

# MODULE 1: SALES

## Module Overview

Our screen layout and structure adjusts itself to your device screen size. So the information is always perfectly and accurately presented. You can run POSibolt on any platform (Linux, Max, Windows, iOS). We work with most of the industry - standard POS devices. And we also adapt to the way you sell – modern, fast accurate and easy to learn.

Posibolt POS makes ringing up a Sale easy with optional hardware package including a bar code scanner, card swipe, receipt printer or cash drawer.

## Objectives

- Describe the features in the sales cart.
- Explain how to do a sale.
- Use all payment types and process check – out to complete the sale.
- Restrict role permissions for giving discounts in sales.
- Create a customer directly from the sales screen, during posting of a sales order.
- Review the sales history after doing a sale.
- Describe how the refund/return/exchange are updated in the system.
- Discuss the Cash management and tracking the Cash Book
- Describe how view the current money in terminal and how a till is closed.

## Make a Cash Sale

From the main menu, click on Sales, under Sales Order sub – menu click on Sales. The sales cart is displayed as in the fig below

The screenshot shows the POS ORDER interface with the following components:

- Header:** POS ORDER | User: admin | Org: Chennai - SBU13 | Role: admin | Terminal: Chennai - SBU13 Terminal
- Search Fields:** Barcode, Product Name, Desc
- Product List Table:**

Name	Description	UoM	Qty	Unit Price	Tax Amt	Incl Price	Total
002LBGE	LADIES BAGS	Nos	1.00	4362.45	632.55	4995.00	4995.00
			1.00		632.55		4995.00
- Amount Total:** Corporate Office Sales Price List  
**Rs 4995.00**
- Product Details:** Barcode: 002LBGE, Product Name: 002LBGE, Stock Qty: 1.00, List Price: 4995.00, Serial No, Lot: 002LBGE 291503, Expiry Date, Attribute: T002LBGE 291503T
- Quantity:** Qty: 1.00, UoM: Nos
- Payment Mode:** CARD selected
- Customer Search:** Customer Name: Chennai - SBU13, Address: Shop No:5, Ground Floor, Palace Regency
- Buttons:** DISCOUNT, QUICK DISCOUNT, OPEN DRAWER, CLEAR ALL, ADD VOUCHER, SETTLE PAYMENT, INVOKE ORDER, CHECK OUT, SAVE

Fig 1: Sales Order page

## Adding An Item To Cart

To add products to the cart, either scan the bar code or type the product name or bar code in the respective text box, the POS will automatically retrieve the item information and populate them.

To search a product, enter the name (or some letters in the product name) in the Name Field and press Shift + Enter key. This is suggestion box. A list of products containing those letters will appear in a drop down. Select the required from the list.

While entering the description type in some of the letters of the product description and select the product from the drop down list.

## **Product Information**

If the sales representative is unsure about the product he is about to sell then he can select any item and check the product info on the right hand side panel.

- Check your item's availability in other stores, click on the product details section, a pop up box with the details will be displayed.
- ensure that right item is selected by comparing the product and its picture or
- check its prices and tax rates.

## **Quantity Of Product**

Now that the user is confident that he has picked the right items, he can adjust the items quantities by either entering the quantity directly or by using the DECREASE (–)and INCREASE (+)buttons.

## **Sales Tax**

The sales tax is automatically calculated based on the tax category and tax rate set for the product and the terminal. You can also override the tax rate for the product by selecting a new tax rate but provided you have the right privileges.

## **Discounts**

You can also give out discounts very easily but provided the role has the right authority. POS allows you to give discounts in % or in value on the whole shopping cart or on any of the line item. You can even up sell by giving negative discounts.

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 *To set the discounts for a role, Go to Administration → Role → search for the role → select the role → click on **Edit**. Set the discount values.*

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## **Percentage**

Assume that the customer has negotiated a special discount of 10% on an item, because he or she is paying cash. Just click on '**Quick Discount**' icon or press F8 and the

Discount pop-up appears. Now, input the percentage. The sale will be recalculated to include the discount. If you wish to give discounts to each product separately or to change a product's 'unit price', 'Incl Amt', 'discount%' or its 'total amt' then press F6 or '**Discount**' button. You will see the product list where you can give discounts.

