



AUTOPOINT[®]
EVOLUTION
Point-of-Sale Quick Start Guide



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Point-of-Sale Quick Start Guide

Updated August 3, 2011





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Conventions Used in this Manual

The following are explanations of the notations used in this manual to describe an action:

- A keystroke on the keyboard is described using the "<" and ">" characters. For example, the TAB key is displayed as "<TAB>". The function keys along the top of the keyboard are described as "<F5>" for FUNCTION key 5. Combinations of keys using the CTRL, SHIFT or ALT keys are described using prefixes to the key that must be pressed at the same time. For example, pressing the SHIFT and FUNCTION 5 keys is displayed as "SHIFT-<F5>".
- For instructions that describe following a menu structure, the "→" character separates the menu selections. For example, to get to the Stock Status Inquiry screen from the top "AM" menu, go to "6. Inquiries" → "1. Stock Status Inquiry". You can also jump to a particular program or menu from the "SELECT:" prompt by entering the menu entry numbers. In the Stock Status Inquiry screen example, you can enter "AM0601".
- Program names are described in all upper case. For example, the Stock Status Inquiry Screen is displayed as "AMSTOCKINQ". To bypass the menus and go into this program directly, enter the program name in upper-case at the "SELECT:" prompt in any menu, and press the <ENTER> key.
- Screen prints are included with the instructions to demonstrate what you can expect to see on the screen at a particular step in a procedure. Please note that your screen will not be exactly the same, and will be slightly different.



Hi! I'm Amadorian, and you'll see me here and there throughout this document giving you important additional information.

A Note to Users of the Text Version of **AutoPoint[®]**

In many respects, the graphical version of **AutoPoint[®]** is identical to the character-based version. The text screens and the graphical windows display information the same way, but more information and additional functions appear in the graphical version. Functions that were only available via a keystroke combination in the text version are now a blue link or a button. However, many keyboard shortcuts are still available in the graphical version as described below:

- There are a number of Windows-standard shortcut keys that function the same in **AutoPoint[®]** Evolution as they do in other Windows applications:

CTRL-<X> - Cut selected text.

CTRL-<C> - Copy selected text.

CTRL-<V> - Paste selected text.

<TAB> – Move forward through input fields and buttons.

SHIFT-<TAB> – Move back words through input fields and buttons.

- Global keystrokes that will work from any window and are Windows standard shortcuts:

ALT-<F4> – Close current window.

ALT-<TAB> – Cycle forwards through open windows.

ALT-SHIFT-<TAB> – Cycle backwards through open windows.

ALT-<Underline Letter in Menu Name> - Display the corresponding menu.

<ESC> - Cancel the current task.

<ENTER> - Accept the default value and move the cursor to the next field.

- Function keys along the top of the keyboard can be used to perform actions similar to how they worked in the character version:

<F1> - Bring up the first record in a program or close a note pop-up window.

<F2> - Bring up the next record.

<F3> - Bring up the previous record.

<F5> - When pressed in a field with a "?" button, will bring up the look-up.

<F8> - Cancel or back out of a program.

<F12> - Run a program selected in a menu, works the same as clicking on "Run". In File Maintenance windows, <F12> will save the current record.



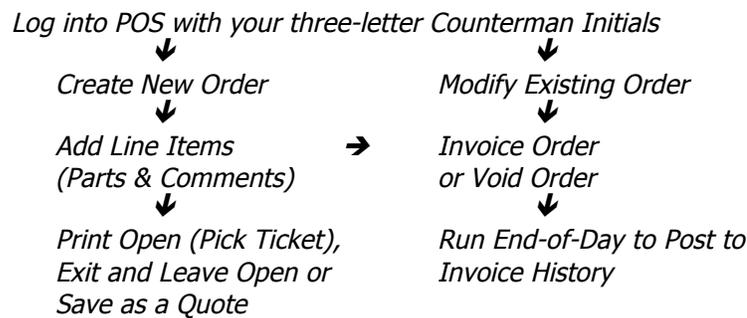
The <TAB>, <ENTER> and <ARROW KEYS> are your best friends in Evolution! Although the interface is point-and-click, the mouse does not have to be used to move between fields and press buttons. Try using the keyboard shortcuts listed in this Guide to navigate through Evolution efficiently.

Point-of-Sale Overview

It goes without saying that Point-of-Sale (a.k.a. POS) is the core module of **AutoPoint®**. All other modules revolve around what happens in POS, and it is indeed the engine of **AutoPoint®**. POS is the hub of the software in the sense that it is where the transactions for your customers at the counter are recorded: items are sold from inventory, items are returned for credit, and payments on account are made.

The transactions recorded with the current business day in Point-of-Sale are posted at End-of-Day (a.k.a. EOD.) Inventory and Accounts Receivable are posted to from POS through-out the day as orders are closed, but once End-of-Day is run, no new orders can be opened or closed for that business day. EOD also generates the Sales Analysis records used by the various Sales Analysis reports, and writes to the Detailed Sales History file on the parts. The G/L Distributions are generated for the day and posted to the A/R sub-ledger at End-of-Day, and various reports print to help with the daily cash-out and bank deposit.

The following flowchart outlines what basically happens in Point-of-Sale:



This Quick Start Guide explains the steps to perform the following Point-of-Sale processes:

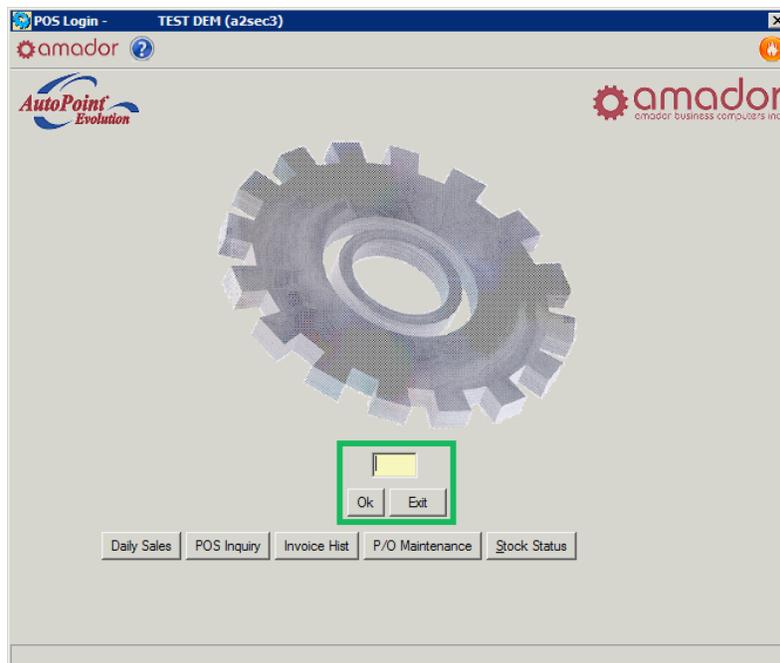
- The Point-of-Sale Security window and logging into POS.
- Create and invoice a new POS Cash Sale Order.
- Create and invoice a new POS Charge Sale Order.
- Create and invoice a POS Cash/Charge Credit Order.
- Accept a Payment on Account.
- Leave an Order Open, Print Open, or Save as a Quote.
- Look up and modify an existing order.
- Void an Open or Invoiced Order.
- Run End-of-Day and perform a Cash-Out/Bank Deposit.



For more detailed information on the processes described in this Quick Start Guide, please refer to the "AutoPoint® Evolution Users Manual."

Log into Point-of-Sale

To use Point-of-Sale in **AutoPoint[®]**, you require a 3-letter code called "counterman initials" that is separate from the user name you use to log into **AutoPoint[®]**. With your 3-letter counterman initials, you can enter and invoice an order in POS from any terminal. You enter your initials in the Point-of-Sale security screen, which is accessed by typing "POS" at the "Select:" prompt, or selecting the menu option AM01:



Enter your 3-letter counterman initials (all upper-case), without pressing the <ENTER> key after the last letter. If your initials are incorrect, then the cursor will go back to the first character for re-entry.

The POS Security window has a number of buttons that launch other programs without exiting. Daily Sales <F6> displays a mini End-of-Day report, POS Inquiry <F7> will search open orders and invoiced/voided orders that haven't gone through EOD yet, Invoice History <F11> will search orders posted by EOD, P/O Maintenance <F12> is used to look up and create purchase orders, and Stock Status Inquiry ALT-<S> will display part number information and inventory quantities.

