



Posal System Ltd.

**Cloud System Training and
Reference Manual**

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Posal System Ltd. Upgrade and Support Policy

Posal has always been a provider of State of the Art Retail software. We are constantly enhancing our systems to further meet the needs of a rapidly expanding industry. These enhancements are initiated either by Posal or by a customer requesting a customization.

If our Research and Development staff recognizes a need for a new feature, Posal may decide to include it in the system. These added features are usually requested from current and potential customers. It is important that our customers let us know of any enhancements they desire. It is possible that they will simply be included in a future release.

If a customer requests an enhancement, they will be given a quotation for the cost of the customization. This price is based on the amount of time to complete the task with consideration given to the future marketability of the feature. If the request becomes part of our basic system, it is included in the next release of the system.

All new releases of the system are included in your Posal Cloud subscription. When a new release for the POS is available, it will automatically be installed when you start up the program. Release notes will be displayed at this time. Release notes are always available on the cloud “Main Page” support menu.

Regular hours for support are Monday through Friday 8:00 AM to 5:00 PM. Your SCS Support Representative is available outside of these hours for emergencies. Please keep non-emergency calls to Office hours.

Disaster Recovery support: If you experience equipment failure resulting in the loss or corruption of POS data, SCS will assist in restoring your system to full operation in as timely a manner as possible. This assistance is limited to two events per year.

Your inventory and customer data is securely kept on the cloud. Redundant hardware and regular backups keeps this data very secure.

Getting started – System Set up Files

Setting up your Account

Welcome to the POSAL® Cloud System. The POSAL ® Cloud system is designed to be easy to use for the smallest enterprise and yet powerful enough to handle the complexity and integration of hundreds of locations. The first thing you need to do is set up your account on the cloud. This will allow you to use the Inventory Management and Invoicing systems. If you have not already done so, Contact POSAL Systems directly to set up a POS System for a retail store.

On any browser, go the web site cloud.posal.com. The Login Page will appear. Click on “**Register**”. The information screen for new users will appear. Select and enter a User Name. This must be between 6 and 40 characters long. Make sure it is simple enough for you to remember. Enter your First Name, Last Name, and a Password. The password must be at least 8 characters long and must contain at least one letter and one number. You need to enter the Password twice.

You will also need to enter your email address, The Name of your place of business and your contact Phone Number. For the 1st set up for a business, you should select Owner as the Access Level. Other members of the business staff will select the appropriate position from the drop down list by clicking on the arrow to the right of the box.

Once you click the Submit button, you will be sent an email to the address you entered. When you confirm that email, a request will be entered in the POSAL Cloud system for you to have access. If this is the first request for a business, it will have to be approved by POSAL Staff. Subsequent requests for a business can be approved by the “Owner”.

For subsequent users, they will create the account as explained above, but the Owner or Manager can accept them. This is done by going to “**Management**” , “**My Employees**”. Click the **Insert** Button. You must enter the employee’s Login

Code precisely as they entered it in the sign on screen, then press the “Search” button. The employee’s information will appear. If it is correct, click the “Save” button. You can then adjust their Security access and their access to various parts of the system. If you have more than one store on the system, click the pencil under “Store Access” and gave them access to the stores you wish.

DATA TABLE CONTROL

There are numerous tables in the system that you will have to set up in order to properly use the system.

The Vendor Table.

This Table records all of the Vendors that you purchase product from. Vendors must be entered in this table in order to receive stock. To get to the Vendor table Press '**Management**' then '**My Vendors**'. To enter a new vendor click on 'Insert'. Click the "?" by the Vendor and Click the desired vendor and press the **Select** button. If your desired vendor is not in the list, click the Insert button and add it.

Enter the Contact Persons Name, select the type of ordering by Click the arrow to the right.. Enter the Email address and Click the "**Save**" button.

The Customer Table.

This Table contains information about the customers that purchase merchandise from you. This will allow you to give specific discounts to each customer. To get to the Customer Table Click '**Customer**', then '**List Customers**'. To enter a new customer Click '**Insert**'. The information that is vital to this file is **Account Number, Discount Method, Store, and Name**. The rest of the information is optional. The Discount Method is found on the Loyalty Tab. Discounts are explained in the next section. To enter Email addresses for this customer, click the "**Save**" button, Click Change, Under emails click insert.

Quick Steps:

1. Open the Customer Table by Clicking 'Customer', then 'List Customers'
2. Click insert to enter a new customer
3. Enter customer number, Select Store, Customer name, and Discount Method
4. Click 'Save'.

The Discount Table.

Access this table by clicking "Management", "My Discounts". If any discounts are currently set up for your Business, they will appear in the table on the left. Some discounts have been set up globally and they are on the table on the right. You can use both, but you cannot change the global discounts. We have attempted to put the most commonly used discounts in the Global side.

Click the Insert or change button below the table on the left to see how discounts are set up.

The Description is a title that should be descriptive enough for you to know how the discount works.

Type is the way the discount works. Click the arrow to the right to see what types are available.

All Items Start. With this Discount type the POS operator will have to select this discount(or the customer using this discount) before you sell items that you want to discount. You can sell items at the regular price, then select this discount, and the rest of the items on the invoice will get the discount applied.

All Items End. When this discount type is selected, a discount record will be entered at the POS. The amount will be calculated from all valid previously sold items for this invoice.

Previous Item. This Discount Type is usually used by putting it on a button at the POS. When pressed it applies the indicated discount to the item just previously sold.

The **Kind of Discount** controls how the discount is calculated. The arrow on the right shows you the valid selections. Most discounts you use will be either Per Cent of Cost Plus. For more detailed information on discounts, go to **Advanced Discounts** in the next section.

Per Cent. The discount rate Per Cent is taken off of the retail price.

