User Guide

RetailHospitality

Serial number

Technical support

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User Guide feedback

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This is a combined *User Guide* for Australia and New Zealand.

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Contents

1 Getting Started

What is RetailHospitality?

MYOB RetailHospitality manages sales tasks in restaurants, cafés, take-aways, or other hospitality businesses. RetailHospitality has a customisable touchscreen for making sales, taking orders and managing tables.

MYOB RetailHospitality is add-on software for MYOB RetailManager. This means that RetailHospitality uses the staff and stock information stored in your RetailManager database. Transactions recorded in RetailHospitality are also transferred to your RetailManager software, so that you can use RetailManager's reporting features to track and review the performance of your business.

Modules in RetailHospitality

MYOB RetailHospitality consists of two modules:

MYOB RetailHospitality POS The touchscreen or point-of-sale module. RetailHospitality POS is designed to help you quickly locate items and add them to a sale or order. Sales and orders can be saved for later review and payment, and their details output to printers in different areas of the restaurant. RetailHospitality POS also has a table management mode that lets you view the availability and order status of tables.

Apart from sales tasks, you can also perform tasks such as balancing the cash drawer at the end of the business day.

For more information on how to use RetailHospitality POS, see Chapter 2, Getting to know RetailHospitality POS, on page 21 and Chapter 3, Sales and Table Management, on page 31.

MYOB RetailHospitality Admin The administration module. MYOB RetailHospitality Admin lets you customise the way RetailHospitality POS works. You also use this module to connect to, and use information from, your RetailManager database. While stock items are created in RetailManager, you can use RetailHospitality Admin to organise these items according to, say, the parts of your menu or the sections of your restaurant. Similarly, while staff records are created in RetailManager, you can use RetailHospitality Admin to decide what functions they can access and what passwords they will use.

For more information on how to use RetailHospitality Admin, see Chapter 4, RetailHospitality Admin, on page 65.

Fast start

Follow the steps listed below to get started with MYOB RetailHospitality:

- 'Step 1: Check the system requirements' below.
- 'Step 2: Install MYOB RetailHospitality' on page 9.
- 'Step 3: Start and register MYOB RetailHospitality' on page 10.
- 'Step 4: Set up MYOB RetailHospitality' on page 10.
- 'Step 5: Find out about your support options' on page 10.

Step 1: Check the system requirements

Check that your computer meets the following requirements. We strongly advise that you use computers that meet the *recommended* requirements.

Operating system	Recommended: Windows® Vista Ultimate, Windows Vista Business or Windows XP Professional (Service Pack 2). Minimum: Windows 2000 (Service Pack 4) or Windows XP Professional (Service Pack 1).
Processor	Recommended: Pentium® 4 processor (or equivalent) at 1.5GHz or faster. Minimum: Pentium III processor (or equivalent) at 800MHz.
Memory	Recommended: 512 MB RAM or more Minimum: 256 MB RAM
Hard disk	Recommended: 10GB or more of free disk space. Minimum: 1GB of free disk space.
Display	Recommended: A touchscreen with 32-bit colour. Minimum: A touchscreen with 16-bit colour and 800x600 screen resolution.
Printer	Docket printer. We recommend a docket printer with ESC/POS command codes.
Cash drawer	A cash drawer (attached to the point-of-sale terminal) is recommended, but not required.
Software	Before installing RetailHospitality v4, you must have installed and registered RetailManager. The latest version of RetailManager is recommended.
Backups	A backup solution such as a CD writer, a DVD writer or a USB storage device.

Step 2: Install MYOB RetailHospitality

NOTE: You need to install MYOB RetailHospitality on the computer you will use to run your point-of-sale system.

1 Before you start, close all open applications. When the installation process is complete, your computer will restart automatically.

2 Insert the RetailHospitality CD and wait a few moments. A welcome window appears.

If a welcome window does *not* appear, do the following:

If you are using...	do this...
Windows Vista	1 Go to the **Start** menu and click **Computer**. 2 Click your CD or DVD drive icon (usually labelled `D:\` or `E:\`) in the right pane of the **Computer** window.
Windows XP or 2000	1 Go to the **Desktop** and double-click **My Computer**. 2 Double-click your CD or DVD drive icon (usually labelled `D:\` or `E:\`).

The welcome window appears. If the welcome window still does not appear, double-click the `autorun.exe` file.

3 Click **Install RetailHospitality**. The **Welcome to MYOB RetailHospitality v4 Setup** window appears.

4 Follow the onscreen instructions.

NOTE: Warnings If any warnings appear during installation, see 'Troubleshooting your installation' below.

5 When the **Installation Complete** window appears, click **Finish**. Your computer will restart automatically.

If your computer does not restart automatically, you should restart it manually.

A shortcut to MYOB RetailHospitality v4 POS and MYOB RetailHospitality v4 Admin appear on your desktop.

Troubleshooting your installation

A number of warning messages may appear during the installation of MYOB RetailHospitality:

If the following message appears...	do this...
Read Only File Detected	Select the **Don't display this message again** option and click **Yes**. The application will continue to install.
Locked File Detected	Select the **Don't display this message again** option and click **Reboot**. The application will continue to install.
Files Failing to Self-Register	Click **OK**. This warning does not affect the installation of the software.

These warnings may relate to how software is installed and uninstalled on the Windows operating system. You can reduce the likelihood of these warnings appearing by:

- Logging on as an Administrator when you install new software.
- Running Disk Cleanup regularly on your machine.

If you experience any other problems installing RetailHospitality, visit the support page on the MYOB website.

If you are in...	do this...
Australia	Go to myob.com.au/support and then follow the **For Businesses** link.
New Zealand	Go to myob.co.nz/support and then follow the **For Businesses** link.

For information about MYOB support plans, see 'MYOB Technical Support' on page 15.

Step 3: Start and register MYOB RetailHospitality

When you have installed RetailHospitality, you need to register it. Until you register MYOB RetailHospitality, you can only use it in evaluation mode. Evaluation is limited to 30 days or 30 uses of the touchscreen module, RetailHospitality POS. You must register to gain the full functionality of your RetailHospitality software.

▶ Go to 'Starting and registering RetailHospitality' on page 11.

Step 4: Set up MYOB RetailHospitality

The next step is to set up your MYOB RetailManager database and configure RetailHospitality POS using RetailHospitality Admin.

▶ Go to 'Setting up MYOB RetailHospitality' on page 13.

Step 5: Find out about your support options

Find out about the available support options, and how our support team can help.

▶ Go to 'MYOB Technical Support' on page 15.

NOTE: If you want to use MYOB RetailHospitality on a network, see 'Using RetailHospitality on a network' on page 76.

Starting and registering RetailHospitality

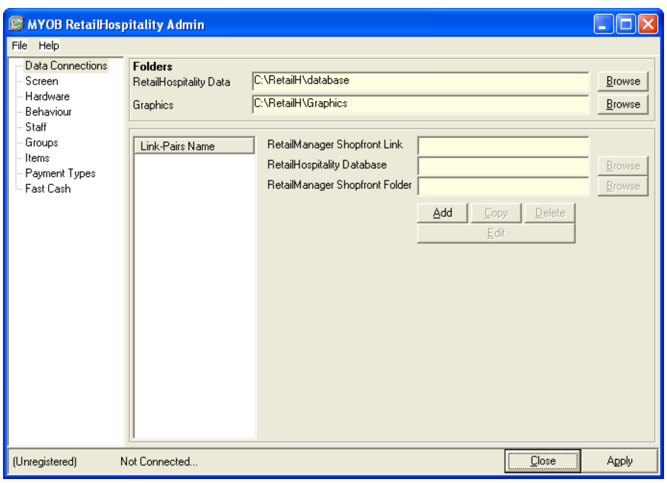
Now that you have installed MYOB RetailHospitality, you can start and register the software.

You need to register to:

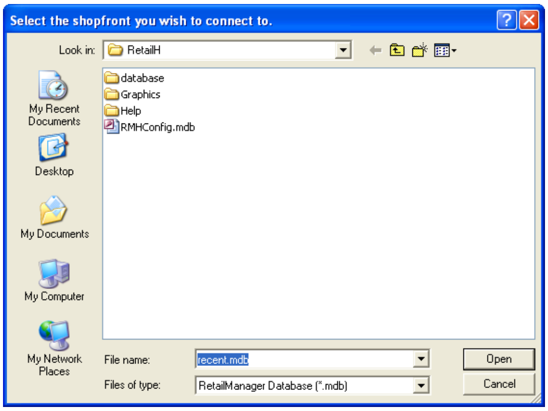
- keep using MYOB RetailHospitality. You can use RetailHospitality for 30 days or 30 uses in evaluation mode, before you must register. If you still haven't registered, you will not be able to start the program until you enter your registration unlock code.
- upgrade RetailHospitality or receive software updates.
- receive information about RetailHospitality upgrades, new products, special offers and other services.

To start and register MYOB RetailHospitality Admin

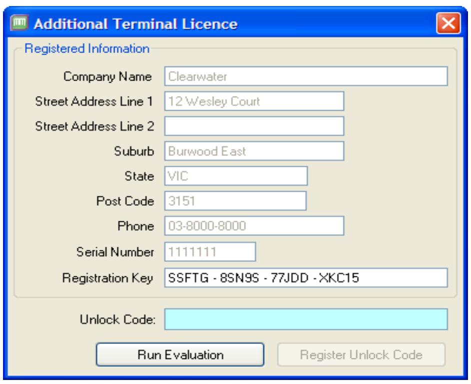
1 Double-click the MYOB RetailHospitality Admin icon ( ) on your desktop. The **MYOB RetailHospitality Admin** window appears.



2 Go to the **Help** menu and choose **Registration**. The following window appears.



3 Locate your RetailManager shopfront folder (which may be on the network), open it and highlight the `recent.mdb` file. Click **Open**. The **Additional Terminal License** window appears.



4 This window displays some of the registration information you entered when you registered RetailManager, including the Serial Number and Registration Key.

5 Register the additional licence for RetailHospitality:

If you are in...	do this...
Australia	Call MYOB Technical Support on 1300 555 115 during the following times: • 9.00am to 7.00pm (AEST) (Monday to Wednesday) • 9.00am to 9.00pm (AEST) (Thursday to Friday) • 9.00am to 5.00pm (AEST) (Saturday to Sunday). You will need to quote the Box Serial Number and Registration Key displayed in the **Additional Terminal License** window. MYOB Technical Support will provide an unlock code for each additional licence.
New Zealand	Print the MYOB RetailManager registration form. For more information, see the *MYOB RetailManager Getting Started guide.* Register the RetailHospitality additional licence: • **To receive the unlock code by fax:** Fax the registration form to 03 983 2610. We will send you confirmation of your registration, including your unlock code. • **To receive the unlock code by mail:** Mail the registration to: MYOB New Zealand Pty Ltd PO Box 2864 Christchurch We will send you confirmation of your registration, including your unlock code.

6 Enter the unlock code in the **Unlock Code** field and click **Register Unlock Code**.

You can now continue using RetailHospitality.

NOTE: Using RetailHospitality on a network If you need to connect to another shopfront on another computer, you need to share the RetailHospitality program folder on your server and then connect the client computer to the RetailHospitality program folder on the server. For more information, see the 'Appendix B: Networking' chapter in the *MYOB RetailManager User Guide*.

Setting up MYOB RetailHospitality

MYOB RetailHospitality works with your MYOB RetailManager shopfront database:

- **MYOB RetailManager** stores your stock, staff and customer information. It also tracks your financial information and can be used to generate retail reports.

  MYOB RetailHospitality Admin Stock and staff information recorded in your MYOB RetailManager database can be used in RetailHospitality POS. You use MYOB RetailHospitality Admin to select the staff and stock you want to use and to set the look and feel of RetailHospitality POS. MYOB RetailHospitality Admin also transfers transaction information recorded in RetailHospitality POS back to your RetailManager database.
- **MYOB RetailHospitality POS** is used to manage your tables, create sales and orders and process payments.

Step 1: Set up your MYOB RetailManager database

Before you start using RetailHospitality, you need to set up your MYOB RetailManager shopfront database. You need to:

- Create stock items and set pricing. See the *Stock Management* chapter in the *MYOB RetailManager User Guide*.
- Create staff records for the staff who will use RetailHospitality POS. See the *Staff* chapter in the *MYOB RetailManager User Guide*.

Step 2: Use RetailHospitality POS to set up RetailHospitality Admin

RetailHospitality stores settings and other information you use in RetailHospitality POS in a local database, which is linked to your RetailManager shopfront database. This combination of a local database and a shopfront database is called a link-pair.

You need at least one link-pair to use RetailHospitality Admin. You can create multiple link-pairs to set up different front-ends (RetailHospitality) for the same back-end (RetailManager). For example, a restaurant may set up three link-pairs, one for a breakfast menu, one for a lunch menu and one for a dinner menu.

Step	**Task**	**For more information, see...**
1	In RetailHospitality Admin, create a link-pair.	'Setting your data connections' on page 71
2	For each link-pair in RetailHospitality Admin, you need to customise the touchscreen interface:	
	• Set up your cash drawer (if you have one) and docket printers.	'Hardware' on page 67
	• Create groups and subgroups for your items.	'Setting up groups of items' on page 86
	• Select the stock items (from MYOB RetailManager) that you will sell using RetailHospitality.	'Setting up items' on page 90
	• Select the staff who will operate RetailHospitality POS, and set their access rights.	'Setting up your POS staff' on page 83
	• Select the payment types you will use.	'Setting payment types for RetailHospitality POS' on page 98
	• If you want to use the table management feature, set up tables for different areas of your restaurant.	'Setting up a Table Management system for RetailHospitality POS' on page 101

MYOB Technical Support

Our retail technical support team can offer assistance with installing, using and troubleshooting MYOB RetailHospitality. However, support cannot provide assistance with issues arising from hardware or operating system faults, or incompatible hardware or software. You may need to contact an MYOB RetailManager Professional (Australia) or MYOB POS Consultant (New Zealand) if these issues arise.

Prepare before you call technical support

- Register your software. The technical support team will not be able to help you if you have not registered your software.
- Try to recall exactly what you did before the error occurred and note the *exact wording* of any messages that appear.
- Be ready to quote your serial number. The serial number is printed on the CD sleeve.
- Call while sitting at your computer with RetailHospitality running (if possible).
- Be ready to follow the instructions and advice of the technical support staff and have a pen and paper ready to record instructions.
- Find out the following about your computer and RetailHospitality:
  - The version number of RetailHospitality. To locate the version number, start RetailHospitality, then go to the **Help** menu and select **About MYOB RetailHospitality**.
  - Your computer type, processor and model and the version number of the operating system you are running. To locate this information, do the following:

If you are using...	do this...
Windows Vista	1 Go to the **Start** menu. 2 Right-click **Computer** and choose **Properties**. The **System** window displays the hardware and operating system details.
Windows XP or 2000	1 Right-click the **My Computer** desktop icon. 2 choose **Properties** and then click the **General** tab. The **System Properties** window displays the hardware and operating system details.

Technical support (Australia)

Read this section if you are using RetailHospitality in Australia. If you are using RetailHospitality in New Zealand, see 'Technical support (New Zealand)' on page 19.

Retail technical support phone numbers and charges

Support Plan	Phone number	Available times (EST)	Charges
Retail Enhancement and Support Call this number if: • you purchased RetailHospitality bundled with RetailManager and are calling within 1 year of registering your software. • you purchased RetailHospitality separately (that is, not bundled with RetailManager) and are calling within 30 days of registering your software. • you are subscribed to this plan.	1300 555 115	9.00 am to 7.00 pm (Monday to Wednesday) 9.00 am to 9.00 pm (Thursday to Friday) 9.00 am to 5.00 pm (Saturday to Sunday)	Local call charges
Pay-Per-Call support Call this number if your introductory support period has expired and you are not subscribed to Retail Enhancement and Support.	1300 555 128	9.00 am to 7.00 pm (Monday to Friday)	Local call charges and Pay-Per-Call charges apply. To find out what our current Pay-Per-Call charges are, call 1300 555 115.

Retail Enhancement and Support for MYOB RetailHospitality:

If you purchased MYOB RetailHospitality...	then, you are entitled to...
bundled with MYOB RetailManager	one year of Retail Enhancement and Support starting from the date you register MYOB RetailHospitality. Retail Enhancement and Support keeps your retail business up to date with the latest version of RetailHospitality, the latest tips and techniques, and information about how changes in the business and legislation environment might affect your business. Maintaining your Retail Enhancement and Support subscription provides your business with: • technical support seven days a week • all upgrades and updates we release for your product • exclusive discounts and special offers and • a subscription to our monthly e-newsletter covering retail trends, software tips and best practices.
separately (that is, not bundled with MYOB RetailManager)	technical support for 30 days starting from the date you register MYOB RetailHospitality. Technical support includes: • **1300 number access to MYOB Technical Support**— for the cost of a local call contact MYOB Technical Support on 1300 555 115 for specialist advice about MYOB RetailHospitality. • **email access to MYOB Technical Support**—email a description of your technical issue to MYOB Technical Support. You will receive a reply usually by the next business day. Go to myob.com.au/support and in the **For Businesses** section, click **Email Retail Support Team**. When the 30-day period expires, you can subscribe to Retail Enhancement and Support. For more information, contact technical support or visit myob.com.au/retail and click **MYOB RetailHospitality**. Then, click **Support Plans for businesses** and then **MYOB Retail Enhancement and Support**.

Support Notes

You can access a wide range of technical support notes at myob.com.au/supportnotes

Keep up to date with RetailHospitality on the web

The MYOB website contains the latest RetailHospitality information, news, and links to many useful resources. For more information visit, myob.com/au/retail/hospitality

MYOB RetailManager Professionals

MYOB RetailManager Professionals provide independent on-site assistance with MYOB RetailHospitality and associated products and services, including:

- Retail business system needs and analysis
- RetailHospitality installation, setup and implementation
- Point-of-sale hardware and peripheral solutions
- On-site training and support for RetailHospitality
- RetailHospitality database maintenance
- Integration with MYOB business management software.

As independent businesses, MYOB RetailManager Professionals offer a range of services.
To discuss your retail needs with an RetailManager Professional, visit the **Partners** section of the MYOB website: myob.com.au/partners

Send us your feedback

We welcome your suggestions for improvements and changes to RetailHospitality. Go to myob.com/ideas and complete the online form.

Technical support (New Zealand)

Read this section if you are using RetailHospitality in New Zealand.

If you are using RetailHospitality in Australia, see 'Technical support (Australia)' on page 16.

Technical support phone numbers and charges

Support Plan	Phone number	Available times	Charges
businesSUPPORT Membership required	0508 123 123	9.00am to 5.00pm (Monday to Wednesday), 9.00am to 9.00pm (Thursday and Friday) 11.00am to 5.00pm (Saturday and Sunday)	Calls are free when membership is paid.

Support plan for MYOB RetailHospitality

NOTE: Support for RetailHospitality is covered by your RetailManager **busines**SUPPORT membership. A current membership to **busines**SUPPORT is required to operate both RetailManager and RetailHospitality.

Maintaining your enhancement and support subscription provides your business with:

- **Automatic software upgrades**—automatic upgrades to new versions of MYOB RetailHospitality. This keeps your business up to date with the latest retail business management technology.
- **Quarterly issues of MYOB InFocus**—a year's subscription to the quarterly publication written by MYOB Technical Communications specialists, providing you with tips and techniques to help you get the most out of your retail business management and accounting system.
- **0508 number access to MYOB technical support**—telephone an MYOB technical support specialist for advice about your MYOB RetailHospitality software.
- **Email access to MYOB technical support**—email a concise and accurate description of your technical issue to support@myob.co.nz. MYOB will usually reply by the next business day.
- **Fax access to MYOB technical support**—fax a concise and accurate description of your technical issue to 03 983 2610. MYOB will usually reply by the next business day.
- **Notification of and access to regularly-updated web-based MYOB Support Notes**—combine an up-to-date subscription with an up-to-date email address to receive notice of the latest software support information online.

Support Notes

You can access a wide range of technical support notes at myobnz.custhelp.com

Keep up to date with RetailHospitality on the web

The MYOB website contains the latest RetailHospitality information, news, and links to many useful resources. Go to myob.co.nz and click **For Businesses**. Then, in the **Retailers** section, click **MYOB RetailHospitality**.

Send us your feedback

We welcome your suggestions for improvements and changes to RetailHospitality. Go to myob.com/ideas and complete the online form.

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- RetailHospitality installation, setup and implementation
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- On-site training and support for RetailHospitality
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2 Getting to know RetailHospitality POS

The RetailHospitality POS touchscreen interface RetailHospitality POS is designed for use with a touchscreen. You perform functions in RetailHospitality POS by tapping or double-tapping buttons on the screen with your finger or a stylus (tapping and double-tapping are similar to clicking and double-clicking with a mouse). Wherever there are lists such as a list of sale items or a list of payment types, arrow buttons are provided to help you move through and select items in the list.

To help you enter numeric values such as quantities and discounts, a numeric keypad, which looks similar to a calculator, is used in the sales windows. A virtual keyboard also appears whenever you need to enter a combination of letters and numbers.

Modes in RetailHospitality POS RetailHospitality POS can be set up to operate in one of two modes—the *Sale Items* mode or the *Table Management* mode. The Sale Items mode is used for performing transactions and cash register tasks, while the Table Management mode is used for viewing the availability and order status of tables.

While there are two main modes, you can enable a *Take Order* mode to override the *Sale Items* or the *Table Management* mode for *non-table orders* only. If you have multiple take-away orders to record, you may want to enable the *Take Order* mode as it reduces the amount of time required to enter each order.

The mode that has been configured for you may depend on the kind of business you work in (or run) or your job function. For example, if you have a take-away business or if your role is to take customer orders or manage the cash register, RetailHospitality POS may be set up to use the Sale Items mode or the Take Order mode. If your role is to keep track of which tables are occupied or have ordered, and direct customers to vacant tables, RetailHospitality POS may be set up to use the Table Management mode.

Switching between the two modes You can **only** switch between the two modes if your default mode is Table Management—table management works like an additional view on top of the Sale Items mode. If RetailHospitality POS has been configured to use the Sale Items mode, you will **not** be able to use Table Management, although you can save sales to tables and re-open them.

This chapter describes the layouts of these two modes. It also describes the procedure for logging in to RetailHospitality POS.

The Sale Items mode

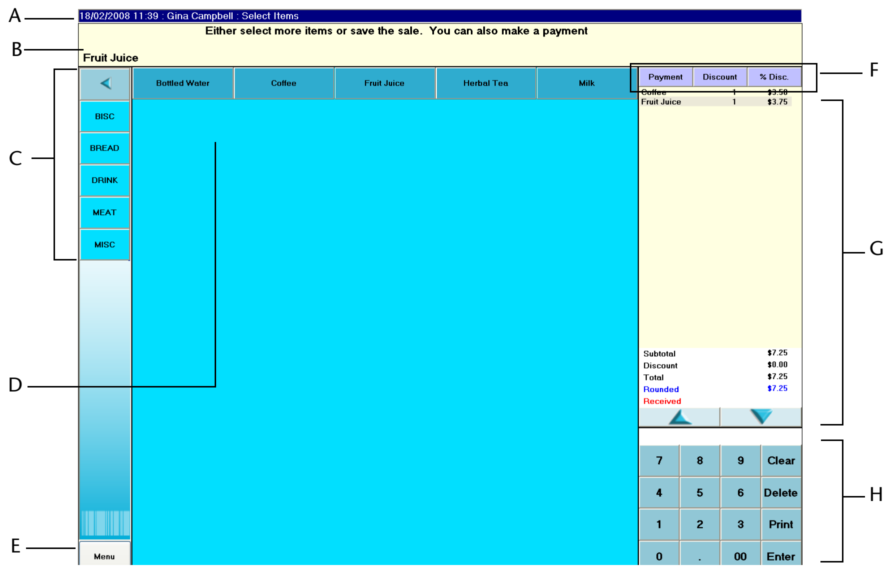
The Sale Items mode helps you handle sales and orders. In this mode, you can perform most transaction-related functions including selecting items, making a sale, placing an order, and saving a sale or order. You can also perform end-of-day procedures such as cashing up.

However, you will **not** be able to close tables or view the order status of tables.

Windows in the Sale Items mode While working in the Sale Items mode, you will mainly use the **Select Items** window. This mode also has a number of other windows. For example, if you tap the **Payment** button to make a payment, the **Make Payment** window appears. Or, if you choose to save a sale, the **Save Sale** window appears. These windows are all similar in appearance.

For information on how to set up the Sale Items mode, see Chapter 4, RetailHospitality Admin, on page 65.

Navigating in the Sale Items mode



A	**Title bar**—the title bar appears at the top of the RetailHospitality POS window and displays the current date and time, the name of the staff member logged in, the name of the current RetailHospitality window and the current table number or order name.

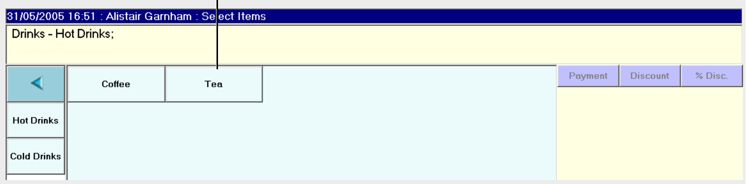
B	**Message bar**—the message bar appears below the title bar. The message bar displays the RetailHospitality logo by default. It is also used to display RetailHospitality messages. These messages usually appear when you select a function, and provide information or instructions. For example, if you have opened a group or subgroup of items, the message area shows the name of the group or subgroup. If you select the **Bar Code** function from the **Menu** bar, the message area shows a short instruction describing how you can enter a bar code. **Note:** If you are unsure of how to proceed in any RetailHospitality window, look at the message bar to see if there is a message displayed.

C **Side bar**—In RetailHospitality, the items that you sell can be sorted into one or more groups. These groups appear in the RetailHospitality side bar. When you tap on a group, the items in that group appear in the main area of the window.

If the group has subgroups, the subgroups appear in the side bar, along with a Back button ( ) that allows you to go back to the group level.

Items in the subgroup

Subgroups



If there are more groups than can be accommodated in the side bar, they will be displayed with arrow buttons that you can tap to scroll through the list.

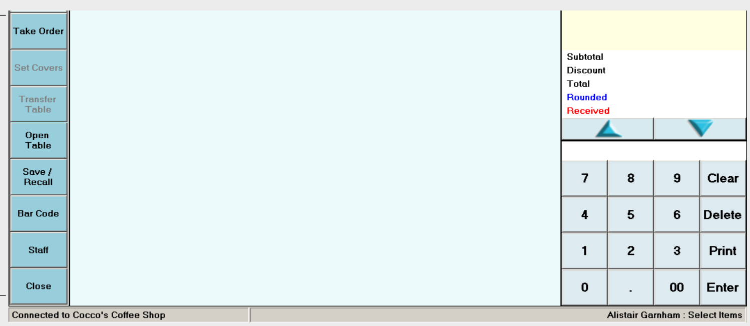
D **Items area**—The items area of the RetailHospitality POS window is used in different windows to display staff names, payment types or items in a group or subgroup.

E The **Menu** button lets you access the following RetailHospitality functions:

- **Take Order**—tap this option to take a customer order. Customer orders are sales that are saved against a customer name (and not assigned to a table).
- **Set Covers**—tap this option to set the number of covers for a sale.
- **Transfer Table**—tap this option to transfer the current sale to a different table.
- **Open Table**—tap this option to open a table.
- **Save / Recall**—tap this option to save the current sale to a table, or reopen a saved sale.

  If you are using the Table Management mode, tapping this button will save the sale and re-open the Table Management view.
- **Bar Code**—tap this option to enter the bar code of an item (to include it in the sale).
- **Staff**—tap this option to open the **Staff** window. You may want to open the **Staff** window in order to log in as a different user, put in or take out a float amount, or perform a cash-up.
- **Close**—tap this option to exit RetailHospitality POS.

Menu when opened



F

- **Payment** button—tapping on the **Payment** button opens the **Make Payment** window from where you can make a payment on the sale.
- **Discount** and **% Disc** button—tapping on the **Discount** or **% Disc** button lets you enter discounts as an amount or a percentage. You can only give a discount on the total sale.

G

Tally list—the tally list shows a list of the items included in the sale or, if the **Make Payment** window is open, the list of available payment types. It also shows a summary of the sale with the subtotal, discount, total, rounded and received amounts.

You can use the upwards-pointing arrow ( ) and the downwards-pointing arrow ( ) to select items in the list.

H

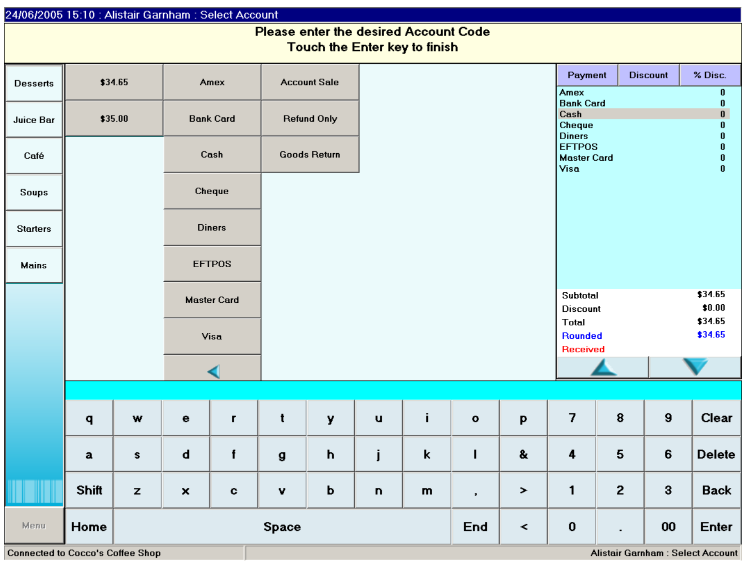
Numeric keypad—The numeric keypad lets you enter numbers (such as amounts and passwords) on the touchscreen. The keypad also has the following buttons:

- **Clear**—tap this button to clear the entered number or the sale.
- **Delete**—tap this button to delete a selected item in the item list.
- **Print**—tap this button to reprint a docket and perform other printing operations
- **Enter**—tap this button to record the numbers that you have entered.

Note: To cancel an operation, tap **Enter** *without* entering a value.

Virtual keyboard—A virtual keyboard appears in place of the keypad whenever you need to enter both letters and numbers. For example, the virtual keyboard appears if you choose **Account Sale** as the payment method in the **Make Payment** window. You enter the details using the virtual keyboard and tap **Enter** when you are done.

Note: To cancel an operation, tap **Enter** *without* entering a value.



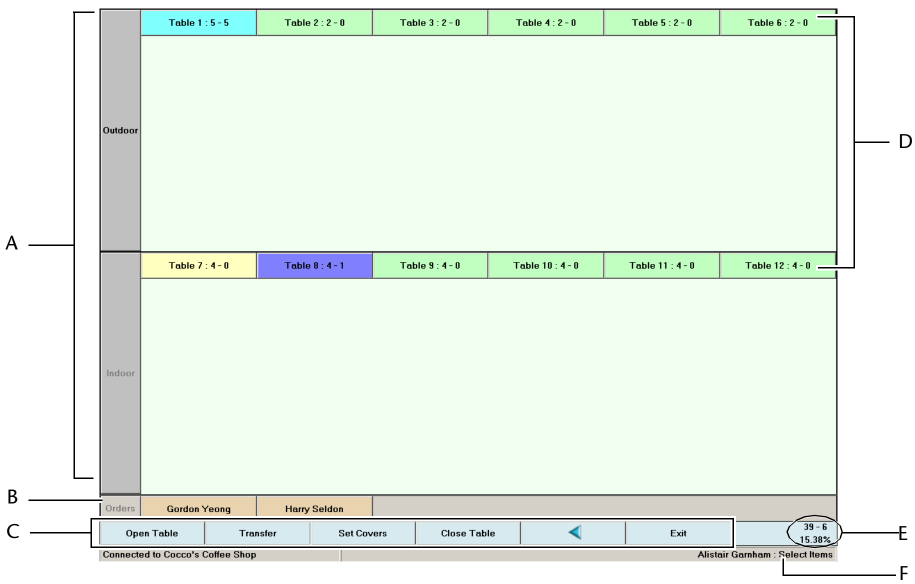
The Table Management mode

The Table Management mode helps you view the availability and order status of tables. You can also open and close tables, and transfer orders between tables. Working in the Table Management mode allows you to perform both table management and sales functions since you can switch to the Sale Items mode by tapping the Back button ( ).

