Penny Lane POS

Basic User's Guide

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Introduction

The **Penny Lane POS** Basic User's Guide provides users with easy to understand, general procedural information. **Penny Lane POS** consists of **Penny Lane Shop Floor** which handles all front end transactions and **Penny Lane Manager** which provides all back office functionality. **Penny Lane Shop Floor** and **Penny Lane Manager** work hand in hand to provide comprehensive, reliable, flexible and easy to use full service software to retailers. **Penny Lane POS** is an adaptable system that will work in a variety of retail environments with a variety of different types of equipment.   Unsurpassed in its flexibility, the software will allow for innumerable different configurations making each user's setup unique. The information in this guide pertains to the general operation of the system. Your store may have specific setups and equipment in place that requires different procedures than those detailed here. Please consult your supervisor or dealer for specific information on how your system has been programmed.

PART 1 - Getting Started

a) Powering on the Equipment

Simply stated, step one is to ensure the computer and all other devices associated with it are powered on. Scanners and credit card readers will in most cases be powered on when the computer terminal is powered on. Make sure to check that scales, monitors and printers, which may have independent power sources, have been turned on or you may find an error message awaiting you. If this is the case, ensure all equipment is powered on and re-boot the system.

b) Launching the System

1.   From your windows desktop, double click the Penny Lane Shop Floor icon. . You should find your Penny Lane Shop Floor login screen (see fig 1.1) to begin your session.
2.   Enter your user number and password (if there is a password associated with your user number). [1]

c) Float In/Float Out

Before beginning the day's transactions or between transactions the **Float In** key can be used to identify float money going into the register. The **Float Out** key is used to identify float money leaving the register. As a security measure, the supervisor might choose to remove large sums of money from the register periodically throughout the day to hold in a safe place.

Float In

1.   At the transaction type selection window select **6. Float In** by entering the number or by using your arrow keys to highlight the appropriate line and pressing **Enter**.
2.   At the **Float In Amount : [_____]** prompt, key in the amount of the float. Press **Enter.**

Float Out

1.   At the transaction type selection window select **7. Float Out** by entering the number or by using your arrow keys to highlight the appropriate line and pressing **Enter**.
2.   At the **Float Out Amount : [_____]** prompt, key in the amount of cash being removed. Press **Enter**.

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[1] New users are setup and passwords are optionally specified in Penny Lane Manager.

d) Assigning Cashier Number

In Penny Lane POS the term cashier refers to the individual entering the transaction in the system. The user ID number that is entered at login is the default cashier number for every transaction until specified by using the **Change Cashier** function.

1. At the transaction type selection window, press **Esc**ape to get to the main input prompt.
2. Press the **Change Cashier** key. Enter the cashier number, press **Enter**.
3. Enter the cashier password (if one applies to that particular cashier number). Press **Enter.** If the password entered is not valid, you must begin again by entering the cashier number first. Then, the correct password may be entered. Press **Enter.**
4. If the cashier number does not have a password, press **Enter** to bypass the field.

e) Assigning Clerk Number

The clerk number refers to the person responsible for making the sale to the customer.
A clerk number must be entered at the beginning of each transaction.[2]

1. At the clerk login prompt, key in the clerk number. Press **Enter**.
2. Key in the password (if one is associated with that cashier number). Press **Enter**.

f) Selecting the Transaction Type

Penny Lane POS allows you to choose between the following transaction types:

1. Sale	**6. Float In**
2. Void	**7. Float Out**
3. Return	**8. Received on Account**
4. Exchange	**9. Paid Out**
5. Gift Certificate	**10. Exit**

1. Select transaction type by entering the number associated with each type or by using your arrow keys to highlight the appropriate transaction type and pressing **Enter**.

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[2]Penny Lane POS may be programmed to not require clerk login at the beginning of each transaction

g) Assigning a Customer to the Transaction

A customer may be assigned to the transaction. The customer information can be accessed from the customer file, if available. If not available in the file, customer data can be entered during the transaction. For On Account, Layaway and Special Order transactions you must assign a customer to enter the transaction. For other transactions assigning the customer is optional.

Assigning Customers by Customer Code

1.   At the main input prompt, press the **Customer Enter** key**.**
2.   At the **Enter Customer Code: [_____]** prompt, key in the customer code. Press **Enter.** If the code exists, the customer is assigned to the sale. If the code does not exist, you will be prompted with message:
      Does Not Exist! Create (Y/N)?
2.   Verify that you have entered the customer code correctly. If not, press the **Esc**ape key twice and key in the correct code. If you are prompted again with the message: **Does Not Exist! Create (Y/N)?**, you must key in **N** if you do not wish to add this customer to the system at this time or **Y** if you wish to add this customer to the system. Press **Enter.** See Entering Customer Data section below for more information.

Assigning Customers by Name or Code Search

1.   At the main input prompt, press the **Customer Enter** key.
2.   At the **Enter Customer Code: [_____]** prompt, press either the **Customer Name Search** or **Customer Code Search** keys.
3.   Using the arrow keys, scroll up or down to the appropriate customer name or code. Press **Enter.**

Entering Customer Data

This can be done at any time during the transaction.

1.   At the main input prompt. Press **Customer Enter**.
2.   At the prompt for customer code, key in the allotted code for this customer. At the **Does Not Exist! Create (Y/N)?** prompt, key in **Y**. Press **Enter**. You will be prompted with a screen to add customer information.
3.   Key in information in the appropriate fields pressing the **Enter** key or the **Tab** key to move to the next field. The arrow key will allow you to scroll up and down throughout the screen to make any corrections that are necessary. When you are finished scroll through to the bottom of the screen with either the **Arrow** or **Enter** keys. This customer will be added to the customer file and assigned to the current transaction. You can continue to enter items in this transaction. The customer information should appear on the screen.

