CES TS Software

www.cessoftware.com

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Chapter 1: Introduction and Overview

Introducing CES Touch Software

Welcome to CES Touch Software. CES TS is a powerful, yet user friendly Point of Sale software product designed for use in retail, hospitality, and leisure. Rich in features and simple to use the product has been proven in many business environments. The product is inclusive of a Back of House module giving the user total control of their EPoS environment and allowing you to maximize your EPoS investment. The CES TS software is designed with an open architecture allowing it to easily integrate into existing Stock Control or MIS systems. The CES TS product is inclusive of a basic Stock Module.

The CES TS software enables easy definition of products, group or department allocation, and position on the main keyboard. The main keyboard supports recipes, product images, messages and several other features allowing the user to easily customize the look and feel of the software to their business requirements.
The software allows sales by Touch technology, normal PC with Mouse and Keyboard, and, Bar Code scanning. Other features include cheque printing, multiple kitchen printers, as well as the ability to print Refund and Promotional Vouchers.

The software includes a real time single site stock control system, which can be maintained via deliveries, returns, transfers, wastage and sales. This allows stock take reporting with variances and a full audit history of stock movements. CES provides an open architecture interface for easy integration into other Stock Control systems.

CES TS is a recognized partner for integration into Datasym Stockade Stock Control software.
End of Day reporting consists of a Cash Total finaliser, Department or Group value allocation, and itemised sales summary.

In addition a wide variety of reports are available to look at current and historical sales information allowing the user to review and analyse information and make informed business decisions. Each user can define their own set of reports from a library selection, or have their own set of specific reports custom built by the CES development team.

All reports can be displayed on screen or printed to a connected printer. Reports also designed for easy import into your desktop spreadsheet package, where if required further analysis can take place producing a range of graphical charts for onward presentation.

Once installed the CES TS software product will provide you with all the tools you'll need to make informed and decisive decisions in maximising your business sales. The ease of use, and flexibility within the system allows it to be easy tailored to work efficiently and effectively within any business environment.

CES TS Feature Summary

- Can run with Touch Screens, Keyboard, Mouse, or combinations of these.
- Sales input from programmed screen buttons, Keyboard or Scanners.
- Easy to set-up and use requiring minimal training.
- In-built Training mode
- Multiple Tender types within the same transaction.
- Card detail entry via Magnetic Card or keyboard.
- Credit Card Authorisation. (EFT)

- Multiple credit card payment for the same transaction.
- Euro Ready
- Cheque Printing
- Foreign Currency Handling
- Extensive Customer Management module.
- Comprehensive Account Sales Ledger module.
- Cash Declaration Facilities.
- Float Entry.
- X and Z report for each terminal.
- Consolidated X and Z reports for networked terminals.
- Multiple prices for items.
- Alternative Products Identifiers code for products (Multiple Barcodes).
- Detailed Information through size, colour, and style codes.
- Product Mix and Match.
- Detailed recipes and analysis
- Discounts Via Customer or Item, by %, amount or fixed.
- Support for single and multiple kitchen printers.
- Multiple definable screens for ease of one touch item selling.
- Advanced booking module for charge sheets
- Extensive refund and void faculties
- Multiple VAT rates
- Comprehensive transaction monitoring and analysis.
- Information analysis to support and enhance business sales and marketing.
- Customised Screen Configurations for ease of use.
- Extensive reporting facilities for all areas of Sales, Products, Customer, Accounts, and Bookings.
- Works stand alone or within a network environment.
- Stock management module.
- Serial Number Tracking
- Plus much, much more!!!

CES TS System Requirements

CES TS software is designed to run on a wide range of Touch based and PC based hardware platforms. In general the minimum recommended requirements for installation of the software is:

Intel Pentium Processor and above. (Or equivalent)
32Meg RAM (64Mb Recommended)
Disk Space 500MB
3.5" Floppy Dive or CD Drive
Operating System: Windows 95/98/NT/2000

CES TS software is provided on:

1 x CD Rom
As well as Touch based hardware the CES TS software can run on any PC with the above specification or higher.

Note: 1. Different hardware will require different drivers for the cash drawer. Please check with your supplier that the cash drawer intended for use with this system is compatible and supported.

2. CES TS software is compatible with any Epson or Epson compatible printers. Customers should if unsure consult their hardware vendor for any compatibility issues.

Licensing CES TS software

On completion of the installation of the CES TS software you will need to Licence the product before use. The CES TS software is provided with the following Licensing configurations:

1. DEMO Mode – The default mode on the completion of the installation Process. The product will work in this mode for up to 100 transactions. Please note that the system will reset at this point loosing all sales and systems data.
2. 30 Day Licence – The software will be initially be given a 30 day licence. This will allow the system to work with all the installed product features for a period of 30 days. After the 30-day period has expired you will need to obtain a full user licence.
3. Full Licence – A Full Licence is required after the 30 day initial period.
4. Licences of individual Terminals need to include intended modules to be available on each Terminal. Licensing is particular to individual Terminal numbers. Modules available are:
    Booking
    Accounts
    Customer
    Stock Control
5. Software Key – Licensing of CES TS Software is specific to the hardware it is installed on. Each license is provided against a software key number generated via the hard drive ID number.

Please complete the following table below for your records:

Business Name

Business Address

Postcode

Branch /Site No.

No Of Licenses

CES TS Version

Terminal	Software Key	Modules Purchased				30 Day License	Full License
		Stock	**Accounts**	**Customer**	**Stock**		
T1							
T2							
T3							
T4							
T5							
T6							
T7							
T8							
T9							
T10							

Support Number

Support and Maintenance of your CES TS Product

On the purchase of your CES TS Product you will be entitled to 90 day telephone support as provided within the software licensing agreement. Please contact you Epos Systems provider for any difficulties during this period.

CES recommends that all customers include the annual support contract with the purchase of your CES TS software. This will provide you with telephone support for the entire year and peace of mind.

Support lines are open Monday – Friday, from 8:30am to 5.30pm.

Though CES TS software has been proven reliable within many business environments there will always be cases where an error or fault occurs. CES can only provide the relevant support and service to customers who have taken the annual support contract.

Please confirm with your Epos Systems provider for this service.

Upgrading an existing Version of CES TS software:

CES TS Version 1.8.26 has gone through many major feature changes. A seamless upgrade by existing methods is available from 1.8.2 to 1.8.26. For any upgrade this should include a complete backup of the existing system. The upgrade should be tried firstly on a stand alone terminal, off site, using previous versions data. Please note that the version 1.8 is licensed under a different generator and existing licenses will no longer be valid. New license numbers will be available following software upgrade. Please consult the CES support team if in any doubt about upgrading from a prior version.

CES TS Standard Operating Modules

This section provides a user map of the modules provided with CES TS software and a brief description of their use.

Back Office - Main Menu:

The default start-up screen.

Navigation

Sales Review

- Sales Mode
- Sales Review
- Serial Tracking

Products

- Products
- Groups
- Departments
- Suppliers
- Price Shifts
- Condiments
- Menus
- Recipes
- Mix & Match
- Questions

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<u>Navigation</u>

Stock In / Out

Orders
Goods In

Stock Adjustments
Stock Taking

Reports

Financial
Sales
Products
Lists
Accounts
Customer
Bookings
Other Reports

Navigation

Accounts
- A/C Details
- Payments
- Adjustments
- Statements
- Audit Trail
- Aged Analysis
- Day Books
- Profile
- Recall

Customer
- Details
- Listing
- Profile
- Comments

Navigation

Bookings

Utilities

- Operators
- Receipt Set-Up
- Hot Codes
- Reasons
- Foreign Exchange
- Report Set-Up
- System Menu (see below)
- Post Sale
- Enquiry Display

System Menu

- Passwords
- Tenders
- Charge Sheets
- Database
- Import/Export
- Customer Display
- Set-Up
- VAT Codes
- Screen Titles
- Archive Sales
- KB Presents

Chapter 2: Installing CES TS software

The CES TS software package is provided on one CD Rom. Please ensure you have the correct media to start your installation.

It is recommended that the installation of the CES TS software product be installed in the default directory C:\Touch. If you do not install the software onto this default directory please consult your systems provider for installation instructions.

New Installation

If you are using CD the set-up file will auto run. If not select the drive your CD player is assigned to and locate the setup.exe file contained with the Disk 1 folder. Double click on this file and follow on the on-screen instructions.

Pre-installation – windows settings:

Time/Date Format   **-** The time is required to be in 24-hour format and the date in long format. To do this go to regional settings in the control panel and in time where it says time style, make sure it shows HH:mm. For the date it must read dd/mm/yyyy in the short date style.

Mouse speed   **-** For maximum efficiency and also to stop people from using windows without permission this should be set to maximum as well as the double click speed. This can be done in the mouse settings in the control panel.

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Screen size and Graphics	- The screen size ideally should be 800*600 and should be no less than 16bit colour.

There are also a few things that can be changed to increase Functionality.

For example, in display settings (control panel) under appearance, You should change the size of the message box as well as the scroll bars. We recommend that the message box size should be at least size 14 and the scroll bars be at least size 25.

Create a Shortcut to run CES TS Software

On the successful completion of the CES TS software procedure you should create a shortcut of the Touch.exe in the C:\Touch directory and place it on your desktop.

Starting CES TS Software on start-up

For Windows 95/98 place a copy of the Touch.exe
Within:
> Windows
> Start Menu
> Programs
> Start Up

Old Errors On Windows 98 And Above

When installing CES TS Software or Windows 98 or higher you may get OLE errors when starting Sales Mode. If you encounter this problem you will need to obtain a copy of the following files:
> fm20.dll
> fm20enu.dll

and place them within the \Windows \System directory. These files are available on the installation CD or can be obtained on a Windows 95 System or via the Microsoft Website.

Pre-installation – TEC machines only:

Opus drivers:
Please ensure that you have the latest Opus drives installed prior to installing CES TS Software.

*Note: Touch.exe is for standard touch screen tills and PC's, where as Touch_TEC.exe is for a TEC ST-60 series.

Starting CES TS software

Double click on theTouch.exe icon placed on your desktop.
From this main menu, you can access all areas of the software. There
is a password protection facility. Right clicking on a button brings up
a prompt to enter the "Master Password". This as a default is "EPOS"
but can be changed through the control scripts in system settings.
Once this has been entered a second dialog box will ask you what you
Would like the password to be for that button (each button can have
it's own unique password). The maximum length for this password as
with the master password is 20 characters long. Using the master
password you can assign a password to any button in back-office.

Hardware Configuration

CES TS Software is highly versatile and has been proven to work
with many Hardware applications. For the hardware CES TS
Software has been tested on please see Appendix A. If you are in
doubt as to whether you hardware is compatible please call 020 8201
4101 for more information.

Chapter 3: Configuring CES TS Software

This section describes how to set-up the CES TS software for use in your particular business application. The settings described in here can be changed at a different time, however, having a good working start point is key to providing an easy configuration and ease of use.

System Settings is accessed from the Main Menu via Utilities, System Menu, and Set-up.

Understanding System Settings
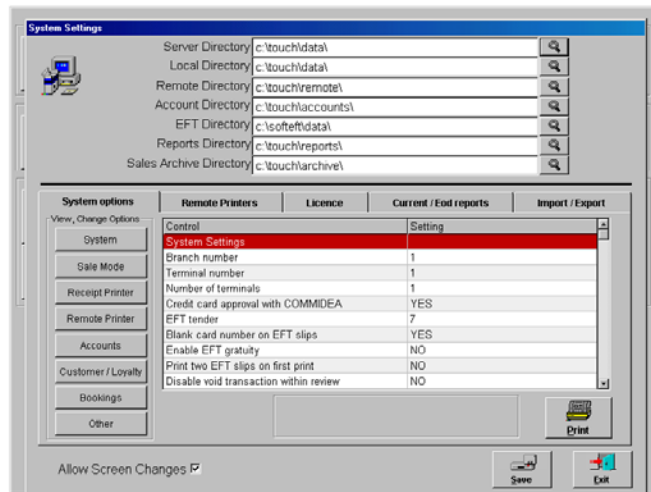
Server Directory: The central location on the network or local drives, where the global files are located. Default: **c:\touch\data**

Local Directory: The local working directory. Default: **c:\touch\data**\. This must always be within the local machine.

Remote Directory: The remote directory for remote printing (i.e. Kitchen Printers)
On a network system all terminals should be directed to the same directory.

Account Directory: The server accounts directory. Default: **c:\touch\accounts**

EFT Directory: The server data directory for the Commidea EFT system.
Default: **c:\softeft\data**

Reports Directory: The default directory for reports.

Sales Archive Directory: The directory used to store the archived sales files. Archives created on a monthly basis.

System Options TAB

Branch Number: The number of the branch (1 – 999).
                                             IMPORTANT

Terminal Number: The number assigned to this terminal
                                   (1 – 999)
                                             IMPORTANT

Number of Terminals: The total number of terminals within the local network. *IMPORTANT*

Disable void Transaction within Review   This function disables the void transactions being viewed within the sales review option.

Booking deposit Collection counter: Running total of booking deposit counter

Customer Display Type   A drop down to select the Customer Display type ad the com port it is attached to.

Start sales mode first: Start system up in Sales Mode. (YES/NO)

End of day overdue warning: This function will display a warning at the bottom of the sign-on screen, stating end of day routine is overdue.

                               If sales are present within the local **sales.dbf** file that have a transaction date prior to the current date and the current time is after 05:59. (yes/no)

Reset stub ticket Number with EOD: Reset stub ticket number to zero at End of Day. (YES/NO)

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Check for sales Archiving on start up: When the sales system first starts, if this has been selected, it will check the all-sales database to see if there are transactions from previous months. If there are, it will remove the information (" ARCHIVE SALES" for more information). (YES/NO)

Default unit of sale: Sets the default quantity descriptor for adding New products. (i.e. Each, pint, glass) This is a text box description.

Style/ Colour/ Size: Define the make up of a product code for allowing search on style/ colour/ size. If the product code is 1141101106 and n,n,n is 5,2,2. The first 5 digits represent style, next 2 is Size, next 2 is colour. You will need to have the relevant details in the colour and size tables.

Run import on first Sign-on: If an import program exists, do you want to start automatically with first sign on? (YES/NO)

Master password: Set the master password for all password-protected screens. Please charge default.

Epos Terminal Type: A drop down box, which allows the EPOS terminal type to be chosen.

Scanner port number: Defines a scanner port for sales mode and product maintenance. The scanner settings must be baud rate: 9600, No Parity, 8 Length, 1 stop, with carriage returns.
Choice you made via a drop down selection box.

Cash Drawer: Define cash drawer type via the drop down selection box

Wait for cash drawer: Wait for cash drawer (YES/NO)

Card reader: Drop down selection box enabling choice of MSR device and connectivity to relevant com port.

Local currency symbol: Define local currency symbol (Text field).

Fixed Plu length: Pre define product code length.

Next auto Plu number: Show next available PLU number.

EFT Check For Customer Present: Enable check box on EFT Software to allow Customer Not Present EFT Transactions.

Last Order Number: Record of the Last Order Number used within the Stock Control Module.

Order case Quantities Rounding: Define the ordering quantity on rounding of non-single items. Select via drop down box.

Last Goods Inward Numbers Used: Record of Last Goods Inwards Number used within the Stock Control Module.

Last Stock Adjustment Number Used: Record of Last Stock Adjustment Number used within Stock Control Module.

Alter Stock Level By Adjustments Only: This option forces any stock adjustment to be accompanied by a Stock Adjustment Process.

WinTi EFT Account Number Account number used for WinTi

Allow minimise of System Screen Ability to minimise screen for Windows.

Report Hot Code Usage to File Reports Hot Codes used to Sales File, and can be viewed in Sales Review.

Sales Mode

Sales Mode Options

Auto Logoff: Log the sales screen off to the
                            Operator select screen if no activity
                            For n seconds

Use server screen   Choose to have all screen controlled by the
button file: server within a networked installation

Real time stock   YES/ NO (Single site only) Sales can only be
updates: made on positive stack quantities.

Service charge rate: Sets the percentage rate of service charge.

Service charge text: Sets the text assigned to the service charge
                            amount printed ion the receipt.

Service charge usage:A selection box allowing different modes of
                            Service Charge Usage.

Automatic EOD date: The report date selected for the End of Day
                            routine will be selected automatically. The
                            End of Day after midnight and up to 05:59am
                            will select the previous day's date, after this
                            time this transaction will be selected for the
                            report date. (YES/NO)

Automatic EOD date The report selected for the
by Transaction date: End of Day routine will be selected
                            automatically. The End of Day after midnight
                            and up to 05:59 am will select the previous
                            day's date, after this time the current date will
                            be selected for the report date. (YES/NO)

Credit Card approval   This control forces credit card approval via
with Commidea: Commidea WinTi EFT software. (YES/NO)

EFT Tender: n being the number corresponding to the
                            tender that EFT is setup as a tender type.

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Blank card number on EFT slips:	Mask the full Credit Card number from appearing on the receipts. All numbers bar the last four digits are replaced with x.
Enable EFT gratuity:	Enable gratuity on credit card transactions. (YES/NO)
Print two EFT slips on first print:	Instead of printing one slip for the customer to sign, print two.
Alternate Currency Exchange Rate	Input the Euro rate to display Euro currency if switched on, the system will convert and display the correct amount. Note: Euro currency requirements are to six decimal places.
Alternate currency On tender	Define tender for alternate currency transactions. This tender must also be set up.
Alternate Currency Symbol	Currency symbol used for alternate currency
Sales Grid Location:	This control will set the sales grid to be left top, right top or centre top large. For centre top large the PLU number is also displayed.
Last Receipt Number Used	The last receipt number used by the system. If the software does not have a valid licence number or is a DEMO system, the sales mode will be terminated with a warning if this value is greater than 100. Re-set this value to zero to continue within demo mode.
Last Layaway Number used:	The last layaway number used for transactions that have been posted.

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Default Screen Page: At the start of each transaction the system will display the screen selected 0 –24. Screens are defined in Screen Titles.

Default price level Offset: Local to terminal define the price level offset to product prices.

Logoff After Each Transaction: YES/NO to automatically sign-off the operator after each transaction.

Layaway By Operator: If YES/NO to automatically transactions layaway to be specific to that operator and can only be recalled by that operator, otherwise all operators can access all layaways.

Automatic Sale Consolidate: YES/NO to automatically consolidate each item within a transaction real-time.

Compulsory charge On Sign on: Define charge sheet type to start up on sign on.

Tender declaration With EOD: The tender declaration function will appear before the End of Day report, a tender declaration section will also be reported within the End of Day report. Failure to enter values within the declaration will abort the End of Day report. The tender declaration requires the tenders to be set up as follows:
                Tender#1 = Cash
                Tender#2 = Cheque
                Tender#3 = Credit Cards
All other tender types are consolidated into OTHER tender type.

Foreign exchange Tender: Allocate the tender type to be used for Foreign exchange.

Compulsory stock Required:	This function checks the availability of stock against the current stock quantity. If insufficient stock is available the system will generate a warning message. The control script **"STOCK UPDATE: REAL TIME"** must also be present within the control configuration.
Compulsory price On Zero priced Items:	This control if selected will ensure that all products are sold for a price even if they have been set up with a zero price value.
Append first letter Of VAT to items:	Adds the first letter of the product's VAT description to the sales grid on screen and to the receipt when printed (i.e. Fosters (S))
Cash drawer alarm	Have an alarm after a defined number of seconds, if the cash drawer has been open too long. This option uses the default speaker of the system the software is being used on.
Date range question Equal quantity:	Products sold over a date range will associate the number of days to the quantity (i.e. 3 days hotel n=booking = qty of 3).
Fractional quantity On reports:	The default is quantity values without decimal places. For fractional quantities set this option (i.e. Bar/ Rest environments).
Disable voids on Reports:	Disable void transactions on receipt printer.
Allow operator Interrupt:	YES/NO This allows operators to sign off during a transaction. The current transaction is then saved to the operator's file. On sign on the transaction is recalled. This function will work across a networked installation.
Pre-select VAT	For products with VAT change enabled this

Code:	option auto selects the VAT charge code, where the VAT code is defined in the VAT table. The number re-entered is defining the VAT code change type.
Number Of A4 Charge Invoices:	Decline the quantity of A4 charge Invoices to be printed with the invoice.
Disable Price Shifts	Disable price shifts on this terminal (YES/NO)
Disable Mix and Match	Disable Mix & Match on this terminal (YES/NO)
Local Currency Main Description:	Text Box to be used for Amount on Cheque Printing (Single Unit i.e. pound)
Local Currency Sub Description:	Text Box to be used for sub currency to above (pence).
Disable Sales Mode	Disable Sales Mode for terminal. For use of at back office machine/terminal.
Cash Declaration Variance	Variance allowed for operator to Cash Up for cash declaration
Cheque Declaration Variance	Variance allowed for operator to Cash Up for cheque declaration
Credit Card Declaration limit	Variance allowed for operator to Cash Up for Credit Card declaration.
Other Tenders Declaration limit	Variance allowed for operator to CashUp for other tenders
Alternate Currency Symbol	Alternate Symbol for secondary Currency
Local Currency Symbol on Receipt	Local Currency Symbol to appear on Receipt

Declaration Loops Before Skip	Number of times variance Declaration loops if over variance amount.
Alternate Currency Description	Alternate Currency Description
Issue A4 Receipt	Ability to produce A4 receipt.
Allow Mix & Match With Refunds	Mix and Match to be included in refunds.
HOTCODE 1	aa,bbbb a = overall length of the entry and bbbb = the first characters. If the hotcode exists the function will be actioned
HOTCODE 2	aa,bbbb a = overall length of the entry and bbbb = the first characters. If the hotcode exists the function will be actioned
HOTCODE 3	aa,bbbb a = overall length of the entry and bbbb = the first characters. If the hotcode exists the function will be actioned

Receipt Printer Options

Receipt port number: Selectable drop down box to define the com port the receipt printer is attached to.

Use receipt head/ Trailer on server: Use the receipt header and trailer that are present on the main server.

Print PLU on receipt: This control will enable the print of the PLU code on all receipts.

Print refund reason on receipt: Print the refund reason description on the receipt.

Print discount reason on receipt: This control enables the printing of discount amounts on receipts/bill receipts.

Print receipt after each transaction: Print a receipt for each transaction

Print VAT total on Receipt: Print the VAT total on every receipt issued

Print VAT analysis on receipt: Print a complete VAT analysis on every printed n every receipt issued.

Print Freetext on receipt: Print on FREETEXT information on receipt issued.

Print zero priced items on receipt: Print products even if a product is zero priced. (Used to enable the kitchen messages on the receipt).

Print covers on Receipt: Print the covers on the receipt

Use dot matrix control codes on Receipt: Set the receipt printer control codes to that of a dot matrix printer. If not defined the system defaults to thermal receipt printer controls.

