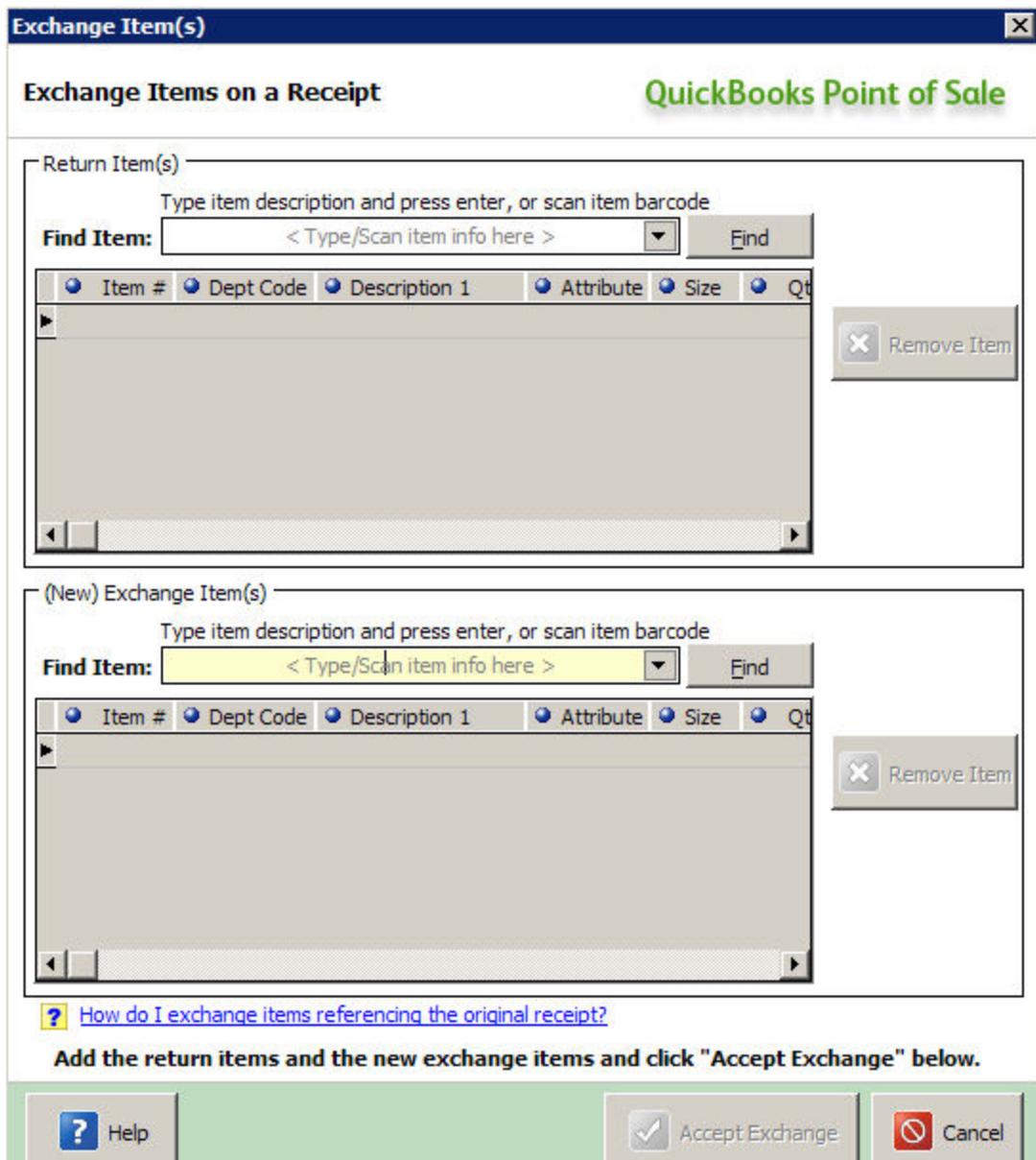
Receipt Total: (\$103.45) Use second column to enter change or cash back due the
Amount Due: \$0.00 **Change button or press Enter.**

Change Due: \$103.45 ↓

Method	Amount Tendered	Change Amount	
SF1 Cash			
SF2 Check			
	Charge to	Refund	
SF3 Credit Card		103.45	Accept Change

Choose the appropriate payment method and then Accept Change. Then follow the prompts for a credit card or click Save and Print for other payment methods.

An Exchange works in similar fashion but the beginning is the difference. You will scan the receipt and then click I Want To and choose Exchange Items. This will bring up a two section window. The top section will list the items on the receipt to choose for the exchange. The bottom section will allow you to enter the products that the customer wants in return.