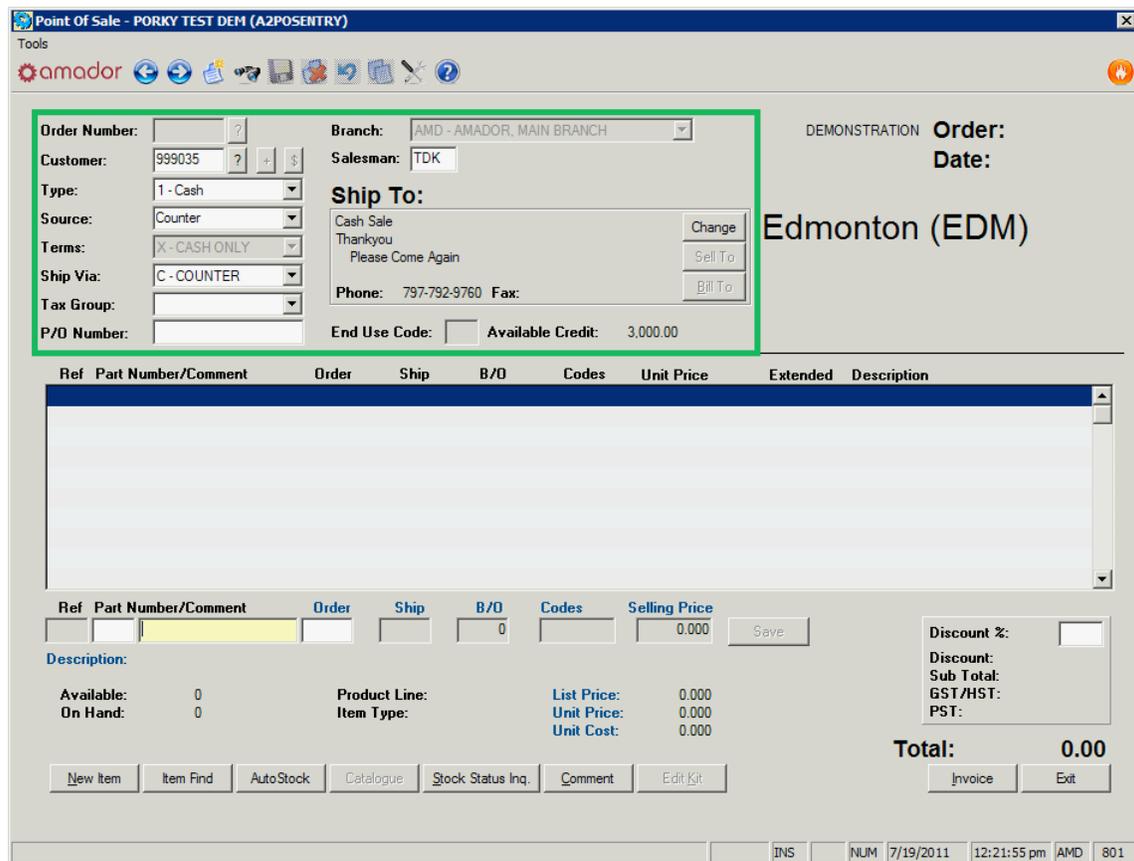


If your counterman initials are set up to be type "Cashier", then your terminal will be locked into POS, and exiting the POS Security window will exit your session and initiate a cash drawer cash-out report.

Create and Invoice a New POS Cash Sale Order

Entering a cash sale order is as easy as selecting the branch's cash customer, adding the parts, invoicing the order and selecting the payment method. The individual steps are as follows:

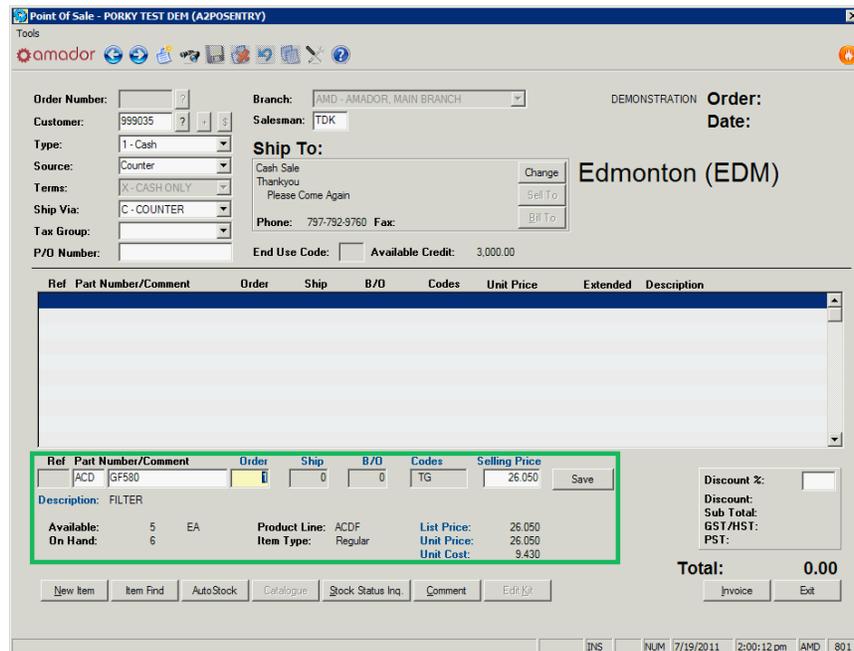
1. After entering your counterman initials in the POS Security window, you will get the POS entry window, with the cursor defaulting at the customer number. Press the <F6> key to bring up the branch's default cash customer, or click on the "\$" button. If you know the cash customer's account number, you can also enter it and press the <ENTER> key:



2. Once the cash customer is selected in the order header, the cursor will stop at the part number, allowing you to begin entering line items onto the order. At this point or any other point before invoicing the order, you can enter a Customer P/O number or change the Ship To address by clicking on the "Change" button.
3. Enter the stocking part number or press <F11> to do a part number lookup to add the part number onto the line. Press the <ENTER> key to accept the part number. Underneath the part entry line, some information for the part number will display.



If you know the 2- or 3-letter abbreviation for an item, you can enter it along with the condensed part number in the part number field. After you press <ENTER>, the abbreviation portion will slide left to the abbreviation field. For example, you can enter "ACDGF580" in the part number field, and "ACD" will move to the abbreviation field and "GF580" will stay in the part number field.



Ref	Part Number/Comment	Order	Ship	B/O	Codes	Unit Price	Extended	Description
ACD	GF580	1	0	0	TG	26.050		

- In the "Order" quantity field, enter the number of the item to be sold, and press <ENTER>. If the quantity ordered is less than the quantity available, the cursor will move to the "Selling Price" field. If the quantity ordered is more than the quantity available, then a pop-up will appear asking how to resolve the insufficient quantity (please refer to the **"AutoPoint® Evolution Users Manual"** to learn more on the different ways to resolve insufficient quantities.)



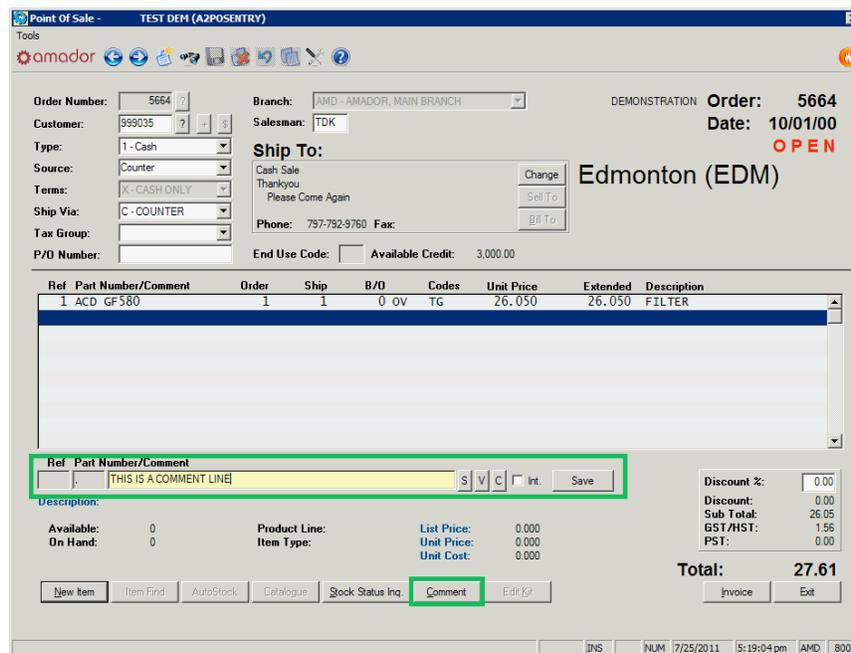
The order number is not assigned until the first line item is saved. If the line item is aborted by pressing <ESC> or <F8> before saving it, then the line is aborted, and so aborting the order as well.

- In the "Selling Price" field, accept the price that appears by default for the cash customer, or change the price to something else (if your security permits it.) Click on the "Save" button to add the line to the order.



Depending on the security set up on the initials you used to log into Point-of-Sale, you might not be able to override the sell price, and will be prompted for the initials of someone who does.

- The cursor will return to the part number field, and additional line items can be added onto the order. With each addition, the sub-total, cumulative taxes and the order total will increment. To go back and make changes to a line item, click on it in the list of items, which will bring up the data in the part entry fields, and can be modified and saved to the order.



The screenshot shows the 'Point of Sale' application window. At the top, it displays 'TEST DEM (A2POSENTRY)'. The interface includes fields for Order Number (5664), Customer (999035), Branch (AMD - AMADOR, MAIN BRANCH), and Order Date (10/01/00). The status is 'OPEN'. Below these are fields for Ship To (Edmonton (EDM)), Ship Via (C-COUNTER), and Tax Group. A table lists the order items:

Ref	Part Number/Comment	Order	Ship	B/D	Codes	Unit Price	Extended	Description
1	ACD GF580	1	1	0 OV	TG	26.050	26.050	FILTER

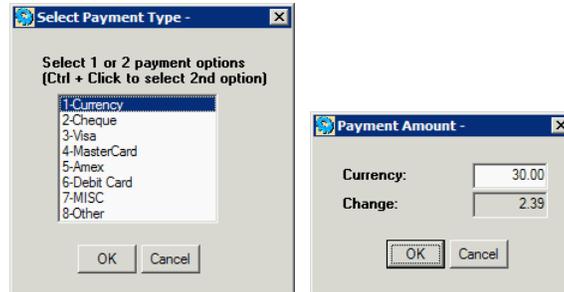
Below the table, there is a 'Ref Part Number/Comment' field with a green border containing 'THIS IS A COMMENT LINE'. To the right of this field are buttons for '\$', 'V', 'C', 'Int.', and 'Save'. At the bottom of the window, there are buttons for 'New Item', 'Item Find', 'AutoStock', 'Catalogue', 'Stock Status Inq', 'Comment', and 'Edit K/P'. The 'Comment' button is highlighted with a green border. The total amount is 27.61.

- To add a comment onto the order, enter a comma "," for the part number, or click on the "Comment" button. The part entry line will change to enter the single line comment as you would like it to appear on the order. Click on the "Save" button to add the comment to the line items and print it on the order.



