# How to Guide:
# Offline Till – User Manual

*Aug 2020*

# Table of Contents

# 1   Introduction

This document serves as the operational manual for the Offline Till, by Offline we refer to the fact that this till can trade without any dependency on any network or internet.  This till will open, trade, balance and close without writing to the server, therefore it can operate without connecting to the server.  This till writes everything to a local database, then there is a service in the taskbar that sends and receives transactions to and from the server every 5 or 10 seconds, depending on settings.

A Till Computer must be loaded with the latest Windows and latest Windows patches, as well as latest SQL Express for the database.  Each till must be registered so that the server is aware of its existence, to register, contact support, there are two program that makes up this Offline till, namely:

- genOTL – Offline Till
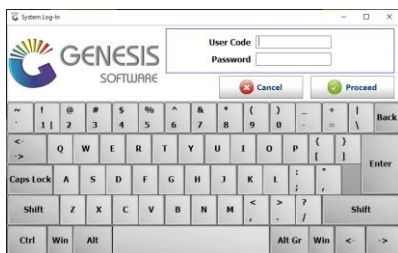- genOTS – Offline Till Service

Attached to this till must be the following:

- Cash Drawer
- Scanner
- Slip Printer
- Credit Card Device (Integrated or Stand alone)

This till can operate in Touch screen mode or Keyboard/Mouse setup.

Below is a breakdown of the Till's functionality and how to operate it.
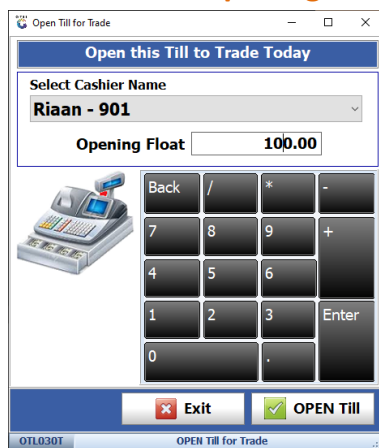

# 2   Log-on



By default, the login user would be **OT** with password **OT**.  But this could be a different setup at each customer, the till users must belong to the **OTL** user group.  All Offline till supervisors must also belong to the **OTL** user group.  The login screen will remember the username of the last logged in person.
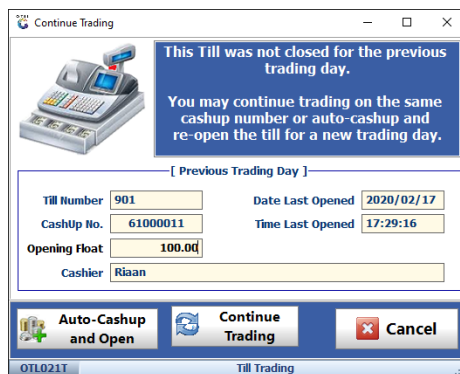
Once logged on, one of three screens could welcome the user, all depending on the state that the till is in, these are:

## 2.1 Normal Opening



The till was correctly closed the previous day and it is requesting an opening float to start the day, on successful logon, a Unlock key will be printed, this key must be scanned each time the Till get open after it was closed or locked.
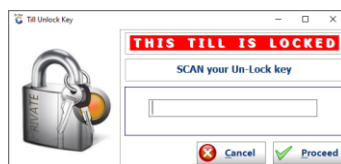
## 2.2 Continue Trading



This till was not balanced and closed the previous day, the user has two options, (1) **Auto-Cashup and Open**, see below; (2) The second option is to continue trade on the previous days Cashup Number, the is the Norm and allow for proper Cash-up and Balance. To use this option, select **Continue Trade**.

## 2.3 Auto-Cashup and Open



**Auto-Cashup and Open** this will force the till close and all monies supposed to be in the till will be picked up, forcing the till to balance, and will then request a new opening balance. This opening balance value will be used as the previous day's closing float. Care must be given here, as by not Balancing and Closing the till each day, could lead to incorrect figures posted to the Ledger and Cashbook.