Cost Plus. The discount rate Per Cent is added to the Last Order Cost Price. This Type of Discount should be set to All Items Start.

Rate is the Discount that is to be applied if the Discount source on the Advanced tab is set to Discount. That is the default.

Advanced Discounts. This section explains the Advanced discounting features in the POSAL Cloud system. Most users using common discounts should skip this section. You should have read the Discounts and Customers Sections before reading this section.

There are two ways to change the price items are sold at the Point Of Sale: Discounts and Promotions.

Discounts are either tied to a specific customer or to a button on the POS Touch Screen. Promotions usually affect all customers if they qualify for any conditions in the promotion. Discounts can be used at the POS or in the Back Office Order Enter system. Promotions are explained in a separate section.

To manage your discounts, Press Back Office, Management, My Discounts. Any Discounts currently set up for you will appear on the left. Discounts available from the system will appear on the right. Both the POSAL Discounts and My Discounts are available for use.

In this section, we will only discuss the information on the advanced tab.

In the Advanced tab you can further control how the discount works. The **Inventory Flag** Check box allows you to control which items in your inventory you wish to be discounted. If this is set on, then discounts will only be applied to those items with the **"Discountable"** Check box turned on in the Tax/Control tab of the Inventory table.

The **Margin Control** only applies to the Point of Sale. It controls whether a separate discount line is printed on the receipt and reported separately in the Category Summary report. If **Margin Adjust** is selected, then the Retail price will be adjusted and you will show less of a margin on that item. Order Entry always uses Margin Adjust.

Below Cost controls what Posal will do if the discount will put the selling price below cost. **Yes** will allow it to go below cost. **No** will apply no discount if it would go below

cost. **At Cost** will sell the item at the cost price if the discount would have put it below cost.

Source of discount controls where the rate of the discount is to be found. **Discount** will use the rate found on the General tab of this discount record. **Customer** will use the Discount rate found on the Loyalty tab of the customer record. **Inventory** will use the rate found on the Tax/Control tab in the Inventory record. **Category** will allow you to enter a different rate for each category. Enter part of the category name in the search box and then select the category you wish to discount. Enter the rate for that category.

Discount-Inventory will allow you to create a table of discounts, similar to category, for each item that you wish to discount giving each item a different rate.

Once you have entered all the information for the discount, press the **Save** button.

Discounts will only be sent to the POS when you restart the program. If you wish to tie a discount to a customer, then select the name of the discount from the pull down list in the Loyalty Tab of the customer record.

The Inventory Table.

This table contains all of the information with regards to your individual inventory items. Creating new inventory will be covered in the Next Section. Most of the concepts covered in this session apply to other table browses as well.

After signing on, Click Inventory, Browse Inventory. This will display your current inventory table. If you just signed on, it will sort the table by Description. Clicking on the Header of another data item will sort the table by that selection. You can tell which data item it is sorted by because a small triangle pointing up appears next to the title. If you click on the title that is already selected it will reverse the order of the table. The small triangle will point down if it is descending order.

The Last button will move you to the last page of the Inventory table. The First button moves you to the 1st page of the table. You can scroll up and down in the table using the Previous and Next buttons.

To find a particular item in the table, click on the box next to Locate (Contains) Description: where the word Search is. Type in any word and Click the Search button. Those records containing that word will appear on the screen. If you wish to search for records containing one word or another, then enter both words with a space in between. If you wish to look for records containing both words, then enter the first word then a space and then the Plus key followed by the second word. If you wish to search for records containing an exact phrase, then enter the phrase enclosed in double quotes. If you wish to search for records containing one word but not containing another word,

then enter the first word, space, a minus sign followed by the word you do not want to have in the record.

The Inventory record is broken into two. The Header Record which contains Description, Category and Department is shared by all users of the same business type. This information can be entered by each Store, but cannot be changed except by POSAL staff. The Item Information record contains Prices, Costs, On Hand, Location, Sale Price Codes, Vendors, Tax Information etc. These are unique to each store and can be changed by them. If you wish to change any of this information, simply locate the record in the table and click the **Change** button. Description comes from the Header Record but can be changed by each store.

On Hands cannot be changed without doing a transaction of some kind. The things that can be changed in the Item Information record will now be explained.

Price is the regular price your customers will pay unless they are set up for a discount, or there is a promotion in effect on the item. These are explained in other sections.

Unit Cost is the average cost paid for all items currently in Inventory. If you purchase items at different prices, they will be averaged automatically by the system. At any given time, This price times the Quantity On Hand will equal the actual cost you paid for the current inventory. The **Unit Cost** is used to calculate your sales margins.

Margin is calculated **from last order Cost** using the formula $(\text{Price} - \text{Last Order Cost}) / \text{Price}$. This is different from Markup. We use Margin, because it is the Retail industry standard. You can enter the **Margin** and the system will calculate the **Price** rounded according to the rounding table. If you enter the **Last Order Cost** or the **Price**, the system will calculate the **Margin**.

Status can be set by clicking the arrow to the right and selecting the desire status. Normally used statuses include:

Normal Item

Request Choice at POS. This indicates that when this item is sold, the POS will display the previously set up list of choices and the operator will select the desired item to sell.

Do Not Order. The system will not automatically order this item. A warning will appear if a Manual order is created.

Inactive. Inactive items can be eliminated from the Inventory table and will not appear in the Item Look up at the POS. It will not be included in Automated orders and A warning will also appear when it is entered in a Manual Order.

No On Hand Tracking. The On Hand will never change for this item...Useful for services etc.

Split Automatically. See Automatic Splitting. If this item is sold and there is not enough stock to prevent the On Hand going negative, then the system will look at the Split table and create more stock by taking a **Split From** Item out of inventory and putting the Split Quantity of this item into inventory.