PART 2 – Entering Sales Transactions

The process for entering PLUs to a sales transaction is for the most part the same as it is for all transactions. You must, however, select **1. Sale** at the transaction type selection window by entering the number or highlighting the appropriate number and pressing **Enter**. This will put the system in sale mode. Penny Lane POS allows the user to enter product sales by keying in the product code (PLU), pressing a preset PLU key or open department key, or with the use of a scanner or scale.

a) Keying in PLUs

1.   At the main input prompt, key in the product code (PLU). Press **Enter.** This product code will appear along with its description and price on the receipt portion of the screen.
2.   If the product code does not exist or is incorrect, you will be prompted with:
       Price :[_____].
3.   If you have simply made an error entering the product code (PLU), press **Esc**ape and re-enter the product code.
4.   If you chose to enter a price you will be prompted with:
       Department:[__]. The system provides you with a default department number that you can accept by pressing **Enter**. You can override the default department by keying in the appropriate department number and pressing **Enter**. If you specify a department number that is not recognized by the system, you will hear a beep and you will be re-prompted for a valid department number.   Now the item will appear on the receipt portion of the screen with department name and price.

b) Using Preset PLU's

Some systems may be configured to assign specific product codes to specific keys on the keyboard. These keys will be labeled appropriately.

1.   At the main input prompt, press the desired preset PLU key.
2.   The product code will appear along with its description and price on the receipt portion of the screen.

c) Using an Open Department Key

Some systems may be configured to assign specific keys on the keyboard as open department keys. These keys are used to handle unusual items that do not have specific product codes.

1.   At the main input prompt, key in the price of the item.
2.   Press the appropriate open department key.
3.   The item will appear with the department number and description and the price as entered on the receipt portion of the screen.

d) Using the Scanner

1. At the main input prompt, scan the barcode (UPC). The scanner will beep to indicate that it has read the barcode successfully. The product code will appear along with its description and price on the receipt portion of the screen.

2. If you hear a second beep from the terminal, this is an indication that the system was unable to recognize the barcode (UPC) you have scanned. You will be prompted with: **Price :[_____].**

3. If you have simply scanned the wrong barcode (UPC), press **Esc**ape and scan the correct barcode (UPC).

4. If you choose to enter a price you will be prompted with: **Department:[__].** The system provides you with a default department number that you can accept by pressing **Enter**. You can override the default department by keying in the appropriate department number and pressing **Enter**. If you specify a department number that is not recognized by the system, you will hear a beep and you will be re-prompted for a valid department number. Now the item will appear on the receipt portion of the screen with department name and price.

e) Using the Scale

1. At the main input prompt, place the item on the scale.

2. Key in the product code. Press **Enter**.

3. The scale will beep to indicate a successful weighing of the item. This item will appear with its quantity, description, price, and calculated dollar amount on the receipt portion of the screen.

PART 3 – Optional Features

a) Entering Multiple Quantities

Most systems are configured with a special key that will assist when entering multiple quantities of the same product code (PLU). This key is commonly called the **@/FOR** key but also may be labeled the **QTY** (quantity) key.

1.   At the main input prompt, key in the appropriate quantity.
2.   Press the **@/FOR** key.
3.   Enter items following standard procedures detailed in **PART 2**.
4.   The product code with the quantity, description, price and total price will appear on the receipt portion of the screen.

b) Split Pricing

Split pricing is used for items that are discounted when sold in specific multiples. Penny Lane POS automatically calculates the appropriate price when that specific multiple is reached. For example, if items are priced at $0.75 each or 3 for $2, use any of the standard procedures for entering the product code. Once the system detects that three of the same product code have been entered, it will adjust the price of the three items to total the split price of $2.

In the case of split pricing of items that do not have a product code (PLU), an open department key must be used.

1.   At the main input prompt, key in the appropriate quantity.
2.   Press the **@/FOR** key.
3.   Key in the base quantity (the number of units the split pricing is based on. In the example 3 items for $2 the base quantity is 3.)
4.   Press the **@/FOR key** again.
5.   Key in the price the split pricing is based on. (In our example of 3 items for $2 the price to key in would be $2.)
6.   Press the appropriate open department key.
7.   The open department code with the quantity, description price and total price will appear on the receipt portion of the screen.

c) Discounting

Item Discounts

Penny Lane POS allows you to apply a percentage discount to any items already entered while the transaction is still in progress.

1. Enter items following standard procedures detailed in Part 2. Highlight the line to be discounted using your arrow keys if necessary.
2. Press the **Discount Line** key.
3. At the **Line Disc % : [_____]** prompt, key in the percentage of the discount. (For example, if you wish to discount a particular item by 10%, you would key in 10 at this prompt.)
4. Press **Enter**. The line discount percentage and dollar amount will appear immediately following the initial entry of that item on the receipt portion of your screen. Penny Lane POS will automatically recalculate any taxes and apply them to the new price of the item.

Subtotal Discounts

A discount can also be applied to the subtotal amount of the transaction. Items added to the transaction after the subtotal discount has been applied can be discounted by adding another subtotal discount. Only the items added between the last subtotal discount and the new subtotal discount will be affected.

1. Enter items following standard procedures detailed in Part 2.
2. Press the **Subtotal Discount** key.
3. At the **Subtotal Disc % : [_____]** prompt, key in the percentage of the discount. (For example if you would like to give this customer a 10% discount on her purchase you would key in 10 at this prompt.)
4. Press **Enter**. The subtotal discount will appear at the bottom of the receipt portion of your screen. Penny Lane POS will automatically recalculate any taxes and apply them to the new subtotal.

d) Price Override

Price Override allows the price of any item to be changed at the terminal by the clerk.

1. Enter items following standard procedures detailed in Part 2. Highlight the line you would like to override the price of using your arrow keys if necessary.
2. Press the **Price Override** key.
3. At the **Price : [_____]** prompt, key in the new price.
4. Press **Enter**. At the bottom of the receipt portion of your screen you will see the line with the price override subtracted followed by the entry with the new price.

e) Voiding a Line

Line voids allow you to make corrections during a transaction.

1. Highlight the line you would like to void using your arrow keys if necessary.
2. Press the **Void Line** key.
3. The voided line will appear subtracted at the bottom of the receipt portion of the screen.

f) Tax Exempting

Tax is calculated automatically on each item as it is entered. Penny Lane POS will allow two different taxes to be calculated and displayed in the transaction summary portion of the screen. These taxes are referred to in this guide as Tax1 and Tax2 but may be labeled differently on your keyboard to suit the specific taxes in your area. There are four possible keys available for exempting tax.

Tax1 Line Exempt

This key is used to exempt an individual line item from its normal Tax1 calculation.