Once those items have been listed in both windows, click the Accept Exchange window. It will then convert the selected items to a Sales Receipt. The items being returned will be in red and the items being purchased will be in black. Then continue selling as normal by adding new items to the receipt or finish the sale by either Refunding any due money or Taking Payment if any balance is due. Complete the sale as normal.

A Reverse of a Receipt is basically a VOID but is not recommended for accounting purposes.

Discounts

Discounts are handled in three ways – as a Price Level, as a line item discount and as a global discount. For Price Levels, you will click on the drop-down arrow for Price Level in the bottom right section of the Sales Receipt and choose the appropriate Price Level (Senior Discount or Employee Discount). By default, the Regular Price is always active.

Price Level

Price Level	Regular Price	SubTotal	\$0.00
Disc %	0.00	Discount	\$0.00

Global Discounts are currently enabled and are entered in the box directly below Price Level. You will enter the actual percentage off (ex – 25 for 25% off) and hit Enter or Tab to activate it and update the Sales Receipt. A global discount affects the entire Sales Receipt even items that have already been given an individual line item discount.

Example of Global Discount

Price Level	Regular Price	SubTotal	\$3.99
Disc %	25.00	Discount	\$1.00
Tax %	7.500	Tax	\$0.22

The Line Item Discount is made on the individual item added to the Sales Receipt. It is entered by either overwriting the price of the item or by adding the discount percentage amount in the Discount % field.

Line Item Discount

Item #	Description 1	Descri...	Attribute	Size	Qty	Price	Discou...	Ext Price
19	Shaker				1	3.99	98.67%	\$3.99
						Original Unit Price: \$300.00	Unit Discount: \$296.01	Total Discount: \$296.01

To Record **End of Day**



End of Day

At the end of the day sales receipts, receiving vouchers and other new information must be totaled and synchronized with your financial software. The database is also backed up and sales data is sent to headquarters.

Select the **End of Day** to activate this function.

Complete multiple closing procedures at the same time! Select **Start** to run all checked options.

Run End of Day Report

Run for

Print Immediately (do not show preview)

Back up your company data

Safeguard your data by creating a backup copy at

Include inventory pictures in backup

Send data to remote stores

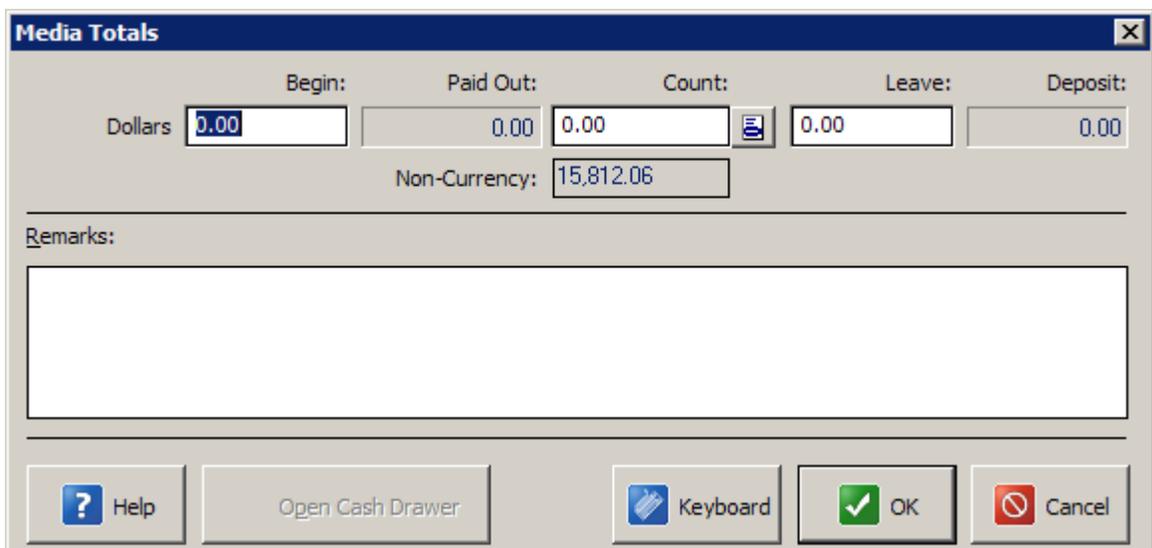
Already scheduled at 3:30 am

Your default Store Exchange settings, defined in company preferences, will be used to send data to your remote stores.

The End Of Day may also include two other choices including 1) Perform QuickBooks Financial Exchange and 2) Send Credit Card Data to Merchant Services. Regardless of what is listed, all choices should be checked every day.