Windows in the Table Management mode The Table Management mode only uses the Table Management *view*. You can, however, switch to the Sale Items mode from this window.

For information on how to set up the Table Management mode, see Chapter 4, RetailHospitality Admin, on page 65.

Navigating in the Table Management mode



A	**Table Groups**—tables can be organised into groups according to their location or arrangement in your restaurant. In this example, there are *Indoor* and *Outdoor* groups, each with six tables. Tapping a table group closes all the tables in that group. However, if a table group has open or patronised tables, the group name will be greyed out and you will not be able to close the group.
B	**Orders**—any customer orders (saved sales that are not assigned to tables) are displayed with the name of the customer. Tapping on an order opens the **Select Items** window. You can then view, edit or make a payment on the order.

C

- **Open Table**—to open a table, tap this button and then tap the table you want to open.
- **Transfer**—to transfer a sale from one table to another, tap this button and tap the table with the sale you want to transfer. Then, tap the table you want the sale transferred to.
- **Set Covers**—to set covers (for an open table), tap this button and then tap the table you want to set covers for. A keypad window appears. You can then enter the number of covers and tap **Enter**.
- **Close Table**—to close a table, tap this button and then tap the table you want to close.
- Back button or Switch to Sale Items button( )—tap this button to switch to the Sale Items mode from where you can locate and add items to the sale, make payments and cash up.
- **Exit**—tap this button to exit RetailHospitality POS.

D

Tables—the tables in each group are displayed with a label indicating the table number, number of seats and number of covers. For example, a label like *Table 8: 4 - 1* indicates table number *8*, which has *4* seats and *1* cover. Depending on how RetailHospitality POS is set up, the number of covers may appear before the number of seats (for details about setting up tables, see 'Setting up a Table Management system for RetailHospitality POS' on page 101).

The tables are colour-coded according to their availability or order status. You will see different table colours for *inactive*, *opened*, *ordered*, *vacant*, *patronised* and *billed* tables.

The following are the default colours in RetailHospitality POS (your setup may differ):

- Inactive—Pink
- Opened—Light yellow
- Ordered—Purple
- Vacant—Light green
- Patronised—Cyan or blue-green
- Billed—Green

E

Occupancy Rate—the table occupancy statistics are displayed at the bottom of the window, on the right-hand side. In the example below, the number of seats is *39*, and the number of covers is *6*. The occupancy rate is *15.38%*.

F

Message bar—the message bar appears at the bottom of the Table Management view and is used to display RetailHospitality messages. These messages usually appear when you select a function, and provide information or instructions.

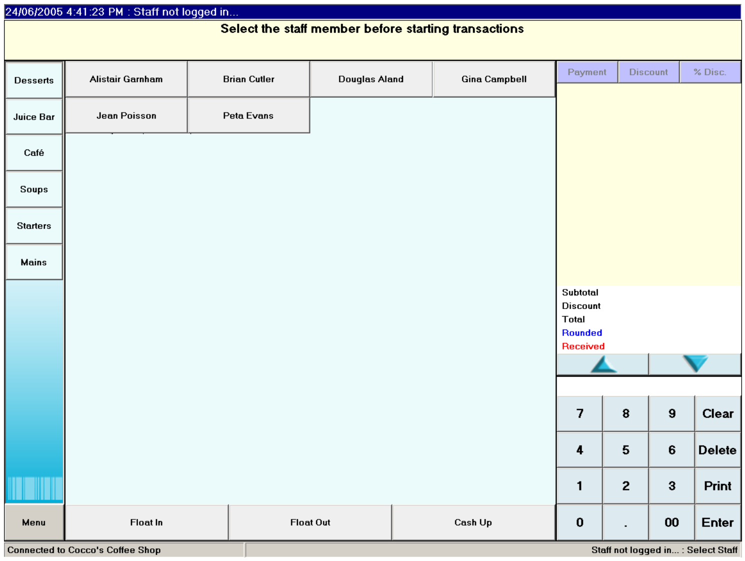
Logging in to RetailHospitality POS

The **Staff** window is the first window that appears when you start RetailHospitality POS, regardless of your default mode. You log in to RetailHospitality POS by selecting your user name in this window. Depending on how RetailHospitality POS is set up, you may also need to enter your four-digit password. Once you are logged in, either the **Select Items** window or the Table Management view appears. You can now start opening tables and making sales.

Logging in after every sale Depending on how RetailHospitality POS is set up, you may need to log in again every time you *finish* a sale—a sale is considered finished when you make a payment on it.

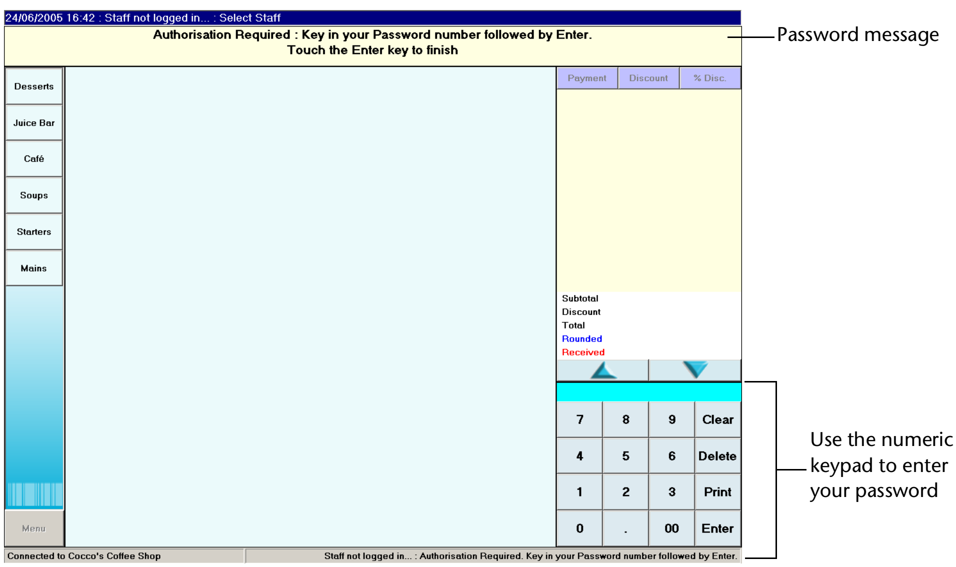
To log in to RetailHospitality POS

1 Start RetailHospitality POS by double-tapping the RetailHospitality POS icon ( ) on your desktop. The **Staff** window appears, displaying the names of the staff members set up to use RetailHospitality POS.



2 Tap your user name.

3 If RetailHospitality POS has been set up to require passwords at the time of logging in, a message appears in the message bar asking you to enter your password.
Use the numeric keypad to enter your password and tap **Enter**.

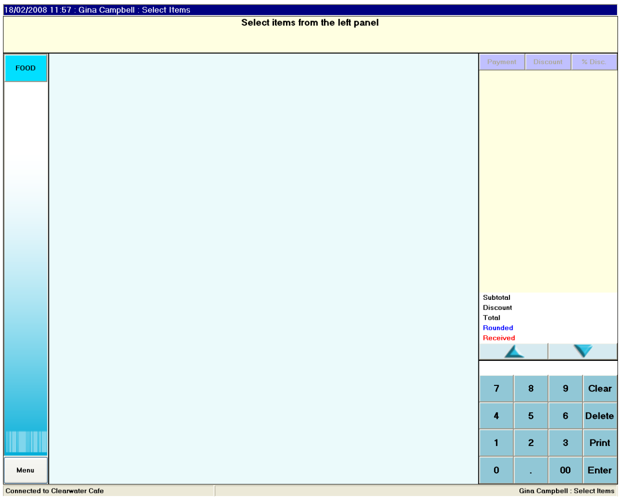


Once you are logged in, the Table Management view or the **Select Items** window appears.

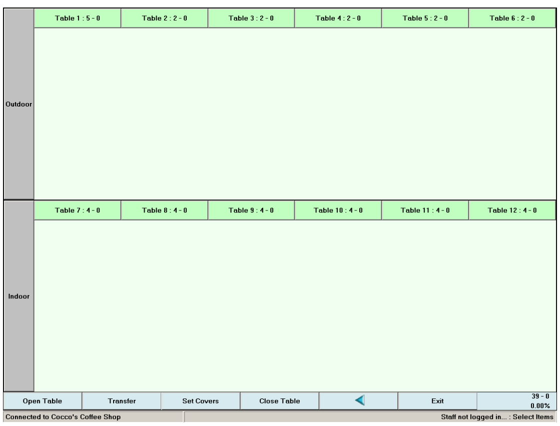
Determining your default mode

To determine the mode you are using, you must start and login to RetailHospitality.

- If you see the **Select Items** window, you are using the Sale Items mode.



- If you see the **Table Management** view, you are using the Table Management mode.



Changing staff members

If a different staff member needs to be logged in to RetailHospitality POS, you can simply return to the **Staff** window and let the other staff member log in.

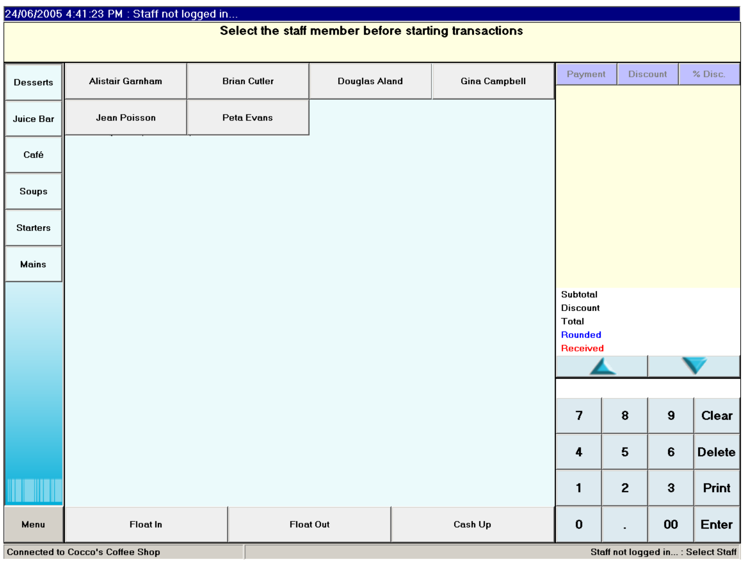
To change staff members

1 Complete or save the current sale.

2 Go to the **Select Items** window.

If you are using the Table Management mode, tap the Back button () to go to the **Select Items** window.

3 Tap the **Menu** button and, from the options that appear, tap **Staff**. The **Staff** window appears, displaying the names of the staff members set up to use RetailHospitality POS.



4 Tap your user name.

5 If RetailHospitality POS has been set up to require passwords at the time of logging in, a message appears in the message bar asking you to enter your password.
Use the numeric keypad to enter your password and tap **Enter**.

Once you are logged in, either the **Select Items** window or the Table Management view appears.

Closing RetailHospitality POS

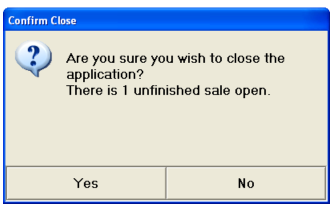
You can close RetailHospitality POS by tapping either the **Exit** button (in the Table Management view) or tapping **Menu** and then **Close** (in the **Select Items** window).

To close RetailHospitality POS

NOTE: Complete or save the current sale before closing RetailHospitality POS If you are using the Sale Items mode, make sure you have either completed or saved the current sale before closing the application. Otherwise, the **Close** button may be disabled. You can look at the tally list to see if there is a sale currently open.

1. If you are in the **Select Items** window, tap the **Menu** button and, from the options that appear, tap **Close**.

   If you are in the Table Management view, tap the **Exit** button.
2. If there are any sales that have not yet been completed (including saved sales), a warning message appears. Tap **Yes** if you want to continue or tap **No** if you want to complete the sales.



3 Sales and Table Management

This chapter describes all the tasks you can perform in RetailHospitality POS. It is organised according to the two modes in which you can use RetailHospitality POS:

Table Management mode The Table Management mode is used in businesses that need to monitor the availability of tables and manage sales according to the table they are allocated to. This feature may also be used by managerial staff such as the headwaiter or the proprietor of the business.

If your default mode is the Table Management mode, you can use features of **both** modes. While you will use the Table Management mode to review the availability of tables and to open or close tables, you will use the Sale Items mode to create a sale for the table, make a payment, and perform cash register operations.

Sale Items mode You use the Sale Items mode to create and manage **sales** and **orders**.

- Sales in RetailHospitality work like retail sales and can be used for take-aways, at coffee machines and for any section of your business where the emphasis is on quick transactions. Sales can also be saved against a table or tab number. You can add items to the table or tab and then later, process payments.
- Orders are similar to sales except that they are saved by default, and are saved against a customer name. You can use orders for customers who are waiting for a table but want to order ahead, and for orders placed over the telephone.

The Sale Items mode is also used for giving refunds, taking returns, and performing cash register tasks (like cashing up or setting float amounts).

If your default mode is the Sale Items mode, table management features are, by default, limited to saving sales and transferring orders to tables.

Quick task guide

The following table provides a quick reference to the tasks you can perform in RetailHospitality's Sale Items and Table Management modes:

Mode	Task	For more information, see...
Table Management	Open a table (for taking an order)	'Opening a table' on page 34
	View the sale details of an order or table	'Making a sale for an order or table' on page 35
	Set covers for a table	'Setting covers for a table' on page 36
	Transfer a table or order	'Transferring a table or order' on page 37
	Close or open a group of tables	'Closing or opening a group of tables' on page 37
	Switch between the Table Management mode and the Sale Items mode	'To switch to the Sale Items mode' on page 33 'To return to the Table Management mode (from the Sale Items mode)' on page 33
Sale Items	Make a sale	'Sales' on page 38
	Add items to a sale or order	'Adding items to a sale or order' on page 38
	Give discounts	'Giving discounts' on page 41
	Make a payment on the sale	'Making a payment on the sale' on page 42
	Clear a sale	'Clearing a sale' on page 48
	Save and recall sales	'Saving and recalling sales' on page 49
	Transfer sales and orders	'Transferring sales and orders' on page 51
	Take a customer order	'Orders' on page 52
	Give refunds and take returns	'Refunds and returns' on page 53
	Print and reprint dockets	'Printing features' on page 57
	Open the till (without making a sale)	'Opening the till (without making a sale)' on page 60
	Set float amounts	'Setting float amounts' on page 61
	Cash up	'Cashing up' on page 62

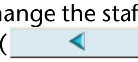
Table Management mode

This section describes the main tasks you can perform in the Table Management mode. Wherever a task or step has to be performed by switching to the Sale Items mode, a cross-reference is provided to the Sale Items section of this chapter.

The default **Table Management** window shows a visual representation of tables, with colour codes to indicate their availability. For more information on viewing the availability of tables, see 'Navigating in the Table Management mode' on page 25.

To switch to the Sale Items mode

❖ If you want to switch to the Sale Items mode in order to create a sale for a table, tap the table you want to make the sale for (the table must have previously been opened).

Or, to go to the Sale Items mode in order to change the staff member, perform a cash-up, or take a customer order, tap the Back button ().

The **Select Items** window appears.

To return to the Table Management mode (from the Sale Items mode)

❖ In the Sale Items mode, tap the **Menu** button and tap **Save / Recall**. The Table Management view re-appears.

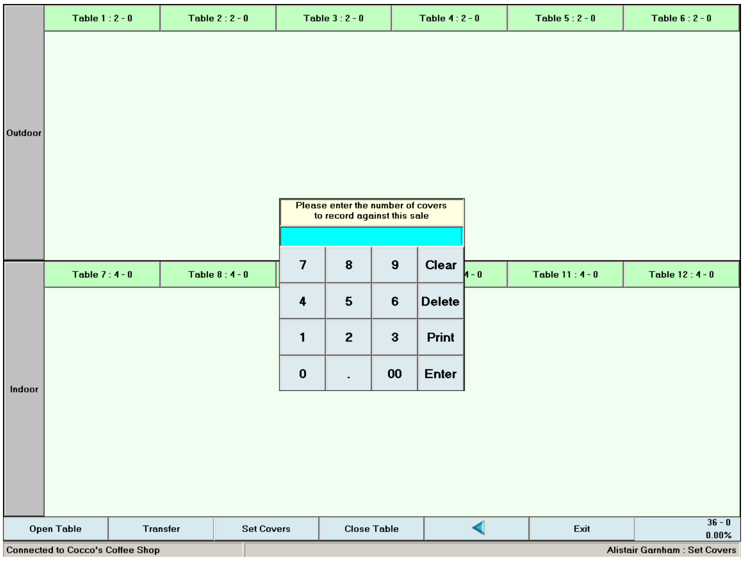
Opening a table

Before you can take an order and create a sale for a table in the Table Management mode, you must first open the table and set the number of *covers*. In RetailHospitality, *covers* means the number of people seated at the table.

To open a table

1 Tap the **Open Table** button. The button changes colour, indicating that it has been selected.

2 Tap the table you want to open. A keypad window appears, with a message asking you to enter the number of covers for the table.



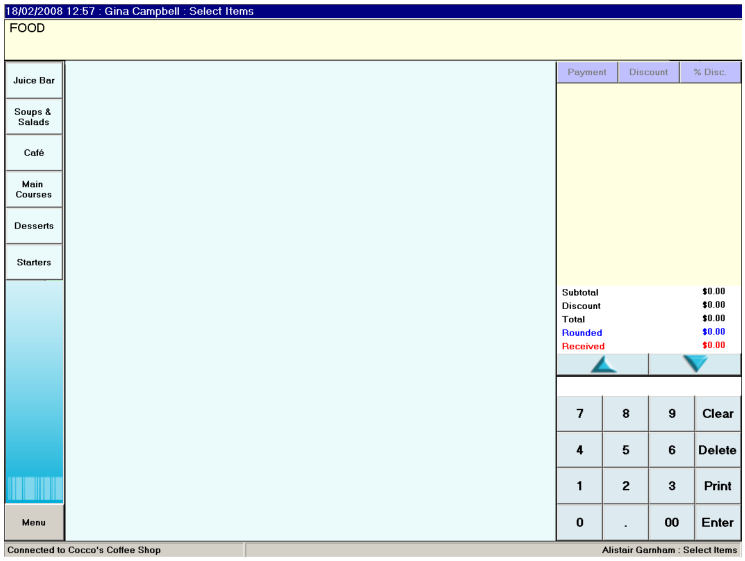
NOTE: Covers In RetailHospitality, *covers* means the number of people seated at the table.

3 Use the numeric keypad to enter the number of covers and tap **Enter**. If you do not want to enter the number of covers, simply tap **Enter** without entering a number.

The table you opened is now displayed in a different colour. The default colours are cyan or blue-green for a table with covers entered (a *patronised* table) and pale yellow for a table with no covers (an *opened* table).

NOTE: Maximum number of covers You can set up to a maximum of 999 covers for a table.

4 Tap the opened table. The **Select Items** window appears.



5 To make a sale, proceed with 'To make a sale for an order or table' below.

Making a sale for an order or table

Making a sale for a specific table or order is similar to making a sale in the Sale Items mode, except that the table should have been opened first.

Switching to the Sale Items mode To make a sale for a table or order, you will use the Sale Items mode. Tapping on the **Save / Recall** button in that mode will return you to the Table Management view.

To make a sale for an order or table

NOTE: Before you start You must have opened the table before you can make a sale. See 'Opening a table' on page 34.

---

1 Tap the required table or order. The **Select Items** window appears.

2 You can now proceed to do one of the following:
- Add items to the sale—follow the steps in 'Adding items to a sale or order' on page 38.
- Give a discount on the sale—follow the steps in 'Giving discounts' on page 41.
- Make a payment on the sale—follow the steps in 'Making a payment on the sale' on page 42.

3 If you want to save the sale (when in the **Select Items** window), tap the **Menu** button and tap **Save / Recall**. The Table Management view re-appears.

To view the sale details of an order or table

❖ Tap on the open table or order you want to view details for. The **Select Items** window appears with the details of the items.

To clear a sale

1 Tap on the table or order that you want to clear. The **Select Items** window appears with the details of the items.

2 Follow the steps in 'Clearing a sale' on page 48.

To take a customer order

❖ To take a new customer order, switch to the Sale Items mode, and follow the steps in 'Orders' on page 52.

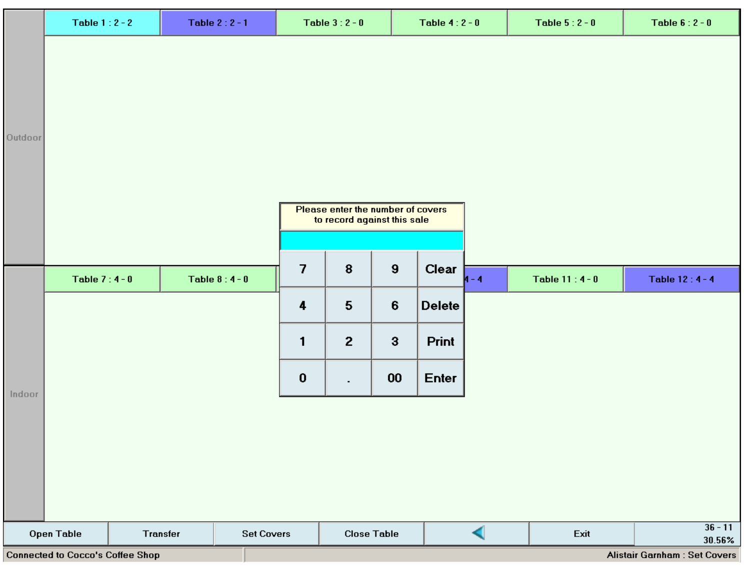
Refunds and returns

To make a refund or return, switch to the Sale Items mode, and follow the steps in 'Refunds and returns' on page 53.

Setting covers for a table

To set or change the number of covers for a table

1 Tap **Set Covers** and then tap the table you want to set covers for. A keypad window appears, with a message asking you to enter the number of covers for the table.



2 Enter the number of covers and tap **Enter**. The changed number of covers appear next to the table number.

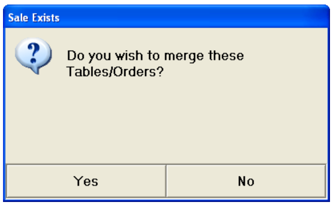
NOTE: Maximum number of covers You can set up to a maximum of 999 covers for a table.

Transferring a table or order

To transfer a table or order

1. Tap the **Transfer** button. The button changes colour.
2. Tap the table or order you want to transfer, and then tap the table you want it transferred to. The sale is transferred to the second table.

   If the second table already has a sale, a message appears asking if you want to merge the tables.

   - If you want to merge the two tables, tap **Yes**.
     The two tables are now displayed in different colours—by default, the table you transferred/merged is displayed in green (the default colour for a *vacant* table), and the table you transferred/merged the sale **to** is displayed in purple (the default colour for an *ordered* table).
   - If you do not want to merge the tables, tap **No**. An information message appears. Tap **Ok**. You will have to repeat this procedure with a different table.

Closing or opening a group of tables

You may want to close a group of tables in certain situations. Closing tables means that they will be unavailable for use by customers. For example, if you have tables set outside, you may want to close them if it starts to rain. Or, if you have a section of your restaurant reserved for a private function, you may want to close the set of tables in that area.

To close or open a group of tables

❖ Tap the name of a table group. The group of tables will be closed. If the table group has already been closed, tapping will open the group.

NOTE: Table groups greyed out If a table group has open or patronised tables, the group name will be greyed out and you will not be able to close the group.

Printing and reprinting dockets

To print and reprint dockets, switch to the Sale Items mode, and follow the procedures in 'Printing features' on page 57.

Cash register and end-of-day procedures

To perform cash register operations (opening the till, setting float amounts) and to cash up, switch to the Sale Items mode, and follow the procedures in 'Cash register and end-of-day procedures' on page 60.

Sale Items mode

Sales

Making a sale in the Sale Items mode involves the following steps:

1. **Adding items for the sale**—the items in RetailHospitality POS are organised into groups and subgroups. You locate an item by tapping the appropriate group or subgroup and add it to the bill by tapping the item. You can use the tally list area to view the list of items added to the sale. See 'Adding items to a sale or order' below.
2. **Giving discounts, if any, on the total sale**—You can enter a discount as either an amount or a percentage. See 'Giving discounts' on page 41.
3. **Making a payment on the sale**—RetailHospitality POS has its own set of available payment types that are compatible with those in RetailManager. You can choose to make the payment through more than one payment type. You can also save part payments and return to the sale later on to complete the payment. The *fast cash* buttons in RetailHospitality POS display the cash amounts that customers are most likely to use and let you make quick cash payments. See 'Making a payment on the sale' on page 42.

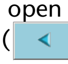
   RetailHospitality POS can also handle account sales. However, you must have the customer's details recorded in RetailManager before you can make an account sale. See 'To make an account sale' on page 47.

Saving the sale You can also save the sale at **any** time, even before you add items. Sales are saved to a *table number* by default. See 'Saving and recalling sales' on page 49.

Adding items to a sale or order

You use RetailHospitality *groups* to locate the items you want to sell.

The **Select Items** window has a sidebar displaying the groups configured for your restaurant. Groups are used to organise your stock items so that they are easier to locate in RetailHospitality. You could have groups that reflect the different parts of your menu such as *Starters*, *Main Courses* and *Desserts*. Or, if your hospitality business has a combination of service areas, you could have groups such as *Café*, *Bakery* and *Bar.*

Groups can also have one or more subgroups contained within them. Whenever you open a group that has a subgroup, the subgroups appear in the sidebar, with a Back button () to help you return to the group level.

Using bar codes If you want to use bar codes to add items, you **must** define them in RetailManager. Items can then be added to a sale by scanning them with a bar code scanner, or by entering the bar code.

Item modifiers Some of the items you sell may have *modifiers*. Modifiers are descriptions that you can add to items—adding a modifier does not affect the price of an item. Modifiers are usually used to indicate a customer's preference as to how they would like their dish served. For example, an item such as *Tea* could have modifiers that indicate the varieties of tea that you serve.

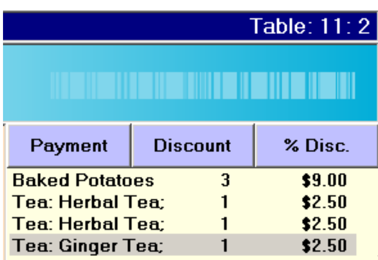
When you select an item that has modifiers, an options window appears showing the descriptions set up for the item. You can also specify that the item should be placed on *Hold* or that an *Extra* serving should be included.

NOTE: Modifiers do not appear on the final sales docket They only appear on dockets printed to the kitchen or bar.

Items can be set up so that you can select more than one modifier. There may be a minimum number of modifiers that you **must** select. For example, if you have an item such as *Ice cream*, you may have to specify both the flavour (*Vanilla* or *Strawberry*) **and** the kind of topping (*Chocolate Sauce* or *Peppermint Sauce*). Similarly, items may be set up with the maximum number of modifiers that are allowed.

Specifying item quantities By default, selecting or scanning an item adds it to the sale with a default quantity of one.

If item quantities have been set up to *accumulate*, selecting or scanning the item again will increment the quantity in the tally list. However, if the item has a modifier attached to it, it will **always** appear as a separate entry in the tally list, even if you choose the same modifier.



Items with modifiers always appear as separate entries in the tally list.

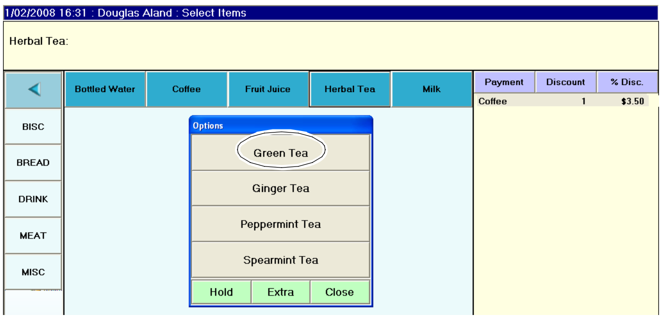
To add items to a sale

1 Go to the **Select Items** window and tap the group you want to open. The items in the group appear in the main section of the window.

If the group contains any subgroups, the subgroups appear in the sidebar. You can tap these subgroups to see the items contained in them. Use the Back button () to go back to the group level.

2 When you have located the item (in the appropriate group or subgroup), tap on it. The item appears in the tally list.

3 If the item has modifiers, an **Options** window appears. Modifiers can be flavours of an item or additions to the item that are non-chargeable. In the example below, selecting *Tea* brings up an **Options** window listing the different types of tea available—*Green*, *Ginger*, *Peppermint* and *Spearmint*.



- To add a modifier, tap the modifier and tap **Close**.
  If the **Close** button is greyed out, you may have to select more than one modifier for the item. The minimum number of modifiers you have to select depends on the way your items are set up.
- To add the item without a modifier, tap **Close** without making a selection.
- To place the item on hold (for serving at a later time), tap **Hold**.
- To add an extra serve of the item, tap **Extra**.

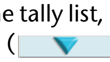
The item appears in the tally list with an added description such as *Hold*, *Extra*, or the name of the modifier.

4 If you have set up bar codes for your items in RetailManager, you can scan the item or manually enter a bar code. To manually enter a bar code:

a Tap the **Menu** button and, from the options that appear, tap **Bar Code**. A message appears asking you to enter the bar code.

b Use the numeric keypad to enter the bar code and tap **Enter**.
If the bar code is not found in the RetailManager database, an error message appears. Tap **Ok** to the message to return to the **Select Items** window and repeat 'step a' above.

5 If you want to change the quantity of the item, select the item in the tally list and enter the quantity using the numeric keypad.

If you have more than one item in the tally list, use the upwards-pointing arrow () and the downwards-pointing arrow () to select items in the list.

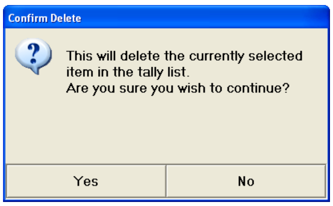
6 Repeat step 1 to step 5 for all the items you want to add.

NOTE: Saving the sale or order If you want to save the sale and return to it later (for adding more items or for making a payment), follow the steps in 'To save a sale' on page 49.

7 You can now proceed to do one of the following:
- Give a discount on the sale—see 'Giving discounts' below.
- Make a payment on the sale—see 'Making a payment on the sale' on page 42.
- Save the sale—see 'To save a sale' on page 49.

To remove items from a sale

1 To remove an item from a sale, select it in the tally list and tap **Delete**. A confirmation message appears.



2 Tap **Yes** to confirm the deletion. The item is removed from the tally list.

Giving discounts

Discounts can be entered as amounts and percentages. You can only give a discount on the *total sale*, and not on individual items.

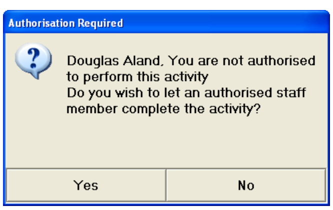
The prices for individual items are taken from your RetailManager shopfront settings.

Apart from the price entered in the stock record, if you have set up promotional pricing or pricing grades, these rules will also apply in RetailHospitality POS.