1. Enter items following standard procedures detailed in Part 2.
2. Highlight the line you would like to exempt using your arrow keys if necessary. Press the **Tax1 Line Exempt** key.
3. The Tax1 total in the transaction summary portion of the screen will automatically remove the Tax1 applied to that item.
4. Pressing the **Tax1 Line Exempt** key a second time while that same line is highlighted will cause the tax to be included again.

Tax2 Line Exempt

This key is used to exempt an individual line item from its normal Tax2 calculation.

1. Enter items following standard procedures detailed in Part 2.
2. Highlight the line you would like to exempt using your arrow keys if necessary. Press the **Tax2 Line Exempt** key.
3. The Tax2 total in the transaction summary portion of the screen will automatically remove the Tax2 applied to that item.
4. Pressing the **Tax2 Line Exempt** key a second time while that same line is highlighted will cause the Tax2 to be included again.

Tax1 Subtotal Exempt

This key is used to exempt the entire transaction from its normal Tax1 calculation. It can be pressed at any time during the transaction. Items entered before and after the key is pressed will be exempted from Tax1.

1. Enter items following standard procedures detailed in Part 2.
2. Press the **Tax1 Subtotal Exempt** key. The Tax1 total in the transaction summary portion of the screen will automatically be set to $0.00 .
3. Pressing the **Tax1 Subtotal Exempt** key a second time during the transaction will cause the Tax1 to be included again.

Tax2 Subtotal Exempt

This key is used to exempt the entire transaction from its normal Tax2 calculation. It can be pressed at any time during the transaction. Items entered before and after the key is pressed will be exempted from Tax2.

1.   Enter items following standard procedures detailed in Part 2.
2.   Press the **Tax2 Subtotal Exempt** key. The Tax1 total in the transaction summary portion of the screen will automatically be set to $0.00 .
3.   Pressing the **Tax2 Subtotal Exempt** key a second time during the transaction will cause the Tax2 to be included again.

g) Canceling the Sale

Cancel sale allows you to nullify the current transaction entirely. Press the **Cancel Sale** key any time during the transaction. You will see the message **CANCEL/COMPLETED** in the transaction summary portion of the screen. If you need to nullify a completed transaction you must follow the procedures outlined in Part 5.

h) Selling Gift Certificates

1.   At the transaction type selection window, select **Gift Certificates** by entering the number or by using your arrow keys to highlight the option and pressing **Enter**.
2.   Key in the amount of the Gift Certificate to be issued. Press **Enter**.
3.   Tender the transaction following procedures detailed in Part 4.

i) Printing Gift Receipts

This feature will allow you to print an additional receipt for the last sale tendered. This second receipt will not display the prices of PLUs listed.

1.   Enter items following standard procedures detailed in Part 2. Complete the transaction by tendering payment.
2.   At the clerk login, key in your clerk number**.** At the transaction type selection window, press **Esc**ape.
3.   You will see the receipt for the last transaction on the screen. Press the **Gift Receipt** key.

j) Suspending and Retrieving Transactions

This function allows a transaction to be set aside or suspended before it is tendered. The suspended transaction can be activated again and completed at a later time. For example, if a customer decides in the middle of the transaction, to add items to the purchase, the sale can be suspended while he/she selects those items. When that customer returns to the terminal, the transaction can be retrieved and completed. In the mean time, other transactions can be entered.

Suspending the Transaction

1. At any time during the transaction, press the **Suspend Transaction** key.
2. You will be at the clerk login prompt. Key in your clerk number and you can begin to enter the next transaction.

Retrieving the Transaction

1. At the transaction type selection window, press **Esc**ape.
2. Press the **Previous Sale** key.
3. Continue pressing the **Previous Sale** key to move backward through the suspended transactions until the desired transaction in displayed. The **Next Sale** key will allow you to move forward through the suspended transactions.

k) Paid Outs

Paid out will help you to account for cash taken from the terminal during the day. For example, if suppliers are paid at the terminal from cash receipts for the day, the paid out function will keep a record of those disbursements.

1. At the transaction type selection window, select **Paid Out** by entering the number or by using your arrow keys to highlight the option and pressing **Enter**.
2. At the **Paid Out Amount: [_____]** prompt, key in the amount to be disbursed. Press **Enter**.
3. Tender the transaction following procedures for tendering cash transactions in Part 4.

l) Searching Customers/Products/Orders

These search keys are extremely useful for locating customer codes, names, and orders and for determining prices, codes, and stock levels of merchandise.

Search Customer by Name or Code

Allows customer information to be located in the database for layaways or regular transactions. This can be done at any time during the transaction.

1. At the main input prompt, press the **Customer Enter** key.
2. At the **Enter Customer Code: [_____]** prompt, press either the **Customer Name Search** or **Customer Code Search** keys.
3. Scroll up and down through the file using the arrow keys to locate the information needed.

Search PLU File by Product code

This function allows you to locate price, description, and quantity on hand by searching through the PLU file for product code information. You can also use the Search product code key to scroll through the PLU file as an alternative way to add items to the current transaction.

1.   At the main input prompt, key in the PLU and press the **Search Product Code** key. You will see a list of PLUs in product code order with description, price and quantity on hand. The PLU you are searching for or the closest match in the product code field of the PLU file will be at the top of that list.
         You can add the highlighted PLU to the current transaction by pressing **Enter**.
2.   If you do not have the product code but would like to search by code number, at the main input prompt, press the **Search Product Code** key. You will see a list of PLUs.   Using your arrow keys scroll through the list until you locate the PLU you are searching for. If you wish to add the highlighted PLU to your current transaction, press **Enter**.

Search PLU File by Product Description

This function allows you to locate price, description, and quantity on hand by searching through the PLU file for product description information. You can also use the Search product code key to scroll through the PLU file as an alternative way to add items to the current transaction.

1.   At the main input prompt, key in as much of the product's description as possible. Press the **Search Product Description** key. You will see a list of PLUs in alphabetical order by description beginning with the closest match in the PLU description field to the description you have entered.
2.   You will find product code, price and quantity on hand for each of the PLUs listed. You may need to scroll up or down that list to find the exact item you are looking for. You can add the highlighted PLU to the current transaction by pressing **Enter**.