It is not possible to delete line items on an order, although you can change the order quantity to "0" or clear the comment text, and so prevent the line from printing. You can move line items by selecting it and pressing ALT-⟨F11⟩ to reposition it to a different line on the order.

8. When you are ready to close the order, invoice it and receive payment, then click on the "Invoice" button on the bottom right of the POS window. A pop-up will appear, prompting for payment:



9. Select the appropriate payment option (or hold down the CTRL key and select two payment options) and click on the "OK" button. The payment amount pop-up will then appear, where you can enter the cash tendered (if it is different than the order total) and so calculate the change. If you selected a split payment in the previous screen, then you will have to enter the amount of each payment type (ie. \$10 currency and \$17.61 bank card.) Click on the "OK" button to finalize the payment and print the invoice on the default cash receipts printer.

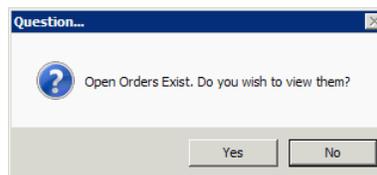
Create and Invoice a New Charge Sale POS Order

Generating a charge sale invoice follows pretty much the same steps and creating a cash sale one, the differences being that the invoice type is "Charge" and invoicing the order does not result in a prompt for payment. The invoice will post to the customer's account, and payment is received at a later time.

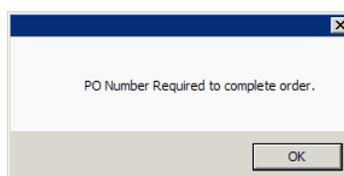
1. After entering your counterman initials in the POS Security window, you will get the POS entry window, with the cursor defaulting at the customer number. Enter the charge customer's number (if you know it) or enter the first few letters of the customer's name and press the <ENTER> key to do a lookup:

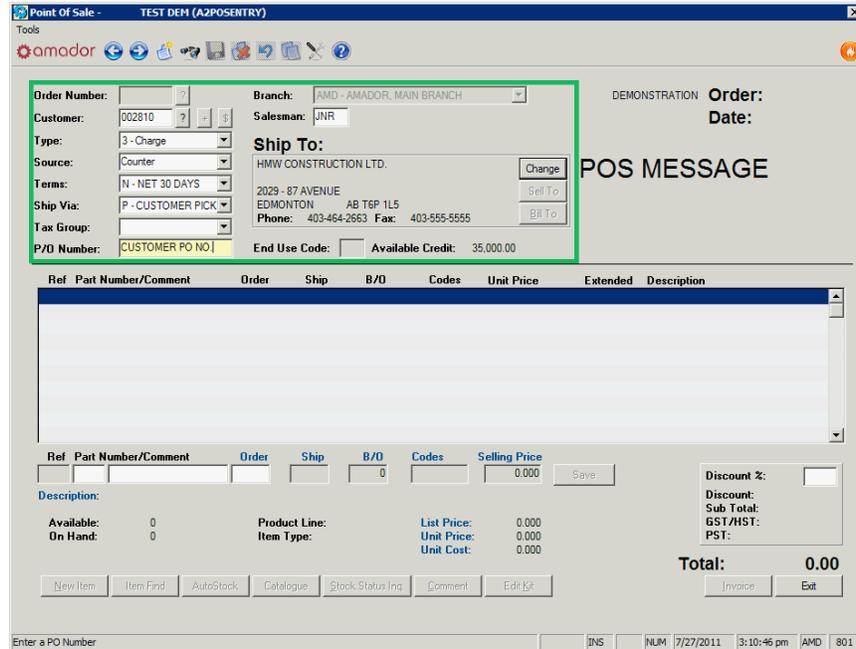


2. Select the customer, press <ENTER>, and answer "No" to the prompt to view any open orders, if there are any:



3. The invoice Type, Terms, Ship Via and Tax Group will default to what is set up in Customer maintenance. If a customer PO is required (as set up in Customer Maintenance) then another prompt will come up; click on "OK" and the cursor will stop in the Customer PO field. Otherwise the cursor will drop down to the part entry field.





The screenshot shows the 'Point of Sale' software interface. The main form contains the following fields:

- Order Number: [?]
- Customer: 002810
- Type: 3 - Charge
- Source: Counter
- Terms: N - NET 30 DAYS
- Ship Via: P - CUSTOMER PICK
- Tax Group: [?]
- P/O Number: CUSTOMER PO NO |
- Branch: AMD - AMADOR, MAIN BRANCH
- Salesman: JNR
- Ship To: HMW CONSTRUCTION LTD. (2029 - 87 AVENUE, EDMONTON AB T6P 1L5, Phone: 403-464-2663 Fax: 403-555-5555)
- Available Credit: 35,000.00

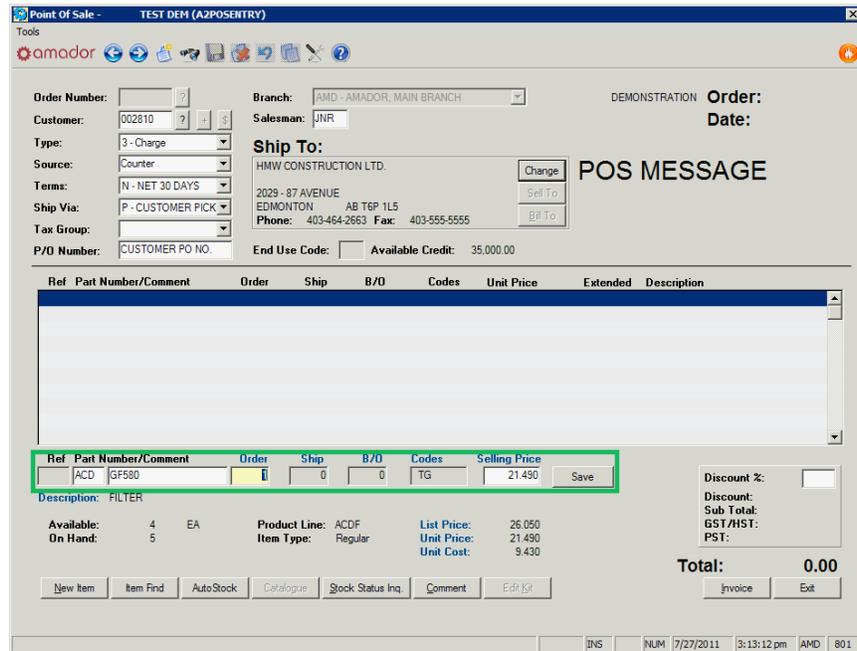
Below the form is a table with columns: Ref, Part Number/Comment, Order, Ship, B/O, Codes, Unit Price, Extended, Description. The table is currently empty.

At the bottom of the form, there are buttons for 'New Item', 'Item Find', 'AutoStock', 'Catalogue', 'Stock Status Inq', 'Comment', and 'Edit Kt'. A 'Total' field shows 0.00.

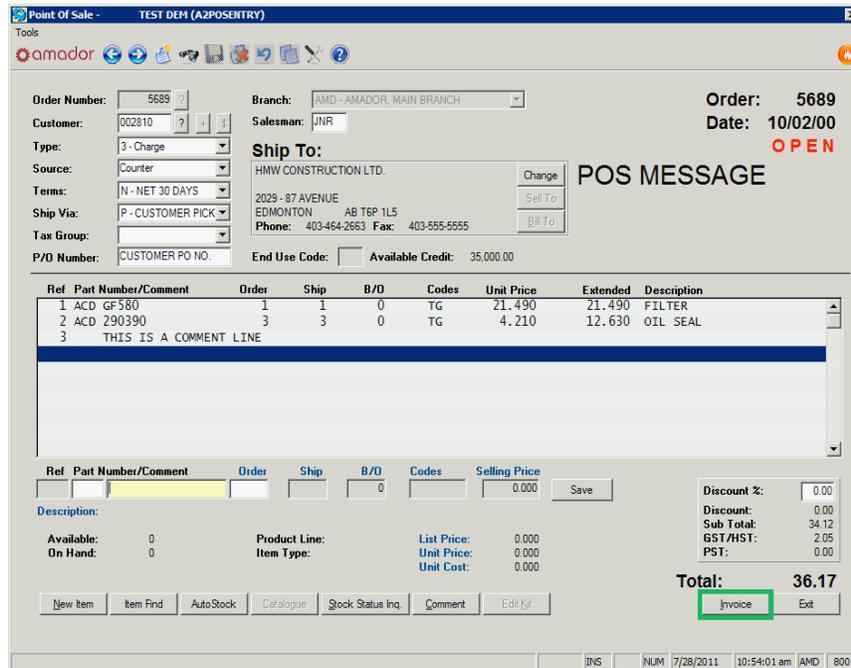


If a customer PO number is required, and you don't have one, you must enter something in this field to leave the POS header. You can enter "N/A" or just a comma "," to get past this prompt and enter the actual PO number later.

