

AirPOS Install Guide & User Manual

Updated 19/10/12 info@airpointofsale.com

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Section A: What is AirPOS?

AirPOS is simple, affordable and powerful integrated ePOS and e-commerce software for SME retailers. Following an easy setup and install process, the system allows for rapid deployment of ePOS applications for bricks and mortar stores, a comprehensive online back office for administration of data and an integrated web store that can be launched with a single click.

This combination of software allows granular inventory control, visibility across finances, customer information and other collated data coupled with the ability to sell both online and offline seamlessly.

AirPOS offering is unique, giving independent retailers access to technologies that have traditionally been available only to very large companies.

Best of all, setting up and operating AirPOS is simple by design. The follow set of instructions will assist you step-by-step in implementing your AirPOS installation and enabling multi-channel sales for your business.

First off, a few frequently asked questions...

The following are questions we have had from customers that may help to determine your readiness for AirPOS, and our readiness for your business.

What hardware does AirPOS Support?

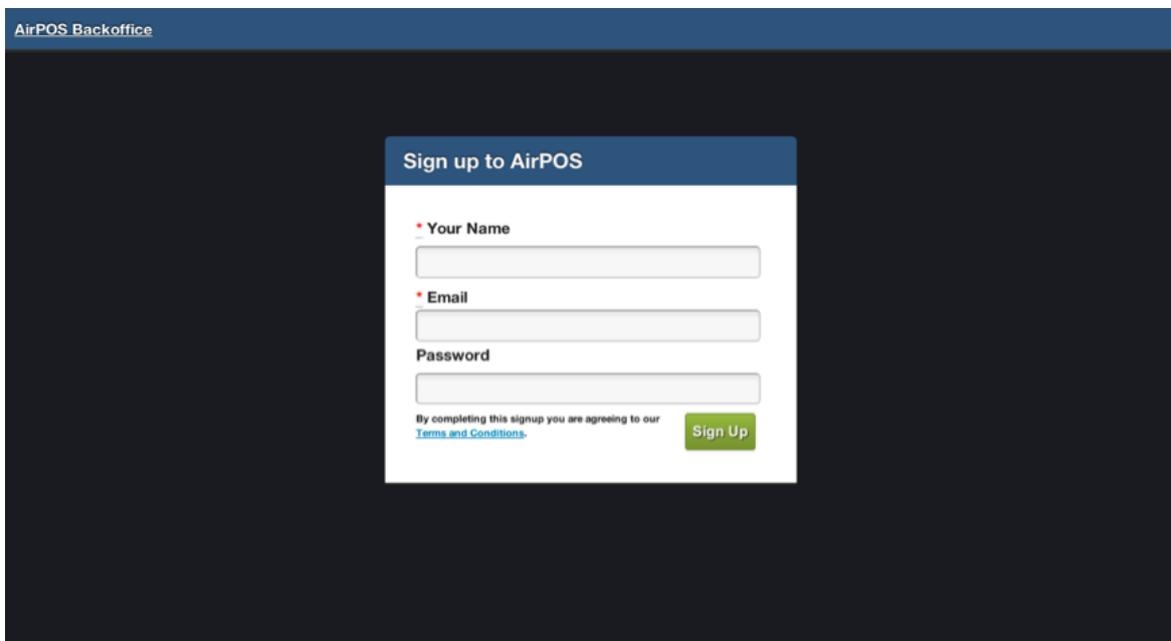
Currently the recommended hardware setup for AirPOS is:

- Android tablet (2.2+ recommended with 3.1+ required for printing. Android phones are not supported) or PC (Windows XP SP2+ required minimum, Windows Vista, Windows 7)
- Touchscreen optional (but recommended for simpler operation)
- AirPOS now supports a wide variety of receipt printer including functionality for Serial, USB, Parallel, Bluetooth and many more so long as it is ESC/POS compatible and can be installed as a Windows printer.
- Any cash drawer that connects to the above receipt printers via RJ11 connection. USB cash drawers are not yet supported
- Any bar code scanner (USB) set to the Keyboard Wedge setting (please refer to your manual for how to program your scanner for Keyboard Wedge)

AirPOS may also need to be allowed via your firewall in order to function correctly, in particular on Windows 7. Details on how to allow programs access through Windows 7 firewall are available by [clicking here](#).

Okay so if your hardware is suitable lets get started...

Section B: Signing up for AirPOS

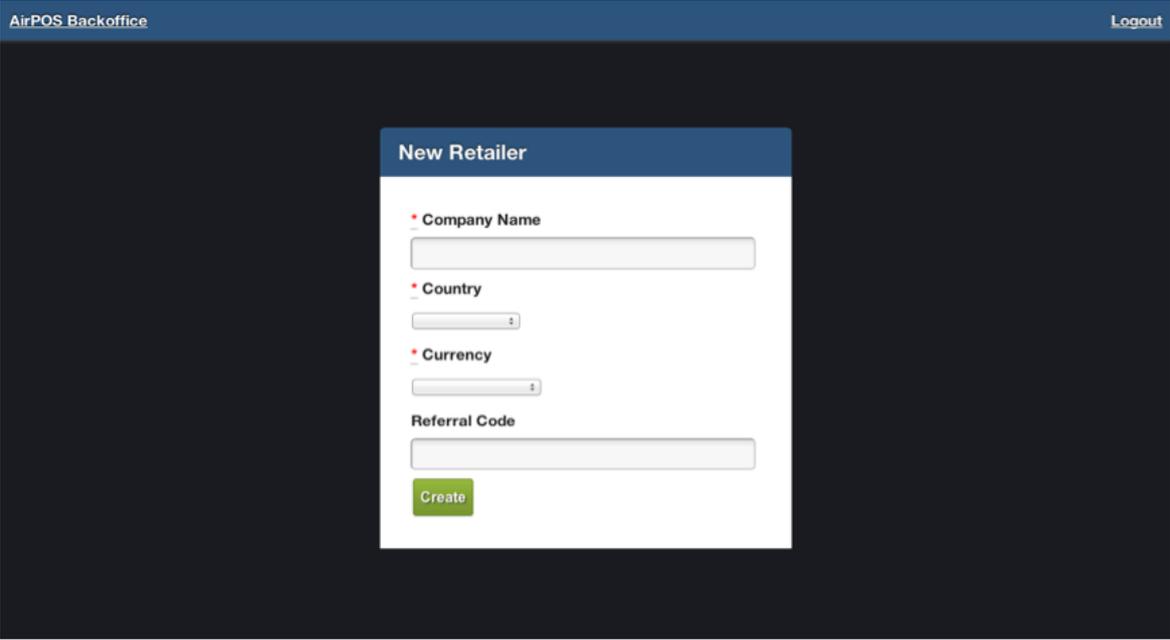


The screenshot shows the 'AirPOS Backoffice' interface. At the top left, it says 'AirPOS Backoffice'. The main content is a sign-up form titled 'Sign up to AirPOS'. The form has three input fields: 'Your Name', 'Email', and 'Password'. Below the 'Password' field, there is a line of text: 'By completing this signup you are agreeing to our [Terms and Conditions](#)'. To the right of this text is a green 'Sign Up' button.

Signing up for AirPOS is simple. Visit the website at <http://www.airpointofsale.com> and click on the **SIGN UP** link.

To complete the signup process you will need to enter the following information:

- **Your Name**
- **Email Address** (*NOTE: this will also be your username for logging into your AirPOS account and the Desktop ePOS Application*)
- **Password** (*NOTE: Please record your password for future use, you will need it later to log in to the Desktop ePOS Application*)
- Finally read our **Terms and Conditions** and if you're happy to proceed, press the 'Sign Up' button to progress to the next steps...



The screenshot shows the 'AirPOS Backoffice' interface with a 'Logout' link in the top right corner. The main content area is dark blue. A white modal window titled 'New Retailer' is centered on the screen. The form inside the modal has the following fields: 'Company Name' (text input), 'Country' (dropdown menu), 'Currency' (dropdown menu), and 'Referral Code' (text input). A green 'Create' button is located at the bottom of the form.

Once you have clicked the 'Sign Up' button the above screen shot will appear. At this stage, you **must** enter in your Company Name, Country and Currency.

Referral Codes

If you have been given a referral code by a reseller please enter it here. This makes sure our partners get what they deserve (in the nicest possible way of course!) and helps us to provide support to customers from third parties.

Then, to finish the sign up process, simply click “**Create**”

The AirPOS Dashboard

The screenshot displays the AirPOS Demo dashboard. At the top, there is a dark header with the text "AirPOS Demo" and a link "Preview your Webstore -->". Below the header is a navigation bar with tabs for "Dashboard", "POS", "Inventory", "Sales", "Settings", and "Account & Billing". To the right of the navigation bar, it says "Welcome back, Walter Bishop" and provides links for "Install Guide", "Support", "My Account", and "Logout".

The main content area is titled "Dashboard" and features two notification banners: a yellow one stating "Signed in successfully." and a green one stating "AirPOS 2.8.13 is now available to download." Below these, a welcome message reads: "Welcome to your AirPOS online backoffice. From here you can add and manage all of the data that is essential in using your AirPOS installation."