Zero Price Allowed. If this item is sold at the POS and the Price is zero, the system will continue with the sale. If this status is not present, the POS will ask the operator to enter the price.

Wholesale Price. This can be used for numerous different functions. For Montana State Liquor Stores, it is the Book Price and is updated automatically. For all others, it is manually entered. Customers can be set to receive pricing based on the Wholesale Price plus or minus a Per Cent.

Price Code 1,2 These are used for promotional Pricing. The codes entered here must appear in the Promotion Price Table. Click the Look Up button to search for the correct price code. If there is an entry in either of these fields, the system will look in the Promotion Price Table for current valid promotions for this Item. There are two Price Codes so that two promotions can be active at the same time. The system will choose the cheapest price for the customer.

In the Ordering/Stock Tab, additional information can be entered.

On Hand, On Order, In Transit, Counted and Count Date cannot be changed here.

Reorder Vendor. Is the Vendor that you normally purchase from. Automated orders will use this vendor. Manual Orders can be to any Vendor. Click the arrow on the right to search the Vendor Table.

Desired GM: If Automatic Price Maintenance is turned on, then this Margin will be used to calculate a new retail price if the Last Order Cost changes when an order is entered either automatically or manually.

Minimum On Hand: For automated ordering. If there is a number entered here, the system will make sure that this amount is always in stock.

Max. On Hand: For automated ordering. If there is a number entered here, the system will never bring the stock level over this amount.

Shelf Location 1,2: The physical location(s) of this item in the store.

Counted: The amount entered during the last physical count.

Count Date: The date of the last physical count.

Tax/Control Tab

The system supports 4 taxes. The names will appear for the taxes applicable to your State/Province. You select **Yes** or **No** for the taxes that apply to this item.

Once you have made any changes to the Item Information, make sure you click the Save button. If you click cancel, then all changes will be discarded.

Adding Inventory Items to your Table

This Section will show you how to create inventory records in the POSAL Cloud System. There are two databases for Inventory records: The Master Database and the Location Database. All locations that have common inventory items will share the Master Database. This means (for instance), that all Liquor Stores in a geographic area that use the same Item Numbers(SKUs) will share the same master database. Any location can add to that database, but please do a thorough search to make sure the item you want to create is not already in the database.

You should review the Inventory Table section before proceeding with this section or be familiar with navigating around the Inventory file.

First, of course, you need to sign onto the POSAL Cloud system. Then Click Inventory , Browse Inventory. If your store already has items assigned to it, they will appear here. Before adding a new item to your table you want to be sure it is not in your Location Database already. Search by the SKU/Item Number. Click on SKU at the top of the browse box, enter the Item Number in the Search box at the bottom and then click the Search button. If the item is not found, then you should also search by description. Click on Description at the top and enter Keywords of the description in the search box and click Search. Everything that has the characters you entered together in the description will appear. Just make sure your product is not there.

When you are sure that the item is not in your Location Database, you can enter it into the system. 1st see if it is in the Master Database. Click the Insert button. If you know the bar code or can scan it, then enter it in the Bar Code box and click on the search button. You can also check by using the SKU. To do so click the Question Mark beside that box. The Master Database will appear. Click on SKU at the top of the Browse box, enter the Item Number in the search box and click the search button. If that item is in the Master Database, then it will be the only thing in the Browse box and we can click select. We will then see the description appear to verify that we have selected the correct product. Click the Next Button. Now you simply enter the Price and Cost, the Margin is calculated and shown. Once the cost is entered, you could enter the Margin and the system will calculate the Price. When entering the margin, the retail price calculation is rounded according to the rounding table set up. Once the pricing information is correct, click the next button. You must enter the default vendor for this item. Click the arrow and select the correct Vendor from the list. If you wish to use automatic price maintenance for this item, then enter a Desired Margin here. See the Purchase Order Function for more detailed information on the ordering information in this record. Click the Next button. Turn on whatever taxes apply to this item and then

click save. Item information for each location is explained in more detail in the Inventory Table Section.

If the item you wish to create is not in the Master File, then you can enter it. You can double check that it is not there by doing t/he searches. Click the Insert button as before to add this item. Click the Next button without entering a SKU. Simply fill in all the information on the Create Inventory Screen and click the save button. **BE SURE THAT** the information is correct before clicking save because you may not be able to change it after words.

Purchasing Procedures

In order to move new stock into the store you must be familiar with the Purchasing Procedures.

Quick Steps Manual Orders:

Click Inventory, Purchase Orders

Click Insert.

Click Order

Select the Vendor by Clicking the arrow to the left

For Order Plan Select **Manual Order**

Touch Next

Touch Save

Find the order you just created in the list(it will be the First and click change.

Click on the Details Tab

Find the item(s) you wish to order in the list and press Add next to it.

If it does not appear, touch save and change the order again.

Adjust the Quantity and Invoice price as needed.

Repeat steps 10 and 12 until all items on the invoice are entered.

Click on the Receiving Information Tab

Enter any shipping charges, the Adjustments and invoice total.

Check the deposit total on this page with the total on your invoice. It should match to the penny.

Check the GST total on this page with the total on your invoice. This total should be very close.

Check the discrepancy field. This figure should be minimal.

If the discrepancy is not minimal, or the GST or Deposits are out click on the Print PO button to find any errors with your order – check Case Quantity, TAX, bottle Deposit, Vendor Number, Invoice Price for each item. At the bottom of the list check Total Cases, and Order Total. Fix any errors on the order and in the Inventory Master File.

Once the discrepancy is minimal, the bottle deposits match, and the Tax is similar, the order is ready to be posted. Click on **Post Order** to Print Labels, reports and post the order. If you click **Price Labels**, One price tag will be created for each item received that is flagged to print Price Tags. If the Retail Price has changed, then Price tags will be printed for items already in stock as well. **Shelf labels** will be created for each item that the Retail Price has changed on. **Show Cards** will be created for each item on the Order that is on Promotion.