## **By Value**

Say that, instead of a 10% discount, you want to give a discount equal to a fixed sum. That is instead of ₹55, you want your sum to be ₹45; Posibolt gives you the option to reduce the sale amount by simply inputting the discount amount. The sale will be recalculated to include this discount.

## **Negative Discount/Up sell**

In case, to sell a product higher than its actual price in the system, you can give negative discount to increase the price. This negative discount will not be printed on the sales receipt. A role configuration named **Allow Negative Discount**, must be enabled for the user to give negative discount.

## **On Total**

Say you are selling 10 items at ₹5 each which gives you a total of ₹50; you can choose to give discount on this total to make it ₹48. Press on F8 or F6. Enter discount amount or percentage and press Apply. Provided the role has the authority to give 'discounts on total sales'.

## **Choose Sales Representatives**

If an employee needs to move away from a terminal and another employee will take his place, then he can carry out sales by simply choosing his name from the drop down of sales representative in the POS screen.

For this, the user must be saved with 'Sales Representative' checked in the user details screen.

By doing so, he can save his time in logging out the previous user and then logging in as himself. This will allow you to track your employees performance and also enable automatic commission calculation.

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 *Edit sales rep from sales order screen is enabled from the role configuration of the user. Go to Administration → **Role** → **Set Role Configuration** → Select the check-box **Allow Edit Sales Rep**, click on **Save**.*

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## Selecting A Customer

Posibolt POS keeps a track of customers. Just allocate sales to customer by entering his name or part of his name or contact number in the search customer box and select the right record or it will be a default standard customer. If customer is a first time buyer, select 'New Customer icon' and create his or her profile. Just enter the information once and POSibolt POS stores and organizes all customer contacts in one place.

Besides that you can see a "Customer History" button, this will list out all the products that are bought by the customer.

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 *Allow Create Customer from sales order screen is enabled from the role configuration of the user. Go to Administration → Role → Set Role Configuration → Select the check-box Allow Creating Customer From Sales.*

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## Date Of Accounting

If by any chance you have missed to add any sales to the system, you can add them by just mentioning the date of accounting. From the **Role configuration** enable the feature **“Allow edit date accounting”**.

This will display a date of accounting field in the sales screen. You can enter the past date on when the sale is actually done.

If you check in the sales history page, you can find that the order created date will be current date but the invoice created date will be past date.

This feature will also display two new buttons in the sales cart,

1. **Copy order** : Using Copy Order, the user will be able to copy lines (items, qty, and/or prices) from another orders of the following types – Sales Order, CRO, PO, GRN and there is also an option to copy price from the original order or not. If copy price is not selected, the price will be taken from the price list.
2. **Import Order** : The user will be able to import the items, quantity and prices to the cart. A pop up box will appear with the import format. Browse the file and click on import

## Delete Items From Cart

To delete a product entered in to the cart, click on 'trash can' button, or press CTRL+Backspace. To clear the cash sale screen or to clear the cart click on **Clear All** or CTRL+ Del.

## Saving And Reloading An Order

To save an order at anytime and move to the next sales order and load back the order to complete from where the user left. After adding products to the cart, click on Save. Upon this, the order will get saved and the user can move to next sales order. The saved order can be retrieved at anytime by clicking on the **Invoke** button and complete it later.

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 *Save button for an order is enabled from the role configuration of the user. Go to Administration → Role → Choose the Role to change the configuration. Click on the **Set Role Configuration** icon on the top right. Under the **Other Settings** tab, Select the check-box **Allow draft document**, click on **Save**.*

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## Screen Preferences

Posibolt allows you to add or remove columns to the table in the cart.

This can be done using the screen preference icon . Clicking on the icon will display a list of values that can added to the cart table. Screen preference is a user specific feature, that means these are enabled for a particular user.

1. Search and select the user name.
2. Select the preferred preferences to be allowed for the user.
3. You can also change the name of the value to be displayed on screen. For example: the user wants to change Bar – code to Product Code.
  - ✓ Select the check-box of Bar – code.
  - ✓ In the text field, type in Product Code.
  - ✓ Click on Save and Close.
  - ✓ When this user logs in, he can see Product Code as header in the cart table.