Extra line feeds on receipt:	The receipt printer will issue extra line feeds after the cutter or at the end of each receipt print. N = the number of line feeds
Print refund slip:	Enable this to print refund slips
Redirect receipt to remote engine:	If the terminal uses a printer, a remote printer as well as a receipt printer enable this option to print receipts to remote printer number.
Consolidate final receipt:	YES/ NO. Consolidate sales information on receipt.
Consolidate requested receipt:	YES/ NO. Consolidate sales information on requested receipt.
Print header bitmap on receipt:	Enables the printing of a bitmap image for the receipt header. The file **"HEADER.BMP"** must be present within the local data directory. The image will be printed before the header text. The header text will also be printed. The BMP image should be no larger than 2569 wide and of a height divisibleby 92 pixels.
Use trailer bitmap on receipt:	Enables the printing of a bitmap image for the receipt trailer. The file **"TRAILER.BMP"** must be present in the local data directory. The image will be printed before the trailer text. Trailer text will also be printed. (Note: BMP images size requirements above).
Use 19200 baud rate:	YES/ NO. Select receipt printer baud rate speed
VAT analysis with Euro:	Provide VAT analysis when using Euro currencies.

Slip skip lines:	This option allows the operator to adjust line settings for pre-loaded slip printer paper.
Slip offset:	As above
Print question title with answer:	On products that have questions associated with the sale of the product, this ensures that the question and answer are also printed on the receipt
Print discount on receipt:	This control enables the printing of discount amount on receipts/ bill requests etc.
Cheque printing on tender:	Set the cheque printing facility on tender type.
Cheque/ slip printer type:	Select Cheque/ Slip printer type via drop down selection box.
Print void on all Receipts:	YES/ NO
Print receipt on slip:	YES/ NO
Issue Receipt with NO SALE	YES/NO
Print Charge Sheet Title on receipt	YES/NO
Print Refund details On receipt	YES/NO

Remote Printer

Remote Printer Options:

Extra line feeds Remote: The receipt printer will issue extra line feeds after the cutter or at the end of each receipt print.

N = the number of line feeds
(Note: Some printers require extra line feeds to ensure the paper is cut in the correct place)

Print receipt number on remote: Print the receipt number on the remote printer as well.

Issue stub ticket number with remote: YES/ NO

Print Freetext on remote: Enable Freetext to be printed on receipt.

Last remote number: Record of last remote print number job request to be sent for printing to remote printer.

Repeat remote 1 output To Repeate printing of remote 1 to secondary remote printer.

Repeat remote 2 output To Repeate printing of remote 1 to secondary remote printer.

Repeat remote 3 output To Repeate printing of remote 1 to secondary remoteprinter.

Repeat remote 4 output To Repeate printing of remote 1 to secondary remote printer.

Repeat remote 5 output To	Repeate printing of remote 1 to secondary remote printer.
Repeat remote 6 output To	Repeate printing of remote 1 to secondary remote printer.
Print Charge sheet titles On remote	At remote printer charge sheet title is printed
Font Size of Product Details	Large / Small
Remote 1 - Dotmatrix Control Codes	YES/NO
Remote 2 - Dotmatrix Control Codes	YES/NO
Remote 3 - Dotmatrix Control Codes	YES/NO
Remote 4 - Dotmatrix Control Codes	YES/NO
Remote 5 - Dotmatrix Control Codes	YES/NO
Remote 6 - Dotmatrix Control Codes	YES/NO
Sort remote output by	Department / Group / Supplier / NA
Disable printing to Remote 1	YES / NO
Disable printing to Remote 2	YES / NO
Disable printing to Remote 3	YES / NO

Disable printing to Remote 4	YES / NO
Disable printing to Remote 5	YES / NO
Disable printing to Remote 6	YES / NO

Account Options

Use AFD with Accounts:

This control will enable the AFD Postcode/ Address search software within the account details. Enter the postcode of the account customer in the postcode box, then click the AFD logo, this will then display the address information found for the postcode provided or error if not found. Enter the house number and click OK to accept. The AFD software installed will result in an error. The software is subject to a licence agreement from AFD directly. A demo copy of the software is available for a two-week period from:

AFD Software Ltd.
Tel: 01624 811711
Fax: 01624 817695
Email: postcode@afd.co.uk
Web: www.afd.co.uk

AFD postcode software can be purchased directly from CES.

Compulsory Receipt With Accounts: Enables a compulsory receipt to be printed with account invoices from Sales Mode.

Print account address on receipt: Enables the account address to be printed on receipts.

Signature on account receipt: YES/ NO

Account code length: Predefine account numbers to be used within system to help manage accounts.

Next auto account number: Next auto account number available for auto generated account numbers.

A4 invoice type with account transaction: Choose A4 Invoice type to be printed
         None
         Ex_VAT
         Ex_VAT x 2
         Inc_VAT
         Inc_VAT x 2

Customer/ Loyalty

Customer/Loyalty Options

Loyalty points with Customers: Choose loyalty system type to be enabled by:
> Never
> Sales Value Only
> Product Points Only
> Sales + Products

Prompt for customer: A selectable choice of when to prompt the Operator to gather customer details to be used or stored against a transaction.

Loyalty redeem On tender: Define the tender type to be used for redemption of Loyalty points/loyalty value.

Allow create customer within sales mode: This option either allows or disallows operators to create new customers within sales mode.

Print loyalty points per PLU on receipt: This function enables the printing of loyalty received for each product within a transaction.

Customer Cards: l, ssssss: Define length and starting digits for a customer card (i.e. 1088707 would be 1=7, ssss = 1). Used to differentiate PLU numbers, credit card numbers, and customer cards. Ensure that PLU numbers do not conflict with Customer Card numbers.

Recall customer transactions in months: Set the history time in looking at previous Customer transactions. The greater the month value the greater the overhead on the system as it needs to search through archived records.

Print customer code on receipt: YES/ NO

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Print customer name   YES/ NO
on receipt:

Print customer   YES/ NO
Address on receipt:

Print loyalty points YES/ NO
on receipt:

Use AFD Post code   This control will enable the AFD Postcode/
Within customers: Address search software within the customer
                         details. See ENABLE AFD POSTCODE WITH
                         ACCOUNTS above for details.

Customer with   Enable the Customer with Allowance
Allowance Products: Products option to be enabled.

Print Customer   YES/NO
Allowance Points:

Loyalty Reward - Sales value required per unit
                         Define the sales value at which a loyalty point
                         is credited (pence)

Loyalty Reward - Points issued per sales unit
                         Define the number of loyalty points issued on
                         the sales value above.

Loyalty Redeem -Value of redeem points unit
                         Define the redemption value (pence) on
                         redeeming loyalty.

Loyalty Redeem - Points required per redeem unit
                         Define the number of loyalty points required to
                         be able to claim a redemption.

Loyalty redeem -Include current transaction points
                         Allow the loyalty scheme to include the value
                         of the current transaction.

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Bookings

Deposit taken on tender: Being the number corresponding to the tender that deposit is setup on.

Booking deposit paid in reason: Default paid in reason code to be used

Booking deposit paid Out reason: Default paid in reason number to be used

Charge # 1   **Last booking reference number**
Last booking reference number used within charge sheet 1 system

Charge # 2   **Last booking reference number**
Last booking reference number used within charge sheet 2 system

Charge # 3   **Last booking reference number**
Last booking reference number used within charge sheet 3 system

Charge # 4   **Last booking reference number**
Last booking reference number used within charge sheet 4 system

Charge # 5   **Last booking reference number**
Last booking reference number used within charge sheet 5 system

Charge # 6   **Last booking reference number**
Last booking reference number used within charge sheet 6 system

Charge # 7   **Last booking reference number**
Last booking reference number used within charge sheet 7 system

Charge # 8   **Last booking reference number**
Last booking reference number used within charge sheet 8 system

Charge # 9   **Last booking reference number**
Last booking reference number used within charge sheet 9 system

Allow delete of Bookings within Sales Mode   YES/NO

Default Charge within Select Charge sheet number for default.
Booking Grid

Charge # 10   **Last booking reference number**
Last booking reference number used within charge sheet 10 system

Charge # 11   **Last booking reference number**
Last booking reference number used within charge sheet 11 system

Charge # 12   **Last booking reference number**
Last booking reference number used within charge sheet 12 system

Charge # 13   **Last booking reference number**
Last booking reference number used within charge sheet 13 system

Charge # 14   **Last booking reference number**
Last booking reference number used within charge sheet 14 system

Charge # 15   **Last booking reference number**
Last booking reference number used within charge sheet 15 system

Charge # 16   **Last booking reference number**
Last booking reference number used within charge sheet 16 system

Charge # 17 **Last booking reference number**
Last booking reference number used within charge sheet 17 system

Charge # 18 **Last booking reference number**
Last booking reference number used within charge sheet 18 system

Charge # 19 **Last booking reference number**
Last booking reference number used within charge sheet 19 system

Charge # 20 **Last booking reference number**
Last booking reference number used within charge sheet 20 system

Charge # 21 **Last booking reference number**
Last booking reference number used within charge sheet 21 system

Charge # 22 **Last booking reference number**
Last booking reference number used within charge sheet 22 system

Charge # 23 **Last booking reference number**
Last booking reference number used within charge sheet 23 system

Charge # 24 **Last booking reference number**
Last booking reference number used within charge sheet 24 system

Charge # 25 **Last booking reference number**
Last booking reference number used within charge sheet 25 system

Other

Nexsoft link on Tender:	n being the number corresponding to the tender that the Nexsoft hotel software link is setup on.
Kids play area rate 1 (1.00):	Used in conjunction with Kids play area booking button through sales mode to store information for play area booking system. There are three settable rates for bookings.
Kids play area rate 2 (2.00):	See above
Kids play area rate 3 (3.00):	See above
Default kids duration:	Default session time for above
Enable US Navy Prompt:	Customer specific link.
Nexsoft link directory:	Directory of Nexsoft link software.
Victory export ID:	Customer Specific link.

Remote Printer TAB

This TAB is used to label, name and define the Remote Printer Identifications. Within this area the Remote Printer Title and Header or Printer assigned for up to 16 remote printers. See set up of Remote Printers in this manual.

See diagram below.

Licence TAB

Company Name: The name of the company, only present if a valid licence number is entered.

Company Address: Enter company address.

VAT No.: Enter VAT no.

Tel: Enter telephone number.

Fax: Enter fax number.

E-mail: Enter e-mail address

Cheques Payable: Information or Company name to which cheques will be printed if enabled.

Software Key: This number is automatically generated via the Hard Disk of the system the software is installed on.

This number must be provided in order for CES to provide a valid licence number.

Licence Number: The licence number for the Company Name, Branch number, Terminal Number and Software Key. If invalid company name then system defaults to
DEMO SYSTEM - NOT FOR RESALE and the receipt numbers are restricted to 100 receipts.

Validate Licence number: Valid licence details once entered

Current/End of day reports TAB

EPOS Report Status: Last Date Time (of Report run)
Last Number (allocated system number)

Current Report Status: Last Date Time (of Report run)
Last Number (allocated system number)

Import / Export Utilities TAB

Import Directory
Default: c:\Touch\imp_ex (Directory to import data into system)

Export Directory
Default: c:\Touch\imp_ex (Directory to export data from the system)

End of Day Form
Default: c:\Touch\forms\"filename.frm" (End of Day Customer frm file
to extract relevant data into other systems)

Start of Day Form
Default: c:\Touch\forms\"filename.efrm" (Start of Day Customer frm
file to import relevant data from other systems)

Chapter 4: The Sales / Review Module

This part of the manual will guide you through the sales screen environment and controls to set-up the keyboard and define keys and functionality on the keyboard. There are three modules within the Sales / Review Module. These are

> *Sales Mode*
> *Sales Review*
> *Serial Tracking*

Sales Mode

The following sales screen is used to show the following information

Date Time

Till Number

Current Operator

Running Item Count

Table/Room Number

Branch: 1	Till: 1	31/01/2001	16:43	Operator: CHRIS		Items: 0	

Spirits	Beer	Bottles	CLEAR
Bar Menu	Other	Cocktails	

Splash of:-	1/2	refund	Stock Code	Red Bull	Soda Water
Lemonade		Peppermint Cordial	Blackcurrant Cordial		
Coke		Orange Cordial	Lime Cordial		Canada Dry
Fresh Orange		Fresh Grapefruit Juice	Ginger Ale		
Fresh Tomato Juice		Fresh Lemon Juice	Tonic Water	X	
Tables	Post Charges	Rooms	Cash		
Till Functions	Discount	No Sale	Sub Total		

Qty Description Value

0.00

7	8	9
4	5	6
1	2	3
0	00	SIGN OFF

Sales Grid

Running Subtotal

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Defining Screen Buttons

The Sale Mode within the touch screen has 25 screens, 0-24. Each screen has 75 buttons, see below. Button location will change according to sale window orientation and scale.

1	2	3	4	5	6	7			
8	9	10	11	12	13	14	Text / Function entry box dependant on window location and size. (see control scripts)		
15	16	17	18	19	20	21			
22	23	24	25	26	27	28			
29	30	31	32	33	34	35			
36	37	38	39	40	41	42	64	65	66
43	44	45	46	47	48	49	67	68	69
50	51	52	53	54	55	56	70	71	72
57	58	59	60	61	62	63	73	74	75

Before any of the following can be done, the option "Allow Screen Changes" must be ✓ in. "System Settings".

Screen Layout Menu

To define a button, hold down the SHIFT key and select the button on screen.
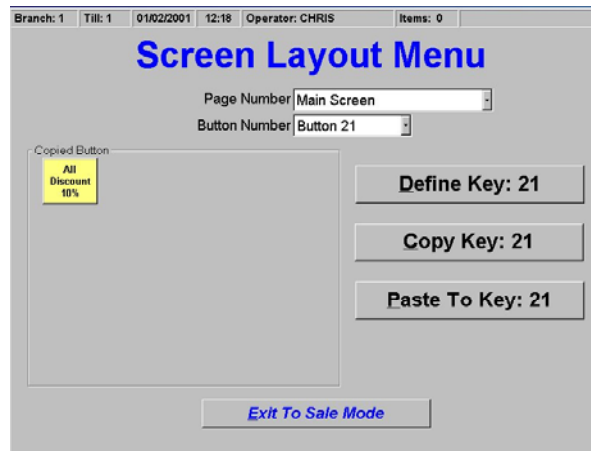
- **Define Key -** Defines the details of the current button
- **Copy Key -** Copies the current button and displays the copied button on the left side of the screen.
- **Paste Button -** Pastes the current button on to the current button and returns to Sales Mode

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Defining Button Details
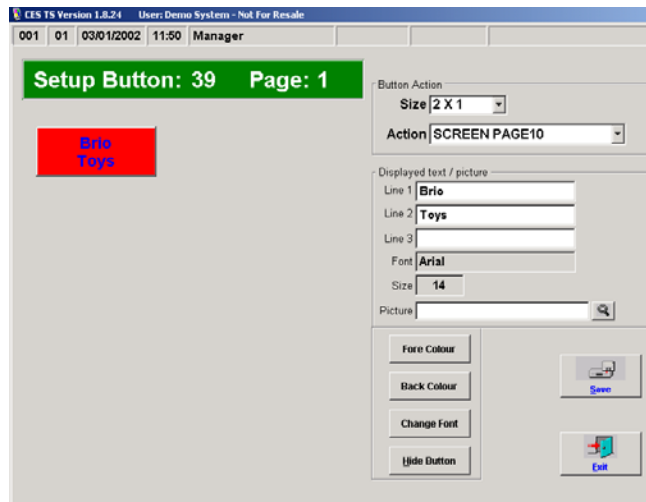
Size: List of the available button sizes for the current button. On selecting a size, the button will be displayed at its selected size.

Action: This is the command for the current button, a dropdown list is available for the pre-defined functions.

Line 1:   Line 1 of displayed text

Line 2:   Line 2 of displayed text

Line 3:   Line 3 of displayed text

Font: Font Typeface

Size: Text Size

Picture: Attach a picture to a button. Pictures need to be located in C:\Touch\Data\Pictures\Buttons directory.

Fore Colour: Selects and defines the fore colour of the current button.

Back Colour: Selects and defines the background colour of the current button.

Change Font: Selects and defines the font and font size of the current button.

Using the above control allows the current button to be defined. The button displayed on the left side is the resulting image. Therefore if the font or text is too large for the current button, changing the various controls will allow for the best image. Pressing EXIT will abort all changes and return to sales modes, pressing SAVE will write the current image the current button.

Hide / Reveal: To hide a button use the button define procedure, this control will automatically detect the current status of the button and acts as a toggle to reveal or hide the button. To reveal a hidden button, use the button layout as above Fig 1. Select button define mode using another button, using the page number and button number select the hidden button.
Then use **Define Button** and the hide / reveal option.

Extra: Within sales mode hold down the **CTRL** key and pressing a button on screen will return the button image to a default 1X1 size and blank all colour and text. If the **CTRL** is pressed and a button is already set to the default blank image, the button will be removed from the screen or hidden.

Pre-Defined Button Actions

Sub-Total   - Perform a sub-total on the current transaction.

Product Code   - Enter the product code and then press this button to sell that product.

Sign On/Off   - Return to the sign on screen.

*Operator   - n*operator, direct operator sign on button.

Quantity (X)   - Enter the total number of a particular item being sold.

Clear   - Clear figures or text in Text/ Function entry box.

Refund   - Refund either an Item or an amount.

All Refund   - Refund all the items in the current transaction.

Layaway   - Put the current transaction on hold until a later time.

Void   - Void a particular item in the current transaction.

Void Last   - Void the last item on the current transaction.

Void All   - Void all items in the current transactions.

No Sale   - Open the cash draw (if present) to perform a no sale.

Receipt   - Print a copy of the last receipt given or print a receipt for the current transaction.

Consolidate   - Add quantities of identical items in the current transaction.

Freetext	- Enter Freetext to put on receipt or to be sent to kitchen printer.
Split Bill	- Split the bill by selecting the particular items in the sale
Discount	- Enter Discount Mode.
Percentage	- Discount the last item by a percentage. (Used in conjunction with Discount Mode.)
Amount	- Sell the last item for a discounted price of your choice. (Used in conjunction with Discount Mode.)
Off	- Take a particular amount off the last Item in sale.
Paid In	- Pay money into the till. I.e. float or deposit.
Paid Out	- Pay money out of the till. i.e. Window cleaner or wages.
Price Change	- Function to alter price of a pre fixed priced product
Customer	- Call up Customer Details. (For loyalty points)
Reports	- Enter Reports Mode (see Reports Mode).
End Of Day	- Print an End Of Day report whilst in sales mode.

Current Sales   - Print a Current Sales report whilst in sales mode

Back-Office   - Enter Back-Office.

EFT Recall   - Recall any suspended EFT Transactions.

Booking Planner   - Enter the Booking Planner in which you can create and open tables into sales mode.

Product Maintenance   - Takes you to the product maintenance screen.

Goods Inwards   **-** Brings up the Goods Inwards screen (Back office) within sales mode to allow stock to be allocated into the stock file without needing to go into back office.

Serial Tracking   **-** Brings up the Serial Tracking facility within Sales mode.

Review   - Review all current transactions made on either that machine or through out the network.

Product Search   **-** Search for product by PLU/ SKU, description, catalogue no. Brings up selection box to select product.

Product Enquiry   - Select product and bring up information about the product. Information displayed is defined in product enquiry module under Utilities- System Settings.

Product Picture   **-** If a picture is associated and tagged to a product, display the picture of the product.

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Validate Last Sale	- Print time, date, total, receipt no., operator on slip printer on last sale.
VAT Change	- For items selected change the standard VAT rate to a defined VAT rate change.
A4 Request	Print Bill on A4.
Select VAT Change	- For item selected change to different VAT rate via system set VAT rate table.
Deposit Taken	**-** Deposit taken without booking.
Back Space	**-** Emulates the back space function on a keyboard
Tender 1 – 12	- The particular tenders, as set up in Tenders (See Tenders).
??? Exchange	- Hotcode for any exchange key or direct foreign exchange key.
Account	- Put the current transaction to an existing account.
Account Payment	- Make payment towards a particular account.
Account Status	- Provides account status via account number.
1*Charge – 25*Charge	- Open the number of the corresponding charge sheet you want.
1* Charge Free - 25	- Activates charge sheets selection page displaying free tables only.

N/1 Charge -   Programming to take Operators directly into the a specific charge number within a specific charge sheet.

Post Charge   - The post charge button allows you to use such functions as the booking system. When a charge sheet is open in sales mode and there are items in the sales screen, press this button to save the current sales data to that particular area of the charge sheet (whether it is a table or a room). There must be a charge sheet open to use this button.

Transfer Bill   - Transfer the details on screen to another charge sheet allocation or within the same charge sheet.

Covers   - Change cover No's on a Subtotal sale screen.

Default Screen   - Returns you to your Default Screen. (See Setup)

Run Import   - Run import form defined in system settings manually

Screen Names   - These names are the different screens that you can configure for the sales mode. (See Screen Titles)

Other Definable Button Actions

Product button: nnnn*   nnnn = PLU code.

Example: 001* = Sell PLU code within sales mode

To sell a Plu at another price level, put the price level after the command. E.g. 001*L3,L3 = Price Level 3

Menu button: **n*MENU**   n = menu number.

This function will display the contents of the define menu.

The menu display will automatically size the menu buttons to fill the screen and will take the colour scheme from the original button. On pressing a menu option the system will return to the sales mode screen.

Persistent Menu: **n*MENU/P**   n = menu number.

As MENU function above, but the menu will remain and display insert a count to the text display. The menu will remain until the ABORT option is pressed.

Department button: **n*DEPART**   n = Department code.

As MENU function above, but will display all the products within a department to a maximum of 64 items. The system will return to sales mode on selecting a product.

Persistent Department: **n*DEPART/P**   n = Department code.

As PERSISTENT MENU function above, but will display all the products within a department to a maximum of 64 items.