The dashboard is divided into two sections: "Your business at a glance" and "Your AirPOS account at a glance".

Your business at a glance includes three metrics:

- 0 Items Low in Stock
- 0 Customers Served Today
- 0 Sales Refunded

Your AirPOS account at a glance includes four metrics:

- 8 Locations & Stores | [Add](#)
- 26 Devices & Cash Registers | [Add](#)
- 215 Items | [Add](#)
- 17 Employees | [Add](#)

At the bottom of the dashboard, there is a footer with the text "Terms & Conditions" and "© AirPOS Ltd."

The **AirPOS dashboard** is the central hub of your AirPOS account, providing real-time information on your business statistics including sales information, web orders that need to be processed, items in your inventory, employees and more.

Next we'll cover the simple steps involved in getting your AirPOS desktop ePOS client(s), Online Back Office and Web Store configured for use.

Section C: Quicksteps to setting up AirPOS

At AirPOS, we believe in making things easy. The first time you log into AirPOS you will see that we've built you a step-by-step tutorial to help get you setup quickly.

First, we want to get your business setup

- [Taxes](#)
Set the tax rates for your country
- [Locations](#)
Create your stores and warehouses
- [Employees](#)
Add employees who will use cash registers
- [ePOS Terminals](#)
To start performing sales

Next, create your items and assign inventory

- [Categories](#)
Build up your product catalog
- [Items and Inventory](#)
Create and categorise your items and add their stock levels

Finally, install AirPOS on your ePOS terminal



Optionally, setup your receipt printer and cash drawer



We recommend that you do these steps in any order. However you can do it your own way, in your own order and in your own time. It's up to you.

Step 1: Setting up Taxes

Locations	<h2>New Tax Rate</h2> <p>Oops... it looks like you haven't finished setting up your business. Click here to check out the remaining tasks.</p> <p>* Name <input type="text"/> <small>Please enter a name for referring to this tax rate, e.g. Standard Rate VAT, Reduced Rate VAT, Zero Rate VAT, etc.</small></p> <p>* Rate <input type="text" value="0.0"/> <small>Please enter the rate of this tax, e.g. 17.5, 20, 21.5, etc.</small></p> <p>Description <input type="text"/> <small>You can optionally create a description for this tax rate to help explain why you created it.</small></p> <p>Create Tax rate</p>
Employees	
Devices	
Tax	
Download Desktop Application	

Setting up tax rates is a critical task and should be one of the first performed in setting up your AirPOS installation, as products will not be able to be added without a tax rate attached. Simply enter in the Tax Rate, Name and an optional description in the fields shown to distinguish different Tax Rates.

AirPOS employs an open and flexible tax tabling system allowing you to create your own tax rates allowing the system to be used in many differing locations where tax rates vary. An example of this is United Kingdom VAT (Value Added Tax) which is applied to most items sold in the United Kingdom and at the time of writing was set at 20%. Another example is US Sales Tax, which not only varies from state to state, but can actually be set at differing rates within States. This necessitates the need for a flexible tax system and therefore within AirPOS each product can have their own Tax Rate attached, however these must be created prior to adding the product.

Locations

Employees

Devices

Tax

Download Desktop Applications

Tax

Tax rate was successfully updated.

From here you can manage the tax rates that will be applied to your sales. Tax rates you have created are shown below, use the actions to modify or remove them.

If you don't have VAT rate, create a new tax rate at zero.

2 Tax Rates

Name	Rate	Actions
Zero Tax Rate Zero Tax Rate for Zero Rated Products	0.0 %	Modify Tax Rate
Standard Rate VAT	20.0 %	Modify Tax Rate

[Create New Tax Rate](#)

NOTE: If a 0% Tax Rate is required for products or services being sold through AirPOS this must also be created for use. The logic behind this is that while some products or services may currently have a 0% Tax Rate, this may later change in line with new legislation for example. Again, AirPOS allows the flexibility to change this rate, and any rate, at any time using the 'Modify Tax Rate' button. AirPOS also maintains a record of the past rate that was set so as audit trails are correct and sales reporting is accurate.

Once you have clicked **“Create New Tax Rate”** you will see that it gets checked of your quick list as shown below;

First, we want to get your business setup

- [Taxes](#)
Done! You have 2 tax rates for your country
- [Locations](#)
Create your stores and warehouses
- [Employees](#)
Add employees who will use cash registers
- [ePOS Terminals](#)
To start performing sales

Next, create your items and assign inventory

- [Categories](#)
Build up your product catalog

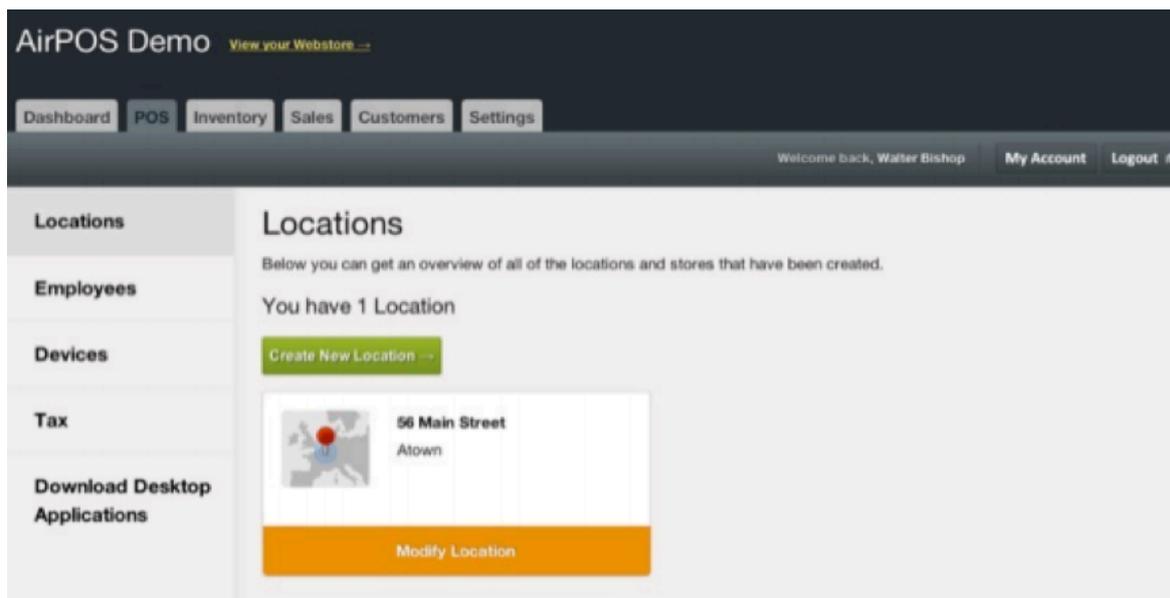
Step 2: Setting up Locations

The screenshot shows a web form for creating a location. On the left, there is a sidebar with navigation options: 'Devices', 'Tax', and 'Download Desktop Application'. The main form area is titled 'Location type' and contains the following fields and options:

- Location type:** A dropdown menu with the text 'What type of location is this?'.
- Address 1:** A text input field.
- Address 2:** A text input field.
- Address 3:** A text input field.
- City:** A text input field.
- Postal/ZIP Code:** A text input field.
- Country:** A dropdown menu with the text 'Choose a country'.
- Accepts web orders:** A radio button group with 'Yes' selected and 'No' unselected. The text 'Choose whether you would like this location to process web orders.' is below the radio buttons.
- Create Location:** A green button at the bottom of the form.

By design AirPOS is flexible in serving both small vendors and also larger, multi-site operations as required. The AirPOS ePOS desktop client can be installed and configured easily in any location, allowing true flexibility in scaling up and scaling down client installations on an on demand basis.

Setting up locations therefore couldn't be easier. For a single retailer for example you would simply enter the details of your store location and click "Create Location" and it will appear in your POS tab under locations as can be seen;



For larger operations, it's the same idea. Enter all of the locations at which you will have points of sale and they will all appear in your POS tab under locations.

An Example Setup

Let's assume as an example that The Premier League Store have a store based in Northern Ireland and a store in Manchester and want to use AirPOS both to sell online and through their two bricks and mortar high street outlets. The first step is to create each of the locations by entering their addresses into the AirPOS back office under the Locations tab. In step 4, we will setup the devices that will be used for Point of Sale in these outlets...

Step 3: Setting up Employees and their Roles

After you have created a location, it then makes sense to determine what staff members are situated in those specific locations.

AirPOS features three user levels (Staff, Supervisor and Manager) with different permissions assigned to each. ePOS functions such as discounts, voids, price changes, settings and XYZ reads can be accessed or restricted based on an employee's role in AirPOS.

Staff: Staff can perform a basic sale but if they wish to discount or void a transaction, a supervisor or Managers pin is required. Staff will not be able to access Settings or XYZ Reads.