## Payment Methods

To complete an order, Posibolt POS offers up to 9 methods of payment. By default these payments are available – Cash, Credit, CO-Pay, Voucher, Loyalty. You can also sell items on **Credit** provided that your customer has sufficient credit amount and has not exceeded his or her credit period.

Posibolt POS supports **Voucher** sale, just enter the voucher number to complete the sale.

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 *Other payment modes like – Card, Cheque and EFT can be enabled from the terminal screen. Go to Administration → Terminals. Choose the bank account for respective payment types. These payment types will be added to the payment pop up box in sales.*

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If the customer wants pay the invoice using multiple tender forms, we have **Mix Payment** for it. **Posibolt** will ask to choose the first tender type and to enter the amount received and then click on OK. Note that amount is still due on this transaction. User can choose in as many different tender types needed on this by clicking on the check – out icon.

### Check – Out an Order

Click on the 'Check out' button or press Ctrl+space to get the payment pop up box. In any case, Posibolt POS automatically calculates the change due. The customer receipt is printed instantly after the payment process is completed.

In the invoice receipt page, we can see **New Order** button. To perform a new sale, click on New Order. This allows to directly access the sales screen avoiding the hassle to click on home and then click on Cash sales. Short-keys like CTRL + Space is used for new order.

To take an A4 print of the sales details, just click on the printer icon. A reprint button is available to print more copies of the sales invoice.

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 *Reprint is enabled from client configuration. Go to Administration → Client Configuration → Enable Re – print option in Sales, click on Save.*

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## Keyboard Short keys

Posibolt has some short keys to provide an easier quicker method of accessing and executing commands.

For example: to complete a sale you can press the short-keys CTRL + Space

To get the list of all short-keys available in Posibolt, click on the icon. 

## Procedure : How To Do A Normal Sale

To create a sales order, follow these steps.

1. From the Main menu, click on **Sales** → under **Sales Order** → Click on Sales.
2. Choose the customer or it will be allocated to default standard customer. Or create a new customer by click on Create new Icon.
3. Add the product to the sales cart using bar code scanner or search for a product using name or description
4. In the Quantity field, adjust the quantity using + or – button or enter the number itself.
5. To select the Sales Rep , choose from the dropdown of Sales rep field
6. In the Order number field , Enter the Order Number or the System generates an order number.
7. Enter the Reference Number or Name in the Reference No. field
8. Enter Comments in the Comments Field.
9. If any discounts is needed to add for an order, either press F8 key or Quick discount button.
10. Click on Payment mode to select the mode of payments such a cash , card etc
11. For saving the order, click on DRAFT. To invoke the order and complete, click on INVOKE.
12. To complete the order, Click on CHECK OUT.

13. A payment pop up box appears where the amount tendered details is entered. The refund amount is displayed. Click on the green tick to process the request.
14. It directs to the Invoice page with the details of the Payment mode, Payment amount, total and balance amount and on the right hand side shows the invoice slip.
15. To take print of sales receipt, click on Print Icon.
16. For a new sales order, Click on New Order.

## Sales History

Billing history helps to crosscheck or verify the sales details carried out in an organization, or track a sales transactions. Posibolt will display all the sales recorded. Filters are added to the report by selecting a period, an organization to find the exact sales receipt you are looking for.

From the Main menu, Go to **Sales** → **Sales History**

The fields available are

Fields	Description
Search By	Helps to search the history by Date Invoiced, Date Ordered, Date Created, Order No., SO Ref No., Invoice No
Filter By	Helps you to search the sales history by Today, Yesterday, Current week, Moth or Year etc..
Organization	Search a sales order by selecting the store from which the sale is done.
Terminal	Select a terminal to track the sales done for a particular terminal.
Pay. Mode	The report can be filtered using the payment modes, like cash, card

Doc. Status	Search an order by choosing document status, like In Progress, Completed or Closed etc..
Customer	Search an order by entering name of the customer.
Product	Search an order by the name of the product sold .
Date Ordered	To search the sales done on a specific date.
Department	To search a sales took on a specific department.
Sales Rep	Filter the sales made by a specific sales rep
Customer Group	Filter the sales by a customer group
Sales Region	To search sales took place based on a specific region

1. **Display All** lists all the contents in a single page.
2. **Click** on the **Order number link**, it will direct to the sales receipt page, of that order.
3. **Click** on the **Invoice Number link**, it will display the invoice details of that order.
4. The whole list can be saved as a **CSV format or PDF** just by clicking their respective icons.
5. **Reprint** option will reprint the sales receipt.
6. Press F1 to get a pop up box displaying the sales totals for the selected date.

