



7 STEPS TO  
**Mastering the Basics**

Version 3.00 | Novtel Copyright 2014

HOSPITALITY  
RETAIL POINT OF SALE

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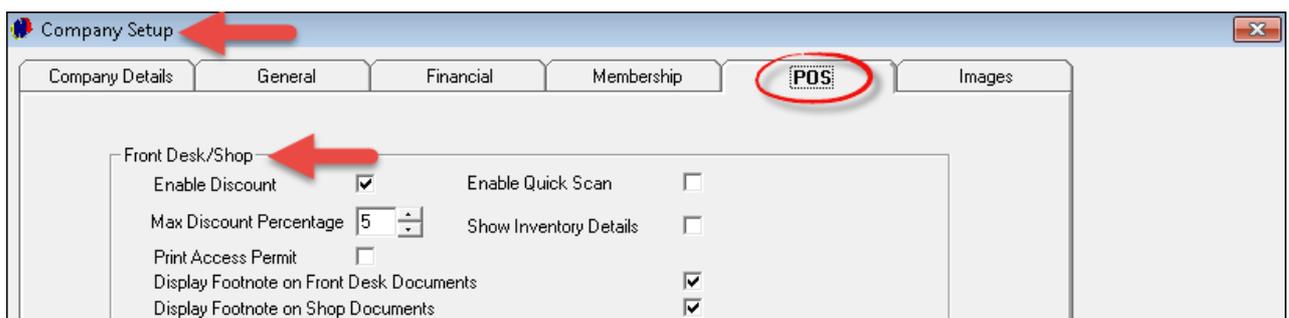
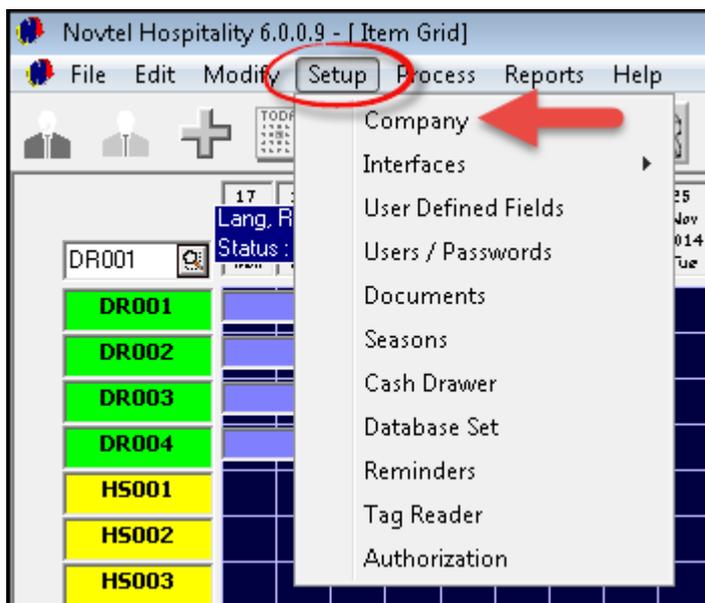
# 1 Step 1 - Company POS Setup

Novtel Hospitality Software incorporates a 3-in-1 software system:

**"Novtel Reservations"** - the main department in Novtel Hospitality where every aspect of the system is set up, and then links to the **Shop's Retail Point of the Sale** system as well as the **Restaurant and Bar's Point of Sale** system. For each department specific **"Users and Passwords"** are created, which will only give access to the part of the system pertaining to their area of work (Explained in Step 2)

The entire Company Setup is explained in the **"Hospitality Management: 13 Steps to Mastering the Basics"** manual, which can be downloaded in PDF Format. Or for more information, please register on Novtel's Forum by clicking this link: <http://www.novtel.com/forum/index.php>

- The settings for the **"Point of Sale"** part of the system is done in **"Setup - Company - POS"** tab, and we will only look at the **"Front Desk / Shop"** field

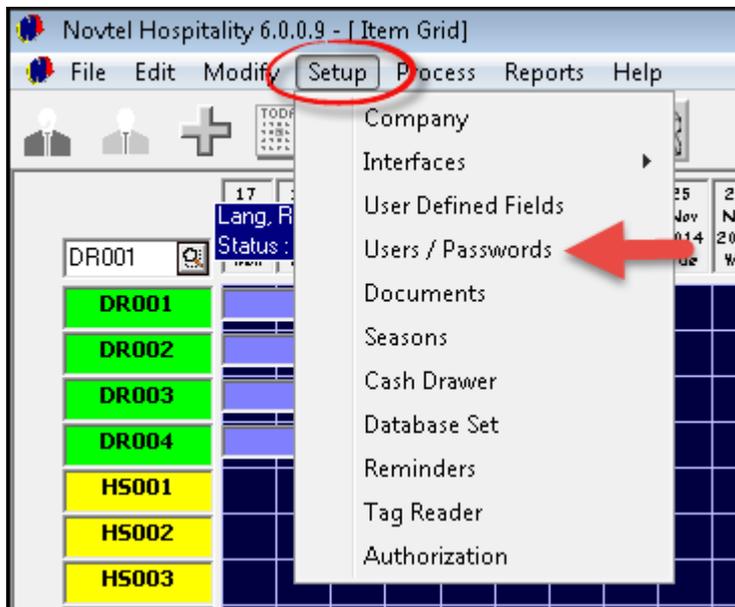


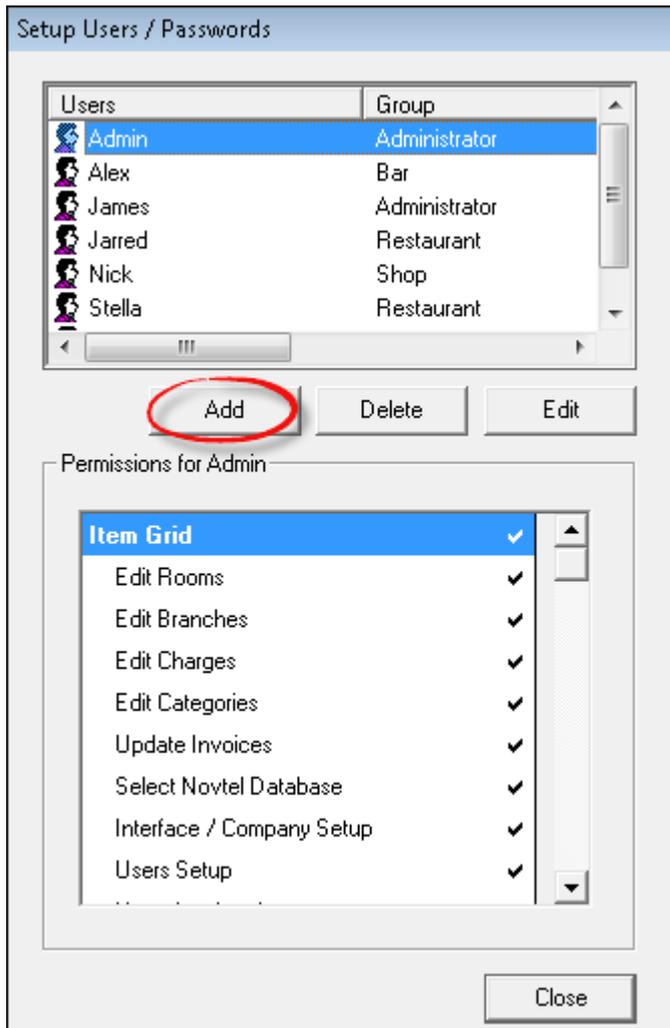
- Should any **"User"** be allowed to give discount to **"Customers"**, tick the check-box to **"Enable Discount"**, and then set the **"Maximum Discount Percentage"**
- Novtel Incorporates a full **"Access Control"** system that integrates with all Novtel's products. If you are making use of this system, tick the check-box to **"Print Access Permit"**
- For Bar-code scanning at POS terminals, select **"Enable Quick Scan"**
- Tick the check-box to **"Show Inventory Details"** on the slip or invoice
- In **"Setup - Documents"**, special document notes can be created. Tick the check-boxes for these notes to be displayed on the **"Front Desk"** and **"Shop"** documents, and click **"Accept"** when the set up is done

## 2 Step 2 - Setting Up Users and Passwords

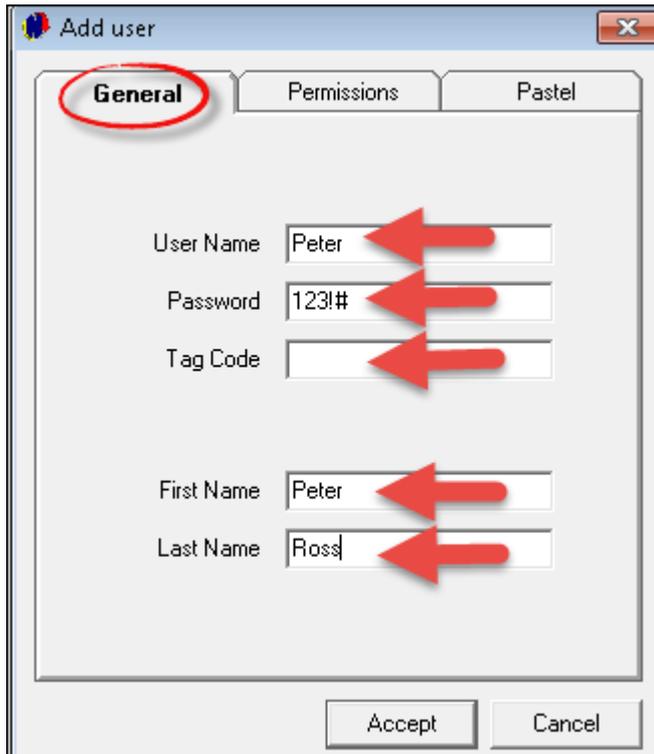
As said before, "Users" are created for different parts of the facility, and according to the permissions set for the "User", access will be restricted to the specific "Area". Depending on the password entered, the appropriate part of the Hospitality Software will open