You should print the **Receiving** and **Category** Reports for accounting purposes.

All reports in the system generate a PDF file that you need to click on to download to your computer. You can view and print it as desired.

After you have printed all information that you wish, Change the **No** button next to “**I have finished printing all reports**” to **Yes** by clicking on it. Click the Save button to update your inventory.

Common Errors in Stock Receiving

You will know if you are having complications with stock receiving if you experience, **negative or unreasonable margins** for some or all categories on your Category summary reports, and/or **large discrepancies** under the receiving information tab in your orders. Discrepancies should be very minimal (within a few cents.) If you are experiencing either of these the following should be assessed:

A. When you create an order you select a vender in under the General Tab. Each Vendor has specific flags attached to them for inventory receiving purposes. The flags are as follows:

Tax In
Deposit
Case Price
Extended Price

You cannot edit the way that these flags are set up in the Vendor File, which is located under **Management, My Vendors**. You need to enter the information on the order according to how these flags are set.

Tax In- If **Yes** then this vendor include taxes in the prices of the individual items

Deposit In- If **Yes** then this Vendor includes deposits in the prices of the individual items?.

Case Price- If **Yes** then this Vendor may bill you by a different unit then you sell by. For example, if you purchase a flat of this product, and then break the flat up and sell by the 6. If this flag is on, then you should enter the case price on the PO.

Extended Price- If **Yes** then the Cost Price stated on the bill is the total price for the full quantity of each item. This is rarely used.

B. Incorrect data entry. Check that data that you have entered and make sure that the item numbers, quantities, and invoice prices are correct.

C. Tax Flag. If the Tax flag is not set right on each individual item that you are receiving your Tax will be calculated incorrectly, and you may have a discrepancy.

D. Case Quantity. If the Case Quantity is incorrect on any item, it will cause your margins to be incorrect and may cause a discrepancy when receiving. Examine the LIST for any items that have the wrong case quantity displayed. Report any incorrect case quantities to Posal Staff to make the change.

F. Bottle Deposit. If you are using bottle deposits, an incorrect or missing deposit will cause your deposit total to be wrong and may cause a discrepancy when receiving. If you notice an incorrect Bottle Deposit, then report to Posal Staff to make the change.

IF YOU COME ACROSS AN ITEM THAT HAS A MISTAKE IN THE INVENTORY FILE, FIRST GO TO THE INVENTORY FILE AND CORRECT THE MISTAKE. NEXT, GO TO THE ORDER. DELETE THE ITEM FROM THE ORDER AND RE-ENTER THE ITEM. MAKE SURE THAT YOU ENTER THE CORRECT ITEM NUMBER, QUANTITY AND INVOICE AMOUNT. ONCE THE CHANGES HAVE BEEN MADE, CHECK YOUR ORDER TO SEE IF THE DISCREPANCY HAS BEEN RESOLVED.

Once you post a receipt the new cost prices are posted as well. The cost price of each inventory item will be adjusted to reflect what you have specified in the Vendor flags, and the invoice price that was entered. If the inventory items were not received properly, then your margins will be incorrect. This can be changed by manually correcting the cost price on the individual inventory items, or upon your next receipt of the items, if they are received properly.

The consequences of incorrect stock receipts are not only incorrect margins, and cost prices, but also, incorrect Inventory value, and anything that is related to incorrect margins, and cost prices (ie. Cost plus pricing.) There is no way to reverse these consequences of incorrect margins and incorrect total inventory value. You can only correct your receiving procedure, to insure that the mistake does not happen again and correct the cost prices that were posted.

Remember, once you have entered your invoice total under the Financial Tab, your discrepancy should be minimal. If you have followed these instructions to correct your discrepancies, and you have not been able to correct your discrepancy, call a Posal representative and correct the discrepancy before posting your orders.

How to Use the Automated Ordering Function

Alternatively to entering your orders manually, as previously explained, you may have the system automatically create an order for you. To do so, use the following instructions.

Enter Automated Ordering by clicking on **Inventory, Purchase Orders, Insert**. Select **Order**, the **Vendor** and under **Order Plan**, select **New Automated Order** then click **Next**. For **Order Build Type** Select **Sales History** for normal orders. **Dedicate only** will only order enough stock to fill the Dedicated Quantity(the Open orders from Order Entry Customers. **Reorder + Dedicated** is similar but adds the Reorder Quantity. Select the number of **days supply** you want to have on hand by moving the slider on the left, Typing in the box on the right, or using the up and down arrows on the right side of the right box. The system automatically downloads promotion pricing for some jurisdictions-- Currently Alberta and Montana. Others will be added as needed. If you wish to increase your number of days supply for items on Promotion, then adjust the **Vendor Promo Days** in the same way as Days Supply. Once the Order plan data is entered, click the **Next** button. If you only wish to see what the system would order but not create the order, have **Report Only** show, otherwise click the button to have **New Order** show. Click the generate button. A report will be created showing what the system is ordering or would order if you selected **Report Only**. To see the report, press **Click here to download file**. Click the **Save** button. Re-open the order by clicking the change button and review what the system generated by clicking on the **details** tab.

LIQUOR CONNECT INTERFACE

Connect Logistics Services Inc. offers an online method of ordering through its LiquorConnect website. Although you can manually enter an order while logged into LiquorConnect, your POSAL Cloud system has been designed to send a prepared order electronically to this website. To do this, you must first create an order in Posal, either manually or by using the Automated Order feature.

There are two methods of interfacing with connect: Using a file and the Automatic method. The Automatic method is much easier, but sometimes Connect changes their ordering procedures and you have to use the File method.

The file method will be explained first.