There are some features to be enabled from the **Role Configuration**, which are used in the Sales History page.

## Add Attachments

You can Add Attachments to an order. Click on the **Add Attachment** link, you will get a pop up box to browse and add files.

## Edit / Void Sales Order

A user can edit an order provided that he has the role configuration "**Allow Edit Document**" enabled .

**Edit** : If you edit an order, this will reverse all the operations: payment, delivery, sales – and a new drafted order will be created so that you can make necessary changes.

**Void**: If you void any sales all the sales, delivery and payments will be reversed.

## Screen Preferences

On the right hand side of the header, click on the icon, 

Clicking on this will get the list of preferences (all the column names of the table) available in the reports or pages. The admin can set the preferences for each user. The admin will choose a user and select the column names to be listed for the table which the user needs to see. The admin can also select the values from search filters for a user.

For example: The admin wants the sales rep A to see the sales history of store A.

1. Up on selecting the user in the screen preference,
2. From the organization drop down, select the Store 1.
3. Click on Save and Close.
4. When Sales Rep A logs in, he will have the store 1 displayed in the organization drop down and he can see only sales done in that store.

# RETURN / REFUND ORDER

Posibolt POS return order also make it easy to manage merchandised returns. A returned order deducts the total from the day sales and adds the item/items back into the inventory.

The returned item is retained in the receipt and the process is completed. The refunded amount is tendered to the customer and this total is immediately reported on the end of day report. The sales return receipt is then printed.

Please note that provided the user have the authority, he can also make a sales return without referring to a sales transaction. The user just need to carry out a sale by searching for the product to be returned, make the necessary adjustments and checkout.

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 You can also make a sales return without referring to a sales transaction. For this Go to **Administration** → **Organization**, search for the organization and click on edit icon. From there select the check-box **yes** against the option **Allow CRO Without Reference Number**.

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That's it! POSibolt's processing return order is easy so that you can serve your customer better and quicker.

## Procedure : How to do a Sales Return

To enter a customer returned order, please follow these steps:

1. From the Sales menu, click on Customer Returned Order.
2. Type in the reference order number/ invoice number.
3. The customer details in the order will be displayed.
4. Now add the products to be returned to the cart.
5. Adjust the quantities to be returned.
6. Click on check – out to complete the order.

## Customer Return History

By default, Posibolt will display all sales return made using this POS terminal. Note that for any reports, you can add or remove filters if you want to widen or narrow your search.

Scroll to the right to view more details of the table. This report is similar to that of the

cash sale history. All the features available in the cash sale history is available here also.

## **CASH BOOK**

Posibolt's Cashbook keeps track of all cash transactions that have been processed in the system, that is all your cash transactions, deposits, withdrawals, and transfers. You can do cash management and tracking simply by looking at the cashbook reports.

Cashbooks are linked to your terminals. When you create a new Terminal, a cashbook with the terminal name is created.

In Terminals, under Transfers, select Cashbook or Bank Account to where the amount must be transferred once the till is closed.

### **Adjust Cash Book**

To take money out or put money in the cash drawer, user will need to adjust the amount in the cash book by stating reason. For that, Go to POS main menu **Sales** → **Adjust Cash book**.

Whenever user need to take money out or put money in the drawer, :

1. Enter the amount
2. Say whether it is a debit or a credit operation
3. State a valid reason

### **Cash Account Report**

In the **Cash Account report/Close-till report**, user can view the transactions involving the payment as cash type and amount. It can also display card and cheque details.

### **Cash Account History**

The **Cash Account History/Close Till History** will give the record for every transaction that has been done via the till.