- Click on "Setup - Users / Passwords", and then on "Add"





- In the "**General**" tab, enter the following:
  - User Name
  - Password (It is imperative that "**Passwords**" are kept secret, since each "**User**" is responsible for the "**Daily Takings**" on his or her shift, and totals must balance)
  - Tag Code (Enter the unique code when Novtel's "**Access Control**" is used, and a "**Tag**" is assigned to the User for access)
  - The User's First Name
  - The User's Last Name

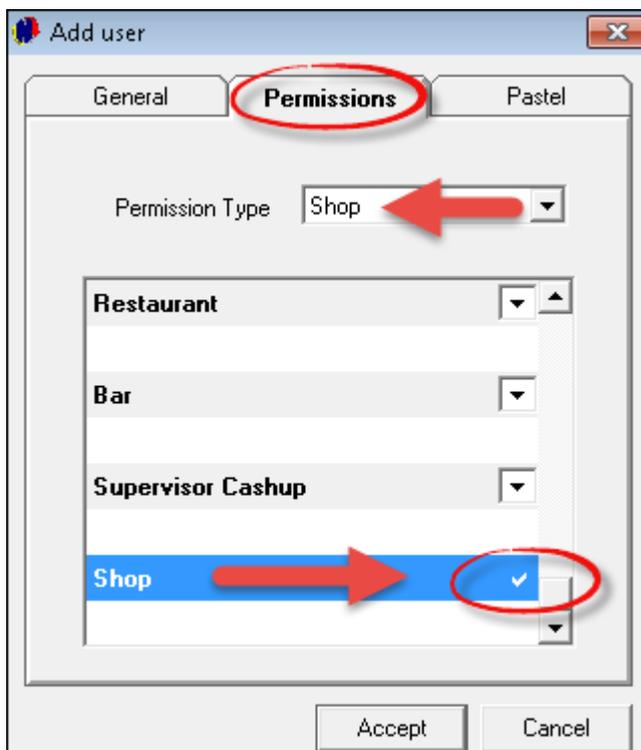
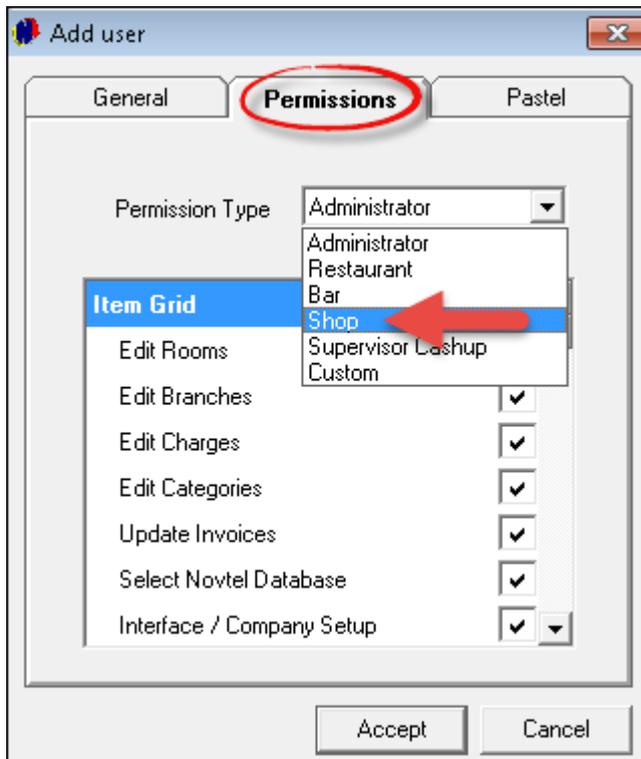


The screenshot shows a dialog box titled "Add user" with three tabs: "General", "Permissions", and "Pastel". The "General" tab is selected and circled in red. It contains five input fields, each with a red arrow pointing to it from the right:

- User Name: Peter
- Password: 123!#
- Tag Code: (empty)
- First Name: Peter
- Last Name: Ross

At the bottom of the dialog box are two buttons: "Accept" and "Cancel".

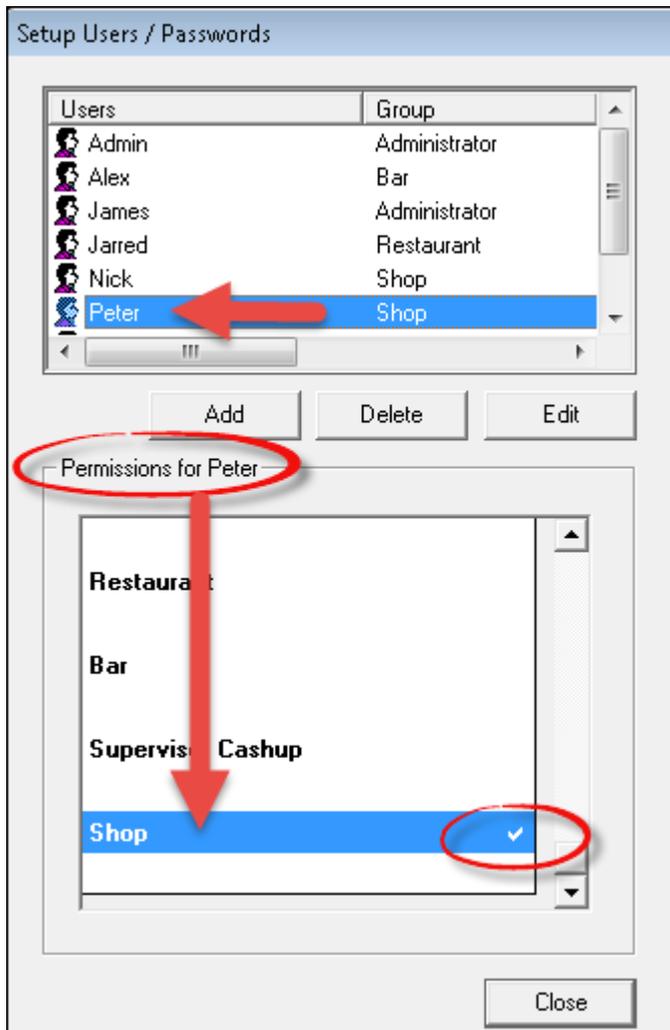
- In the 'Permissions' tab, select "Shop" as the "Permission Type"



- In the "**Pastel**" tab, you are presented with the option of selecting a "**Multi-Store**" to which the charges "**report**". This must be set up in Pastel if the "**Multi-Store**" Module is installed. If not, the "**Default Store**" will be selected
- If this specific "**User**" is set up in Pastel as a "**User**", all his transactions can be linked to his "**books**" in Pastel when the data is imported. In this case, Peter do not have access to Pastel, and all his transactions will be send to James' books in Pastel - since he is the "**Administrator**"
- Tick the check-box to "**Link to the Pastel Database**", and click "**Accept**" to save this "**User**"

The screenshot shows the "Add user" dialog box with the "Pastel" tab selected. The "Bar Multi-Store" and "Restaurant Multi-Store" fields are set to "001" and "Default Store". The "Import Customer Documents to Pastel User" and "Import Supplier Documents to Pastel User" dropdown menus are set to "00 - James". The "Link to Pastel Database" checkbox is checked. The "Accept" button is highlighted.

- When you click on Peter in the "Users and Passwords" screen, his "Permissions" will be displayed for the "Shop" only

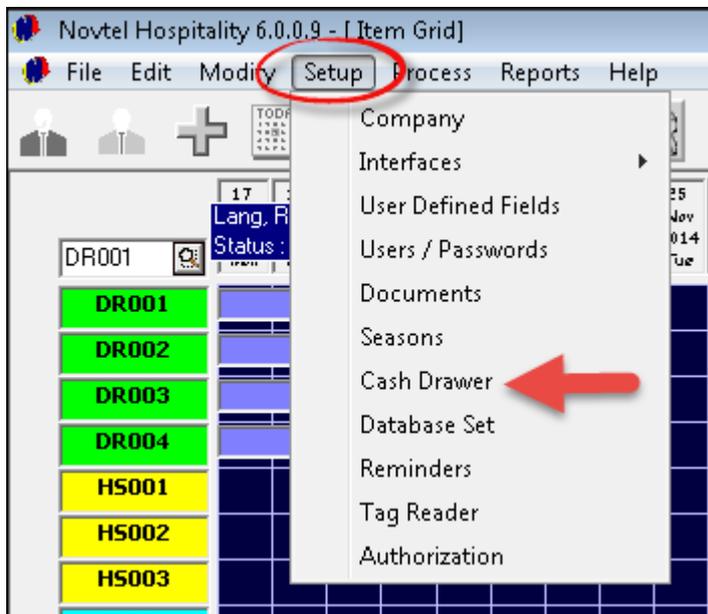


- Set up as many "Users" for the "Shop" as needed

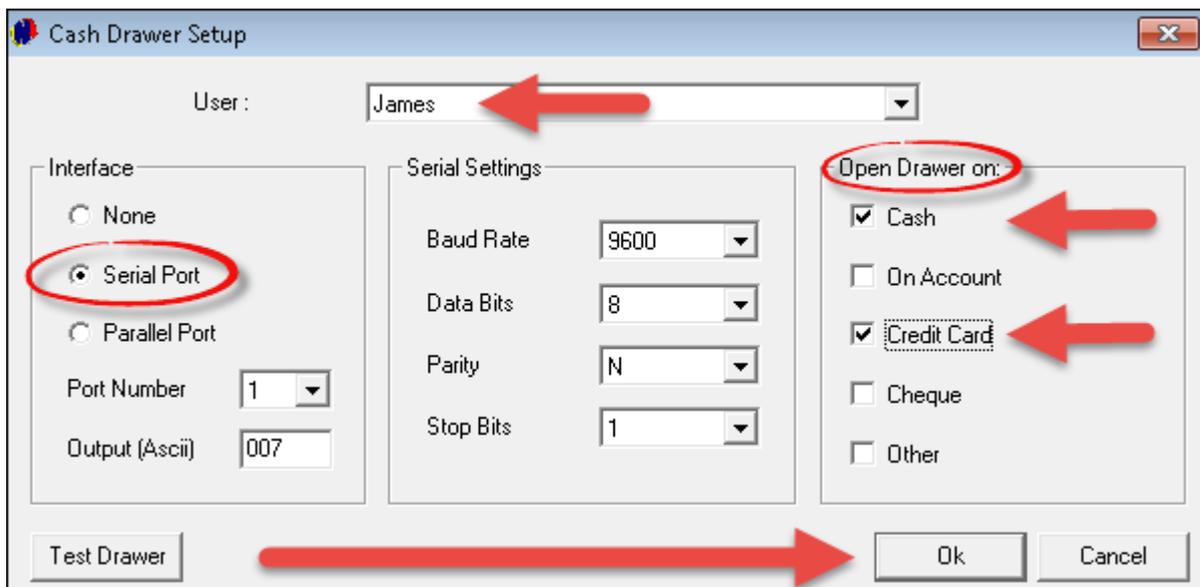
### 3 Step 3 - Setting Up the Cash Drawer