Supervisor: Supervisors have access to all areas of the ePOS apart from settings. Supervisors only require a Managers pin when trying to access XYZ Reads.

Manager: Managers have access to all areas of the AirPOS ePOS

To create an employee and their role, simply fill in the fields that can be found in the POS tab

under “Employees.”

The screenshot shows a web form for creating a new employee. On the left is a sidebar with menu items: Devices, Tax, Download Desktop Application, and Download Desktop Application. The main content area has a heading 'Employee Details' and a sub-heading 'Employee Roles'. The form includes input fields for 'First name', 'Last name', and 'Pin', each with a red asterisk and a placeholder text. Below these is a section for 'Employee Roles' with radio buttons for 'Role', 'Staff', 'Supervisor', and 'Manager'. The 'Employee Locations' section has checkboxes for '123 Fake Street, Belfast' and 'Lisburn Road, Belfast'. At the bottom is a green 'Create Employee' button.

Once you have clicked “Create Employee”, they will appear in your employee’s overview that can be found in the POS tab under “Employees.” You can then create as many employees as you need to, following the same steps as above.

The screenshot shows the 'Employees' overview page in the AirPOS system. The top navigation bar includes 'Dashboard', 'POS', 'Inventory', 'Sales', 'Customers', and 'Settings'. The user is logged in as 'Walter Bishop'. The main content area has a heading 'Employees' and a sub-heading '56 Main Street, Atown has 2 Employees.'. Below this is a green 'Create New Employee --' button. Two employee cards are shown: 'Bob Marley' with PIN: 5555 and 'Walter Bishop' with PIN: 1234. Each card has 'Staff' and 'Modify User' buttons. At the bottom, it says 'Unassigned 0 Employees.'

Step 4: Setting up Devices, Till Points, Cash Registers and Mobile Points of Sale

At AirPOS we charge per device. Our policy is one of being up-front, open and honest in everything we do. Our customers aren’t stupid (because if you were, you wouldn’t have signed up to AirPOS!) and we would never dream of treating you that way. For us, being completely

transparent avoids any nasty surprises – the kind you don't like! So here's how the pricing will work;

- Customers with one device will not be charged. This service will remain completely **FREE & Unlimited**
- Customers with more than one active device will get their first free and for every other device, you pay **up to £30 (depending on usage) per month, per additional device** (Volume pricing is also available and for further information, please [contact us](#))
- Customers who want an ecommerce **webstore will pay £50** per month

So now that pricing is out of the way, lets get on with the setup. To add a device, simply fill in the Name of the Device, Device Type and what Location it's situated in.

The screenshot shows a web interface for adding a device. On the left is a sidebar with three items: 'Devices', 'Tax', and 'Download Desktop Application'. The main content area is titled 'Device Details' and contains the following fields:

- Role:** A dropdown menu with 'Cash Register' selected.
- Location:** A dropdown menu with '123 Fake Street, Belfast' selected.
- Name:** A text input field containing 'Terminal 1 - UPSTAIRS'.

Below the 'Role' and 'Location' fields, there is explanatory text: 'Choose what type of device you would like this to be.' and 'Choose which location where you will be using this device.' Below the 'Name' field, there is a note: 'Enter a name you can use to identify this device, e.g. "Terminal 1", "Upstairs Cash Register", etc.'

At the top of the main content area, there is a light blue box with the text: 'Free device' and 'This one's on us. You will not be charged for the use of this device.'

At the bottom of the main content area, there is a green button labeled 'Update Device'.

Once you have filled in this information, click “**Create Device**” and your all set.

If you need to create more than one device, Simply repeat the aforementioned steps. However unlike your first device which is always free with no limitations, the second, third devices and so on you want to add will first bring you to the following billing page to enter your payment details.

Account Overview	<h2>Payment Details</h2>
Payment Receipts	<p>Oops... it looks like you haven't finished setting up your business. Click here to check out the remaining tasks.</p>
Payment Details	<p>You must have a subscription to create more devices. Please enter your payment details to create a new device.</p> <p>Subscribe to the AirPOS service by entering your credit card details below. Please be assured that your details are securely stored and safely held by Realex Payments.</p> <p>AirPOS does not and will never store your credit card details itself.</p> <div><p>* Card Type</p><p><input type="radio"/> VISA <input type="radio"/> MASTERCARD <input type="radio"/> AMERICAN EXPRESS <input type="radio"/> DISCOVER <input type="radio"/> OTHER</p><p>* Name on card <input type="text"/></p><p>* Card Number <input type="text"/></p><p>* Expires On <input type="text" value="01"/> <input type="text" value="2012"/></p></div>

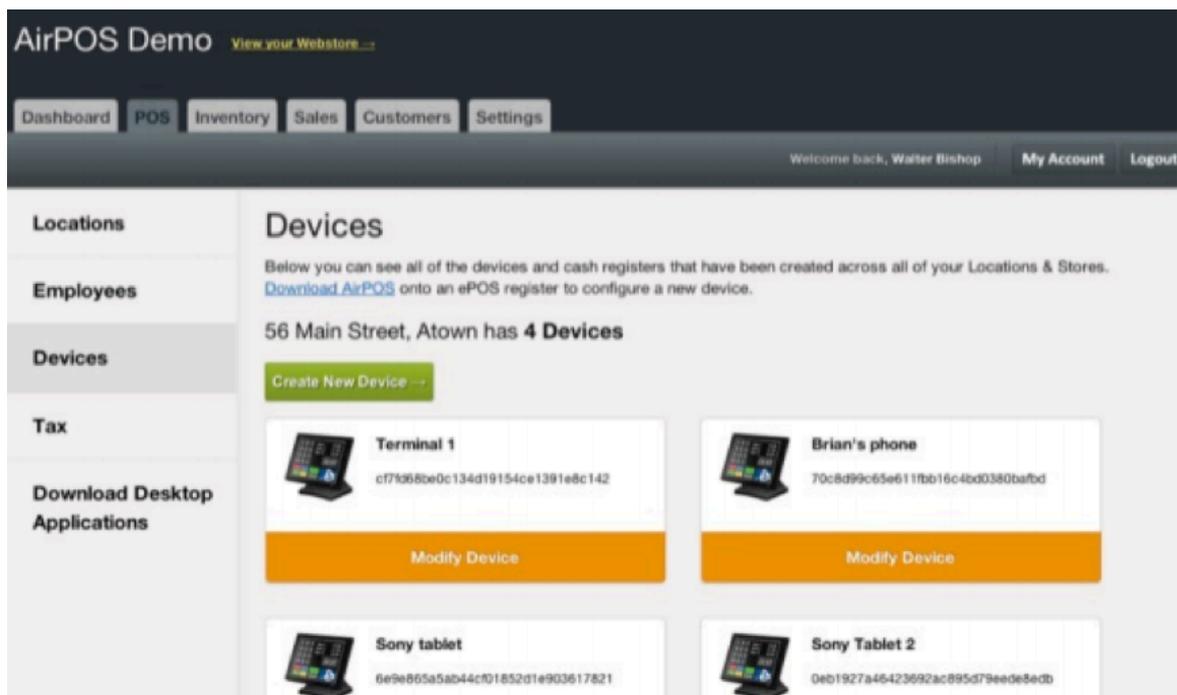
So to best illustrate devices, we shall carry on with the example we started earlier:

The Premier League Store has two stores, one in Belfast in Northern Ireland and one in Manchester, England. Both of these stores would use their AirPOS online backoffice to list their device requirements and then install their AirPOS POS desktop clients as required in the stores.

The setup process for an organisation like this is as follows:

1. The Premier League Store login to their AirPOS online back office
2. Next they select the Location that the device will be used in (e.g. The Premier League Store, 123 Fake Street, Belfast, Northern Ireland)
3. They then give the Device a name that will help them in identifying it (eg POS Terminal 1, Belfast)
4. Repeat for each Location and Device as required. AirPOS allows an unlimited amount of locations and devices to be added to accounts for true flexibility in setting up your organisation.

When these steps are complete AirPOS creates two unique keys for later use when installing the AirPOS desktop POS clients in the various locations. These two keys are the Retailer Key (used by AirPOS to identify the account in use) and the Device Key (used by AirPOS to identify the device the AirPOS desktop POS client is installed on). These keys are used by the AirPOS online back office, allowing the back office to accurately track stock data and inventory movement, record sales taken at the Points of Sale, record manual stock movements, employee logins and more.



Next we'll look at the process of installing the AirPOS desktop POS client application(s) for use on the devices we've just setup.

Installing the AirPOS desktop ePOS Application

Installing the AirPOS desktop ePOS client is a simple process. The first step is downloading the application. This can be achieved through the following steps.

1. Open your internet browser (AirPOS supports all of the major browsers such as Google Chrome, Mozilla Firefox, Apple Safari, Opera and Microsoft Internet Explorer).
2. Visit the AirPOS back office at the following URL <http://backoffice.airposapp.com>
3. Login using your AirPOS username and password (available in your welcome email)
4. Click on the prominent link in the right sidebar of the AirPOS online back office that states 'Download Desktop ePOS Application.'
5. Choose where the AirPOS installer will download onto your desktop PC or tablet and choose Save.