To give a discount

1 To enter the discount as an amount, tap the **Discount** button (Discount).
Or, to enter the discount as a percentage, tap the **% Disc** button (% Disc.).

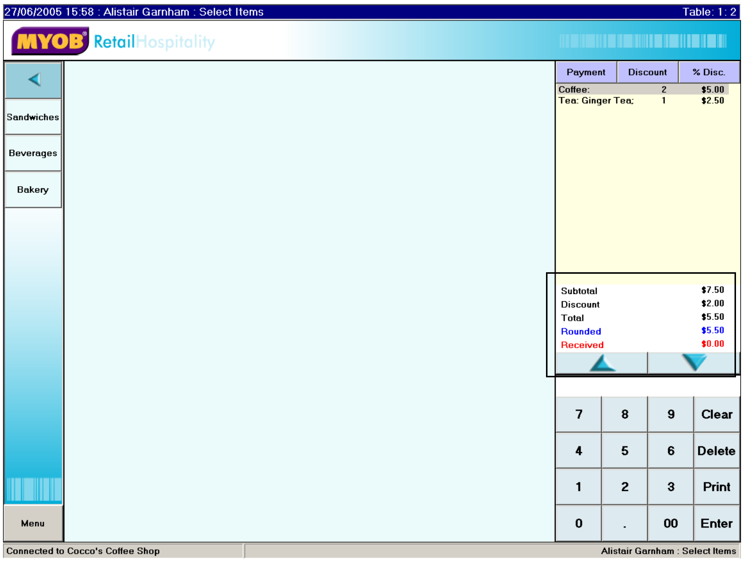
2 If you are not authorised to give discounts, an error message appears.



Tap **Yes** to continue. The staff member who has authorisation must enter their password and tap **Enter**.

3 If you are authorised to give discounts, a message appears in the message bar asking you to enter your password. Enter your password and tap **Enter**.

4 Enter the discount amount or percentage and tap **Enter**. The discount amount appears in the tally list and the sale total is reduced.



Making a payment on the sale

RetailHospitality POS has its own set of payment types that are compatible with those in RetailManager. You can choose from the following payment types:

- Amex
- Bank Card
- Cash
- Cheque
- Diners
- EFTPOS
- Master Card
- Visa

You can choose to make the payment through more than one payment type. You can also save part payments and return to the sale to complete the payment.

NOTE: Electronic payment types and part-payments If you want to use the same electronic payment type more than once per sale (for part-payments), you need to have created multiple copies of each payment type. For example, if the customer wants to pay a portion of their bill using one VISA card and the remainder of their bill using another VISA card, you need to have two VISA payment types (such as VISA and VISA 2) in your list. For more information about electronic payment types, see 'Setting payment types for RetailHospitality POS' on page 98.

Fast cash buttons The fast cash buttons in RetailHospitality POS make it easy for you to make cash payments. The default fast cash buttons display buttons for the sale amount and the next rounded amount. For example, if you made a sale for $8.40, you would see fast cash buttons for $8.40 and $9.

Account Sale You can make sales on accounts if the customer has account details set up in RetailManager. For more information on making account sales, see 'To make an account sale' on page 47.

Refunds and Returns The **Refund Only** and **Goods Return** payment types are used to give customer refunds and take returned goods. For more information on refunds and returns, see 'Refunds and returns' on page 53.

To make a payment on the sale

NOTE: Cash out on EFTPOS To provide cash out on an EFTPOS transaction, see 'To provide cash out on an EFTPOS transaction' on page 45.

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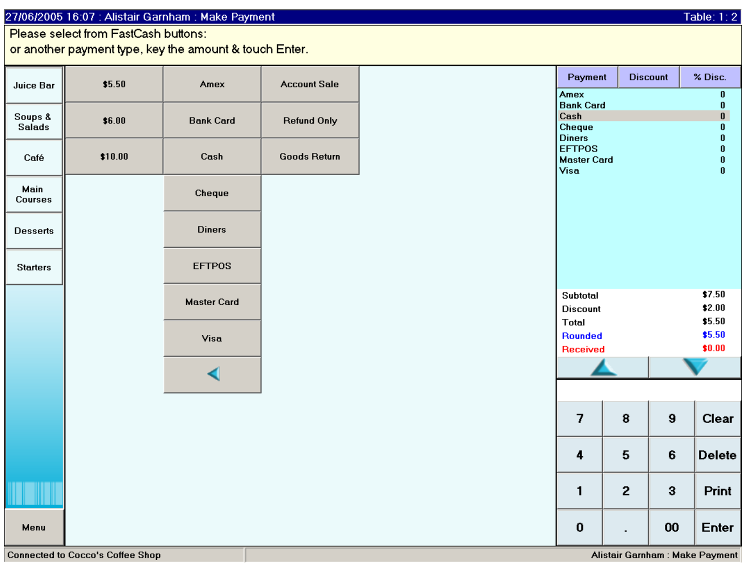
1 Tap the **Payment** button (Payment). The **Make Payment** window appears.

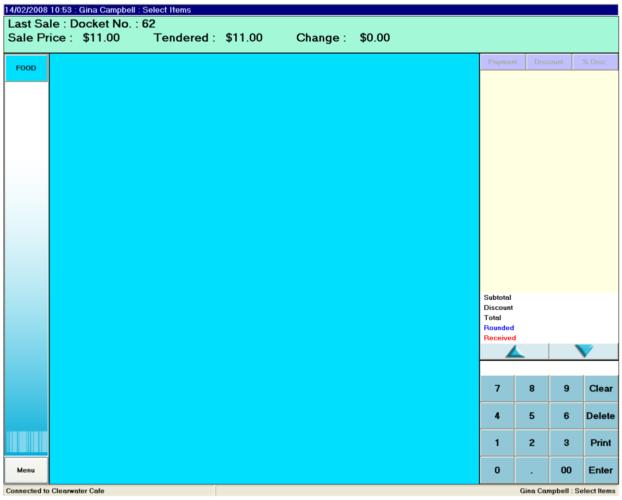


2 Select the payment method you want to use by tapping the payment button or selecting it in the tally list.

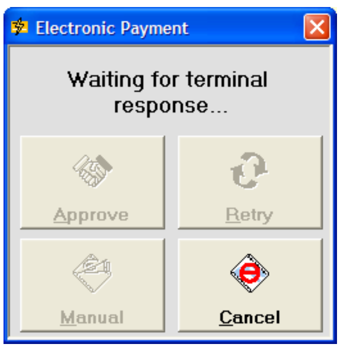
3 Enter the amount using the numeric keypad and press **Enter**. If the payment is less than the total amount payable, it is assumed to be a part payment. Select another payment type and enter another amount.

4 When the total payment equals or exceeds the total amount payable, then:

- If the customer paid by cash, the docket is printed. The message area shows the details of the transaction, including the change. The sale is now complete.



- If the customer paid by an electronic payment type, then the **Electronic Payment** window appears. Go to step 5.



5 Swipe the card. Prompts appear on the EFTPOS terminal to guide you through the payment process.

NOTE: If you use an Ingenico PC-EFTPOS terminal If the card details cannot be read, for example if the card is damaged, enter the card details using the PC-EFTPOS terminal.

a When the EFTPOS terminal indicates that the transaction has been approved, tap **Approve**.

If you use an Ingenico PC-EFTPOS terminal, you do **not** need to tap **Approve** as the transaction is approved automatically.

NOTE: If the transaction is not approved or is unsuccessful You can still approve the transaction by tapping **Manual**. Since your bank has not accepted the transaction, you should note down the card details (and the amount) and account for the transaction when you do your banking.

b If a **Signature Valid** question appears, tap **Yes** to confirm that the signature has been checked. Note that this window only appears for credit card payments.

c Tap **OK** to the **Transaction Approved** message. The docket is printed and includes details about the electronic payment.

If you made a part payment using an electronic payment type, the payment amount appears next to the payment type and the amount payable is updated.

To reprint the last Ingenico PC-EFTPOS docket, see 'Printing features' on page 57.

To provide cash out on an EFTPOS transaction

NOTE: To provide cash out on an EFTPOS transaction, you need to have selected the **Allow cash out** option for the **EFTPOS** payment. For more information, see 'Setting payment types for RetailHospitality POS' on page 98.

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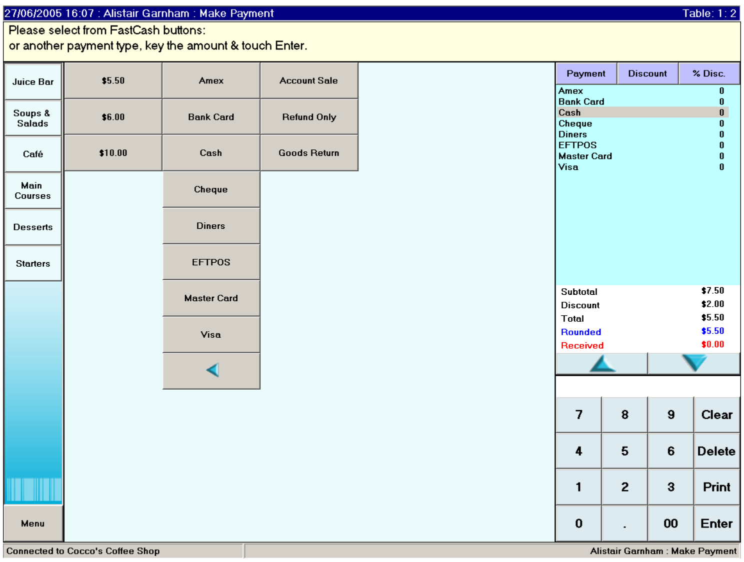
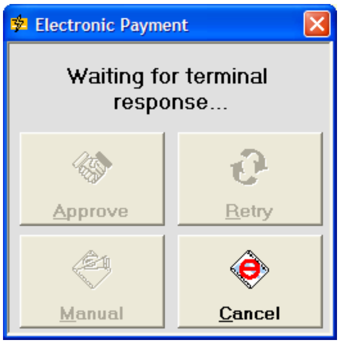
1 Tap the **Payment** button (Payment). The **Make Payment** window appears.



2 Tap the **EFTPOS** payment method.

3 Enter the amount payable plus the cash out amount (for example, if the sale is $20 and the customer wants $40 cash out, enter $60) using the numeric keypad and press **Enter**. A window appears asking if you want to process a cash out amount.

4 Tap **Yes**. The **Electronic Payment** window appears.



5 Swipe the card and perform the tasks as prompted by the EFTPOS terminal.

NOTE: If you use an Ingenico PC-EFTPOS terminal If the card details cannot be read, for example if the card is damaged, enter the card details using the PC-EFTPOS terminal.

6 When the EFTPOS terminal indicates that the transaction has been approved, tap **Approve**.

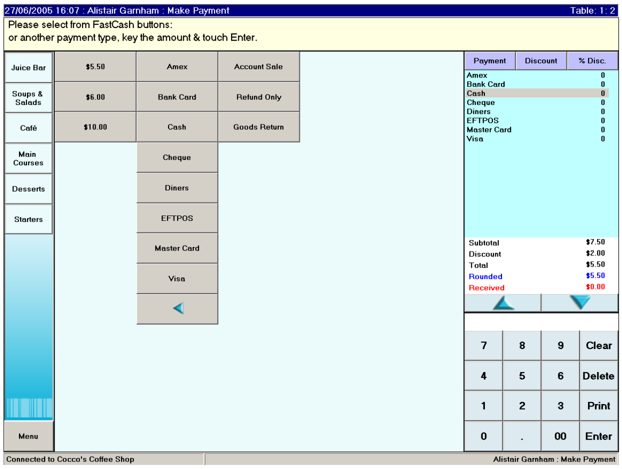
NOTE: If you use an Ingenico PC-EFTPOS terminal You will **not** need to tap **Approve** as the transaction is approved automatically.

7 Tap **OK** to the **Transaction Approved** message.

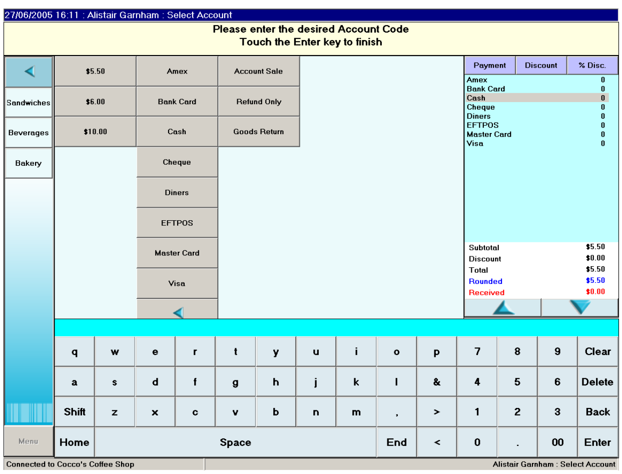
To make an account sale

NOTE: Before you make an account sale Make sure that the customer to whom you want to sell on account has been set up in RetailManager with relevant account details.

1 Tap the **Payment** button (). The **Make Payment** window appears.



2 Tap the **Account Sale** payment method. The virtual keyboard appears in the bottom section of your screen, with a message asking you to enter the account code.



3 Enter the customer number set up in RetailManager and tap **Enter**. The payment is made on the customer's account and a sales docket is printed out.

NOTE: RetailManager reports for account sales You can use the **Debtors** report in RetailManager to see the details of your debtors.

Clearing a sale

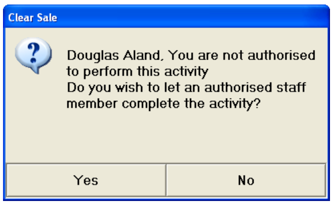
You can only clear a sale if it has **not** been saved and if you are authorised to do so. You will be asked to enter an authorisation password before the sale is cleared.

To clear a sale

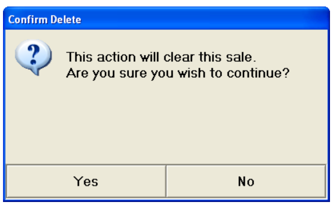
NOTE: Clearing saved sales You **cannot** clear a saved sale.

1 In the numeric keypad, tap **Clear**.

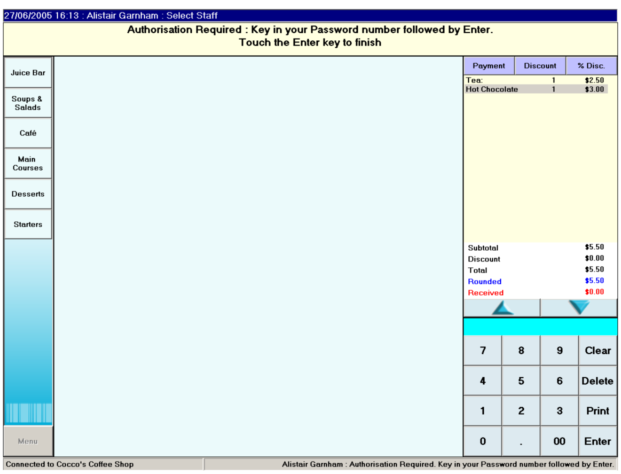
If you are not authorised to clear a sale, an error message appears. Tap **Yes** to continue.



A confirmation message appears.



2 Tap **Yes** to confirm the clearing of the sale. A message appears in the message bar asking for authorisation.



3 A staff member who has authorisation must enter their password and tap **Enter**. The sale is cleared and the **Select Items** window or the Table Management view re-appears.

Saving and recalling sales

You can save the details of a sale for later modification. By default, sales are saved to tables by entering a table number. However, depending on your RetailHospitality POS setup, you may also be saving a sale to a tab or any other *sale prefix*.

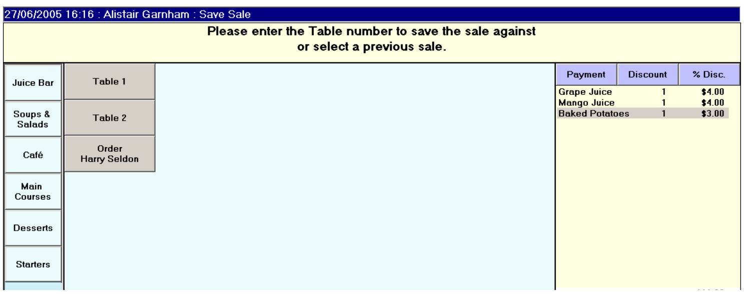
NOTE: Saving sales and table management Saving a sale to a table does not mean that you are using the table management mode of RetailHospitality POS. Saving a sale to a table simply provides you with a way of storing and retrieving the sale. The table management mode, on the other hand, provides a visual representation of the status of all the tables in the restaurant.

To save a sale

1 Tap the **Menu** button and tap **Save / Recall**.

2 If you have **not** saved the sale before, the **Save Sale** window appears with a message asking you to enter the table number.

The window also displays any other saved sales and orders.



3 If you want to save the sale to an existing table or order, tap the table or order.

4 If you want to save the sale to a new table:

a Enter the table number and tap **Enter**. A message appears asking you to enter the number of covers.

b Enter the number of covers and tap **Enter**. If you do not want to enter the number of covers, simply tap **Enter** without entering a number.

NOTE: Maximum number of covers You can set up to a maximum of 999 covers for a table.

The sale is saved to the table. To view all the saved sales, tap the **Menu** button and tap **Save / Recall**.

To recall a sale or order

1 Tap the **Menu** button and tap **Save / Recall**. The **Recall Sale** window appears, listing all saved sales and orders.

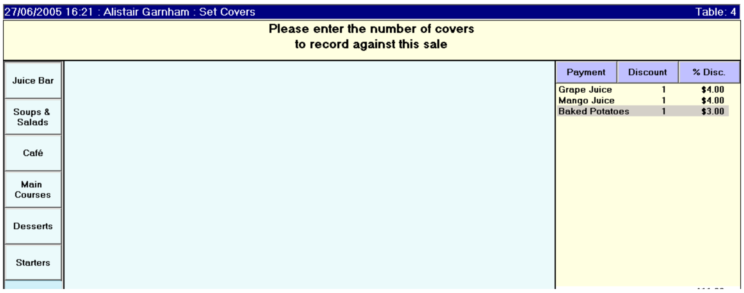
2 Tap the sale or order you want to recall. The details of the sale or order appear in the tally list area.

To set or change the number of covers for a sale

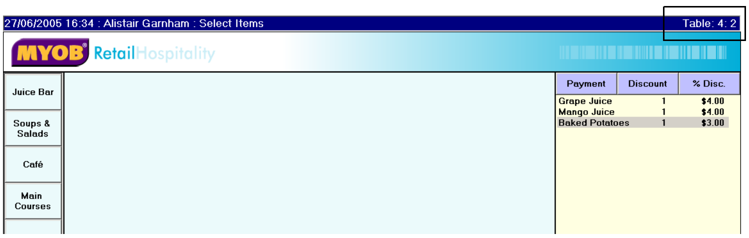
NOTE: Before you start You must have saved the sale to a table before you can set covers.

1 If the sale is not already open, recall the sale (see 'To recall a sale or order' on page 49).

2 Tap the **Menu** button and tap **Set Covers**.



3 Enter the number of covers and tap **Enter**. The number of covers is changed and the new number appears in the title bar next to the table number.



NOTE: Maximum number of covers You can set up to a maximum of 999 covers for a table.

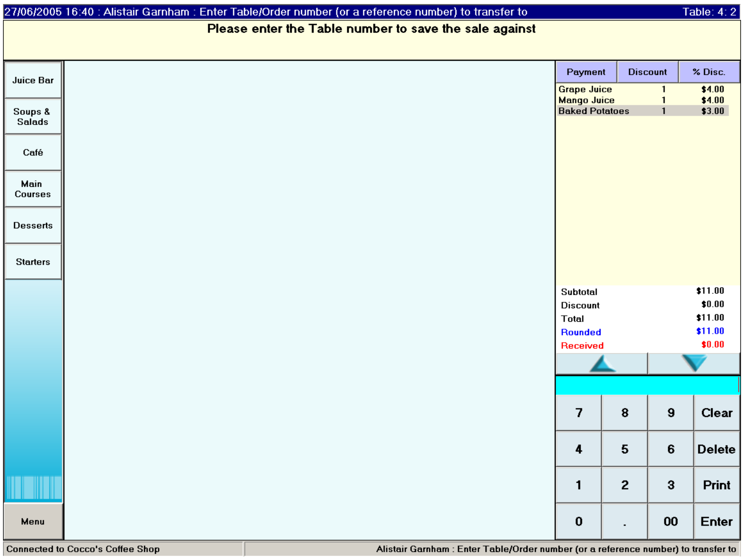
Transferring sales and orders

You can transfer a saved sale or order to a vacant table, or even to an existing sale or table. If you transfer the sale to an existing sale or table, the two sales are *merged* together.

To transfer a sale or order

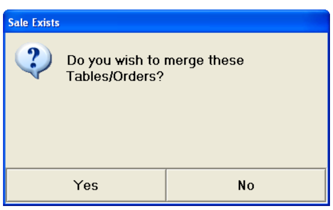
1 If the sale or order is not already open, recall it (see 'To recall a sale or order' on page 49).

2 Tap the **Menu** button and tap **Transfer Table**. A message appears asking you to enter the table number.



3 Enter the table number that you want to transfer the sale or order to, and tap **Enter**. The sale is transferred to that table number.

If it already has a sale, a message appears asking if you want to merge the tables.



- If you want to merge the two tables, tap **Yes**.
- If you do not want to merge the tables, tap **No**. An information message appears. Tap **Ok**. You will have to repeat this procedure with a different table.

You can view the details of the second table by tapping the **Menu** button and tapping **Save / Recall**. The **Recall Sale** window appears listing all the saved sales and orders.

Orders

Orders are sales that are saved against a customer name. Orders are usually intended for later collection or service, such as with telephone bookings and pre-bookings (bookings made before the customer is seated at a table).

Once an order is placed, you can transfer it to a table or merge it with a saved sale. As with sales, you can print order dockets to different areas of your restaurant.

Entering multiple orders If you want to enter multiple orders, you can select an option to return to the **Take Order** screen after entering a non-table order. This reduces the amount of time it takes to enter each order as you don't have to log in each time. For more information about this option, see 'Behaviour window—Default RetailHospitality Screen' on page 80.

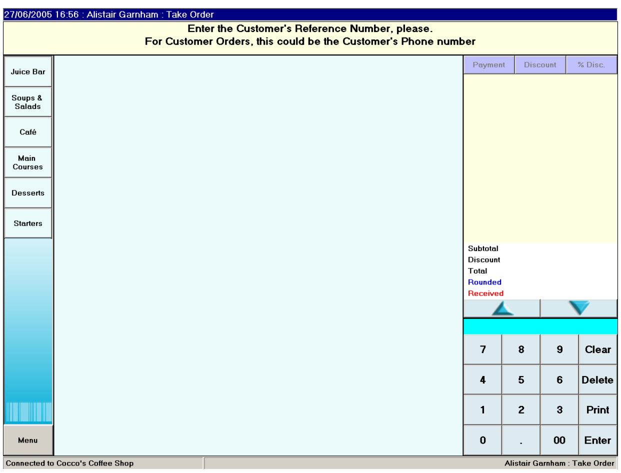
NOTE: Maximum number of saved orders The maximum number of orders that you save is limited by the space available in the **Save / Recall** window (if you are using the Sale Items mode) or the Table Management view (if you are using the Table Management mode).

To take a customer order

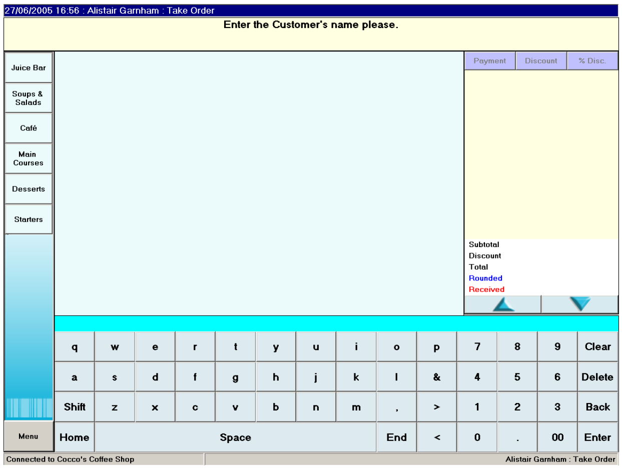
NOTE: Customer orders and tables Customer orders are not assigned to any tables, but are saved against the customer name. Once an order is placed, you can transfer it to a table if necessary.

1 Go to the **Select Items** window.

2 Tap the **Menu** button and tap **Take Order**. A message appears asking you to enter the customer's reference number. This could be the customer's phone number or an order number.



3 Enter the customer's reference number and tap **Enter**. A message appears asking you to enter the customer's name, and the virtual keyboard window appears in the bottom section of your screen.



NOTE: Reference number and table number If you are in the Table Management mode, you **cannot** enter a reference number that is the same as a table number.

4 Enter the customer's name using the virtual keyboard and tap **Enter**.

5 Follow these procedures to complete the order:

- To add items to the order, follow the steps in 'To add items to a sale' on page 40.
- To give a discount on the order, follow the steps in 'To give a discount' on page 41.
- To make a payment on the order, follow the steps in 'To make a payment on the sale' on page 43.

Refunds and returns

You can refund a sale or take returned goods by using the **Refund Only** or **Goods Return** payment types in the **Make Payment** window.

The difference between a refund and a return is that in a refund, the goods are **not** returned to stock. Refunds are usually made for food items that cannot be sold again, such as a cup of coffee or a cooked meal. A goods return is usually made for packaged food items like a bottle of juice or a chocolate bar can be returned to stock and re-sold.

NOTE: Using RetailManager's inventory management features You can use the inventory management features of RetailManager to track the changes in your stock level in response to refunds and returns.

You must have authorisation in order to make a refund or return. You will need to enter your authorisation password before you can select these payment types. For more information, see 'Setting up groups of items' on page 86.

To give a refund

1 Go to the **Select Items** window.

2 Tap the group or subgroup that contains the item you need to refund. The items in the group appear in the main section of the window.

3 When you have located the item you need to refund, tap on it. The item appears in the tally list.

4 If you have set up bar codes for your items in RetailManager, you can scan the item or manually enter a bar code. To manually enter a bar code:

a Tap the **Menu** button and, from the options that appear, tap **Bar Code**. A message appears asking you to enter the bar code.

b Use the numeric keypad to enter the bar code and tap **Enter**.
If the bar code is not found in the RetailManager database, an error message appears. Tap **Ok** to the message to return to the **Select Items** window and repeat step a.

5 If you want to change the quantity of the item, select the item in the tally list and enter the quantity using the numeric keypad.

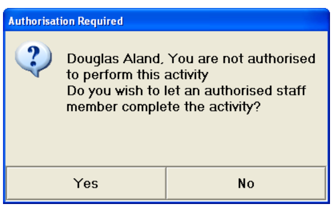
If you have more than one item in the tally list, use the upwards-pointing arrow ( ) and the downwards-pointing arrow ( ) to select items in the list.

6 Repeat step 2 to step 5 for all the items you need to refund.

7 Enter any discount given on the original sale:

a To enter the discount as an amount, tap the **Discount** button (Discount).
Or, to enter the discount as a percentage, tap the **% Disc** button (% Disc.).

b If you are not authorised to give discounts, an error message appears.



Tap **Yes** to continue. The staff member who has authorisation must enter their password and tap **Enter**.

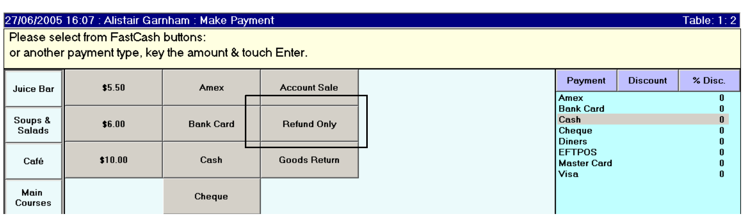
c If you are authorised to give discounts, a message appears in the message bar asking you to enter your password. Enter your password and tap **Enter**.

d Enter the discount amount or percentage and tap **Enter**. The discount amount appears in the tally list and the sale total is reduced.

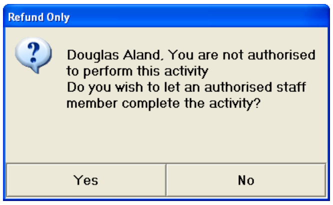
8 Make the payment on the sale:

a Tap the **Payment** button (Payment). The **Make Payment** window appears.

b Tap the **Refund Only** payment method.



c If you are not authorised to give refunds, an error message appears.



Tap **Yes** to continue. The staff member who has authorisation must enter their password and tap **Enter**. If you are authorised to give refunds, a message appears in the message bar asking you to enter your password. Enter your password and tap **Enter**.

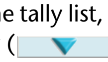
A question window appears.

d Complete the transaction:

If the refund is...	then...
cash	tap **Yes**. The transaction is completed, the docket is printed and the message area shows the details of the refund.
another payment type (for example, cheque, VISA etc.)	1 Tap **No**. 2 From the **Payment** list, select how the refund will be paid. If you select an electronic payment type, the amount to be refunded is sent to your EFTPOS terminal. To complete the transaction, follow the prompts that appear on the EFTPOS terminal and in the RetailHospitality POS **Payments** window. When you are finished, the docket is printed and the message area shows the details of the refund.

To take returned goods

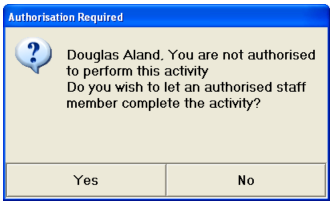
1. Go to the **Select Items** window.
2. Tap the group or subgroup that contains the item that has been returned. The items in the group appear in the main section of the window.
3. When you have located the item, tap on it. The item appears in the tally list.
4. If you have set up bar codes for your items in RetailManager, you can scan the item or manually enter a bar code. To manually enter a bar code:
   a. Tap the **Menu** button and, from the options that appear, tap **Bar Code**. A message appears asking you to enter the bar code.
   b. Use the numeric keypad to enter the bar code and tap **Enter**.
   If the bar code is not found in the RetailManager database, an error message appears. Tap **Ok** to the message to return to the **Select Items** window and repeat step a.
5. If you want to change the quantity of the item, select the item in the tally list and enter the quantity using the numeric keypad.

   If you have more than one item in the tally list, use the upwards-pointing arrow () and the downwards-pointing arrow () to select items in the list.
6. Repeat step 2 to step 5 for all the items that have been returned.

7 Enter any discount given on the original sale:

a To enter the discount as an amount, tap the **Discount** button (Discount).
Or, to enter the discount as a percentage, tap the **% Disc** button (% Disc.).

b If you are not authorised to give discounts, an error message appears.



Tap **Yes** to continue. The staff member who has authorisation must enter their password and tap **Enter**.

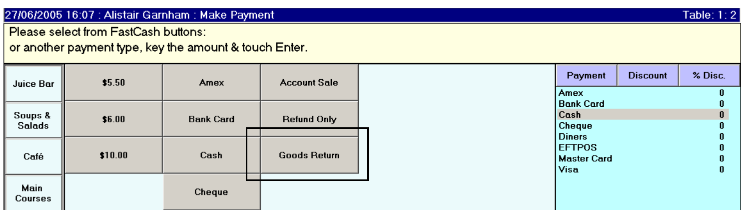
c If you are authorised to give discounts, a message appears in the message bar asking you to enter your password. Enter your password and tap **Enter**.

d Enter the discount amount or percentage and tap **Enter**. The discount amount appears in the tally list and the sale total is reduced.

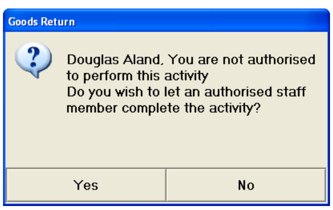
8 Make the payment on the sale using the **Goods Return** payment method:

a Tap the **Payment** button (Payment). The **Make Payment** window appears.

b Tap the **Goods Return** payment method or select it in the tally list.



c If you are not authorised to enter returns, an error message appears.