Every Point of Sale workstation should have a "Cash Drawer" installed in order for "Users" to keep control of the money received during his / her shift

- Click on "Setup - Cash Drawer"



- Select the "User" for this workstation
- If the "Cash Drawer" is connected to the computer via a "Serial Port", the settings for the "Serial Port" is entered by default. Select upon which commands you want the "Cash Drawer" to open
- Click on "Test Drawer" to test the connection between the computer and the "Cash Drawer"
- Click "OK" to complete the setup



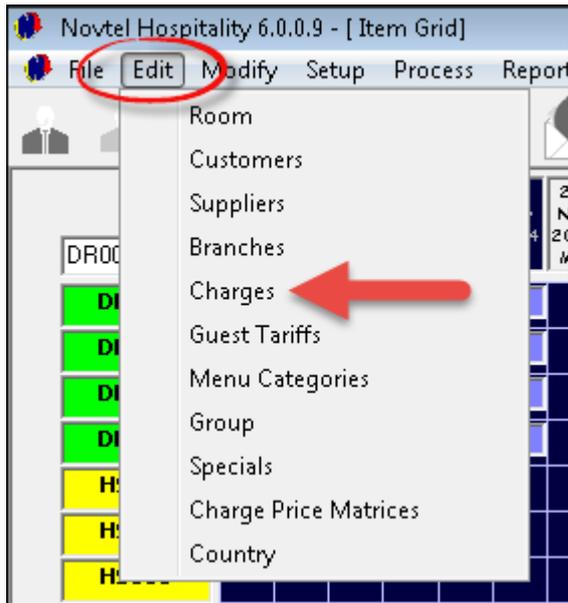
- In the event of using a "Parallel Port", select the option and repeat the same steps as with the "Serial Port"

The screenshot shows the 'Cash Drawer Setup' dialog box. At the top, the 'User' field is set to 'James'. The 'Interface' section has three radio buttons: 'None', 'Serial Port', and 'Parallel Port'. The 'Parallel Port' option is selected and circled in red. Below it, the 'Port Number' is set to '1' and 'Output (Ascii)' is set to '007'. The 'Serial Settings' section has four dropdown menus: 'Baud Rate' (9600), 'Data Bits' (8), 'Parity' (N), and 'Stop Bits' (1). The 'Open Drawer on:' section has five checkboxes: 'Cash' (checked), 'On Account' (unchecked), 'Credit Card' (checked), 'Cheque' (unchecked), and 'Other' (unchecked). At the bottom, there are three buttons: 'Test Drawer', 'Ok', and 'Cancel'. A red arrow points to the 'Test Drawer' button.

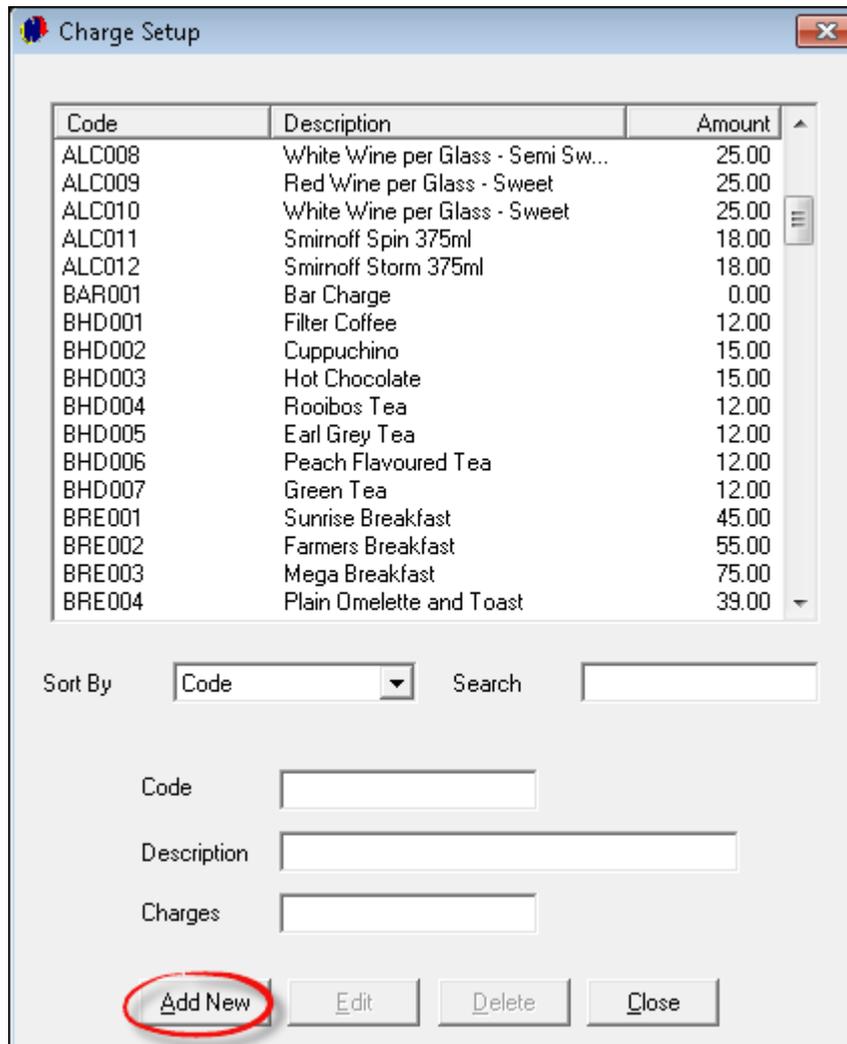
## 4 Step 4 - Setting Up POS Charges

As mentioned before, the entire setup of all aspects of the system, is done in the main "**Reservations**" part of Novtel's Hospitality Software. Typically what one would find in a "**Shop**" at the facility, is all types of cold beverages; snacks; customized clothing; sun screen, etc. We need to set up the charges in a manner that when the staff in the "**Restaurant and Bar**" opens their part of the program, the '**Shop**' charges will not display there - UNLESS it is mutual charges used for both entities. Such charges will include Soft Drinks, Juices etc.

- Click on "**Edit - Charges**"



- Click "Add New"



| Code   | Description                       | Amount |
|--------|-----------------------------------|--------|
| ALC008 | White Wine per Glass - Semi Sw... | 25.00  |
| ALC009 | Red Wine per Glass - Sweet        | 25.00  |
| ALC010 | White Wine per Glass - Sweet      | 25.00  |
| ALC011 | Smirnoff Spin 375ml               | 18.00  |
| ALC012 | Smirnoff Storm 375ml              | 18.00  |
| BAR001 | Bar Charge                        | 0.00   |
| BHD001 | Filter Coffee                     | 12.00  |
| BHD002 | Cuppuchino                        | 15.00  |
| BHD003 | Hot Chocolate                     | 15.00  |
| BHD004 | Rooibos Tea                       | 12.00  |
| BHD005 | Earl Grey Tea                     | 12.00  |
| BHD006 | Peach Flavoured Tea               | 12.00  |
| BHD007 | Green Tea                         | 12.00  |
| BRE001 | Sunrise Breakfast                 | 45.00  |
| BRE002 | Farmers Breakfast                 | 55.00  |
| BRE003 | Mega Breakfast                    | 75.00  |
| BRE004 | Plain Omelette and Toast          | 39.00  |

Sort By:  Search:

Code:

Description:

Charges:

1. We recommend that charges and codes are planned well on paper before attempting to create it in Novtel. For demonstration purposes we will be using the Alpha Code of "SNA" for snacks such as Chips, Chocolate Bars, Nuts etc. There are 8 existing codes under this Alpha Code, so the next one is "SNA009" as shown below.
2. The Description for this charge is "**Kit Kat Chocolate Bar**"
3. If you are using a Bar-code scanner, enter the bar-code for scanning purposes
4. Tick the check-box to "**Create Item in Pastel**" (Novtel is fully interfaced with Pastel, and by selecting this option, the charge will automatically be created in Pastel as soon as it is saved in Novtel)
5. The charge is to be displayed on invoices to "**Customers**", therefore the check-box must be selected
6. This item is neither a "**Service Item**" or "**Blocked**", and the check-boxes are to be left blank
7. In the "**General**" tab, the option to "**Allow Tax**" must be selected, as well as the Tax percentage used
8. Now enter the item's "**Cost Price Excluding Tax**"
9. The "**Charge Including**" price is the price charged to the "**Customer**"- Tax included. The system will automatically enter the "**Mark-Up Percentage**" on the selling price you have entered, as well as the "**Charge Excluding**" (Selling price excluding Tax)

The screenshot shows the 'Add New Charge' dialog box with the following fields and values:

- Code: SNA009 (1)
- Description: Kit Kat Chocolate Bar (2)
- Barcode: 111122223333 (3)
- 4  Create Item In Pastel
- 5  Display On Invoice
- Service Charge Item
- 6  Blocked
- General** (7) Properties
- Allow Tax  (7) 1 - Vat - Standard rated (14%)
- Cost Price Excl (8) 2 Markup % 251
- Charge Incl (9) 8 Charge Excl 7.02
- User Defined Field 1
- User Defined Field 2
- User Defined Field 3
- User Defined Field 4
- User Defined Field 5
- 10 Pastel Inventory Code
- 11 Multi Store code for retrieving Cost Price
- Accept Cancel

10. The "**Pastel Inventory Code**" will be inserted by the system when we have imported the charge
11. Should you make use of the "**Multi-Store**" module in Pastel, the specific "**Store**" to which the item reports, can be selected here. Proceed to the "**Properties**" tab

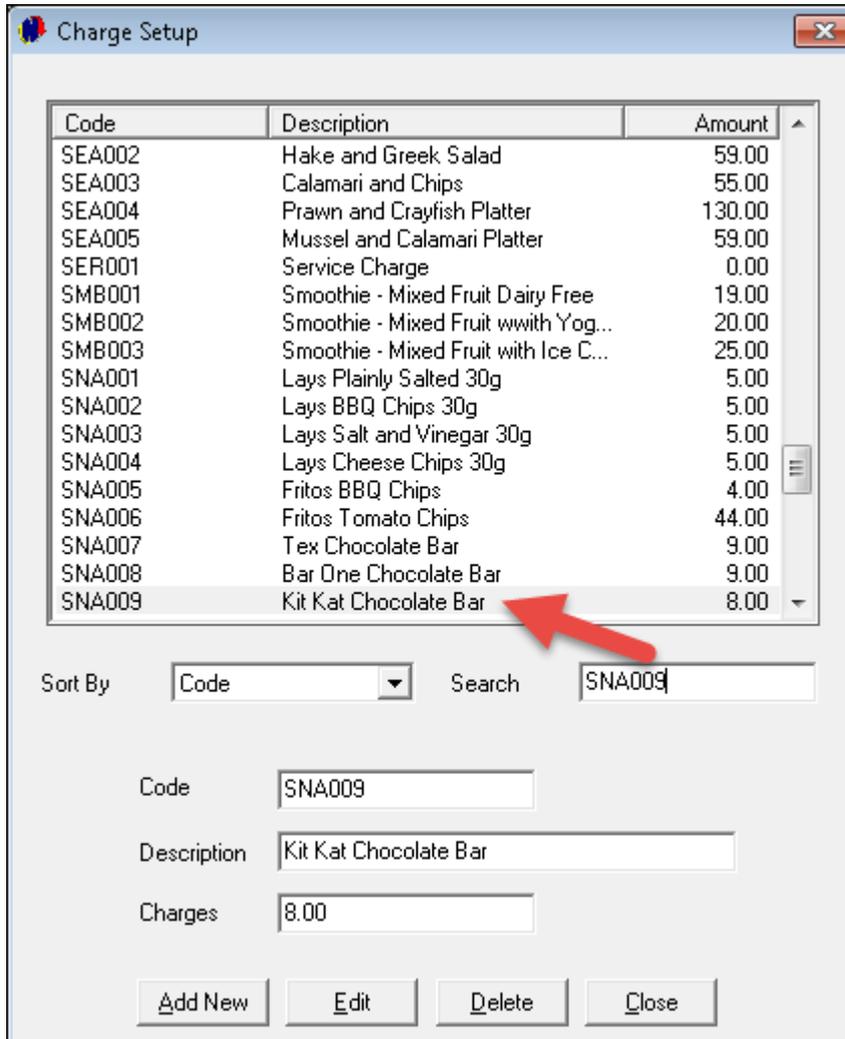
- Select both "POS Item" and a "Shop Item" in order for the item to be displayed in the correct department of the program. Click "Accept" to save the charge

The screenshot shows the 'Add New Charge' window. The 'Code' is SNA009, 'Description' is Kit Kat Chocolate Bar, and 'Barcode' is 111122223333. On the right side, 'Create Item In Pastel' and 'Display On Invoice' are checked. The 'General' tab is selected, showing a list of item types: 'POS Item' and 'Shop Item' are checked, with red arrows pointing to them. The 'Properties' tab is also visible. At the bottom, the 'Accept' button is circled in red.

- This is where the item is imported into Pastel. Select "Inventory Goods" in the "Inventory Group" field, and select "Physical Item". Click "Accept" to save this charge in Novtel and Pastel

The screenshot shows the 'Import Inventory Item' window. The 'Code' is SNA009, 'Description' is Kit Kat Chocolate Bar, and 'Inventory Group' is 002 - Inventory Goods, with a red arrow pointing to it. The 'Excl Selling Price' is 7.02. The 'Physical Item' radio button is selected and circled in red. The 'Accept' button at the bottom is also circled in red.

- In order to show you how the "Pastel Inventory Code" has been inserted in the "General" tab of the charge when the import was done, we will search by "Code" and double click on the charge to open it



Charge Setup

| Code   | Description                          | Amount |
|--------|--------------------------------------|--------|
| SEA002 | Hake and Greek Salad                 | 59.00  |
| SEA003 | Calamari and Chips                   | 55.00  |
| SEA004 | Prawn and Crayfish Platter           | 130.00 |
| SEA005 | Mussel and Calamari Platter          | 59.00  |
| SER001 | Service Charge                       | 0.00   |
| SMB001 | Smoothie - Mixed Fruit Dairy Free    | 19.00  |
| SMB002 | Smoothie - Mixed Fruit wwith Yog...  | 20.00  |
| SMB003 | Smoothie - Mixed Fruit with Ice C... | 25.00  |
| SNA001 | Lays Plainly Salted 30g              | 5.00   |
| SNA002 | Lays BBQ Chips 30g                   | 5.00   |
| SNA003 | Lays Salt and Vinegar 30g            | 5.00   |
| SNA004 | Lays Cheese Chips 30g                | 5.00   |
| SNA005 | Fritos BBQ Chips                     | 4.00   |
| SNA006 | Fritos Tomato Chips                  | 44.00  |
| SNA007 | Tex Chocolate Bar                    | 9.00   |
| SNA008 | Bar One Chocolate Bar                | 9.00   |
| SNA009 | Kit Kat Chocolate Bar                | 8.00   |

Sort By: Code Search: SNA009

Code: SNA009  
Description: Kit Kat Chocolate Bar  
Charges: 8.00

Add New Edit Delete Close

**Edit Charge**

Code: SNA009

Description: **Kit Kat Chocolate Bar** ←

Barcode: 111122223333

Display On Invoice  
 Service Charge Item  
 Blocked

---

**General** | Properties

Allow Tax:  1 - Vat - Standard rated (14%)

Cost Price Excl: 2.00      Markup %: 251.00

Charge Incl: 8.00      Charge Excl: 7.02

User Defined Field 1:

User Defined Field 2:

User Defined Field 3:

User Defined Field 4:

User Defined Field 5:

---

Pastel Inventory Code: SNA009 ★ Kit Kat Chocolate Bar 🔍

Multi Store code for retrieving Cost Price:

Accept      Cancel

- When creating charges to be used in the Shop, Restaurant and Bar - such as cold drinks and juices - tick the check-boxes as follow:

The screenshot shows the 'Edit Charge' dialog box with the following details:

- Code:** SDC001
- Description:** Coke 350ml
- Barcode:** 1212121212121
- Checkboxes:**
  - Display On Invoice
  - Service Charge Item
  - Blocked
- Properties Tab (circled in red):**
  - General:**
    - POS Item
    - Bar Item
    - Shop Item
    - Menu Item
    - Component Item
    - Payout Item
    - Scale Item
  - POS Category:** BEV002
  - Dropdown:** Beverages - Cold Soft Drinks
  - Buttons:** Clear
- Bottom Section:**
  - Pastel Inventory Code:** SDC001
  - Multi Store code for retrieving Cost Price:** [Empty]
  - Buttons:** Accept, Cancel

- It is not necessary to create individual charge codes for the same item - such as Coke - for each department of the facility. You will however notice that this item is linked to a "**POS Menu Category**" which is used in the Restaurant's POS system. (Explained in the "**Restaurant POS Manual**" - also available for download in PDF format; or you can register on Novtel's Forum for more information on the subject: <http://www.novtel.com/forum/index.php>)

- This report from the system will show you only selected charges that can be expected in a "Shop"