Complex Search

A complex search is useful for locating PLU information when you have only part of either the product code or the description and the part you have is not necessarily found at the beginning of the product code or description. For instance if your product is called the Nepalese Teapot, but you only key in the word teapot the complex search function will supply you with a list of all PLU descriptions that contain the word teapot.

1.   At the main input prompt, key in as much of the description as possible. Press the **Complex Search** key.

2.   You will see a list of PLUs with their product code, description, price and quantity on hand. Only those PLUs which contain the information you entered in the product code or description fields will be listed. You may need to scroll up or down that list to find the exact item you are looking for. You can add the highlighted PLU to the current transaction by pressing **Enter**.

Search Order Number

This function allows you to locate a specific order in your Layaway or Special Order files.

1.   At the transaction type menu, press **Esc**ape.
2.   At the main input prompt, key in the order number you wish to locate. Press the **Search Order Number** key. The order will appear on the screen.

m) Reprinting the Receipt

This function allows a copy of the receipt of the completed transaction on the screen to be printed.

1.   After the transaction has been completed and the first receipt has printed, press the **Reprint** key.
2.   The second copy of the receipt will print out immediately.

PART 4 – Tendering Payments

Penny Lane POS allows you to tender multiple forms of payment for an individual transaction. However, only one method of electronic payment (credit and debit card) is possible.

a) Cash

1. Enter items following standard procedures detailed in Part 2.
2. Key in the amount tendered.
3. Press the **Cash** key. If the amount tendered is greater than the amount due, a large window will pop up displaying the change owed to the customer.
4. If the amount tendered is less than the amount due, the amount tendered so far will appear on the receipt portion of the screen. The transaction summary will display the total due, the amount tendered so far, and the current balance due. You must tender either more cash or another method of payment to complete the transaction.

b) Cheque

These are standard procedures for tendering cheques. Each company may have specific configurations in Penny Lane POS for tendering these payments and specific policies that are not detailed here. Contact your supervisor or Penny Lane POS dealer to clarify your company's procedures.

1. Enter items following standard procedures detailed in Part 2.
2. If the amount of the cheque is the same as the total due, press the **Cheque** key.
3. If the amount of the cheque is less than the amount due, key in the amount of the cheque and press the **Cheque** key
3. At the **Account # [_____]** prompt**,** key in the appropriate account number.
4. Press **Enter**.
5. If the amount of the cheque tendered is the same as the total due you will see the message **Tendered:Cheq.** and the amount tendered in the receipt portion of the screen. The message **SALE/PAID** will appear in the transaction summary portion of the screen.
6. If the cheque tendered is the less than the total due you will see the message **Cheq. Tendered** and the amount tendered in the receipt portion of the screen. You must tender either another cheque for the balance due or another method of payment to complete the transaction.

c) Credit Card

1.   Enter items following standard procedures detailed in Part 2.
2.   If the amount to be charged to the credit card is the same as the total due, press the appropriate **Credit Card** key.
3.   If the amount to be charged to the credit card is less than the amount due, key in the amount to be charged and press the appropriate **Credit Card** key.
4.   You will be prompted with the name of the credit card you have pressed and space for the card number to be entered. For example if you have pressed the **Visa** key your prompt will read **Visa # : [_____]**.
5.   At this stage you can choose to either manually key in the credit card information or swipe the card through the card reader.
6.   If you choose to manually enter the credit card number, key in the number and press **Enter**. You will be prompted with: **Expiry Date : [_____]**. Key in the 4 digit expiry date as displayed on the card, press **Enter**.
7.   If you choose to swipe the credit card make sure you have placed the card correctly in the credit card reader and check your screen to ensure the transaction is being processed.
8.   The authorization window will appear with various status messages. You will receive a message identifying whether the transaction has been authorized or not along with the message **Press any key to continue**. Touch any key on the keyboard to either complete the transaction, or to continue with another method of payment.
9.   If the transaction is complete, you will see the date and time of the transaction along with the credit card information in the receipt portion of the screen. The message **SALE/PAID** will appear in the transaction summary portion of the screen. The receipt printer will automatically finish printing the receipt with space for the customer's signature at the bottom.
10.   If the payment tendered is the less than the total due, you will see the type of credit card and the amount tendered in the receipt portion of the screen. You must tender cash, cheque, credit note or gift certificate to complete the transaction. Penny Lane POS cannot process more than one credit or debit card during an individual transaction.

d) Debit Card

1.   Enter items following standard procedures detailed in Part 2.
2.   If the amount to be charged to the debit card is the same as the total due, press the debit key.
3.   If the amount to be charged to the debit card is less than the amount due, key in the amount to be charged and press the **Debit** key.
4.   At this stage you must swipe the debit card through the pinpad.
5.   The customer will need the pinpad to verify the amount to be debited, to select an account and to input the appropriate pin number.
6.   Check your screen to ensure the transaction is being processed. The authorization window will appear with various status messages.

7. When the authorization process is complete, you will receive a message identifying whether the transaction has been authorized or not, along with the message **Press any key to continue**. Touch any key on the keyboard to complete or continue the transaction with another method of payment.
8. If the transaction is complete, you will see the date and time of the transaction along with the credit card information in the receipt portion of the screen. The message **SALE/PAID** will appear in the transaction summary portion of the screen. The receipt printer will automatically finish printing the receipt.
9. If the payment tendered is the less than the total due you will see the message **Debit Tendered** and the amount tendered in the receipt portion of the screen. You must tender cash, cheque, credit note or gift certificate to complete the transaction. Penny Lane POS cannot process more than one credit or debit card during an individual transaction.

e) Gift Certificate

These are standard procedures for tendering gift certificates. Each company may have specific configurations in Penny Lane POS for tendering these payments and specific policies that are not detailed here. Contact your supervisor or Penny Lane POS dealer to clarify your company's procedures.