## 2.4 Till is locked



The till was already opened during the day but got locked or closed and requires an unlock code to open it again.

# 3  Menu Structure
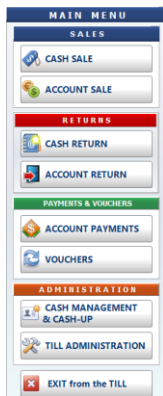
**Cash Sale** – Cash Sales for a walk-in customer and customer with Account but that pays Cash.

**Account Sale** – Sale on Account.

**Cash Return** – Giving cash back to a customer for returning stock.

**Account Return** – Giving a customer credit on his account for returning stock.

**Account Payments** – Account customer making a payment on his account in Cash
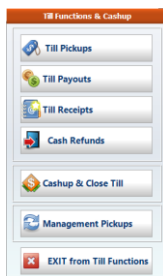
**Vouchers** – Opens a menu, see below.

**Cash Management & Cash-up** – Opens a menu, see below.

**Till Administration** – Opens a menu, see below.

**Returns Vouchers -** Generate a Voucher in exchange for Empties

**Air-Time Vouchers** – If the internet connection is live, Blue Label Airtime can be sold.

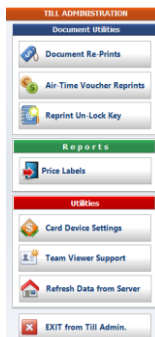**Till Pickups** – When Cash is removed from the Cash Drawer and placed in a safe.

**Till Payouts** – When paying for something from the Till.

**Till Receipts** – When adding cash into the Till point.

**Cash Refund** – This is for refunding a customer, but not stock related.

**Cashup & Close Till** – End of day/shift balancing and closing till.

**Management Pickups -**

**Document Re-Prints** – Re-print existing Invoice or Returns

**Air-Time Voucher Reprints** – Reprinting an air-time voucher, if for instance a paper jam occur.

**Reprint Un-Lock Key** – This is the key that open a till

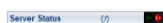**Price Label** – This is label for Shelve pricing

**Card Device Setting** – Configuration for Credit Card Terminal

**Team Viewer Support** – This allow support to connect to the Till

**Refresh Data from Server** – This option can force the Till to download data from it

**Till Lock** – this will lock the till, so that no one else can trade on it, to resume, scan unlock key.

**Server Status** – This presents a Robot, Green when the Till is connected to the server, Red when Internet or Services is down; (7) shows the amount of transactions in the queue to be written to the server.

## 3.1　Screen Information

| OTL000 | 2020/02/14 | 07:53:17 | Version : 9.07.52 | Period : 202002 | [GP123] - BLUE BOTTLE LIQUOR | Cashier: Riaan | Cashup No.: 61000009 | Till No.: 901 |

This is a typical screen footer and visible on all screens, below the meaning of each field:

- **OTL000** – The screen number, each screen has a unique number. Please quote this number when logging a support call to help us with where you require assistance.
- **2020/02/14** – Date of the Till.
- **07:53:17** – Time of the Till.
- **Version**: The version number of this module release, displayed as Y.MM.WW.DB (B=Build)
- **Period**: The year and month, displayed as YYYYMM.
- **Company** that it is connected to.
- **Cashier**: – The use that is currently logged in.
- **Cashup No**: - This is the number of the Cashup.
- **Till No**: Till Number is hardcoded to the device, so if a Till is 901, even if it moves around or a different Cashiers works on it, it will always be 901, all document number produced by this till will start with 901, in this way we eliminate duplicate document numbers.

# 4 Default Sales Screen

A Cash Sale is a sale to a walk-in customer where we do not require to track who this person is, so we handle them as a pure cash sale, whereas Debtor Cash Sale, is also a Cash Sale, but we link it to a Customer Name (Debtor), so that we can track what they buy from us.

## 4.1 Screen Explanation

This screen is used in Cash, Debtor Cash and Account Sales, as well as Cash and Account Returns.