| <b>List Charges</b>                              |                               |          |       |          |          |       |          |         |       |
|--|-------------------------------|----------|-------|----------|----------|-------|----------|---------|-------|
| PRINTED DATE: 18 November 2014 TIME: 11:15:08 AM |                               |          |       |          |          |       |          |         |       |
| CODE   | DESCRIPTION                   | EXTERNAL | COST  | MARKUP % | SEL excl | TAX   | SEL incl | GP excl | TAX % |
| CLO001   | T-Shirt with Logo Size Small  | CLO001   | 50.00 | 110.52   | 105.26   | 14.74 | 120.00   | 55.26   | 14.00 |
| CLO002   | T-Shirt with Logo Size Medium | CLO002   | 50.00 | 110.52   | 105.26   | 14.74 | 120.00   | 55.26   | 14.00 |
| CLO003   | T-Shirt with Logo Size Large  | CLO003   | 50.00 | 110.52   | 105.26   | 14.74 | 120.00   | 55.26   | 14.00 |
| CLO004   | T-Shirt with Logo Size XL     | CLO004   | 60.00 | 104.68   | 122.81   | 17.19 | 140.00   | 62.81   | 14.00 |
| CLO008   | Hat - Cap with Logo           | CLO008   | 40.00 | 86.40    | 74.56    | 10.44 | 85.00    | 34.56   | 14.00 |
| CLO009   | Hat with Logo - Kids          | CLO009   | 20.00 | 119.30   | 43.86    | 6.14  | 50.00    | 23.86   | 14.00 |
| JUI001   | Orange Juice 500ml            | JUI001   | 3.00  | 251.00   | 10.53    | 1.47  | 12.00    | 7.53    | 14.00 |
| JUI002   | Guava Juice 500ml             | JUI002   | 3.00  | 251.00   | 10.53    | 1.47  | 12.00    | 7.53    | 14.00 |
| JUI003   | Apple Juice 500ml             | JUI003   | 3.00  | 251.00   | 10.53    | 1.47  | 12.00    | 7.53    | 14.00 |
| JUI004   | Mixed Fruit Juice 500ml       | JUI004   | 3.00  | 251.00   | 10.53    | 1.47  | 12.00    | 7.53    | 14.00 |
| SDC001   | Coke 350ml                    | SDC001   | 3.00  | 251.00   | 10.53    | 1.47  | 12.00    | 7.53    | 14.00 |
| SDC002   | Sprite 350ml                  | SDC002   | 3.00  | 251.00   | 10.53    | 1.47  | 12.00    | 7.53    | 14.00 |
| SDC003   | Fanta Grape 350ml             | SDC003   | 3.00  | 251.00   | 10.53    | 1.47  | 12.00    | 7.53    | 14.00 |
| SDC005   | Cream Soda 350ml              | SDC005   | 3.00  | 251.00   | 10.53    | 1.47  | 12.00    | 7.53    | 14.00 |
| SDC006   | Appetizer 350ml               | SDC006   | 5.00  | 163.20   | 13.16    | 1.84  | 15.00    | 8.16    | 14.00 |
| SDC007   | Grapetizer 350ml              | SDC007   | 5.00  | 163.20   | 13.16    | 1.84  | 15.00    | 8.16    | 14.00 |
| SNA001   | Lays Plainly Salted 30g       | SNA001   | 2.00  | 119.50   | 4.39     | 0.61  | 5.00     | 2.39    | 14.00 |
| SNA002   | Lays BBQ Chips 30g            | SNA002   | 2.00  | 119.50   | 4.39     | 0.61  | 5.00     | 2.39    | 14.00 |
| SNA003   | Lays Salt and Vinegar 30g     | SNA003   | 2.00  | 119.50   | 4.39     | 0.61  | 5.00     | 2.39    | 14.00 |
| SNA007   | Tex Chocolate Bar             | SNA007   | 3.00  | 163.00   | 7.89     | 1.11  | 9.00     | 4.89    | 14.00 |
| SNA008   | Bar One Chocolate Bar         | SNA008   | 3.00  | 163.00   | 7.89     | 1.11  | 9.00     | 4.89    | 14.00 |
| SNA009   | Kit Kat Chocolate Bar         | SNA009   | 2.00  | 251.00   | 7.02     | 0.98  | 8.00     | 5.02    | 14.00 |
| SNA013   | Salted Peanuts 250g           | SNA013   | 7.00  | 150.57   | 17.54    | 2.46  | 20.00    | 10.54   | 14.00 |
| SNA014   | Peanuts and Raisins 250g      | SNA014   | 7.00  | 150.57   | 17.54    | 2.46  | 20.00    | 10.54   | 14.00 |
| SNA015   | Mixed Nuts                    | SNA015   | 7.00  | 150.57   | 17.54    | 2.46  | 20.00    | 10.54   | 14.00 |
| SUN001   | Sunscreen Cream 50ml          | SUN001   | 20.00 | 75.45    | 35.09    | 4.91  | 40.00    | 15.09   | 14.00 |
| SUN002   | Sunscreen Cream 100ml         | SUN002   | 40.00 | 75.45    | 70.18    | 9.82  | 80.00    | 30.18   | 14.00 |
| SUN003   | Sunscreen Cream 200ml         | SUN003   | 60.00 | 75.43    | 105.26   | 14.74 | 120.00   | 45.26   | 14.00 |

- There is no limit to the number of charges that can be created. Plan and create your charges according to your needs

## 5 Step 5 - Opening a Shift

Only a Supervisor can open a shift - without an open shift, no transactions can be done. The "User" must log out of the system in order for the Supervisor to log in

- Click on "Supervisor Open Shift"

Supervisor Shift Cashup

File Reports Credit Note

View Location: All

Supervisor Sup Shift #

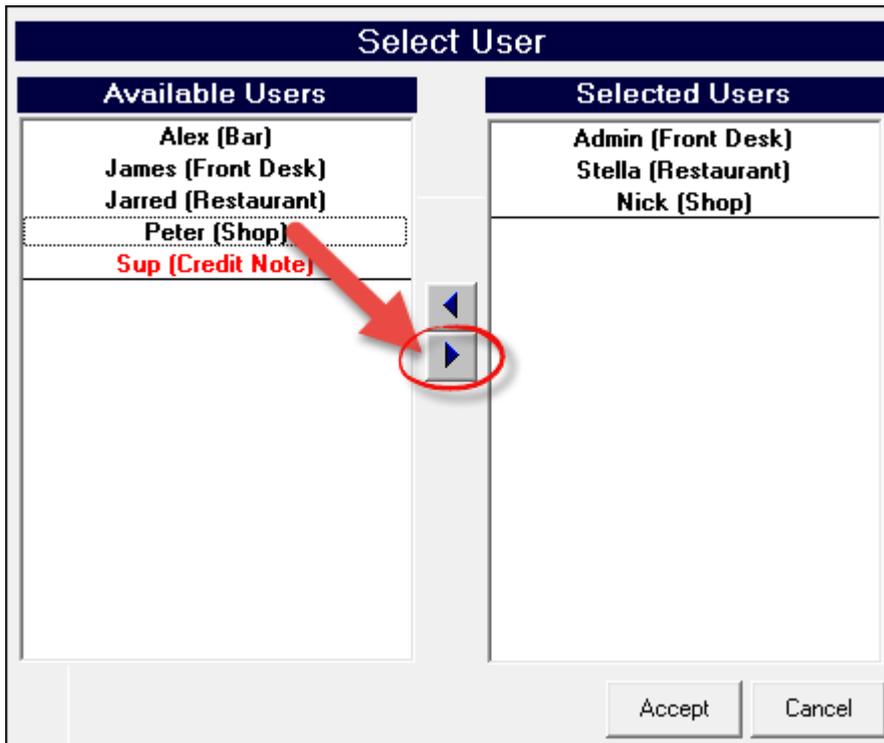
| Transaction |          |            |      |       | Shift   |      |       |              |
|-------------|----------|------------|------|-------|---------|------|-------|--------------|
| ID          | Customer | Table / TA | Type | Total | Shift # | User | Total | Invoice Date |
|             |          |            |      |       |         |      |       |              |

Batch Shift Single Shift

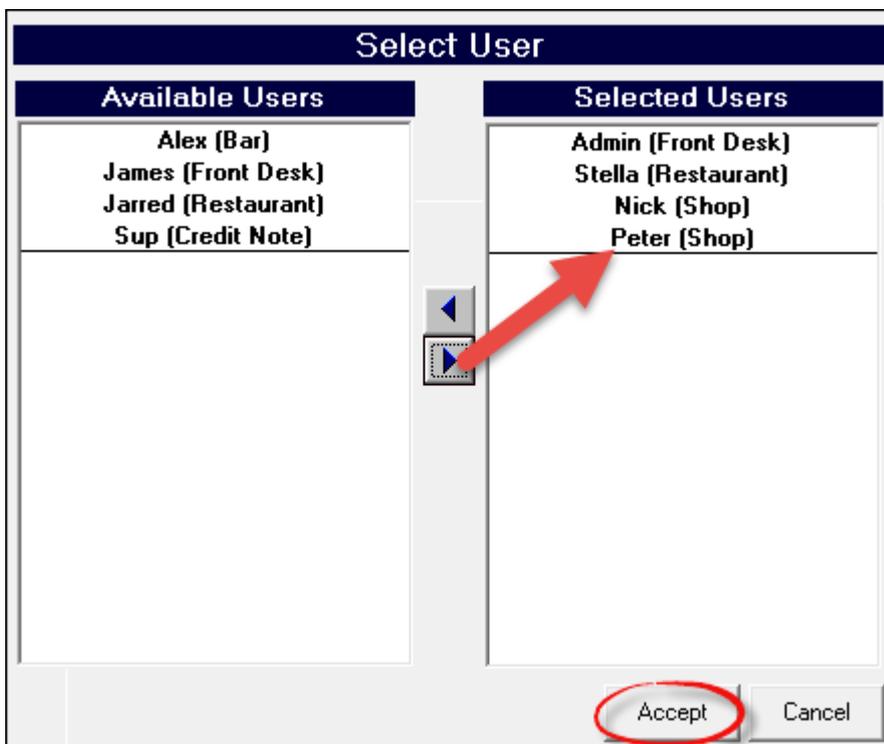
Open Shift Shift Total: 0.00

Supervisor Open Shift Supervisor Shift Cashup Close

- Click on the "User" whose shift is to be opened, and click on the arrow pointing to the right



- The "User" will now display in the right hand block of the window. When all applicable "Users" have been selected, click "Accept"

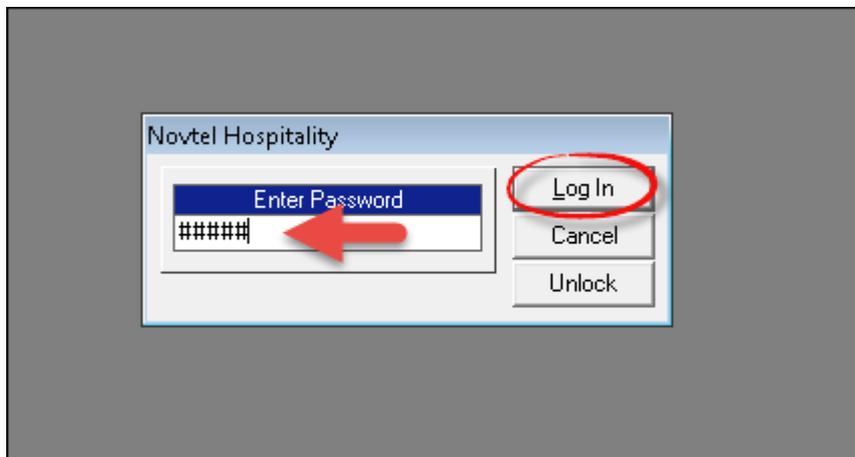


- Click "Close" in order for the Supervisor to log out. The "User" can now log in for his / her shift