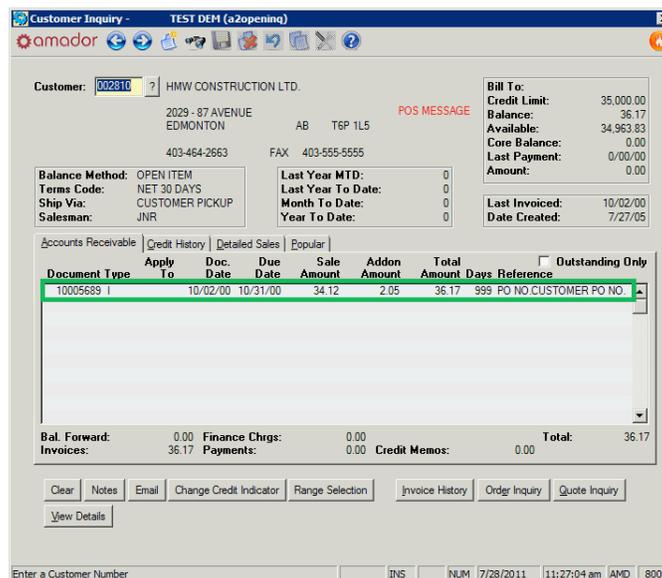
4. Enter the stocking part number or press <F11> to do a part number lookup to add the part number onto the line. Press the <ENTER> key to accept the part number. Underneath the part entry line, some information for the part number will display:



5. In the "Order" quantity field, enter the number of the item to be sold, and press <ENTER>. If the quantity ordered is less than the quantity available, the cursor will move to the "Selling Price" field. If the quantity ordered is more than the quantity available, then a pop-up will appear asking how to resolve the insufficient quantity (please refer to the **"AutoPoint® Evolution Users Manual"** to learn more on the different ways to resolve insufficient quantities.)
6. In the "Selling Price" field, accept the price that appears by default for the charge customer, or change the price to something else (if your security permits it.) Click on the "Save" button to add the line to the order.
7. The cursor will return to the part number field, and additional line items can be added onto the order. With each addition, the sub-total, cumulative taxes and the order total will increment. To go back and make changes to a line item, click on it in the list of items, which will bring up the data in the part entry fields, and can be modified and saved to the order.
8. To add a comment onto the order, enter a comma "," for the part number, or click on the "Comment" button. The part entry line will change to enter the single line comment as you would like it to appear on the order. Click on the "Save" button to add the comment to the line items and print it on the order.



- When the order is ready to be invoiced, click on the "Invoice" button on the bottom-right corner of the window. The invoice will print to the default invoice printer set up for the user, and the POS security window will appear again. As this is a charge invoice, there is no prompt for payment, and the amount due is posted to the customer's account (as viewed in Customer Inquiry):



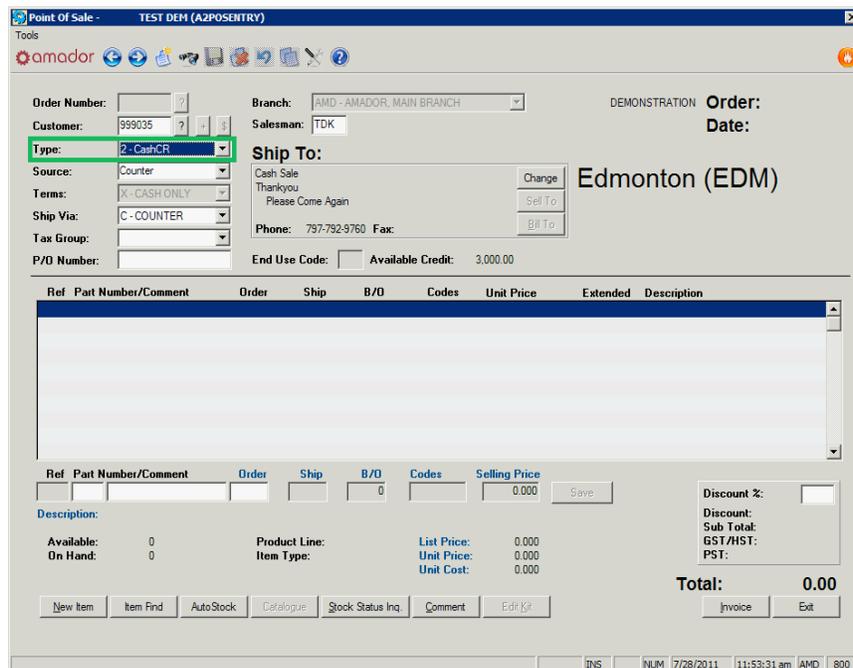
Create and Invoice a POS Cash/Charge Credit Order

In the event that you need to refund a customer for a returned item, you will need to create a credit type order in Point-of-Sale. Depending on whether the return is for a cash or charge customer, you can select the invoice type "Cash Credit" or "Charge Credit". If the order type is "Cash Credit", the refund will be taken out of the cash drawer at the time the order is invoiced. If the order type is "Charge Credit", the amount refunded is posted to the customer's account, reducing their outstanding balance.



It is possible to process a return on a regular cash or charge invoice, where instead of entering a positive order quantity, you enter a negative quantity for the part number that is being returned. This is useful if you are processing an exchange, where the refund of the returned item and the sale of the new item appear on the same invoice.

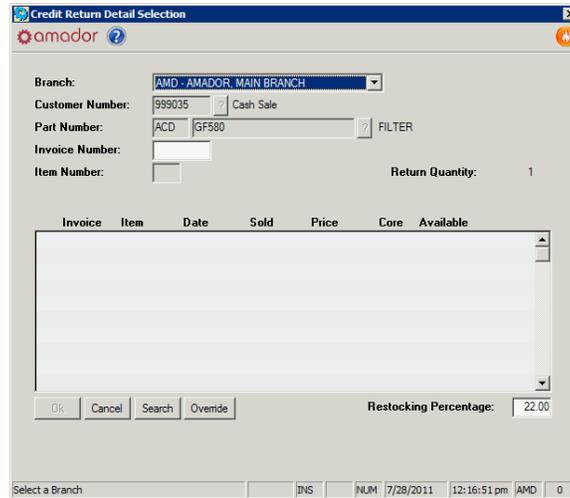
1. After entering your counterman initials in the POS Security window, you will get the POS entry window, with the cursor defaulting at the customer number. Use the Cash customer or enter the charge customer's number (if you know it) or enter the first few letters of the customer's name and press the <ENTER> key to do a lookup.
2. Change the Invoice Type from the drop-down list to "2 - CashCR" for a cash refund, or "3 - ChargeCR" to post a credit to the customer's account:



The screenshot shows the 'Point of Sale' software interface. The 'Order Number' field is empty. The 'Customer' field contains '999035'. The 'Type' dropdown menu is open, showing '2 - CashCR' selected. The 'Source' is set to 'Counter'. The 'Terms' are 'X - CASH ONLY'. The 'Ship Via' is 'C - COUNTER'. The 'Tax Group' is empty. The 'P/O Number' is empty. The 'Branch' is 'AMD - AMADOR, MAIN BRANCH'. The 'Salesman' is 'TDK'. The 'Ship To' field is 'Edmonton (EDM)'. The 'End Use Code' is empty. The 'Available Credit' is '3,000.00'. The 'Total' field shows '0.00'. The interface includes a toolbar with various icons and a status bar at the bottom.

3. Press the <ENTER> key through the fields in the order's header until the cursor is in the part number entry field.

4. Enter the stocking part number or press <F11> to do a part number lookup to add the part number onto the line. Press the <ENTER> key to accept the part number.
5. In the "Order" quantity field, enter the number of the item to be returned, and press <ENTER>. A pop-up will appear to select the invoice that the part was originally sold on:



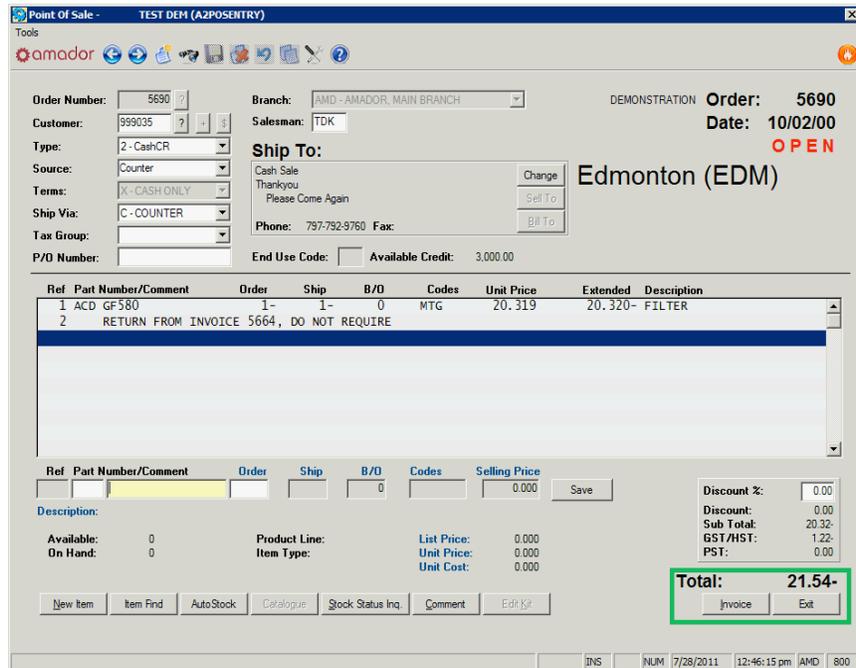
6. Enter the Invoice Number, if you know it, otherwise click on the "Search" button to lookup the invoices that this part was sold on. Select the invoice and click on "OK" to return to the previous screen. If the invoice cannot be found and your initials' security level permits it, you can still process the return by clicking on the "Override" button. Note that there is a default re-stocking charge, which can be changed from this screen.
7. Once selecting or overriding the credit return invoice selection, you are then prompted for the return type: "Merchandise" if the part is to be returned to inventory, "Warranty" if the item is to be returned to the supplier, and "Defective" if the part is to be written-off. For this example, click on "Merchandise".



8. The cursor now stops at the "Selling Price" field, where the price it was originally sold at (minus the restocking charge) appears. You can accept this price or change it, and click on the "Save" button. The line item will then display in the order detail section, and you can enter more items for return or line comments. The order quantities will appear as negatives, and the order total shows as a negative amount.



The return type selected will appear under the "Codes" of the line item. A Merchandise return shows as an "M", a Warranty return as a "W" and a Defective return as a "D". A Merchandise return will update the part's quantity on hand, a Warranty return will update the part's warranty on hand and a Defective return will not affect any quantities.