Top left is the Customer that was selected, if it is a Cash Customer, it will display the Default system Cash Account, else the Select Debtor button would allow to select a Customer and their name is then displayed.

Immediate below it and above the dark blue line is the last item scanned, this is useful for CCTV recordings.

The Blue line and Below is a grid of all the item scanned, these lines are colour coded depending on promotions running. Teal is for Variant Promos, Red normal Promos and Apricot for Combo Promos.

The middle Column displays the Total of all items scanned in green, below that is the capture screen of the next item, here the barcode, quantity and selling price gets captures, the behaviour of this could change depending on the rights set-up.

Below that some function button, that will also change depending on rights.

At the bottom of the middle column a keyboard.

The right-hand side has a logo of the Company and the area below it gets used for buttons, which will be displayed as required and are dependent of rights and set-up.

## 4.2 Button Explanations

**Item Search** – Pressing this button will open a browse screen, on there is a **Search** button that gives you the following options, search by Stock code, Description, Barcode or Supplier Code. This allows for partial searches, i.e. "RED" will return all items with the work RED in them. Select the correct searched item and hit the **Select Item** button.

**Change Quantity** – If more than 1 item is being sold with the same barcode, then by pressing this button and entering the quantity, will scanning one of the items achieve selling multiple of them.

**Park Sale / Import Sale** – If a sale is not complete, it can be parked and Imported later, this is useful if the customer left his wallet or came to get a quote.

**Change Lines** – Allows the user to change or delete a line that is on the grid. The right of the user could affect this; therefore a Supervisor could be required.

**Supervisor Options** – Depending on rights, allow a cashier the ability to amend items on Change Lines.

**Abort** – Cancels the Sale, a Void Sale gets written for reprints and send to the server.

**Complete Sale** – This will take the sale to the Tender screen for payment.

## 4.3 Cash Sale

Once the Cash Screen opens, scanning an item's barcodes will search for the item and add it to the top left of the screen. It will use one as the quantity and the default selling price, scanning the same item will add it to the previous item, making the quantity 2.

Instead of scanning multiple of the same item, pressing the Change Quantity button and entering the quantity, will allow you to add these items by scanning it only once. This is a security setting.

Items can be searched, depending on rights.

If an item was scanned or added by mistake, pressing Change Lines and then select the required line and hit Delete Line will remove it from the list. Once removed, hit Done.

Once the sale is complete, select Complete Sale and the Tender screen below will open.

## 4.4   Tender Screen
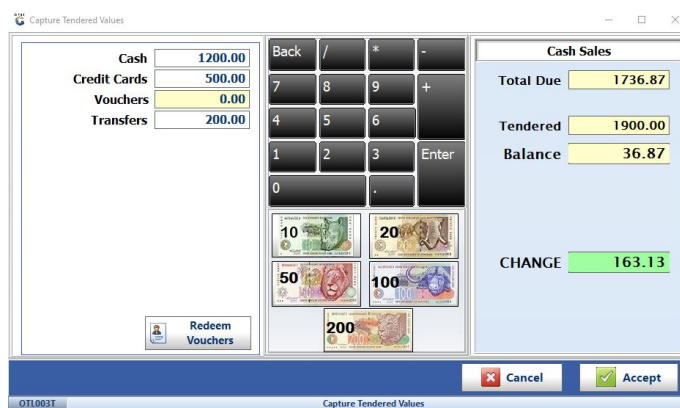


This screen will show the amount due on the Top Right corner.   Various tender types can be configured:

- Cash – Notes and Coins,
- Credit Card – Integrated or Stand alone,
- Vouchers – Be it Empties, Gift or similar,
- Transfers – EFT directly into bank with shown proof

A combination of Cash, Credit Cards, Voucher or Transfers can be entered.  The Balance will show after Enter got pressed on each Tender type.

By pressing the picture of the Notes, the value of each note will be accumulated into the Cash column.  Example R1,000 as above, press the R200 Note 5 times.