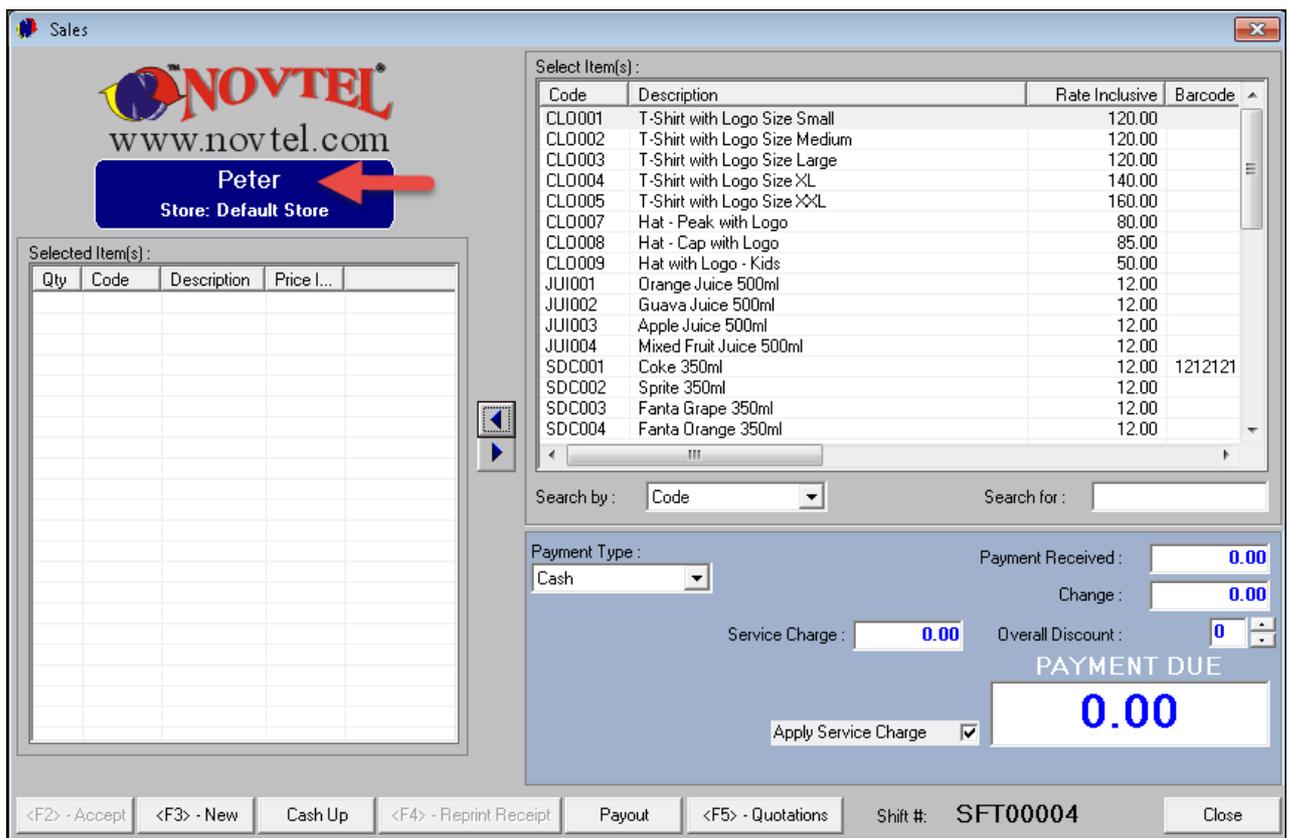
## 6 Step 6 - Cash Sales

Stock is received in Pastel, and imported to Novtel (This is not part of this tutorial)

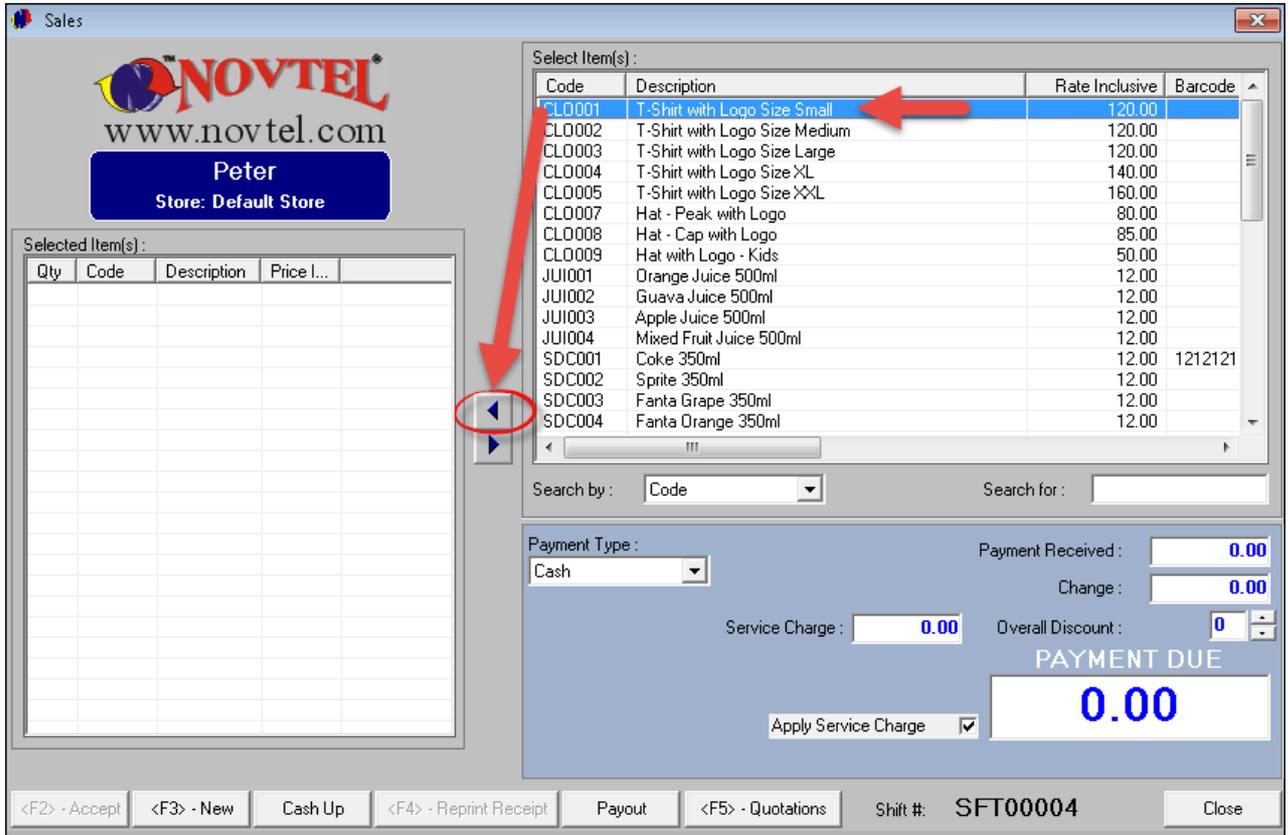
We will now log in as Peter - the "User" for the "Shop" created in Step 2. The system will not allow Peter to Log in if the "Shift" was not opened by the Supervisor



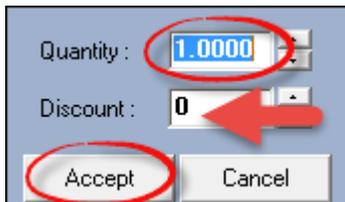
- Peter's password opens the "POS Screen" ONLY. He does not have access to any other part of the system



- We will now show you how to handle a sale where payment is received immediately. Click on the item being sold, and then select the arrow pointing to the left (Or scan the bar-code if you are using this option)



- Enter the "Quantity" sold, and the percentage of "Discount" - if any. Remember that discount will only be allowed if it has been set up in the "Company Setup" as explained in Step 1



As soon as you click "**Accept**", the charge will display under "**Selected Items**". Now select other items, and follow the same steps until all has been selected

**NOVTEL**  
www.novtel.com  
Peter  
Store: Default Store

Selected Item(s):

| Qty | Code   | Description    | Price I... |
|-----|--------|----------------|------------|
| X1  | CLD001 | T-Shirt wit... | 120.00     |
| X1  | CLD008 | Hat - Cap ...  | 85.00      |
| X1  | SDC001 | Coke 350ml     | 12.00      |
| X1  | SNA001 | Lays Plain...  | 5.00       |
| X1  | SNA008 | Bar One C...   | 9.00       |
| X1  | SNA015 | Mixed Nuts     | 20.00      |
| X1  | SUN003 | Sunscree...    | 120.00     |

Select Item(s):

| Code   | Description               | Rate Inclusive | Barcode |
|--------|---------------------------|----------------|---------|
| SNA003 | Lays Salt and Vinegar 30g | 5.00           |         |
| SNA004 | Lays Cheese Chips 30g     | 5.00           |         |
| SNA005 | Fritos BBQ Chips          | 4.00           |         |
| SNA006 | Fritos Tomato Chips       | 44.00          |         |
| SNA007 | Tex Chocolate Bar         | 9.00           |         |
| SNA008 | Bar One Chocolate Bar     | 9.00           |         |
| SNA009 | Kit Kat Chocolate Bar     | 8.00           | 1111222 |
| SNA010 | TV Bar Chocolate Bar      | 8.00           |         |
| SNA011 | Nosh Chocolate Bar        | 8.00           |         |
| SNA012 | New Look Chocolate Bar    | 8.00           |         |
| SNA013 | Salted Peanuts 250g       | 20.00          |         |
| SNA014 | Peanuts and Raisins 250g  | 20.00          |         |
| SNA015 | Mixed Nuts                | 20.00          |         |
| SUN001 | Sunscreen Cream 50ml      | 40.00          |         |
| SUN002 | Sunscreen Cream 100ml     | 80.00          |         |
| SUN003 | Sunscreen Cream 200ml     | 120.00         |         |