Predefined Tenders: **mmmm*TENDER#n**   mmmm = Tender amount in pence. n = Tender number. (Example: 500*TENDER#1 = £5.00 Cash, if tender 1 is defined as cash)

Selling a n*Recipe	**n** being the number you gave the recipe "Recipe Setup".
Recipe:	If the recipe contains Plu's that have condiment menus linked to them, they will appear as normal. If explode has been ticked in the recipe setup page, you will see all the Plu's contained within that recipe, individually in the sales screen.
Hot Codes	These can be on an operator card or just a manual entry into the till. Once setup in back office, use the number here to perform the function you would like it to. E.g. refund via a code rather than a visible button.
Stock Codes	Once the code has been entered manually, press this button to sell that product (this could be a barcode if that is what you have entered as the PLU number in product maintenance).
Quantity	Enter a number ranging from 1 – 999 and then press this button, once done select a product. Depending up on the amount that you entered, this will then be the amount sold of that product.
Review	Takes you to the sales review screen. The default search for this screen through sales mode is current local sales.
Consolidate	This looks through the current transaction and finds all the identical products within it, adds them together and then displays the total quantity of each product instead of one per line.
Product	Enter the stock information database through this button (see section 2)

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Maintenance	("PRODUCT MAINTENANCE"). From here you can edit the information on all the stock in the database, from creating and deleting items to what prices to charge and what controls are present on it.
Print Receipt	If a receipt is not normally printed press this button to have a receipt of the last transaction completed. Even if a receipt is normally printed at the completion of a transaction then this button will enable you to print a copy of the last receipt given.
Links to other Screens	To make use of all the buttons space on all 25 screens, you must create links to the particular screens by using a button. At the end of the list of pre-defined actions there are names of the screens, which can be setup through back-office (see "Screen Names"). Select one of these and you will be able to access that screen using this button.
Post Charge	Pressing this button whist there is a current transaction on screen, will save the current sale to a database, but only if there is a charge sheet open (see below)
Charge Sheets	**n*Charge** n = number corresponding to the charge sheet you **wish to use.** If the charge sheets have been setup in back-office then they can be used in sales mode. To put items to a charge sheet you use the post charge button (see above). To recall those items press on the button that corresponds to the charge sheet you posted them to and then recall them from the list that appears for that charge sheet

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Refund   To refund a product, press the refund
                              button followed by the product you wish to
                              refund (you can switch between screen
                              while you are in refund mode).

                              A new menu will pop up. Give the refund
                              a reason (setup in back-office,
                              "Reasons"). The refund will be confirmed
                              as soon as you complete the transaction.
                              To refund an amount, you will need an
                              open price Plu, repeat the above
                              procedure, but this time before it asks you
                              for a reason it will ask you for a price for
                              the Plu to be sold at.
                              Enter the price you wish to refund and
                              then continue.

                              To refund multiple Plu's, the quickest way
                              is to enter all the Plu's you wish to refund
                              and then press a button which has been
                              setup as "ALLREFUND" this will refund all
                              the items in the sales screen.

Discount   To discount an amount on a particular Plu,
                              the discount button must be pressed
                              straight after the Plu has been entered.
                              Then you must enter the amount that you
                              want to sell the Plu for. Then you will
                              need a button that has been setup as
                              "AMOUNT". When you press this it will
                              change the price of the Plu to the price
                              you entered.
                              You can also discount a percentage. To
                              do this follow the same procedure as
                              above, but instead of pressing the
                              "AMOUNT" button you will need one setup
                              as "PERCENTAGE". Once you have
                              entered the percentage you want to take
                              off the Plu, press this button and the
                              necessary price change will take place.

To discount all the Plu's in the sales screen, you must have a button setup as:
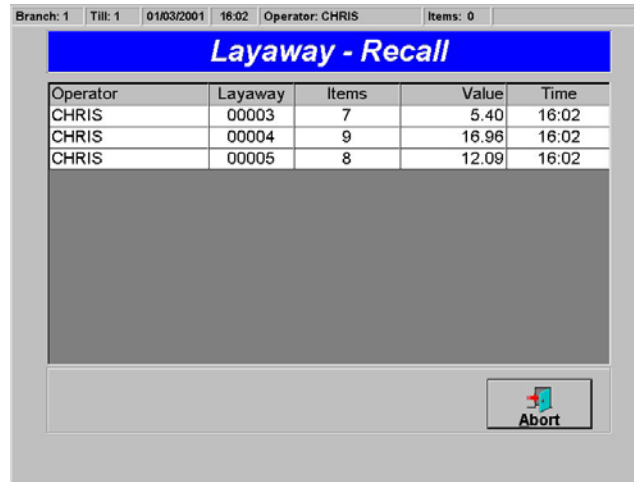
- "ALLDISCOUNTn*P1" where n = percentage that you wish to come off all the Plu's in the sales screen. If you use this "ALLDISCOUNT" function then this will override all discounts carried out on other items within the transaction.

Other functions   In sales mode you can sell any product at a particular unit of sale without having to setup each product with a button for each unit of sale.

To use these units of sale within sales mode you must setup the units of sale within "PRODUCT MAINTENANCE" (Section 2). Once these have been setup you must remember the name assigned to each unit of sale and then create a button within sales mode using this definition: N*MOD where N = the name of the unit of sale. This button when pressed will put you into a mode in which you will be able to sell any item (as long as it has a unit of sale of the same name setup) at that price level. If the Price level is not present on a product then the option is not available.

Layaways

Put transactions on hold. All the current transaction data will be saved to a table for the operator to recall at a later time. You can have an indefinite amount of layaways at one time. To recall layaways, press the Layaway button again and you will be able to select from a list (shown above) of all the transactions that have been laid away. You can setup whether the layaway operation is operator unique or not using "System Settings- Layaway by operator".

That is to say that if a particular operator performs a layaway then only that operator can recall the layaway from the database. If this option is not set, it means that any operator can access all layaways put away by any operator at all. If you do not wish to recall a layaway then you can return to the sales mode screen by pressing abort.

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Split Bills

Take certain items out of a transaction so that they can be paid for separately. Once this button has been pressed, select the items you would like to separate from the transaction and press the split bill button in the bottom left corner. This will bring the selected items out into sales mode for you to complete the transaction. Once that transaction has been completed, the remaining items that were not selected will appear in the sales screen for you to complete the transaction. You can use the split bill function as many times as you like in a transaction as long as there are two or more items in the sales screen.

This feature can also be used to transfer all or some items to a new table within a Restaurant environment.

Transfer Bill

The Transfer Bill function differs from the split bill function by allowing the operator to transfer the current sales details which may include the Customer and Sale information from one charge sheet to another charge sheet. It can also be used to transfer the information to another charge sheet allocation within the same charge sheet. This process can be continued at any stage allowing multiple transfer of Customer and Sales information over a period of time. An example of how this may be used is within a hotel environment where the Customers details are recorded against a room number (charge sheet). The Customer details can then be used on a Restaurant table and then transferred to the room on completion building up a complete Customer bill.

EFT Recall

If there are any suspended EFT transactions, this is where they are available to recall. Press this button and if there are no suspended transactions present, a message box will appear to inform you. If there are however, just choose the suspended transaction that that you want from the list and either accept or decline it. They are displayed in the order that they were put in, i.e. The EFT Sequence. The EFT recall service not operator specific, that is to say a suspended EFT transaction can be recalled by any other operator not just the one who suspended it.

Note: This is a per Terminal option, and has a maximum of 99 transactions per terminal.

Paid In/Out

The Paid In/Out button option allows the operator to add or remove money into / from the terminal without entering a sales transaction. Each Paid In/Out entry requires a reason type to be recorded for monitoring purposes. These reasons and descriptors are set-up within the Reasons Module under Utilities.

Examples for the use of the Paid In/Out button includes the entry of the Float, or cash payments made to Window Cleaners etc.

Each Paid In/Out requires a tender type to complete the transaction.

Analysis of Paid In/Out transactions is included within the End of Day report.

Freetext

Freetext Entry

Type your information here.

```
[                    ]
[                    ]   O K

1  2  3  4  5  6  7  8  9  0
Q  W  E  R  T  Y  U  I  O  P  ←
   A  S  D  F  G  H  J  K  L  :
   \  Z  X  C  V  B  N  M  /  Space   Enter
```

During a transaction you can enter text to appear on the receipt when it is printed. Click on this button and the above screen will appear. From here you can enter three lines worth of text onto the receipt. These lines will appear after the products on the receipt printer or the remote printer. To enable these, you must turn them on in "SYSTEM SETTINGS".

An example of the use of Freetext includes sending messages to the Kitchen Printer.

Note that the message box does not appear until the item has been selected.

Voids

Void last: -   Voids the last item in the transaction, can only be used once per transaction and only immediately after entry. AL you have to do is simply press the button.
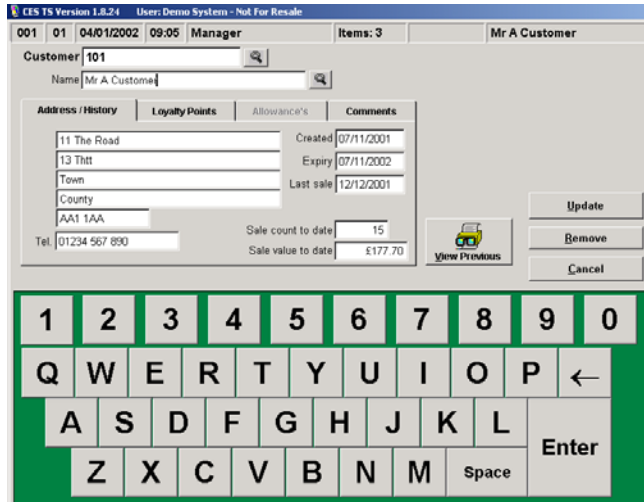
Void All: -   Voids all the items in the current transaction

.
Void: -
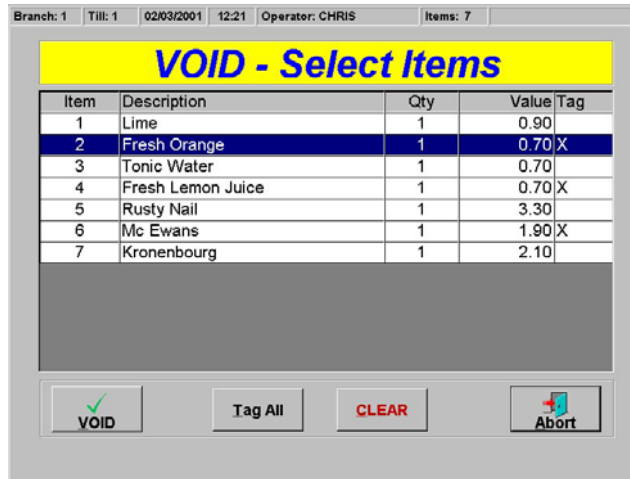
Void certain items in a transaction. Once pressed, a list of products from the current transaction is displayed. Select which items you want (by pressing on them or you can "tag" them to select) and then click "Void" in the bottom left of the screen. If you incorrectly selected an item, simply click that item again and it will be "un-tagged". For all items not to be selected press "Clear". If you wish to return to sales mode then press "Abort".

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Customer Database

Using the customer database screen, you can enter information on a new customer or update information on an existing customer. Alternatively you can use the customer database for loyalty point transactions. Once a customer has been selected, by pressing "OK", this will return you to sales mode with the customers' name in the top right hand corner. Any transactions completed now will add loyalty points (if setup – see system settings or Setting up Customer Loyalty) to the customers account. When finalising the sale, a loyalty points dialog box will appear through which you can redeem points on the current transaction or you can carry on collecting them.

The Customer screen will allow the operator to review any of the stored customer details at any stage of a transaction. If a Customer already exists these details will be redisplayed.

The Customer information displayed is provided within a number of tabs. These are

Address / History
Loyalty Points
Allowances
Comments

Address / History

This tab provides some general information about the Customer including their address information, when created, and some summary sales transaction information.

Loyalty Points

This tab provides all the loyalty point information to date on this Customer. To have access to this tab, a valid loyalty point scheme must be enabled. (see Using Loyalty Systems)

Information stored includes all Loyalty point value, and redemption value to date.

Allowances

This tab provides information on the Allowance usage for a Customer. Access to this tab is restricted and must be enabled within the system settings. Allowances need to be set within the Customer Details within back office and also must be enable against individual products.

Comments

This tab provides a notebook to allow the operators to record notes or comments against an individual Customer. This is a freetext box with no restrictions.

Previous Transactions

Another powerful utility is the Previous Transactions database available through the customer database (see next page). Once a customer has been selected in the customer details area, a button will appear, if there are any previous transactions present against the customers' name. When pressed, a list will appear showing the date, time and value of all the previous transactions made by the customer. It is sorted by the transaction number, the latest being at the top of the list, but it can be viewed by individual items in the transactions. If you wish to repeat a particular transaction within the list, then press "REPEAT TRANSACTION" in the bottom left corner. Against any transaction shown on the screen the operator can review the individual items within the transaction.

The items will be pulled through at the current price for to sell again to that particular customer. You are able to repeat as many transactions as you like, but they will have to be done by going back into the customer database and repeating the above steps. You are not able to select multiple transactions at once.

No.	Date	Time	Receipt No	Value	Operator	Paid By
13	06/02/2001	11:29	001-01-00147	2.40	CHRIS	Loyalty
12	06/02/2001	11:27	001-01-00146	6.00	CHRIS	Loyalty
11	06/02/2001	11:27	001-01-00145	2.40	CHRIS	CASH
10	06/02/2001	11:26	001-01-00144	2.40	CHRIS	Loyalty
9	06/02/2001	11:23	001-01-00143	4.30	CHRIS	CASH
8	06/02/2001	11:22	001-01-00142	3.50	CHRIS	Loyalty
7	15/12/2000	15:33	001-01-00035	1.80	CHRIS	Loyalty
6	15/12/2000	15:31	001-01-00034	10.80	CHRIS	CASH
5	15/12/2000	15:30	001-01-00033	10.80	CHRIS	CASH
4	15/12/2000	15:29	001-01-00032	13.00	CHRIS	CASH
3	15/12/2000	15:28	001-01-00031	1.80	CHRIS	CASH
2	15/12/2000	15:25	001-01-00030	1.80	CHRIS	CASH
1	15/12/2000	15:24	001-01-00029	1.80	CHRIS	CASH

Customer Name: Lisa Myers

View By Items

Transaction Count 13   Value 62.80

Repeat Transaction

Cancel

Or by items

No.	Date	Time	Sku	Description	Qty	Price
			75	Red Bull	1	1.20
13	06/02/2001	11:29	75	Red Bull	1	1.20
			75	Red Bull	1	1.20
			40	Soda Water	1	0.90
			42	Blackcurrant	1	0.90
			43	Lime	1	0.90
			64	Canada Dry	1	0.70
			62	Ginger Ale	1	0.70
12	06/02/2001	11:27	63	Tonic Water	1	0.70
			75	Red Bull	1	1.20
11	06/02/2001	11:27	75	Red Bull	1	1.20
			75	Red Bull	1	1.20
10	06/02/2001	11:26	75	Red Bull	1	1.20

Customer Name: Lisa Myers

View By Trans.

Item Count 46   Value 62.80

Cancel

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Accounts Status

The Account Status function allows the operator to view the details of an Account. Within the Account Status screen general information about an account is provided as well as functions to review previous account history and the ability to reprint account invoices.

Limits on and setting up an Account are a Back Office function. Please see Chapter Accounts.

The Account Status screen contains the following two options.

Audit Trail
Recall

Audit Trail

The Audit Trail function allows the operator to see the previous transaction and history of an Account.

Recall

The Recall option allows the operator to view all previous transactions and history of an account. It differs from the above function by allowing the operator to review the individual items within the transaction and provides the operator with the ability to reprint an invoice as a copy for the Account holder. This is shown in the two screens below.

The above screen shows the transaction history of an Account.

The above screen shows the details of an individual transaction within an Account.

This sale can now be re-displayed or reprinted for the Account holder and will be printed as a Copy of the original.

Account Payment

This function cannot be used if items are present in a transaction. Once pressed, the above screen will appear on the screen. From here you must choose an account using the account number. You can, if available, use a swipe card if you give them to your account holders. Once you have the correct account on screen you can enter an amount in the "Payment Amount" field. Once done, press "OK" and you will be taken to the sub-total screen where you can choose the tender type that the payment is being made with. Once the tender has been chosen you will see the following screen while a receipt is being printed.

Then you will be returned to the sales screen
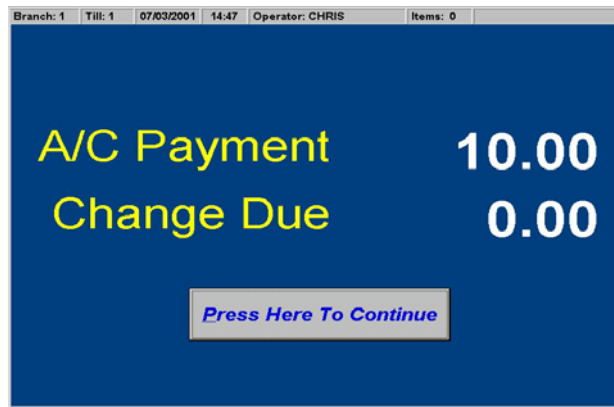
Booking Planner
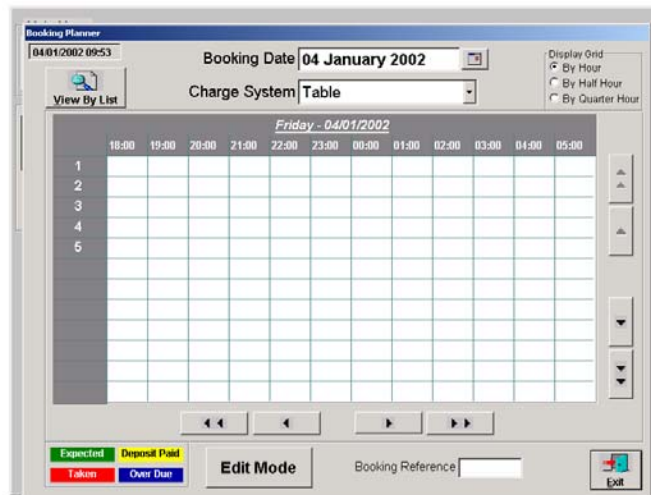
To make bookings through sales mode, this is the screen that you will use. Click on the square corresponding to the time and (in this case) table that you wish to use. This will bring up a message box asking you to confirm this selection. Using the on screen keyboard you can enter all the details on the booking from start time to whether a deposit has been paid and how much it was. Each booking will be allocated a unique booking reference allowing finding, searching and editing of bookings simple and quick to find. If all the bookings have been entered already and you know wish to call one through to be used as the customer has arrived, simply click on the particular booking. A message box will appear asking you if you wish to extract that tables information to sales mode. If it is the correct one then press on "OK", you will then have a screen with the details of the booking on for you to confirm. If all information is correct, press "OK" and the information will be taken through to sales mode where you can start to take the orders for that table and posting them when required to do so. If you click "NO" on the message box then you will go through to that booking where you will be able to edit the information.

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You can also amend or delete bookings by clicking on the particular booking. It will then bring up a message box to confirm your action.

Finally there is a toggle option on the Edit / Move Box which allow the operator to easily move a booking and its contents from one allocation to another.

Sub-Total Screen

Once setup in back-office ("TENDERS") up to twelve tenders can be used for the sub-total. Depending upon how they are setup, they will need a compulsory entry. With the sub-total screen you can use as many tenders as you like on one transaction. In the example above you can see that a total of 3 tenders have been used and the total has not yet been paid off. Out of all the tenders EFT has to be used last as this will automatically pay off the remaining balance. The buttons on the right hand side will only appear if told to do so in "TENDERS" under the "Active" check box.

When the transaction is completed and the receipt is printed all the different tenders used will show on the bottom of the receipt, with the amount that was taken for each tender shown as well. It is at this screen that you would swipe a credit card for a standard transaction. If the credit card reader does not work or you don't have one then you can enter the credit card details manually by pressing "EFT".

Cheques and Cheque Printing

Accepting the payment by cheque allows user to prefigure Cheque or Slip Printing. These are optional settings.

Cheque Printing is supported via the EPSOM compatible Cheque Printer (ie H5000) or the IBM 4610 for IBM machines. Three options need to be enabled with System Settings to allow Cheque printing. Two of these are:

Cheque Printing on Tender: X
> Where X is defined as the cheque Printing Tender in Tenders.

Cheque/ Slip Printer Type: None
> Epsom
> IBM Suremark 4610

These are defined within Receipt Printer options. The third and final option is defined within the Licence TAB. Within the TAB is an option:

Cheques Payable: Business Name

Once these options have been selected ant payment of Cheques detailed by the tender above will display an Instant Cheque Screen. This screen and detail will be dependent on the selection of the Cheque Printer type. Please note that the Cheque Printing systems support standard size cheques only.

Payment by EFT

By pressing "EFT" you will then see this screen: -

This screen enables Multi EFT card information against a single transaction. Card information can either be entered manually or via a card swipe MSR if attached and enabled.

Credit Card software is available for the CES products via Commedia WinTi which allows automatic verification of the Credit Card online. The Commidea EFT software needs to be installed and enabled within the system settings.

Once this has been completed and it has confirmed the card you will see this screen: -

If multiple credit cards are used, the operator can individually accept and / or decline each credit card in turn. This is performed by highlighting the individual credit card and choosing the appropriate action.

Within the EFT Transaction mode there is also a System Setting, which allows the system to enable EFT Gratuity. If this option has been enabled via the systems settings the above screen will include a Gratuity option allowing the operator to enter the Gratuity value.

Payment by Loyalty Points

Payment by Loyalty is available within the CES TS software if enabled. Payment by a loyalty is automatically enabled against a Customer if the appropriate Loyalty system is set-up and enabled. The option to part pay a transaction or pay a transaction in full by using a loyalty value can be obtained via two methods.

Firstly, if the Customer details are assigned to a sale transaction and the Customer has a valid redeemable loyalty value, this can be used to part or full pay against the transaction. Available redemption values are chosen by selecting the amount of points and its value via a select box as shown in the diagram below.

The second method would be to set-up and use a Loyalty Payment method, which can be used to bring up the loyalty box, and the amount can be select ads within the first option.
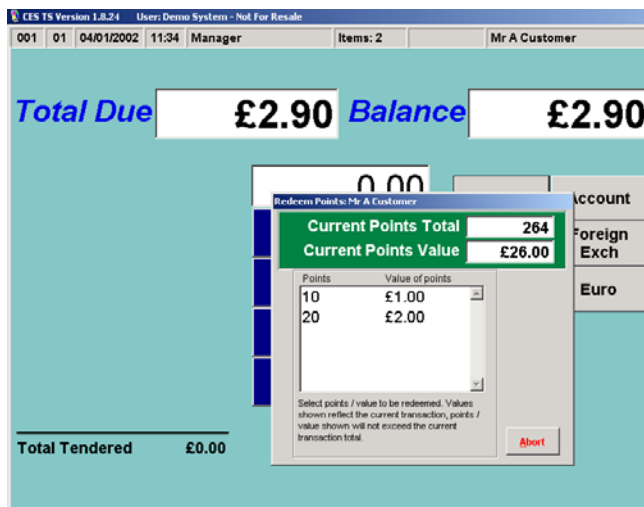
Payment by Foreign Exchange

By pressing the "Foreign Exchange" button you will see this screen: -

Current transaction total.

Once you have chosen a currency to use then you can enter the amount of that currency to use. The exchange rate can be setup in section. "FOREIGN EXCHANGE", as can the Minimum Denomination. The "Actual Currency" field shows the amount of money needed in that currency to pay off the transaction in full. The "Minimum Required" field shows the minimum amount allowed to be taken due to the "Minimum Denomination" being setup as it is. However this tender can be used to pay off only part of the transaction total. Use the numeric keys provided to enter the amount you wish to take in that currency, this will automatically show the amount entered in sterling in the "Currency Value" field. If this is correct then press "OK" and you will be returned to the Sub-Total Screen. To save time if the transaction is to be paid off in full in the foreign currency, you can use the button marked "Accept Minimum Amount". This will take the amount shown in the "Minimum Required" Field, and tell you how much change to give in Sterling.