Tap **Yes** to continue. The staff member who has authorisation must enter their password and tap **Enter**.

d If you are authorised to enter returns, a message appears in the message bar asking you to enter your password. Enter your password and tap **Enter**.

The transaction is completed and the message area shows the details of the returned goods transaction.

Printing features

RetailHospitality POS provides a number of printing features that help you manage orders and sales. You can print and reprint tally lists and dockets to printers in specific areas of the restaurant such as the kitchen or bar. You can also print a sales docket for checking (before the actual payment occurs) and reprint the last sale docket.

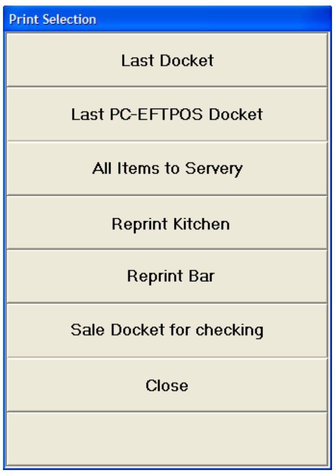
All RetailHospitality POS printing features can be accessed by tapping the **Print** button in the numeric keypad.

To reprint the last PC-EFTPOS docket

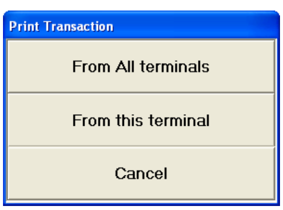
NOTE: This option only appears if you use an Ingenico PC-EFTPOS terminal.

1 Go the **Select Items** window.

2 In the numeric keypad, tap **Print**. The **Print Selection** window appears.



3 Tap **Last PC-EFTPOS Docket**. The **Print Transaction** window appears.



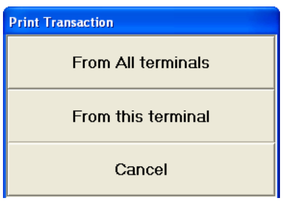
4 Select the terminal you want to print from:
- **From All terminals**—tap this option if you want to reprint the last PC-EFTPOS docket for for all terminals.
- **From this terminal**—tap this option if you want to reprint the last PC-EFTPOS docket for this terminal.

The docket is reprinted.

To reprint the last docket

1. Go the **Select Items** window.
2. In the numeric keypad, tap **Print**. The **Print Selection** window appears.

3. Tap **Last Docket**. The **Print Transaction** window appears.



4. Select the terminal you want to print from:
   - **From All terminals**—tap this if you want to reprint the docket for the last sale made across all RetailHospitality terminals.
   - **From this terminal**—tap this if you want to reprint the docket for the last sale made at your terminal.

   The docket is reprinted.

To print an item list to the kitchen or bar

1 Go the **Select Items** window.

2 In the numeric keypad, tap **Print**. The **Print Selection** window appears.

3 Tap one of these printing options:
- **New Items to Servery**—if you want to only print the new items added to the tally list.
- **All Items to Servery**—if you want to print the entire item list.

To reprint a docket to the kitchen or bar

1 Go the **Select Items** window.

2 In the numeric keypad, tap **Print**. The **Print Selection** window appears.

3 Tap one of these printing options:
- **Reprint Kitchen**—if you want to reprint the last docket printed to the kitchen.
- **Reprint Bar**—if you want to reprint the last docket printed to the bar.

To print the sale docket for checking

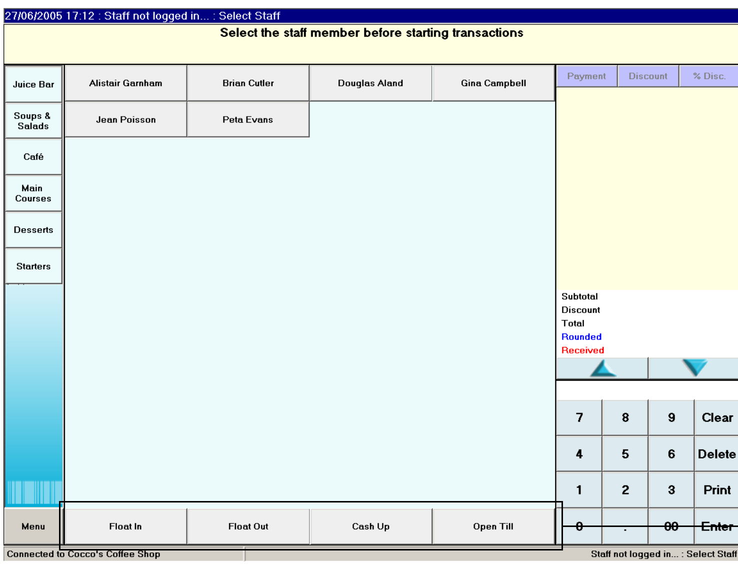
1 Go the **Select Items** window.

2 In the numeric keypad, tap **Print**. The **Print Selection** window appears.

3 Tap **Sale Docket for checking**. The sale docket is printed to the docket printer.

Cash register and end-of-day procedures

You can perform cash-register tasks such as setting a float amount, and end-of-day procedures such as cashing up using the options in the **Staff** window.



Opening the till (without making a sale)

RetailHospitality POS lets you open the till without making a sale if you are authorised to do so and if you have a cash drawer set up.

To open the till

1. Tap the **Menu** button and from the options that appear, tap the **Staff** button.
2. Tap the **Open Till** button. A message appears in the message bar asking you to enter your password.

NOTE: No Open Till button If a cash drawer has not been set up in RetailHospitality Admin, you will *not* see the **Open Till** button.

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3. Enter your password and tap **Enter**. The cash drawer opens.

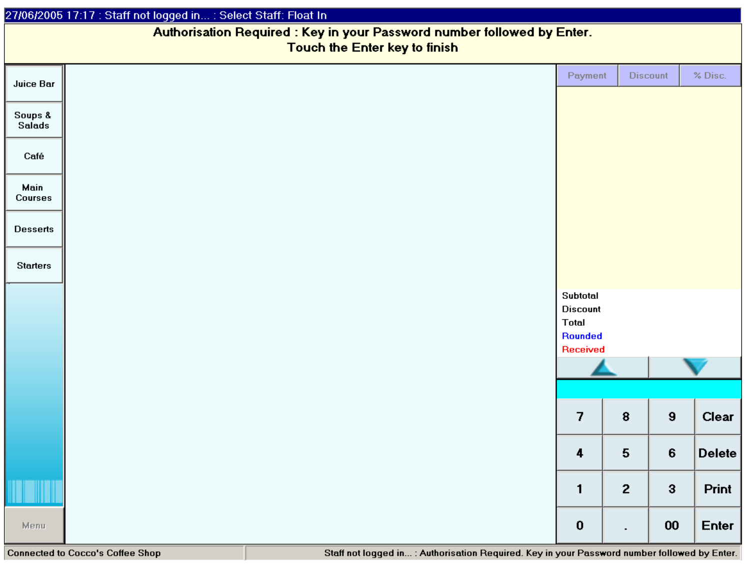
Setting float amounts

In RetailHospitality POS, you can add a float amount to your cash drawer. You can then subtract this float amount when cashing up, or leave the float amount as is if you use a perpetual float.

The following procedures show you how to add or subtract a float amount using the **Float In** and **Float Out** options in the **Staff** window.

To put in a float amount

1. Tap the **Menu** button and from the options that appear, tap the **Staff** button.
2. Tap **Float In**. A message appears in the message bar asking you to enter your password.



3. Enter your password and tap **Enter**. A message appears asking you to enter the amount you want to add.

NOTE: If you are not authorised to add a float amount, the **Select Staff** window appears.

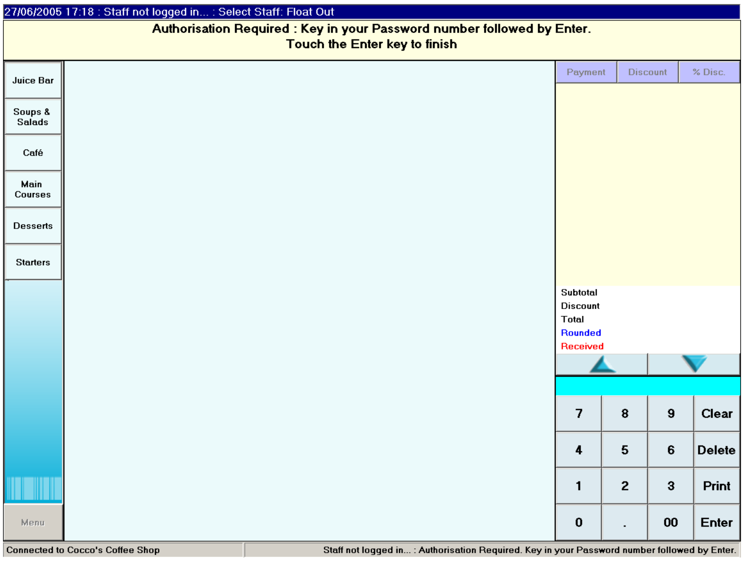
---

4. Enter the amount and tap **Enter** when you are done.

To remove an amount from the float

1 Tap the **Menu** button and, from the options that appear, tap the **Staff** button.

2 Tap **Float Out**. A message appears in the message bar asking you to enter your password.



3 Enter your password and tap **Enter**. A message appears asking you to enter the amount you want to add.

NOTE: If you are not authorised to remove a float amount, the **Select Staff** window appears.

4 Enter the amount you want to remove from the float and tap **Enter**.

Cashing up

At the end of the trading day, you can balance the cash drawer against the amounts received. Cashing up involves:

- Cashing up in RetailHospitality POS. See ‘To do a cash-up in RetailHospitality POS’ on page 63.
- Printing cash-up reports in RetailManager.
  When you cash up in RetailHospitality POS, the details of the cash-up are recorded in RetailManager. In RetailManager, go to the **Reconciliation** menu and choose **Print Cashup Reports**. You will see the details of your cash-up sessions. You can then print the various summary reports from this window.

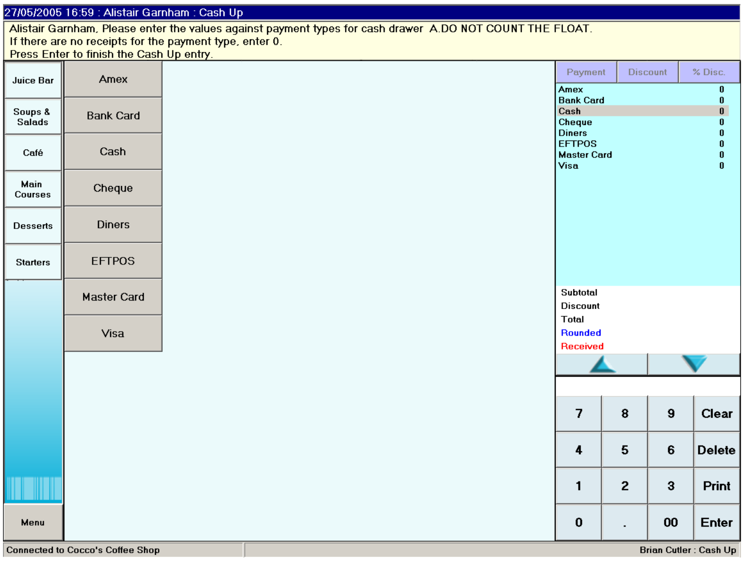
NOTE: Refer to your MYOB RetailManager User Guide For more details on cash-up reports in RetailManager, refer to the *Cashing up* chapter of your *MYOB RetailManager User Guide*.

To do a cash-up in RetailHospitality POS

1 Tap the **Menu** button and from the options that appear, tap the **Staff** button.

2 Tap the **Cash Up** button. A message appears in the message bar asking you to enter your password.

3 Enter your password and tap **Enter**. The **Cash Up** window appears.



NOTE: If you are not authorised to do a cash-up, the **Select Items** window appears.

4 For each payment method:

a Select the payment method by either tapping on the name in the main area or selecting the method in the tally list.

b Enter the amount for the payment method and tap **Enter**.

5 When you have finished entering the amounts against each payment method, tap **Enter** again.

4 RetailHospitality Admin

About RetailHospitality Admin RetailHospitality Admin is the administration module of RetailHospitality and is used to set up the look and feel, and functionality of RetailHospitality POS (the touchscreen module). You also use this module to create links between your RetailManager shopfront database and your RetailHospitality databases.

How RetailHospitality Admin works with RetailManager Before you set up RetailHospitality Admin, you need to create staff and stock records in RetailManager. Then, you use RetailHospitality Admin to create a *link-pair*, which represents the connection between a specific RetailHospitality customised setup and a RetailManager shopfront.

As part of the setup process in RetailHospitality Admin, you can use information such as staff and stock records from the RetailManager database, and then define how they will be used in RetailHospitality. For example, using RetailHospitality Admin, you can select stock items from the product list in RetailManager and allocate them to predefined groups. Similarly, you can select staff who will use RetailHospitality from the staff list in RetailManager and decide their access rights.

Features of RetailHospitality Admin RetailHospitality Admin lets you set up and customise a number of aspects of your RetailHospitality POS system, including:

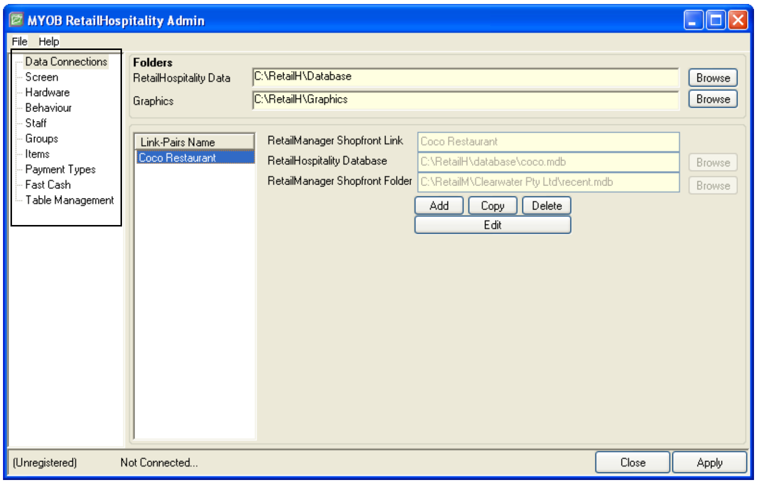
- Data Connections
- Screen
- Hardware
- Behaviour
- Staff
- Groups
- Items
- Payment Types
- Fast Cash
- Table Management.

You can also use RetailHospitality Admin to register your software and access an electronic version of this *User Guide* (in *PDF* format).

The RetailHospitality Admin interface

RetailHospitality Admin consists of ten main windows that let you customise different aspects of RetailHospitality POS. You access the windows using the list in the left-hand frame.

This section describes each of the windows.



Data Connections

The **Data Connections** window lets you identify the RetailManager shopfront you will use as the basis for your RetailHospitality system, and to set the locations for RetailHospitality information. This information includes the database used by RetailHospitality POS to record information, and the default location of graphics files you might use for your items.

From the **Data Connections** window you can:

- create links between a previously set up RetailManager shopfront and RetailHospitality POS
- identify directories for holding your RetailHospitality database, and any graphics files you want to use for your items.

Screen

The **Screen** window lets you change the appearance of the RetailHospitality POS screen.

From the **Screen** window you can:

- set the size of the touch screen buttons
- set the colours of the various areas of the RetailHospitality POS window
- customise the text that will appear on your sales dockets
- customise labels for certain fields and buttons
- set the time that the menu is displayed for.

Hardware

You use the **Hardware** window to set up the following hardware items:

- cash drawer
- docket printers
- pole display
- EFTPOS terminal.

Behaviour

The **Behaviour** window lets you set various options related to how RetailHospitality POS will be used by your staff.

From the **Behaviour** window you can:

- set the mode that staff will use, depending on the way you manage your sales and orders
- set the way staff will log on, and access features like clearing a sale and deleting items
- set features such as prompts and decide how order tallies are handled
- select options for use on your printers, such as accumulation of totals when a servery printer is used
- set the way an operator is identified with each order
- apply a time delay between saving sales and printing dockets.

Staff

The **Staff** window lets you select the staff who will use the software, set their passwords, and decide what features they will be allowed to access.

Groups

The **Groups** window lets you create groups and subgroups for stock items. Groups are used to organise your stock items so they are easier to locate. You could have groups that reflect the different parts of your menu such as *Starters*, *Main Courses* and *Desserts*. Or, if your hospitality business has a combination of service areas, you could have groups such as *Café*, *Bakery* and *Bar*. Groups can also have one or more subgroups contained within them.

To make a sale in RetailHospitality, you must have at least one group set up with items.

From the **Groups** window you can:

- set up and modify groups
- add an image to a group
- set the background colour for a group
- add and remove items from a group.

Items

The **Items** window lets you select the items from your RetailManager database that you will sell from your POS terminal.

From the **Items** window you can:

- select items you will sell
- add *modifiers* for items. A modifier is a non-chargeable description that you can add to an item. Modifiers are usually used to indicate a customer's preference as to how they would like their dish served. For example, an item such as *Tea* could have modifiers such as *Ginger Tea*, *Peppermint Tea* and *Herbal Tea*.

Payment Types

The **Payment Types** window lets you select the payment types that you accept.

The payment types in RetailHospitality are compatible with those in RetailManager. You can choose from the following payment types:

- Amex
- Bank Card
- Cash
- Cheque
- Diners
- EFTPOS
- Master Card
- Visa.

Fast Cash

The **Fast Cash** window lets you set up payment buttons for common cash combinations. By default, RetailHospitality will display *fast cash* buttons for the sale amount and the next rounded amount. For example, if you made a sale for $8.40, you would see fast cash buttons for $8.40 and $9.

You can also add buttons for custom amounts. For example, most of your sales might be between $15 and $20. Using the **Fast Cash** window, you can assign a button for $20, the most common note that customers might tender for payment. By having a fast cash button you can reduce the number of keystrokes required to register a sale, thereby aiding the speed of sale processing.

Table Management

The **Table Management** window lets you set up a window at your POS terminal that reflects the seating arrangements in your establishment. Using table management, you are able to take and place orders on a table-by-table basis.

NOTE: Viewing the Table Management window The table management window is only available when you select **Table Management** or **Staff & Table Management** as the default mode in the **Behaviour** window.

Menus in RetailHospitality

File menu

Use the **Exit** option in the **File** menu to close RetailHospitality Admin.

Help menu

User Guide Use this option to view an electronic version of this user guide (in PDF format).

Registration Use this option to register your software. For more details on registration, see 'Starting and registering RetailHospitality' on page 11.

Company Details Use this option to view your registration details.

About RetailHospitality Use this option to view the version details of your RetailHospitality software.

Quick task guide

The following table provides a quick reference to the different tasks you can perform in RetailHospitality Admin.

Use the...	to...	For more information, see...
Data Connections window	To create a link-pair	'To create a link-pair' on page 72
	To edit a link-pair	'To edit a link-pair' on page 74
	To delete a link-pair	'To delete a link-pair' on page 75
	To change the default location for your database or graphics	'To change the default location for your database or graphics' on page 76
Screen window	To change the layout of your POS screen	'Setting your POS screen layout' on page 78
Hardware window	To set up a cash drawer	'Setting up a cash drawer' on page 113

Use the...	to...	For more information, see...
	To set up a docket printer	'Setting up a docket printer' on page 116
	To set up a pole display	'Setting up a pole display' on page 126
	To set up an EFTPOS terminal (Australia)	'Setting up an EFTPOS terminal (Australia)' on page 128
	To set up an EFTPOS terminal (New Zealand)	'Setting up an EFTPOS terminal (New Zealand)' on page 129
Behaviour window	To set the behaviour of RetailHospitality	'To set the behaviour of RetailHospitality' on page 80
	To set your RetailHospitality default screen or mode	'To set your RetailHospitality default screen or mode' on page 81
Staff window	To select staff who will use RetailHospitality	'To set up RetailHospitality staff' on page 85
	To delete staff from RetailHospitality	'To delete staff from RetailHospitality' on page 85
Groups window	To create groups automatically	'To create groups automatically' on page 87
	To manually add a group	'To manually add a group' on page 88
	To manually add a subgroup	'To manually add a subgroup' on page 89
	To modify a group	'To modify a group' on page 89
	To delete a group	'To delete a group' on page 90
Items window	To add items to a group or subgroup	'To add items to a group or subgroup' on page 91
	To modify item settings	'To modify item settings' on page 92
	To add modifiers to an item	'To add modifiers to an item' on page 95
Payment Types window	To select payment types	'To select payment types' on page 99
	To delete payment types	'To delete payment types' on page 99
Fast Cash window	To add a fast cash entry	'To add a fast cash entry' on page 100
	To delete a fast cash entry	'To delete a fast cash entry' on page 100
	To change the display order of fast cash amounts	'To change the display order of fast cash amounts' on page 101
Table Management window	To add a table group	'To add a table group' on page 102
	To delete a group	'To delete a table group' on page 103

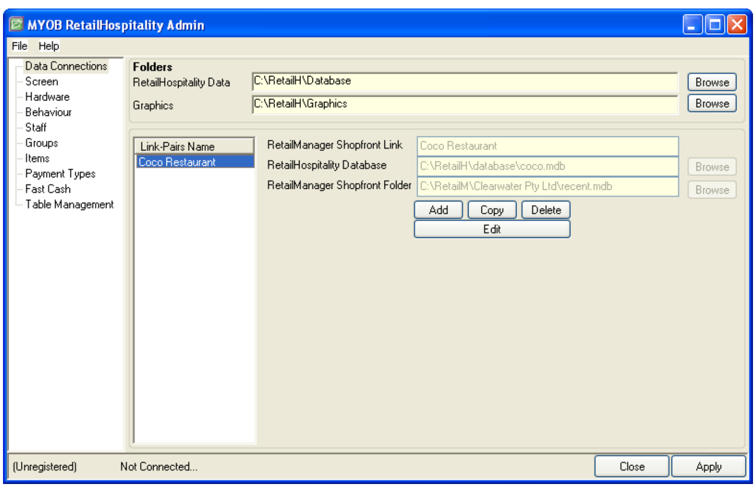
Use the...	to...	For more information, see...
	To add a table to a group	'To add a table to a group' on page 105
	To add a range of tables	'To add a range of tables' on page 106
	To modify status colours for a table	'To modify status colours for a table' on page 107
	To change the number of seats for a table	'To change the number of seats for a table' on page 107
	To delete a table	'To delete a table' on page 109

Setting your data connections

From the RetailHospitality Admin **Data Connections** window, you can set and modify links between RetailHospitality and RetailManager, and set the default location for your data (including backups) and graphics.

To display the Data Connections window

❖ Open RetailHospitality Admin, and in the left-hand frame, click **Data Connections**.



Link-pairs

RetailHospitality uses its own database to hold settings and other information used in day-to-day RetailHospitality POS operations. This database is connected or linked to a RetailManager shopfront database. This combination of a RetailHospitality database and a RetailManager database is called a *link-pair.*

You need at least one link-pair to use RetailHospitality Admin. You can create multiple link-pairs to set up different front-ends (RetailHospitality) for the same back-end (RetailManager). For example, a restaurant could set up three link-pairs, one for a breakfast menu, one for a lunch menu and one for a dinner menu.

Before you create a link-pair Before you create a link-pair, you need a RetailManager shopfront database used with a registered copy of RetailManager.

The RetailManager shopfront database must have this minimum information set up:

- at least one staff member defined
- stock items set up with correct pricing details.

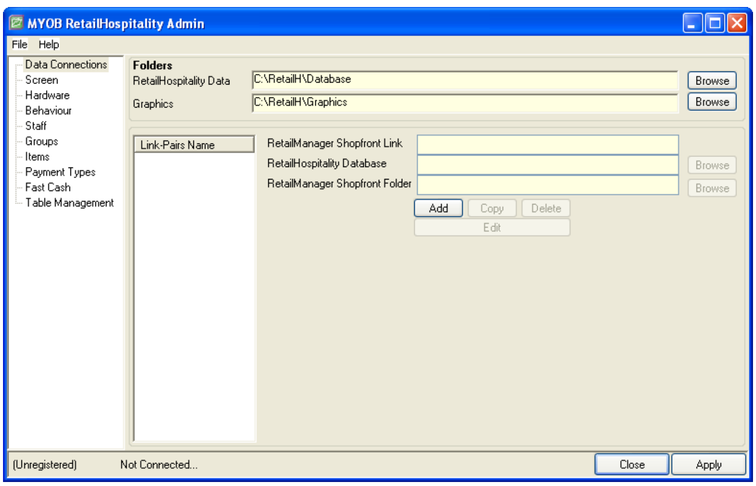
Depending on how you plan to use RetailHospitality, you may also want to set up:

- bar codes for stock items
- pricing grades
- customers (if you want to make account sales).

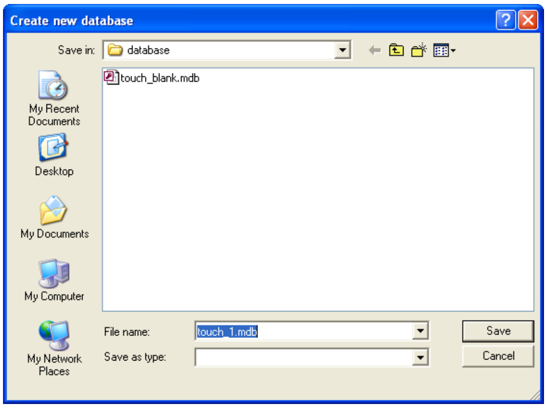
To create a link-pair

1 In RetailHospitality Admin, go to the **Data Connections** window.

The **Data Connections** window should appear when you first start RetailHospitality Admin. If you have already started RetailHospitality Admin and a different window is displayed, click **Data Connections** in the left-hand pane. The **Data Connections** window appears.



2 Click the **Add** button. The **Create new database** window appears.



The **Create new database** window shows the default location and name for your RetailHospitality local database.

3 To create a new RetailHospitality database:

a If you want to change the default name of the RetailHospitality database, type the new name in the **File name** field with the extension `.mdb`. For example, if you want your database to be called *Cocco*, the file name should be `cocco.mdb`

b If you want to change the default location, use the navigation aids in the window to browse to a different location.

c Click **Save**. Your new RetailHospitality local database is created, and the **Data Connections** window appears, displaying the path of the database in the **RetailHospitality Database** field.

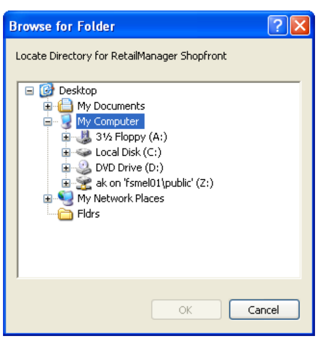
4 To select an existing database:

a Use the navigation aids in the window to browse to the folder where the RetailHospitality database is located. You can browse to a local folder or to a location on your network. For more details on using RetailHospitality on a network, see 'Using RetailHospitality on a network' on page 76.

b Select the database file (the file will have the extension `.mdb`).

c Click **Save**. The **Data Connections** window appears, displaying the path of the database in the **RetailHospitality Database** field.

5 Click the **Browse** button next to the **RetailManager Shopfront Folder** field. The **Browse for Folder** window appears.

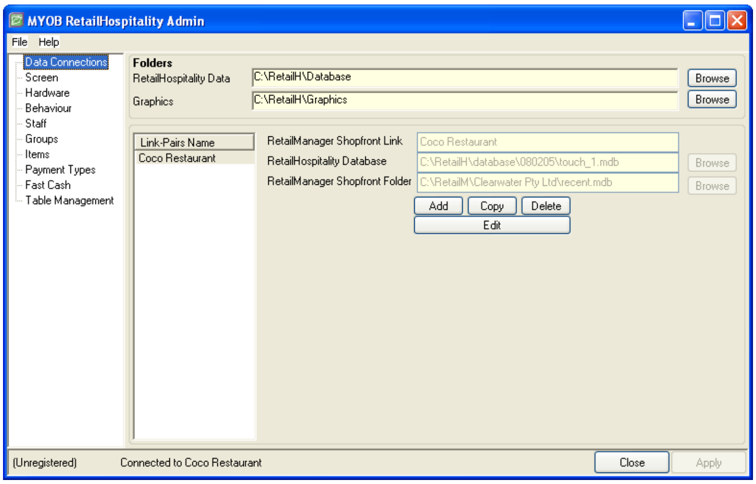


6 Locate the RetailManager shopfront folder you want to use for this link-pair and click **OK**. You can browse to a local RetailManager database or a database located on a network. The **Data Connections** window appears, displaying the path of the shopfront in the **RetailManager Shopfront Folder** field.

NOTE: RetailManager shopfront You must have a fully functioning and registered version of RetailManager, with a shopfront set up. The shopfront must also be connected and listed in the RetailManager **Shopfront Configuration** window. Refer to your *RetailManager User Guide* for information about setting up a RetailManager shopfront.

7 In the **RetailManager Shopfront Link** field, type the name for this link-pair.

8 Click **Update**. The link-pair you have created appears in the **Link-Pairs Name** list.



9 Click **Apply** to save your changes.

To set up and modify RetailHospitality POS, continue with the procedures in the following section 'Setting your POS screen layout' on page 78.

If you want to modify link-pair information or delete a link-pair, follow the procedures below.

To edit a link-pair

1 Go to the **Data Connections** window.

2 In the **Link-Pairs Name** list, select the link-pair you want to modify.

3 Click **Edit**.

4 To change the RetailHospitality database, click **Browse** beside the **RetailHospitality Database** field, navigate to the new database and click **OK**.

NOTE: You can only browse to an existing RetailHospitality database If you want to create a new RetailHospitality database, see 'To create a link-pair' on page 72.

5 To change the RetailManager shopfront for this link-pair, click **Browse** beside the **RetailManager Shopfront Folder** field, navigate to the database and click **OK**.

6 To change the name of the link-pair, type a new name in the **RetailManager Shopfront Link** field.

7 When you have made your changes, click **Update**.

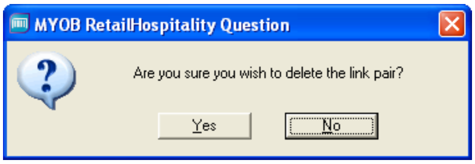
8 Click **Apply** to save your changes.

To delete a link-pair

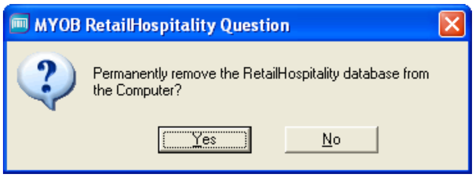
1 Go to the **Data Connections** window.

2 From the **Link-Pairs Name** list, select the link-pair you want to delete.

3 Click **Delete**. A confirmation message appears.



4 Click **Yes**. A message appears asking you if you want to permanently remove the RetailHospitality database.



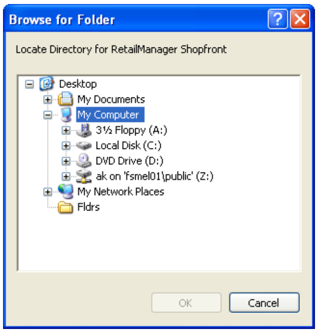
5 Click **Yes** if you want to delete the database file, or **No** if you want to retain the file. The link-pair you selected is deleted and removed from the **Link-Pairs Name** list.

6 Click **Apply** to save your changes.

NOTE: Deleting all link-pairs If you delete all the link-pairs in the list, you may not be able to add another link-pair unless you restart RetailHospitality Admin. Click **Close** to exit RetailHospitality Admin, and start it again before you add a new link-pair.

To change the default location for your database or graphics

1. Go to the **Data Connections** window.
2. Click **Browse** beside the **RetailHospitality Data** or **Graphics** field. The **Browse for Folder** window appears.



3. Locate the new folder you want to use and click **OK**. The **Data Connections** window appears, displaying the new location.
4. Click **Apply** to save your changes.