Search by: Code Search for:

Payment Type: Cash Payment Received: 0.00  
Change: 0.00  
Service Charge: 0.00 Overall Discount: 0  
**PAYMENT DUE**  
**371.00**  
Apply Service Charge

<F2> - Accept <F3> - New Cash Up <F4> - Reprint Receipt Payout <F5> - Quotations Shift #: SFT00004 Close

- Now the "Customer" changes his mind, and decides not to buy the "Mixed Nuts" anymore. To remove the item is very easy - simply click on the item and click on the arrow pointing to the right

The screenshot shows the Novtel Sales software interface. At the top left, there is a logo for Novtel with the website www.novtel.com and the name Peter, Store: Default Store. Below this is a table titled "Selected Item(s):" with columns for Qty, Code, Description, and Price. The table contains several items, with "Mixed Nuts" (SNA015) highlighted in blue. To the right of this table is a "Select Item(s):" list with columns for Code, Description, Rate Inclusive, and Barcode. Below the lists are search fields and a payment summary section. The payment summary shows "Payment Type: Cash", "Payment Received: 0.00", "Change: 0.00", "Service Charge: 0.00", and "Overall Discount: 0". The total "PAYMENT DUE" is 371.00. At the bottom, there are buttons for "Accept", "New", "Cash Up", "Reprint Receipt", "Payout", "Quotations", and "Close". A red arrow points to a right-pointing arrow icon next to the "Mixed Nuts" item in the "Selected Item(s)" table.

1. The "Mixed Nuts" have been removed, and the "Payment Due" Amount is now R351.00.
2. For demonstration purposes, we have selected the "Payment Type" as "Cash"
3. The "Customer" handed Peter R400.00 - the amount is entered next to "Payment Received", and the "Change" is calculated by the system
4. We do not want to "Apply the Service Charge", so the option is not selected, and there is no "Overall Discount"
5. Click on "Accept" to complete the transaction

Novtel  
www.novtel.com  
Peter  
Store: Default Store

Selected Item(s):

| Qty | Code   | Description    | Price I... |
|-----|--------|----------------|------------|
| X 1 | CLD001 | T-Shirt wit... | 120.00     |
| X 1 | CLD008 | Hat - Cap ...  | 85.00      |
| X 1 | SDC001 | Coke 350ml     | 12.00      |
| X 1 | SNA001 | Lays Plain...  | 5.00       |
| X 1 | SNA008 | Bar One C...   | 9.00       |
| X 1 | SUN003 | Sunscree...    | 120.00     |

Select Item(s):

| Code   | Description               | Rate Inclusive | Barcode |
|--------|---------------------------|----------------|---------|
| SNA003 | Lays Salt and Vinegar 30g | 5.00           |         |
| SNA004 | Lays Cheese Chips 30g     | 5.00           |         |
| SNA005 | Fritos BBQ Chips          | 4.00           |         |
| SNA006 | Fritos Tomato Chips       | 44.00          |         |
| SNA007 | Tex Chocolate Bar         | 9.00           |         |
| SNA008 | Bar One Chocolate Bar     | 9.00           |         |
| SNA009 | Kit Kat Chocolate Bar     | 8.00           | 1111222 |
| SNA010 | TV Bar Chocolate Bar      | 8.00           |         |
| SNA011 | Nosh Chocolate Bar        | 8.00           |         |
| SNA012 | New Look Chocolate Bar    | 8.00           |         |
| SNA013 | Salted Peanuts 250g       | 20.00          |         |
| SNA014 | Peanuts and Raisins 250g  | 20.00          |         |
| SNA015 | Mixed Nuts                | 20.00          |         |
| SUN001 | Sunscreen Cream 50ml      | 40.00          |         |
| SUN002 | Sunscreen Cream 100ml     | 80.00          |         |
| SUN003 | Sunscreen Cream 200ml     | 120.00         |         |

Search by: Code Search for:

Payment Type: Cash (2)

Payment Received: 400.00 (3)

Change: 49.00

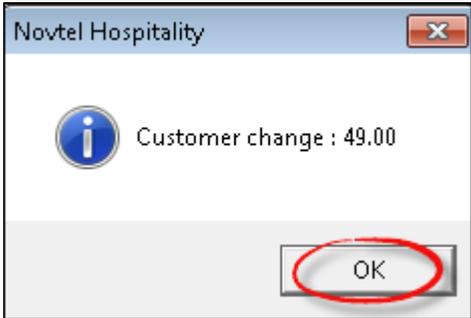
Service Charge: 0.00 Overall Discount: 0

Apply Service Charge (4)

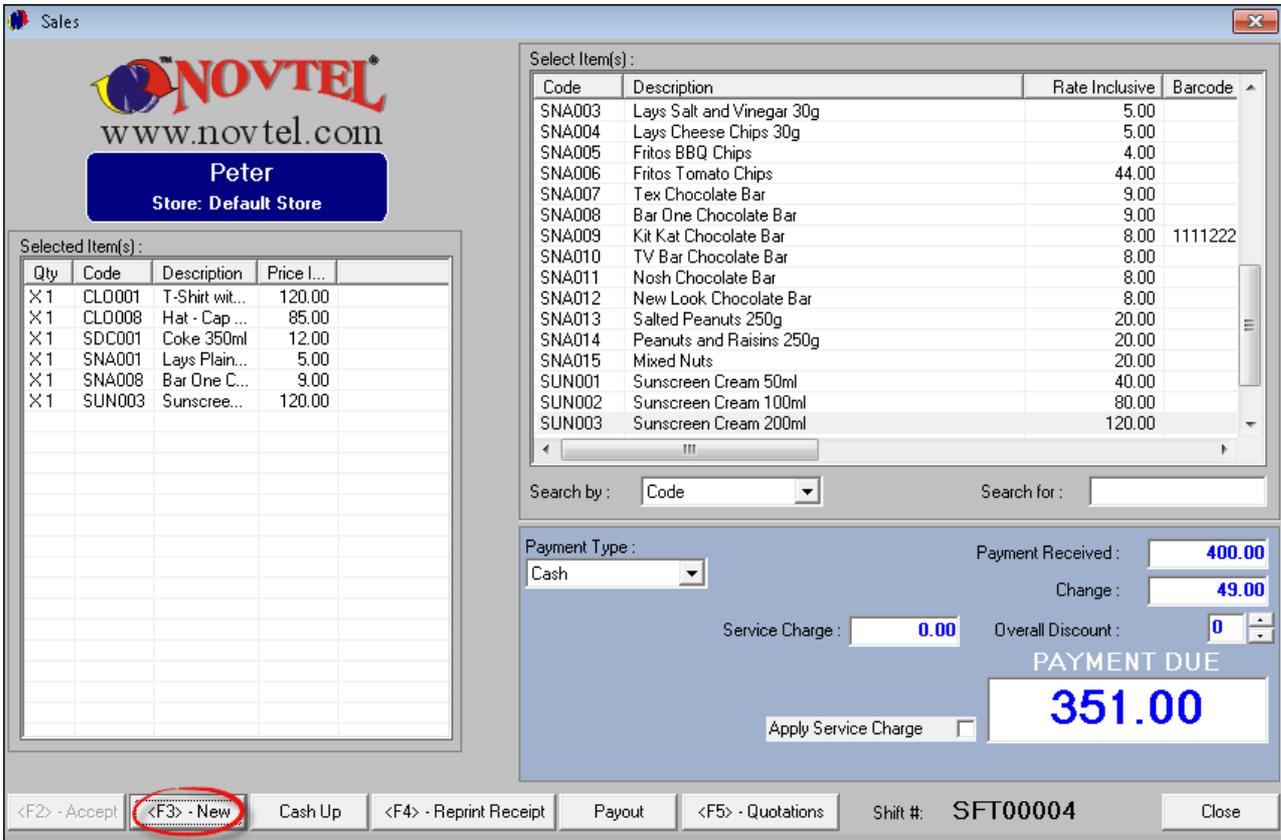
**PAYMENT DUE**  
**351.00**

(F2) - Accept (5) (F3) - New Cash Up (F4) - Reprint Receipt Payout (F5) - Quotations Shift #: SFT00004 Close

- The slip will print, and a window containing the amount for the "Customer's" change will pop up. Click "OK"



- Click on "New" in order to start a new transaction



- This is now a new "Sale", and the "Customer" is making a Credit Card payment. Select this option for the "Payment Type"
- Enter the "Credit Card Number", as well as the "Card Type" (Visa / Master Card / American Express / Diners Club / Other)
- The "Payment Received" amount will automatically be inserted by the system for this "Payment Type"
- Again, we do not want to "Apply the Service Charge", so the option is not selected, and there is no "Overall Discount"
- Click on "Accept" to complete the transaction

**NOVTEL**  
www.novtel.com  
Peter  
Store: Default Store

Selected Item(s):

| Qty | Code   | Description   | Price I... |
|-----|--------|---------------|------------|
| X 3 | SDC002 | Sprite 350ml  | 36.00      |
| X 1 | SDC006 | Appetizer ... | 15.00      |
| X 4 | SNA003 | Lays Salt ... | 20.00      |
| X 2 | SNA010 | TV Bar Ch...  | 16.00      |
| X 1 | SNA012 | New Look...   | 8.00       |
| X 1 | SNA011 | Nosh Cho...   | 8.00       |