1. Enter items following standard procedures detailed in Part 2.
2. Key in the amount of the gift certificate and press **Gift Certificate Redeemed**.
3. If the amount of the gift certificate is more than the total due you will see the message **Tendered : GIFT** and the amount tendered in the receipt portion of the screen. The message **SALE/PAID** will appear in the transaction summary portion of the screen.
4. Penny Lane POS will automatically issue a new gift certificate for the difference if the difference exceeds the amount specified by your company during system configuration. You will note the large message on the bottom of the receipt stating ***GIFT CERTIFICATE*** and the value. If the difference is less than the amount specified by your company during system configuration, a large window will pop up displaying the cash change due to the customer
5. If the gift certificate tendered is the less than the total due you will see the message **GIFT Tendered** and the amount tendered in the receipt portion of the screen. You must tender either another gift certificate for the balance due or another method of payment to complete the transaction.

f) Credit Note

The **Credit Note** key performs a dual function. When you are in a sales transaction, the **Credit Note** key is used to both redeem a credit note for payment and to re-issue another credit note when the change due exceeds the amount specified by your company for giving change in cash. When you are in a void or return transaction that same **Credit Note** key is used to issue credit notes. The procedures detailed here are standard. Each company may have specific configurations in Penny Lane POS for tendering these payments and specific policies that are not

detailed here. Contact your supervisor or Penny Lane POS dealer to clarify your company's procedures.

1.   Enter items following standard procedures detailed in Part 2.
2.   Key in the amount of the credit note and press **Credit Note.**
3.   If the amount of the credit note is more than the total due you will see the message **Tendered : CNOTE** and the amount tendered in the receipt portion of the screen. The message: **SALE/PAID** will appear in the transaction summary portion of the screen.
4.   Penny Lane POS will automatically issue a new credit note for the difference if the difference exceeds the amount specified by your company during system configuration. You will note the large message on the bottom of the receipt stating ***CREDIT NOTE*** and the value. If the difference is less than the amount specified by your company during system configuration, a large window will pop up displaying the cash change due to the customer.
5.   If the credit note tendered is the less than the total due you will see the message **CNOTE Tendered** and the amount tendered in the receipt portion of the screen. You must tender either another credit note for the balance due or another method of payment to complete the transaction.

PART 5 – Entering Void Transactions

The void transaction allows you to nullify a sale transaction that has been completed within the same day. If you are conducting a transaction that has not been completed (payment tendered) you may elect to use the **Cancel Sale** feature of Penny Lane POS. If you simply need to correct one line of your transaction you may choose to use the **Void Line** feature. To void an entire completed transaction you must have the original receipt number and it must be within the same day as the original transaction. The void transaction works like the sale transaction only in negative mode.

a) Beginning Void Transactions

1. At the transaction type selection window, select transaction type **2. Void** by entering the number or by using your arrow keys to highlight the appropriate line and pressing **Enter**.
2. You will be prompted for **Original Rcpt # [_____]**. You must enter a valid (from the day's activities) receipt number. If you enter an incorrect or invalid receipt number, the terminal will beep and you will be prompted again for receipt number.

b) Voiding Products

Penny Lane POS allows the cashier to void items from the original receipt by keying in product codes (PLU), pressing a preset PLU key or open department key or using a scanner or scale. Because the void transaction operates in negative mode, you will see that the quantities and dollar values are expressed as negative numbers.

Keying in PLUs for Voids

1. At the main input prompt, key in the product code (PLU). Press **Enter.**
2. You will be prompted with **Price : [_____].** Key in the price for the PLU as listed on the receipt. Press **Enter.** This PLU will appear along with its description and price expressed as a negative amount on the receipt portion of the screen.
3. If you are then prompted with **Department:[__]** you have possibly made an error entering the product code (PLU). If so, press **Esc**ape and re-enter the correct PLU.
4. If you are sure that the PLU was correct, continue by specifying the department as listed on the original receipt at the **Department :[__]**, prompt. Press **Enter.** If you specify a department number that is not recognized by the system, you will hear a beep and you will be re-prompted for a valid department number.   Now your item will appear on the receipt portion of the screen with department name and price expressed as negative numbers.

Using Preset PLUs for Voids

Some systems may be configured to assign specific product codes to specific keys on the keyboard. These keys will be labeled appropriately. Once in the void transaction's negative mode preset PLUs will also automatically assume a negative number for quantity and price.

1.   At the main input prompt, press the desired preset PLU key.
2.   You will be prompted with **Price : [_____].** Key in the price for the PLU as listed on the receipt. Press **Enter.** This PLU will appear along with its description and price expressed as a negative amount on the receipt portion of the screen.

Using an Open Department Key for Voids

Some systems may be configured assign specific keys on the keyboard as open department keys.   These keys are used to handle unusual items that do not have specific product codes. Once in the void transaction negative mode open department keys will also automatically assume a negative number for quantity and price.

1.   At the main input prompt, key in the price of the item.
2.   Press the appropriate open department key.
3.   The item will appear with the department number, description and the price expressed as a negative amount on the receipt portion of the screen.

Using the Scanner for Voids

1.   At the main input prompt, scan the barcode (UPC). The scanner will beep to indicate that it has read the barcode successfully.
2.   You will be prompted with **Price : [_____]**. Key in the price for the PLU as listed on the receipt. Press **Enter**. This PLU will appear along with its description and price on the receipt portion of the screen expressed as a negative amount.
3.   If you are then prompted with **Department:[__]** you have possibly made an error scanning the product code (PLU). If so, press **Esc**ape and scan the correct PLU.
4.   If you are sure that the PLU was correct, continue by specifying the department as listed on the original receipt at the **Department :[__]** prompt. Press **Enter.** If you specify a department number that is not recognized by the system, you will hear a beep and you will be re-prompted for a valid department number.   Now your item will appear on the receipt portion of the screen with department name and price expressed as negative numbers.

Using the Scale for Voids

1. At the main input prompt, place the item on the scale.
2. Key in the product code. Press **Enter**.
3. The scale will beep to indicate a successful weighing of the item. This item will appear with its quantity, description, price, and calculated dollar amount in negative numbers on the receipt portion of the screen.

c) Tendering Voids

Tendering Voids to complete the transaction works very much the same as tendering payments in a sale transaction. Because you selected the **Void** transaction type and are therefore in a negative mode, Penny Lane POS assumes that you are refunding the amounts tendered in the original sale transaction. In most cases you need only press the appropriate tender type key to complete the Void. In some cases you may choose to key in the original amount tendered to finalize the transaction. All dollar amounts that you key in should be expressed in positive numbers. For instance, if your void totals -$35.00 key in 35.00 and press the appropriate tender type. Never key in an amount greater than the total due. You will need to key in amounts less than the total due when the original receipt was tendered with more than one method of payment.