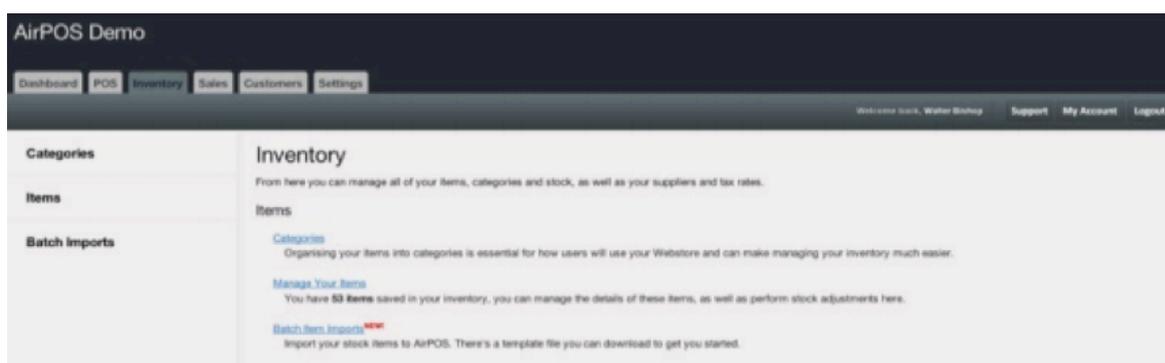
Alternatively the latest build of the AirPOS desktop ePOS client application is available to download in your back office. Login to your account at <http://backoffice.airposapp.com>

When the AirPOS desktop ePOS client has downloaded on to your machine, simply double

click the AirPOS icon to begin the installation process.

NOTE: AirPOS requires the Adobe Air runtime to operate successfully on your PC. If the Adobe Air runtime is not available AirPOS will begin a download of the runtime and install at the same time as the AirPOS desktop ePOS client. If your machine does not allow the Adobe Air runtime to install in this way, your AirPOS back office will feature a prominent link to the Adobe Air Installer. The steps to installing Adobe Air are identical to the steps above for installing AirPOS.

Section D: Organising Stock and Inventory



By default when you sign up for an AirPOS account the AirPOS online back office creates a location called Virtual Warehouse. The intention of this is to have a central location through which to enter product inventory prior to assigning stock levels for products and ultimately checking stock out to the various locations in which the products will be sold. The first step in readying your Virtual Warehouse for import or entering of products is to define the product catalogs you wish to have in the system... This step is critical in setting up your AirPOS installation and will determine how your products are organised both on your Web Store and also in your Desktop ePOS Application.

An example of a Category structure is below:

Top Level: The Wonderful World of Sports (*This is your store name and is hidden from view in the back office*)

If we wanted to enter a series of football kits (soccer to our US friends!) we could build the categories as follows:

For a catalogue of Arsenal items for example:

Parent Category: Football Shirts

- Sub Category: Premier League

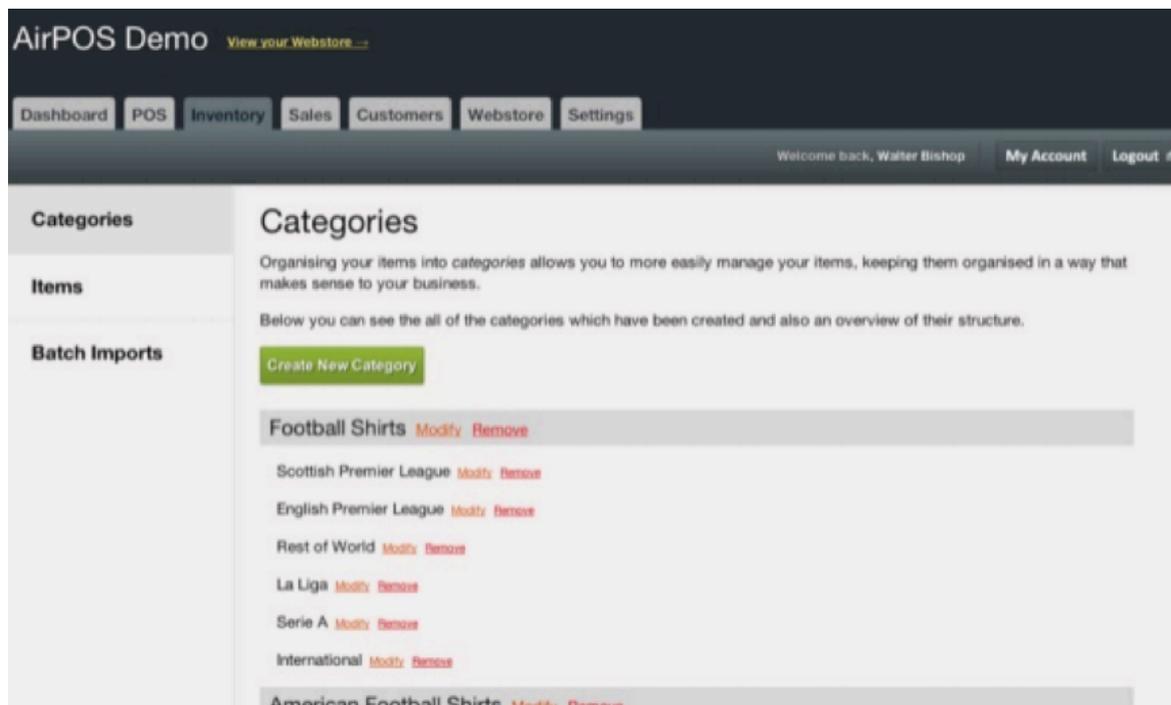
- Sub Category: Arsenal FC
- Sub Category: Home Kit
- Sub Category: Away Kit
- Sub Category: Tracksuits
- Sub Category: Socks

And another Category of Arsenal items:

Parent Category: Football Shirts

- Sub Category: Premier League
- Sub Category: Arsenal FC
- Sub Category: Home Kit
- Sub Category: Away Kit
- Sub Category: Tracksuits
- Sub Category: Socks

Creating Catalogs



The menus used to create product catalogs are available under the Inventory Tab > Manage Item Catalogs in your online backoffice. Creating product catalogs in AirPOS is simple but is a critical task to get right when building your AirPOS installation.

Product catalogs are not only a great way of organising your products for use in the AirPOS

online back office, they are also the first step towards building your AirPOS web store. Therefore some thought should be given to how your products are to be organised prior to beginning this task.

AirPOS employs an open approach to creating product catalogs in that it is possible to create an unlimited amount of categories and sub categories in your product catalog.

To carry on with the above example, The Wonderful World of Sport are a sports retailer with a varied stock of 2500 product lines. As they are using AirPOS not only to sell in their stores but also online, care needs to be taken in defining the catalogs as they are entered to ensure that their AirPOS online back office and their AirPOS web store are orderly and that the AirPOS web store is usable for their customers. If we imagine that they have 250 product lines across their stores and that they wish to sell 100 of these product lines on their AirPOS web store. Across these 250 product lines they have devised 10 categories of products for use on the web. These are their 'top level' categories and are made up as follows...

Replica Kits, Footballs, Key-rings, Calendars, Posters, Tracksuits, Training Shoes, Football Boots, Bags and Holdalls and a general category called Merchandise to carry small items.

Within each of these top level categories they need to have a number of sub categories in order to organise their products on their AirPOS web store and make them easier for customers to navigate.

In the Replica Kits category for example they have decided to list each of the Replica Kits available by the football club. This would necessitate a category structure as follows:

Replica Kits

- Liverpool FC
- Manchester United
- Chelsea FC
- Tottenham Hotspur
- Arsenal
- Etc

To achieve this through the AirPOS online back office each of these sub-categories would be created with their Parent Category as Replica Kits.

This approach can then be replicated in order to build up product catalogues both for the AirPOS desktop POS client and the webstore.

Adding Items

AirPOS Demo

Dashboard POS Inventory Sales Customers Settings

How does Stock, Water Billing Support My Account Logout

Categories

Items

Batch Imports

New Item

Item Details

Name

 Enter the name for this item.

Description

 Enter a description for this item, if you are planning to sell this item on your website then it is essential to enter a description.

Retail Price (Inc Tax)

 Enter the retail price of this item without the currency symbol, e.g. 0.00

Cost Price (Ex Tax)

 Enter the cost price of this item without the currency symbol, e.g. 0.00

Tax rate

 Please choose the tax rate of this item.

Web price
 to be

Sell online Yes No
 Choose whether you would like this item to be available for purchase on your website.

Warn level

 Please choose a stock warning level. When the available stock reaches this amount you will be notified by email and the item will appear as 'Out of Stock' on your website.

Weight kg

 Please enter the weight of this item in kilograms.

Barcode

 Enter the unique barcode which will identify this item when you scan it.

SKU

 You can also enter your own SKU code to keep track of this item.