Payment to an Account

By pressing the "Accounts" button you will see this screen: -

From here you can choose an account using either the name of the Customer or the Account number. Full details on that customer will come up. If all the information is correct then confirm it by pressing "OK", If not then you can either change the details of the customer or select another customer. Once this button has been pressed, the transaction will be put to the account and a receipt will be printed. This is then the transaction completed and you will return to a new sales screen.

Paying Off an Account

See Account Payment (page 87)

Terminal Reports

CURRENT SALES

End Of Day: This will report the current sales for the terminal and copy all transaction information to the central sales. If a receipt printer is available, a printed copy of the report will be issued.
Each terminal accumulates transactional Information locally within the current sales file. Where set, against each entry, is the date & time. On entry to the End Of Day routine the system will present a calendar and report date is requested, this will be the report date stamped on all current transactions. This report date will be the date of these transactions within the central sales file. This can be considered the Z-read of the terminal.

If the batch file **EOD.BAT** is present within the
working directory, the batch will be run.
This can be used for various client
specific functions, i.e. backup / remote access etc.

Current Financial: This will print the current transactional
summary
report. A receipt printer is required.

Group / Dept   This will print the Group and Department
figures for the current days sales.

Product Sales   A consolidated report by product code for the
current days sales

Charge Sheet
Status Report: **This option only appears if there are
outstanding Charge sheet transactions.**
A printed report of the status / totals of all
transactions within the charge sheet

ARCHIVE SALES

Daily Sales: Prints a Z-read by date / terminal.
Will present a calendar for the report date and
then the terminal selection.
After selecting the report date and terminals
the system will issue a Z-read report. This
report is generated from the central sales file.
A receipt printed is required.

Weekly Sales   As above for the daily sales, but the date
selected will be the first date of a given week.

By Day: This will issue seven sequential reports by
day starting with the date selected.
A receipt printed is required.

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Consolidated Weekly Sales:	As above for the weekly sales by day but consolidated into one report.
Sales By Period:	This is a report consolidated by date ranges and terminals. The system will present the calendar twice: start & end date range. A receipt printed is required.
Operator Sales:	As above with sales by period, but the report issued is consolidated by operator. A receipt printer is required.
Department Report:	A department report of sales by start / end date and terminals.
Product Sales Report:	A consolidated report by product code and start / end date and terminals.
Hourly Report:	Graphical Display. Display transaction count / product count / sales value by 24 hour periods using start / end date and terminals. A printed copy is available if a receipt printer is present.

Sales Review

Within the Sales / Review Module there is a Sales Review icon. This will allow the permitted users to review the current sales database. This will be the data from the last end of day procedure ran. The date and time of the last run set of reports can be found under system settings. By default the Sales Review will be for all machine and all operators and looks like.

Example Operator Sales Report

New criteria can be entered in via the Criteria button and is shown below.

Search Results. (Default – Current sales)

Serial Tracking

Serial Tracking is a function used to allow the operator to store some detail about the sale of a product. An example of the use of Serial Tracking is Mobile Phones. As Mobile Phones have unique Serial Numbers the operator can be prompted on the sale of this item to store all the relevant details for record. Other examples for the use of Serial Tracking includes Dry Cleaning and Hire Shops and recording warranty periods against high value items.

Initiating Serial Tracking

Serial Tracking is product dependant. Therefore to start Serial Tracking for an item it must be switched on within the Products Module. It is within the Controls for a Product. An example is shown below.

Serial Tracking in Sales Mode

Once Serial Tracking has been enabled within the products Module every time the product is sold through the Sales Mode the following screen will appear prompting the operator to add the relevant details.

The Serial Tracking number length for each product is defined within the Product Module.

This screen will appear for each product sold that has Serial Tracking enabled.

On completion of the Sale (after the transaction has been finalised) the following screen will appear to store the Relevant Name and address details for the Customer.

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Note that the details stored for Serial Tracking Customer Details is independent of the Customer Database.
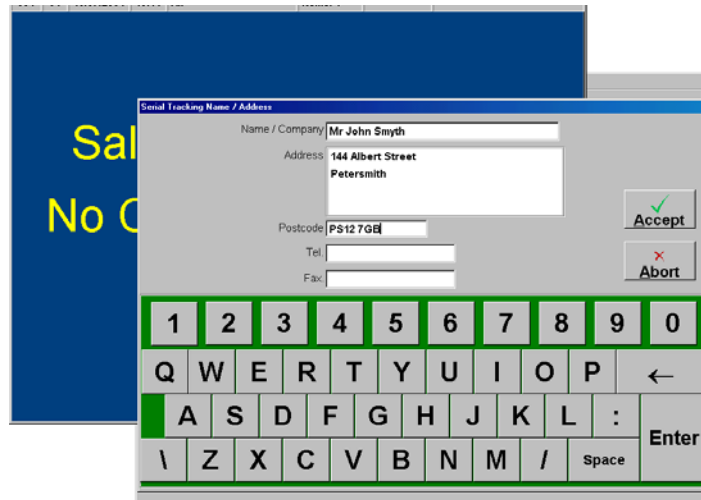
By storing details against the transaction the operator can then use the Serial Tracking lookup facility to search under a number of criteria.

Searching Under Serial Tracking

Using the Serial Tracking option the Operator is able to review, and search a range of criteria to review history or get relevant information about any product that had Serial Tracking enabled.

The Search screen for Serial Tracking is shown below.

Chapter 5: The Products Module

This chapter looks at the functionality to control products and pricing within the CES TS Software product. Under the Main Module Heading of Products there are ten sub Modules. These are

> *Products*
> *Groups*
> *Departments*
> *Suppliers*
> *Price Shifts*
> *Condiments*
> *Menus*
> *Recipes*
> *Mix and Match*
> *Questions*

Product Maintenance

Create a Product

Each new product requires a PLU Number. This can be the barcode
on the product or just a simple code you wish to enter. Once a unique
number has been entered, you can continue on to another field. You
will find that when you click on a new field, a message box will appear
asking you to confirm whether you would like to create a new product.
If the PLU Number is correct then by pressing, "Yes", you will be able
to carry on entering information. All the fields you will use are
described below. Once all the information is correct, press "Save" and
all the information will be saved.

Create New

A new product is created either manually via a number or within System Options. A standing code and length can be defined for PLU numbers (see Chapter 3). This system offers a Create New button which will automatically assign the next available PLU number.

Delete a Product

Type in the PLU No. or search for the PLU by description. Once found simply press "Delete", and this will remove the PLU from the database.

Edit a Product

Type in the PLU No. or search for the PLU by description. Once the PLU is found and all the information is being displayed on the screen, you can edit the fields you wish. By pressing "Save", you will make the changes permanent.

Search for a Product

There are buttons to the right hand side of the "PLU No." and "Description" fields. When one of these is pressed, a new screen will appear asking you to enter details about the product you are searching for. If searching by PLU No., then the search will return any PLU that contained the number that you typed in the box. If you use the "Description" search, it will return any PLU with a description that contains the letters or words that you typed in the search box.

Copy/ Paste a Product

Once a product has been selected a copy facility exists to copy all the details excluding the PLU number of the product. This information is then available on creating a new product number. A paste facility then becomes available.

Setting Prices

Units Of Sale. The default levels are:

None	0.0000
6xPack	6.0000
Case	12.0000
Dozen	12.0000
Each	1.0000
Half	0.5000
Special	1.0000

You can however add to these through the units of sale button in the top right hand side of the screen.

Setting Stock Levels

Current Stock - The current stock level. This can be adjusted automatically using the software.

Minimum Stock - The minimum level of stock allowed on this product.

Maximum Stock - The maximum amount of stock you want for this particular product.

Follow on Key - Allows a programmable action to proceed with this item of stock.

Loyalty Points - The amount of loyalty points gained by buying one of this particular product.

Exclude from Loyalty Sale
- If ✓ excludes product from loyalty sale.

Max Discount - Here you can enter the maximum amount of discount allowed on this particular product (percentage).

Compulsory Stock Required-
If ✓ then this means that you need to have stock to be able to sell this product

Stop - If ✓ then this means that the product is on stop and cannot be sold.

Non-Stock Product - If ✓ then this item is not stock order item and stock levels become non-applicable.

Stock Adjustments	- If enabled within system settings. Stock adjustments can only be done using a stock adjustment order form.

Product Controls

Price Shifts	- You can have up to 6 price shifts on one product, such as Happy hour.
Mix Match	-Select which special offer to use here. (see category Mix Match)
Condiments	-Set up which of up to 3 condiment menu's you would like to appear with this product.
Questions	- Set up to 3 questions you would like to appear with this product. Questions are selected and deleted from the Questions Table.
Remote Printer	-Choose which remote printer you would like this product to print a receipt on.
Post Sale Comment	- If ✓ then a post sale is to be placed on the receipt when sold.
Pre-select for VAT charge	- For items, which may have varying rates, if this is selected then the change VAT options become available on this item within Sales Mode.
Compulsory Receipt issue	- If ✓ this Receipt Issue is Compulsory
Allowance Points	- Allows the user to allocate an allowance point value against a product. To be used in conjunction with the allowance point system.
Serial Number Tracking	- If ✓ then Serial Number Tracking is enabled on this product.
Minimum Characters	- Minimum character information required for Serial Number Tracking
Maximum Characters	- Maximum characters required for Serial Number Tracking.

Comments

**Display comment to
Operator:**   - If ✓ then this will display a message box to
                         the operator on selection of this product for
                         sale.

Print comment on   If ✓ then print comments on receipt
Receipt:

Comments   -Comments for the above mentioned.

**Note: For above option to be enabled, the Print Freetext on
Receipts <u>MUST </u>first be enabled within System Settings**

Additional PLU's

Additional PLU's – Additional PLU's are used in a number of
Environments. The Additional PLU option allows the operator to have
more than one code attached to any item. Examples of use maybe
that a product is sold by product number and barcode where these
two are different. Another example maybe that a product has a
catalogue number and a product number. The product an be sold
using any setup additional PLU's.

Supplier code   - This allows the operator to assign more than one
supplier against a product.

Catalogue No.   - This allows the operator to assign a catalogue
number against a product.

Pictures

This tab allows the operator to assign a picture to a product. The system supports the following picture formats:
Jpeg's
Bmp's

Pictures for a product are assumed to be provided by the operator via an external device. All pictures fro products need to be stored in the c:\Touch\Data\Pictures\Products directory.

For best results and less impact on system resources CES recommends using jpeg format.

Groups

Groups are used to categorise the products. This makes sales, searching and maintenance products easier throughout the system.

Example of Groups within a retail-clothing store may include:

> Shirts
> Coats
> Accessories
> Jumpers etc

The Group settings also allow for an export code to be attached. This is used when exporting information out of the CES system to be used by another system.

Departments
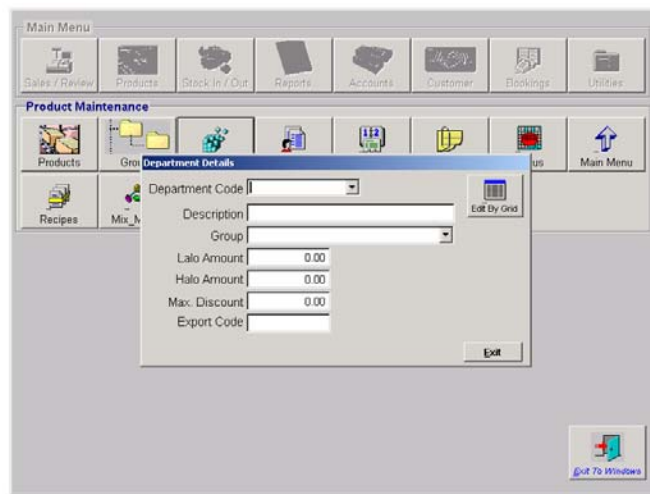
To create a new department you must enter a code that will then be the department code. Once this has been entered, give the department a name and the necessary amounts for the other options. Once save has been pressed, the department has been saved.

Department code   - Department number.

Description   - Description of the current department. E.g. Clothes, Food, Drink.

Lalo Amount   - Low amount lock out

Halo Amount   - High amount lock out

Max. Discount   - Maximum amount of discount allowed on any product within this department.

Export Code   - An export code can be assigned to a department. This is for use when exporting information from the CES system into other systems.

Button: - Edit by grid - All the Details come up in a spreadsheet so you to edit.

Suppliers

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Within this section you can enter the details for an unlimited number of suppliers.

Suppliers details are used are used within the stock control module of the software. Entering the Supplier Details will allow you to track stock deliveries and stock values against supplier names.

Price shifts

Within this screen the user can define a number of Price Shifts.

Price Shifts are used to tell the system to switch to a different set of Prices for Products in an automated procedure. Examples for the use of Price Shifts include Happy Hour.

Condiments
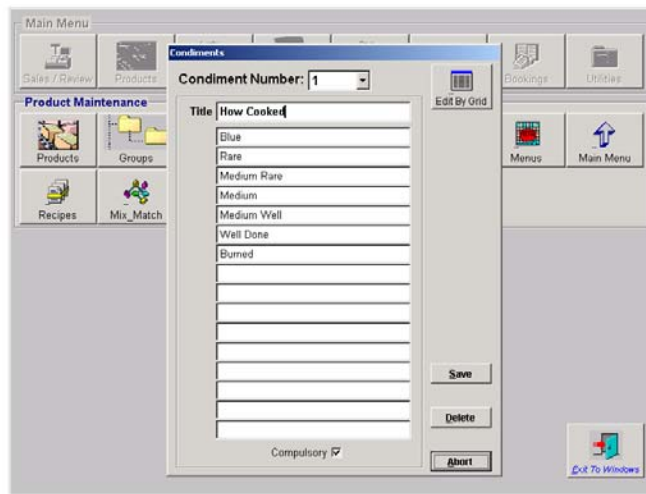
Use this screen to setup your condiment menus. Condiment menus are used as information for preferences on certain items. An example of this maybe to issue instructions to the kitchen on how to cook certain food items

A Condiment table is usually assigned to a product such as Steak. When in Sales Mode for this sale of the product the Condiment table will be activated allowing the operator to assign a message option against this sale. In the example above the Condiment table activated may allow the operator to assign well done, medium, or rare to the steak product.

The condiment may be set-up with a compulsory option with each condiment listing. Therefore, if set, the condiment selection within sales mode does not display the abort option.

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Sales Menu's

Within this module you can create easy look-up sales menus. These are generally used to help operators find products fast without having to either know the product number or scroll through screens to get to the screen, which may contain the product.

An example of use of sales menus would be within a Restaurant environment where a Sales Menu could be created for Starters, Main Course, and, Desserts.

For each Sales Menu created the Products and order are defined for the screen via an easy to use Search Product facility.

Menus are called up from sales mode by defining the Menu name to a Sales button.

Recipes
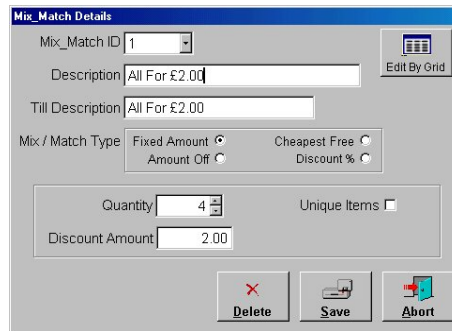
Recipes are similar to Sales Menus and are an easy to configure option which allow the Operator to accurately control and assign stock to a Product item which is made up of two or more other stock items, (i.e. A Cocktail, that contains a number of ingredients).

Once a Recipe is configured it again is easily allocated to a button on the screen or can be added into a Sales Menu.

Mix and Match

Mix and match is an alternative type of pricing for a combination of products. Within Mix and Match you create a Mix and Match Product combination. An example of this could be a two for one offer. The system will automatically identify the special offer through sales mode.

Once you have configured all you options for the particular mix and match offers (of which you can have 9999 offers at one time), you must assign the mix and match offers to particular products, within the Product Maintenance Module

Questions

A range of Questions can be created to help the Operators when selling products. A question can then be allocated to individual products such as "Are you Over 18?" for selling Alcohol or can be more general against a range of products.

Once Questions have been set-up they must be assigned to individual products with the Product Maintenance Module.

Another example would be within Booking Mode force the operator to ask for a booking reference number.

Another example would be for phone sales, force the operator to ask a series of questions to be stored for the customer.

Chapter 6: The Stock Control Module

The Stock Control Module is designed to allow the operator to easily manage stock. The Stock Control Module provides full functionality on managing stock on a single site. There is also a range of tools available within each of the four sub-sections, which make the ordering to delivery of stock even easier to manage. This section consists of four modules. These are:

> *Orders*
> *Goods In*
> *Goods Out*
> *Stock Take*

Please note that CES TS software is a single site stock management system. CES has formed a business partnership with Datasym Stockade allowing the CES TS product to become multi-site enables or multi-location enabled. Details of Datasym can be found in Appendix B of this manual.

Orders

Orders provide the necessary tools to manage the ordering process of stock. On selection of the Orders module the user will be displayed with the following screen.

The Orders screen allows the user to create new orders or Review existing orders. An order is considered non complete and remains as an outstanding order until it is finalised. On finalisation the order can no longer be modified and will non longer be available from the Orders module.

Creating an Order

Once the Orders module has been selected the user is presented with a blank order. The creation of an order follows the following process.

Order Ref: Create a new Order

Supplier: Choose a relevant supplier from the drop down box.

These two fields are at this stage for information purposes only.

The next requirement is to choose a set of products or stock items to which an order can be generated. The CES TS system allows the user to choose these products or stock items by four methods. These are:

Insert PLU – If the user clicks on the Order listing box the Insert PLU box becomes available. By clicking on the Insert PLU box the user is presented with a search and select screen allowing the user to choose a relevant stock item to order against. This screen is shown below. The insert PLU method inserts PLU one at a time.

Templates and Utilities – Within the Orders module on creating a new order there is a tab available called Templates/Utilities. This tab contains the other three methods in creating an order. Once open this tab shows the following screen.
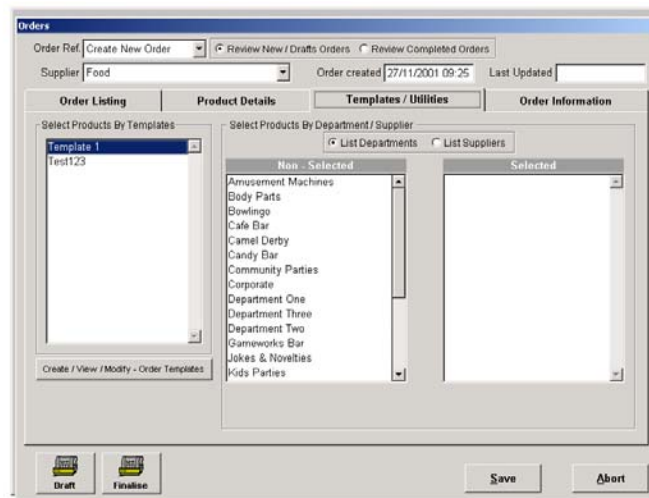
From this screen a group set of products can be easily obtained via

Templates - Previous orders or a template can be created which contains a fixed set of products or stock items. This way the user can create a number of templates to simplify the regular ordering process. The template itself can also contain the order quantities. Templates can be created and modified at any time.

By Department – Choosing a set of products by a department is another method to select a group of products for ordering. Multiple departments can be chosen within the selection process.

By Supplier – The system also allows the user to choose products against a supplier.

Within all four methods of generating a product or stock list to create an order the system allows the user to use any combination of these to create the product list.

Order Information

Within any order there is Order Information tab which allows the user to include an amount of Freetext associated to any order. An example of the screen is shown below.

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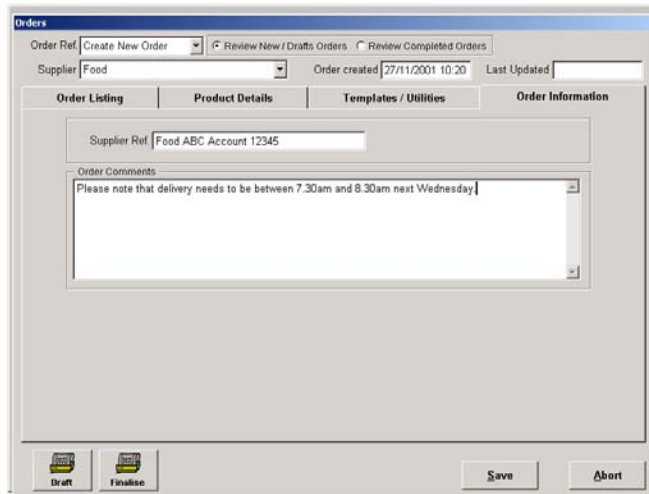
Entering the Order Quantity

Once all the required stock or products are created within the order sheet, the user can then enter the required order quantities. Either double clicking on the stock item or by highlighting the stock item and selecting the edit PLU button does this.

The following screen is displayed.

This screen contains a wealth of information about the stock item and includes current stock holding, in and max holding values plus details on any outstanding orders that contain this stock item.
To change the ordered amount of this stock item the user simply amends the Order quantity value and then uses the update button to update the order-listing screen.

Each item needs to be selected in turn to update the order quantity.

Using the Criteria Options

The CES TS software Ordering system provides a number of criteria selections to simplify the ordering process even further. The following screen shows some of the options available. Please note that using the selection criteria will over-ride any manually entered stock ordered quantities, so please use this option first before manually adjusting stock order quantities.
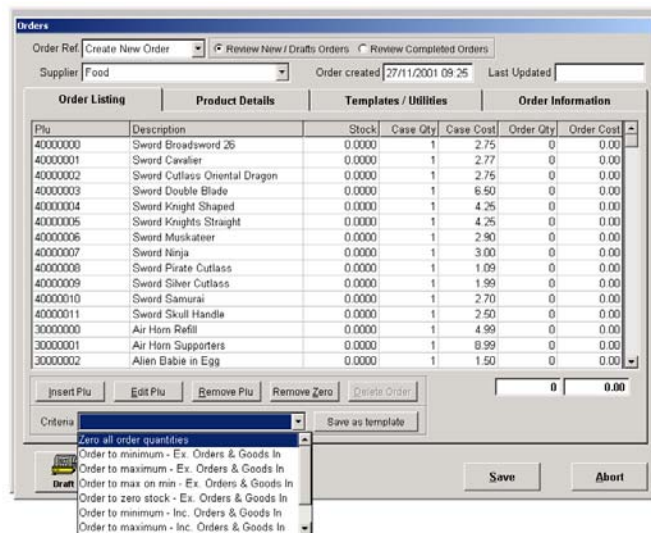
Save as Template

At any stage an order can be saved as a template. Templates can be used to easily control a regular ordering processes.