Using RetailHospitality on a network

If you have more than one terminal on which you want to use RetailHospitality, you should maintain a single database to which all the terminals connect.

Follow these steps to use RetailHospitality on a network:

1. Install both modules of RetailHospitality (RetailHospitality POS and RetailHospitality Admin) on **every** terminal.
2. Designate one of your terminals as the server—this will usually be the terminal where RetailManager is installed and set up, but you can also use a different terminal if necessary.
3. On the server:
   a. Create the RetailHospitality database and add a link-pair that connects this database to the RetailManager shopfront.
   b. Share both the RetailHospitality database and RetailManager shopfront folders. For more details on how to share a folder, consult your Microsoft Windows help.
4. On each of the terminals, create a link-pair that connects the two server databases—the RetailHospitality database and RetailManager shopfront.

NOTE: Getting help If you are unsure of this procedure or need help using RetailHospitality on a network, you can consult a RetailManager professional. For more details, see 'MYOB Technical Support' on page 15.

Backups

RetailHospitality Admin performs automatic backups of your local database and configuration files. The backups are stored in your default database location, in subfolders named in the following format:

`yymmdd`

where `yy` is the year, `mm` is the month and `dd` is the date.

If you want to change the default location for your backups, follow the steps in 'To change the default location for your database or graphics' on page 76. You may also want to copy these backup folders to a CD or other storage device so you can restore your settings in case of a hardware failure.

NOTE: Restoring from a backup If you need help restoring your settings from a backup, consult our support team or a RetailManager professional. For more details, see 'MYOB Technical Support' on page 15.

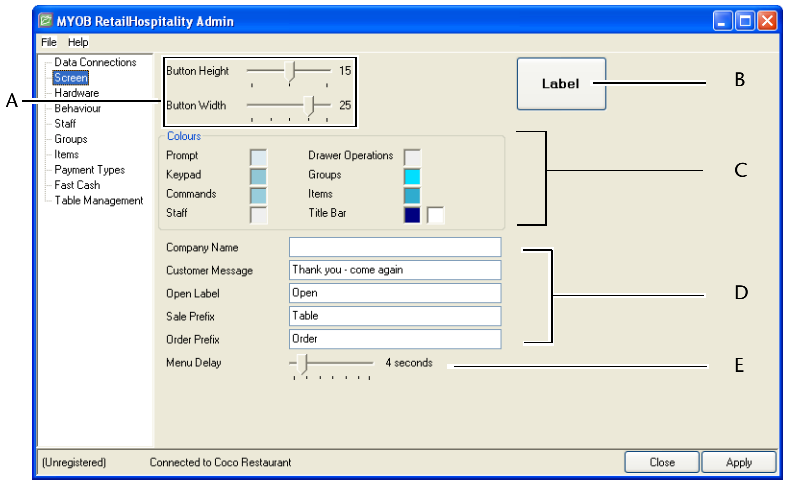
Setting your POS screen layout

You set and modify most of the layout of your RetailHospitality POS window from the RetailHospitality Admin **Screen** window. For additional screen setup and modification tasks, see 'Setting up a Table Management system for RetailHospitality POS' on page 101.

To display the Screen window

❖ Open RetailHospitality Admin, and in the left-hand frame, click **Screen**.

The following table lists the options you can control from the **Screen** window:



A	**Button dimension sliders** Use these sliders to adjust the height and width of the buttons on your RetailHospitality touch screen. The **Example** button (explained below) shows the actual size.
B	**Example button** This shows the touch screen button at actual size, based on the dimension settings from the button dimension sliders (explained above).
C	**Colours** Use this panel to select the colours for your POS screen features: 1 Click the colour sample next to the feature you want to change. The **Color** window appears. 2 Click the colour you want for the POS screen feature and click **OK**. The new colour sample appears in the **Screen** window.
D	**Message panel** Use this panel to create and modify messages displayed on your dockets and on the POS screen.
E	**Menu delay slider** Use this slider to set the amount of time that menus appear on your POS touch screen when a menu button is tapped.

Setting up your hardware devices

You set up your hardware devices using the RetailHospitality Admin **Hardware** window. For more information, see Chapter 5, Hardware, on page 111.

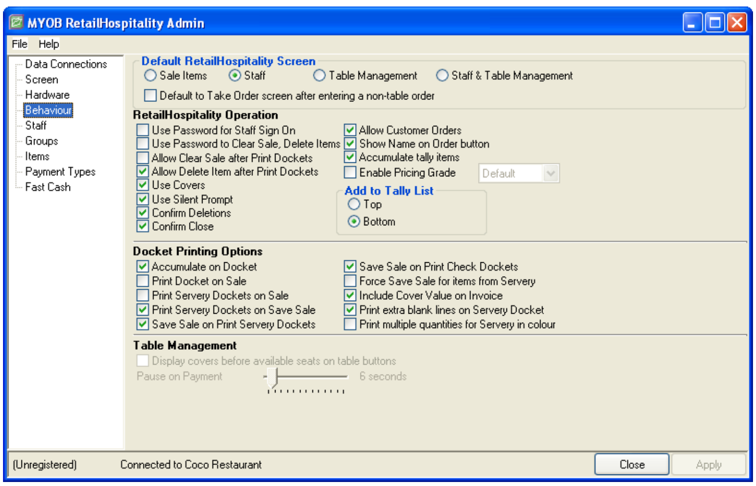
Setting the behaviour of your POS software

The RetailHospitality Admin **Behaviour** window is used to set the ways in which you use RetailHospitality POS.

From this window you can select options such as the mode for RetailHospitality POS, whether your staff use a password to log on, and the way in which RetailHospitality POS displays information.

To display the RetailHospitality Admin Behaviour window

❖ Open RetailHospitality Admin, and in the left-hand frame, click **Behaviour**.



To set the behaviour of RetailHospitality

1. Go to the **Behaviour** window.
2. Select or deselect the necessary options in these sections of the window:
   - Default RetailHospitality Screen—see 'Behaviour window—Default RetailHospitality Screen' below.
   - RetailHospitality Operation—see 'Behaviour window—RetailHospitality Operation' on page 81.
   - Docket Printing Options—see 'Behaviour window—Docket Printing Options' on page 82.
   - Table Management—see 'Behaviour window—Table Management' on page 83.
3. When you have finished setting your options, click **Apply**.

Behaviour window—Default RetailHospitality Screen

The RetailHospitality default screen section determines the *mode* in which you want RetailHospitality POS to operate. This sets the default screen that appears after staff log in.

Sale Items The Sale Items mode is designed to help staff quickly perform sales and orders. The RetailHospitality POS displays the **Select Items** window once the staff member has logged on.

This option provides the simplest mode for RetailHospitality POS, with minimal security, for example, if only the owners work in the shop or table management is not needed. For more details on the Sale Items mode, see 'The Sale Items mode' on page 22.

Staff This option works similar to the Sale Items mode except that staff members need to log in again after a sale is completed (paid).

Table Management This option displays the Table Management view which helps staff easily view the availability of tables. For more details on the Table Management mode, see 'The Table Management mode' on page 25.

Staff & Table Management This option works similar to the Table Management mode except that staff members need to log in again after a sale is completed (paid).

Default to the Take Order screen after entering a non-table order Select this option if you want to return to the **Take Order** screen after creating a non-table order. You may want to do this if you have multiple take-away orders to record. This will reduce the amount of time it takes to enter each order, since you don't have to log in each time. For non-table orders, this option overrides the **Sale Items**, **Staff**, **Table Management** and **Staff and Table Management** option you selected.

NOTE: First session log in The RetailHospitality POS **Staff** window always appears when RetailHospitality POS is first started (regardless of the default screen selected).

To set your RetailHospitality default screen or mode

1. Go to the **Behaviour** window.
2. In the Default RetailHospitality Screen section, select the default screen or mode you want to use—**Sale Items**, **Staff**, **Table Management** or **Staff & Table Management**.
3. Click **Apply**.

   When you select **Table Management** or **Staff & Table Management**, the **Table Management** option is added to the list in the left-hand frame. See 'Setting up a Table Management system for RetailHospitality POS' on page 101 for more information.

Behaviour window—RetailHospitality Operation

The **RetailHospitality Operation** section has various options that you can select or deselect to change the way RetailHospitality POS works:

Use Password for Staff Sign On If this option is selected, staff must enter a password to log in to RetailHospitality POS. Otherwise, they can simply tap their user name.

Use Password to Clear Sale, Delete Items If this option is selected, only an authorised staff member can clear the current sale. If a staff member already has this security permission, then it is not necessary to select this option (see 'Setting up your POS staff' on page 83).

Allow Clear Sale after Print Dockets To prevent the loss of data and to reduce the possibility of fraud, any sales that have had items sent to servery or docket printers are prevented from being cleared (deleted). Occasionally though, you may want to clear a sale after a docket has been printed. This can only be performed by an authorised staff member.

Allow Delete Item after Print Dockets This option is similar to **Allow Clear Sale after Print Dockets** but allows authorised staff to delete items from the tally after the docket has been printed.

Use Covers This option allows you to collect covers information for each sale, for example, how many people were at the table. The information is stored in the **Custom** field in the **Sales** window of RetailManager.

Use Silent Prompt Some RetailHospitality messages appear in the form of dialog boxes to which you must click an answer (**Ok** or **Cancel**, **Yes** or **No**) before you can proceed. For example, when you open a table from the Table Management view, a message appears asking you to enter the number of covers for the table. To proceed, you must click **Ok** to the message.

If you select the **Use Silent Prompt** option, many of these messages appear in the message area of the screen, allowing you to continue without an interruption.

Confirm Deletions If you select this option, a confirmation message appears when you try to clear a sale. This reduces the risk of accidentally pressing **Clear** and deleting the sale.

Confirm Close If you select this option, a confirmation message appears when you try to close RetailHospitality POS. This reduces the risk of accidentally pressing **Close** or **Exit** and closing the software.

Allow Customer Orders If you select this option, staff will be able to take customer orders for later collection, for example, in a take-away shop, or for pre-orders. If you select this option, the **Take Order** option will be displayed in the **Menu** button options.

Show Name on Order button If **Customer Orders** are allowed, you will be required to enter the customer's name and then a unique identification number.

If you select this option, either the customer identification number or name will be displayed on a button. You can then tap this button to view order details.

Accumulate tally items If you select this option, each time you add an item that already exists in the tally list, the quantity of the item will be incremented. If this option is not selected, the item will be added with a quantity of one, and selecting the item again will add it in a separate line on the tally list.

Enable Pricing Grade You can use this option to enable or disable RetailManager *pricing grades* from being used in RetailHospitality.

Select the **Enable Pricing Grade** option and then select the Grade rule (Default, Grade A, Grade B, Grade C or Grade D) you want to use. When reading the price of an item, RetailHospitality will apply the price set for this particular grade.

NOTE: Pricing grades RetailManager's pricing grades allow you to set different levels of discount for different grades of customers. You can set pricing grades at the single-item level, the category level and the global level. For more information about pricing grades, consult the *MYOB RetailManager User Guide*.

RetailHospitality uses the same hierarchy for applying pricing grades as RetailManager does. The pricing rule for a **single item** will override the pricing rule for a **category**, which will again override **global pricing**.

Add To Tally List This option lets you add the most recent items to the top of the list or to the bottom of the list, according to your preference.

Behaviour window—Docket Printing Options

You may choose to print the servery dockets automatically at the time of sale. This is useful if you are in a bistro environment so that you can collect the payment prior to seating the guests, after you have allocated a table number. The **Docket Printing Options** section has options that determine the way you print dockets in RetailHospitality POS:

Accumulate on Docket This option lets you accumulate the information for each item appearing on the docket without having to repeat the same information as it appears on the tally list.

Print Docket on Sale This option lets you print a receipt when a sale is completed. You must have set up the docket printer and the cash drawer for this to work.

Print Servery Dockets on Sale This option lets you print servery dockets automatically at the completion of a sale. See 'Setting the behaviour of your POS software' on page 79.

Print Servery Dockets on Save Sale Conversely, setting this option prints a servery docket when a sale is saved. Only those items that have not yet been printed will be sent to the servery docket printers.

Save Sale on Print Servery Dockets This option saves the current sale when servery dockets are printed.

Save Sale on Print Check Dockets This option saves the current sale when a docket is printed for checking.

Force Save Sale for items from Servery This option forces RetailHospitality POS to check the tally list for any items that are associated with a servery printer, and then to check if the sale is a saved sale (if it has a table number) or is being used as an order. If the sale is not a saved sale, you must nominate a Save Sale number at the time of payment or printing.

Include Cover Value on Invoice If you want to display the value-per-cover on the invoice docket, mark this checkbox. The total value of the invoice will be divided by the number of covers for the sale.

Print extra blank lines on Servery Docket This option inserts extra space between orders on the servery docket for better readability.

Print multiple quantities for Servery in colour This option shows multiple quantities in colour on the servery docket for better readability.

Behaviour window—Table Management

The **Table Management** section has these options:

Display covers before available seats on table buttons The default display format on table buttons is *Seats – Covers*. This option lets you reverse that to a *Covers – Seats* format.

Pause on Payment This slider lets you set the delay, in seconds, before the table management panel is redisplayed when a sale is completed. This delay lets you see the total charge, the value tendered and the amount of change prior to the table management screen being displayed.

Setting up your POS staff

You add staff to RetailHospitality POS in the RetailHospitality Admin **Staff** window. When you open this window, your RetailManager staff list appears. From this list, you choose up to 40 staff members to add to RetailHospitality POS.

You can also set the order in which you want staff to appear in the RetailHospitality POS **Staff** window. You may want to do this, for example, if you want to arrange staff alphabetically, or if you want permanent staff members to appear at the top of the window.

When you have selected staff members to use RetailHospitality POS, you can specify a staff password and select the functions you want each staff member to perform. You can choose from the following functions:

Option	Description
Allow to Clear Sales, Delete Items	Select this option if you want this staff member to clear sales and delete items from sales.
Allow to Cashup & Set Float	Select this option if you want this staff member to perform cash-up procedures and put in or take out float amounts.

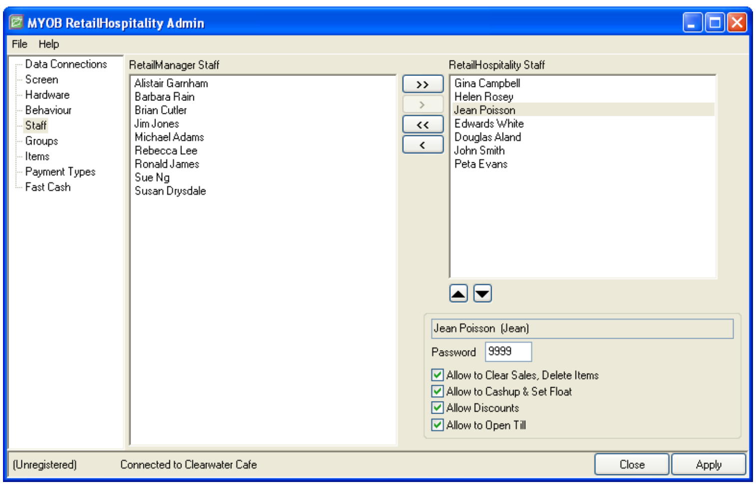
Option	Description
Allow Discounts	Select this option if you want this staff member to apply discounts to sales. This option also allows the staff member to perform returned goods transactions and refund transactions (including electronic refunds).
Allow to Open Till	Select this option if you want this staff member to open the till *without* making a sale.

To use MYOB RetailHospitality POS, a staff member logs in by selecting their staff name. If you want staff to log in using their password, you need to select an option in the RetailHospitality Admin **Behaviour** window (for more information, see 'Setting the behaviour of your POS software' on page 79).

For information about setting up staff in RetailManager, see your *MYOB RetailManager User Guide*.

To display the RetailHospitality Admin Staff window

❖ Open RetailHospitality Admin, and in the left-hand frame, click **Staff**.



A list of RetailManager staff members appears in the **RetailManager Staff** list. You then select the staff to add to RetailHospitality POS. The staff you select appear in the **RetailHospitality Staff** list.

To set up RetailHospitality staff

1. From the **RetailManager Staff** list, select the staff members to use RetailHospitality POS:
   - If you want to choose individual staff members, select a staff member and click the › arrow. The staff name appears in the **RetailHospitality Staff** list.
   - If you want to select all staff, click the ›› arrow. The staff members appear in the **RetailHospitality Staff** list.

     If there are more than 40 staff members in the list, a message appears asking if you want to include the first 40 staff members. Click **Yes**.

   > **NOTE: Maximum of 40 staff members** You can choose up to 40 staff members to use RetailHospitality POS.

2. If required, change the order in which staff appear in the RetailHospitality POS window:
   - Click the ▲ arrow to move a staff member up the list.
   - Click the ▼ arrow to move a staff member down the list.
3. To specify a password and the functions you want the staff member to perform:
   a. From the **RetailHospitality Staff** list, select a staff member. The staff members name appears in the field above the **Password** field.
   b. In the **Password** field, type a password for the staff member.
   c. Select the functions you want the staff member to perform:
4. Repeat step 3 for each staff member in the list.
5. When you have finished, click **Apply** to save your changes.

   If you are setting up RetailHospitality for the first time, a message appears prompting you to create a payment type. Go to 'To select payment types' on page 99.

> **NOTE: Minimum staff** You must have at least one staff member listed in the **RetailHospitality Staff** list to use RetailHospitality.

To delete staff from RetailHospitality

1. Select a staff name in the **RetailHospitality Staff** list.
2. Click the ‹ arrow to move the staff name across to the **RetailManager Staff** list.
3. Click **Apply** to save your changes.

> **NOTE: Minimum staff** You must have at least one staff member appearing in the **RetailHospitality Staff** list in order to use RetailHospitality.

Setting up groups of items

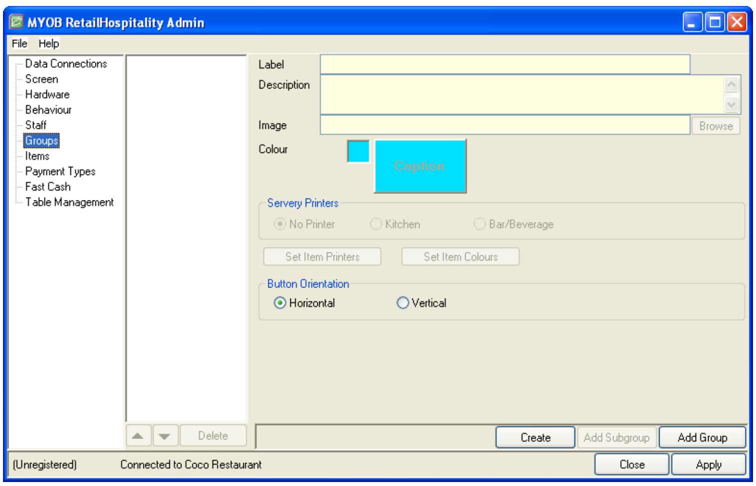
RetailHospitality uses groups to classify items and provide easy access to them when you use RetailHospitality POS. The RetailHospitality Admin **Groups** window lets you set up and modify groups.

Groups are used to organise your stock items so they are easier to locate. You could have groups that reflect the different parts of your menu (such as *Starters*, *Main Courses* and *Desserts*) or the service areas in your restaurant (such as *Café*, *Bakery* and *Bar*). Groups can also have one or more subgroups contained within them.

You must have at least one group (with items) set up in RetailHospitality Admin to use RetailHospitality POS.

To display the RetailHospitality Admin Groups window

❖ Open RetailHospitality Admin, and in the left-hand frame, click **Groups**.



The groups you create are represented as buttons on the sidebar of the RetailHospitality POS **Select Items** window. You can tap a group button to view all the items or subgroups in that group. For more information about the RetailHospitality **Select Items** window, and how groups are displayed, see 'The Sale Items mode' on page 22.

You use the **Groups** window to set the features of each group's button, such as colour and label. You can also set a number of features which apply to a group, such as whether a secondary printer will be used for items in this group, the way the buttons belonging to items for this group appear on the POS screen, and the order in which items belonging to the group are displayed.

Creating groups automatically

You can use the **Groups** window to manually create groups and subgroups, or you can automatically create them using information from RetailManager stock items.

RetailHospitality uses the first two category *values* (the values for **Category 1** and **Category 2)** of the stock item record (in RetailManager) to create groups and subgroups. Department information is **not** carried over into RetailHospitality.

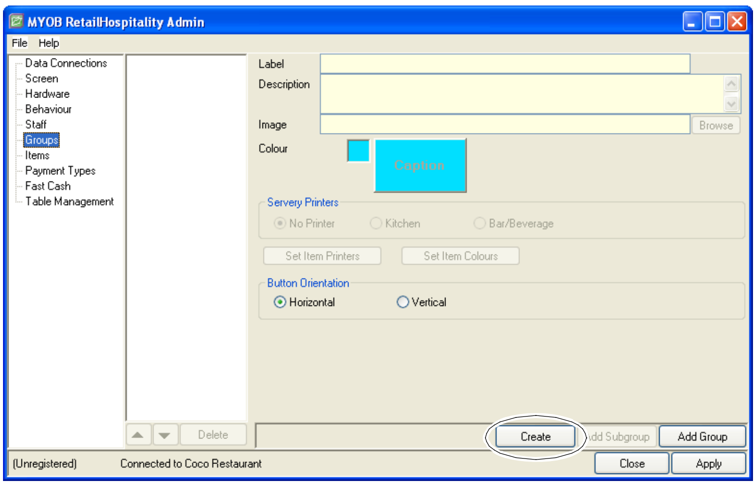
For example:

Stock Item	In RetailManager...			In RetailHospitality...	
Orange Juice	Department	Category 1 (*Variety*)	Category 2 (*Size*)	Group	Subgroup
	Juices	Citrus	Tall	Citrus	Tall

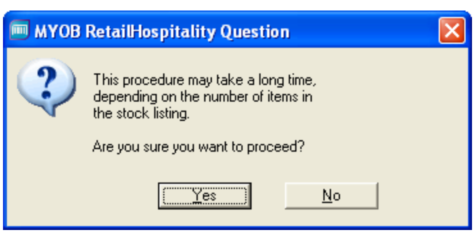
To create groups automatically

1 Go to the **Groups** window.

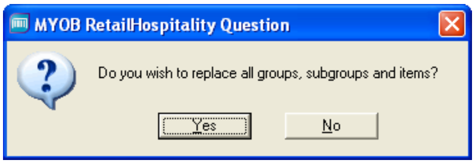
2 Click **Create**.



A confirmation message appears stating that the procedure may take a long time.



3 Click **Yes** to proceed, or, if you want to cancel the operation, click **No**. A message appears asking if you want to replace any existing groups.

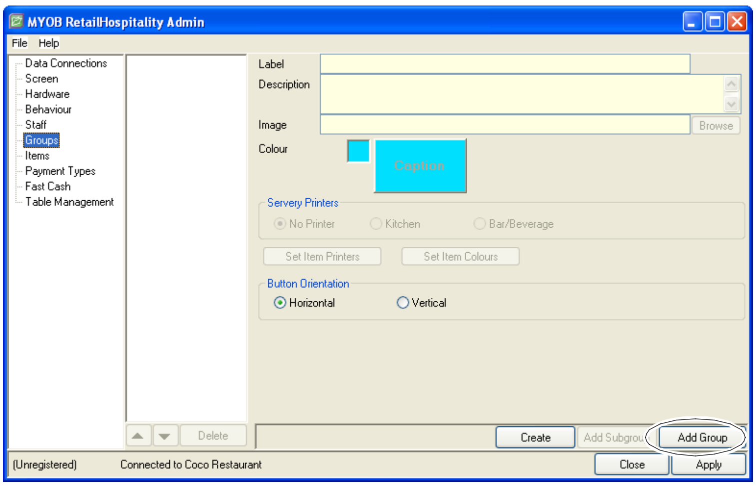


4 Click **Yes** to proceed, or, if you want to cancel the operation, click **No**. When the process of creating groups is completed, the groups appear in the list.

To manually add a group

1 Go to the **Groups** window.

2 Click **Add group**.



3 In the **Label** field, type the name of the group.

This is the minimum information you need to add the group. If you do not want to change any of the other default settings, you can go to step 11 on page 89.
Or, to make other changes, proceed to step 4.

4 In the **Description** field, type the text that will appear at the top of the RetailHospitality POS screen when you use this group button.

5 To add an image of the item:

a Next to the **Image** field, click **Browse**. The **Find File** window appears.

b Navigate to the folder that holds the image file, and select the file.
You can only use JPEG (`.jpg`) or bitmap (`.bmp`) files. Also, the size of the image must match the button size selected in the **Screen** window (see 'Setting your POS screen layout' on page 78). Otherwise, the image will be cropped to the size of the button.

c Click **Open**. The image appears next to the **Colour** field.
The image is also copied to your default graphics folder.

6 To change the colour of the group button:

a Click in the colour sample next to the **Colour** field. The **Color** window appears.

b Select the colour you want to use and click **OK**. The new colour sample appears in the **Groups** window.

7 Select the default servery printer for the group—**No Printer**, **Kitchen** or **Bar/Beverage** printer.

8 To reset the printer settings of all group items to that of the group:

a Click **Set Item Printers**. A message appears, asking if you want to reset only for the selected group.

b If you want to reset the settings only for the current group, click **Yes**.

Or, if you want to reset the settings of items (to the settings of their groups), click **No**.

9 To reset the colour settings of all group items to that of the group:

a Click **Set Item Colours**. A message appears, asking if you want to reset only for the selected group.

b If you want to reset the settings only for the current group, click **Yes**.

Or, if you want to reset the settings of items (to the settings of their groups), click **No**.

10 Select the orientation you want to use for the button—**Horizontal** or **Vertical**.

11 When you have finished entering all your settings, click **Update**. The group appears in the list of groups.

12 Click **Apply** to save your changes.

To manually add a subgroup

1 Go to the **Groups** window.

2 In the list, click on the group you want to add the subgroup to.

3 Click **Add Subgroup**.

4 Follow step 3 to step 12 in 'To manually add a group' on page 88.

To modify a group

1 Go to the **Groups** window.

2 In the list, click on the group you want to modify.

3 Make whatever changes are necessary.

4 Click **Apply** to save your changes.

To delete a group

1 Go to the **Groups** window.
2 In the list, click on the group you want to delete.
3 Click **Delete**. A confirmation message appears.
4 Click **Yes** to confirm the deletion.
5 Click **Apply** to save your changes.

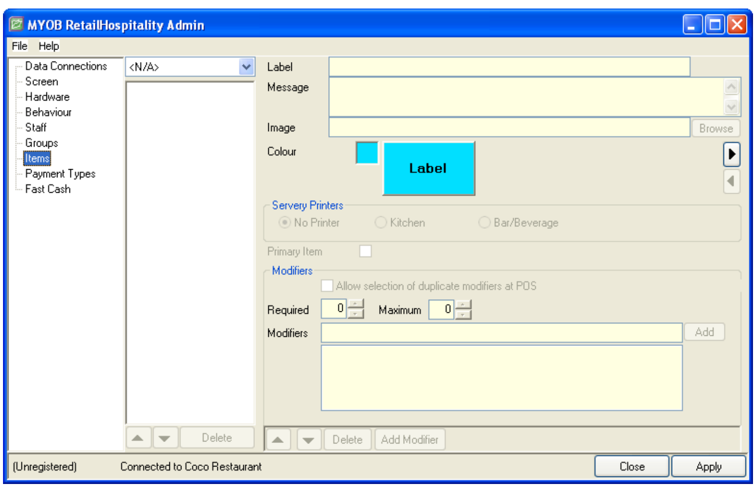
Setting up items

The RetailHospitality Admin **Items** window lets you set up the items you want to sell. From this window you can select items from the list of RetailManager stock items, and assign them to pre-defined groups and subgroups. If you have used the **Create** function in the **Groups** window, all the stock items in RetailManager will already be assigned to groups and subgroups.

You can also assign modifiers to each item, and set a required and maximum number of modifiers to be specified for that item during a sale.

To display the RetailHospitality Admin Items window

- Open RetailHospitality Admin, and in the left-hand frame, click **Items**.



NOTE: At least one group is needed You must have at least one group created in RetailHospitality Admin before you can set up items. For more information about groups, see 'Setting up groups of items' on page 86.

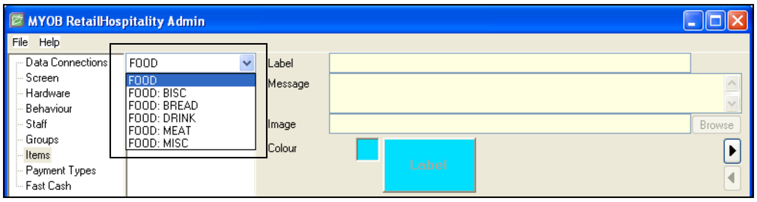
Adding an item

When adding items to a group from the **Items** window, you must first select the group, then select the item from the MYOB RetailManager Stock Item list.

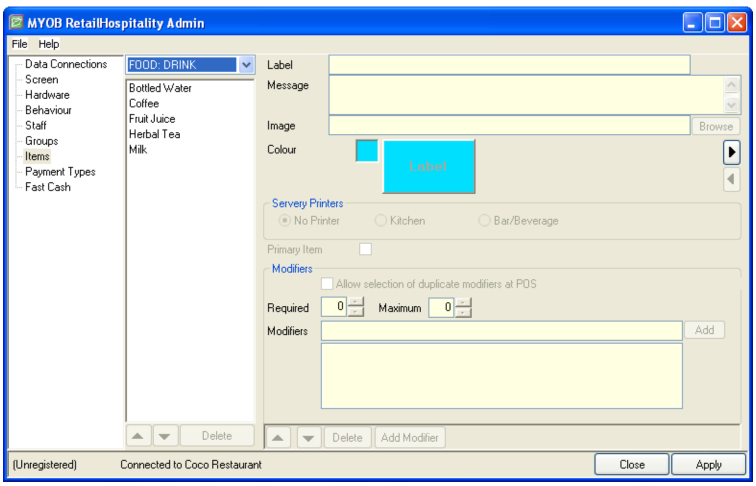
To add items to a group or subgroup

1 Go to the **Items** window.

2 Select a group from the **Groups** drop-down box. Any items belonging to the group will appear in the list below.



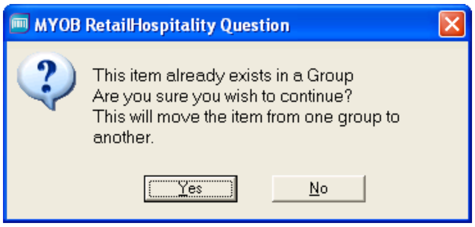
3 Click the arrow button ( ) to see the list of items in RetailManager. The RetailManager stock item list appears.



If the items in the RetailManager list have long names, you can resize the window to see them.

4 To add an item to the group, select it from the RetailManager list and click the **Add to Group** button (located at the bottom of the list). The item appears in the list beneath the selected group.

If the item has already been added to the group, a message appears.



Click **Yes** to confirm moving the item to the current group, or click **No** if you do not want to continue.

5 Click **Apply** to save your changes.

Refreshing the RetailManager stock list

If you have made changes to your RetailManager stock records but do not see the new or changed records in the list, click the **Refresh** button.

The refresh button is **only** visible when the RetailManager stock list is displayed on the screen.

Changing item settings

Once you have added an item, you can set or change the following:

- a caption to be displayed on the item button on the screen
- a description to be displayed at the top of the touchscreen
- an image to be displayed on the button
- a background colour for the item button. This will be set to the colour that was defined for the parent group, when the item is selected. It can be changed here for the individual item.
- a servery printer (or none) indicating where a servery notice will be printed. This is set to be the same as the group to which this item is assigned; it can, however, be changed.
- a setting to identify if this item is the primary or first item in a new row or column
- a display order within the list of items.