- To complete the refund, click on the "Invoice" button. If the invoice type is "ChargeCR", the credit invoice will print and the credit will be posted to the customer's account. If the invoice type is a "CashCR", then the payment type selection prompt will appear:

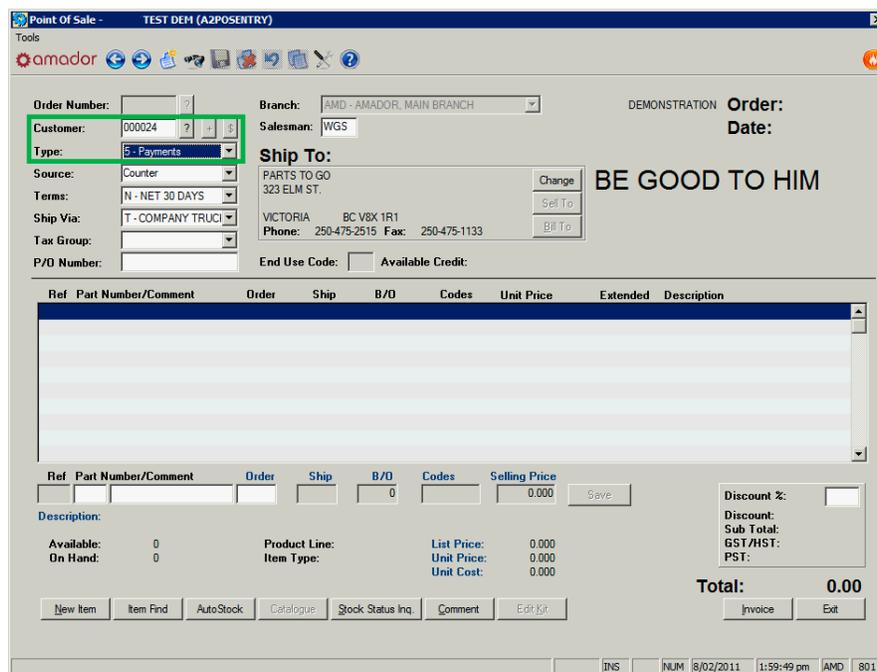


- Select the payment type (only one can be selected) and click on "OK" to print the credit invoice and refund the customer from the order total.

Accept a Payment on Account

You can accept a payment from a charge customer through Point-of-Sale by creating a "Payment" type order and invoicing it. Upon invoicing a payment-type order, the amount of the payment is posted to the charge customer's account, adjusting the balance, accordingly.

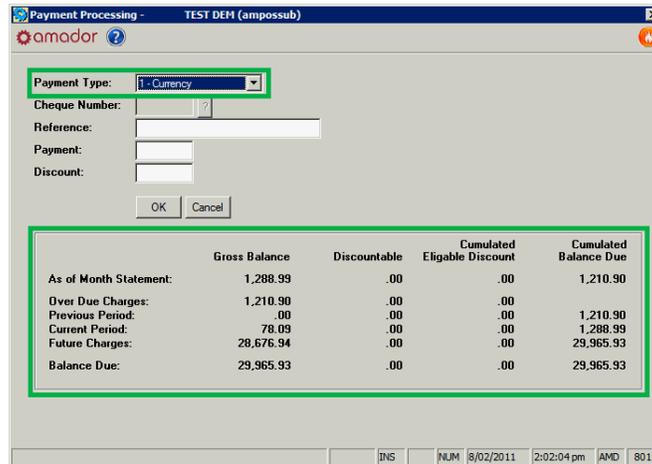
1. Go to POS and log in using your Counterman Initials in the POS Security Screen. Enter the customer number in the order header, and press <ENTER>. Select the Invoice Type, "5 – Payments" from the drop-down list, and press the <ENTER> key.



The screenshot shows the 'Point of Sale' software interface. The window title is 'Point of Sale - TEST DEM (A2POSENTRY)'. The interface includes a toolbar with the Amador logo and various icons. The main form contains the following fields and sections:

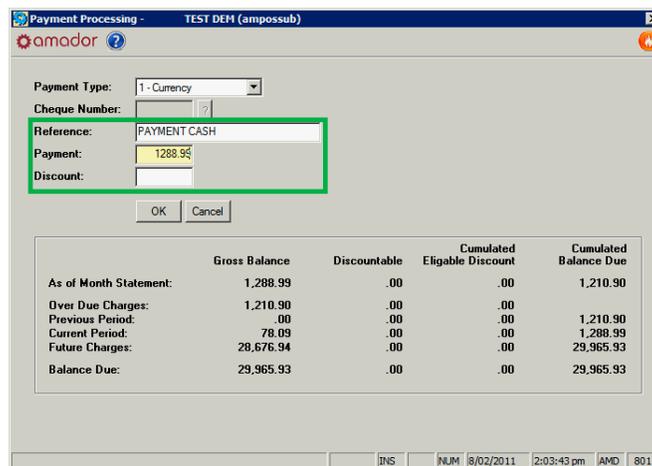
- Order Number:** [Empty]
- Branch:** AMD - AMADOR, MAIN BRANCH
- Order:** DEMONSTRATION
- Customer:** 000024
- Salesman:** WGS
- Date:** [Empty]
- Type:** 5 - Payments
- Source:** Counter
- Terms:** N - NET 30 DAYS
- Ship Via:** T - COMPANY TRUCK
- Tax Group:** [Empty]
- P/O Number:** [Empty]
- Ship To:** PARTS TO GO, 323 ELM ST., VICTORIA BC V8X 1R1, Phone: 250-475-2515 Fax: 250-475-1133
- Buttons:** Change, Sell To, Bill To
- Text:** BE GOOD TO HIM
- End Use Code:** [Empty] **Available Credit:** [Empty]
- Table:** A table with columns: Ref, Part Number/Comment, Order, Ship, B/O, Codes, Unit Price, Extended, Description. The table is currently empty.
- Summary Section:**
 - Ref: [Empty], Part Number/Comment: [Empty], Order: [Empty], Ship: [Empty], B/O: 0, Codes: [Empty], Selling Price: 0.000, Save
 - Available: 0, On Hand: 0, Product Line: [Empty], Item Type: [Empty], List Price: 0.000, Unit Price: 0.000, Unit Cost: 0.000
 - Discount %: [Empty], Discount: [Empty], Sub Total: [Empty], GST/HST: [Empty], PST: [Empty]
 - Total: 0.00**
 - Buttons: Invoice, Exit
- Footer:** [New Item], [Item Find], [Auto Stock], [Catalogue], [Stock Status Inq], [Comment], [Edit Key], [INS], [NUM], 8/02/2011, 1:59:49 pm, AMD, 801

2. A pop-up will appear asking for the payment type an amount, along with a summary of what is outstanding on the account, and what discounts the customer is eligible for. The types of payments that can be processed through POS are Currency (cash), Cheque, the Credit Cards Visa/MasterCard/American Express, Bank Card (debit), Miscellaneous & Other (gift cards, traveller's cheques, etc.). After selecting a Payment Type, press the <ENTER> key.



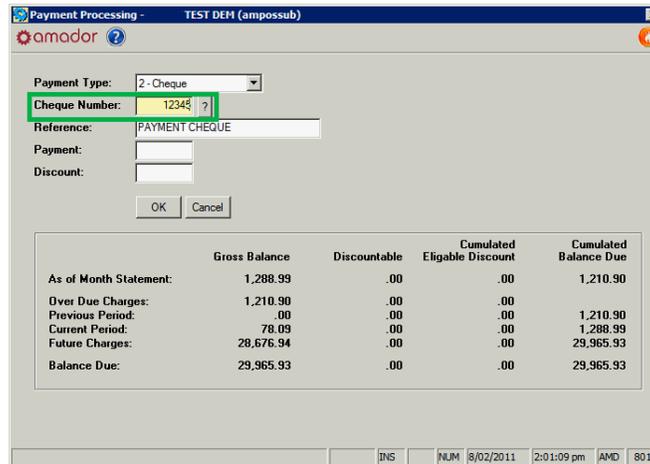
	Gross Balance	Discountable	Cumulated Eligible Discount	Cumulated Balance Due
As of Month Statement:	1,288.99	.00	.00	1,210.90
Over Due Charges:	1,210.90	.00	.00	1,210.90
Previous Period:	.00	.00	.00	1,288.99
Current Period:	78.09	.00	.00	29,965.93
Future Charges:	28,676.94	.00	.00	
Balance Due:	29,965.93	.00	.00	

- For all types except "Cheque", the cursor will move down to the Reference Field, which will fill in with the payment type selected. This can be modified, if needed, or accepted as the default by pressing the <ENTER> key. Enter the payment amount, accept or change the calculated eligible discount, and click on "OK". A payment-type invoice will print out, and the amount entered will be posted to the customer's account.



	Gross Balance	Discountable	Cumulated Eligible Discount	Cumulated Balance Due
As of Month Statement:	1,288.99	.00	.00	1,210.90
Over Due Charges:	1,210.90	.00	.00	1,210.90
Previous Period:	.00	.00	.00	1,288.99
Current Period:	78.09	.00	.00	29,965.93
Future Charges:	28,676.94	.00	.00	
Balance Due:	29,965.93	.00	.00	

- For the payment type "Cheque", the cursor will drop down to the Cheque Number field, where you can enter the cheque number up to 6 digits. Press <ENTER> and the reference field will fill in with the cheque number just entered. Modify the reference and press <ENTER> to accept the default reference. Enter the payment amount, accept or change the calculated eligible discount, and click on "OK". A payment-type invoice will print out, and the amount entered will be posted to the customer's account.



	Gross Balance	Discountable	Cumulated Eligible Discount	Cumulated Balance Due
As of Month Statement:	1,288.99	.00	.00	1,210.90
Over Due Charges:	1,210.90	.00	.00	
Previous Period:	.00	.00	.00	1,210.90
Current Period:	78.09	.00	.00	1,288.99
Future Charges:	28,676.94	.00	.00	29,965.93
Balance Due:	29,965.93	.00	.00	29,965.93

Payments received through Point-of-Sale will appear on the End of Day report, and will be included on the Cash Summary report. Payments can be voided, using the same steps as voiding an open or invoiced order, as long as the void is done before End of Day is completed. Otherwise, a payment can only be reversed with an invoice-type sales entry, through Sales Entry and Adjustments.