Saving an Order as a Draft

An order can be saved as a Draft order and retained on the Order system until the order needs to be completed. This allows an order to be built up over a period of amendments rather than completed immediately.

Draft Order can be revisited within the Orders module by using the drop down box Order Ref: which will show all Draft Orders. Simply select the order to be revisited.

Finalising an Order

Once an order is finalised, no further amendments are allowed. The system on finalising an order will if not already allocate and Order Ref: Number. The system will also allow the user to print out the order where it can then be forwarded to the relevant supplier. Once an order is finalised it is awaiting delivery of the stock from the supplier. The user can review a completed order through the Orders module by selected the Review Completed Orders tick box at the top of the orders screen. The order is shown for information purposes only.

<u>Goods Inward</u>

Goods Inward provides the utilities to check stock into the system based on an order created via the system. On delivery of an order the system will show all outstanding or waiting to be delivered orders. The user then select the relevant order and will then begin to confirm the delivery of the items against that order. An order can be part delivered and can remain on the system as an uncompleted Goods Inward until either the stock arrives or the user chooses to complete the order without receiving all the stock.

Receiving Stock via an Existing Order

On the delivery of stock against a purchase order for the first tie the system uses the Select Orders button to show all outstanding completed orders awaiting delivery. The user will then choose the relevant order against the stock delivered. The following screen shows an outstanding delivery.
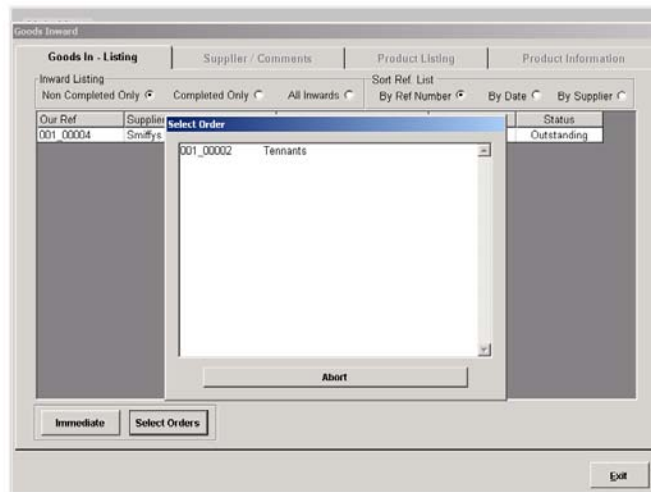
On selecting the relevant order all the original details on the generated order will be displayed on the screen. In doing this the system will automatically assign a Goods Inward reference number against the original Order number.

The following screen is displayed showing the original details.

Once the order has been accepted in the user can then use the screen above to view all the relevant details. There are two other active tabs to manage the delivery process. These are Product Listing and Product Information.

Product Listing

The Product Listing tab shows all the items that were created within the order process. There are a number of options available at the bottom of this screen to check each of the items into the stock system.

The following screen shows a typical product listing.

Add Item

Add item allows the user to add a stock item or product that was either not included within the original order or has been delivered and is accepted anyway.

Edit Item

The Edit Item allows the user to check each stock item in individually. The item to be edited needs to be selected first.

Delete Item

An item from an order may be deleted from the Goods In system. An example of why this might be used is for an item which is no longer available and has been replaced. The item must first be highlighted.

Accept Outstanding

The Accept Outstanding button will automatically accept the outstanding quantity against any selected item.
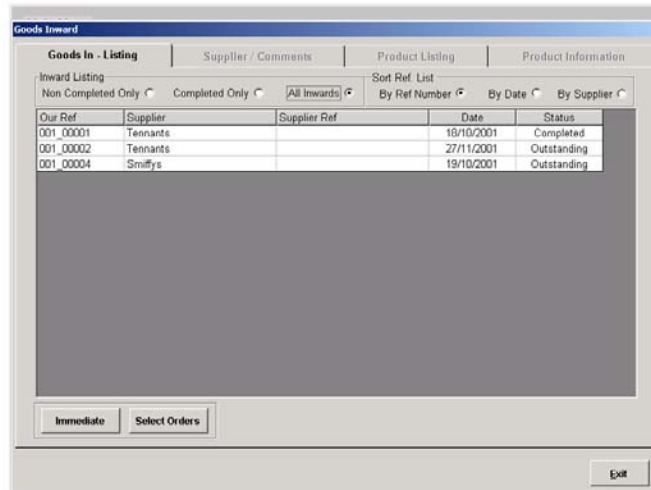
Accept All Outstanding

The Accept All Outstanding Button will automatically assume that all items on the order have been delivered and update the Goods Inward stock sheet accordingly.

Accept In

Once the user has completed the Goods Inward quantities the Accept In button is used to finalise the delivery process and update the live stock count within the system. A confirmation box is provided to ensure the process is completed which is followed by a print option. If an Goods Inward has not been fully completed the order will remain as outstanding on the system.

Reviewing Goods Inwards

The Goods Inwards section allows the user to review all
received orders and or uncompleted orders. The following
screen shows that an order's status is shown within the main
screen. An outstanding order can be revisited at any time to
further amend or complete by selecting the order from this
screen.

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Immediate Order

Within Goods Inward the user has the ability to create an Immediate order. This is used for a delivery or order without an original Order number. The system will auto assign the relevant details. The add item, edit item options within the Product Listing screen are used to either select the relevant stock items delivered.

Note that the stock item must exist within the stock file. If not the user will need to create the product with in the Product module. An example screen of Immediate Order is shown below.

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Product Information

Within the Goods Inward Module all details are available about any individual product. The product information screen is similar to that within the Orders Module.

 An example is shown below.

Stock Adjustments

The Stock Adjustments Module provides a tool to manage any adjustments required within the stock. It is therefore primarily used against goods taken out of stock. Examples of this could be breakages, returns or transfers to another site.

The stock adjustment screen is shown below.
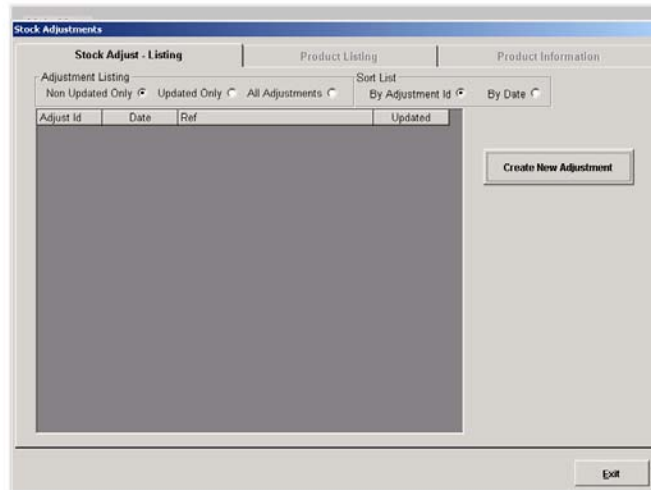
Create New Adjustments

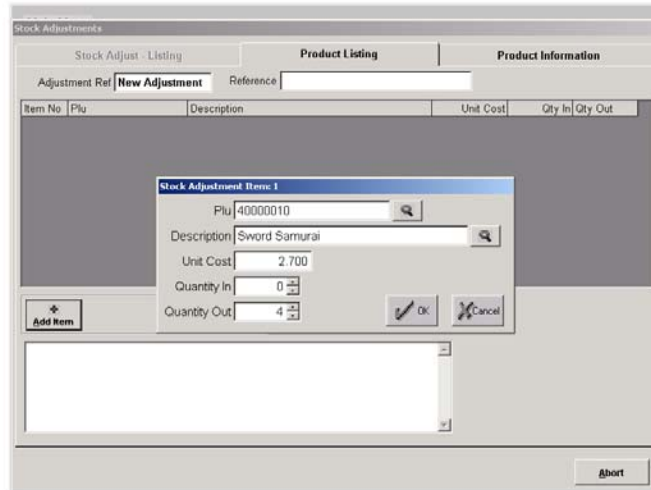To create new adjustment provides a basic input screen on an item-by-item basis to adjust stock levels. There are the system search screens to select items into a window where either stock in or stock out can be performed. An example of this screen is shown below.

Following the selection of any item the product information screen can be used to review all current product information on this item. The working and management of this screen is similar to that of Goods Inwards.

A Stock Adjustment Number is allocated to any adjustment order created within this section. A Stock Adjustment can be saved and edited or completed by adjusting the stock live stock level using the Update Stock button within the product Listing screen. The Product listing screen also supports the Add Item, Edit Item, and Delete Item functions.

The screen with all these options is shown below.

Stock Taking

The Stock Control Module also contains a Stock Taking count facility. Within this section the user can create a number of manual stock sheets based on departments. Sheets can be printed out on all or a selection of the departments. A tick box selects these. The Stock Taking screen is shown below.
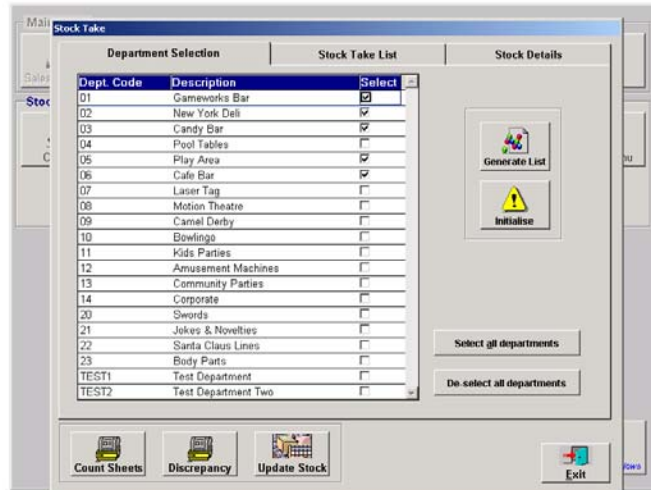
Stock Take List

The Stock Take list tab will show all products or stock items that have been selected via the department selection process on the initial screen. The products will also contain their current stock holding count. On completion of a stock count these values can then be amended to reflect the true stock count within the system. This is simply done by highlighting the relevant stock line and amending the count value. An example screen is shown below.

Once all count values have been entered correctly the Update stock utility is used to amend the existing stock values with the figures contained in this list.

The system does allow the user to print a copy of the entered Count values.

Printing Count Sheets

The CES TS system allows the user to print the Count sheets at any stage. The Count Sheets button is available from all windows within the Stock Adjustment module. Stock sheet will be printed via the standard print spooler. The contents of the Count sheets are selected via the department selection process on the front screen.

Discrepancy Report

A stock Discrepancy report is available within the Stock Adjustment Module to shown the difference between the inputted Stock Values and system stock values. This should be run before updating the stock holding count values.

Chapter 7: The Reports Module

Within this section we will look at the Reports Module. The Reports Module contains a library of standard and customer specific reports for all areas of the system. The Reports contained within this section look at all archived data on the system and compliment the standard reports available through each individual section of the system. Though there are many reports available for each area of the Reports Module, they will need to be pre-loaded through the setup of the system. This therefore allows the Customer to define only the reports he wants to see. Allocation of the reports to the areas takes place through Utilities, Report Setup.

Customer Specific reports can be obtained via CES Technical Department and then added to your system at a later date. As new business requirements are generated, CES provides new reports. These can be made available through your EPOS Solutions provider.

Within the Reports Module there are the following sections:

> *Financial*
> *Sales*
> *Product*
> *List*
> *Accounts*
> *Customer*
> *Bookings*
> *Other Reports*

Reports Layout

On selecting the reports option from the main screen, the following screen will appear:
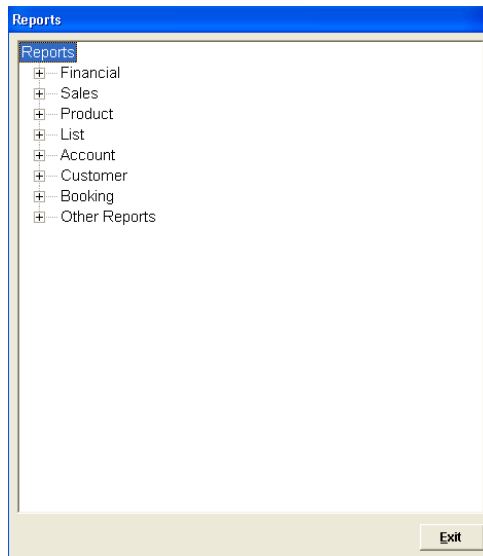
This screen displays a drop down menu for each of the individual areas.

Within each area there will be a number of reports available.
Some areas will create a two-tiered tree structure to make accessibility of reports easier.
The following pages show all correctly available reports and include the report file names.
All reports are located within: Touch\Reports directory.

Summary of Available Reports

Report:	Paid In / Out
Type:	Financial
File:	fin_paid_in_out.frx
Comments: Total of Paid in / out, select by report date, branch, Terminal.	

Report:	Sales Refund Summary
Type:	Financial
File:	fin_sales_refund_s.frx
Comments: Total of Sales Refunded, select by report date, branch, Terminal.	

Report:	Transaction Tender Summary
Type:	Financial
File:	financial_tender_summary.frx
Comments: Listing tender taken by report date, branch, terminal.	

Report:	Training Transaction Listing
Type:	Financial
File:	fin_training_s.frx
Comments: Listing training transactions by till, branch, receipt number	

Report:	Training Transactions Summary
Type:	Financial
File:	fin_training_s.frx
Comments: Summary of number transactions by date. Sorted by report date, branch, terminal.	

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Report:	Transaction Detailed Summary
Type:	Financial
File:	financial_trans_summary.frx
Comments:	Listing transactions by report date, branch, terminal.

Report:	Transaction Tender Analysis
Type:	Financial
File:	financial_tender_trans.frx
Comments:	Listing tender taken by transaction. Select by report date, branch, terminal.

Report:	Vat Analysis
Type:	Financial
File:	fin_vat_analysis
Comments:	Total of vat analysis, select by report date, branch, Terminal.

Sales by Products

Report:	Discount Sales - Detailed
Type:	Sales
File:	Sales_dis_detailed.frx
Comments: Listing of discounted sales by receipt number / date / branch / till number and time.	

Report:	Hourly Product Sales
Type:	Sales
File:	Prod_sales_day_time.frx
Comments: Product sales total by day and hour including percentage of total sales per hour.	

Report:	Product Refund by Reasons
Type:	Sales
File:	Prod_refund_reason.frx
Comments: Refunded PLU's by reason, receipt no., PLU code, stock quantity and value.	

Report:	Product Sales / Vat - Detailed
Type:	Sales
File:	Prodsales_vat_plu.frx
Comments: Product / Description, Units sold including / excluding VAT	

Report:	Product Sales by Price Level
Type:	Sales
File:	Prod_sales_by_pricelevel.frx
Comments: Listing of sales by product for price level including quantity	

Report:	Product Sales List with Discount
Type:	Sales
File:	Sales_disc_sku.frx
Comments: Products listed by Product Code / Description by quantity	

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sold and Gross and Nett Sales.	
Report:	**Product Sales Margin - Detailed**
Type:	Sales
File:	Prodsales_margin_sku.frx
Comments: Listing of sales by Sales Margin, Profit by Product and transaction.	

Report:	**Product Sales Margin - Summary**
Type:	Sales
File:	Prodsales_margin_sku_s.frx
Comments: Listing of Sales by Product Code/Description/Profit % Margin.	

Report:	**Product Sales Summary Totals by Date**
Type:	Sales
File:	Sales_by_date.frx
Comments: Listing of Product Sales Total by Date	

Report:	**Top 20**
Type:	Sales
File:	Prod_top20.frx
Comments: Listing of sales Top 20 Products by Quantity and Value	

Sales by Groups

Report:	**Sales by Group AM / PM Revenue**
Type:	Sales
File:	Group_dept_am_pm.frx
Comments: Group Totals by Quantity and Value.	

Sales by Department

Report:	Department Product Sales / Vat Detailed
Type:	Sales
File:	Prodsales_vat_dept.frx
Comments: Department Product Sales – Quantity inc / ex Vat	

Report:	Department Product Sales / Vat Totals
Type:	Sales
File:	Prodsales_vat_dept_s.frx
Comments: Department Sales Totals – Quantity inc / ex Vat	

Report:	Department Product Sales – Margin - Detailed
Type:	Sales
File:	Prodsales_margin_dept.frx
Comments: Sales Margin Profit by Department/Product	

Report:	Department Product Sales - Margin - Summary
Type:	Sales
File:	Prodsales_margin_dept_s.frx
Comments: Sales Margin Profit by Department	

Report:	Department Sales Totals
Type:	Sales
File:	Sales_dept_total.frx
Comments: Department Sales Totals including Units / Value.	

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Sales by Supplier

Report:	Supplier Product Sales
Type:	Sales
File:	Sales_by_supp.frx
Comments: Product Sales by Supplier – Value and Quantity	

Report:	Supplier Sales – Margin - Summary
Type:	Sales
File:	prodsales_margin_supp_s.frx
Comments: Sales by Supplier – Quantity, Profit and Margin.	

Report:	Supplier Sales / VAT - Detailed
Type:	Sales
File:	Sales_dept_total.frx
Comments: Product Sales by Quantity and Vat by Supplier.	

Report:	Supplier Sales / VAT - Totals
Type:	Sales
File:	prodsales_vat_supp_s.frx
Comments: Supplier Sales VAT Totals	

Report:	Supplier Sales Margin - Detailed
Type:	Sales
File:	prodsales_vat_supp.frx
Comments: Supplier Sales by Product, Quantity, Cost, Profit, Margin	

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Sales by Operator

Report:	Operator Product Sales – Detailed
Type:	Sales
File:	prosales_oper.frx
Comments: Operator product sales detailed	

Report:	Operator Product Sales - Summary
Type:	Sales
File:	prodsales_oper_s.frx
Comments: Listing of product sales values by operator.	

Sales by Recipe

Report:	Recipe Sales by Date
Type:	Sales
File:	Recipe_sales_by_date.frx
Comments: Recipe Sales by Quantity and Value	

Report:	Recipe Sales by Operator
Type:	Sales
File:	Recipe_sales_by_operator.frx
Comments: Recipe Sales by Operator – Quantity and Value	

Sales by Accounts

Report:	Account Itemised Sales by Date
Type:	Sales
File:	Account_items.frx
Comments: Account itemised Sales by Date	

Products

Report:	Product Price List – Level 1
Type:	Product
File:	list_sku2
Comments: Listing of products with prices – level one pricing.	

Report:	Product Prices and Units of Sales
Type:	Product
File:	list_sku2
Comments: Listing of products with prices and Units of Sale	

Report:	Stock Valuation
Type:	Product
File:	list_stock_valuation
Comments: Stock Valuation Report	

List

Report:	Condiment Listing
Type:	List
File:	condiment_listing.frx
Comments: Listing of all condiment options	

Report:	Department Listing
Type:	List
File:	condiment_listing.frx
Comments: Listing of all Departments	

Report:	Foreign Exchange Listing
Type:	List
File:	foreign_exchange_list.frx
Comments: Listing of all Foreign Exchange and Exchange rates	

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Report:	Group Listing
Type:	List
File:	group_list.frx
Comments: Listing of all groups	

Report:	HotCode Listing
Type:	List
File:	hotcode_listing.frx
Comments: Listing of all Hot Codes	

Report:	Mix & Match Listing
Type:	List
File:	mix_match_listing.frx
Comments: Listing of all mix & match tables	

Report:	Operator Listing
Type:	List
File:	operator_listing.frx
Comments: Listing of all Operators	

Report:	Price Shift Listing
Type:	List
File:	priceshift_list.frx
Comments: Listing of all Price Shifts – Dates / Times	

Report:	Question Listing
Type:	List
File:	question_list.frx
Comments: Listing of all Questions	

Report:	Reason Listing
Type:	List
File:	reasons_list.frx
Comments: Reason Listings	

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Report:	**Report Listing**
Type:	List
File:	sales_menu_list.frx
Comments: Listing of all Back Office Reports	

Report:	**Sales Menu Listing**
Type:	List
File:	sales_menu_list.frx
Comments: Listing of all Sales Menu's	

Report:	**Supplier List - Long**
Type:	List
File:	supplier_listing_long.frx
Comments: Listing of all Suppliers - Detailed	

Report:	**Supplier List - Short**
Type:	List
File:	supplier_listing_short.frx
Comments: Listing of all Suppliers - Summary	

Account

Report:	Account Listing - Short
Type:	Account
File:	acc_account_list.frx
Comments: Summary listing of all accouts	

Report:	Account Details
Type:	Account
File:	acc_account_long.frx
Comments: All account details – address, numbers, contacts etc…	

Report:	Account Profiles
Type:	Account
File:	acc_profiles.frx
Comments: Summary Listing of account profiles	

Customer

Report:	Customer Listing
Type:	Customer
File:	cust_list1.frx
Comments: Listing of Customers with summary profile	

Report:	Loyalty Points
Type:	Customer
File:	cust_points.frx
Comments: Listing of customer with loyalty points and redeemed values	

Bookings

Report:	Bookings Taken
Type:	Booking
File:	booking_taken.frx
Comments:	Listing of bookings taken, all charge systems, by date range.

Report:	Deleted Bookings
Type:	Booking
File:	booking_deleted.frx
Comments:	Listing of bookings deleted, all charge systems, by date range.

Report: Pending Bookings #1	
Type:	Booking
File:	booking_1.frx
Comments:	Listing of booking due for charge system #1. Report by Date range.

Report:	Pending Bookings #2
Type:	Booking
File:	booking_2.frx
Comments:	Listing of booking due for charge system #2. Report by date range.

Report:	Pending Bookings #3
Type:	Booking
File:	booking_3.frx
Comments:	Listing of booking due for charge system #3. Report by date range.

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Report:	Pending Bookings #4
Type:	Booking
File:	booking_4.frx
Comments: Listing of booking due for charge system #4. Report by Date range.	

Report:	Pending Bookings #5
Type:	Booking
File:	booking_5.frx
Comments: Listing of booking due for charge system #5. Report by date range.	

Report:	Pending Bookings #6
Type:	Booking
File:	booking_6.frx
Comments: Listing of booking due for charge system #6. Report by date range.	

Report:	Pending Bookings #7
Type:	Booking
File:	booking_7.frx
Comments: Listing of booking due for charge system #7. Report by date range.	

Report:	Pending Bookings #8
Type:	Booking
File:	booking_8.frx
Comments: Listing of booking due for charge system. Report by date range.	

Report:	Pending Bookings #9
Type:	Booking
File:	booking_9.frx
Comments: Listing of booking due for charge system. Report by	

	date range.
Report:	**Pending Room Booking**
Type:	Booking
File:	booking_2.frx
Comments:	Listing of room bookings pending.

Chapter 8: The Account Module

This section describes the use of Accounts within the CES software system. Accounts need to be set-up before actual sales can be made against them. The system allows for Accounts to be run in Credit or Debit. Accounts are then used as another Method of Payment within the Sales Module. The Accounts Module needs to be turned on within the System Settings before being allowed to access this module.