To modify item settings

1 Go to the **Items** window.

2 From the Groups drop-down box, select the group that the item belongs to. Any items belonging to the group will appear in the list below.

3 Select the item you want to modify.

4 In the **Label** field, change the name of the item (this will not change the RetailManager stock record).

5. In the **Message** field, type the text that will appear at the top of the RetailHospitality POS screen when you use this item.
6. To add an image of the item:
   a. Next to the **Image** field, click **Browse**. The **Find File** window appears.
   b. Navigate to the folder that holds the image file, and select the file.
      You can only use JPEG (`.jpg`) or bitmap (`.bmp`) files. Also, the size of the image must match the size you've selected for your buttons.
   c. Click **Open**. The image appears next to the **Colour** field.
      The image is also copied to your default graphics folder.
7. To change the colour of the item button:
   a. Click in the colour sample next to the **Colour** field. The **Color** window appears.

   b. Select the colour you want to use and click **OK**. The new colour sample appears in the **Items** window.
8. Select the default servery printer for the item—**No Printer**, **Kitchen** or **Bar/Beverage** printer.
9. Select whether the item is the **Primary Item** in the group. If the item is specified as a primary item, it will be displayed at the start of a new row in the items area of RetailHospitality POS.
10. When you have finished making all your settings, click **Apply**.

To change the order in which items are displayed

1. Go to the **Items** window.
2. From the Groups drop-down box, select the group that the item belongs to. Any items belonging to the group will appear in the list below.
3. Select the item you want to move either the upwards or downwards pointing arrow to change the order.
4. Click **Apply** to save your changes.

Deleting Items

Deleting an item from RetailHospitality does not delete it from RetailManager.

To delete an item

1 Go to the **Items** window.

2 From the Groups drop-down box, select the group that the item belongs to. Any items belonging to the group will appear in the list below.

3 Select the item you want to delete.

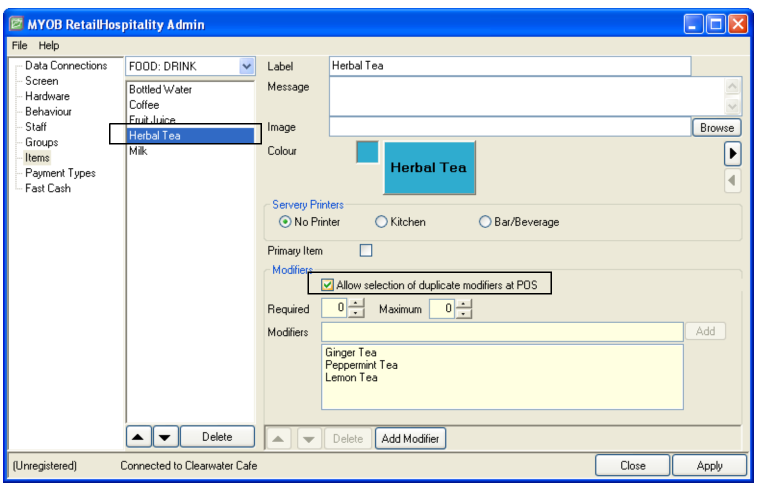
4 Click the **Delete** button below the items list.

Item Modifiers

You can also add *modifiers* for an item. Modifiers are **non-chargeable** additions or descriptions on items that do not alter the item's price.

Adding a modifier does not affect the price of an item but may be important to how the item is treated, particularly if you are sending orders through to a kitchen or servery printer. They are usually used to indicate a customer's preference as to how they would like their dish served. For example, an item such as *Tea* could have modifiers that indicate the varieties of tea served—such as *Ginger Tea*, *Peppermint Tea* and *Lemon Tea*.

Allow selection of duplicate modifiers at POS This option allows you to select the same modifier for an item more than once. You apply this option on an item by item basis. In the example below, the option applies to *Herbal Tea* only.

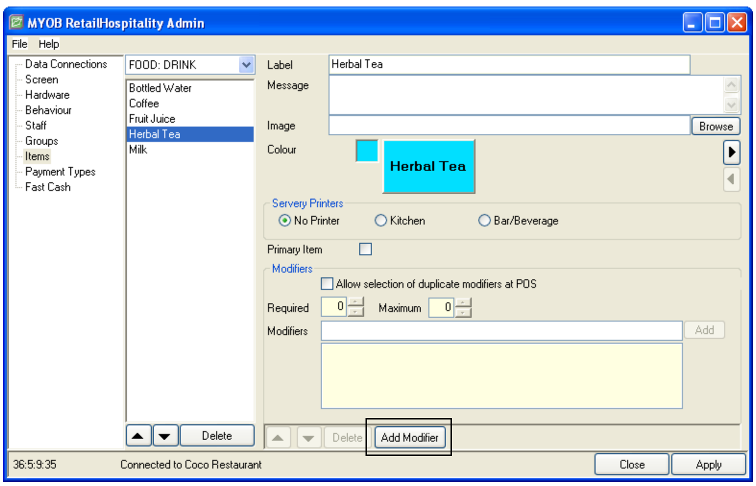


Required This option indicates the minimum number of modifiers that **must** be selected if this item is chosen during a sale. For example, if you have an item such as *Ice cream*, you may want customers to specify both the flavour (*Vanilla* or *Strawberry*) **and** the kind of topping (*Chocolate Sauce* or *Peppermint Sauce*). The minimum number of modifiers in this case would be two.

Maximum This option indicates the maximum number of modifiers that can be applied to an item during a sale.

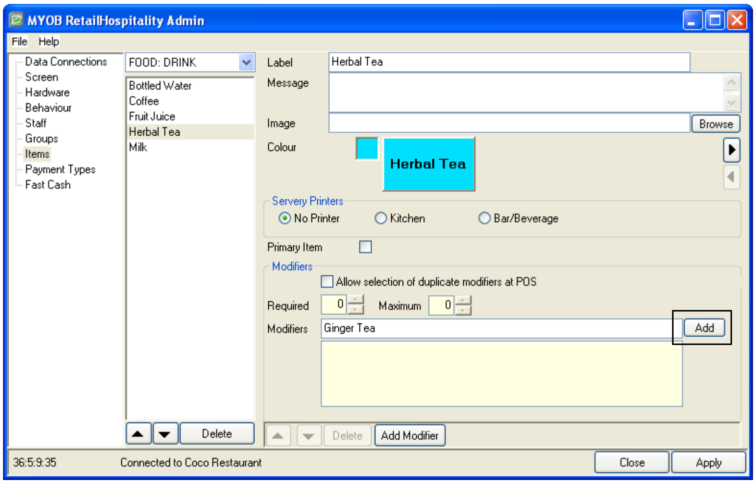
To add modifiers to an item

1. Go to the **Items** window.
2. From the Groups list, select the group that the item belongs to. Items belonging to the group appear in the list.
3. Select the item you want to add modifiers to. Note that the modifiers you create apply to this item only.
4. Click **Add Modifier**.



5. In the **Modifiers** field, enter the modifier you want to add.

6 Click **Add**.



The modifier appears in the list below the **Modifiers** field.

7 Repeat step 4 to step 6 for all the modifiers you want to add.

8 If you want to be able to select the same modifier for this item more than once, select the **Allow Selection of duplicate modifiers at POS** option.

9 If you want to specify a minimum number of modifiers that **must** be selected, enter a number in the **Required** field. Note that this number cannot be greater than the total number of modifiers you have specified.

10 If you want to specify the maximum number of modifiers that can be applied to an item, enter a number in the **Maximum** field. This number cannot be greater than the total number of modifiers you have specified.

11 When you have finished adding modifiers, click **Apply** to save your changes.

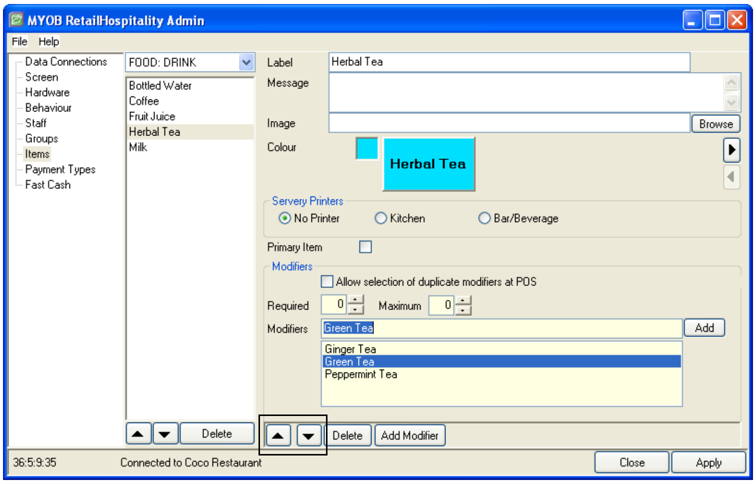
To change the order of modifiers

1 Go to the **Items** window.

2 From the Groups drop-down box, select the group that the item belongs to. Any items belonging to the group will appear in the list below.

3 Select the item that has the modifiers you want to re-order.

4 Select the modifier you want to move and click either the upwards or downwards pointing arrow to change the order.



5 Click **Apply** to save your changes.

To delete a modifier

1 Go to the **Items** window.

2 From the Groups drop-down box, select the group that the item belongs to. Any items belonging to the group will appear in the list below.

3 Select the item that has the modifier you want to delete.

4 Select the modifier to be deleted and click **Delete**. The modifier is deleted.

5 Click **Apply** to save your changes.

To edit the name of a modifier

To edit the name of a modifier, you must delete the modifier and add a new one. See these procedures for details:

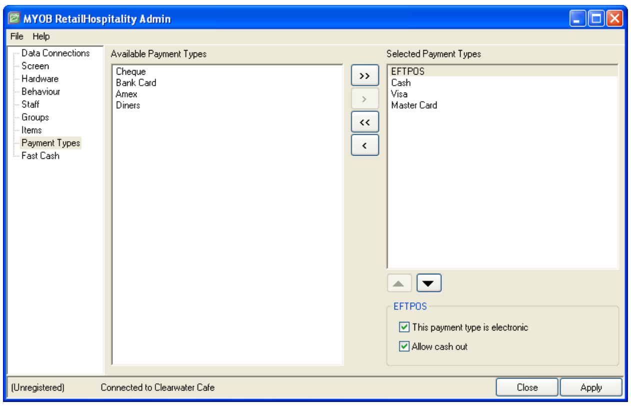
- 'To add modifiers to an item' on page 95
- 'To delete a modifier' on page 97

Setting payment types for RetailHospitality POS

You set up and select the payment types you want to use in the MYOB RetailHospitality Admin **Payment Types** window. Payment types you select to use appear when you make a sale and when you cash-up.

To display the Payment Types window

- Open RetailHospitality Admin, and in the left-hand frame, click **Payment Types**.



Your MYOB RetailManager payment types (both active and inactive) appear in the **Available Payment Types** list. You can select any or all of these payments types to use in RetailHospitality POS. When you select a payment type, it appears in the **Selected Payment Types** list. You can make the payment type electronic and you can allow cash out. You can also change the order in which the payment types appear in the RetailHospitality POS **Payments** window.

NOTE: You need to select at least one payment type to use RetailHospitality.

Do you need additional electronic payment types? If you want to use the same electronic payment type more than once per sale, you need to create multiple copies of each payment type (for example, VISA 2, VISA 3, MasterCard 2, MasterCard 3, etc.).

This may apply to you if your business allows part-payments. For example:

- a customer pays a portion of their bill using one VISA card and the remainder of the bill using another VISA card
- customers at a table pay individually, each using their own MasterCard (each payment may not correspond to specific items).

If you require additional electronic payment types, contact MYOB Technical Support ('MYOB Technical Support' on page 15). Technical Support will assist you to customise your payment types to suit your business requirements.

To select payment types

1. From the **Available Payment Types** list, select a payment type.
2. Click the › arrow to move the payment type to the **Selected Payment Types** list. If you want to select all payment types, click the ›› arrow.
3. If the payment type is electronic, select the **This payment type is electronic** option. If you want to allow cash out on electronic transactions, select the **Allow cash out** option.
4. To move a payment type up the **Selected Payment Type** list, select the payment type and click the ▲ arrow.
   To move a payment type down the list, select the payment type and click the ▼ arrow.
5. Click **Apply** to save your changes.

To delete payment types

1. From the **Selected Payment Types** list, select a payment type.
2. Click the ‹ button to move the payment type back to the **Available Payment Types** list. If you want to delete all payment types, click the ‹‹ button.

NOTE: You need to select at least one payment type to use RetailHospitality.

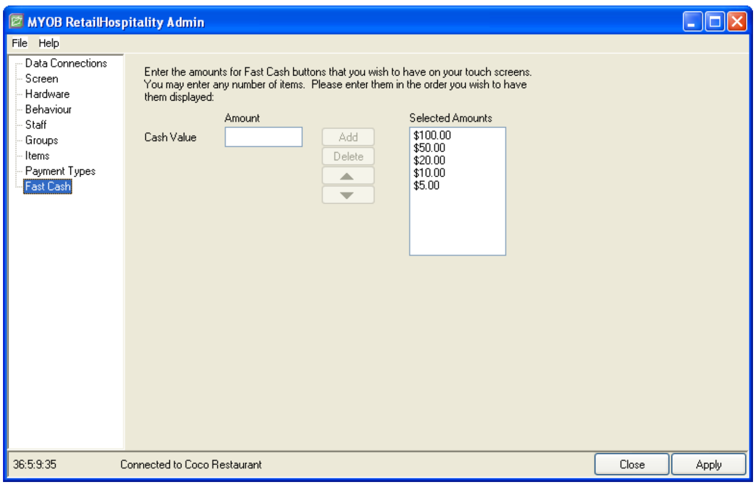
Setting up fast cash buttons for your RetailHospitality POS touch screen

The RetailHospitality Admin **Fast Cash** window lets you set up and modify **Fast Cash** currency denominations.

The **Fast Cash** window allows you to create entries for the most common combinations of cash used in your business. This list is used, along with the payment types, to create a series of buttons from which you can quickly select a cash entry to complete a sale.

To display the RetailHospitality Admin Fast Cash window

❖ Open RetailHospitality Admin, and in the left-hand frame, click **Fast Cash**.



To add a fast cash entry

1 Go to the **Fast Cash** window.

2 In the **Cash Value** field, enter the denomination you want to add.

3 Click **Add**. The amount appears in the **Selected Amounts** list.

4 Click **Apply** to save your changes.

To delete a fast cash entry

1 Go to the **Fast Cash** window.

2 Select the denomination you want to delete in the **Selected Amounts** list.

3 Click **Delete**. The amount is removed from the **Selected Amounts** list.

4 Click **Apply** to save your changes.

To change the display order of fast cash amounts

1 Go to the **Fast Cash** window.
2 Select the denomination you want to move and click either the upwards or downwards pointing arrow to change the order.
3 Click **Apply** to save your changes.

Setting up a Table Management system for RetailHospitality POS

RetailHospitality Table Management is a feature that lets you view the tables in your establishment, and place orders based upon tables and *covers*. In RetailHospitality, *covers* mean the number of people seated at the table.

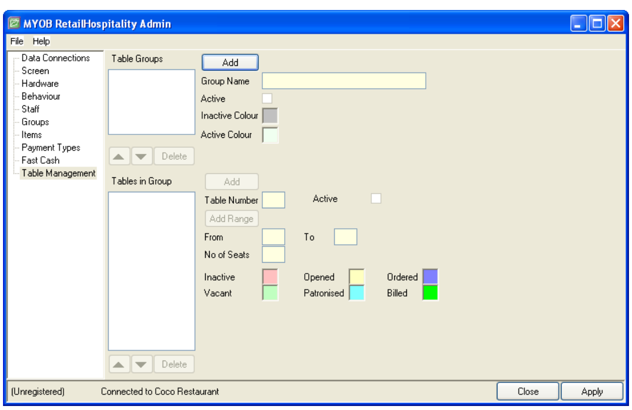
The **Table Management** window allows you to create groups of tables and add tables to these groups. You can also assign colours that indicate the availability of tables, and enter the number of seats available at a table.

NOTE: Maximum number of groups and tables The maximum number of groups and tables that you can have in RetailHospitality is limited by the space available on the RetailHospitality POS screen. If you have many groups or tables, you should check whether they are visible when you open RetailHospitality POS.

To display the RetailHospitality Admin Table Management window

❖ Open RetailHospitality Admin, and in the left-hand frame, click **Table Management**.

To access the **Table Management** window, you must have your default RetailHospitality Screen selected as either **Table Management** or **Staff & Table Management**. To set your default RetailHospitality screen, see 'Setting the behaviour of your POS software' on page 79.



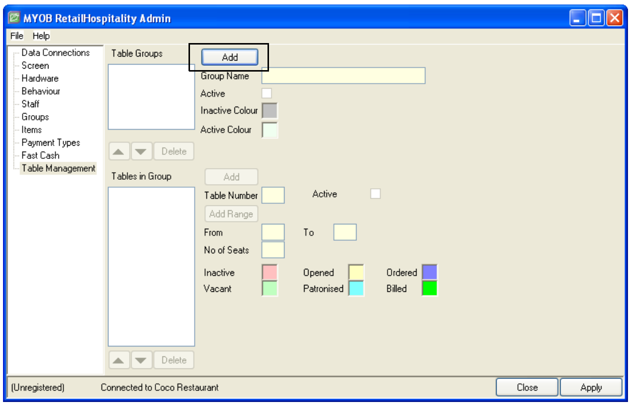
Adding and modifying table groups

NOTE: Maximum number of groups and tables The maximum number of groups and tables that you can have in RetailHospitality is limited by the space available on the RetailHospitality POS screen. If you have many groups or tables, you should check whether they are visible when you open RetailHospitality POS.

To add a table group

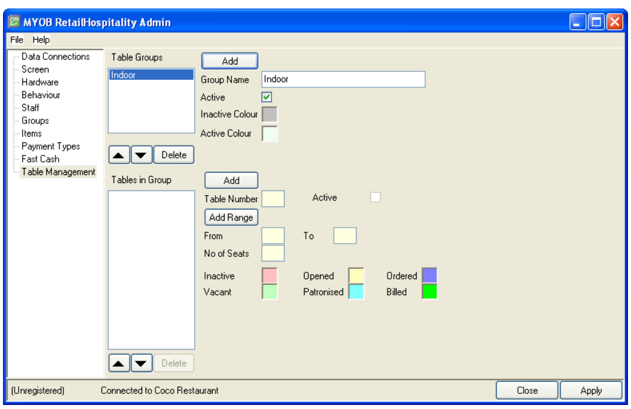
1 Go to the **Table Management** window.

2 In the groups section, click **Add**.



3 In the **Group Name** field, enter the name of the group.

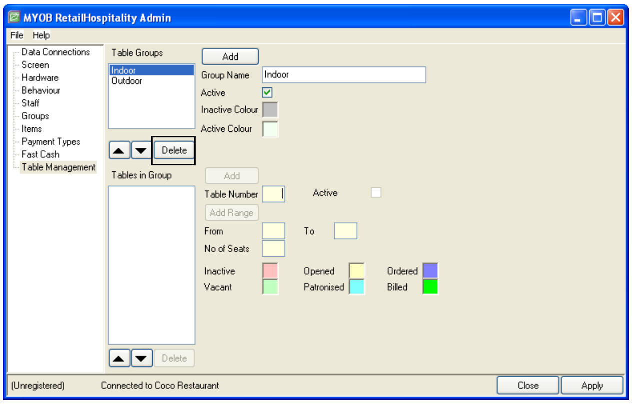
4 Click **Update**. The group appears in the **Table Groups** list.



5 Click **Apply** to save your changes.

To delete a table group

1. Go to the **Table Management** window.
2. From the **Table Groups** list, select the group.
3. Click **Delete**.



The group is deleted.

4. Click **Apply** to save your changes.

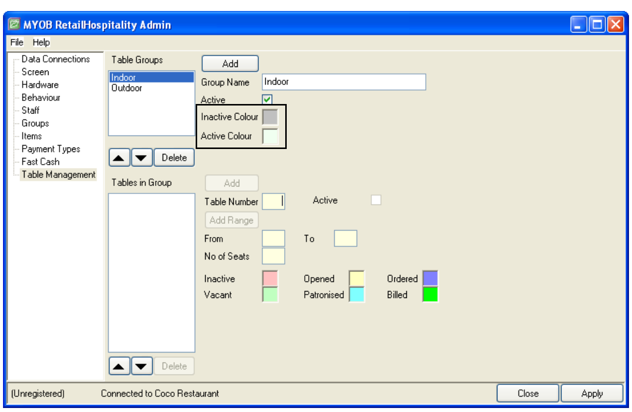
To make a table group inactive

1. Go to the **Table Management** window.
2. From the **Table Groups** list, select the group.
3. Clear the **Active** option.
4. Click **Apply** to save your changes.

To change the colour of a table group

You can change the colour of your active

1. Go to the **Table Management** window.
2. From the **Table Groups** list, select the group.



3 To change the colour of an active group:

a Click the **Active Colour** sample. The **Color** window appears.

b Select the colour you want to use and click **OK**. The new colour sample appears in the **Table Management** window.

4 To change the colour of an inactive group:

a Click the **Inactive Colour** sample. The **Color** window appears.

b Select the colour you want to use and click **OK**. The new colour sample appears in the **Table Management** window.

5 Click **Apply** to save your changes.

Adding and modifying tables

NOTE: Maximum number of groups and tables The maximum number of groups and tables that you can have in RetailHospitality is limited by the space available on the RetailHospitality POS screen. If you have many groups or tables, you should check whether they are visible when you open RetailHospitality POS.

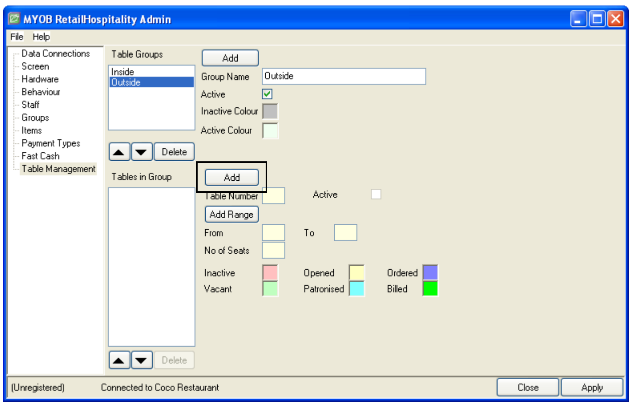
To add a table to a group

NOTE: Before you start You must have a group set up before you can add tables.

1 Go to the **Table Management** window.

2 From the **Table Groups** list, select the table group.

3 In the tables section, click **Add**.



4 In the **Table Number** field, enter the table number.

5 In the **No of Seats** field, enter the number of seats.

6 Click **Update**. The table appears in the **Tables in Group** list.

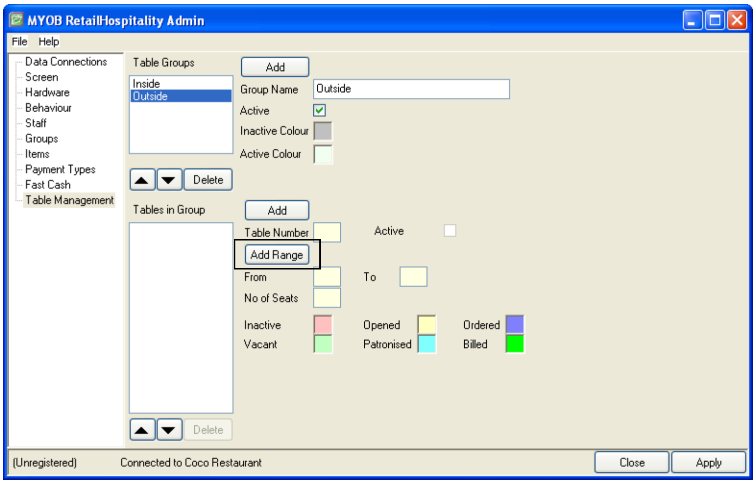
7 Click **Apply** to save your changes.

To add a range of tables

1 Go to the **Table Management** window.

2 From the **Table Groups** list, select the table group.

3 In the tables section, click **Add Range**.



4 In the **From** field, type the number of the first table in the range.

5 In the **To** field, type the number of the last table in the range.

6 Click **Update**.

7 If any of the table numbers in the range already exist, an error message appears.

a Click **OK** to the error message.

b Change the table numbers in the **From** or **To** field and click **Update**.

8 In the **No of Seats** field, enter the number of seat.

NOTE: Changing the number of seats If some of the tables in the range have a different number of seats, you can modify this number later.

9 Click **Apply** to save your changes.

To change the table number of a table

You **cannot** change the table number of a table. You must delete the table and add a new table with the correct table number. See these procedures for details:

- 'To add a table to a group' on page 105
- 'To delete a table' on page 109

To change the number of seats for a table

1 Go to the **Table Management** window.

2 From the **Table Groups** list, select the group that the table belongs to. The tables in the group are listed in the **Tables in Group** list.

3 Click on the table you want to modify.

4 Change the number of seats by typing in the **No of Seats** field.

5 Click **Apply** to save your changes.

To modify status colours for a table

1 Go to the **Table Management** window.

2 From the **Table Groups** list, select the group that the table belongs to. The tables in the group are listed in the **Tables in Group** list.

3 Click on the table you want to modify.

4 To change the colour of a status type (*Inactive*, *Opened*, *Ordered*, *Vacant*, *Patronised* or *Billed*):

a Click the colour sample next to the status type. The **Color** window appears.

b Select the colour you want to use and click **OK**. The **Table Management** window reappears.

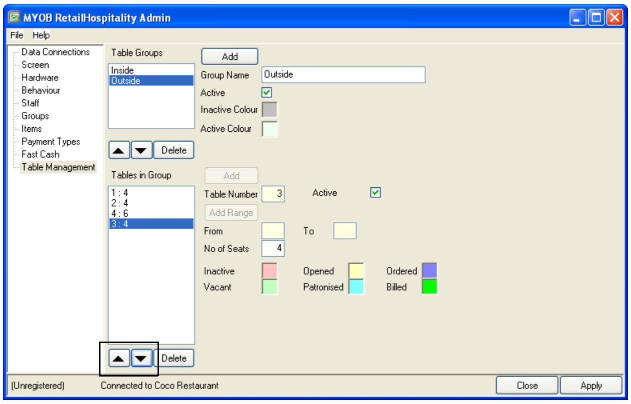
5 Click **Apply** to save your changes.

To change the order of tables

1 Go to the **Table Management** window.

2 From the **Table Groups** list, select the group that the table belongs to. The tables in the group appear in the **Tables in Group** list.

3 Select the table you want to change, and use the up and down arrows to change the order of the table.



4 Click **Apply** to save your changes.

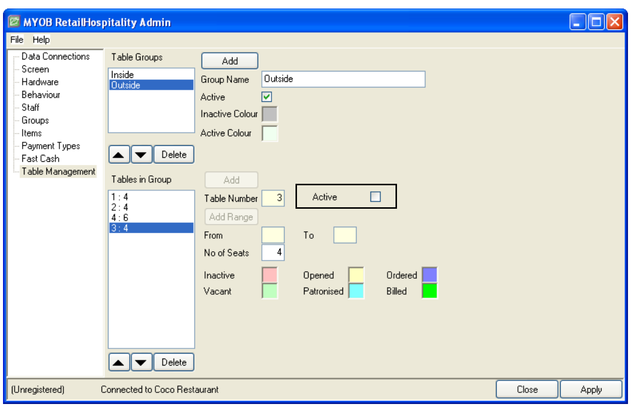
To make a table inactive

1 Go to the **Table Management** window.

2 From the **Table Groups** list, select the group that the table belongs to. The tables in the group appear in the **Tables in Group** list.

3 From the **Tables in Group** list, select the table you want to make inactive.

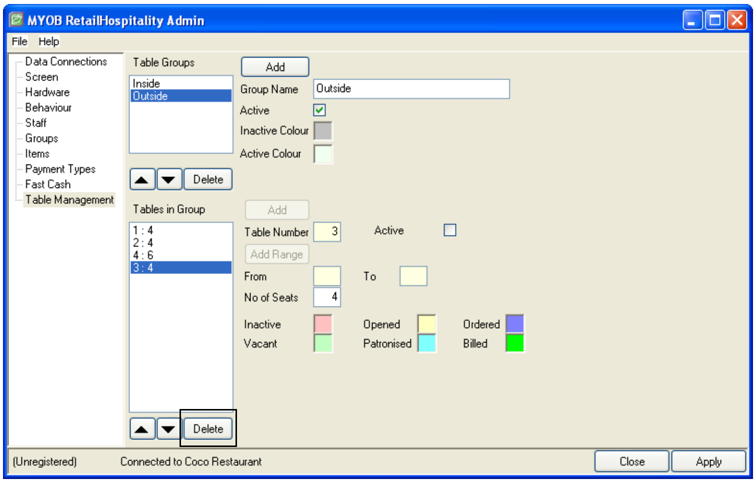
4 Clear the **Active** option.



5 Click **Apply** to save your changes.

To delete a table

1. Go to the **Table Management** window.
2. From the **Table Groups** list, select the group that the table belongs to. The tables in the group appear in the **Tables in Group** list.
3. Select the table you want to delete.
4. Click **Delete**.



The table is deleted.

5. Click **Apply** to save your changes.

5 Hardware

You can set up the following hardware devices to use with RetailHospitality POS:

- cash drawer
- docket printers
- pole display
- EFTPOS terminal.

Before you begin

NOTE: Consult an MYOB RetailHospitality Professional (Australia) or MYOB POS Consultant (New Zealand) (or other specialist reseller) for advice about setting up your hardware devices. You should also refer to the documentation provided with your hardware devices.

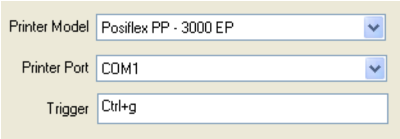
Check the ports on your computer You need to connect each hardware device to a separate serial or parallel port on your computer. Check the documentation supplied with each hardware device to see what type of port you require. Then, check your computer to see that you have enough ports available to accommodate the devices you want to connect.

Connect your hardware devices Connect your hardware devices to your computer and turn them on. If your hardware devices were supplied with additional software, install the software and complete any set up procedures before setting the device up in RetailHospitality.

NOTE: Do not install any additional drivers Do not install any additional pole display or printer drivers supplied with your hardware devices as these may interfere with the operation of the device.

Specify control codes if necessary When you set up your hardware devices in RetailHospitality, you may need to specify control codes to activate certain functions (for example, opening the cash drawer).

Control codes for many common hardware devices automatically appear when you select the model of your hardware device from a list.



You should check that the control codes that appear match the codes listed in your hardware documentation. If the control codes do not automatically appear (this may occur if you select **Other** from the list of models), you need to specify the control codes.

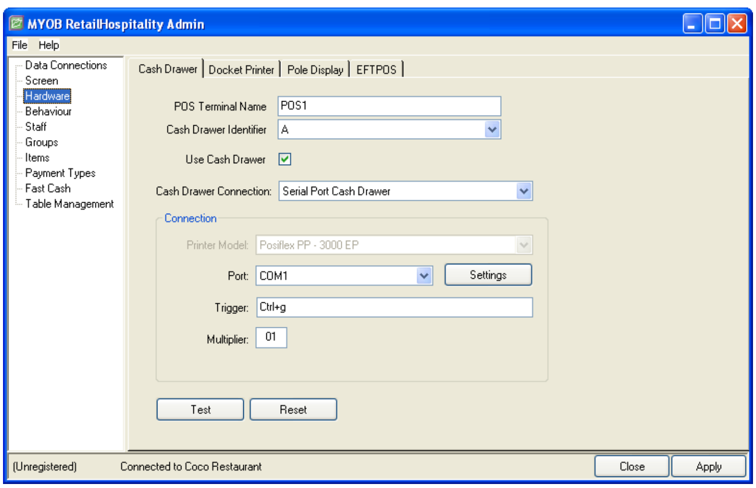
You will find a list of control codes in the documentation supplied with your hardware device. Control codes listed in your hardware documentation may be presented as *hex values*, *decimal values*, or *control characters*. If the control codes are presented as *control characters*, you can enter them directly into RetailHospitality. However, if the control codes are listed as *hex values* or *decimal values*, you need to convert them to *control characters* before entering them in RetailHospitality.