Activate Card Device will call the Integrated Credit Card device, if it exists, else it will allow you to enter the amount.

Redeem Voucher will open a new screen where the Voucher number can be scanned.

Press Accept to complete, the Change amount will be shown that must be handed to the customer.

## 4.5   Payment by Credit Cards
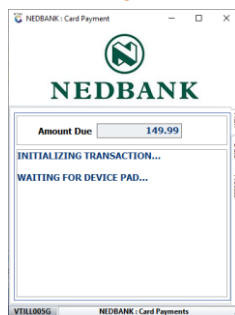


This screen will open if you have integrated Credit cards terminals linked, the system has a 120 second wait for the customer to enter their pin, if any failure on this transaction occurs, it will send a Void to the bank to reverse any potential transaction and notify on screen of the action.

**Note**: For partial Credit card amounts, enter the other Tender types first.
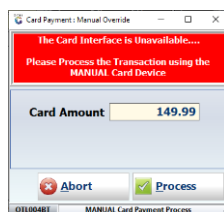


This screen will open if it can not communicate with the integrated device.

## 4.6    Payment by Voucher



Multiple vouchers can be scanned into a sale, once scanned it will show in the block below the dark blue line, the figures top right will recalculate the Amount due after each scan.
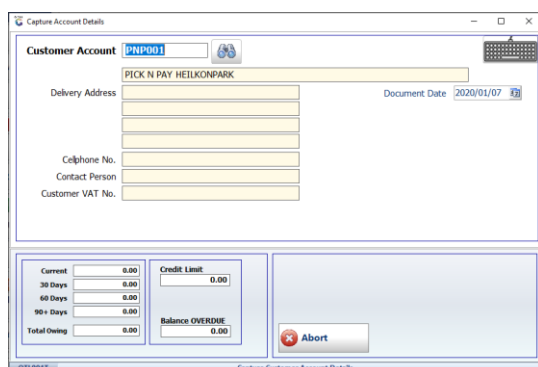
## 4.7    Amending of Lines, quantity or selling price

Once you hit the Change Line button, a new screen will open.

| | |
|---|---|
|  | The Cashier has in this instance only rights to delete a line, she cannot amend a line, pressing Delete Line will remove the line.<br><br>Once the required lines have been deleted, press the Done button.  If she does not have the right to Amend, then log on as Supervisor. |
|  | This screen opens when you select the Supervisor Options button. |
|  | With Supervisor mode "on" the cashier can now amend a line, by selecting the line and pressing the Update Line button. |
|  | The cashier can now enter the Quantity and Selling Price, depending on the Supervisors rights. |

# 5 Debtor Cash Sale

A Debtor Cash Sales works the same as a Cash Sale but are linked to a Customer and not the default Cash account. The rest of the operations are the same as for Cash Customer.



This screen prompts the user to select the Customer.



If the customer is set-up as a Cash Customer, then it will accept it, else it will give the error below, as this is an Accounts Customer.

# 6 Account Sale

Account Sale is for selling stock onto an Account, no payment can be accepted, hence no Tender Type screen appears.

The same screen as above will be shown to select the Customer.

The rest of the sale works the same as Cash Sales, only difference on completion of sale, no Tender amount will be requested.

## 6.1 Import Document

Future Development.

# 7 Cash Return

Cash Return is when a customer returns stock and they are getting money back for the item. Open this screen; it is similar to the Cash Sales, and Complete the Return. On the Tender screen the amount to be refunded will be displayed. We currently only cater for Cash Refunds.