This section therefore looks at the following Account Modules:

> *Details*
> *Payments*
> *Adjustments*
> *Statements*
> *Audit Trail*
> *Aged Analysis*
> *Day Books*
> *Profile*
> *Recall*

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Account Details

Within the Details section you can set-up or amend Account Details. This is easily done through the following screen.

Within this screen you should enter as much detail as possible. This section also allows the user to define credit limits. On amending existing Account Details the screen shows any outstanding balances and some transaction data.

There is also an option to put an Account on Stop.

When creating a new account, it is possible to save the account without assigning an account group. Therefore when creating a new account the system will automatically select the first group by default. Account groups are used in Audit trail, Statements, Aged Analysis and Account Profile.

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Account Payments

Within this Module you can review or control each Account. Credit Payments and the review of all sales transactions are detailed in the screen below. There are a number of options to either credit or debit values to maintain and update the Account details of any individual Account.

Account Adjustments

The Account Adjustments module allows a simplified process to credit or debit an individual Account. It does not bring up the same level of detail as that obtained through the Accounts Payment Module. Account number is entered to bring up the correct Account ID and then the amount is entered followed by selecting either the credit or debit button.

This mode is best suited when a large quantity of Accounts need to be processed in quick and easy fashion without having to know a great amount of detail about the Account.

A comment reference can be recorded against each Account Adjustment or this can be left blank.

The following screen shows the Account adjustment screen.

Account Statements

The Accounts Statement Module provides a very simple detailed report per Account. The output display can be directed to screen, file, or, printer. The only controls on selection of the Account Statement is by Account Number so it is best to limit the criteria if a large amount of Accounts exist. Results are printed one Account per page.

The report will show all transaction details including Credit, Debits, Adjustments plus Aged Analysis for each end of month.

Audit Trail

The Audit Trail Module is again a simple report showing all transactions performed against the search criteria. Similar to above the output can be directed to either Screen, File, or, Printer. The selection criteria is Account ID and Date selected and has options to limit which type of transactions the user would like to view. An example of the criteria screen is shown below.
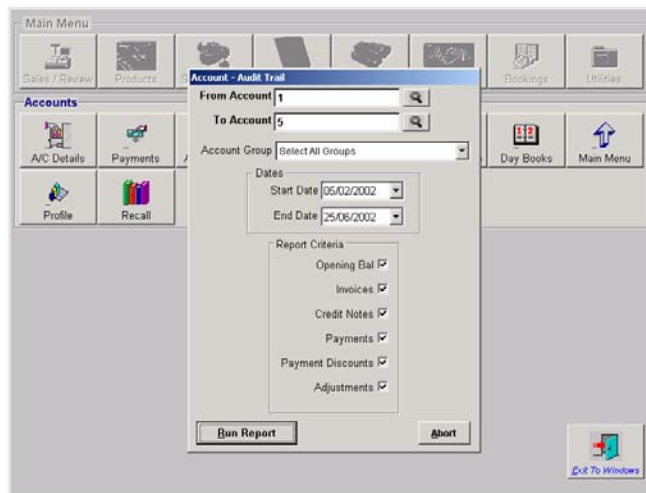
Aged Analysis

Aged Analysis is another simple report selected by Account range to show the outstanding balances against a 30day, 60day or 90 day+ balance total. The report is to show total monies in debit or credit for a range of Account ID's at a quick glance.

The resultant output can be directed to Screen, File, or, Printer.

Account Day Books

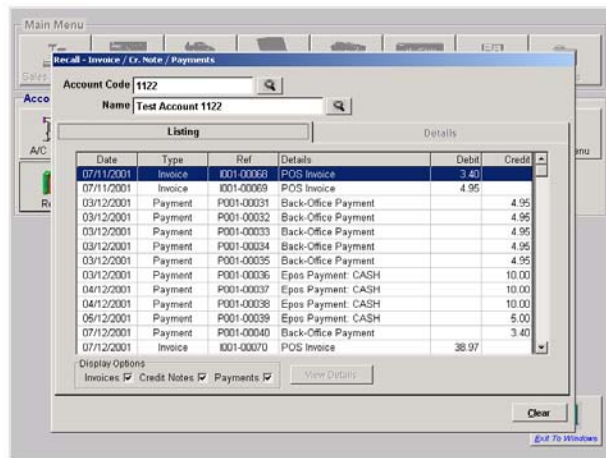If selected, this will generate a daybook type report; listing adjustments, Invoices, Credit Notes and Payments for a specified date range.

Profile

This option in the Accounts Module provides a simple Account Profile report selected by a range of Account ID's. The report will provide a summary report per Account and include:

> Sales count
> Sales value
> Date of last sale
> Payments count
> Payment value
> Date of last payment

Recall

The final option within the Accounts Module is an Account Recall option, which allows the user to review all transactions against an individual account. All transaction detail including payments are viewable from the screen shown below.
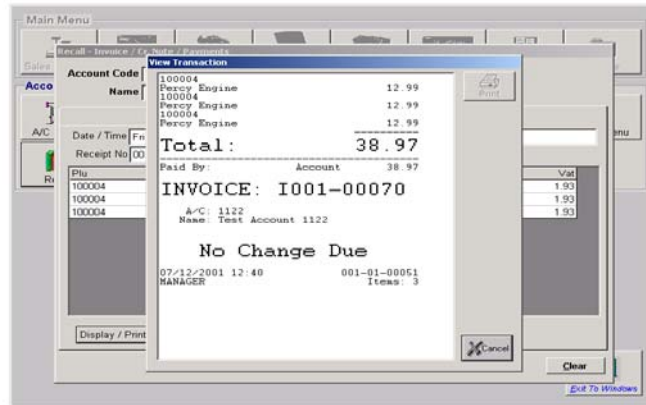

All invoices within the detailed transaction history of an account can be shown in detail by selecting the relevant POS invoice and using the View Details button. Each individual items sold will therefore be displayed within the transaction detail.

A receipt copy can then be printed as a Copy Invoice. An example of this is shown below,

Mailshot Facilities for Accounts

The CES TS system allows mailshot facilities of the Accounts database. This option is available within the Reports Module.

Chapter 9: The Customer Module

Within this section we will look at how to create, amend, and view Customer records and details. Customer records can be used to maintain accurate details and sales information about your customers, and are used to enable Loyalty Schemes.

The Customer Module must be enabled through the set-up control scripts to be accessible.

This Module has four sub Modules:

> *Details*
> *Listing*
> *Profile*
> *Comments*

Details

The details screen contains all the basic information about any customer to be set-up within the system plus the following options.

There are also five tabs available for a Customer to enable a range of Customer functions and functionality. These tabs are

> Profile
> Comments
> Loyalty Points
> Allowances
> Picture

Customer details are also accessible within Sales Mode.

Follow on Key

The follow on key allows the system operator to define a unique key operation for an individual customer. The example that would provide a customer with a 10% discount on purchases would be:

Alldiscount10*P1

Customer on Stop

The Customer on Stop Key is used to flag that this Customer is on stop. Within the main screen for Customer Administration there are five tabs to control extra information. These are:

Profiles
Contains basic transaction information and customer set-up information. The one settable field is an expiry date.

Comments

This tab gives access to a notepad box which can be used to record general comments or information about an individual Customer record.

Loyalty Points

This is an information only screen showing all summary information about loyalty points for this Customer Record.
This screen contains the value information of the loyalty points available to this customer and includes points to date and value of the points to date.
(See Loyalty Systems on how to enable and set-up a loyalty system with CES Software Chapter 16)

Allowances

The CES TS System contains an Allowance per Customer System. This system is typically used within private schools and limits the amount of product purchase set against any day. The allowance screen allows the CES TS user to set maximum limits of purchase as a value of points on any given day. There is a do not use Customer Allowances flag set as default within the system.

An example of the Customer Allowance screen is shown below.

Customer Allowance points are set against individual products within the product module. If the allowance point scheme is set, every purchase of a product which has an allowance point's value will be checked against this customer table. Products with allowance points cannot be sold without a valid customer attached to the sale.

Zero is a valid allowance value.

The Allowance system provides both a daily and weekly total check which can be run separately.

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Pictures

The CES TS System allows the user to store a picture against an individual customer. The CES TS System does not provide a picture capture system and assumes that pictures are collected and stored as a jpeg, bmp, or gif file and can be located within the following directory.

C:\Touch\Data\Pictures\Customer

If a picture exists for a customer it will automatically be displayed on the Customer detail screen within sales mode.

Please note that the typical jpeg size of a photo is 270kb. On large customer databases storing images will require large amounts of hard drive space and may have an impact on system performance.

Listing

This is a simple report to obtain customer address and contact details.

Profile

This is another simple report to show Customer activity on sales information.

Comments

The CES TS Systems allow the user to add extra lines onto the receipt for Customers. The following screen shows that the receipt comments per customer can be further separated into those Customers using loyalty scheme and those Customers not using the loyalty scheme.
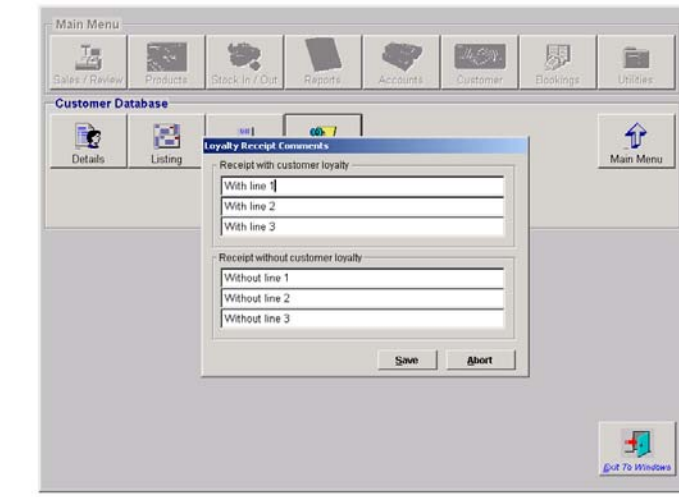
Mailshot Facilities

The CES TS system allows mailshot facilities of the customer database. This option is available within the Reports Module.

## Chapter 10: The Booking Module

The Booking Module is a Back of House administration facility for managing bookings. Bookings can however be taken directly through the Sales screen. This Module allows total administration of bookings within a back office environment.

The booking system allows for deposit payment including Customer Not Present Credit Card Payments plus all other defined payment types.

The Bookings Screen

The Bookings screen is shown below. Bookings are used in conjunction with Charge Sheets. The Charge Sheet determines the booking type. These could be tables in a Restaurant or Facilities within a Leisure centre. The example below shows the booking system being used for tables. CES TS Software allows for up to 9 different Charge Sheets to be created by predefining them in the Charge Sheet System (see chapter 12).
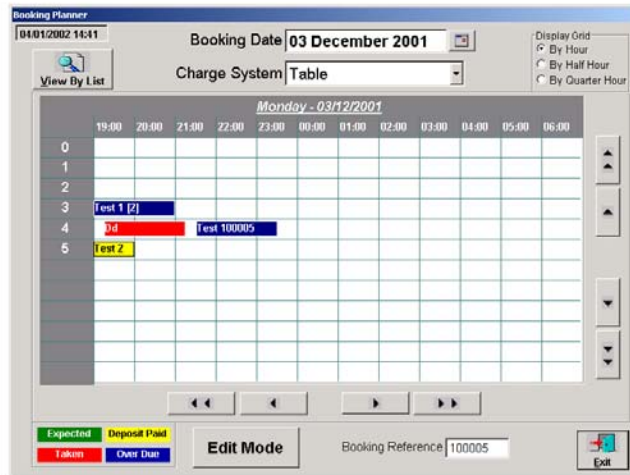
Displaying Bookings
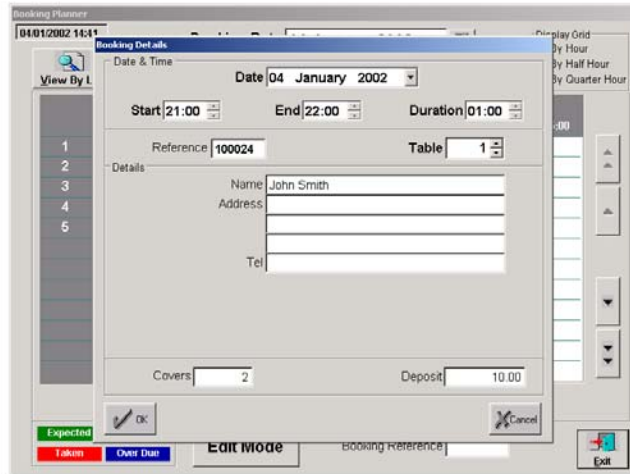
The Booking System will display the booking Charge Sheet according to the defaults set up within the Charge Sheet system. Each Charge Sheet can have different default settings. The Booking Planner will also automatically display the Charge Sheet in a Today view. To select another day the user will need to use the Planner Icon to bring up the Calendar and highlight required select day.

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Making Bookings

Bookings are simple to make. Firstly ensure that the Charge Sheet has been defined in the Charge Sheet System. Bring up the required Charge Sheet and select the time or booking requirement. Enter the details of the booking. All bookings are provided with a unique booking reference number assigned to each individual charge sheet. This allows viewing and amending existing bookings simple to find and alter. The booking reference number is allocated on the completion of adding a booking.

An example is shown below.

Once all the information has been entered, press "OK" for the information to be saved.

The booking system allows for the taking of deposits and issue of a receipt. The booking system also supports deposit payment via EFT and the Commedia plug-in. It does not allow for multiple credit card payment on the booking system and therefore the EFT input screen is different to other parts of the system.

The EFT screen for Back – Office bookings is shown below.

Booking Status

The Booking system uses the system clock shown in the left hand corner of the Booking screen to determine a Booking Status. The Booking System then uses a number of pre-defined colours to indicate a booking status.

Yellow: Indicates that the booking has included a paid deposit.

Green: Indicates a booking with no deposit taken and the booking time is greater than the system time.

Blue: Indicates a booking with no paid deposit but the booking time is less than the system time.

Red: Indicates that a taken booking has been transferred into sales mode. Sales can now be entered against this Booking and the booking can be finalized. This applies to bookings with or without deposits taken. If a deposit had been taken this will be credited to the sales window.

Editing Bookings

Editing bookings is easily accomplished by selecting the appropriate booking, and editing the details. All default displays can also be amended. To amend a booking selects the original booking. Once selected the details of the original booking will appear on screen. Editing over the original information can change these details.

Moving Bookings

The Edit button acts as a toggle button between Edit and Move. If the user clicks on the Edit Button it toggles into Move Mode. Within Move mode the user can drag and drop an existing booking to a new allocation within the current charge sheet.

By clicking on the Move button the system is changed back to edit mode.

Booking Reference

All bookings are allocated a unique six-digit reference number where the first digit relates to the charge sheet number. The Booking Reference box can be used to quickly search for an existing booking. The booking reference number is printed on the booking receipt.

The booking reference search facility allows the user to enter a valid reference number and the system will automatically switch to the relevant charge sheet and booking.

Taking Deposits

All bookings have the ability to have deposit required against the booking. This needs to be enabled within the charge sheet set-up first. The amount taken for a deposit can be both increased and decreased. By selecting the amount already agreed for the deposit and increasing it, the system will regard this as a Paid In transaction, displaying the amount difference to be taken.

Paid In is shown in BLUE. For a decreased deposit, the system will regard this as a refund or Paid Out transaction, displaying the amount to be returned to the customer as status colour RED.

Deleting Bookings

Selecting a booking as described in Edited Bookings provides deleting booking. Once the booking is selected the Amend Screen contains an option to delete a booking. Chose this option. A confirmation window will appear to confirm the deletion of a booking.
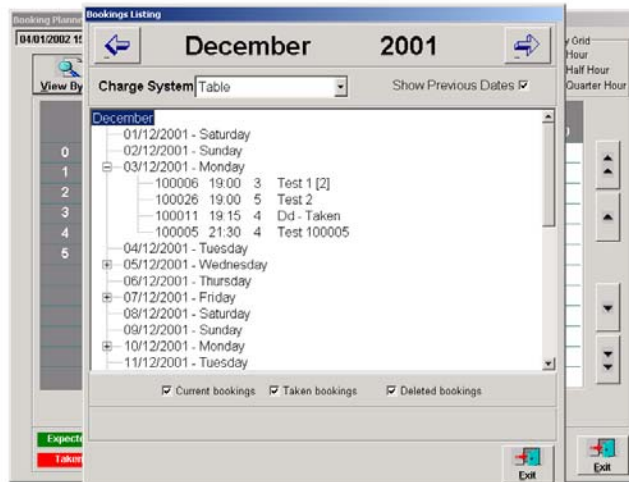
Reviewing Deleted Bookings

Deleted booking will not appear on the booking planner once deleted. However, deleted bookings can be reviewed through the View by List option.
On selecting the view by list option the user has the ability to view the following booking types

    Current Bookings
    Taken Bookings
    Deleted Bookings
On selecting any or all of these options the user will see the following screen if bookings meeting the criteria are met for the selected day.

The status of the booking if not Current will be displayed next to the booking detail. Therefore a booking will be marked as taken or deleted.

On highlighting the booking in review the View Detail button will be enabled on the screen where the user can review the details stored on the booking even if it has been subsequently deleted.

Taking Bookings in Sales Mode

Bookings can be made in Sales Mode by predefining a button in sales to bring up the Booking Charge Sheet (see Chapter 4).
Once the default settings are complete, clicking on the Bookings button in Sales Mode will bring up the following screen
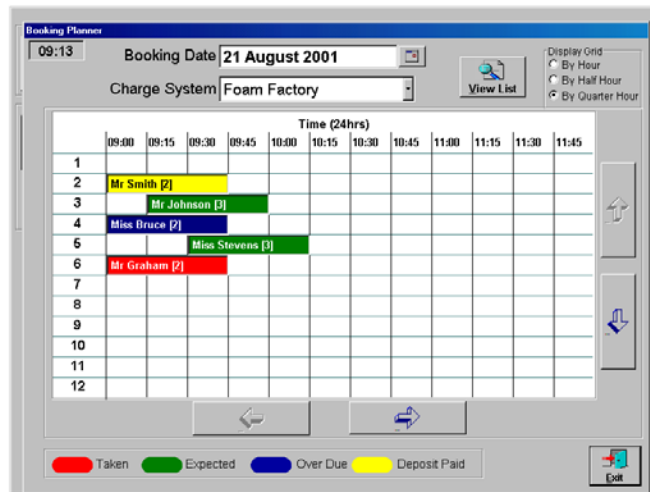
Extracting a booking into sales mode will automatically transfer any prepaid deposit onto the customer's bill. However, it is also possible to create a new booking in Sales Mode by clicking the Bookings button and entering the new details onto the Booking Planner for the selected Charge Sheet.

Full Booking System functionality is available via the Booking option within Sales Mode.

This includes Amending Bookings and Deleting Bookings.

The Delete bookings option within sales mode is a settable flag under system settings.

Chapter 11: The Utilities Module

Within this section is a host of Modules to help define the way you choose to run your system. This section contains nine sub modules. Many of these will need to be set-up only once. The nine sub modules are:

> *Operators*
> *Receipt Set-up*
> *Hotcodes*
> *Reasons*
> *Foreign Ex*
> *Report Set-up*
> *System Menu (see Chapter 12)*
> *Post Sale*
> *Enquiry Display*

Operators

Within this module is the controls to create, amend, and, delete
Operators. This module also has a number of settings to determine
the levels of operator control any individual operator can have. An
operator must be set-up before being appearing on the operator
selection list within the Sales Mode.

The Operator Module screen is shown below.
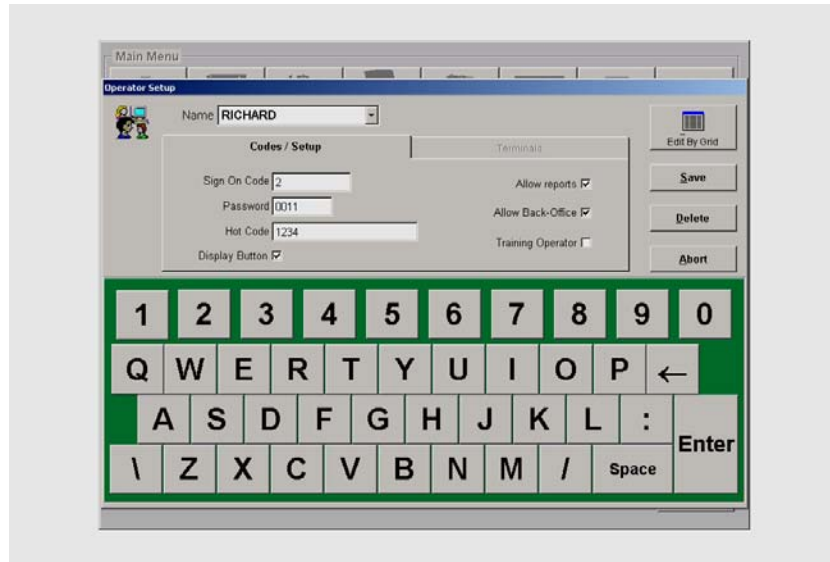
Create an Operator

To create a new operator, just enter the name in the name field and
press "enter". A message box will appear for you to confirm the new
operator or abort the procedure. There are four main options when
setting up a new operator, these are: -

"Display Button"   - If ✓ then operator button is to be displayed on the sign-on screen.

"Allow Reports"   - If ✓ then current operator is allowed access to reports mode.

"Allow Back-Office"   - If ✓ then current operator is allowed access to the back office mode.

"Training"   - If ✓ then current operator will be in training mode when in sales mode. (See Sales mode - Training mode)

Receipt Set-up

Within this module you define the Header and Footer for the Receipt printer. Each receipt printed via the selected Receipt Printer Port will then contain the Header and Footer. An example is shown below.

Hotcodes

The Hotcodes Module allows the user or operator to define a number of shortcut codes to bypass the systems menu or screen system. By defining a Hotcode an operator can effectively jump between Modules of the system.