Category Item

Categorising your items helps you to keep your stores organised. It is also essential for your items to be discovered on your AirPOS Website.

- Football Shirts
 - Scottish Premier League
 - English Premier League
 - Rest of World
 - La Liga
 - Serie A
 - International
 - American Football Shirts
- Golf
- Sets
- Caddyway
- Sporting
- Accessories

Item Images

Upload some images of your item. If you plan on selling this item online it is essential that you upload some images, or it will not appear on your AirPOS Website.

Image

The menus used to create items are available under the inventory tab / Manage Your Items / Create New Item in your online backoffice.

When catalogs have been successfully created the next step is to add individual items to the created catalogs. In order to be useful within the AirPOS desktop POS client and the web store a number of parameters are required in items. Some of these parameters will apply to your setup and the types of items being sold, while others may not.

The required fields in creating an item are as follows and are denoted in the online backoffice with a *

Item Name: This will appear both in your AirPOS desktop POS client and also on your web store.

Description: This will appear on your web store as the item description, and should be informative without being overly lengthy. The better the description of your item, the more likely you are to achieve sales on your web store so spending time getting this right is critical.

Retail Price (including TAX): This is the full price at which you intend to sell the item. For example if an item costs £100 and UK VAT applies to the item you would enter the item price at £120 (*NOTE: the UK VAT rate at the time of writing was set at 20%*)

Cost Price: This is the price at which you purchase the item. Entering the cost price of the item is important as it informs both the profit Margin displayed on the AirPOS Desktop POS client at the point of sale as well as allowing cashiers to make an informed decision when discounting at the point of sale, again performed through the AirPOS desktop POS client.

Tax Rate: This is the tax rate that is to be applied to the item (e.g. UK VAT or US Sales Tax).

Web Price: This is the price at which you intend to sell the item online. This price may differ from your retail price. For example if an item costs £100 in store, you may want to charge £89.99 on your webstore.

Sell on Web Store? This is a simple yes / no answer as to whether the item should be displayed for sale on your web store.

Stock Level Warning: This is important for maintaining your stock levels on items when selling across multiple channels (e.g. on your web store and through your stores.) The intention of setting a Stock Level Warning on items is two fold; to ensure that you are aware of when items are low in stock and also to give you a mechanism through which to automatically remove items from your web store when they reach a defined stock level. This assists in ensuring that out of stock items or items low in stock cannot be ordered through the web store, whereby avoiding selling items that are unavailable or likely to be unavailable. This is particularly useful for vendors selling unique items or items of which they only carry a limited stock.

Supplier: This function will be used in the future for managing purchase orders and supply chain, it is however only a placeholder in this version of AirPOS.

Weight (kg): Item weights are used to calculate postage. Postage tables are as of yet unavailable but will be available in future versions of AirPOS.

Barcode: Barcodes are central to the successful operation of your AirPOS desktop POS client although it should be noted that they are not essential to use the software. When entering items there are two methods for adding barcodes.

1. *Using a Barcode Laser Scanner.* We recommend the use of a barcode laser scanner for entering barcodes as the automated nature of this assists in minimising errors that may be incurred through manual entry. The method for adding barcodes is simply to click into the

text field beneath the barcode heading and scan the barcode into this field. Note that AirPOS pops up a warning asking if you wish to submit the item to the inventory. This is due to the operation of many barcode scanners in that they are set to automatically add a return to the end of a scanning operation for use in many POS systems. This would be the equivalent of typing a barcode and pressing return / enter, except it is simply automated for speed through the barcode laser scanner. If you are happy to submit the item as added choose OK when the warning pops up to continue.

2. *Manual Entry.* It is also possible to manually enter barcodes into the AirPOS system although great care should be taken when doing so to avoid errors as errors in barcodes will have an adverse effect on the smooth operation of the AirPOS Desktop POS client. Manually entering a barcode is as simple as typing the barcode into the text field beneath the barcode heading. Again when you have completed the form and submitted the item to the inventory, AirPOS will pop up a warning as it assumes you are using a barcode scanner to enter items. Simply click OK to submit the item or cancel to continue, the item can be submitted after everything has been added.

SKU: Stock Keeping Units (SKU) are often assigned by the individual retailer in order to track items from warehouses or in stores for example. In AirPOS case the system is designed to manage inventory and this is generally achieved through the use of bar codes. However as vendors may wish to record an SKU for internal use or other purposes the ability to add Stock Keeping Units has been retained in the AirPOS system.

Catalog Item: Beneath the Add Item form will be a list of the categories and sub categories that were created in the previous step to assist you in cataloging your new item. To select categories in which this item should appear simply tick the check boxes next to the category you wish to add the item to.

Item Images: The final step in adding an item is to choose the images that are to be attached to this item. This is an essential step if you wish to sell the item online as items without images will not appear in your web store. Adding images to an item is performed using the following method:

1. Click on the Select Images button
2. Browse to find the images on your computer
3. Select a single image or multiple images to upload
4. Press OK to begin uploading the images

AirPOS will then begin uploading these images and you will see each image appear as they are successfully uploaded.

NOTES: if you have uploaded an image in error simply click on the thumbnail of this image to remove it from the system. In addition to this images should be resized prior to uploading if they are very large in file size, as uploading very large images will be slow and error prone in AirPOS as it would be in any browser-based system. We also recommend that JPEGs are used as they are best for displaying on the web.

AirPOS automatically creates thumbnails of your images and resizes them to a size suitable for use on your web store. However we recommend that images are a minimum of 500 pixels wide prior to uploading to ensure they display correctly and are not 'upscaled' by your web store as this will cause blockiness and blurring of the images. When you have selected the images for your item, please click Save Item at the bottom of the form to submit this item to your inventory, and if 'Sell on Web Store' was selected as a yes the item will also be added to your web store.

Modifying Items

Name	Stock	Retail Price (inc VAT)	Actions
 Arizona Cardinals Jersey	10	£44.95	Adjust Stock Modify Item
 Arsenal Home 10/11	-2	£44.95	Adjust Stock Modify Item
 Atlanta Falcons Jersey	0	£44.95	Adjust Stock Modify Item
 Baltimore Ravens Jersey	-3	£44.95	Adjust Stock Modify Item
 Barcelona Home 10/11	0	£44.95	Adjust Stock Modify Item
 Bay Hill Ladies Bravo Golf Club Set	0	£44.95	Adjust Stock Modify Item

Modify Items can be found under Inventory > Manage Your Items > Modify Item (Beside the Item on the Items List)

Modifying items is very similar to Adding Items in that the same interface and item requirements apply. Modifying many aspects of an item is a simple case of replacing the information in the text boxes with new information. This method is useful for replacing information in the following aspects:

- Name
- Description
- Retail Price
- Cost Price

- Status on Web Store (i.e. Sell Online Yes or No)
- Weight
- Barcode
- SKU

Modifying Item's Categories

Modifying an Items Catalog is performed by using the tick boxes under the Catalog Item heading. Simply tick the boxes beside the item's categories in which you want the item to appear on your web store.

Adjusting Stock and Inventory

The screenshot displays the 'AirPOS Demo' web application. The top navigation bar includes 'Dashboard', 'POS', 'Inventory', 'Sales', 'Customers', and 'Settings'. A user profile section on the right shows 'Welcome back, Walter Bishop', 'Support', 'My Account', and 'Logout'. The main content area is titled 'Stock Adjustment' and features three input fields: 'Location' (with a dropdown menu), 'Cause' (with a dropdown menu), and 'Amount of Stock to Adjust' (with a text input field containing '-5'). Below these fields are instructions: 'Choose a location where you would like to adjust your stock.', 'Choose a cause of why you are adjusting stock.', and 'Enter a number to adjust this item's stock by, entering a negative number will reduce stock.' A green 'Create Stock Adjustment' button is positioned below the instructions. At the bottom of the form, there is a yellow button labeled 'Transfer Stock to another location ...'.

Updating Stock Levels of Items

The updating stock interface can be found under Inventory > Manage Your Items and selecting Adjust Stock beside the item you wish to modify.

Maintaining stock is central to the successful operation of your AirPOS installation. Successful maintenance of your stock levels within AirPOS will minimise many of the time consuming restocking tasks you will face and remove the need for manual reconciliation of web store sales and in store sales.

When in the Adjust Stock screen for the item under the Add or Remove Stock heading there is a dialogue box that is used to control the stock movement of items. This box is simple on a per item basis with a field for the number of stock items to add or remove and a box to record notes intended to be used for the reason the stock was reduced or replenished. This notes box is used for audit trail purposes and to ensure that staff moving stock leave a note for supervisors, avoiding employee fraud and helping to identify human error in stock taking. This notes field can also be used to incidentals such as recording breakages and theft if required.

Prior to moving stock there is a link above the dialogue box that states 'View Current Stock

Levels'. Clicking this link will display the current stock levels of the item across all locations in which the item is available.