For step by step directions for tendering voids please follow the procedures detailed in Part 4.

PART 6 – Entering Return Transactions

The Return transaction allows you to nullify a sale transaction that has been completed on any previous day. The Return transaction works like the Sale transaction only in negative mode. If you are conducting a transaction that has not been completed (payment tendered) you may elect to use the **Cancel Sale** feature of Penny Lane POS. If you simply need to correct one line of your transaction you may choose to use the **Void Line** feature. To Void an entire completed transaction you must have the original receipt number and it must be done within the same day as the original transaction.

a) Beginning Return Transactions

1.   At the transaction type selection window, select transaction type **3. Return** by entering the number or by using your arrow keys to highlight the appropriate line and pressing **Enter**.
2.   You will be prompted for **Original Rcpt # [_____]**. You must enter a receipt number. Unlike the Void transaction the number you enter is not validated in any way and can be from any day.

b) Returning Products

Penny Lane POS allows the cashier to return items from the original receipt by keying in the product code (PLU), pressing a preset PLU key or open department key or by using the scanner or scale. Because the return transaction operates in negative mode, you will see that the quantities and dollar values are expressed as negative numbers.

Keying in PLUs for Returns

1.   At the main input prompt, key in the product code (PLU). Press **Enter.**
2.   You will be prompted with **Price : [_____].** Key in the price for the PLU as listed on the receipt. Press **Enter.** This PLU will appear along with its description and price expressed as a negative amount on the receipt portion of the screen.
3.   If you are then prompted with **Department:[__]** you have possibly made an error entering the product code (PLU). If so, press **Esc**ape and re-enter the correct PLU.
4.   If you are sure that the PLU was correct, continue by specifying the department as listed on the original receipt at the **Department :[__]** prompt. Press **Enter.** If you specify a department number that is not recognized by the system, you will hear a beep and you will be re-prompted for a valid department number.   Now your item will appear on the receipt portion of the screen with department name and price expressed as negative numbers.

Using Preset PLUs for Returns

Some systems may be configured to assign specific product codes to specific keys on the keyboard. These keys will be labeled appropriately. Once in the return transaction's negative mode preset PLUs will automatically assume a negative number for quantity and amount.

1.   Press the desired Preset PLU key.
2.   You will be prompted with **Price : [_____]**. Key in the price for the PLU as listed on the receipt. Press **Enter.** This PLU will appear along with its description and price expressed as a negative amount on the receipt portion of the screen.

Using an Open Department Key for Returns

Some systems may be configured assign specific keys on the keyboard as open department keys.   These keys are used to handle unusual items that do not have specific product codes. Once in the return transaction negative mode open department keys will also automatically assume a negative number for quantity and price.

1.   Key in the price of the item.
2.   Press the appropriate open department key
3.   The item will appear with the department number and description and the price expressed as a negative amount on the receipt portion of the screen.

Using the Scanner for Returns

1.   At the main input prompt, scan the barcode (UPC). The scanner will beep to indicate that it has read the barcode successfully.
2.   You will be prompted with **Price : [_____]**. Key in the price for the PLU as listed on the receipt. Press **Enter.** This PLU will appear along with its description and price expressed as a negative amount on the receipt portion of the screen.
3.   If you are then prompted with **Department:[__]** you have possibly made an error scanning the product code (PLU). If so, press **Esc**ape and scan the correct PLU.
4.   If you are sure that the PLU was correct, continue by specifying the department as listed on the original receipt at the **Department :[__]** prompt. Press **Enter.** If you specify a department number that is not recognized by the system, you will hear a beep and you will be re-prompted for a valid department number.   Now your item will appear on the receipt portion of the screen with department name and price expressed as negative numbers.

Using the Scale for Returns

1.   Place the item on the scale.
2.   Key in the product code. Press **Enter**.

3.   The scale will beep to indicate a successful weighing of the item. This item will appear with its quantity, description, price, and calculated dollar amount on the receipt portion of the screen.

c) Tendering Returns

Tendering returns to complete the transaction works very much the same as tendering payments in a sale transaction. Because you selected the **Return** transaction type and are therefore in a negative mode Penny Lane POS assumes that you are refunding the amounts tendered in the original sale transaction. In most cases you need only press the appropriate tender type key to complete the return. In some cases you may choose to key in the original amount tendered to finalize the transaction. All dollar amounts that you key in should be expressed in positive numbers. For instance, if your return totals -$35.00 key in 35.00 and press the appropriate tender type. Never key in an amount greater than the total due. You will need to key in amounts less than the total due when the original receipt was tendered with more than one method of payment.

For step by step directions for tendering returns please follow the procedures detailed in Part 4.

PART 7 – Store Closing Procedures

a) Closing POS Terminals (Penny Lane Shop Floor)

After the final transaction of the day, each POS terminal must be closed.   The Terminal Summary Report and/or the Draft Capture Reconciliation are options available to Penny Lane POS users. Some users do not make this part of the daily routine and may not be setup to generate these reports. If this is the case with your system you will skip steps 1 and 2 and move to step 3.

Print the Terminal Summary Report

1. After the final transaction has been completed, you will be prompted for the clerk number. Key in the number. Press **Enter.**
2. At the transaction type selection window, press **Esc**ape.
3. Press the **Print Summary** key.

Perform Draft Capture Reconciliation

1. At the transaction type selection window, choose **5. Exit** by entering the number or by using your arrow keys to highlight the option and pressing **Enter**. You will be at the POS main menu.
2. Select **Draft Capture Reconciliation** by tabbing onto that item and pressing **Enter** or using a mouse to click on that option.
3. Select **1. Initiate Draft Capture Reconciliation** by entering the number or by using your arrow keys to highlight the option and pressing **Enter**.
4. At this point the system will connect with the bank to confirm the debit and credit card information received from your terminal that day.
5. The Draft Capture Reconciliation Report will appear on your screen. Press the **F9** key to print it. If the report indicates that all transactions have settled you may move on to **Close POS Terminal.**
6. If the transactions have not settled you must perform a Force Settle procedure. Consult your supervisor or dealer for instructions.