File Interface to Connect

A. Sending an Order to Connect using an Upload File

First check that the Liquor Connect Vendor is set for File upload by Clicking **Management, My Vendors**. Select Liquor Connect and Click **change**.

Electronic Order type should be set to **Liquor Connect File**.

Find the order you have created by **Clicking Inventory, Purchase Orders**. Click your order and Click **Change**. Click **Receiving Information** tab then the **Send Receive** button(at the bottem). Click **Create File** and when done click **Click here to download the file**. Depending on your browser settings, this will store the file in your downloads folder. Log into Connect and upload the order.

B. Importing Your Order Into LiquorConnect

1. Launch Internet Explorer and go to <http://www.liquorconnect.ca>
"LiquorConnect.com" Homepage is displayed
2. Select **LOGIN** Button
"Login" Screen is displayed
3. **Enter User Name**, then press **TAB** Key
4. **Enter Password**
5. Select **LOGIN** Button

6. Select **ORDERING** Button from MENU
"Order Administration" Screen is displayed
7. Select **IMPORT** Button
"Order Upload" Screen is displayed
8. Enter the path to your downloads folder and select the file you created. It will be of the form \$\$\$nnnnn.csv. Where nnnnn is a random number.
9. Select **IMPORT** Button
"Completed Successfully" Screen is displayed
10. Select **RETURN TO ORDER ADMINISTRATION PAGE** Hyperlink
"Order Administration" Screen is displayed
11. Once the order has been uploaded, delete it from your downloads folder so it won't be confused with future orders.

C. Submitting and Confirming Your Order in LiquorConnect

While viewing the *ORDER ADMINISTRATION* Screen in LiquorConnect:

1. Select the **ORDER NUMBER** (underlined in blue) of the order you just created (the top order in the list)
"Order Details" Screen is displayed
2. Select **SUBMIT** Button
"Microsoft Internet Explorer" Window is displayed
3. Select **OK** Button
"Order Administration" Screen is displayed
4. Select Internet Explorer **REFRESH** Button to update the STATUS of your order
-Status will first change to SUBMITTED (this may take a few minutes)
5. Select Internet Explorer **REFRESH** Button to update the STATUS of your order again
-Status will then change to CONFIRMED (this may take a few minutes)

NOTE: Confirmation of your order will occur only during ORDER DESK hours.

D. Exporting Your CONFIRMED Order Into Posal From LiquorConnect

The status of you order must be confirmed before exported it.

1. Select the **ORDER NUMBER** (underlined in blue) of your CONFIRMED order (the top order in the list)
"Order Details" Screen is displayed
2. Select **EXPORT** Button
"Order Export Format" Window is displayed
3. Select **EXPORT WITH GST** Hyperlink
"File Download" Window is displayed
4. Select **SAVE** Button
"Save As" Window is displayed
5. Replace the filename displayed with **C:\connect\EXPORT.ORD**
6. Select **SAVE** Button
-Once the file is downloaded to your PC, "Download Complete" Window is displayed
7. Select **CLOSE** Button
"Download Complete" Window is closed
8. Close the ORDER EXPORT FORM Window by selecting the **X** Button
9. While viewing the ORDER DETAILS Screen, select **LOGOUT** Button
"LiquorConnect.com" Homepage is displayed
10. Close Internet Explorer by selecting the **X** Button

E. Loading an exported Order into Posal

First check that the Liquor Connect Vendor is set for File upload by Clicking **Management, My Vendors**. Select Liquor Connect and Click **change**.

Electronic Order type should be set to **Liquor Connect File**.

Find the order you have created by **Clicking Inventory, Purchase Orders**. Click your order and Click **Change**. Click **Receiving Information** tab then the **Send Receive** button(at the bottem). Click the **Add File** button and select the File that you

downloaded from connect. Click the **Start** button. Once loaded, click the **Save** button.
Review your order in the Details section.

Automated interface to connect

First check that the Liquor Connect Vendor is set for **Liquor Connect Auto** by Clicking **Management, My Vendors**. Select Liquor Connect and Click **change**.

Electronic Order type should be set to **Liquor Connect Auto**.

Exporting an order to Connect Automatic Method

Find the order you have created by **Clicking Inventory, Purchase Orders**. Click your order and Click **Change**. Click **Receiving Information** tab then the **Send Receive** button(at the bottem). Enter your Liquor Connect **Username** and **Password**. Click **Send**. The Posal system will log into Liquor Connect and upload your order. When complete **Click here to download the file** will appear. Click on this to get a report of how the upload went.

Importing an order from Connect Automatic Method

Find the order you have created by **Clicking Inventory, Purchase Orders**. Click your order and Click **Change**. Click **Receiving Information** tab then the **Send Receive** button(at the bottem). Enter your Liquor Connect **Username** and **Password**. Click **Receive**. The Posal system will log into Liquor Connect and download your order. When complete **Click here to download the file** will appear. Click on this to get a report of how the download went. Click **Save** and review your order. If you cost price has changed, you will see that reflected on the right column of the details tab. Your margin will be changed accordingly.

Selling Stock

Once you have your Master Files set up and your stock counts entered, then you are ready to begin a regular day of Sales. There are two separate systems where sales can be processed. The System that you use will depend on which ones you have contracted for with your Posal system. The Systems are, POSALRC POS, and Sales Order Entry. The POS is a separate standalone program that runs on a Windows based computer with Receipt Printer, Cash Drawer and optionally a scanner. The Order Entry System is on the Cloud.

The POS Screens can be customized by Posal staff to do various functions.

The Point Of Sale

POSALRC Basic Screen.

To start the system Double press the POSAL Cash Icon. You can also Click it once and then press the ENTER Key.

The system will download files. The main Inventory file takes a while to download, so it is optional. It is automatically downloaded every night so you should leave the POS running but signed off.