- View the beginning balance and ending balance.
- Click on the colored amount, it will be directed to the detailed transaction entries.
- If the till is closed it will get end of the day report where user can take a re-

print of the close-till report and also export the details in CSV, PDF or RTF format.

## TILL MANAGEMENT

Posibolt POS makes tallying the day's sale reconciling money and updating your end of day total in a quick and easy process.

### **Current Money In Terminal:**

This page displays the total amount in till, that is after all transactions.

In **Current Money in Terminal**, user can view the Opening Balance, Net Transaction, Cash Total, Card, Cheque, EFT and Grand Total.

The fields available here are:

<b>Fields</b>	<b>Description</b>
Open Balance	The open balance in the till at the start of the day
Net Transaction	Net transactions done during the day
Cash Total	The total amount paid in Cash
Card Total	The total amount paid in card.
EFT	Total amount deposited.

As soon as you do a cash sales, you can go to Current Money in Terminal and you can check the values being adjusted accordingly. If you didn't closed the till last day, then the amount will show the sum up of last day's transactions as well. Still in the RHS of the screen you can see today's transactions under the head 'Sales figures for today'.

### **Close TILL**

Posibolt POS helps you manage your end of day processes. This is one of the last things to be done. At the end of the day, as a sales representative, you should close the till to retrieve the amount of money in the terminal for all the sales done.

Whenever you change cashier or close your till, you will be required to count the money you have in your POS terminal. Posibolt uses blind reconciliation meaning that you count the cash first and only then will the system tells you how much money was

supposed to be found in till.

## **Procedure: How To Close A Till**

1. Enter the values for cash sales, card and cheque amount .
2. '**Float left behind**' is the amount to be carried forward for the next day.
3. Click on **CLOSE**.

If the amount entered are correct, a confirmation message is displayed to continue with the close till.

If the amount is incorrect. Then the user needs to go back and enter correct amount and continue to close till. The cashier will not be able to continue close till with an incorrect amount. The credentials of a supervisor is needed in such case.

Once the cashier has closed the till, Posibolt POS will print the end of day receipt and inform the employee whether the money in the cash drawer tallies with calculation.

## **Open Cash Drawer**

When a cashier is using the system, there are occasions where the cash drawer has to be opened without a cash sale. For doing this, Click on Open Cash Drawer to open it.

## **Quotation**

In business, it is quiet common to create an offer letter for our customers. Through this offer letter, we inform our customers about our products, specifications (if applicable), and price information.

## **Entering a Quotation Document**

Follow these steps to create a Quotation Document:

1. Navigate to Sales Menu.
2. Under Quotation Sub Menu click on Quotation.
3. Choose the customer name.
4. Fill up the following entries:
  - (a) Kind Attention : Here you can enter the name of the person

who is concerned to receive the quotation.

(b) Payment Term : If the customer is paying back in credit, we can mention the payment term allocated to him.

(c) Date Promised : The date promised when the customer will receive the products.

(d) Validity : The validity of this quotation.

(e) Delivery : The area to which delivery is to be made.

5. Add the product (item or service) to the cart. If you enter products that do not have price list information, or that use a price list other than the price list configured for these products, then you will get an error message – Product is not on Price List
6. Enter the quantity of the product. Posibolt will inform us that we do not have enough stock.
7. Click on the Check – Out button. This will complete the quotation order. You can also save the order for the time, and then invoke it at a later point of time to complete it.
8. The sales order can be created from the quotation from the Quotation Report.

## Quotation Report

This report as the name suggests tracks all the quotations created in your organization.

KIMS Trivandrum Quotation Report								
For Today: 12-Jan-2016 Printed By : admin on 12-Jan-2016 17:35:04								
Quotation No	Customer	Date Quoted	Date Promised	Grand Total	Document Status	Organization	Order No	Action
20017	ZUHAIL	12-Jan-2016	12-Jan-2016	42.00	Completed	KIMS Trivandrum	Create Order	Edit Quotation
20014	ZUHAIL	12-Jan-2016	12-Jan-2016	10.00	Completed	KIMS Trivandrum	50559	
				52.00				

Export options: CSV | RTF | PDF

1. Once a quotation is created it will be listed in the quotation report as shown in the above figure.
2. To create a sales order from the quotation, just click on the Create Order link.
3. This will direct you to the sales order screen,
4. In the sales screen you will get the payment mode, as pointed by the arrow.
5. Click on Check out.

