Total Control Point of Sale Overview

General Overview

Total Control Point of Sale has 3 main areas of interests.

These are:

1. Header
2. Item Grid
3. Button Layout

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1. Header Overview

1. About the software and version number
2. Current Patron Information
3. Current Event Information
4. Point of Sale Information

2. Item Grid Overview

1. Items that are currently being purchased. This list will show the current items that have been selected
2. Current total of all items in the list. This is how much the current transaction would cost the patron.

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3. Button Grid Overview
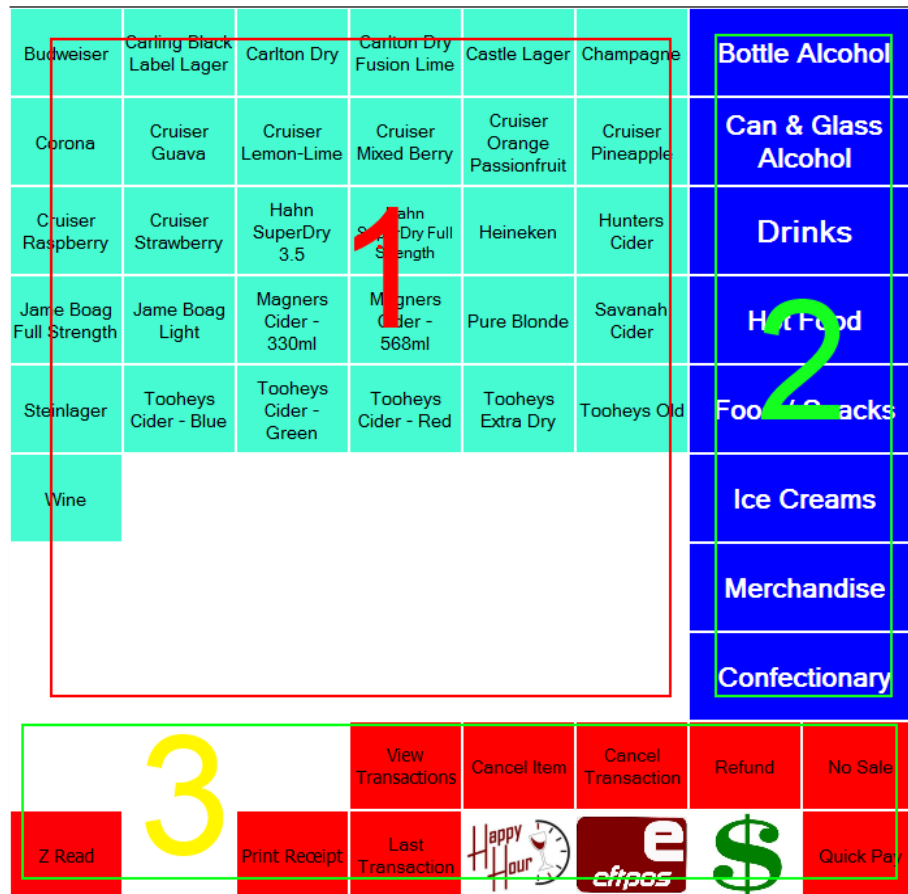
The button grid represents the main functionality of the POS. It is the location the user will customize to their requirements.

The diagram above is a sample of what the button grid could look like. It is completely customizable by the user. Each customer will have different requirements and will place buttons in different locations to suit their needs.

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There are 3 main areas of the button grid shown in the sample above that need to be explained:

1. **Item Buttons** - These are the items to be sold. Pressing one of these buttons will add an item to the Item Grid (explained in the Item Grid Overview above) for the patron to purchase.
2. **Page Link Buttons** - These are links to other "Pages" of items. This allows you to sort your items into groups, enabling you to find your items faster.
3. **Common Action Buttons** - There are many actions that can take place in the Total Control Point of Sale (POS). The most common of these actions are listed below:

   - **Quick Pay**: This will finalize the transaction instantly.
   - **Pay by Cash**: Represented here by a Green $. This will display another screen allowing the user to enter the exact money tendered by the patron. The user will be instructed on how much change to give the patron.
   - **Eftpos**: Allows the customer to Pay by Eftpos.
   - **Happy Hour**: This will change the pricing scheme of Total Control to allow events like "Happy Hour".
   - **View Transactions**: This will enable the user to view and search for any previous transactions.
   - **Last Transaction**: This will enable the user to view the details of the last transaction completed.
   - **Print Receipt**: This button will print a receipt of the last completed transaction. Not every transaction will require a receipt.
   - **No Sale**: This will open the Cashdrawer.
   - **Refund**: This button will display the refund screen enabling the user to complete a partial/full refund of a previous transaction.
   - **Cancel Transaction**: This will cancel the current transaction in progress and reset the POS back to its ready state.
   - **Cancel Item**: This will remove the currently selected item in the item grid.
   - **Z Read**: This button enables the user to perform an 'end of day' count of money in the POS.

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This is just a brief overview of the TotalControl POS. There are many more features that can be accessed using the TotalControl POS Designer which is used to create your POS design and layout.

If you have any questions please contact us Monitor WA.

HOW DO I ...

Purchase an Item

1. Press on the item you wish to purchase.
2. Repeat step 1 until all items are shown in the item grid.
3. Choose a Payment Method:
   a. Quick Payment
   b. Pay By Cash
   c. Pay By Eftpos

The Transaction will be completed and the POS will reset ready for the next sale.

Cancel the current transaction

1. Click on the "Cancel Transaction" button. This will reset the POS back to its default state ready to accept a new transaction.

Cancel an Item

1. Choose the item you wish to cancel from the items list in the item grid. The currently selected item will be highlighted in blue.
2. Press the "Cancel Item" button.
3. The item should no longer appear on the Item Grid.

Open the Cash Drawer

1. Press the "No Sale" button. This will open the Cash drawer without a completed transaction.

Refund Item/Transaction

1. Press the "Refund Button".
2. Select from the following filters on the left hand side of the screen to filter the current transactions:
   a. **Transaction ID:** If known, type in the transaction ID to show that transaction.
   b. **Patron:** Filter the list for a specific patron.
   c. **POS:** Filter the list for a transaction that was done on a specific Point of Sale.
   d. **Stock:** Filter on a specific stock type. This will show all transactions that contain the selected stock item.
   e. **From and To Date:** These filters will allow you to specify a date range to filter on.

Note: All of these filters can be combined to create a very specific search.

3. Click the search button to apply your selected filter(s).
4. Double Click the item in the list.
5. Click the Next Button to continue with the selected transaction.
6. Change the value of the items in the list that you want to refund:
   - True being an item you **DO** want to refund and;
   - False being an item you **DO NOT** want to refund.
7. Press the Next button at the bottom of the screen.
8. Press the correct refund payment method from the list in the centre of the screen.

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