If you wish to update your inventory files during the day, quit the POSAL system and restart it. When the triangle appears in the bottom right corner, you can Press it to force a fresh download of the Inventory file. This will update the prices to what is currently in the Cloud System.

If a Printer or Drawer Init Error occurs as seen here, you should check the cabling and make sure the printer is turned on. We don't have a cash drawer attached, so we will press OK to ignore the message.

Once the POS Screen appears, you will be asked to sign on. Enter the assigned clerk number and password.

When the screen has loaded, double check that the correct date and time are showing on the screen.

The POS Screen that appears will most likely not be like the one displayed. These can be customized to the exact needs of each customer. Contact SCS Support for any changes you may wish.

Once you are signed on, simply scan items . If you are unable to scan an item, but it is in your database, you will be able to find it using the Item Look UP function . If you wish to search by description, press the By Descr. Tab and enter the 1st few characters of the description. As you type, the characters will appear in the locator box. DO NOT Click the locator box, you will want to keep FOCUS on the table. If you want to search for something else, you need to clear the 1st search by back spacing over the characters previously typed, or by pressing the up or down arrow keys. If you do not have a PC Keyboard attached, you can press the Keyboard button to bring up an On Screen Keyboard.

Once you have found the item you wish, you can press the Select button to sell it.

You can also sell an item by typing the Item Number and pressing the Enter Button. Some of these buttons are on the main screen/Tab, others are on other screens that can be selected by Clicking the tabs at the top.

The following keys may appear on your POS keyboard:

Clear	clears any error messages or incorrect data
Quit	Closes the POS program
Suspend	Clear and saves the current transaction. The customer may return later and you can retrieve the transaction using the Resume key.
Resume	Resumes a saved transaction. Press the key and then select the transaction from the list using the up down arrows. When the transaction is highlighted

	press enter.
Reprint	Allows you to reprint a previous transaction from the same day. Press the key and then enter the transaction number that you wish to reprint
Void All	Voids the entire transaction and starts an empty transaction
Void	Voids the currently highlighted item. Use the up and down arrows to select the item that you wish to void and then press the void key.
Cust Look	Customer Look up key. This key allows you to access discounts for specific customers. The discounts must previously be set up in the Posal Cloud System. See Customer File. Press the Cust Look key. Use the up and down arrows to select the customer/discount that you wish to use. When the customer is highlighted press enter on the keyboard. The discount will now apply to all items entered after the discount was selected.
No Sale	This key opens the cash drawer.
Item Look	Allows you to scan the inventory file and sell items. Press the Item Look key. Type the description of the item you are looking for. On hand and retail price are displayed. Use the up and down arrows to select the item. Press enter if you wish to sell the item. Press clear if you do not wish to sell the item, and to close the file.
X Rep	X report. This prints a running total of the days transactions and can be printed at any time.
Z Rep	Z report. This prints the days totals for the register and zeros out the til for the next business day. It is very important that you only execute one z report each day. If you execute more than 1 z report a day your back up files are compromised.
Train	Training Mode. This key puts your register into training mode for the instruction of new cashiers. No transactions preformed in this mode will be logged. To enter training mode press the Cash key and then the Train key. To exit training mode press the Cash key and then the train key. Be certain that you remove the register from training mode before executing regular

	sales.
Return	Allows you to return merchandise for the customer. Enter any items that the customer may be purchasing first. Then press the Return key. Any items enter from now on will be returned on this receipt.
Pay Out	Cash Paid Out. This allows you to remove money from the til to pay for items/services. The transaction is logged in the cash out. Enter the amount that you wish to remove from the register in dollars and cents and press Pay Out.
Safe Drop	This allows you to remove money from the register to put into the safe when the register has accumulated too much cash. Enter the amount that you wish to remove in dollars and cents and then press the Safe Drop key.
Secure	This key logs off the current clerk. Only the previously logged on clerk is able to log on to the register again. This protects the cash in the register from other employees.
Price Over	Price over ride. This allows you to change the retail price of an item. Highlight the item that you wish to change the price of by using the up and down arrows. Press the Price Over Button. Enter the new price in dollars and cents and press the enter key on the keyboard.
Quan	Quantity. This key allows you to sell more than one of an item at the time. Enter the amount of the item that you wish to sell. Press the Quan key. Scan the item or enter the item number.
Print On/off	Turns the receipt printer on and off.
Disc	Various discount keys may be on the keyboard. Contact Posal support staff to set these up and learn their functions.
Cash	If the customer pays in cash, enter the value of the money that they have given you in dollars and cents and then press the Cash key.

Tenders	Debit, Visa, Mastercard, Amex, Check. If the customer is using any of these tenders approve the transaction first and then press the appropriate key.
Gift Card	Enter the amount of the gift card in dollars and cents and then press the Gift Card key.

If you are using a points system, then press the points and are not using special cards, you will need to select the customer any time during the transaction and press the Points button at the end of the transaction before tendering. To redeem points, press the redeem button.

If you have special cards for the points system, then scan the card any time during the transaction. Points will be allocated on tendering. The redeem button works the same.

Sales Order Entry

You should have reviewed the Inventory and Customer Management Sections prior to this.

Log into the system and then click **Customers, List Customers**. Select the customer you wish to create an Invoice for. Any existing invoices will appear to the right of the Customer Table. To create a new invoice, click the **Insert** button under the Invoices Table.

The system will assign an Invoice Number. The default salesperson will appear. To change it, click the arrow to the right and select the desired Person. Enter the name of your customer representative that is placing the order. Select **Order** or **Quote**. Quotations are for you and your customer's information only. They will not appear on the open order list. And the automated order system will not purchase stock for Quotations.

Click the **Save** button to continue on.