The sales order will be complete.

## Settings

There are a few role and client configuration settings which enables special features in the sales page.

### **Additional Features from the Set Role Configuration:**

Here are some additional features which are enabled in the sales screen which are role specific. These are enabled from the role configuration settings.

<b>Fields</b>	<b>Description</b>
Invoice No	Will display text field to manually enter the invoice number.
Order Description	Displays a text field to enter any comments for the order.
Order No	Display a text field to manually enter the Order number.
Price Limit	Displays the limit price of the product set in Product Administration.
Product Description	Will allow the user to edit the product

	description.
Reference No	Displays a text field to enter reference number for the order.

## Other Settings:

Fields	Description
Allow Add Attachment	Allows the role to add an attachment in reports
Allow Delayed Delivery	Allows to do a delayed delivery sale
Allow Draft Document	Allows to save an order and then later complete it
Allow Edit Document *	Allows the user to edit an Order – Sales or Purchase
Allow Edit Sales Rep *	Displays the list of all sales rep in the Sales Screen
Allow Lay Buy *	Enables the Lay buy option in the Payment Mode in Sales Screen
Allow Negative Discount *	Allows to add negative discounts, that is increase the price of a product.
Allow Edit Date Accounting *	Will enable the Date of Accounting field to enter the
Add Product Price from Sales*	You can change the price of the product from the sales screen itself
Enable Rich Text for Product Description *	This will enable the rich text editor for Product Description in Sales Order page.
Save Screen Preferences *	The user can save screen preferences

## Client Configuration Settings:

These are the client configurations used for sales

Fields	Description
Show Re-print Option in Sales	This will display a re-print button in the invoice page (the page we get after completing a sale). We get a slip print out after clicking check-out. In case we need another slip print, just click on re-print button.
Enable Prepare Order	When enabled, instead of check – out button we get a prepare button. This feature is used to display the order details.
Allow Negative Qty in POS Order	This feature allows entering negative number in the quantity field. If your organization or shop allows exchange of goods, then you can allow to do sales for negative quantity.
Default to Smallest UOM for Sales.	If there is any UOM conversion set for a product, by default the highest UOM is displayed in all screens. By enabling this feature in the sales screen it displays the Smallest UOM of the product. For example, if the product has UOMs KG and Each - after enabling this feature, Each will be displayed in the Sales Screen.
Allow Selling Non Existing Product	When you add a non-existing product in the Sales screen, you will get error message "Product not found". Selecting this feature will display a pop up telling <b>Product not Found, do you wish to create new Product with given details</b> . You can create the product from the sales screen and sell that product too.
Disable Selling Non Stock Product	We can to sell non stock product in POSibolt. The quantity will be displayed as negative. If this feature is enabled, you get a warning message and will not be able to add a product which is not in stock.
Enable Unique Reference No	Posibolt has a role configuration to add Reference Nos in the sales screen. You can add same reference to more than one order and search using the reference number will display all the orders saved with it. This feature prevents the duplicate entry of Reference Numbers.
Enable Attribute	When a product with attribute set is added to the cart,

Variant Matrix pop up	all the products with attribute combinations are listed in a suggestion box and you need to select from them. This new feature will display Matrix pop up box where all product combinations are displayed. Enter the quantity of the product and it will be added to the cart.
Block SO To Overdue Customers	Sales Order will be blocked for the customers who has not cleared their dues.
Ref User1 Label & Ref User2 Label	This feature was included for our pharmacy client, where they needed to enter the name of the doctor and patient while making a sale (medicines). When enabled we will get two text fields, with the label name mentioned in the client configuration.
Use Dr/Cr instead of +ve/-ve	In
Exact match for Customer search in Sales screen.	This feature will allow us to search for the customer using their phone number or customer code.
Show Product Name As Suggestion	The product name when searched will be list as suggestion box.