Although the payment will post as an open payment to the charge customer's account and update their balance when the payment is invoiced, the payment cannot be applied to outstanding invoices before you run End of Day. Please see the "AutoPoint® Evolution Users Manual" for more information on applying open payments, and on reversing payments using a Sales Entry and Adjustment.

Leave an Order Open, Print Open or Save as a Quote

If an order in Point-of-Sale is not invoiced or voided, it will have the status of *Open, Printed, Picked* or *Quote*:

- An *Open* order was exited without being printed.
- A *Printed* order was printed as an open order.
- A *Picked* order was printed as a pick-ticket or a packing slip.
- A *Quote* is an order that is saved and can be later converted to an open order.



An Open Order saved as a Quote in Point-of-Sale should not be confused with a Quote that was created in the Quotations module (see the Quotations Quick Start Guide for more information.) A POS Quote can only be accessed from within POS. However both types of Quotes will not reserve quantities on the parts contained on the Quote.

To exit an order without invoicing it, or saving it as a Quote, do the following:

Create an order in Point-of-Sale, as described previously in this Guide, but instead of clicking on the "Invoice" button to close the order, click on the "Exit" button or press <F8>. A pop-up will appear with several options:



- If you enter an **Alt-Printer**, then the invoice will print on that printer instead of the default Invoice Printer set up in the CRT record.
- **Packing Slip** will print a packing slip on the packing slip printer, with items that have been added to an order.
- **Pick Ticket (New)** will print a pick ticket with items added to the order.
- **Pick Ticket (Complete)** will print a pick ticket with all items on the order.
- **Quote** is only available on a new order. It's used to convert the open order into a quote.
- **Print Open** will allow you to print the invoice without closing (invoicing) it.
- **Leave Open** allows you exit the invoice without printing or invoicing it.
- **Missed Sale**, if available, will record the order as a missed sale.
- **Void** will void the invoice.
- **Invoice** closes the invoice and sells the items to the customer, prompting for payment if required.
- **Exit** will leave an open order un-invoiced or exit a closed/voided invoice.
- **Cancel** will close this window and return you back to the order in the POS entry screen.

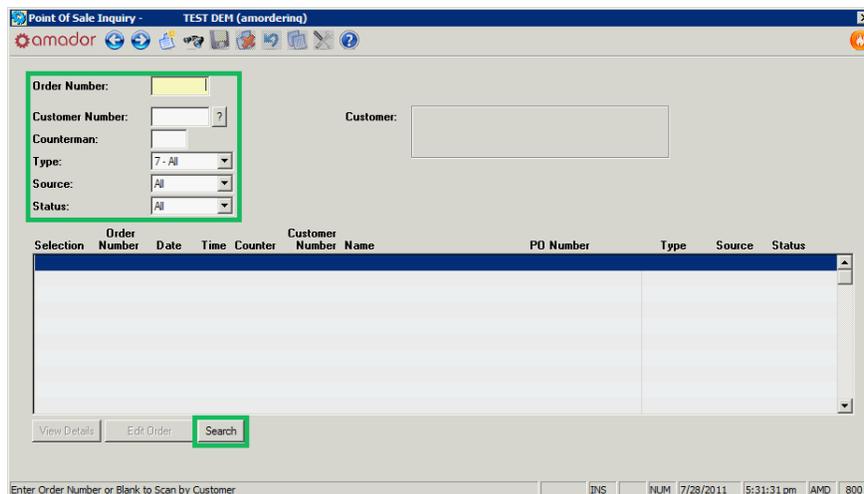
Look Up and Modify an Existing Order

If an order was exited with a status other than "Invoiced" or "Void", you can look it up the in Point-of-Sale Inquiry and make modifications to the order. The types of changes that might be made to an existing order would be changing the quantities on line items, adding line items and/or comments, changing the Ship Via, or even changing the customer.

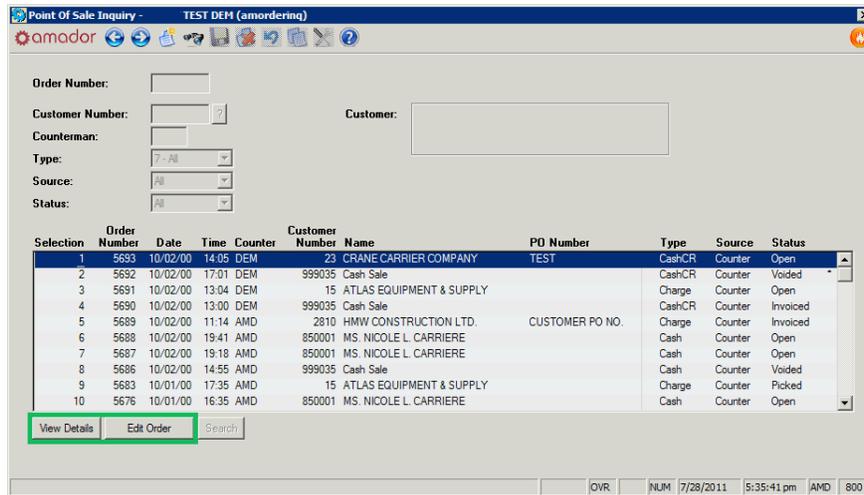
There a number of ways to bring up POS Inquiry to find the open order; you can find it under the Inquiries menu at AM0607, from the Hot Menu under Inquiries → Point of Sale, or click on the "POS Inquiry" button on the POS Security window, shown below:



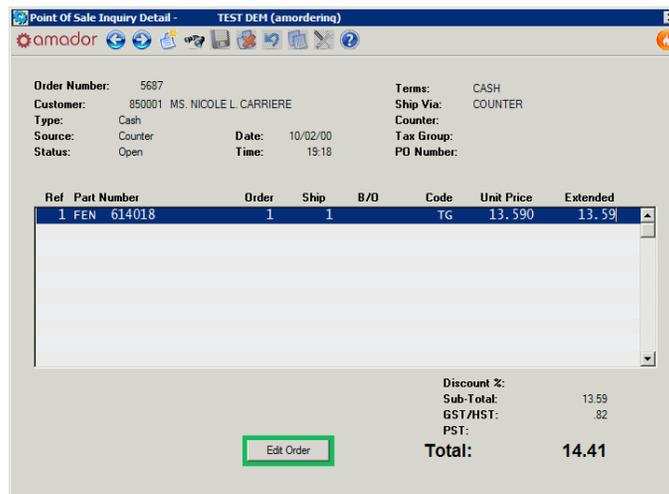
1. In the Point-of-Sale Inquiry screen, enter or select the data in the ranges to limit the results display, or click on the "Search" button without any changes to list all orders, sorted by date:



- After entering the search options and clicking on the “Search” button, the search results will display in the detail window. You can view the order details by double-clicking on the highlighted line, or selecting the line and clicking on the “View Details” button:



- Click on the “Edit Order” button after selecting or viewing the order, to pass it to Point-of-Sale Entry (after entering your counterman initials first):



- In Point-of-Sale Entry, you can make modifications to the order header and the order details (if your security permits it,) or add lines to the order and recalculate the order totals. Line items cannot be deleted, only the order quantities zero'd out or the comment line blanked out. It is possible to move line items by selecting the line and pressing ALT-<F11>. Once you've made all the modifications to the order, you can then leave it open or invoice it, as per the POS options described in the previous section.

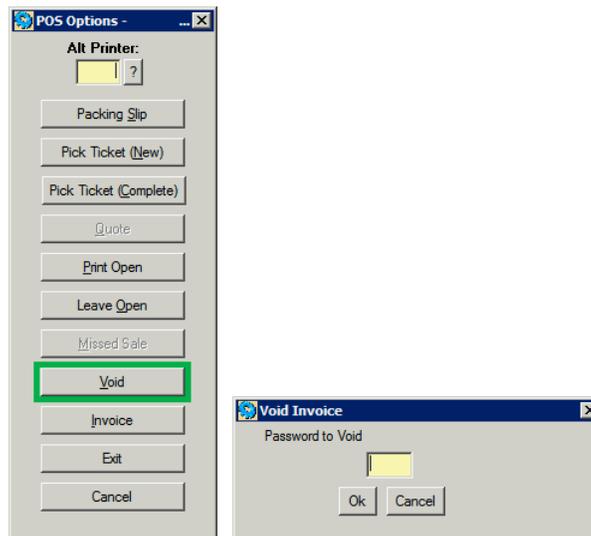
Void an Open or Invoiced Order

If an order was created or invoiced in error, you can void the order to reverse the sale or return for credit transaction. Voiding an open order will take the items off reserve, and voiding an invoice will return the on-hand item quantities. If the voided order was a cash sale, the payment will be refunded, and if it was a charge sale, the amount posted to the balance on the customer's account will be reversed.



You can only void an invoiced order if it hasn't gone through End of Day, yet! That is, the order has not been posted to Invoice History. If the invoice has gone through End of Day, your only option to reverse the order is generate a credit/charge invoice for the same items at the same prices.