- For information about converting *hex values* or *decimal values* to *control characters*, see 'Troubleshooting your hardware' on page 131.
- For information about entering *control characters* in RetailHospitality, see 'Entering control characters in RetailHospitality' on page 144.

You set up your hardware devices in the **Hardware** view of the **MYOB RetailHospitality Admin** window.

To display the Hardware window

❖ Open RetailHospitality Admin, and in the left-hand pane, click **Hardware**. The **Hardware** view appears.



There are four tabs in this window:

- To set up your cash drawer, see 'Setting up a cash drawer' on page 113.
- To set up your docket printer, see 'Setting up a docket printer' on page 116.
- To set up your pole display, see 'Setting up a pole display' on page 126.
- To set up your EFTPOS terminal (Australia), see 'Setting up an EFTPOS terminal (Australia)' on page 128.
- To set up your EFTPOS terminal (New Zealand), see 'Setting up an EFTPOS terminal (New Zealand)' on page 129.

Setting up a cash drawer

You can use a cash drawer connected to a **docket printer** or a cash drawer connected to a **serial** or **parallel port** on your computer. We recommend that you use a cash drawer connected to your docket printer as this reduces the number of devices connected to your computer.

NOTE: We do not recommend that you use a *serial cash drawer* with MYOB RetailHospitality

Your computer sends a signal to your cash drawer directing it to open. Most cash drawers require the signal to be sent only *once*. However, *serial cash drawers* require the signal to be sent *repeatedly*. If your cash drawer is a *serial cash drawer*, you may need to increase the number of times the signal is sent to your cash drawer. You can do this by increasing the number in the **Multiplier** field in the **Cash Drawer** tab of the **Hardware** window.

Connect your cash drawer Connect your cash drawer to your docket printer or your computer. Check your computer to see that you have enough ports available to accommodate all the hardware devices you want to connect.

- To set up a cash drawer connected to a docket printer, see 'Cash drawers connected to a docket printer' on page 114.
- To set up a cash drawer connected to a serial port on your computer, see 'Cash drawers connected to a serial or parallel port' on page 115.

Specifying a cash drawer identifier When you set up your cash drawer, you need to specify a cash drawer identifier.

If you want to...	then...
cash up all or some of your computers on your network together	specify the **same** cash drawer identifier for each computer. Note that you can cash up from any computer sharing the same cash drawer identifier. You can also cash up from a server computer (even though it may not have a cash drawer connected) by specifying the same cash drawer identifier.
cash up all or some of your computers on your network separately	specify a **different** cash drawer identifier (for example, A, B, C etc.) for each cash drawer.

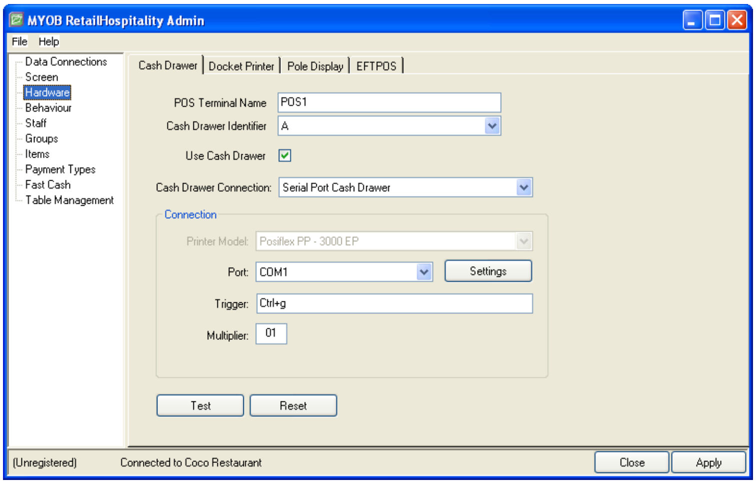
Specifying a POS terminal name You can specify a name for each POS terminal. This name is printed on your dockets, making it easier to identify the terminal where orders and sales were recorded.

Cash drawers connected to a docket printer

Your cash drawer can be connected to a serial docket printer or a parallel docket printer.

To set up a cash drawer connected to a docket printer

1 Open RetailHospitality Admin, and in the left hand pane, click **Hardware**. The **Hardware** window appears with the **Cash Drawer** tab open.



2 If required, type a different name for the POS terminal in the **POS Terminal Name** field.

3 From the **Cash Drawer Identifier** list, select an identifier for the cash drawer.

4 Select the **Use Cash Drawer** option.

5 From the **Cash Drawer Connection** list:

If...	select...
your cash drawer is connected to a serial docket printer	**Cash Drawer Connected to Serial Printer**.
your cash drawer is connected to a parallel docket printer	**Cash Drawer Connected to Parallel Printer**.

6 From the **Printer Model** list, select the model of your docket printer. If your docket printer is not listed, select **Other**.

7 From the **Port** list:

If...	select...
your cash drawer is connected to a serial docket printer	the COM port.
your cash drawer is connected to a parallel docket printer	the LPT port.

8 In the **Trigger** field, specify the control code to open your cash drawer. For more information about control codes, see 'Specify control codes if necessary' on page 111.

9 If required, change the number in the **Multiplier** field.

10 Click **Test**. If all settings have been entered correctly, the cash drawer opens.

NOTE: If your cash drawer does not open, see the troubleshooting information on page 131.

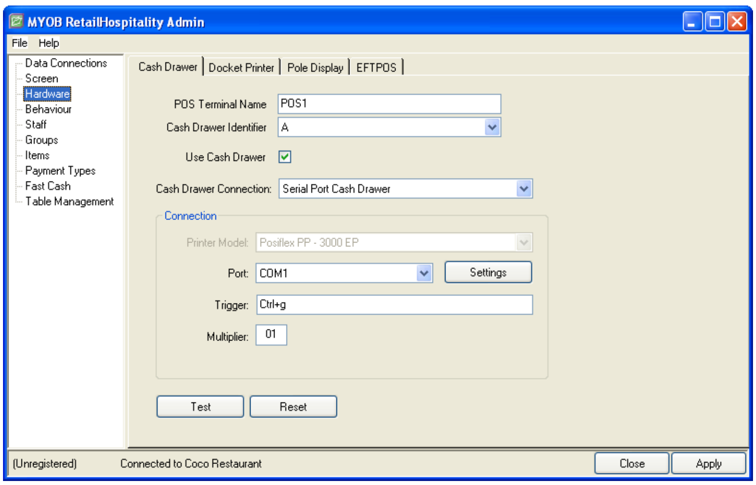
11 Click **Apply** to save your settings and close the window.

Cash drawers connected to a serial or parallel port

Serial port settings If your cash drawer is connected to a serial port on your computer, you need to specify the following settings—Baud Rate, Data Bits, Parity, Stop Bits and Flow Control. You will find this information in the documentation supplied with your cash drawer.

To set up a cash drawer connected to a port on your computer

1 Open RetailHospitality Admin, and in the left hand pane, click **Hardware**.The **Hardware** window appears with the **Cash Drawer** tab open.



2 If required, type a different name for the POS terminal in the **POS Terminal Name** field.

3 From the **Cash Drawer Identifier** list, select an identifier for the cash drawer.

4 Select the **Use Cash Drawer** checkbox.

5 From the **Cash Drawer Connection** list:

If...	select...
your cash drawer is connected to a serial port on your computer	**Serial Port Cash Drawer**. Then go to step 6.
your cash drawer is connected to a parallel port on your computer	**Parallel Port Cash Drawer**. Then go to step 7.

6 Cash drawer connected to a serial port on your computer:

   a From the **Port** list, select the port number.

   b Click **Settings** and in the **Communication Port Settings** window, specify the **Baud Rate**, **Data Bits**, **Parity**, **Stop Bits** and **Flow Control** details.

   c Click **OK**.

7 From the **Port** list, select the port number.

8 If required, increase the number in the **Multiplier** field. Increase this figure by five and then click **Test**. Continue to increase this figure by five until you establish the correct number of signals required to open the cash drawer.

9 In the **Trigger** field, specify the control code to open the cash drawer. For more information about control codes, see 'Specify control codes if necessary' on page 111.

10 Click **Test**. If all settings have been entered correctly, the cash drawer opens.

> **NOTE:** If your cash drawer does not open, see the troubleshooting information on page 131.

11 Click **Apply** to save your settings and close the window.

Setting up a docket printer

You can set up three docket printers to use with RetailHospitality POS (for example, in your reception area, and in your kitchen and bar or beverage area).

Connection types You can set up a:

- serial docket printer connected to a serial (COM) port on your computer. You need to connect the docket printer to your computer using a serial cable.
- parallel docket printer connected to a parallel (LPT) port on your computer.

> **NOTE:** Check your computer to see that you have enough ports available to accommodate all the hardware devices you want to connect.

- docket printer connected to a cash drawer.

> **NOTE:** If your cash drawer is connected to your docket printer, you need to select the same port you connected your cash drawer to. For example, if you connected your cash drawer to serial port number COM1, you need to connect your docket printer to the same port.

Connect your docket printer Connect your docket printer and turn it on.

> **NOTE: Do not install any additional printer drivers** Do not install any additional drivers supplied with your docket printer as these may interfere with the operation of the device.

Basic printer settings You need to check the following settings (you will find these settings in your docket printer documentation):

- The width of your docket printer:
  - 40 column width—a maximum of 40 characters can be printed on a single line.
  - 80 column width (A4)—a maximum of 80 characters can be printed on a single line.
- If your docket printer, uses Epson's ESC/POS print commands. Epson's ESC/POS print commands are used to format text printed from a Point-of-Sale (POS) printer. If your printer does not use Epson's ESC/POS print commands, it will still print using generic text characters.

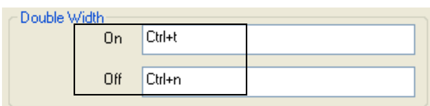
Advanced printer settings If you want to connect a serial docket printer, check the Baud Rate, Data Bits, Parity, Stop Bits and Flow Control settings for the printer. You will find these settings in your docket printer documentation.

Depending on the model of your docket printer, you may be able to use the following features:

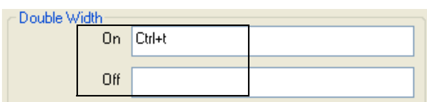
- paper cutter—half-cut (perforated) or full-cut.
- double-width printing.
- second-colour printing—black and red ink.
- buzzer—to sound when a docket is printed. You may want a buzzer to sound when dockets are printed to your kitchen, bar or beverage area.

You may need to specify control codes to activate these features.

For some features, such as double width printing, you need to specify an **On** control code (to activate the feature) and an **Off** control code (to turn the feature off).



For some models you only need to specify an **On** control code. If this is the case, specify the **On** control code and leave the **Off** field blank.



If you do **not** want to activate a feature, leave the control code fields blank. For more information about control codes, see 'Specify control codes if necessary' on page 111.

Setting up the Posiflex PP 7000 USB thermal docket printer For information about setting up a Posiflex PP 7000 USB thermal docket printer, see:

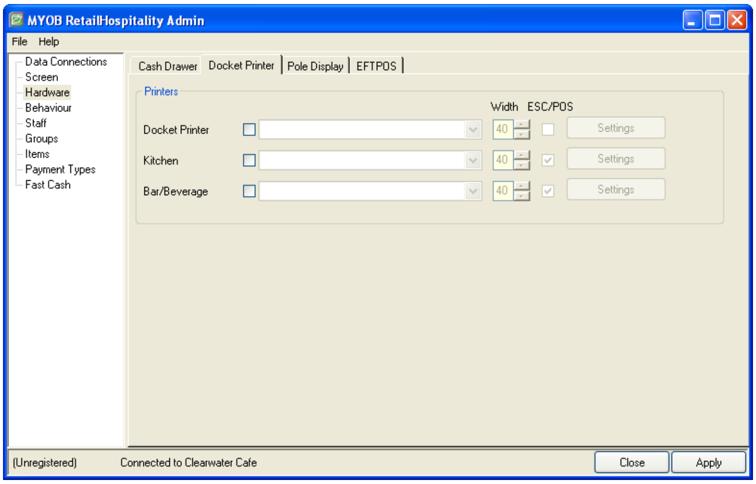
If you are in...	then...
Australia	Go to myob.com.au/supportnotes and view support note number 9374.
New Zealand	Go to myobnz.custhelp.com and view support note number 13307.

To select an existing docket printer

NOTE: If you are setting up your docket printer for the first time, see 'To set up a docket printer' on page 119.

1 Open RetailHospitality Admin, and in the left hand pane, click **Hardware**.

2 Click the **Docket Printer** tab. The **Docket Printer** view appears.



3 In the **Printers** section, select the **Docket Printer** option.

4 Click the down arrow ( ) and from the printers list, select your docket printer.

If your docket printer does not appear in the list, go to 'To set up a docket printer' on page 119.

5 In the **Width** column, select the printer width. You can type the number of columns or characters per line directly in this field. You can also use the up and down arrows to scroll through the list.

NOTE: You can select a width between 20 and 80 characters per line. Note that thermal docket printers usually print at 40 characters per line and impact docket printers usually print at 33 characters per line.

6 If your printer uses the Epson's ESC/POS print commands, select the **ESC/POS** checkbox.

7 Repeat from step 3 for each docket printer you want to use.

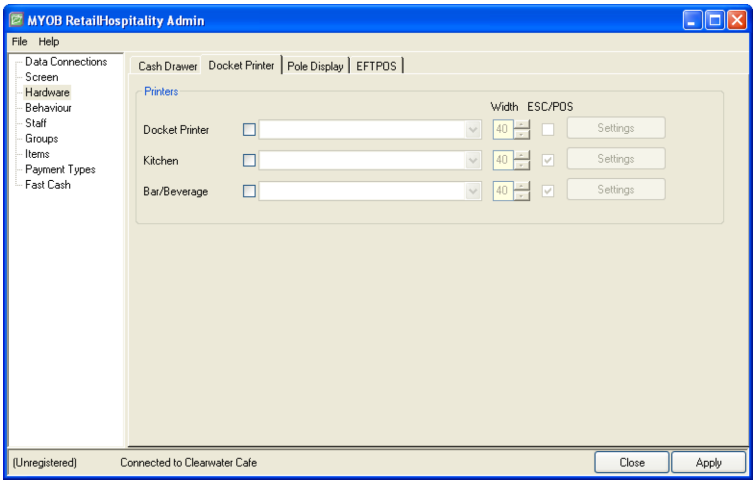
8 When you are finished, click **Apply**.

To set up a docket printer

NOTE: If you have already set up a docket printer, see 'To select an existing docket printer' on page 118.

1 Open RetailHospitality Admin, and in the left hand pane, click **Hardware**.

2 Click the **Docket Printer** tab. The **Docket Printer** view appears.



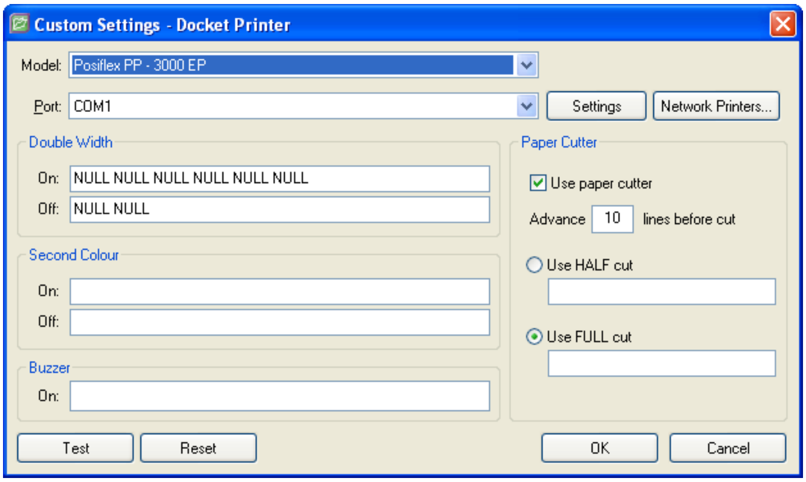
3 In the **Printers** section, select the **Docket Printer** option.

4 In the **Width** column, select the printer width. You can type the number of columns or characters per line directly in this field. You can also use the up and down arrows to scroll through the list.

NOTE: You can select a printing width between 20 and 80 characters per line. Thermal docket printers usually print at 40 characters per line and impact docket printers at 33 characters per line.

NOTE: ESC/POS option You cannot use Epson's ESC/POS print commands with a custom docket printer. The printer will still print using generic text characters.

5 Click the down arrow ( ) and from the printers list, select **Custom**. The **Custom Settings - Docket Printer** window appears.



6 From the **Model** list, select the model of your docket printer. If your docket printer model does not appear in the list, select **Other**.

If your printer supports second-colour printing, double width printing, a paper cutter or a buzzer, the control codes required to activate these features appear in the appropriate fields.

7 From the **Port** list, select the port your docket printer is connected to.

If you don't know which port the printer is connected to, click **Network Printers** to search for your printer. A list of printers connected to your computer and printers on your network appear in the list. Select your printer from the list.

8 If your docket printer is connected to a serial port on your computer, click **Settings** and check that the **Baud Rate**, **Data Bits**, **Parity**, **Stop Bits** and **Flow Control** settings are correct. If required, change these settings and then, click **Apply**.
The **Custom Settings - Docket Printer** window reappears.

9 Activate any features you want to use and check that the control codes are correct:

Paper cutter:

a Select the **Use paper cutter** option. If you don't want to use the paper cutter, deselect this option.

b In the **Advance lines before cut** field, specify the number of lines you want the docket to advance before it is cut. The default is 10 lines.

c Select the **Use FULL cut** option for a full-cut or the **Use HALF cut** option for a perforated cut.

If you select the **Use HALF cut** option, the control code required to activate this option appears. If required specify a different control code. For more information, see 'Specify control codes if necessary' on page 111.

d Click **Test**.

Double-width printing:

a In the **Double Width** frame, check that the control codes are correct. If required, specify different control codes. For more information, see 'Specify control codes if necessary' on page 111.

If you don't want to use double width printing, delete the codes in these fields.

b Click **Test**. The first line on the docket ('Double Width On') prints in double width. The second line on the docket ('Double Width Off') prints in normal width.

Second-colour printing:

a In the **Second Colour** frame, check that the control codes are correct. If required, specify different control codes. For more information, see 'Specify control codes if necessary' on page 111.

If you don't want to use second-colour printing, delete the codes in these fields.

b Click **Test**. The first line on the docket ('Second Colour On') prints in the second colour. The second line on the docket ('Second Colour Off') prints in black.

Buzzer:

a In the **Buzzer** frame, check that the control codes are correct. If required, specify different control codes. For more information, see 'Specify control codes if necessary' on page 111.

If you don't want to activate the buzzer, delete the codes in these fields.

b Click **Test**.

10 Click **OK** to save your changes, and close the window. The **Docket Printer** tab reappears.

11 Repeat from step 3 for each docket printer you want to set up.

12 When you are finished, click **Apply** in the **Docket Printer** tab and then close the window.

Sharing a docket printer

If you want two or more cash drawers (connected to different computers) to use the same docket printer, you need to share the docket printer.

When you do this, you specify the printer features locally in each computer. Note that you do not have to specify the same settings for each computer (for example, you can use a half-cut paper setting on one computer and a full-cut paper setting on another). For information about docket printer settings, see 'Setting up a docket printer' on page 116.

To share a docket printer between two cash drawers on two different computers—for example, Computer A and Computer B, do the following:

Step	Task	See
1	On the computer the docket printer is connected to (Computer A), set up a **Generic/Text Only** printer and share the printer.	'To install a generic printer driver and share the printer' on page 122
2	In Computer B, start RetailHospitality and select the shared **Generic/Text Only** printer.	'To select the shared printer in RetailHospitality' on page 125

NOTE: Computers that will share the printer must be in the same network domain as the computer the docket printer is connected to.

To install a generic printer driver and share the printer

- If you are using Windows Vista, see 'Windows Vista' below.
- If you are using Windows XP, see 'Windows XP' on page 123.
- If you are using Windows 2000, see 'Windows 2000' on page 124.

Windows Vista

1 Click Windows **Start** and then click **Control Panel**. The **Control Panel** window appears.

2 Click **Hardware and Sound** and then click **Printers**. The **Printers** window appears.
  - If a **Generic/Text Only** icon appears in the window, then your **Generic/Text Only** printer is set up. Go to step 4 and check that the settings are correct.
  - If a **Generic/Text Only** icon does not appear in this window, you need to set up a **Generic/Text Only** printer. Go to step 3.

3 Choose **Add a printer**. The **Add Printer** window appears.

4 Complete each step in the **Add Printer** window by specifying the following settings (note that you may need to insert your Windows installation CD):
  a Choose **Add a local printer**.
  b Select the port the printer is connected to.
  c Select **Generic** in the **Manufacturer** list. **Generic/Text Only** should be highlighted in the **Printers** list.
  d Confirm the printer name.
  e When you click **Finish**, the **Generic/Text Only** icon appears in the **Printers** window.

5 To share the printer:
  a Highlight the **Generic/Text Only** icon, right-click and choose **Properties**.
  b Click the **Sharing** tab and then click **Change Sharing Options**. If you are not logged in as Administrator, you will be prompted to enter the Administrator password.
  c Click the **Share this printer** option and, in the **Share Name** field, enter a name. This name will appear as the printer name on the network. Do not use any apostrophes or spaces in the name.

6 Click **Apply**.

7 Click **OK** to close the printer's **Properties** window.

8 Go to 'To select the shared printer in RetailHospitality' on page 125.

Windows XP

1 Click Windows **Start** and then click **Printers and Faxes**. The **Printers and Faxes** window appears.
   - If a **Generic/Text Only** icon appears in the window, then your **Generic/Text Only** printer is set up. Go to step 3 and check that the settings are correct.
   - If a **Generic/Text Only** icon does not appear in this window, you need to set up a **Generic/Text Only** printer. Go to step 2.

2 Go to the **File** menu and choose **Add Printer**. The **Add Printer Wizard** starts.

3 Complete the **Add Printer Wizard** by specifying the following settings (note that you may need to insert your Windows installation CD):
   a Choose **Local printer attached to this computer**.
   b Use the arrow keys to select **Generic** in the **Manufacturer** list. **Generic/Text Only** should be highlighted in the **Printers** list.
   c Select the port the printer is connected to.
   d Confirm the printer name.
   e When you click **Finish**, the **Generic/Text Only** icon appears in the **Printers and Faxes** window.

4 To share the printer:
   a Highlight the **Generic/Text Only** icon, go to the **File** menu and choose **Properties**.
   b Click the **Sharing** tab, click the **Share this printer** option and in the **Share Name** field enter a name. This name will appear as the printer name on the network. Do not use any apostrophes or spaces in the name.

5 Click **Apply**.

6 Click **OK** to close the printer's **Properties** window.

7 Go to 'To select the shared printer in RetailHospitality' on page 125.

Windows 2000

1 Click Windows **Start**, go to **Settings** and select **Printers**. The **Printers** window appears.
   - If a **Generic/Text Only** icon appears in the window, then your **Generic/Text Only** printer is set up. Go to step 3 and check that the settings are correct.
   - If a **Generic/Text Only** icon does not appear in this window, you need to set up a **Generic/Text Only** printer. Go to step 2.

2 Double-click the **Add Printer** icon. The **Add Printer Wizard** starts.

3 Complete the **Add Printer Wizard** by specifying the following settings (note that you may need to insert your Windows installation CD):
   a Select **Local printer**.
   b Use the arrow keys to select **Generic** in the **Manufacturers** list. **Generic/Text Only** should be highlighted in the **Printers** list.
   c Select the port the printer is connected to.
   d Confirm the printer name.
   e When you click **Finish**, the **Generic/Text Only** icon appears in the **Printers** window.

4 To share the printer:
   a Highlight the **Generic/Text Only** icon, go to the **File** menu and choose **Properties**.
   b Click the **Sharing** tab and go to step 6.

5 If the **Sharing** tab is not visible:
   a Click **Start**, go to **Settings** and then choose **Control Panel**.
   b Double-click the **Network** icon to display the **Network** window and click **File and Print Sharing**.
   c Select the **I want to be able to allow others to print to my printer(s)** option, and then click **OK**.
   d Restart your computer when prompted.
   e In the **Printers** window, highlight the **Generic/Text Only** icon, go to the **File** menu and choose **Properties**. The **Printer Properties** appears displaying the **Sharing** tab. Click the **Sharing** tab and continue with step 6.

6 In the **Sharing** tab, click the **Shared As** option and in the **Share Name** field enter a name. This name will appear as the printer name on the network. Do not use any apostrophes or spaces in the name.

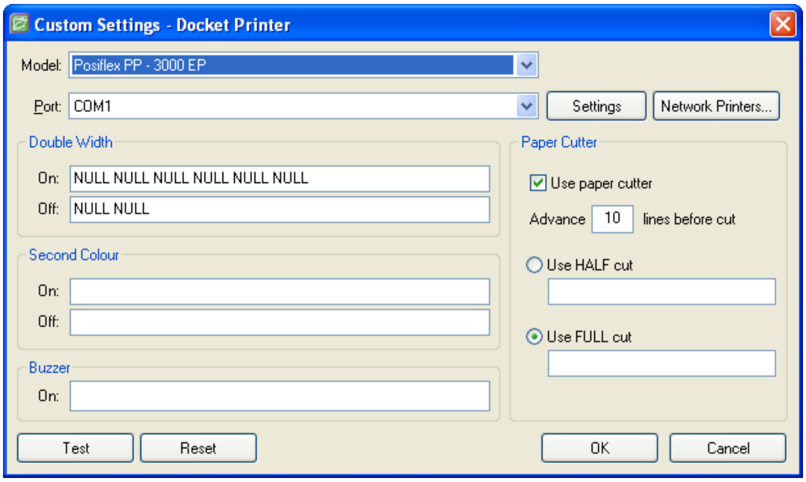
7 Click **Apply**.

8 Click **OK** to close the **Printer Properties** window.

9 Go to 'To select the shared printer in RetailHospitality' on page 125.

To select the shared printer in RetailHospitality

1. Open RetailHospitality Admin, and in the left hand pane, click **Hardware**.
2. Click the **Docket Printer** tab. The **Docket Printer** view appears.
3. Click **Settings** alongside the **Docket Printer**. The **Custom Settings - Docket Printer** window appears.



4. Click **Network Printers** and from the list that appears, select the shared printer. (For example, '\\Jupiter\Generic Text', where 'Jupiter' is the name of the computer the docket printer is connected to and 'Generic Text' is the name of the shared printer.)

NOTE: Check that you select the *shared* printer. This printer is different to the local Generic/Text Only printer that you may have set up on your computer.

5. From the **Port** list, select the port the printer is connected to.
6. If required, complete the other fields in this window. For more information, see 'Setting up a docket printer' on page 116.
7. When you are finished, click **OK**. The **Docket Printer** tab reappears.
8. Click **Apply** to save your changes.

Setting up a pole display

When a sale is in progress, the pole display shows the product description, current price, total of the sale and the change due to the customer.

You can also specify a message to appear when the pole display is idle (that is, when a sale is not in progress). The message appears 10 seconds after you have completed a sale (you can change this time if you want).

You can use a pole display with two rows of 20 characters in each row (a total of 40 alphanumeric characters).

Specifying control codes Depending on the model of your pole display, you *may* need to specify a control code to enable the text wrap feature. (With text wrap enabled, when line 2 on the pole display is full, the cursor moves to the beginning of line 1 and clears the line for new text.) For more information about control codes, see 'Specify control codes if necessary' on page 111.

Connect your pole display Connect your pole display and turn it on.

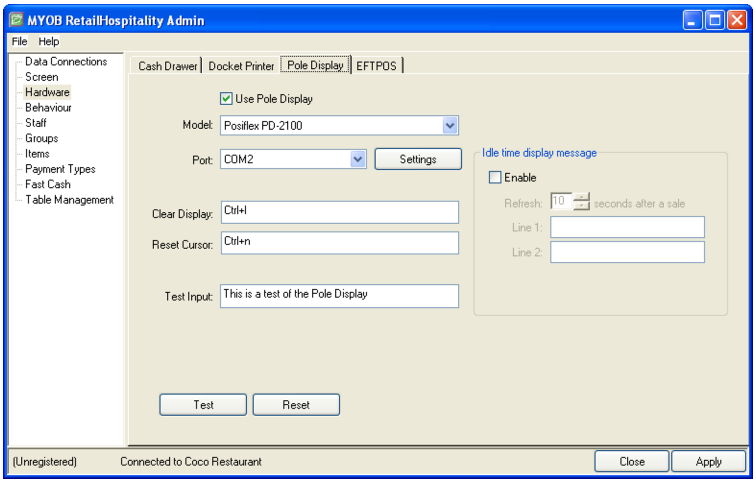
NOTE: Do not install any additional pole display drivers Do not install any additional drivers supplied with your pole display as these may interfere with the operation of the device.

Serial port and pole display settings You need to connect your pole display to a serial port on your computer (check your computer to see that you have enough ports available to accommodate all the hardware devices you want to connect). You then need to specify the following settings—Baud Rate, Data Bits, Parity, Stop Bits and Flow Control. You will find this information in the documentation supplied with your pole display.

To set up the pole display

1 Open RetailHospitality Admin, and in the left hand pane, click **Hardware**. The **Hardware** window appears.

2 Click the **Pole Display** tab. The **Pole Display** view appears.



3 Select the **Use Pole Display** option.

4 From the **Model** list, select the model of your pole display. If your model does not appear in the list, select **Other**.

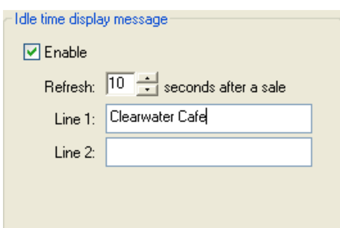
5 From the **Port** list, select the port your pole display is connected to.

6 Click **Settings** and complete the **Baud Rate**, **Data Bits**, **Parity**, **Stop Bits** and **Flow Control** fields. Then, click **OK**.

7 If your pole display does not have an automatic text wrap feature, specify control codes in the **Clear Display** and **Reset Cursor** fields.

8 If you want to display a message when the pole display is idle:

a Select the **Enable** option.



b In the **Refresh** field, use the up and down arrows to increase or decrease the time before the pole display message appears.

c In the **Line 1** and **Line 2** fields, type the message you want to appear.

9 When you are finished, click **Test**. The text appearing in the **Test Input** field appears on your pole display.

NOTE: If the text does not appear on your pole display, see the troubleshooting information on page 133.

10 Click **Apply** to save your settings.

Setting up an EFTPOS terminal (Australia)

Read this section if you are setting up an EFTPOS terminal in Australia. If you are setting up an EFTPOS terminal in New Zealand, see 'Setting up an EFTPOS terminal (New Zealand)' on page 129.

You can use the following EFTPOS terminals with RetailHospitality:

- Ingenico NPT 700
- Ingenico NPT 710
- Ingenico PC-EFTPOS.

NOTE: If you want to restrict staff from processing EFTPOS refunds, see 'Setting up your POS staff' on page 83.