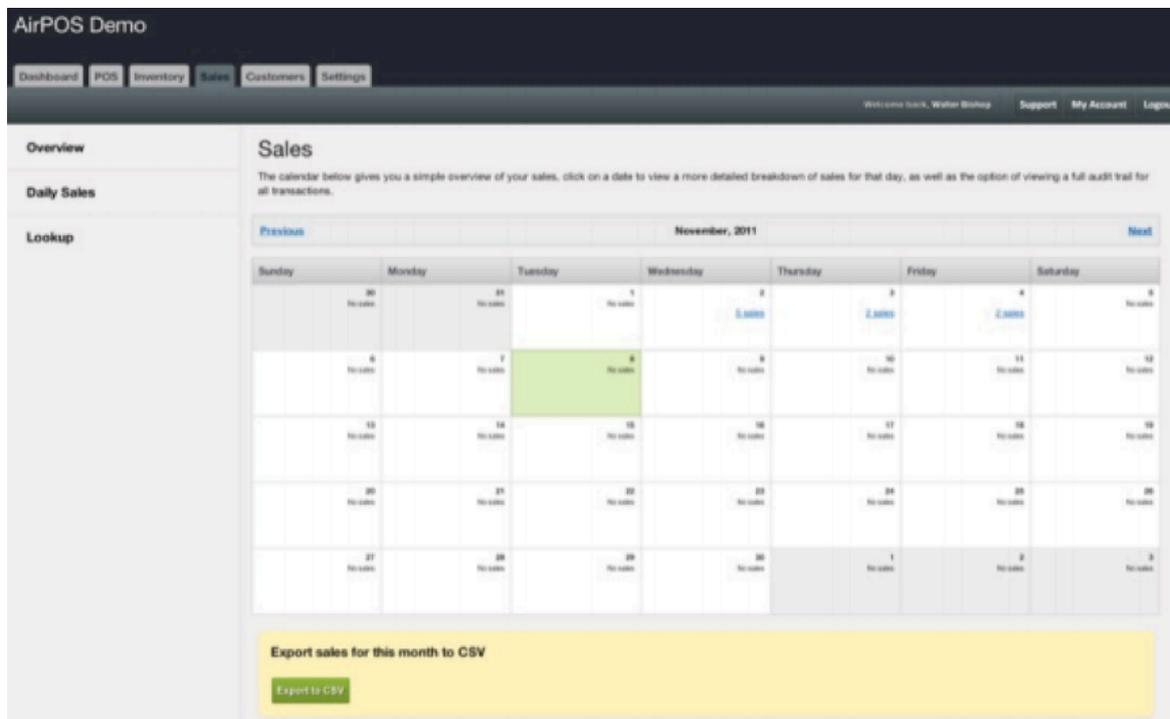
Adding Stock to an Items Inventory

Adding stock of an item to the Virtual Warehouse is a simple case of adding the number of stock items to add in the 'Amount of Stock to Add or Remove' dialogue and completing the notes field for the reason this stock has been added. NOTE: The notes field is also a required step in this process.

Removing or Reducing the Stock of an Item from the Inventory

Removing or reducing the stock on an item is a simple case of entering the amount to remove as a negative value (e.g. -17) and entering a note stating the reason for this stock reduction in the notes field.

Section E: Sales & Reporting



Sales and Reporting functionality can be found in the online back office under the Sales tab.

Accessing Sales Data Remotely

Uniquely AirPOS records sales and transaction data in real-time allowing remote access to sales and transactions across all locations as they happen. In addition AirPOS is capable of producing live sales reports in addition to standard reports such daily XYZ tallies. Over time

the AirPOS software will feature granular sales reporting on a location-based, employee-based, brand-based or product-based basis.

Sales Overview

The default view for Sales data features a simple tally of that day's sales, transaction totals and web orders on a per location basis.

Viewing Daily Sales**

Daily sales data and historical daily sales data are accessible via the 'View Detailed Daily Sales' link beneath the sales overview on the Sales page.

NOTE: Real-time sales reporting is only enabled if an internet connection is maintained at the Point of Sale terminals operating the AirPOS desktop POS client. If the AirPOS desktop ePOS client is in offline mode sales will only be reconciled to the back office when an internet connection is re-established. However that days sales will remain available inside the AirPOS desktop ePOS client.

Exporting Daily Sales

A simple export facility is available for exporting daily sales totals and sales by line items from AirPOS for use in your accountancy package such as Quickbooks, Xero or others. To export daily sales simply navigate to the month you wish to export your sales for using the calendar view and forward next buttons and then select the Export to CSV button beneath the calendar view to download your sales as a CSV (comma separated variable) file useful in spreadsheet packages such as Excel.

Detailed Sales and Reporting

The screenshot shows the AirPOS Demo interface. At the top, there is a navigation menu with 'Dashboard', 'POS', 'Inventory', 'Sales', 'Customers', and 'Settings'. A sidebar on the left contains 'Overview', 'Daily Sales', and 'Lookup'. The main content area is titled 'Sales Wednesday 2nd Nov 2011 in Sales' and includes a sub-header 'Sales At-a-Glance'. This section features four summary boxes: 'Total sales' (£1,326.05), 'Unique customers' (0), 'Web orders' (0), and 'Sales refunded' (0). Below these is a table of transactions with the following data:

Transaction #	Employee	Location	Device	Time	Total	Discounts	Status
e6d6a102f05f26a363114326f902	Water Stamp	98 Main Street, Aston	-	16:27:30	£194.15	-	Cancelled
e1327262e6e4e1177e6a16d9421	Water Stamp	98 Main Street, Aston	-	20:47:22	£187.30	-	Cancelled
e2728612802e1126223e6d80f84e	Water Stamp	98 Main Street, Aston	-	20:09:03	£112.30	-	Cancelled
e4041a21c2e6d1324e36c13eaf8c7ae	Water Stamp	98 Main Street, Aston	-	20:09:45	£282.22	-	Complete
e7e9821380e6d22a757c1346f622a	Brill Eating	98 Main Street, Aston	-	21:09:12	£134.85	-	Open

At the bottom of the interface, there is a 'Terms & Conditions' link and a copyright notice for '© AirPOS Ltd'.

Daily Sales are available in a calendar view under the Sales tab and then via the 'View Detailed Daily Sales' link beneath the sales overview on the Sales page.

Daily sales are reported in a calendar view offering simple access to both current and historical sales data.

It is also possible to filter sales data by both the location the sales were recorded in and also the AirPOS desktop POS client that processed the sales. This is useful for recording and monitoring sales across locations and also for comparison of performance among outlets.

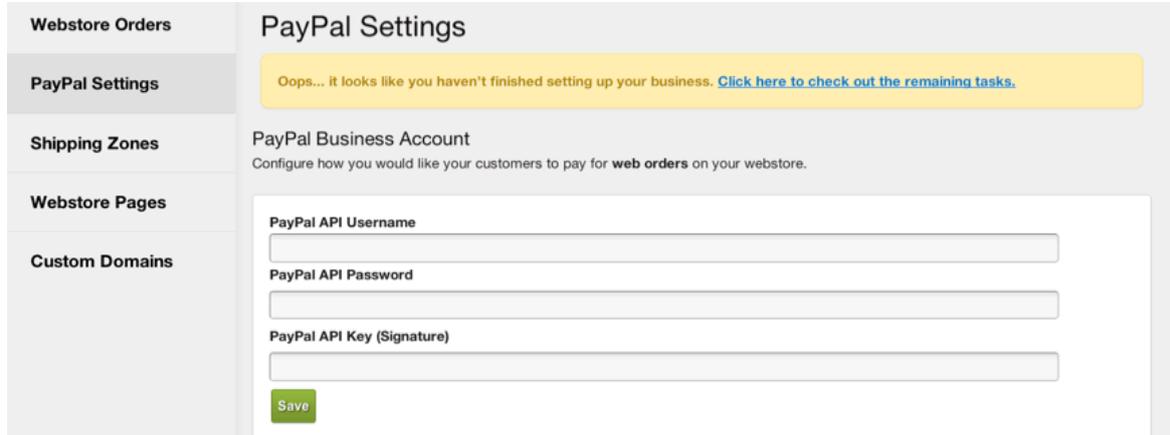
Granular sales reporting will be made available in future versions of AirPOS including filtering by employee, filtering by product, timebased sales filtering (e.g. day time vs night time sales) and more. Sales reports will also be made available via a report builder.

Section F: Webstore

The AirPOS webstores can be used as a stand-alone ecommerce store, or in conjunction with our cloud based POS software resulting in no third party integration and above all else, a platform that provides the scalability, flexibility and features for business growth offering you total visibility and control over your online and offline channels. AirPOS merges all of your sales channels into one, and stores all the vital information in one place allowing real-time visibility across your inventory, sales data, financial data and customer information, from both in-store and web sales. Customers who want an ecommerce **webstore will pay £50 per month.**

Enable Webstore

To enable your webstore, the first thing you must do is enter your PayPal settings. This very simple payment integration will allow your customers to pay for web orders using PayPal.