Close POS Terminal

1. At the transaction type selection window, choose **5. Exit** by entering the number or by using your arrow keys to highlight the option and pressing **Enter**. You will be at the POS main menu.
2. Select **Close POS Terminal** by tabbing onto that item and pressing **Enter** or using a mouse to click on that option.
3. You will be provided with the option to continue or to cancel. Click on **Continue** using your mouse.

4. A list of files being copied to the back office will appear on the screen. Click on **Close** to return to the main POS menu.

b) Closing Back Office (Penny Lane Manager)

Once all of the POS terminals have been closed you must perform the final store closing procedures in Penny Lane POS Manager.

Launch Penny Lane Manager

1. From your Windows desktop, double click the Penny Lane Manager icon. You should find your login screen to begin your session.
2. Enter your user number. Press **Enter**. Enter your password if one is associated with your user number. Press **Enter**.

Perform the Daily Banking Procedure

1. Click on the **END-OF-DAY** pull down menu.
2. Click on the **Daily Banking** option.
3. Click on **Continue** twice to accept all defaults.
4. At this point the **Cash Calculator** window appears. Key in the count of each of your denominations of cash. Press **Save.** The Cash Calculator will automatically calculate your total cash counted and put that figure into the **Counted** column beside **Cash**. For instance if you have 27 five dollar bills, enter the number 27 and Penny Lane POS will calculate the total value of $135.00.
5. Enter all other totals counted for the other tender types by clicking on the **Counted** box beside each other tender type and keying in the amount.
6. Click on **Print** to print the Daily Banking Report.
7. Click on **Close** to return to the POS main menu.

Store Close

1. Click on the **END-OF-DAY** pull down menu.
2. Click on the **Store Close** option.
3. Click on **Run** to complete the store closing procedures.

PART 8 – On Account Sales

A customer code must be assigned to each on account transaction. The customer code can be selected from the existing customer list or a new customer code can be entered during the transaction.

a) Entering the On Account Transaction

1.   At the transaction type selection window, select **1. Sale** by entering the number or by using your arrow keys to highlight the appropriate line and pressing **Enter**.
2.   At the main input prompt, press the **Customer Enter** key**.**
3.   At the **Enter Customer Code: [_____]** prompt, key in the Customer Code. Press **Enter.** See Part 1 for more details on assigning a customer to the transaction.
4.   Enter items following standard procedures. When you have completed entering the items, press the **On Account** key.

b) Receiving Payment on Account

1.   At the transaction type selection window, choose **8. Rec'd on Account** by entering the number or by using your arrow keys to highlight the appropriate line and pressing **Enter**.
2.   At the **Enter Customer Code: [_____]** prompt, key in the Customer Code. Press **Enter.** See Part 1 if you need help assigning the customer to the transaction.
3.   At the **ROA Amount : [_____]** prompt, key in the amount of the payment. Press **Enter**.
4.   Tender the payment following standard procedures outlined in Part 4.

PART 9 – Layaways

a) Creating a Layaway

A customer code must be assigned to each layaway transaction. The customer code can be selected from the existing customer list or a new customer code can be entered during the transaction.

1. At the main input prompt, press the **Customer Enter** key.
2. At the **Enter Customer Code: [_____]** prompt, key in the customer code. Press **Enter.** See Part 1 if you need help assigning the customer to the transaction.
3. Enter the items to be placed on layaway following standard procedures detailed in Part 2.
4. Press the **Layaway Menu** key. Select **4. Create Layaway** from the layaway menu by entering the number or by using your arrow keys to highlight the appropriate line and pressing **Enter**. If you haven't already assigned the customer to this transaction you will be prompted to enter it now. You cannot continue unless a customer code is entered.
5. If your customer would like to make an initial payment against this layaway press the **Layaway Menu** key again. Select **1. Layaway Payment** from the menu by entering the number or by using your arrow keys to highlight the appropriate line and pressing **Enter**.
6. At the **Payment Amount : [_____]** prompt, key in the amount of the payment. Press **Enter**.
7. Tender the layaway payment following standard procedures outlined in Part 4.

b) Making a Layaway Payment

Layaways usually involve multiple payments at regular intervals. The following steps will allow you to record interim payments and to complete the layaway transaction by recording the final payment. Penny Lane POS will automatically assume you are completing the layaway if the payment at any time is equal to or greater than the balance due on the layaway.

1. At the transaction type selection window, press **Esc**ape to get to the main input prompt.
2. Press the **Layaway Menu** key. You will be provided with three options for locating the layaway you are receiving payment for. If you know the original layaway number, choose **1. Search by Layaway#** from the menu by entering the number or by using your arrow keys to highlight the appropriate line and pressing **Enter**. At the main input prompt, key in the layaway number and press **Enter.** Alternatively, using your arrow keys you can scroll through the layaways on file in order of layaway number. If you don't know the layaway number, choose to search by **Customer Code** or **Customer Name** and follow the same steps as detailed for searching by layaway number.
3. Once you have the correct layaway on your screen, press the **Layaway Menu** key. Select **1. Layaway Payment** from the menu by entering the number or by using your arrow keys to highlight the appropriate line and pressing **Enter**.
4. At the **Payment Amount : [_____]** prompt, key in the amount of the payment. Press **Enter**.
5. Tender the layaway payment following standard procedures outlined in Part 4.

c) Canceling a Layaway

1.   At the transaction type selection window, press **Esc**ape to get to the main input prompt.

2.   Press the **Layaway Menu** key. You will be provided with three options for locating the layaway you are receiving payment for. If you know the original layaway number, choose **1. Search by Layaway#** from the menu by entering the number or by using your arrow keys to highlight the appropriate line and pressing **Enter**. At the main input prompt, key in the layaway number and press **Enter.** Alternatively, using your arrow keys you can scroll through the layaways on file in order of layaway number. If you don't know the layaway number, choose to search by **Customer Code** or **Customer Name** and follow the same steps as detailed for searching by layaway number

3.   Once you have the correct layaway on your screen, press the **Layaway Menu** key. Select **1. Layaway Payment** from the menu by entering the number or by using your arrow keys to highlight the appropriate line and pressing **Enter**.

4.   At the **Payment Amount : [_____]** prompt, key in a payment amount for the total refund due to the customer for payments made throughout the layaway. Make sure this amount is preceded by a minus sign to indicate that this is an amount coming out of the cash drawer. Press **Enter**.