The Order entry screen is separated into 3 parts(Blue Bars): General, which contains the Header Information; Details, which contains the Invoice items on the order and the Inventory Selection Table ; and Totals/Tenders.

In the General Area, you can Change the Record to a **Quote** or an **Order**, Cancel an existing Order by pressing the **Cancelled** button and Print a copy of the Invoice. If you have **Send Email** turned on and there are email addresses entered for this customer, each one will get an emailed copy of the invoice when you click **Print Invoice**. The Designated Accountant will get a copy of Orders, but not quotations. Post Invoice will update all related files taking stock out of inventory. You cannot change an invoice after it is posted, but you can print and/or email it. The **Update Prices** button sets the current prices for this customer for items already on the order.

The **Hide Cost** Button toggles between that and **show cost**. This shows you the cost and Margin on each item and the Margin and total profit on the invoice.

To add an item to an invoice, simply find it in the table on the right and Click the **Add** button next to it. You can sort and search for items in this table as explained in the Inventory Management section. Depending on the resolution of your screen, the Available Items may be moved under the Invoice Items instead of on the right side.

If the Item is out of stock, you may get an alert message. Simply click the **OK** button.

The items you entered now appear in the Details section under Invoice Items. You can Change the quantity and price of an item by typing over it. To remove an Item, highlight it and Click the **Delete** button.

If you want to enter a payment on this invoice, then click the **Insert** button in the Totals/Tenders section. Select the method of payment from the list by clicking on the arrow, enter the amount of the payment and click Save.

Also in the Totals/Tenders section, you can enter notes for this invoice. The information entered here will print at the bottom of the invoice.

When you are finished entering information, click the **Save** button.

Day End Procedures

Once you have completed a day's transactions you must complete your Day End Procedures.

Quick Steps:

1. **Z report** -At the conclusion of the day do a Z report on each register
2. **Cash Out** - In the Posal Cloud system click **Management, Cash Out**.
 - a. Select the day for which you wish to do cash outs.
 - b. Enter the **Count Value** for each tender.
3. **Print Reports** - Once clerks are cashed out print Tender Summary, and Category Summary from **Reports Sales, Reports**
4. **Check Totals** - Compare the totals on the two reports. They should match to the penny. If they do not, call support during business hours.)

In order to maximize your systems capabilities the following information **MUST be understood and executed daily**.

Your POSAL system runs with perpetual inventory. This means that your inventory and your sales are constantly being updated throughout the day. This provides you with up to the minute reporting. For this to function, your registers must be on line. If the register is off line then no data will be transmitted. Data will be collected for the transactions processed while off line. Once the register is on line the information will continue to be transmitted. You will know that all of your transactions have not be sent to the server if your Z report total is greater than the calculated amount on your Tender Summary report. If there is a proper internet connection, then the register should go On Line. If this does not occur, then you **MUST** contact your support representative on the next business day.

Summary

At the end of the day you should print a Z Report. Each morning you should examine your Tender Summary and Department summary for the previous day. If there are any

discrepancies call you Support Representative on the next business day. Make sure that your Z Report totals for each till matches the Tender Summary Report. If the Z Report total is greater, then all of the transactions were not sent to the server and you must call your support representative on the next business day. If the Z Report total is less than the register total then either some transactions were executed after the Z Report or an extra Z Report was executed on the previous day. In the first case this will cause your Z Report for the current day to not match with the Register Totals. Posal Systems will recover your transactions as long as these instructions are followed correctly.

Regular Register Maintenance and Trouble Shooting

Regular Register Maintenance

To avoid complications with your registers the following should be applied to your procedures:

1. Restart your registers every morning. This will reset settings in windows that may have been corrupted. This will also insure that your registers are on line every day.
2. Make sure that every time that you exit the POS program you are using the QUIT key located on the keyboard. **DO NOT exit the program in any other manner.**
3. Make sure that you have a quality surge protector on every computer.
4. Make sure that when computers are shut down that they are shut down properly, using the start menu. DO NOT shut down computers by unplugging them, turning off the power, or pressing the Reset button.

Trouble Shooting on POS Registers

If your POS Register is not responding try the following before calling your Support Representative:

After Each step try entering the POS program to see if the problem has been fixed.

1. Use the mouse and click in the middle of the screen on the POS program. Or simply Touch the screen if using a Touch Screen monitor.
2. Check to see if your Receipt Printer is out of paper.
3. Restart the computer as instructed above.
4. Turn off the power/unplug all peripherals, and then turn on all peripherals (ie printers, scanners, customer display)

5. Write down any errors that the system is giving you. Write down the exact problem, and note any symptoms. Note exactly what you were doing when the problem occurred. E-mail or Call your support representatives and relay the information.

Entering Stock – Opening or Cycle Counts

Because the system stores the difference between the current On Hand and the Counted amount. You can do physical counts while the store is open. When you post counts, the difference that existed when you entered the count is posted.

Quick Steps:

1. Open the Physical Counts Screen (Inventory, physical counts,) Click 'INSERT' to enter the count for an item
2. Enter SKU or UPC Code, and count.
3. Click 'Save'
4. Click 'INSERT' to enter next item
5. Once all counts are entered print report by clicking on count report. When you are ready to update your inventory click on 'POST COUNT'

After you have set up all of your Master Files you will be able to enter your inventory On Hand Values. You do this in Enter Stock Counts. To get to Enter Stock Counts click on **Inventory Maintenance, Physical Counts**.

Printing Count Sheets may make it easier to do stock counts. If you want count sheets for the whole store, then just click on **Count Sheets**. Most of the time you only want a section of the store. In this case click on the arrow by **Report on** and select **limit to**. Then select what you want to use as a limiter, usually **Category**.

Then select the category that you wish to print count sheets for. You take these sheets and fill out the count, bring it back to the computer and enter it.