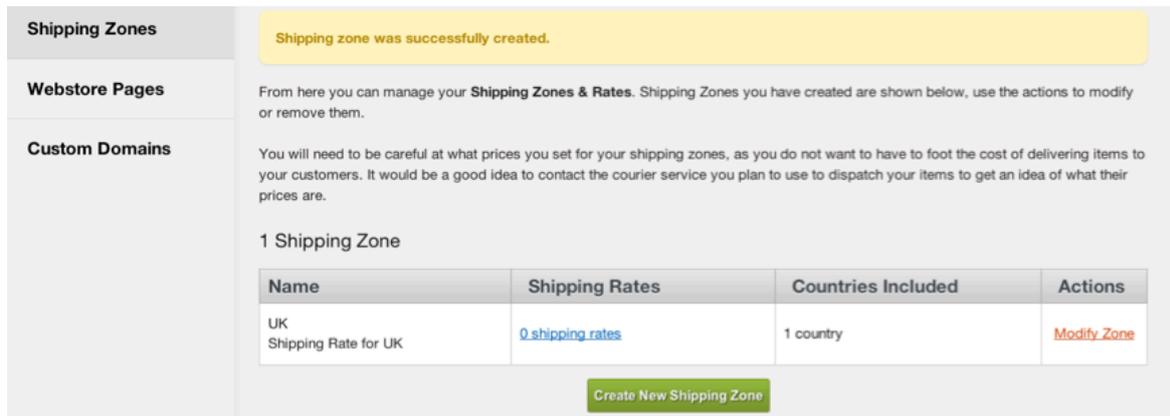


The screenshot shows a sidebar with navigation options: Webstore Orders, PayPal Settings (selected), Shipping Zones, Webstore Pages, and Custom Domains. The main content area is titled 'PayPal Settings' and features a yellow warning banner: 'Oops... it looks like you haven't finished setting up your business. [Click here to check out the remaining tasks.](#)' Below this, the section is titled 'PayPal Business Account' with the instruction: 'Configure how you would like your customers to pay for **web orders** on your webstore.' There are three input fields: 'PayPal API Username', 'PayPal API Password', and 'PayPal API Key (Signature)'. A green 'Save' button is located at the bottom left of the form area.

(NOTE: Section... will take you through how to set up your PayPal business account and also how to access the details you require to enable your webstore.)

Shipping Zones and Rates

Under the Webstore tab in the 'Shipping Zone' section, you can manage your Shipping rates and zones. Setting these up mean that when people place orders online, they will be charged delivery and shipping costs based on the zones and rates you have set.



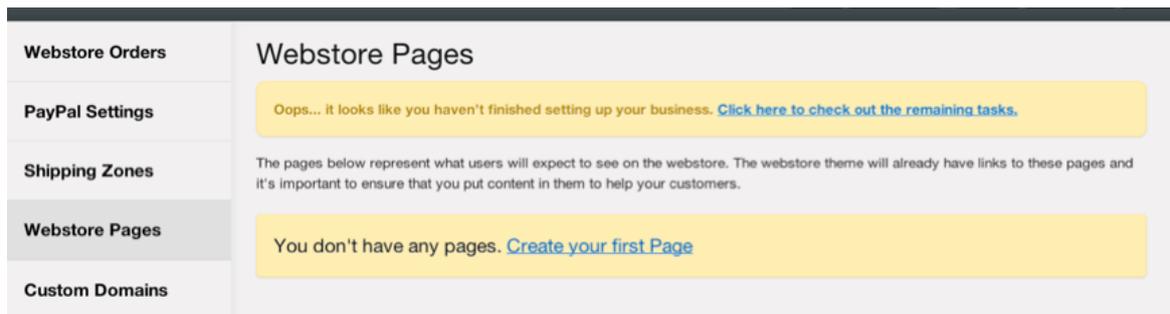
The screenshot shows a sidebar with navigation options: Shipping Zones (selected), Webstore Pages, and Custom Domains. The main content area has a yellow success banner: 'Shipping zone was successfully created.' Below this, there is explanatory text: 'From here you can manage your **Shipping Zones & Rates**. Shipping Zones you have created are shown below, use the actions to modify or remove them.' and 'You will need to be careful at what prices you set for your shipping zones, as you do not want to have to foot the cost of delivering items to your customers. It would be a good idea to contact the courier service you plan to use to dispatch your items to get an idea of what their prices are.' A section titled '1 Shipping Zone' contains a table with the following data:

Name	Shipping Rates	Countries Included	Actions
UK Shipping Rate for UK	0.shipping.rates	1 country	Modify Zone

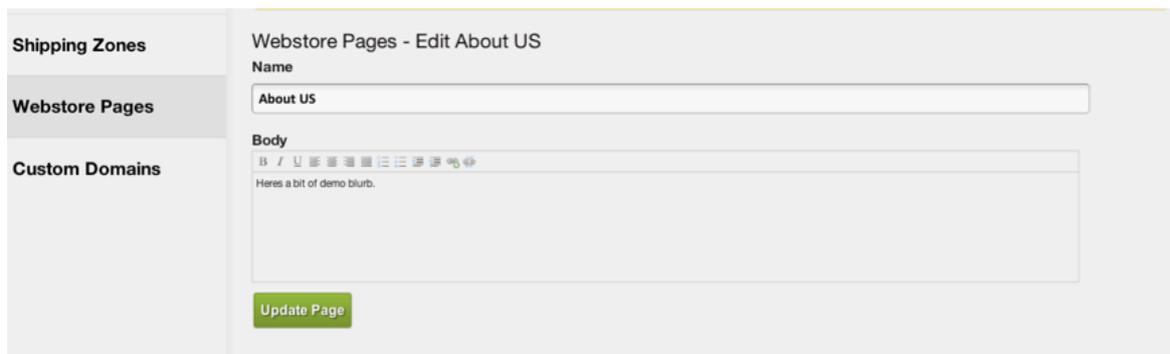
A green 'Create New Shipping Zone' button is located at the bottom center of the page.

We advise that you contact the courier service you plan to use when dispatching items to get an idea of shipping.

Webstore Pages



In the 'Webstore Pages' section under the Webstore tab, you can create and manage custom pages on your webstore. Here you can add pages like Terms and Conditions, Shipping and Returns, FAQ's etc as can be seen below;



The custom webstore theme also automatically generates links to these pages for you.

Custom Domain

At the minute the only way to use a custom domain is to contact us to begin using your own domain name with your AirPOS Webstore.

Webstore Orders

The 'Webstore Orders' section under the Webstore tab will give you an overview of your pending web orders that are still to be completed and dispatched.

Section G: Setting up a PayPal Business Account

In order to enable your AirPOS web store you need to have PayPal operable as a payment processor in order to accept customer payments.

Signing up for a PayPal account can be performed via <http://www.paypal.com> or <http://www.paypal.co.uk> (regional variations may apply). *Note that a PayPal business account is required to use your AirPOS web store.* To sign up for a PayPal business account (if you do not already have one) please visit:

- In the UK: <http://www.paypal.co.uk>
- In the USA: <http://www.paypal.com>

Using your PayPal API credentials with AirPOS

Your AirPOS web store requires you to enter your PayPal API credentials in order to seamlessly process payments for your customers' orders through PayPal. This may sound like a very technical thing to do, but in actuality it's a relatively simple process.

Step 1: Log in to your PayPal Business account. You should see the screen that follows.

PayPal

My Account | Send Money | Request Money | Merchant Tools | Auction Tools | Products and Services

Overview | Add Funds | Withdraw | History | Resolution Center | Reports | Profile

Welcome **Martin Hill** [Help with this page](#)

Business: AirPOS Ltd (info@airpointofsale.com) | Account status: [Verified](#) | Application status: Not approved

Search transactions

PayPal balance		Options
Currency		Balance
Pound Sterling (Primary)	£1.00 GBP	
Total in GBP	£1.00 GBP	

Account actions

- › [My Business Setup](#)

Quick links

- › [Policy updates](#)
- › [Referrals](#)
- › [Refund Tutorial](#)

View transactions

- › [All account activity](#)
- › [Payments received](#)
- › [Payments sent](#)
- › [Account withdrawals](#)
- › [Advanced search](#)

Tools

- [Invoicing](#)
- [Gift vouchers](#)
- [Fraud Management](#)
- [My Saved Buttons](#)
- [Multi-order shipping](#)

Step 2: On the horizontal navigation click on the Profile tab at the far right of the menu bar.



Welcome **Martin Hill**

[Help with this page](#)

Business: AirPOS Ltd (info@airpointofsale.com) | Account status: [Verified](#) | Application status: Not approved

Search transactions

PayPal balance		Options
Currency		Balance
Pound Sterling (Primary)		£1.00 GBP
Total in GBP		£1.00 GBP

Account actions

- > [My Business Setup](#)

Quick links

- > [Policy updates](#)
- > [Referrals](#)
- > [Refund Tutorial](#)

View transactions

- > [All account activity](#)
- > [Payments received](#)
- > [Payments sent](#)
- > [Account withdrawals](#)
- > [Advanced search](#)

Tools

- [Invoicing](#)
- [Gift vouchers](#)
- [Fraud Management](#)
- [My Saved Buttons](#)
- [Multi-order shipping](#)

Step 3: On the page that follows, click on the link Request API Credentials which can be found under the Account Information heading

Profile

[Help with this page](#)

Business: AirPOS Ltd(info@airpointofsale.com)
Secure Merchant ID: MGARNNT2V5WU

View and edit your account settings, and check the status of your products and services.