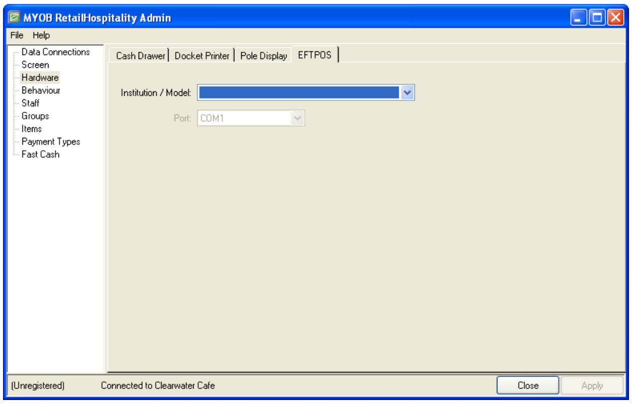
Your financial institution will supply you with the EFTPOS terminal, the connectors and the software to install on your computer. Contact your financial institution for advice about setting up your EFTPOS terminal.

NOTE: If your EFTPOS terminal has it's own setup software, install the software and set up the terminal before setting it up in RetailHospitality.

Connect your EFTPOS terminal to your computer and turn it on You need to connect your EFTPOS terminal to a *serial* port on your computer using a *serial* cable. Check your computer to see that you have enough ports available to accommodate all the hardware devices you want to connect.

To set up your EFTPOS terminal

1. Open RetailHospitality Admin, and in the left hand pane, click the **Hardware** tab.
2. Click the **EFTPOS** tab. The **EFTPOS** view appears.



3. From the **Institution/Model** list, select the model of your EFTPOS terminal.
4. From the **Port** list, select the port on your computer that your EFTPOS terminal is connected to.

> **NOTE: If you are using the Ingenico PC-EFTPOS** You do **not** need to select a port for this EFTPOS terminal as it is not controlled from within RetailHospitality.

5. Click **Apply** to save your changes.

Setting up an EFTPOS terminal (New Zealand)

Read this section if you are setting up an EFTPOS terminal in New Zealand. If you are setting up an EFTPOS terminal in Australia, see 'Setting up an EFTPOS terminal (Australia)' on page 128.

You can use the following EFTPOS terminals with RetailHospitality:

- Provenco - Syncro S1SC
- Provenco - Keycorp K23
- Cadmus - Mini Me
- Cadmus - AC4500
- Cadmus - AC4500 with Keylink Plus
- Hypercom - ICE 5500Plus
- EFTPOS NZ - ENZ PC EFTPOS
- Ingenico - PC-EFTPOS

> **NOTE:** If you want to restrict staff from processing EFTPOS refunds, see 'Setting up groups of items' on page 86.

Your financial institution will supply you with the EFTPOS terminal, the connectors and the software to install on your computer. Contact your financial institution for advice about setting up your EFTPOS terminal.

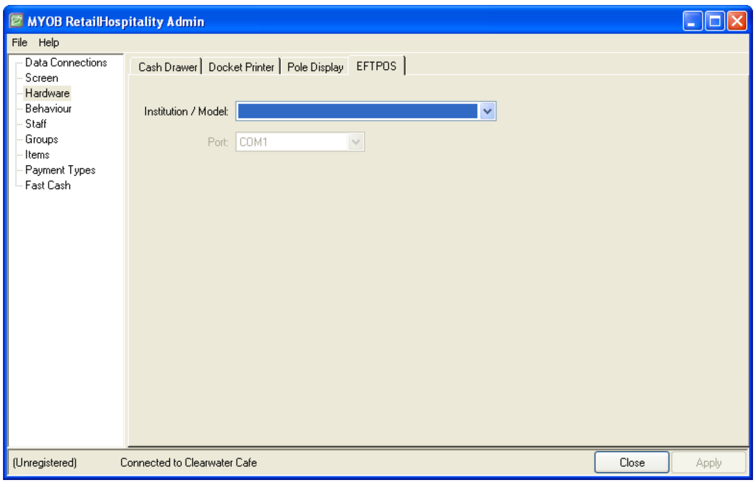
If your EFTPOS terminal has it's own setup software, install the software and set up the terminal before setting it up in RetailHospitality.

Connect your EFTPOS terminal to your computer and turn it on You need to connect your EFTPOS terminal to a *serial* port on your computer using a *serial* cable. Check your computer to see that you have enough ports available to accommodate all the hardware devices you want to connect.

To set up your EFTPOS terminal

1 Open RetailHospitality Admin, and in the left hand pane, click the **Hardware** tab.

2 Click the **EFTPOS** tab. The **EFTPOS** view appears



3 From the **Institution/ Model** list, select the model of your EFTPOS terminal.

4 From the **Port** list, select the port your EFTPOS terminal is connected to.

5 Click **Apply** to save your settings, and close the window.

NOTE: If you are using the Provenco - Syncro S1SC / Keycorp K23 EFTPOS terminal You do **not** need to select a port for this EFTPOS terminal as it is not controlled from within RetailHospitality.

6 Click **Apply** and then click **Close**.

Troubleshooting your hardware

NOTE: If the troubleshooting solutions provided in this section don't work, contact an MYOB RetailManager Professional (Australia) or MYOB POS Consultant (New Zealand) for assistance. For contact details, see 'Technical support (Australia)' on page 16 or 'Technical support (New Zealand)' on page 19.

Some common hardware problems

- **One or all of my hardware devices are not working.** Have you installed any additional hardware drivers? If you have installed any additional hardware drivers, you should uninstall them as these may interfere with the operation of your device. You then need to restart your computer.
- **I cannot use one or all of my serial devices at the same time.** With some models of IBM-compatible PCs, there are two serial ports built in. These two ports have Interrupt Request settings (IRQs).

  If you have added a serial card to your computer to provide additional serial ports, check that your additional ports have a unique IRQ. You then need to restart your computer.

  NOTE: Some (inexpensive) serial port cards do not use additional IRQs. You will not be able to use these cards to connect additional serial hardware devices to RetailHospitality.

Troubleshooting your cash drawer

The cash drawer will not open.

1. Check that the cash drawer is plugged into the correct port on your computer (or printer) and that the power is switched on.
2. Check that the cash drawer is **not** locked and that the door is not obstructed.
3. Check that you selected the **Use Cash Drawer** option in the **Cash Drawer** tab of the **Hardware** window.
4. Check that you have entered the correct control code in the **Trigger** field in the **Cash Drawer** tab. You will find a list of control codes in the documentation supplied with your cash drawer. You should also check that you converted *hex* or *decimal* characters to *control characters* before entering them in RetailHospitality. For more information about control codes, see 'Specify control codes if necessary' on page 111.
5. If your cash drawer is connected to your docket printer:
   a. Check that there is paper in the printer and that the printer is turned on and online.
   b. Check that you have selected the correct printer model from the **Printer Model** list in the **Cash Drawer** tab.
   c. If your printer has more than one cash drawer connected, check that the cash drawer is plugged into the correct port on the printer.

6 If the cash drawer is plugged directly into a port on your computer (and **not** the docket printer):

a Check that you have specified the correct port in the **Port** list in the **Cash Drawer** tab.

b If you are using a serial cash drawer, check that you have specified the correct figure in the **Multiplier** field (this is the number of times a signal is sent to your cash drawer in order for it to open). The default figure is 01. Increase this figure by five and then click **Test**. Continue to increase this figure by five until the cash drawer opens.

c If you are using a serial cash drawer, check that you specified the correct port settings. Click **Settings** in the **Cash Drawer** tab. Note that for some serial cash drawers, you will need to lower the **baud rate** to **300**.

d If you are using a serial cash drawer, check that there is a unique IRQ (Interrupt Request) setting for each serial port on your printer. Note that an internal modem can also share the same IRQ setting. For more information, see 'To check your IRQ settings' below.

To check your IRQ settings

1 Open the **Device Manager** window:

If you are using..	do this...
Windows Vista	1 Go to the **Start** menu, right-click **Computer** and choose **Properties**. The **System** window appears. 2 Choose **Device Manager** from the left pane of the window. The **Device Manager** window appears.
Windows XP and 2000	1 On your desktop, right-click **My Computer** and choose **Properties**. The **System Properties** window appears. 2 Click the **Hardware** tab and then click **Device Manager**. The **Device Manager** window appears.

2 In the **Device Manager** window, select **Ports (COM & LPT)**. Then, right-click the port that you want to check the settings for and choose **Properties**. The **Communications Port (COMx) Properties** window appears.

3 Click the **Resources** tab and make a note of which IRQ your serial port uses. Then, click **OK**.

4 Repeat from step 2 for each serial port you are using.

Troubleshooting your docket printers

How do I print a docket printer self-test?

1. Turn the printer off.
2. Hold down the **Feed** button and switch the printer on. A test page will print showing the printer settings, such as the connection type and buffer level.
3. Make a note of these details.

NOTE: If the self-test did not print, or the text was illegible, the printer may be faulty. Contact your printer supplier.

The docket printer is not printing or is printing illegible text.

- Check that the printer is set up, switched on and connected to your computer.
- Check that there is paper in the printer.
- Check that you have selected the printer (**Docket Printer**, **Kitchen** or **Bar/Beverage**) in the **Docket Printer** tab of the **Hardware** window.
- Check that you have specified the correct width in the **Width** column in the **Docket Printer** tab.
- Try printing a printer self-test. If the self-test is OK, continue with the next step.
- Print a test page in Windows.
- If the test page prints illegible text, there may be a problem with the printer, the printer cable or the port the printer is connected to.
- If the printer is connected via a serial (COM) port, check that the port settings are correct:
  - Open RetailHospitality and click the **Hardware** tab.
  - Click the **Docket Printer** tab and then click **Settings**. The **Settings for Serial Docket Printer** window appears.
  - Check that the settings are correct. You will find a list of settings in the documentation supplied with your docket printer.
  - In the Windows **Device Manager** window, check the settings for each serial port you are using. For more information, see 'To check your IRQ settings' on page 132.
  - Check that you are using the cable supplied (or recommended) by your printer supplier.
- If the docket printer is still not printing or is printing illegible text, connect the printer to a different port using a different cable. Alternatively, connect the printer to another computer and try printing a test page.
- Check that the buffer size is correct.
- Click **Reset**, to refresh the Printing and Hardware options.

NOTE: Printer switch boxes Do not use a printer switch box. Most modern printers continuously send and receive data to the computer even when it is not printing. If required, install a second printer port.

NOTE: If the printer is still not printing, or is printing illegible text, it may be faulty. Contact your printer supplier.

Only part of the docket is printing.

1. Check that you have selected a port from the **Port** list. In the **Docket Printer** tab, click **Settings**.
2. If you are printing to a docket printer connected to another computer, check that you have selected the **Generic/Text Only** printer option for that computer, and not your own printer. Select the printer from the **Port** list in the **Docket Printer** tab of the **Hardware** window. For more information, see 'Sharing a docket printer' on page 121.

The paper cutter is not functioning.

1 Check that your docket printer has a paper cutter installed.

2 Check that you have specified the correct settings for the paper cutter:

  a In the **Hardware** window, click the **Docket Printer** tab.

  b Click **Settings** associated with the printer you want to check.

  c Check that you have selected the correct printer model from the **Model** list.

  d Check that the **Use paper cutter** option in the **Paper Cutter** section is selected.

  e Check that you have selected the appropriate cut option (**Use HALF Cut** or **Use FULL Cut**) for your printer.

  f Check that you have entered the correct control codes in the **Use HALF Cut** or **Use FULL Cut** fields. For more information about control codes, see 'Specify control codes if necessary' on page 111.

  g Click **Test** and then click **OK**.

  h Repeat for each docket printer.

The docket is cut before printing is complete or the full docket is not printing.

1 In the **Hardware** window, click the **Docket Printer** tab.

2 Click **Settings** associated with the printer you want to check.

3 Increase the number in the **Advance lines before cut** field.

4 Click **Test**.

5 If required, repeat from step 3.

The docket is not printing in a second colour.

1 Check that your docket printer can print in a second colour.

2 Check that you have installed a double-colour ribbon in your printer.

3 In the **Hardware** window, click the **Docket Printer** tab.

4 Click **Settings** associated with the printer you want to check.

5 Check that you have entered the correct control code in the **Second Colour On** field. For more information about control codes, see 'Specify control codes if necessary' on page 111.

6 Clear the text in the **Second Colour Off** field.

7 Click **Apply** and then **Test**.

The entire docket is printing in red.

Try turning off the second-colour printing feature. Some printers require a **Second Colour Off** setting to do this.

1. In the **Hardware** window, click the **Docket Printer** tab.
2. Click **Settings** associated with the printer you want to check.
3. Check that you have entered the correct control code in the **Second Colour Off** field. For more information about control codes, see 'Specify control codes if necessary' on page 111.
4. Clear the text in the **Second Colour On** field.
5. Click **Apply** and then **Test**.

The docket is not printing in double-width.

1. In the **Hardware** window, click the **Docket Printer** tab.
2. Click **Settings** associated with the printer you want to check.
3. Check that you have entered the correct control code in the **Double Width On** field. For more information about control codes, see 'Specify control codes if necessary' on page 111.

The docket is printing in double-width.

Some printers require a **Double Width Off** setting to turn off double-width printing.

1. In the **Hardware** window, click the **Docket Printer** tab.
2. Click **Settings** associated with the printer you want to check.
3. Check that you have entered the correct control code in the **Double Width Off** field. For more information about control codes, see 'Specify control codes if necessary' on page 111.

The last few characters on a line print onto a new line of the docket.

Check your printer documentation or print a printer self-test to find out the correct buffer size. The buffer size can be between 1 and 99 (the default is 4).

1. In the **Hardware** window, click the **Docket Printer** tab.
2. Click **Settings** associated with the printer you want to check.
3. Increase or decrease the number in the **Buffer Size** field and click **Test**.

4 If you are using a serial (COM) port docket printer, the error may be due to incorrect serial port settings. To check these settings, do the following:

If you are using...	do this...
Windows Vista	1 Go to the **Start** menu, right-click **Computer** and choose **Properties**. The **System** window appears. 2 Choose **Device Manager** from the left pane of the window. The **Device Manager** window appears.
Windows XP and 2000	1 On your desktop, right-click **My Computer** and choose **Properties**. The **System Properties** window appears. 2 Click the **Hardware** tab and then click **Device Manager**. The **Device Manager** window appears.

a In the **Device Manager** window, select **Ports (COM & LPT)**, right-click the port that you want to check the settings for and choose **Properties**. The **Communications Port (COMx) Properties** window appears.

b Click the **Port Settings** tab and check that the port settings match the settings listed in your printer documentation or printer self-test.

c Click **OK** and then print a test page.

My company name prints in large characters. How can I print it in small characters?

You need to deactivate the double width printing option.

1 In the **Hardware** window, click the **Docket Printer** tab.

2 Click **Settings** associated with the printer you want to check.

3 Check that you have entered the correct control code in the **Double Width Off** field. This code is required to deactivate double width printing.

4 Clear the text from the **Double Width On** field.

5 Click **Apply** and then **Test**.

For information about activating double width printing, see 'Setting up a docket printer' on page 116.

My printer responds to a test in the Hardware options, but will not print a sales docket.

Refresh your docket printer settings:

1 Switch the printer off and then switch it on again.

2 Close and restart RetailHospitality.

3 Turn off and restart your computer.

4 In the **Hardware** window, click the **Docket Printer** tab.

5 Deselect the **Docket Printer** option and then click **Apply**.

6 Then, select the **Docket Printer** option and click **Apply** again.

7 Repeat step 5 and step 6 for each docket printer.

Only the first part of the sales docket is printing. It stops after a certain amount of characters are printed.

Adjust the buffer size. For more information, see 'The last few characters on a line print onto a new line of the docket.' on page 136.

The printed text is not correctly aligned.

Check that you are using paper rolls that are 80mm wide. If you are using paper rolls of another width, the print on the docket may be incorrectly aligned.

Each time I print, the printer error light appears.

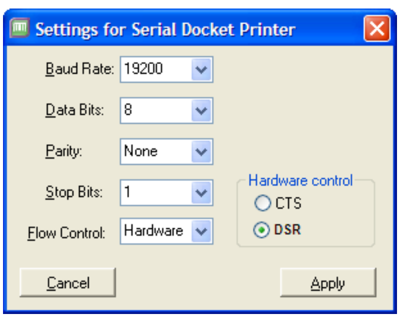
Perform a printer self-test. For more information, see 'How do I print a docket printer self-test?' on page 133. If the error light still appears, the width of the paper roll you are using may be too narrow for the printer (less than 80mm). If you received a small plastic stopper with the purchase of your printer, place the stopper between the paper roll and the side of printer.

Why does the Paper Out light appear before the paper roll is finished?

The paper out light will appear when you are at the end of the roll. You should change the paper roll even though there is a small amount of paper left as this prevents damage to the printer rollers.

My Posiflex PP 7000 USB thermal docket printer does not work in RetailHospitality.

1 Check that you have specified the correct settings for the docket printer:
   a In the **Hardware** window, click the **Docket Printer** tab.
   b Click **Settings** associated with the **Docket Printer** option.
   c Check that the model selected is the **Posiflex PP - 7000**.
   d Check that you have selected the correct COM port.
   e Click **Port Settings**. The **Port Settings** window appears.
   f Check that you have specified the following settings:



2 Check that your Windows port settings match your docket printer settings.

a Open the **Device Manager** window:

If you are using...	do this...
Windows Vista	1 Go to the **Start** menu, right-click **Computer** and choose **Properties**. The **System** window appears. 2 Choose **Device Manager** from the left pane of the window. The **Device Manager** window appears.
Windows XP and 2000	1 On your desktop, right-click **My Computer** and choose **Properties**. The **System Properties** window appears. 2 Click the **Hardware** tab and then click **Device Manager**. The **Device Manager** window appears.

b In the **Device Manager** window, select **Ports (COM & LPT)**. Then, right-click the port that you want to check the settings for and choose **Properties**. The **Communications Port (COMx) Properties** window appears.

c Click the **Port Settings** tab and check that the port settings match those shown in step 1.

3 Check that you have connected your printer properly.

a Perform a printer self-test. For more information, see 'How do I print a docket printer self-test?' on page 133.

b Turn your printer **Off** and then **On** again.

c Check that you have plugged your printer in correctly.

d Check the **Paper Out** and **Error** lights on your printer.

e Install a generic text-only printer driver and print a test page.

f Connect your printer to another port.

g Remove any other printer drivers in Windows that are connected to that port.

4 If your printer is still not working, try uninstalling the printer and COM port in Windows. Then, reinstall the printer and COM port.

a Open the **Device Manager** window:

If you are using...	do this...
Windows Vista	1 Go to the **Start** menu, right-click **Computer** and choose **Properties**. The **System** window appears. 2 Choose **Device Manager** from the left pane of the window. The **Device Manager** window appears.
Windows XP and 2000	1 On your desktop, right-click **My Computer** and choose **Properties**. The **System Properties** window appears. 2 Click the **Hardware** tab and then click **Device Manager**. The **Device Manager** window appears.

b Select **Ports (COM & LPT)**, right-click the appropriate port and choose **Properties**. The **Communications Port (COMx) Properties** window appears.

c Click the **Port Settings** tab and check that the port settings are correct.

d To uninstall your printer, select **Ports (COM & LPT)**, single-click **Posiflex PP - 7000IIUSB Thermal Printer** and click **Delete**. Click **OK** to confirm the removal.

e To uninstall the COM port, select **Universal Serial Bus controllers**, single-click **USB High Speed Serial Converter** and click **Delete**. Click **OK** to confirm the removal.

f When the components have been removed, unplug your printer from your computer, restart your computer and then plug your printer back in.

g Reinstall your printer and COM port. See 'Setting up a docket printer' on page 116.

NOTE: If the hardware is not installed correctly, the **Found New Hardware** window may appear in the system tray with the following message: 'A problem occurred during hardware installation. Your new hardware might not work properly. Unplug your printer, restart your computer and then restart the installation.'

The next free COM port number is automatically assigned to your printer. (This COM port number has not been assigned to another device.)

Note that when your printer is switched off or unplugged, the printer will not appear as an active COM port in the **Device Manager** window or in RetailHospitality.

Error: Docket Printer (40 Column) is not set - please check your Hardware

This error occurs if you have the following options specified in the **Docket Printer** tab in the **Hardware** window:

- the **40** option is selected in the **Width** field and
- the docket printer associated with this option is not selected. For more information, see 'To set up your docket printer' on page 388.

Troubleshooting your pole display

The pole display is not working.

1. Check that the pole display is connected to a serial port on your computer.
2. Check that you have selected the **Use Pole Display** option in the **Pole Display** tab of the **Hardware** window.
3. Check that you have selected the correct model from the **Pole Model** list.

The pole display is displaying incorrect characters.

Check that you specified the correct port settings.

❖ In the **Pole Display** tab, click **Settings**. Refer to the documentation supplied with your pole display or contact your pole display supplier.

The display does not clear properly, or displays text out of line.

Check that you specified the correct control codes in the **Clear Display** and **Reset Cursor** fields in the **Pole Display** tab. You will find a list of control codes in the documentation supplied with your cash drawer. You should also check that you converted *hex* or *decimal* characters to *control characters* before entering them in RetailHospitality. For more information about control codes, see 'Specify control codes if necessary' on page 111.

Converting control codes to control characters

If required, use the 'Control code chart' on page 145 together with the examples below, to convert *hex* or *decimal* values to *control characters*.

When you have converted *hex* or *decimal values* to *control characters*, see 'Entering control characters in RetailHospitality' on page 144.

NOTE: The codes provided in the 'Control code chart' on page 145 were accurate at the time of writing. However, these codes are subject to change and you should check them against your hardware documentation or with your hardware supplier.

- To convert *hex* values to *control characters*, see 'Converting hex values to control characters' below.
- To convert *decimal values* to *control characters*, see 'Converting decimal values to control characters' on page 142.

Converting hex values to control characters

An example of a hex code is 1BH 45H, where H = Hex.

The 'Control code chart' on page 145 can be 'divided' into three sections:

- hex values between 00H and 1FH
- hex values between 20H and 7EH
- hex values above 7EH.

The method you use to convert hex values to control characters depends on which of these sections your hex value falls into. Determine which section your *hex value* falls into and then read the appropriate set of instructions below.

If the hex value is between OOH and 1FH

Using the 'Control code chart' on page 145:

1. Find the required hex value in the **Hex** column.
2. Find the corresponding value in the **Ctrl** column.

Example To convert OBH find OB in the **Hex** column. Find the corresponding value in the **Ctrl** column which is ^K (^ indicates the Ctrl key). Press CTRL+K in RetailHospitality by holding down the CTRL key and pressing K.

If the hex value is between 20H and 7EH

Using the 'Control code chart' on page 145:

1 Find the required hex value in the **Hex** column.

2 Find the corresponding value in the **Char** column. This is the character you will enter in RetailHospitality.

Example To convert 35H, find 35 in the **Hex** column. The corresponding character in the Char column is 5. Simply type **5** in the appropriate field in RetailHospitality.

If the hex value is greater than 7EH

On some operating systems, the special characters that you enter will appear the same as the characters in the Control Code chart.

Hex values above 7EH have corresponding special characters in the **Character** column. These special characters—for example, Ä, £, ¿, ñ—don't have a corresponding key on the keyboard and therefore, need to be entered using a combination of keys.

Using the 'Control code chart' on page 145:

1 Find the required hex value in the **Hex** column.

2 Find the corresponding decimal value in the **Dec** column.

3 On your keyboard, turn the number lock on by pressing NUM LOCK.

4 Hold down ALT on your keyboard.

5 Using the numeric keypad, type in the decimal value in the RetailHospitality field.

6 Release ALT. Your special character value should now be displayed in the field.

Example To key in ACH (the ¼ character), find AC in the **Hex** column. Find the corresponding decimal value in the **Dec** column which is 172. Turn NUM LOCK on. Hold down the ALT key and, using the numeric keypad, enter 172. Release the ALT key. The ¼ character is displayed in the field.

Converting decimal values to control characters

An example of a decimal code is 27D 77D, where D = decimal.

The control code chart can be divided into three sections:

- decimal values between 0 and 31
- decimal values between 32 and 126
- decimal values above 126.

The method you use to convert decimal values to control characters depends on which of these sections your decimal value falls into. Determine which section your *decimal value* falls into and then read the appropriate set of instructions on page 143.

If the decimal value is between 0 and 31

Using the 'Control code chart' on page 145:

1. Find the required decimal value in the **Dec** column.
2. Find the corresponding value in the **Ctrl** column. This is the control character you will enter in RetailHospitality.

Example: To convert 16, find 16 in the **Dec** column. The corresponding value in the CTRL column is ^P (where ^ indicates the CTRL key). Enter this in RetailHospitality by holding down CTRL and pressing P.

If the decimal value is between 32 and 126

Using the 'Control code chart' on page 145:

1. Find the required decimal value in the **Dec** column.
2. Find the corresponding value in the **Char** column. This is the character you will enter in RetailHospitality.

Example: To convert 35, find 35 in the **Dec** column. The corresponding character in the **Char** column is # (hash). Simply type # in the appropriate field in RetailHospitality.

If the decimal value is greater than 126

Decimal values above 126 have corresponding special characters in the **Character** column. These special characters—for example, Ä, £, ¿, ñ—don't have a corresponding key on the keyboard and need to be entered using a combination of keys.
Using the 'Control code chart' on page 145:

1. Find the required decimal value in the **Dec** column.
2. On your keyboard, set num lock on by pressing NUM LOCK.
3. Hold down the ALT key on your keyboard.
4. Using the numeric keypad, type in the decimal value in the RetailHospitality field.
5. Release ALT. Your special character value are now be displayed in the field.

   Note that some computers may not display the characters as they appear on the chart. They may appear as a different character, a black square, or blank.

Example To display the ¼ character (by keying in 172), turn NUM LOCK on. Hold down the ALT key, and using the numeric keypad enter 172. Release the ALT key. The ¼ character is displayed in the field.

Entering *control characters* in RetailHospitality

If the control character is...	then...
Ctrl	hold down the Control key and press the character key. For example, for CTRL+N hold down CTRL and press the N key.
^	The ^ symbol indicates the CTRL key. Therefore^ K, is the same as CTRL+K. To enter ^K in RetailHospitality, hold down CTRL and press the K key.
<Space>	press the SPACEBAR once.
Esc	press the ESC key once. The Escape key is usually located at the top left hand corner of your keyboard.
CTRL+<enter>	hold down the CTRL key and press the J key. CTRL+<enter> will appear in the field.
NULL	hold down both the CTRL key and the SHIFT key and type 2.

Example If your cash drawer documentation states that the code to open the cash drawer is '12 H' (where H indicates Hex). First, you need to convert the *hex value* to a *control character* (for more information, see 'Converting hex values to control characters' on page 141). When you have done this, the *control character* you need to enter in RetailHospitality is CTRL+R. To enter CTRL+R in RetailHospitality, hold down the CTRL key and press the R character key.

NOTE: Some characters may not appear correctly in the **MYOB RetailHospitality Hardware** window. You do not have to worry about this—the code is recorded as you type it, not necessarily as it appears in the window.

Control code

Ctl	Dec	Hex	Char	Code	Dec	Hex	Char	Dec	Hex	Char	Dec	Hex	Char	Dec	Hex	Char	Dec	Hex	Char	Dec	Hex	Char	Dec	Hex	Char
^@	0	00		NUL	32	20	sp	64	40	@	96	60	`	128	80	Ç	160	A0	á	192	C0	└	224	E0	α
^A	1	01	☺	SOH	33	21	!	65	41	A	97	61	a	129	81	ü	161	A1	í	193	C1	┴	225	E1	ß
^B	2	02	☻	SIX	34	22	"	66	42	B	98	62	b	130	82	é	162	A2	ó	194	C2	┬	226	E2	Γ
^C	3	03	♥	EIX	35	23	#	67	43	C	99	63	c	131	83	â	163	A3	ú	195	C3	├	227	E3	π
^D	4	04	♦	EOI	36	24	$	68	44	D	100	64	d	132	84	ä	164	A4	ñ	196	C4	─	228	E4	Σ
^E	5	05	♣	ENQ	37	25	%	69	45	E	101	65	e	133	85	à	165	A5	Ñ	197	C5	┼	229	E5	σ
^F	6	06	♠	ACK	38	26	&	70	46	F	102	66	f	134	86	å	166	A6	ª	198	C6	╞	230	E6	µ
^G	7	07	•	BEL	39	27	'	71	47	G	103	67	g	135	87	ç	167	A7	º	199	C7	╟	231	E7	τ
^H	8	08	◘	BS	40	28	(	72	48	H	104	68	h	136	88	ê	168	A8	¿	200	C8	╚	232	E8	Φ
^I	9	09	○	HI	41	29	)	73	49	I	105	69	i	137	89	ë	169	A9	⌐	201	C9	╔	233	E9	Θ
^J	10	0A	◙	LF	42	2A	*	74	4A	J	106	6A	j	138	8A	è	170	AA	¬	202	CA	╩	234	EA	Ω
^K	11	0B	♂	VI	43	2B	+	75	4B	K	107	6B	k	139	8B	ï	171	AB	½	203	CB	╦	235	EB	δ
^L	12	0C	♀	FF	44	2C	,	76	4C	L	108	6C	l	140	8C	î	172	AC	¼	204	CC	╠	236	EC	∞
^M	13	0D	♪	CR	45	2D	–	77	4D	M	109	6D	m	141	8D	ì	173	AD	¡	205	CD	═	237	ED	φ
^N	14	0E	♫	SO	46	2E	.	78	4E	N	110	6E	n	142	8E	Ä	174	AE	«	206	CE	╬	238	EE	ε
^O	15	0F	☼	SI	47	2F	/	79	4F	O	111	6F	o	143	8F	Å	175	AF	»	207	CF	╧	239	EF	∩
^P	16	10	►	SLE	48	30	0	80	50	P	112	70	p	144	90	É	176	B0	░	208	D0	╨	240	F0	≡
^Q	17	11	◄	CS1	49	31	1	81	51	Q	113	71	q	145	91	æ	177	B1	▒	209	D1	╤	241	F1	±
^R	18	12	↕	DC2	50	32	2	82	52	R	114	72	r	146	92	Æ	178	B2	▓	210	D2	╥	242	F2	≥
^S	19	13	‼	DC3	51	33	3	83	53	S	115	73	s	147	93	ô	179	B3	│	211	D3	╙	243	F3	≤
^T	20	14	¶	DC4	52	34	4	84	54	T	116	74	t	148	94	ö	180	B4	┤	212	D4	╘	244	F4	⌠
^U	21	15	§	NAK	53	35	5	85	55	U	117	75	u	149	95	ò	181	B5	╡	213	D5	╒	245	F5	⌡
^V	22	16	▬	SYN	54	36	6	86	56	V	118	76	v	150	96	û	182	B6	╢	214	D6	╓	246	F6	÷
^W	23	17	↨	EIB	55	37	7	87	57	W	119	77	w	151	97	ù	183	B7	╖	215	D7	╫	247	F7	≈
^X	24	18	↑	CAN	56	38	8	88	58	X	120	78	x	152	98	ÿ	184	B8	╕	216	D8	╪	248	F8	°
^Y	25	19	↓	EM	57	39	9	89	59	Y	121	79	y	153	99	Ö	185	B9	╣	217	D9	┘	249	F9	∙
^Z	26	1A	→	SIB	58	3A	:	90	5A	Z	122	7A	z	154	9A	Ü	186	BA	║	218	DA	┌	250	FA	·
^[	27	1B	←	ESC	59	3B	;	91	5B	[	123	7B	{	155	9B	¢	187	BB	╗	219	DB	█	251	FB	√
^\	28	1C	∟	FS	60	3C	<	92	5C	\	124	7C	¦	156	9C	£	188	BC	╝	220	DC	▄	252	FC	ⁿ
^]	29	1D	↔	GS	61	3D	=	93	5D	]	125	7D	}	157	9D	¥	189	BD	╜	221	DD	▌	253	FD	²
^^	30	1E	▲	RS	62	3E	>	94	5E	^	126	7E	~	158	9E	₧	190	BE	╛	222	DE	▐	254	FE	■
^_	31	1F	▼	US	63	3F	?	95	5F	_	127	7F	⌂†	159	9F	ƒ	191	BF	┐	223	DF	▀	255	FF	

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