Click **Start to Begin and the cash drawer will open for counting the cash.**

The Media Totals screen will also pop up.



	Begin:	Paid Out:	Count:	Leave:	Deposit:
Dollars	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>	<input type="text" value="0.00"/> 	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>
			Non-Currency:	<input type="text" value="15,812.06"/>	

Remarks:

The Till (or daily float) is determined by management. For this example, we will use \$110.00. This will be the Begin and Leave amount to enter in the text boxes above.

Media Totals

Begin: Paid Out: Count: Leave: Deposit:

Dollars

Non-Currency:

Remarks:

Count:

Click the button to the right of the Count:

This will bring up the manual Media Count window.

Count the number of bills and coins and place those amounts into the corresponding fields on the manual media count list. When you tab off Count, it will count all money and place those totals in the Total column based on the dollar amount you entered.

Media Count

Bill/Coin:	Count:	Total:
100's	<input type="text" value="0"/>	0.00
50's	<input type="text" value="0"/>	0.00
20's	<input type="text" value="0"/>	0.00
10's	<input type="text" value="0"/>	0.00
5's	<input type="text" value="0"/>	0.00
1's	<input type="text" value="0"/>	0.00
Susan-B Dollars	<input type="text" value="0"/>	0.00
Half-Dollars	<input type="text" value="0"/>	0.00
Quarters	<input type="text" value="0"/>	0.00
Dimes	<input type="text" value="0"/>	0.00
Nickels	<input type="text" value="0"/>	0.00
Pennies	<input type="text" value="0"/>	0.00
Total:		0.00

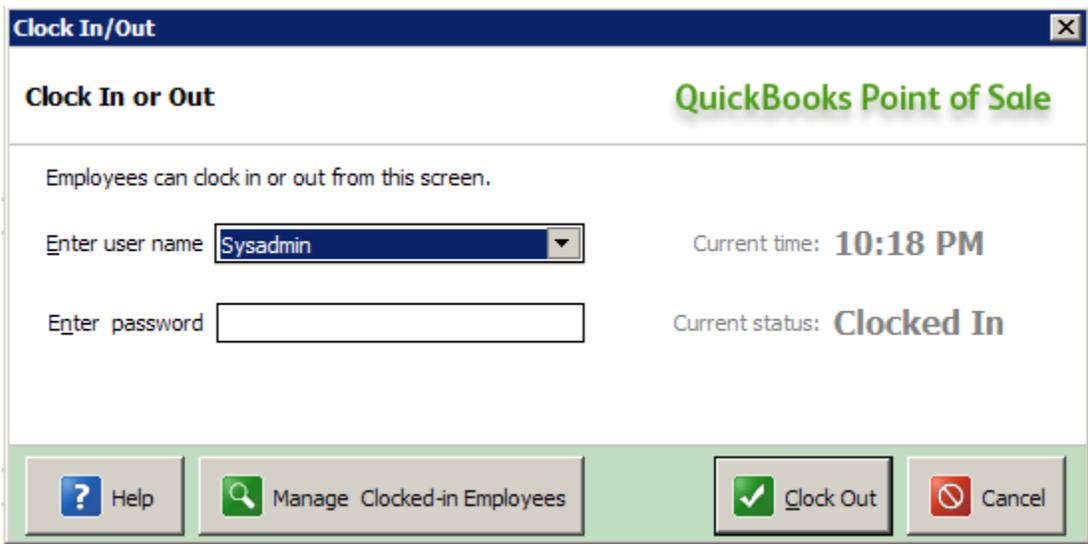
Then print the report that is generated.

The next two steps are an automatic database backup and then the system sends an update to the headquarters computer.

On the Store Exchange, keep Intuit Service as the default choice. Click Send to proceed. Once completed, hit Close. The Database copy is then initiated automatically. Once completed, click the OK to close window button.

Clock Out and Log Out

Once End of Day has completed, you may then Clock Out and then Log Out. Push the ClockIn/Out button to get the screen to come up.



You may also check your status with this screen by selecting your name from the drop-down list. You will see if you are logged in or not. Put your password in and click the Clock Out button. You are now clocked out.

To Log Out, click the Log In/Out button and then just click “Log Out”. That will lock Point of Sale.

In order for the Store to send data to other stores, a special login should be created to allow for multi-store exchanges overnight. Login with this username and leave it logged in – do not lock the POS or it will not transmit data overnight as required.

To close the computer for the day, perform a “ctrl-alt, delete” to bring up the login screen for the computer and then click “Lock Computer”. Do not use the “Log Off” choice and do not shut off the computer except for the once a week shutdown process. After locking the PC, turn off the monitor.