1. To void an open or invoiced order, go to POS and log in using your counterman initials. If you know the order number, enter it in the Order Number field. If you don't know the order number, click on the "?" button next to the Order Number field to go into POS Inquiry, and search for the order you'd like void.
2. Once you've brought up the order in POS, click on the "Exit" button in the bottom-right corner of the screen, or press the <F8> key to bring up the "POS Options" pop-up.
3. From the "POS Options" pop-up, click on the "Void" button, which is followed by the pop-up to enter the Counterman Initials of the user that has high enough security to void orders:

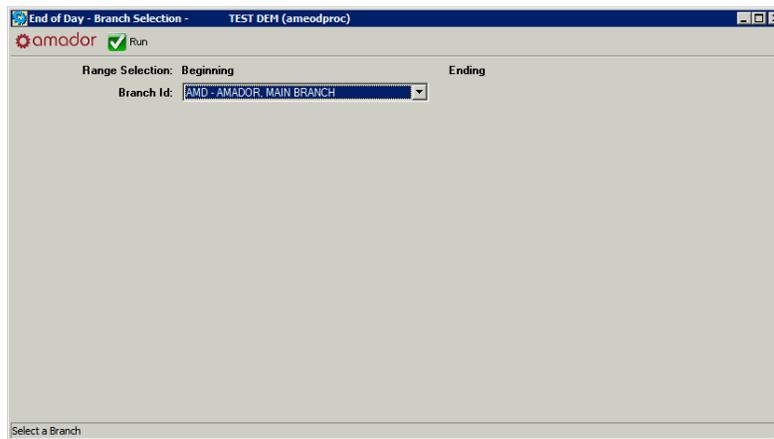


4. After entering the appropriate Counterman Initials, a copy of the voided order will print out on the terminal's default invoice printer. The status of the Open or Invoiced order will then be changed to "Void". A voided order cannot be un-voided, so the status cannot be returned to "Open" or "Invoiced".

Run End-of-Day Processing

The current business date is not always the same as the system date in **AutoPoint®**, and the two dates are independent of each other. The current business date, as stored in the Branch Maintenance record, determines the date that is used for various transactions in **AutoPoint®**, and you can only move it forward by running End of Day Processing. The End of Day Process will go through all the Point-of-Sale transactions for the day, calculate the change in sales, inventory and A/R for the day, and post the transaction details and totals to Invoice History, Detail Sales, Sales Analysis and the A/R sub-ledger. The End of Day Process generates reports that list out and summarize all the transactions for the business day, and from these reports you can determine the bank deposit for the day.

Before running End of Day Processing in the branch, all users must be at a Main Menu screen so as to not lock any essential files or records. To initiate the End of Day process, go to the menu option End of Day/Week/Month → End of Day → Run End of Day Process (AM080101):

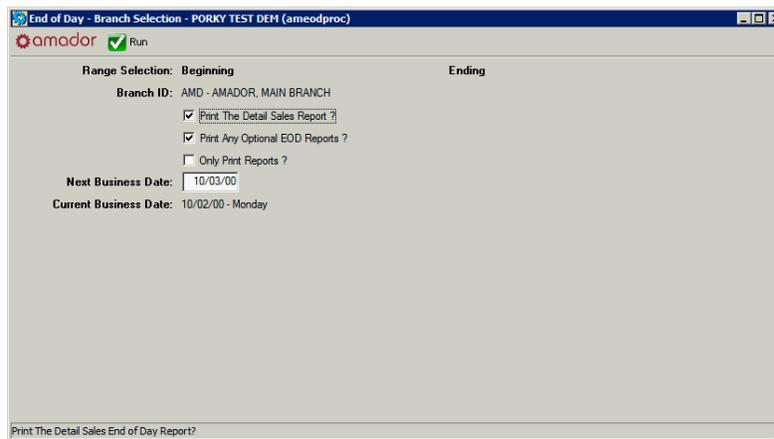


1. Select the branch to run the End of Day Process on (it will default to your terminal record's default branch.) Click on the "Run" icon or press the <F12> key. The Output Selection pop-up will then appear, prompting you for the printer to send the End of Day reports to. Click on "Spool" to save the reports before printing them.



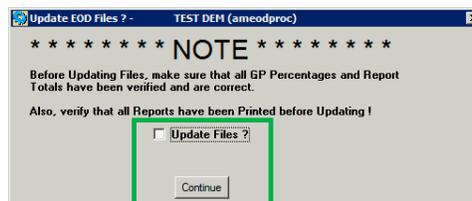
*When running any kind of report in **AutoPoint®**, it's a good idea to spool the report instead of printing it, so that you can view it in the spooled reports viewer to see if the report is giving the results you are looking for, without using up a lot of printer paper.*

- The next screen in End of Day Processing will prompt you for the next business day, along with other EOD options to print selected reports. The next business day will default to the next calendar day that the branch will be open for business (the Company record determines whether the next business day will fall on a Saturday or Sunday.) Accept the default next business day, or change the date to the next day the store will be open, and click on the "Run" button, or press the <F12> key:



The next business date can be up to five days after the current business date. If the store is closed for an extended period of time, you may have to run the End of Day Process more than once to move the current business day past the five-day limit.

- The End of Day reports will then be generated and saved to spooled reports, and once they are complete you will get the prompt to update files. If there are no gross profit errors, check the box next to "Update files?" and click on the "OK" button:



If there are GP errors, then do not check the box to update files, and click on "Continue". End of Day will then abort, giving you the opportunity to check the orders with GP errors and void them, if necessary. You can then re-run End of Day Processing, and update files to complete EOD.

- The remaining End of Day reports will be spooled, and the appropriate data files updated. If the system option to print the A/R G/L Distribution report is enabled, the program window for this report will then appear to complete the End of Day process.

Glossary of Terms

Abbreviation/Part Number:

The three letter vendor code and number without dashes etc. assigned to the item.

Abort Order:

The message appearing on the display when the <F8> is pressed while invoicing. To abort or cancel an the order, press <F8> and answer "Yes" to the question.

Available Quantity:

The quantity On Hand less the quantity On Reserve equals the Available Quantity.

Backorder:

When an item has an insufficient quantity you may choose to backorder it for the customer which means that when purchase orders are sent, the quantity on backorder will be added to the total quantity ordered. The backorder quantity appears in the B.ORD field on the invoice and no amount will display in the EXTENDED field. If the item is only partially backordered, then the customer will be charged only for the amount he receives.

Buyout:

An option for Insufficient Quantity on hand when you buy the item from a competitor and then sell it to your customer. Should you choose this option, you would see BYO both on the display and the invoice indicating that you bought the item out.

Cash Credit:

Giving a customer cash for merchandise he returns. On the Point-of-Sale display, you select "2 – CashCR" in the type field.

Cash Customer:

A customer that does not have a pre-established customer number or account, also known as a walk-in customer. <F6> tells the system to bring up the generic cash customer number and charge him accordingly.

Cash Sale:

Any transaction where the customer pays with <1> Currency, <2> Chq, <3> Visa, <4> MCard, or <5> Amex <6> B-Card <7> Misc <8> Other (Money Order, Gift Certificate, Traveller's Cheque, etc...) <9> Split

Cash Tendered:

The amount of cash given to you by the customer. You must enter the cash tendered amount so that the system can calculate the change you owe the customer.

Charge Customer:

Any customer who has an account already established in the system with a terms code extending credit. Charge Customers are NOT those customers using Visa or MasterCard.



Charge Credit:

Giving a customer credit towards his account for merchandise he returns. On the Point-of-Sale display, select "4 – ChargeCR" in the type field.

Closing Out the Invoice:

When you have finished entering information on the invoice, click on "Invoice" to end the order. For charge customers, the invoice will print immediately unless the customer is over his credit limit at which time a high security person must authorize the override. For cash customers, you must enter the payment type when closing out the order, then for currency or check, you must enter the amount tendered. The invoice will then print and the order is closed.

Code:

Indicates if an item is <T>axable, <G>oods and Service tax exempt or not depending on the invoice designation, a <N>on-discountable item or if it is one of the following return types: <C>ore, <M>erchandise, <W>arranty, or <D>efective. These codes automatically appear on the display as you enter taxable or return items and they also print on the invoice.

Comments:

Messages entered anywhere on the invoice and of any number of lines. Enter a comma <,> in the abbreviation field and press <ENTER> and a space will be provided for your message.

Core:

The basic component of exchange items. It can best be understood by comparing it to a bottled soft drink-you drink the contents and return the bottle for credit. The Core is the part of the item that is returned for credit. For example, alternators and brake shoes include a core which can be returned for credit.

Core Balance:

The system automatically updates each customer's core balance each time an exchange item is sold. In Point-of-Sale, when a customer returns cores, he is only entitled to his core balance.

Core Deposit:

The deposit that the customer pays for the core portion of the exchange item. The system automatically brings up the core deposit when an exchange item is entered.

Core Return:

After the Core Deposit has been entered, the system asks if the customer is Returning Core? Click on "Yes" if the customer is returning a dirty core for credit or click on "No" if he is not. Remember to enter the negative sign after the number of cores being returned.

Core Sale:

Occurs when a customer purchases an exchange item, is charged a deposit and returns a raw core, leaves, and then comes back to return the exchange item. When you accept the item as a <M>erchandise return (because the item was unused), the system automatically brings up the Core Deposit to be credited and then asks Returning Core?. The question refers to you returning the dirty core back to the customer and if you answer <Y>es then you have made a Core Sale.



Cost:

The amount paid to the supplier for each item. Counter men rarely see cost. In the case of a buyout, you must enter the cost of the item.

Counter man Security:

A code assigned by your manager that allows you to access Point-of-Sale and also controls what transactions you are able to complete.

Counter Invoice:

Any invoice that is completed over the counter as opposed to in the shop.

Credit:

- (1) A credit line amount extended to the customer that allows him to charge to an account.
- (2) Accepting return items for which the customer receives cash or a reduction of the amount he owes on his account.

Credit Limit Override:

The process by which a customer can have additional credit extended to him should he exceed his established credit limit. A high security person must authorize such a transaction.

Cross Reference:

A feature unique to the **AutoPoint®** system that links related items together. An exchange item will have a core cross reference, a discontinued item will be cross referenced to show the item that supersedes it, and an item with insufficient quantity can be substituted with a related item if a cross reference is established.

Data:

Information entered into the computer for processing. For example, information entered on an invoice is data.

Default Value:

A setting that is automatically used by the system when no other explicit information is entered into a field.