An example of the Hotcodes system is shown below.
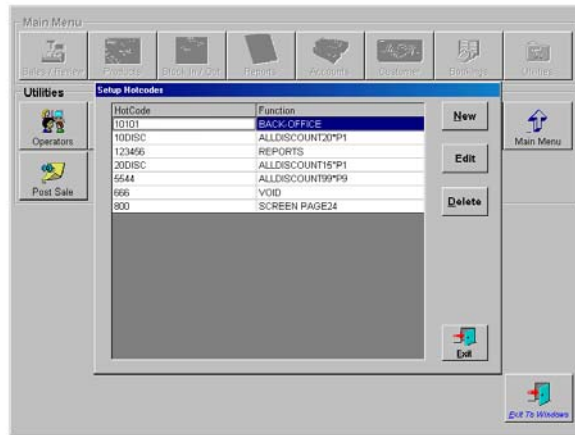
Reasons

Within the Reasons Module you can define up to 24 Reason descriptors, which will be used by the system on analysis of sales types. The system has five separate transaction types to which twenty-four Reason Descriptors can be attributed. The screen below shows the five Reason Transaction types to which the twenty-four descriptors can be assigned.
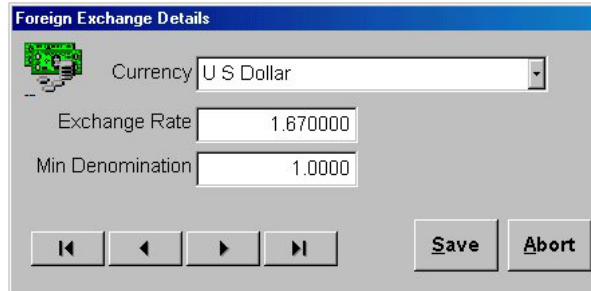

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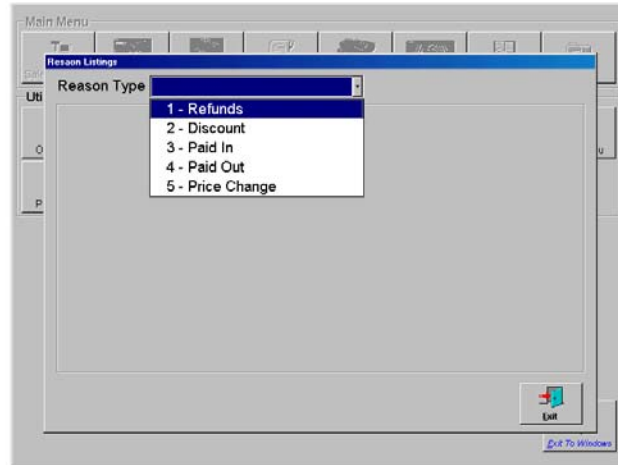
Once you have selected the relevant Transaction type to which you would like to add descriptors the following screen will appear. Add the text description alongside the Reason Number. In sales mode they reason codes will appear as they do in this box. You should use the Codes in sequential order, as any gap will also appear through the sales mode selection process.

Foreign Exchange

The Foreign Exchange Module allows the user to easily maintain a foreign currency transaction table. You can have many currency exchange rates, which are easily selected via the down arrow. Payment via Foreign currency within sales mode will refer to the currency exchange rates defined in this module.

Report Set-up

The Report Set-up Module allows the user to maintain a set of relevant reports for their business. As CES has developed many bespoke reports for specific customer requirements, this Module allows the user to assign any new reports or specific reports to the system. All reports defined the system through this module are used by the Reports Module.

Reports are classified by the user and will appear against the seven Report Sub Modules within the Main Reports Module. These are:

> Financial
> Sales
> List
> Accounts
> Customer
> Bookings
> Other Reports

The following screen is used to add, amend or delete reports into the system. The system will look for the reports within the C:\Touch\Reports Directory.
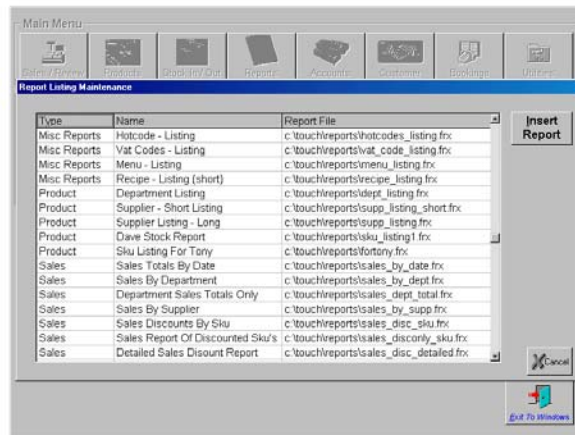
A report must be selected before the Delete option will appear.

System Menu

See Chapter 12

Post Sale

The Post Sale option allows the operator to associate a Post Sale Comment. Unlike the comment per item options this is a more general Comment option.

An example of use would be within a Dining environment that has table seating inside or outside. The Post Sale comment could be used to help identify where the diner will be sitting.

The screen below is an example.

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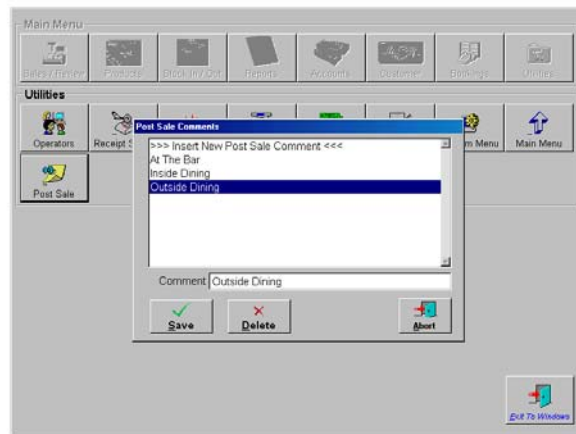
Enquiry Display

The Enquiry Display option is used to determine or define the information presented on Product Enquiry within Sales Mode. Product Enquiry is a pre-settable option that can be programmed in Sales Mode.

Selection of information to be presented is show in the screen below.
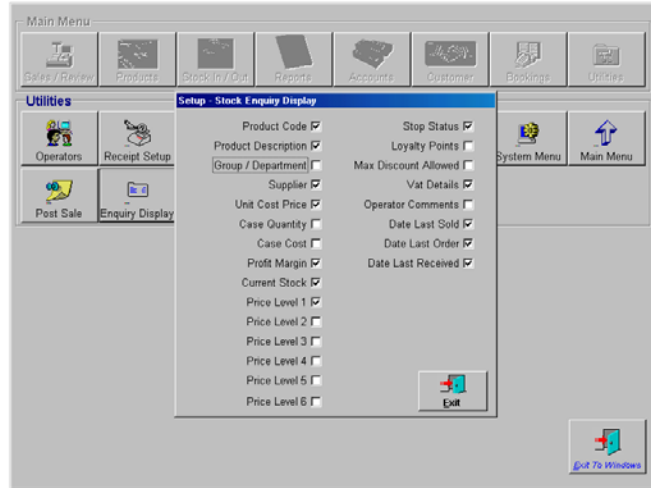
Chapter 12: The System Menu Module

This Chapter looks at the Modules within the System Menu Module. The Modules contained in here are for experienced System Operator use, Set-up, and Administration and should only be changed by the System Master User or Administrator.

If you have any doubts about using any of the options within this section you should consult you CES TS system maintainer.

Within this Module there are eleven sub Modules. These are:

>*Passwords*
>*Tenders*
>*Charge Sheets*
>*Database*
>*Import-Export*
>*Customer Display*
>*Set-up*
>*Vat Codes*
>*Screen Titles*
>*Archive Sales*
>*KB Presets*

Passwords

The passwords module is used to assign passwords to any of the seven functions shown on this screen.
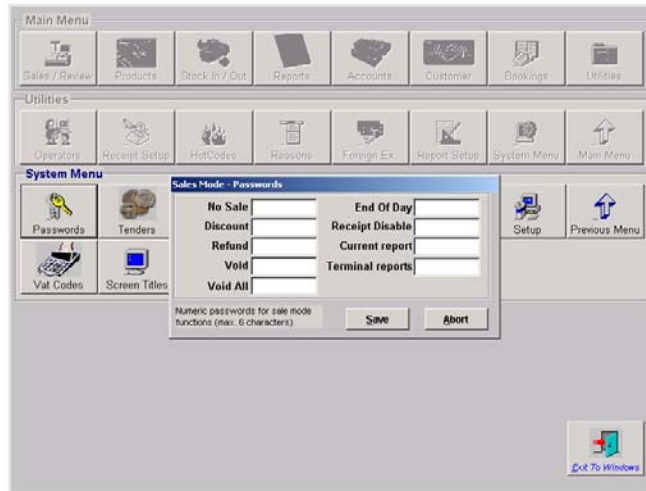
The passwords set in here are global passwords for all operators.

Tenders

The Tenders Module allows the user to set-up the defined tenders to be used within sales mode.

The system has a limitation of twelve different tenders. For each individual tender type the user has the ability to define a number of settings.
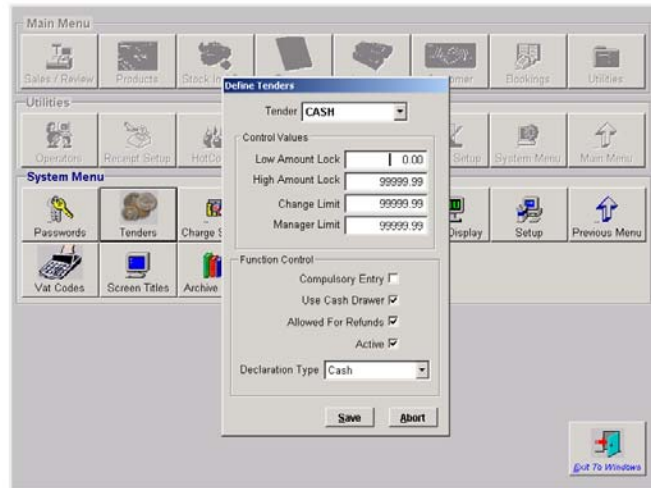
The Function Control Items are defined below:

Compulsory Entry – A value must be entered for the transaction to accept this type of tender. (Ie 0.00 is not valid)

Use Cash Drawer – Open the Cash Drawer on transaction completion.

Allowed for Refunds – Allowed to Refund Amounts via this Tender type.

Active – Is it to be made active to the system.

Declaration Type – The group to which this tender type is part of.

Charge Sheets

Charge sheets are used to provide the user with a way of running tabs for a range of business types. One example could be that a Restaurant makes use of charge sheets to represent tables within the Restaurant. As the Customer comes to the Restaurant they are allocated a table and a slot within a charge sheet.

Each Charge Sheet Number can contain up to 9999 individual slots. Therefore for the Restaurant example above, the owner would only need one charge sheet with 30 slots representing the number of tables. This allows the owner to place items as ordered by the clients. The sheet remains updated and accurate. When the Client then wished to pay the bill, that individual sheet entry will be transferred to sales mode to finalise the bill and the entry on the Charge Sheet will be cleared.

.
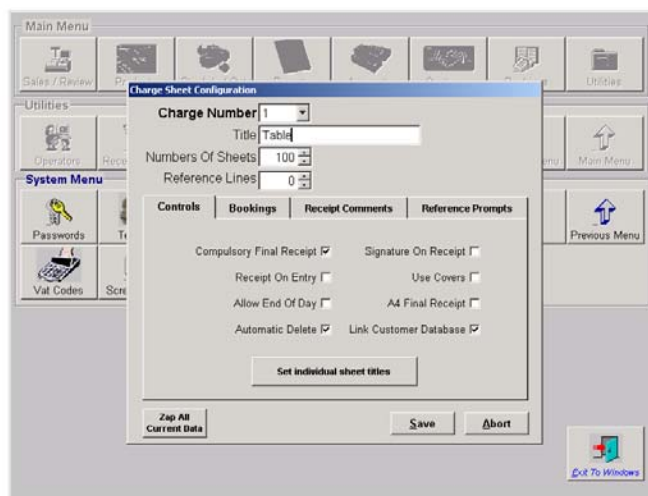
Controls for Charge Sheets

Compulsory Final Receipt - If ✓ then when the bill is paid off in full, a full receipt will be printed.

Receipt on Entry - If ✓ then each time an entry is made on the particular charge sheet, a mini receipt is printed to confirm Plu's were placed on it.

Allow end of day - If ✓ the End of Day Reports can be run without clearing down any charge sheets still open for this day.

Automatic Delete - If ✓ then once the sale on the charge sheet has been completed, the table name will automatically delete so a new one can be typed in next time.

Signature on receipt - If ✓ then each time Plu's are posted to the charge sheet, the receipt that comes out requires that the customer sign it to confirm the order

.

Use Covers - If ✓ then the "covers" option is available in the booking system. "Covers" describe the amount of people that are going to turn up for the booking. E.g. 2 "Covers" means 2 people for dinner.

A4 Final Receipt - If ✓ then Final Receipt will be printed in A4 format.

Charge Sheet Booking Receipt Counter
- This can be set manually.

Set Individual Sheets   - If an individual name is set against a charge sheet, this will now appear on the sales screen and charge sheet information sheet.

Link Customer Database - Allows the Customer database details to be searched for a matching Customer

Bookings

The following booking controls are available for Charge Sheets. These details determine how the Charge Sheet is displayed within the Booking Planner.
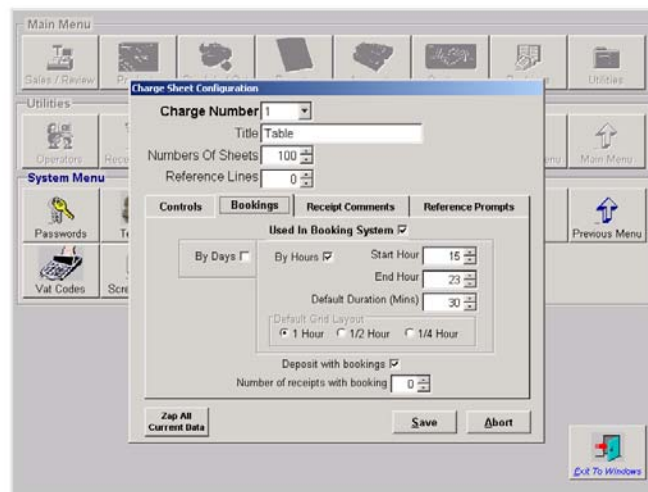
Used in booking system   **-** If ✓ then the Booking system will be able to access the charge sheet.

Days   - If ✓ then the booking system will use the time scale of days for the charge sheet.

Hours   - If ✓ then the booking system will use hours as the time scale for the charge sheet.

Start Hour   - Only activated if "Hours" is ✓. Set the first hour for the charge sheet to use within the booking system.
For the first charge sheet, the star time has to match the start time in the "Control scripts".

End Hour   - Only activated if "Hours" is ✓. Set the last hour for the charge sheet to use within the booking system. For the first charge sheet, the star time has to match the start time in the "Control scripts".

Default Duration   - Sets the default booking length time within the planner

Default Grid Layout   - Option available are ¼ hour, ½ hour or 1 hour. This is the default view displayed on the booking planner.

Number Receipts with Booking
                                            -   Option to allow enable number of booking receipts

Receipt Comments

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Receipt Comments: You can add three lines of comments to the end of each final receipt produced by this charge sheet.

Reference Prompts

Reference prompts defines a label tag to up to nine reference lines that can be assigned against a booking within a charge sheet. An example of this is shown below.

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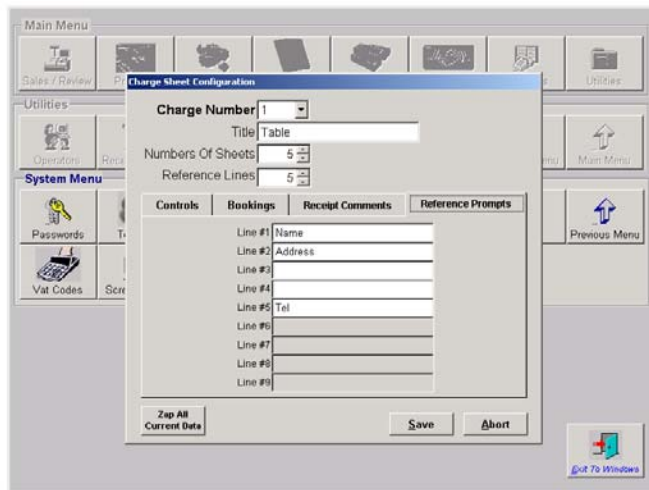
Zap all Current Data

On selecting a charge sheet the Zap all Current Data button becomes active. Using this button will clear and remove all bookings against this charge sheet. This button or option should therefore be only used with this understanding.

Password Protecting the Zap all Current Data

As the function of this button is so important the system has the ability to allow the system administrator to password protect the Zap all Data button. This is achieved via the normal route of Right Click on the button and following the procedure to enable a suitable and relevant password.
The password protect is not Charge sheet dependant.

Database

System Administrators should only use this module only!

The Database Module is a system administrator tool to help manage the databases for the system. It should always be password protected as it contains option, which can delete information from the system.
The Database Module screen is shown below.
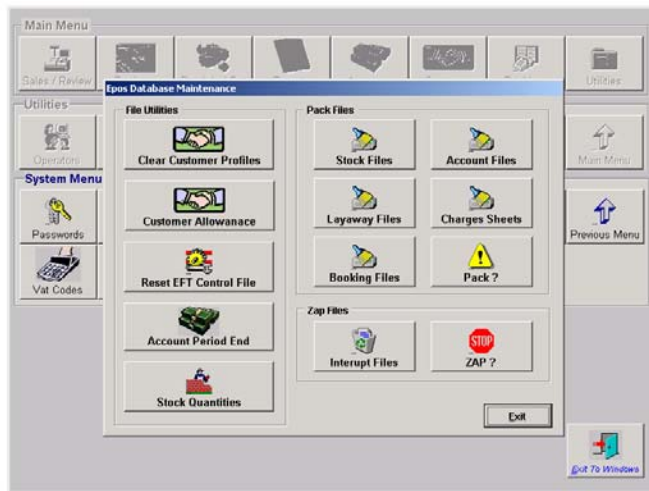
The following options are described below.

ZAP File   **-** When you ZAP a file, all the data within this file will be deleted.

Pack File   **-** When you Pack a file, it will decrease the size of any memo fields without deleting information, and it will delete any record that have been marked for deletion through edit by grid options

Import-Export

This module provides a range of facilities allowing the operator to transfer information from the system into an Excel Spreadsheet format. The files to be transferred are generally for System Maintenance and an experienced CES TS user should only use set-up and this option. The following screen shows the files that can be imported or exported.

Also note that a backup or copy of the files should be made before the utility is used.
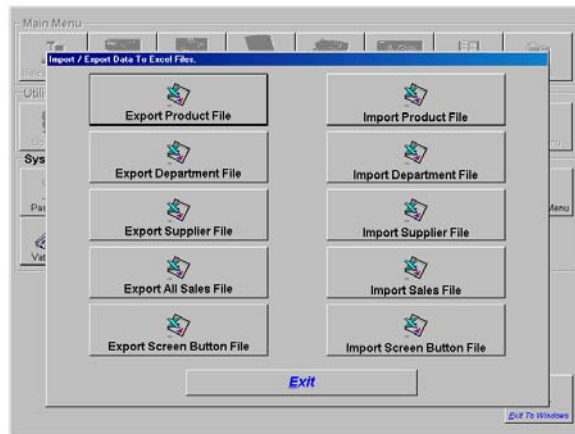
Customer Display

The Customer Display Module allows the user to set-up four
predefined system messages via the Customer Display Unit to help
the user or Customer to the of the system.

The following screen shows the four Message options.

Set-up

System Set-up is addressed in Chapter 3: Configuring CES TS Software.

VAT Codes

The CES TS system allows for up to nine different VAT Codes to be used by the system. Within the Products Module a VAT rate is assigned to each product. To define your VAT Codes use the following screen.
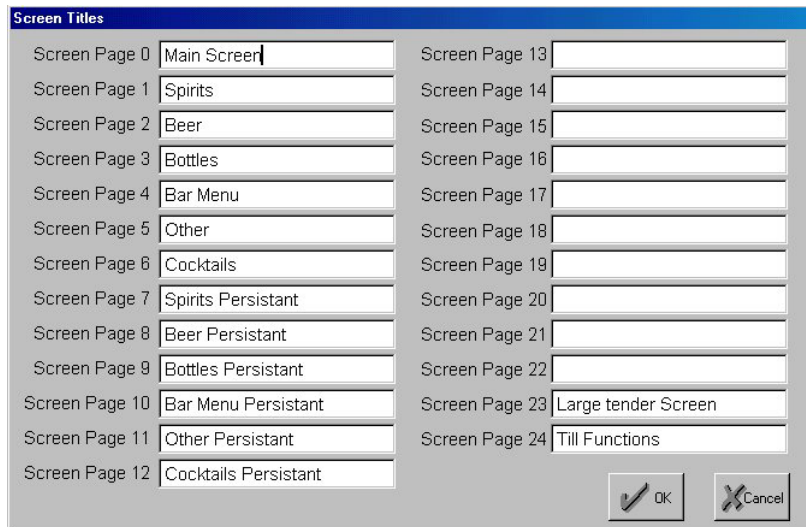
Screen Titles

The CES TS software allows up to 24 Screens all callable by name from a button definition. This means that complicated sales environments can use screen names called via a programmable buttons allowing the user to jump directly to the relevant screen and layout.

The screen names for use throughout the sales mode are defined through the screen shown below.

Archive Sales

The Archive Sales option shown below is a system maintenance
routine to help manage data within the system. Archiving data from
the sales file will improve performance as the file size of the sales data
continues to grow. This option is also settable on a monthly basis
through the Control scripts with the System Set-up Module.

Therefore this option only needs to be used if it is not set within the
Control scripts.
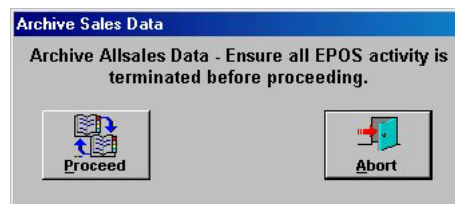
KB Presets

The KB Presets is used to pre-define keyboard functions within the system for non-touch screen users. This area allows the user to allocate a key to a settable function. These functions are those highlighted as Pre Defined buttons. The list of these is available in Chapter four Sales Module.

The keyboard-preset screen is shown below.
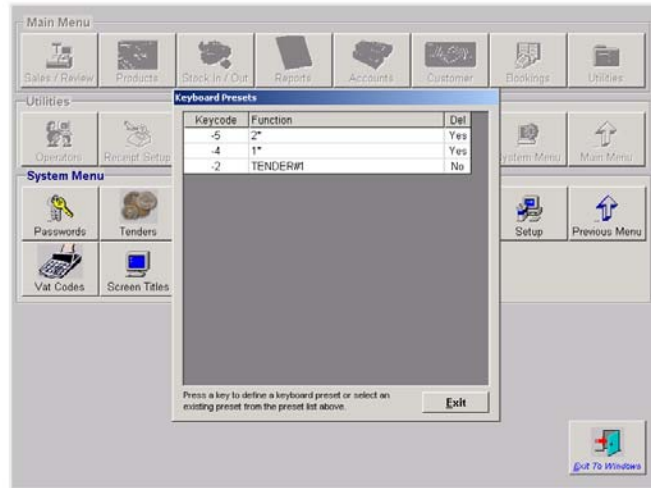
Following the instructions on the screen the user simply needs to press a keyboard key where its ASCII code is captured. Against this ASCII code a pre defined function can be assigned.

Pre defined key functions are only applicable within sales mode. In all back office functions this presets are disabled.

Chapter 13: Kitchen Printers

This chapter explains how to set-up and configure Remote Kitchen Printers.