Services	Status
Fraud Management	Live
PayPal Express Checkout	Live

Account information

- › [Email](#)
- › [Street address](#)
- › [Phones and mobile payments](#)
- › [Password](#)
- › [Notification/information sharing](#)
- › [Time zone](#)
- › [Manage Users](#)
- › [Request API credentials](#)
- › [Business information](#)
- › [Close Account](#)
- › [Identification Preference](#)

Security and risk settings

- › [Payment receiving preferences](#)

Report settings

- › [Manage Report subscriptions](#)
- › [Secure FTP server settings](#)

Selling preferences

- › [Auctions](#)
- › [Customer service message](#)
- › [Invoice templates](#)
- › [Instant Payment Notification preferences](#)

First steps with PayPal

Your guide to getting paid. [Start Now](#)



Billing

- › [View PayPal bills](#)
- › [Manage monthly billing](#)

Implementation Testing

- › [Sandbox testing environment](#)

Step 4: The next page presents two options from which you can choose to use your PayPal API to integrate payments. In the case of AirPOS you want to select Option 2 – Request API credentials to create your own API username and password.

[My Account](#)[Send Money](#)[Request Money](#)[Merchant Services](#)[Auction Tools](#)[Products and Services](#)

API Access

[Back to My Profile](#)

An API (Application Programming Interface) allows PayPal software to communicate with your online shop or shopping cart.

Setting up API permissions and credentials

Choose one of the following options to integrate your PayPal payment solution with your online shop or shopping cart.

Option 1 - Grant API permissions to a third party to use certain PayPal APIs on your behalf.

Choose this option if:

- You are using a pre-integrated shopping cart, hosted by a third party
- Your website is hosted and managed by a third-party service provider

[Grant API permission](#)

Option 2 - Request API credentials to create your own API username and password.

This option applies to:

- Custom websites and online shops
- Pre-integrated shopping carts running on your own server

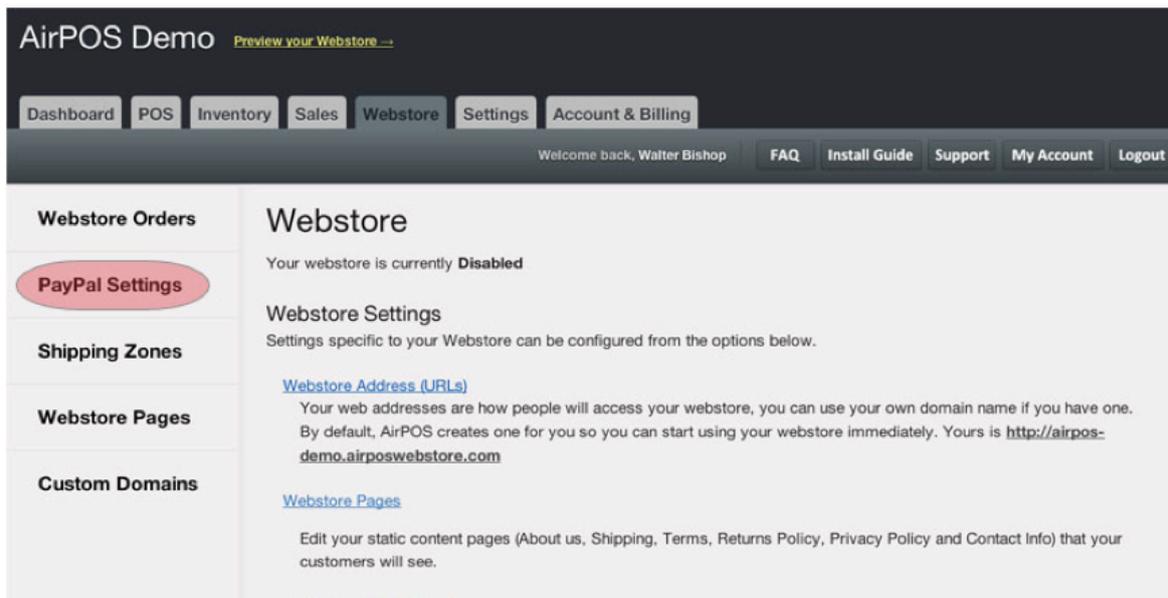
[View API Signature](#)

Step 5: On the page that follows you will see your PayPal API credentials. The Important information for AirPOS is your API Username, your API Password and your Signature. These details are what are required to link your AirPOS account to PayPal and enable you to accept payments through your AirPOS webstore.

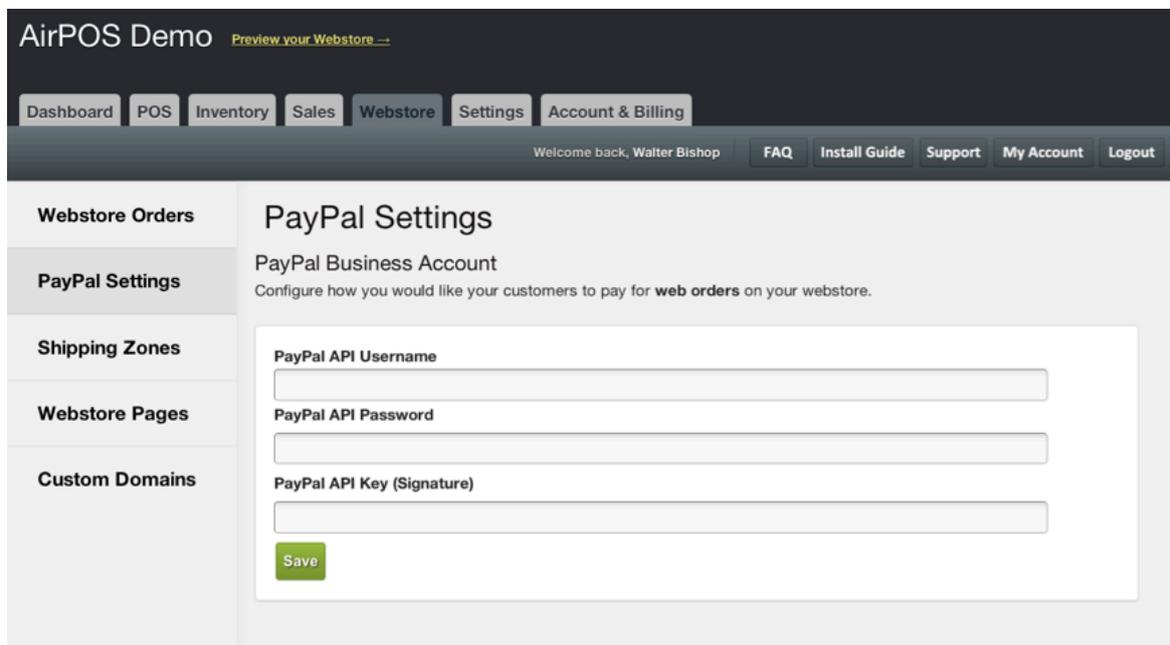
We recommend if possible copying and pasting these details into your AirPOS back office as the Signature in particular is long and complex to type.

Step 6: To enter your API details into AirPOS system visit <http://backoffice.airposapp.com> and login using your username and password.

Following this on the horizontal navigation click on the Webstore tab and on the page that follows select PayPal Settings from the vertical navigation on the left hand side of the page.



Step 7: On the page that follows enter the PayPal API details from the PayPal API page. When you have entered your API Username, API Password and API Signature press Save.



Congratulations your **AirPOS webstore** will now be enabled and you are ready to sell online!

Section H: Settings

Store Logo

Upload your store logo from here, this logo will appear on your AirPOS Webstore and on receipts printed by the AirPOS app.



Retailer logo

No file chosen

Receipt Settings

Gain some control over how things are printed on your store's receipts.

Vat number

Email receipt header/footer settings

You can edit the text that is sent to your customers in the email receipts.

Email receipt header

The Settings Tab in your backoffice will allow you to manage all the inner workings of your AirPOS account such as adding an image or logo for your webstore as well as editing and updating receipt settings such as entering your store policy to the footer of your receipts.

Section I: Contact Us

If you have any trouble getting setup, fear not as you can contact us anytime via our dedicated [support page](#) on our website or via the [support link](#) in your backoffice. Alternatively, you can check out our FAQ's and you may find the answers you are looking for there.

For general enquiries please email us at info@airpointofsale.com

For UK enquires our telephone number is +44 (0) 2890 314705 (office hours 9-6pm)
International (outside EU) enquiries should use online support only.

Get Social

Follow us on Twitter: [@AirPOS](#)

Like us on Facebook: [AirPOS](#)

Join our [LinkedIn New Retail Technology Group](#)