Defective Return:

Returned item(s) that do not operate properly and are not warranty items. They cannot be put back on the shelf.

Deleting Items from an Invoice:

Items can be deleted from the invoice in two ways. If you are entering the item and decide that you do not want it on the invoice, press <F8> twice and the entire line item will be abort the line item. If however, you have saved the line, you must change the quantity ORDERED to zero. As a result, the customer will not be billed for the item and your inventory will not be affected.



Demand Override:

Occurs when you do not want a sale included in your sales history. Click on the blue "Codes" field title, and in the pop-up, check the box next to "Demand Override". If you decide to include the sale, check this box and history will be updated.

Detail:

The bottom portion of the invoice which contains the line items and the amount of the sale.

Discount:

The percent of the total invoice amount to be deducted from the invoice. To enter a discount, click on the order discount field above the sub-totals and enter the percentage to apply to the discountable items.

End of Day Process:

A process run every day, which produces daily sales reports, closes out the current business day.

Exchange Item:

Any item that includes a core.

Excluding Sales from Demand History:

See Demand Override.

Exit/Cancel:

When you need to exit from an invoice, menu, or even the system, press <F8> until you reach your desired destination.

Extended Price:

The last column in the detail portion of the invoice. The figure is derived from multiplying the quantity SHIPPED by the Unit Price.

Field:

The area on program window where you enter specific information. For example, the header portion of the invoice contains eight fields, one of which is the SHIP VIA field.

Function Key:

The top row of keys on the keyboard that allow you to take short cuts when using the system. For more information, refer to the section on the keyboard.

Header:

The top portion of the invoice containing pertinent information about the customer.

History:

A record of sales transactions that is usually used for sales analysis and tracking item demand.

Holding Invoices:

After entering items on the invoice, you may need to leave the order open so that the customer can add more items later.



House Account:

Your company account is charged for merchandise removed from the shelf to form another type of inventory, for example mixing paint or making kits. A "HOUSE"-type account will NOT update any accounting figures.

Invoice:

- (1) The form on which the system prints data entered from Point-of-Sale.
- (2) A receipt for your customer.

Invoicing Cores:

Enter the exchange item and the system automatically brings up the core. If there is no change to the deposit for the core, press <ENTER> and the system asks if the customer is Returning Core? If yes, press <ENTER> again and the core deposit is credited from the invoice. If the customer does not return a core, select "No" and he is charged the deposit.

Invoicing Non-Inventory Items:

If you are selling an item that is not an inventory item, you must use a valid abbreviation. (If a miscellaneous Product Line has been established, you may use that abbreviation.) At the bottom of the display, you will see Not on File. Press <ENTER> to continue and a space is provided for you to enter the item's Description and Cost. Enter the quantity being sold and select the option that applies: <2> Lost Sale, <3> Buyout, <4> Backorder, or <5> Transfer. Option <1> Override is not a valid option since the item does not exist within the system.

Invoicing with an Insufficient Quantity Available:

If you enter an item on the invoice and there is not enough stock on hand, the following message appears:

Insuff. Qty. You must then enter the sale as one of the following: <1> Override, <2> Lost Sale, <3> Buyout, <4> Backorder, or <5> Transfer. Notice the system calculates the quantity that must be obtained in order to complete the invoice. If the item has a Substitute or Supersede cross reference, a message to that effect appears on the display.

List Price:

The highest price paid for an item, usually described under Pricing Field 1.

Maximum Stocking Quantity:

The most of a given item that you should have on hand at one time. The system uses this information for generating Purchase Orders.

Menu:

The list of choices presented by the program. For example, Point-of-Sale is the first choice on the **AutoPoint®** Menu.

Merchandise Return:

When a customer brings an item(s) back that can be returned to your current inventory. At the point when you enter Return Type, select "Merchandise."



Minimum Stocking Quantity:

The smallest quantity of any given item that you would have on hand at one time. The system uses this information to generate Purchase Orders.

Open Invoice:

An invoice is open if you have put it on hold. In other words, you did not click on "Invoice" to end the order and you had clicked on "Leave Open" in the POS Options.

Order Number:

The top field in the header section of an invoice that records the invoice number assigned by the system. Press <ENTER> to back up to the order number.

Override:

The procedure for disregarding normal system processes.

Payment:

The amount a customer chooses to apply towards his account. To accept a payment, select "5 – Payments" in the Type field on the Point-of-Sale window. Enter the amount and the cheque number; the system applies the payment when the End-of-Day Process is run.

Point-of-Sale:

The menu option you choose to perform normal invoicing.

Pricing Field:

Items usually have six price fields. Each field reflects a different price for the item. Each customer is assigned a specific price field.

Program:

A set of instructions describing actions for the computer to perform.

Purchase Order Number:

In Point-of-Sale, the customer's purchase order number is the bottom field of the header. If the customer gives you a purchase order, you should record the number in this field. In Purchasing, the Purchase Order Number is the number assigned to each purchase order generated by the system.

Recalling Open Invoices:

A process that allows you to call up open invoices to view on the display. Press <ENTER> at the Customer Number field on the Point-of-Sale display to move to the Order Number field. <F1> will bring up the first held invoice. Press the <F2>Next and <F3>Previous key to bring up each additional held invoice.

Reference Number:

A number assigned by the system to mark each separate line item on an invoice. For example, if you had five items on an invoice, the reference numbers would be 1-5 modifying each line item.



Reserve Items:

Those items entered on a hold invoice. The inventory decreases but history is not updated until the invoice is closed. You can see the quantity On Reserve from the Stock Status display.

Return:

A type of transaction that occurs when a customer brings an item back for exchange or credit. A return is invoiced like a sale. You can enter a return in Point-of-Sale by choosing "2 – CashCR", "4 – ChargeCR" or you can enter it on an invoice with sale items as long as you enter it as a negative quantity.

Returning Core:

A question asked by the system when you invoice an exchange item. The system automatically charges the customer for the core deposit and asks if the customer is "Returning Core?". If he is, then the system automatically credits him for the core deposit. It can also refer to returning an exchange item in which case, you should refer to Core Sale.

Ship:

The Ship column is located in the detail portion of the invoice display. It represents the number of items the customer is actually receiving as opposed to what was actually ordered.

Ship Via:

This field, found in the header, determines how the items on the invoice will be shipped. For example, the items may be shipped by Loomis or by company truck or by the customer himself. The Ship Via determines whether the tax group assigned to the customer will be the one assigned to the branch or to the customer.

Shop Invoice:

An invoice transacted in a shop as opposed to over the counter. Shop invoices are more likely to have labour charges on them, and could be used as a basic type of Work Order.

Source:

This field, located within the header, determines the origin of the invoice, either "Shop" or "Counter" invoice.

Stock Status Inquiry:

While entering an invoice, you can access the Stock Status Inquiry by clicking on the button at the bottom of the POS window. This inquiry may also be accessed from the Point-of-Sale security window. After completing the inquiry, you must close the Inquiry window to return to the invoice.

Substitute:

Any item can be cross-referenced to a compatible substitute item. That is an item that can be used in place of the original item should it be out of stock. If set up correctly by your manager, a substitute cross reference will appear on the Point-of-Sale display when there is not enough on hand to fill an order.

Sub-Total:

The amount of the invoice before tax is added and before discount is subtracted.



Supersede:

When an item is discontinued or cancelled, another item with a new part number may be assigned to the old item by creating a superseded cross-reference. When the old item is entered, a superseded part number will appear on the display if the old item does not have available stock.

System:

A system is composed of hardware and software. It includes devices operating off of the computer and programs run on the computer.

System Security:

A means of restricting the availability of the systems features by certain personnel. Security is set up by your manager to allow you to perform particular functions and to monitor those tasks you do perform.

Tax:

The PST and GST/HST amount charged to the customer based on government specifications for that customer's tax group.

Taxable and Non-Taxable Items on the Same Ticket:

If you need to change a taxed item to a non-taxed item and vice versa, click on the blue "Codes" link and the system automatically alters the tax status of the item just entered.

Tax Group:

A field in the header that tells you what type of tax the customer is being charged based on all valid taxing authorities.

Tax/No Tax:

A function key that allows you to change the tax status of an item. To perform this task, click on the blue "Codes" link.

Terms:

The way in which charge customers will pay on their account. Your manager will extend a certain type of payment terms to each customer and this information will appear in the Terms field in the header portion of the Invoicing display.

Total:

The final invoice amount including tax, labour, discount, etc... It is the actual amount the customer pays.

Transfer:

An option used for invoicing with Insuff. Qty. You may choose to transfer items from another company store.

Transfer Account:

The account used to make transfer sales. A transfer sale is a sale of merchandise between stores. Each store should have its own transfer account. Transfer sales do not update demand history.



Type:

This field is found in the header portion of the invoice and refers to the type of payment the customer will make for this order. You must enter a valid Type in order to invoice. They include <1> Cash, <2> Cash CR, <3> Charge, <4> Charge CR, or <5> Payment.

Unit Cost:

The cost of the standard selling unit whether it is by each or box. In most cases, you will not see the cost displayed.

Unit Price:

This is the price of the item that the system automatically supplies based on information set up in various records. Press <ENTER> if the price is right or you may change the price if necessary. Note however that the system logs this as a price override and prints out a report to that effect as part of the End-of-Day Process.

Void:

A message which appears on the display when you recall an invoice that has been voided. It also prints on the invoice when the order is voided.

Voiding an Invoice:

If you have already completed the order by clicking on "Invoice" and printing the invoice, then you would need someone with high security to recall the invoice and void it.

Warranty:

A conditional guarantee that entitles customers to return an item for credit. A warranty item can be flagged in Point-of-Sale by selecting "Warranty" when prompted for the return type. The system records the item as a warranty item but it does not print on the invoice.

Warranty Return:

When an item under warranty is returned, you must enter that information into the system. Enter the return item and when the system asks you for the return type, click on "Warranty."