A better way is to use a tablet(supplied by Posal) with a wireless scanner. You can scan the bar code and then enter the count on tablet.

To enter your counts click on 'Insert'. Either enter the **SKU**/Item Number or bar code of the item. If you have a scanner set up for back office functions, then the UPC code can be scanned. Enter the **Count** and **Location**. You can also change the Retail price if you wish. Click the Save button. If you enter a count for an item that has already been counted, the quantity entered will be added to the previous count. Once all counts are entered and reports are printed, click on 'Post Counts' to update your inventory.

Promotions – Putting items on sale

This function is used to link specific Promotional Prices to specific SKUs. A wide variety of discounts can be created here. Start and Stop times may be entered to minimize work.

To enter this file click **Management**, then **My Promotions**.

A promotion can be quickly disabled by clicking the **Enabled** field and changing the **Yes** to **No**.

General Tab

Description: The description of the promotion for your use.

Type: Chose From:

Sale Price—Enter the Price for this product(s)

Basic Discount—Enter a discount to be applied.

Quantity at Price—Enter a price for a specific entered quantity

Case Price—Must purchase an entered quantity to get the price

Case Discount-- Must purchase an entered quantity to get the discount entered

Quantity Activated Price—

Schedule Tab

Select the **Start** and **End Date** by clicking on the Calendar next to the field.

If you wish to only have the promotion active on certain days of the week, then click on the **Yes** to change it to **No** for that day. If you wish to have the promotion active for certain times of the day, then enter the **Start Time** and **End Time**. Leaving the times at 0:00:00 will put no time restrictions on the promotion.

Item List Tab

This tab defines which items are going to be on the promotion.

Select Items By:

Individual Items—select each item you want the promotion applied to

Category—Select the whole category(s) that you would like this promotion applied to.

Select the Items or Categories you wish to use from the list on the right by searching for it and clicking the **Add** button.

Click the **Save** button when done.

Automatic Package Splitting

This function allows you to control your inventory with minimal maintenance. You can use this function when you sell an inventory item both individually and in a package. With this function, the system will automatically split packages in the inventory when the On Hand value of the individual items fall below zero. COMING SOON....

Your Account

Select **Account**.

Personal Information

On this screen you can see your information about your account. You can change your Username, First Name, Last Name, E-Mail Phone Number, Register Code(Sign on ID) and Register Password.

Change Password

Here you can change your Cloud password. You must enter your Old Password and your new password twice.

Payment Methods

Here you can enter methods of automatic payments to Posal. Click New Payment and enter all of the information.

Payment History

See you automated payment history here.

LogOut

Click this to log out of the Posal Cloud system.

Support

Remote Support

Click this to request support from the Posal support staff. Enter at least 20 characters describing your request and the click **Get Support**. The support program will be downloaded. You will have to run it. When the support request screen comes up, just click **SEND REQUEST**.

Support Policy

Click this to see the support policy Cloud customers get free support on Posal Software.

Top Selling List

Be patient this report takes a bit to display. This is a list of all items ranking by selling volume. You can limit to a certain category if you wish.

Version History

This displays the enhancements to the Posal Cloud system for the Cloud and Cash Registers.

Other Inventory Functions

Other Functions under the Inventory section.

Inactive Items

This displays the items that you set as inactive. When set to inactive an item no longer appears in your regular inventory list. Here you can change the status from Inactive to bring it back into the main inventory list.

Kits and Choices

This function allows you to set up kits or choice items. A kit is treated as an item in inventory that when sold sells a group of items as a kit. Choice items set up similarly but the list of items is shown at the POS and the operator picks one from the list. Choice items are mainly used when many items have the same bar code. When you scan a choice item at the POS, you will get a list of all the items with that bar code and pick the correct one.

You assign a **SKU** for the Kit/Choice item, Select **Kit** or **Choice** for the Kit Type, enter the **description** that will appear on the receipt and select a **Category**. For kits you will put in the **price** and whether Tax is applied or not. Then select the items to be included from the list on the right.

If you wish to attach a **bar code**, click the insert button. Click the Save button.

Outgoing Transfers

This function is for multi-store users only.

Sales History

This function shows the Daily, Weekly, Monthly and Yearly sales for any item that you select.

As with all tables in the system, clicking the export button will create an XML file containing the data in the table. You will need to save this on your computer and open it with a Spread Sheet program.

Customer functions

Show Open Orders

This function shows all Order entry orders that have not been posted.

Aging Report

This function shows all unpaid charges to Accounts Receivable and their aging.

Reports

New reports are being added on a regular basis.

Inventory Reports

Current Inventory Detail—Prints all inventory items with their current On Hand, Cost etc.

Current Inventory Summar—Prints all inventory Categories with their current Cost and Value etc.

Prior Inventory Detail—Enter a date. Prints all inventory items with their current On Hand, Cost etc. as of the Date entered.

Prior Inventory Summary—Enter a date. Prints all Categories with ther Cost and Vlaue as of the Date entered.

Export to CSV—If this flag is turned on, the above reports are exported to a CSV file. You need to [Click here to download file](#).

Sales Reports

Category Summary —Enter a Start Date and End Date. Creates a report showing dollar sales and profit etc. for each category for the date range entered.

Tender Summary —Enter a Start Date and End Date. Creates a report showing each tender used the dollars received, count etc

Transaction Detail—Enter a Start Date and End Date. Creates a report showing all line items sold during the date range entered. You can limit it to certain types of transactions by selecting the **Transaction Type**.

Tender Detail—Enter a Start Date and End Date. Creates a report showing all line tenders received during the date range entered.

Daily Sales Summary—Enter a Report Date. Creates a report showing all items items sold on the date entered separated by regular priced items and Items sold on promotion.

Export to CSV—If this flag is turned on, the above reports are exported to a CSV file. You need to [Click here to download file](#).