# 8 Account Return

Account Return works similar to Account Sale; this is used for when an Account Customer returns stock.
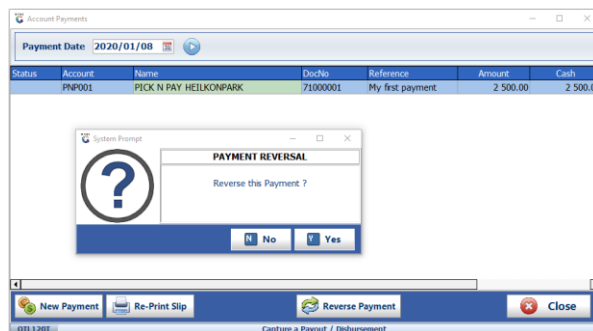
# 9   Account Payment, Reprint and Reversal
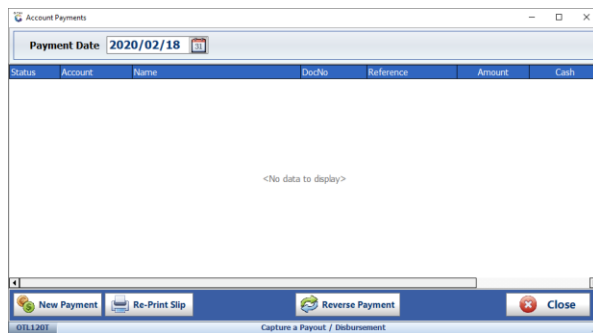


This screen show all existing payments for this date, changing the date will show payments for that date.  Select the Payment to Reprint.



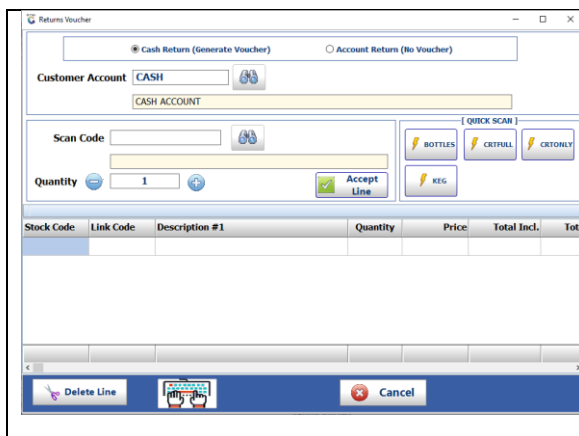Select New payment opens the capture screen, capture required fields and process.



On the Account Payment screen, select the payment to reverse and hit the **Reverse Payment** button.

# 10   Vouchers

Current this offline till supports Returns Vouchers and Air-Time Vouchers.

## 10.1   Returns Vouchers

The screen that open shows all vouchers, the buttons are explained below.



**Returns (Bottles & Crates)**

The two radio buttons above, either generates a voucher or load the Credit onto the Account of the user.  If Account Return is select, then choose a customer, depending on the Account Type of the customer will it allow the creation of Voucher or Account Credit.  Search the Item or select the Quick Scan buttons.

| | Re-Print Voucher will reprint the voucher. |
|---|---|
| Re-Print Voucher | |
| Cash Voucher | Cash Voucher, this will mark the voucher as PAID and kick the drawer open. |
| Reverse Voucher | Reverse Voucher, this will cancel the voucher and take the stock out of the system again. |

## 10.2 Air-Time Voucher

Future Development

| Re-Print Voucher | Cash Voucher | Reverse Voucher |
|---|---|---|

# 11 Cash Management & Cash-up

Each day's trade could have multiple Shifts, a shift changes when the person behind the till changes. Each till starts with entering an Opening Float and then trade as normal. As Cash accumulated in the Till, the security risk must be reduced by doing Till Pickups and store that money in a Safe. If money gets removed from the Till, then a Payout must be captured. At the end of the day, before Closing the Till, all Cash, Credit Cards, Vouchers and Transfers must be captured. Once the Till Balances, enter Closing Float and Close the till.

## 11.1 Till Pickups



During the day, Cash can be removed from the Till drawer and stored in a safe, any money removed from the Till that is not for a Payout must be captured as a Pickup. Once the days trade has been completed, all Cash, besides Closing Float must be picked up.

## 11.2 Till Payouts



Till Payouts are used when money gets removed from the till for a payment, ideally a slip must be kept as proof, examples are lunch, stationary, petrol for generator, the reasons on the dropdown can be configured on Genesis.