The Remote Kitchen Printers facility is a separate program (executable) to the CES TS Software.

The Remote Kitchen Printers facility allows up to 16 Kitchen Printer to be running off the CES TS Software at any one time.

Kitchen Printer Set-up

CES TS Software has been designed with the ability to support
Multiple Kitchen Printing. This allows a customer to run up to 16
Kitchen Printers simultaneously. It is important, however, to note that
the Multiple Kitchen Printer system is separate to the CES TS
Software.

Multi Kitchen Printer Support is provided as a separate executable
program within the c:\Touch directory where you will find the files:

> Remote1_com1.exe
> Remote1_com2.exe
> Remote1_com3.exe
> Remote1_com4.exe
> Remote2_com1.exe
> Remote2_com2.exe
> Remote2_com3.exe
> Remote2_com4.exe
> Remote3_com1.exe
> Remote3_com2.exe
> Remote3_com3.exe
> Remote3_com4.exe
> Remote4_com1.exe
> Remote4_com2.exe
> Remote4_com3.exe
> Remote4_com4.exe

These remote executables allow the customer to set-up a print spooler
capable of supporting Multiple Kitchen Printing.

Setting Up Remote Kitchen Printers within CES TS Software

Before configuring Remote Kitchen Printers the following settings must be configured within CES TS Software. These configuration changes can be found in systems settings.

Remote Directory: The Remote Directory under the Main Systems Settings Screen is the defined directory to which all Remote printing jobs will be sent to by all Terminals. This therefore needs to be the same on all Terminals. Please note Remote Printing will not work if the machine designated to process all Remote Printing requests is switched off during operating and must therefore be chosen carefully.

Remote Printer (system options): Allows a range of options on how and what is printed via Remote Printer requests.

Remote Printers (TAB): Within this section the customer details, the names of the Remote Printers, and the Header Name for printing on the Remote Printers. These printer numbers are the numbers used within the Product Maintenance system on allocating individual products to Remote Printers. Different products can print to different Remote Printers. An example is shown below.
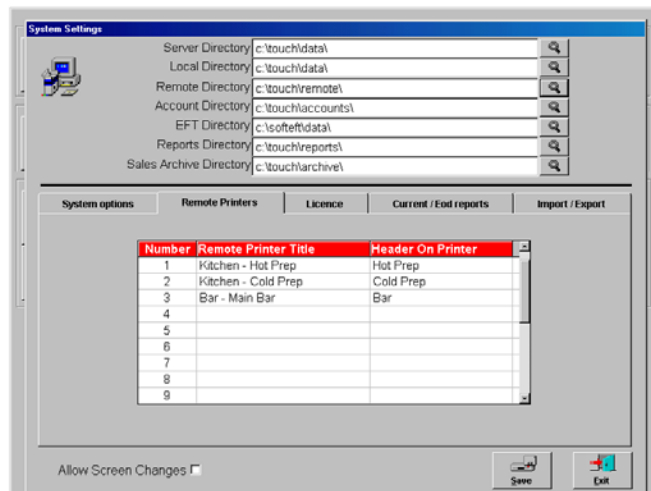
Setting up Products to Print to Remote Printers

Within the Product Maintenance Module products can be assigned to
Remote Printers. Choosing a product, then choosing the controls TAB
for this product, there is a section labelled Remote Printer. For any
individual product a Remote Printer can be assigned.

Understanding Remote Kitchen Printing

```
Terminal 1        Terminal 2        Terminal 3
com 1             com 2             com 3          Back of House

┌──────┐        ┌──────┐        ┌──────┐
│      │────────│      │────────│      │──────────Network
│      │        │      │        │      │
└──┬───┘        └──┬───┘        └──┬───┘             │
   │               │               │
 Kitchen         Kitchen         Kitchen
                                                  Server
   │               │               │              Mapped as R
   │               │               │              Drive to all
                                                  Machines

 Printer 1       Printer 2       Printer 3
```
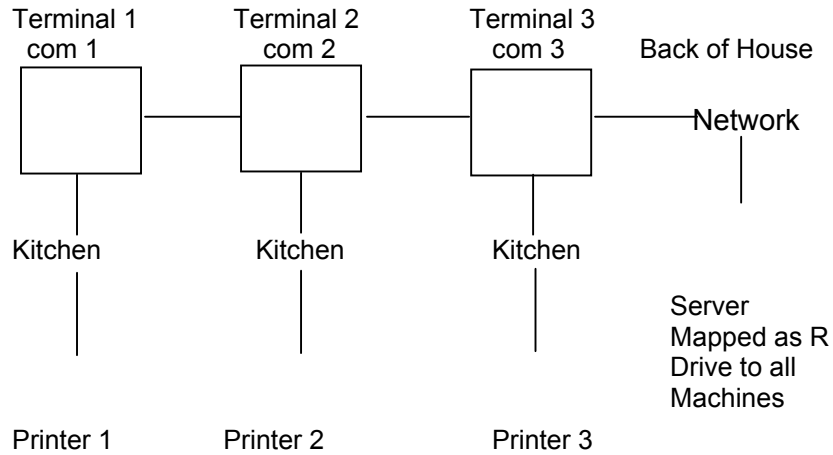
Using the above diagram the following is assumed:

      Remote Directory: All printing to R:\Touch Remote

      System Options

      Remote Printers:

            Remote Printer Options
            Print Freetext to Remotes   :YES

```
Use Dotmatrix Control Codes          :YES
Extra Line Feeds on Remotes          :5
Print Receipt Number on Receipt      :YES
Disable Local Printing               :YES
Issue Stub Ticket Number with Remote :NO
Last Remote Number                   :XX
```

(These can be varied according to requirements)

Remote Printers:

Number	Remote Printer Title	Header on Printer
1	Kitchen – Hot Prep	Hot Prep
2	Kitchen – Cold Prep	Cold Prep
3	Bar (Main)	Bar

In this system the following Remote Kitchen Printer programs will be running:

```
Terminal 1: remote1_com.exe
Terminal 2: remote2_com.exe
Terminal 3: remote3_com.exe
```

These Remote Kitchen Printer programs need to be running in background mode and started up prior to CES TS Software starting. Please note that the Remote Printer and a Receipt Printer cannot be running off the same terminal. In cases where a Kitchen Printer and a Receipt are required at the same terminal set:

> Redirect Receipt to Remote Engine: Remote X end set
> Receipt Port Number: None

Set-up Central Receipt Prining

Chapter 14: The Euro

This Chapter details how CES TS Software can be configured to meet the Euro requirements. In many countries supporting the Euro is required from 1st January 2002.

CES TS Software contains a number of settings to configure the Euro for On Screen and in Receipt Functionality.

Configuring the Euro in Systems Settings

CES TS Software contains a number of systems settings allowing the user to configure the Euro.

Systems Options

Euro Exchange Rate: X123456

As required for the Euro Exchange rates this figure MUST be six defined decimal places long.

Euro on Tender: X123456

Defines the Tender on which the Euro will work. This will be set to a defined Tender Type (see Euro Tender type below). Future releases will allow for Euro compliance on multiple Tender Types. Credit Card and EFT transactions are excluded.

Receipt Printer

VAT analysis with Euro: YES/ NO
This option provides detailed VAT analysis on the receipt for both the primary currency and the Euro.

Euro Tender Type

A Euro Tender Type needs to be created with the Tenders Module to allow acceptance and return of Euro currency. Treating the Euro currency as a separate Tender Type allows the operator to treat the Euro similar to a Foreign Exchange transaction. An example of defining the Euro currency is below
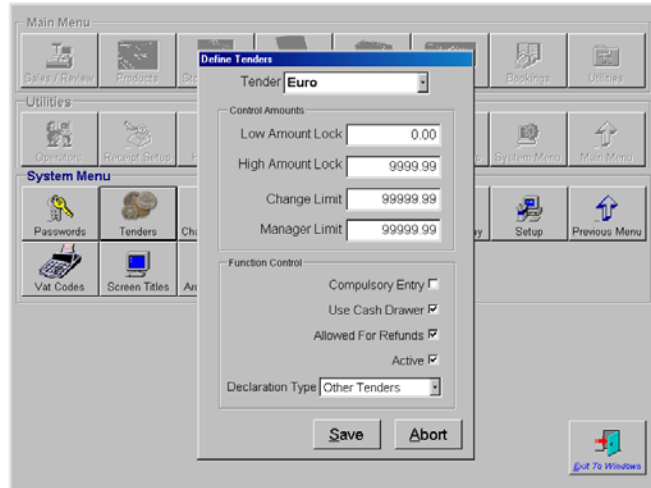
This Tender Type needs to be active and enabled within the Sub-Total Screen

Sales Mode with Euro

Once the configuration settings have been as detailed above, the sales screen will now show all sales information in two currencies. The set primary currency in BLUE and the Euro in RED. These colour references remain constant throughout any transaction.

On Sub-Total of any transaction the operator has the option to choose payment Tender Type EURO.

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On entering the Tender amount in Euro the following screen will appear:
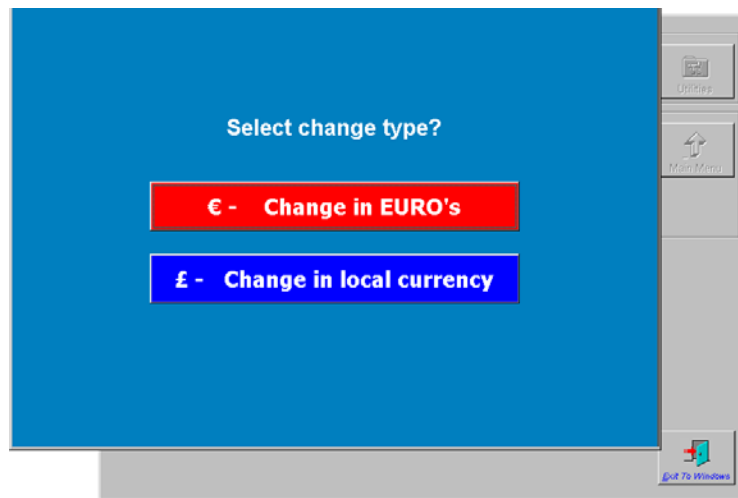
The operator has the choice to give change in either Euros or local currency. The system displays on the receipt both currencies.

Printing the Euro Symbol

Printing the Euro symbol is considered a function limitation of the printer. CES TS Software supports the Euro on non-Euro symbol capable printers by printing EU instead of the E symbol.
Printers that support the E symbol will automatically print the Euro receipt.

Chapter 15: Loyalty System Set-Up

This chapter describes how to set-up and run a loyalty system on the CES TS Software.

There are three supported loyalty schemes available on CES TS Software.

These are:

        a) By sales Transaction value on Subtotal
        b) Assigned to individual products
        c) Combination of a) and b)

Understanding System Settings

All available loyalty schemes for CES TS Software are available in System Settings. In the main option, System Options there is a selectable table of Customer/ Loyalty Options.

These options are detailed in Chapter 3- Understanding System Settings. The screen below shows the options available.
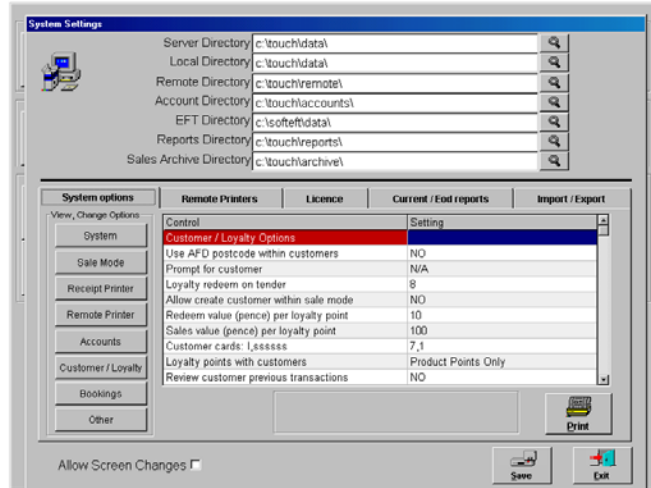
Please note that until a Loyalty Point scheme has been chosen the system will not look enforce either loyalty lookup on redemption or by product.

The option "Loyalty Points with Customer" offers the following selection:

Never - Loyalty Points turned off

Sales Value Only – Loyalty system using sales value to allocate loyalty points.

Product Points Only – Loyalty system allocating loyalty points when an individual product has a set loyalty point value.

Sales & Products – Uses both Loyalty methods in combination.

Assigning Loyalty Point Values

The Customer / Loyalty Options provides four settings in determining and defining the value of the Loyalty system. These are:

Loyalty Reward – sales value required per unit

At what sales value amounts are loyalty points to be allocated. Ie Every £10 multiples.

Loyalty Reward – points issued per sales unit

For every Sales value defined in the above how many loyalty points will be issued. Ie. For the above example it may be 1 point for every £10 spent.

Loyalty redeem – value of redeem points unit

Define the value of the loyalty points on redemption. Ie Each loyalty point is worth 20pence.

Loyalty redeem – points required per redemption unit

What is the minimum or multiple amounts of loyalty points that can be redeemed? I.e. loyalty must be redeemed in multiples of 5 points at a time representing £1 from the above.

Include Current Transaction points

There is a system option, which allows the user to enable the current sales value and point collection within the enabled Loyalty scheme.

Assigning Loyalty Points to Products

If using Loyalty Points assigned to Individual Products, the customer will need to assign points to products within the Products Maintenance module. Points are assigned by allocating the number id Loyalty Points given on sale of this product. Entering the value is within the Stock TAB in Product Maintenance.

Loyalty Points in the Customer Module

All loyalty point information for a customer is available via the Customer Module. The following screen shows all Loyalty point information on a customer.

Loyalty Points in Sales Mode

Loyalty information is available in sales mode whenever bringing up the Customer information. Settings are available to bring up the Customer database either at Sign on, First Item, or Sub-Total.

Once the Customer database has recognized a valid Customer the following screen is shown highlighting loyalty points to date and redemption value.

<u>Redeeming Loyalty Points in Sales Mode</u>

To redeem Loyalty points the user must firstly set-up a Tender Type to allow payment by Loyalty points (See Tender Types).

Secondly within the Customer / Loyalty settings this Tender Type is allocated via:

Loyalty Redeem on Tender: X

On completion of sales information and entering into the sub-total screen the following Loyalty redemption screen is displayed allowing the user to redeem either a number of points or value. These points and value selection are those that have defined the loyalty system values. Any valid multiple of redemption is available.

This screen shown below does not become active until the first multiple values is achieved. Also note that you will only be able to redeem up to the value of the existing sale.
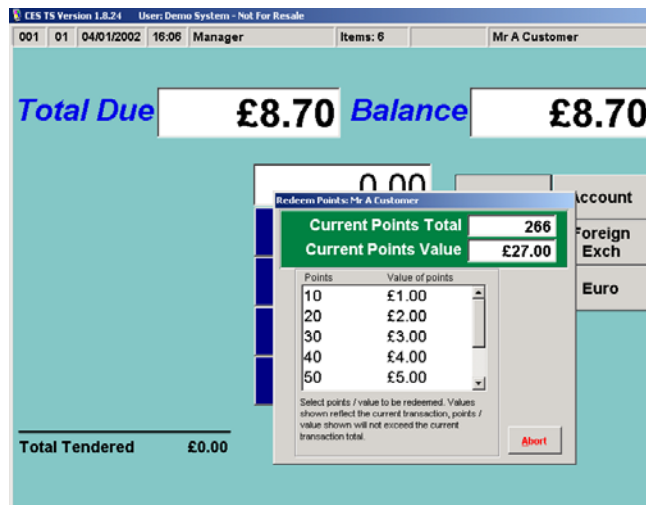
Customer Loyalty on the Receipt

The CES TS software allows a range of options to be printed on the receipt. These are:

> Customer Number
> Customer Name
> Customer Address
> Customer Loyalty Points

These options are simply selected within the System Settings for Customer / Loyalty.

Chapter 16: CES Software on a network

Within this section we will look at how CES TS Software can be configured within a network environment. CES Software supports all standard Windows network environments and many CES features can either be configured in server or terminal mode. This chapter will describe each of these features.

Setting Up The Network

Terminal 1   **Terminal 2**   **Terminal 3**   **Terminal 4**

LAN
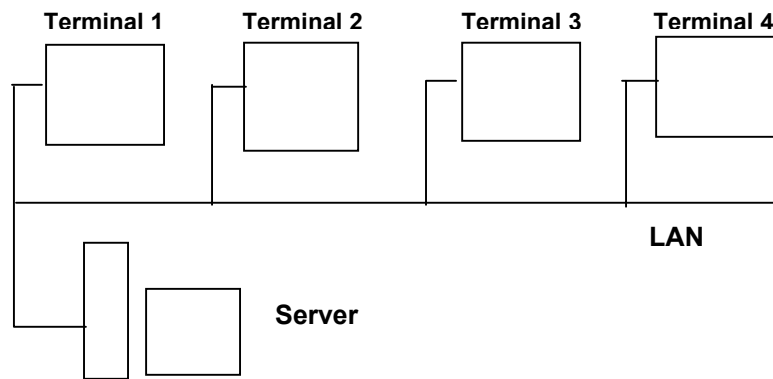
Server

Typical Network Configuration

CES Software will support any standard Windows network
protocol such as TCP/IP or Netbuii.
Each terminal will require a mapped drive onto the server.
Therefore the C: drive on the server will need to be accessible
by all the terminals. A permanent connection to this server is
essential. If the server is shut down or rebooted, please ensure
that the mapped share drive is re-initialised on each terminal.

System settings

Assuming that on each terminal you have created a S drive
mapped to **\\Server\C**. Then the following settings should be:

Server Directory:	s:\touch\data
Local Directory:	c:\touch\data
Remote Directory:	s:touch\remote
Accounts Directory:	s:\touch\accounts
* EFT Directory:	s:\touch\data

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Report Directory: s:\touch\reports
** Sales Archive Directory: s:\touch\archive

* Assumes that EFT via Commidea is being used
** An archive directory on the server may need to be created

This Setup will provide a single source for products/stock, prices and stock control. The remote directory is for the Remote Printing Systems.
This setup will create centralised accounts, customers and reports.

Server Controlled Options

Check for sales archives on Start-up- Only one of the terminals should have this option set. This terminal will therefore be the controlling terminal for archiving monthly sales data.

Use the Server Screen Button File – Enable this option if you want central (server) control of screens and buttons.

Chapter 17: Troubleshooting Guide

Sales Mode:

Q. When you first run the program the graphics on the start-up logo are distorted.
A. Check the colour depth of your graphics card. It will run best in 16-bit or above.

Q. You are running Windows 98 of higher and have installed the software, but when you try and run sales mode you get OLE errors.
A. There is a file needed in the C:\Windows\System directory. This file is called Fm20enu.dll and is available from the Microsoft web site.

Q. You have setup a button but upon returning to the sales screen there is no button there.
A. Locate the button again through the define button screen and check that you have pressed "Reveal Button".

Q. When trying to run sales mode, a message box appears saying that the software cannot find the receipt/remote printer.
A. Make sure that the printer is turned on, fastened securely to the COM port and that the port number is correct within "SYSTEM SETTINGS". If problem persists, contact your dealer or the manufacturer of the printer.

Q. You complete a transaction but the cash drawer does not open.
A. In "SYSTEM SETTINGS", make sure that within the "Epos Terminal" section you have ticked "Cash Drawer". If the Cash drawer is plugged into the back of the receipt printer, make sure that the printer is turned on.

Q. You have setup a price change to occur from 2PM till 3PM every day yet it is not happening.
A. Make sure that the dates have been setup within the price change offer

Q. When running Sales Mode a "grey box" appears with a program error stating "Network Drive? \?\?password.dbf" does not exist.

A. Make sure that the server network drive is connected and correct. This can be changed in "System Settings".

Appendix A: Hardware that CES Software has been tested on

The equipment CES TS Software has been tested on includes:

IBM SURE POS 500 SERIES:

Receipt Printers: IBM 4610, EPSOM compatible

Cheque Printers: IBM Suremark 4610, EPSOM Compatible

Customer Display: IBM Internal
(BIOS setting 2E8 IRQ 11) Com 4

Cash Drawer: IBM via terminal port, EPSOM compatible via printer port

External Customer Display: Com 4

Scanner Serial: Serial on Com 1

Kitchen Printers:

MSR: Com 3

IBM SUREPOS 500 SERIES:

Serial Ports Configuration

Serial Port A:	[Enabled]
Base I/O Address:	[3F8]
Serial Port B	[Enabled]
Base I/O Address:	[2F8]
IRQ:	[3]
MSR Serial Port I/O Address:	[3E8]
MSR Serial Port IRQ:	[10]

VFD Serial Port I/O Address:	[2E8]
VFD Serial Port IRQ:	[11]
IBM Cash Drawer:	[Enabled]
Serial Port CI/O Address:	[2B8]
Serial Port C IRQ:	[6]

Item Specific Help

[Disabled]
No configuration

[Enabled]
User Configuration

[Auto]
BIOS or OS chooses configuration

TEC ST60 SERIES: (via TEC OPUS Drivers)

Receipt Printers: EPSOM compatible (TMT Series)

Cheque Printers: EPSOM compatible (H5000 Series)

Customer Display: TEC ST60 Internal

Cash Drawer: TEC and EPSOM compatible via printer

External Customer Display: TEC

Kitchen Printer: TMU series

JAVELIN VIPER SERIES:

Receipt Printer: EPSOM compatible (TMT Series)

Cheque Printers: EPSOM compatible (H5000 Series)

Customer Display

Cash Drawer: Javelin, Epsom compatible

External Customer Display:

Kitchen Printer: TMU series

Epson SR600

MSR (Keyboard Wedge) using MSR Control Software to turn off track 1 & 3.
Customer Display Com 3 shared with Receipt Printer on Com 3.

EPSON IR310

Using standard Epsom Receipt printers and peripherals.

ABC Own Brand

Using standard Epsom Receipt printers and peripherals.

XN 500

Using standard Axion Receipt printers and peripherals. External Customer display and dual screen customer display.

Appendix B: Linking into Datasym Stockade Package

CES TS Software easily integrates with the Datasym Stockade Stock Control Package.

Information about Stockade is available direct from Datasym via the following:

Datasym (UK) Ltd
Venture Tower
Fratton Road
Portsmouth
PO1 5DL

Tel: (023) 9282 8855
Fax: (023) 9282 8140
Email: support@datasym.co.uk

Stockade is a multi site Stock Control System turning CES TS Software into a full multi site stock control EPOS solution.

To connect to CES TS Software the Datasym Stockade Package, the following is required:

Choose System Settings- Import/ Export- TAB

End of Day Form: c\Touch\Forms\eod-datasym.scx

Start of Program Form: c\Touch\Forms\datasym.scx

By selecting these files the CES TS Software will on end of day export sales information and other relevant information to the Datasym system.

On start of CES TS Software the CES TS system will import the relevant information from the Datasym Stockade Software application.