5.   Tender the layaway payment following standard procedures outlined in Part 4.

6.   At the clerk login, key in your number. Press **Enter**.

7.   At the transaction type selection window, press **Esc**ape to get to the main input prompt.

8.   Press the **Layaway Menu** key. You will be provided with three options for locating the layaway you are receiving payment for. If you know the original layaway number, choose **1. Search by Layaway#** from the menu by entering the number or by using your arrow keys to highlight the appropriate line and pressing **Enter**. At the main input prompt, key in the layaway number and press **Enter.** Alternatively, using your arrow keys you can scroll through the layaways on file in order of layaway number. If you don't know the layaway number, choose to search by **Customer Code** or **Customer Name** and follow the same steps as detailed for searching by layaway number.

9.   Once you have the correct layaway on your screen, press the **Layaway Menu** key. Select **2. Cancel Layaway** from the menu by entering the number or by using your arrow keys to highlight the appropriate line and pressing **Enter**.

PART 10 – Special Orders

a) Creating a Special Order

A customer code must be assigned to each special order transaction. The customer code can be selected from the existing customer list or a new customer code can be entered during the transaction.

1.   At the main input prompt, press the **Customer Enter** key.
2.   At the **Enter Customer Code: [_____]** prompt, key in the customer code. Press **Enter.** See Part 1 if you need help assigning the customer to the transaction.
3.   Enter the items to be placed on special order following standard procedures.
4.   Press the **Special Order Menu** key. Select **4. Create Special Order** from the special order menu by entering the number or by using your arrow keys to highlight the appropriate line and pressing **Enter**. If you haven't already assigned the customer to this transaction, you will be prompted to enter it now. You cannot continue unless a customer code is entered.
5.   If your customer would like to make an initial payment against this special order press the **Special Order Menu** key again. Select **1. Special Order Payment** from the menu by entering the number or by using your arrow keys to highlight the appropriate line and pressing **Enter**.
6.   At the **Payment Amount : [_____]** prompt, key in the amount of the payment. Press **Enter**.
7.   Tender the special order payment following standard procedures outlined in Part 4.

b) Making a Special Order Payment

Special orders may involve multiple payments. The following steps will allow you to record interim payments against the special order.

1.   At the transaction type selection window, press **Esc**ape to get to the main input prompt.
2.   Press the **Special Order Menu** key. You will be provided with three options for locating the special order you are receiving payment for. If you know the original special order number, choose **1. Search by Order#** from the menu by entering the number or by using your arrow keys to highlight the appropriate line and pressing **Enter**. At the main input prompt, key in the special order number and press **Enter.** Alternatively, using your arrow keys you can scroll through the special orders on file in order of special order number. If you don't know the special order number, choose to search by **Customer Code** or **Customer Name** and follow the same steps as detailed for searching by special order number.
3.   Once you have the correct special order on your screen, press the **Special Order Menu** key. Select **1. Special Order Payment** from the menu by entering the number or by using your arrow keys to highlight the appropriate line and pressing **Enter**.

4. At the **Payment Amount : [_____]** prompt, key in the amount of the payment. Press **Enter**.

5. Tender the special order payment following standard procedures outlined in Part **4.**

c) Activating a Special Order

Once the goods arrive and the customer is picking up the order, the special order must be converted into a regular sales transaction by activating the special order.

1. At the transaction type selection window, press **Esc**ape to get to the main input prompt.

2. Press the **Special Order Menu** key. You will be provided with three options for locating the special order you are receiving payment for. If you know the original special order number, choose **1. Search by Order#** from the menu by entering the number or by using your arrow keys to highlight the appropriate line and pressing **Enter**. At the main input prompt, key in the special order number and press **Enter.** Alternatively, using your arrow keys you can scroll through the special orders on file in order of special order number. If you don't know the special order number, choose to search by **Customer Code** or **Customer Name** and follow the same steps as detailed for searching by special order number.

3. Once you have the correct special order on your screen, press the **Special Order Menu** key. Select **2. Activate Special Order** from the menu by entering the number or by using your arrow keys to highlight the appropriate line and pressing **Enter**. This will automatically change the transaction type to sale. The transaction summary portion of the screen will indicate the total amount of payments received to this point as well as the outstanding balance.

4. Tender the outstanding balance of the sale transaction following standard procedures outlined in Part 4.

d) Canceling a Special Order

1. At the transaction type selection window, press **Esc**ape to get to the main input prompt.

2. Press the **Special Order Menu** key. You will be provided with three options for locating the special order you are receiving payment for. If you know the original special order number, choose **1. Search by Order#** from the menu by entering the number or by using your arrow keys to highlight the appropriate line and pressing **Enter**. At the main input prompt, key in the special order number and press **Enter.** Alternatively, using your arrow keys you can scroll through the special orders on file in order of special order number. If you don't know the special order number, choose to search by **Customer Code** or **Customer Name** and follow the same steps as detailed for searching by special order number.

3. Once you have the correct special order on your screen, press the **Special Order Menu** key. Select **1. Special Order Payment** from the menu by entering the number or by using your arrow keys to highlight the appropriate line and pressing **Enter**.

4. At the **Payment Amount : [_____]** prompt, key in a payment amount for the total refund due to the customer for payments made throughout the life of the special order.

Make sure this amount is preceded by a minus sign to indicate that this is an amount coming out of the cash drawer. Press **Enter**.

5. Tender the special order payment following standard procedures outlined in Part 4.
6. At the clerk login, key in your number. Press **Enter**.
7. At the transaction type selection window, press **Esc**ape to get to the main input prompt.
8. Press the **Special Order Menu** key. You will be provided with three options for locating the special order you are receiving payment for. If you know the original special order number, choose **1. Search by Order#** from the menu by entering the number or by using your arrow keys to highlight the appropriate line and pressing **Enter**. At the main input prompt, key in the special order number and press **Enter.** Alternatively, using your arrow keys you can scroll through the special orders on file in order of special order number. If you don't know the special order number, choose to search by **Customer Code** or **Customer Name** and follow the same steps as detailed for searching by special order number.
9. Once you have the correct special order on your screen, press the **Special Order Menu** key. Select **3. Cancel Special Order** from the menu by entering the number or by using your arrow keys to highlight the appropriate line and pressing **Enter**.