## 11.3 Till Receipt



This is like Till Payout, but in this case the money is added into the Cash in the Till.

## 11.4 Cash Refunds

Future Development

## 11.5  Cash-up & Close Till



Once you ready to close the shift or day, then open this screen, under Final Pickup, enter the tenders remaining in the till, as well as the Closing Float.

### 11.5.1  View Till values



The screen on the left has a lot of information, so to assist in understanding it, we will discuss each piece individually.



These figures are the sum of the inclusive sales amounts as well as the number of transactions. This is crucial in balancing the till.  This is the types of sales, so Cash Sale could have been paid by Credit Card and does not refer to Cash money taken.



This is the Tender types of the Sales that was done, for example the Cash on the left could be Cash Sales, Cash Payments less Cash refunds and Cash Payment reversals.  This is the Cash Taken from Sales and payments.

This is the Cashup of the Cash, to ensure the Till Balances. Opening Float, plus Cash Taken and Till Receipts, less Till Payouts and Cash Pickups, this will give you the amount of Cash still in the till. After telling the till of the amount of Closing Float you will be leaving in the Cash Drawer, the Nett Cash in Till would tell you if the Till balances, this amount is suppose to be zero after every Shift Cashup.

The Non-Cash Activities less the Non-Cash Pickups will show if this balances.

# 12  Document Administration

## 12.1  Document Reprint



Select the invoice, return or payment to reprint. Select View Document or Re-Print Document.

## 12.2  Air-Time Voucher Reprint

Future Development

## 12.3  Reprint Unlock Key

This is the key that must be scanned to open a locked till.

## 12.4  Price Labels

Future Development

## 12.5  Card Device Settings

Currently the Offline Till only supports Nedbank integrated, the Terminal ID will tell Genesis which machine to connect to.

## 12.6 TeamViewer Support
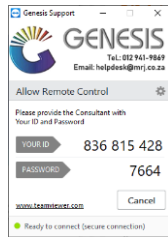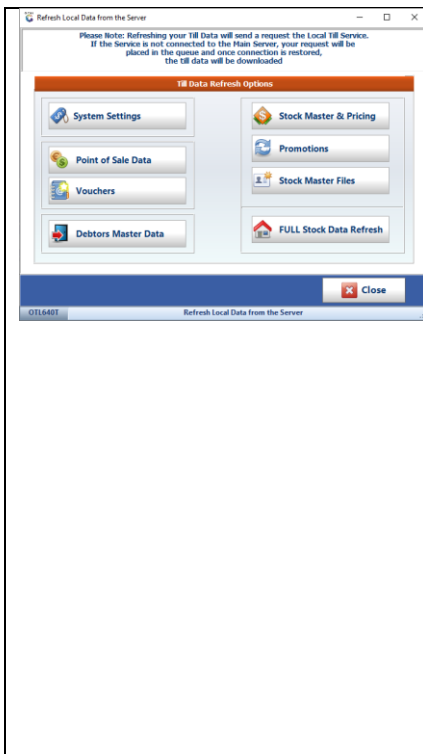
Opening this will give you the TiemViewer number to quote support, so that they can dial into the till.

## 12.7 Refresh Data from Server

These buttons will request the data from the Cloud server.

| | |
|---|---|
|  | System Settings will refresh the configuration, this will reset the password of the OT user to abc123.<br><br>Each button will pull this data from the server:<br><br>• Point of Sale Data (new Cashiers)<br>• Vouchers<br>• Debtors Master Data<br>• Stock Master & Pricing (Stock Master, Selling Prices, Alt Barcodes, Alt Suppliers, Kit Master & Split Master)<br>• Promotions (Contract, Variant & Combo)<br>• Stock Master Files (Department, Categories & Other data)<br>• Full Stock Data Refresh (Stock Master, Selling Prices, Alt Barcodes, Alt Suppliers, Kit Master, Split Master, Contract, Variant & Combo) |

*That concludes the User Guide.*