Select Item(s):

| Code   | Description               | Rate Inclusive | Barcode |
|--------|---------------------------|----------------|---------|
| SDC007 | Grapetizer350ml           | 15.00          |         |
| SNA001 | Lays Plainly Salted 30g   | 5.00           |         |
| SNA002 | Lays BBQ Chips 30g        | 5.00           |         |
| SNA003 | Lays Salt and Vinegar 30g | 5.00           |         |
| SNA004 | Lays Cheese Chips 30g     | 5.00           |         |
| SNA005 | Fritos BBQ Chips          | 4.00           |         |
| SNA006 | Fritos Tomato Chips       | 44.00          |         |
| SNA007 | Tex Chocolate Bar         | 9.00           |         |
| SNA008 | Bar One Chocolate Bar     | 9.00           |         |
| SNA009 | Kit Kat Chocolate Bar     | 8.00           | 1111222 |
| SNA010 | TV Bar Chocolate Bar      | 8.00           |         |
| SNA011 | Nosh Chocolate Bar        | 8.00           |         |
| SNA012 | New Look Chocolate Bar    | 8.00           |         |
| SNA013 | Salted Peanuts 250g       | 20.00          |         |
| SNA014 | Peanuts and Raisins 250g  | 20.00          |         |
| SNA015 | Mixed Nuts                | 20.00          |         |

Search by: Code Search for:

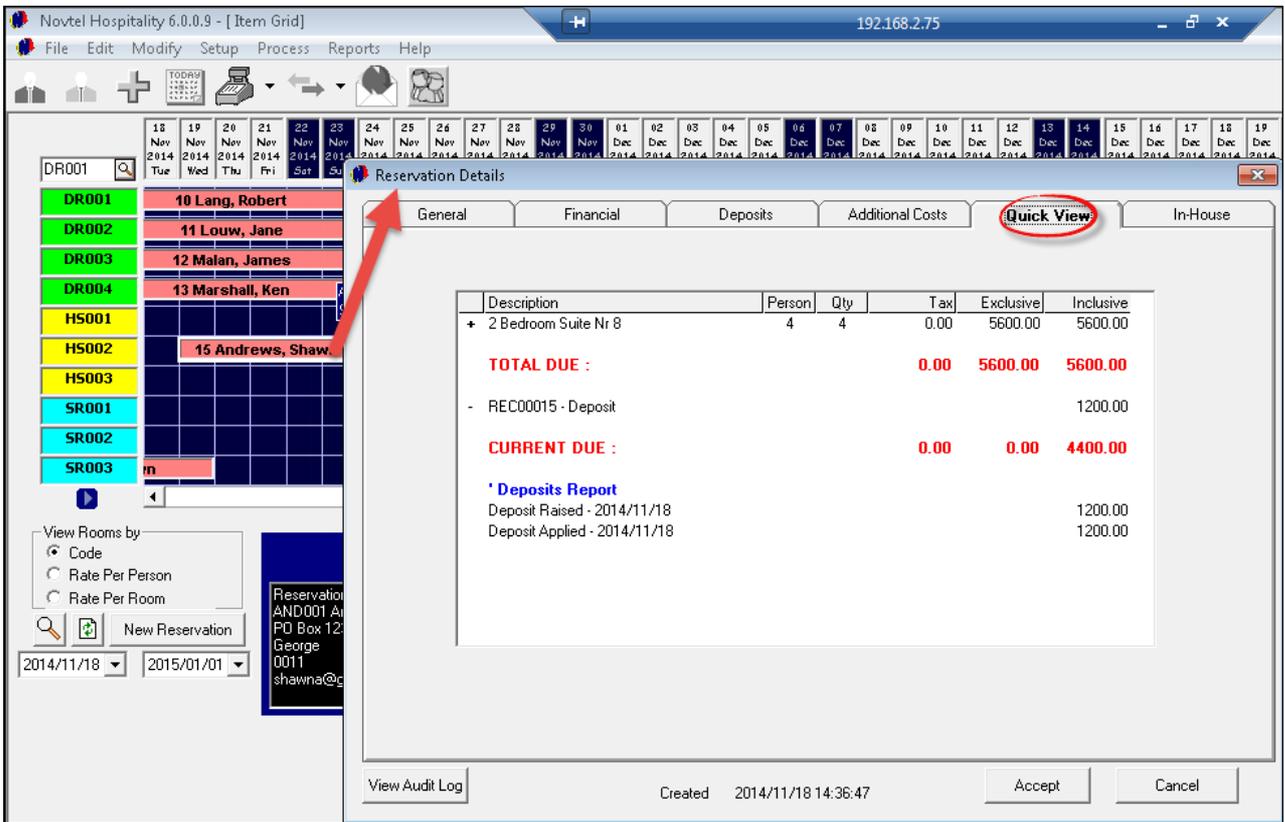
Payment Type: Credit Card Payment Received: 103.00  
 Change: 0.00  
 Credit Card Number: 123456789 Service Charge: 0.00 Overall Discount: 0  
 Credit Card Type: VISA  
 PAYMENT DUE  
 103.00  
 Apply Service Charge

<F2> - Accept <F3> - New Cash Up <F4> - Reprint Receipt Payout <F5> - Quotations Shift #: SFT00004 Close

### 6.1 Shop Allocations to In-House Guest

When a "Customer" is an "In-House Guest" in the Hotel or Resort, the system can manage purchases done by him or her in the "Shop", by adding it to his reservation as "In-House Charges". In order to demonstrate the effect on the "Customer's" reservation, we have logged into the main "Reservations" Screen, and opened Mr Andrews' "Reservation Details" screen.

In the "Quick View" tab, the Deposit has been paid, and the only charge reflected here, is that of the reservation for the room





- Being Logged back into the POS System, we want to allocate the "Shop" charges for Mr Andrews to his "Reservation". The "Payment Type" will now be selected as "In-House"

The screenshot shows the Novtel POS system interface. At the top left, the Novtel logo and website URL are displayed. Below this, the user's name 'Peter' and the store name 'Default Store' are shown. The main area is divided into several sections:

- Selected Item(s):** A table listing the items currently in the sale:

| Qty | Code   | Description    | Price I... |
|-----|--------|----------------|------------|
| X 1 | SUN002 | Sunscree...    | 80.00      |
| X 4 | SNA007 | Tex Choc...    | 36.00      |
| X 4 | SDC006 | Appletizer ... | 60.00      |
| X 4 | SNA003 | Lays Salt ...  | 20.00      |
- Select Item(s):** A list of available items with columns for Code, Description, Rate Inclusive, and Barcode.
- Payment Type:** A dropdown menu is open, showing options: In-House, Cash, Credit Card, Cheque, Bank Transfer, Account, In-House (highlighted), In-House Group, and Quotation. A red arrow points to this menu.
- Service Charge:** A field showing 0.00.
- Overall Discount:** A field showing 0.
- PAYMENT DUE:** A large display showing 196.00.
- Apply Service Charge:** A checkbox that is checked.

At the bottom of the screen, there are function keys: <F2> - Accept, <F3> - New, Cash Up, <F4> - Reprint Receipt, Payout, <F5> - Quotations, Shift #: SFT00004, and a Close button.

- Click on the magnifying glass beneath the "Reservation Number"

The screenshot shows the Novtel POS system interface. At the top left, there is a logo for Novtel and the website address www.novtel.com. Below this, the name 'Peter' and 'Store: Default Store' are displayed. The main area is divided into several sections:

- Selected Item(s):** A table showing the items currently in the order:
 

| Qty | Code   | Description    | Price I... |
|-----|--------|----------------|------------|
| X 1 | SUN002 | Sunscree...    | 80.00      |
| X 4 | SNA007 | Tex Choc...    | 36.00      |
| X 4 | SDC006 | Appletizer ... | 60.00      |
| X 4 | SNA003 | Lays Salt ...  | 20.00      |
- Select Item(s):** A list of items available for selection, including codes, descriptions, and rates.
 

| Code   | Description               | Rate Inclusive | Barcode |
|--------|---------------------------|----------------|---------|
| JUI004 | Mixed Fruit Juice 500ml   | 12.00          |         |
| SDC001 | Coke 350ml                | 12.00          | 1212121 |
| SDC002 | Sprite 350ml              | 12.00          |         |
| SDC003 | Fanta Grape 350ml         | 12.00          |         |
| SDC004 | Fanta Orange 350ml        | 12.00          |         |
| SDC005 | Cream Soda 350ml          | 12.00          |         |
| SDC006 | Appletizer 350ml          | 15.00          |         |
| SDC007 | Grapetizer350ml           | 15.00          |         |
| SNA001 | Lays Plainly Salted 30g   | 5.00           |         |
| SNA002 | Lays BBQ Chips 30g        | 5.00           |         |
| SNA003 | Lays Salt and Vinegar 30g | 5.00           |         |
| SNA004 | Lays Cheese Chips 30g     | 5.00           |         |
| SNA005 | Fritos BBQ Chips          | 4.00           |         |
| SNA006 | Fritos Tomato Chips       | 44.00          |         |
| SNA007 | Tex Chocolate Bar         | 9.00           |         |
| SNA008 | Bar One Chocolate Bar     | 9.00           |         |
- Payment Type:** A dropdown menu set to 'In-House'.
- Reservation Number:** A text field with a magnifying glass icon next to it, which is circled in red. The field is currently empty.
- Service Charge:** A text field set to '0.00'.
- Overall Discount:** A text field set to '0'.
- Customer Details:** A text field for customer information.
- PAYMENT DUE:** A large display showing '196.00'.
- Apply Service Charge:** A checkbox that is currently unchecked.

At the bottom of the screen, there are several function keys: <F2> - Accept, <F3> - New, Cash Up, <F4> - Reprint Receipt, Payout, <F5> - Quotations, Shift #: SFT00004, and Close.

- A window containing a "Reservation List" of all "In-House" Guests, will open. Select the applicable Guest - In this case it is Mr Andrews

The screenshot shows a window titled 'Select Reservation'. It contains a table with the following data:

| Rese Num | Room Code | Customer Code | Customer Description |
|----------|-----------|---------------|----------------------|
| 1        | SR003     | AND001        | Andrews, Shawn       |

A red arrow points from the 'Customer Description' cell of the first row to the 'Accept' button. Below the table are 'Accept' and 'Cancel' buttons.

- Mr Andrews' reservation number and "Customer Details" are inserted. No "Discount" has been allocated, and no "Service Charge" is raised
- Click "Accept" in order for the slip to be printed - which Mr Andrews absolutely MUST sign. The signed slips are to be paid when the guest checks out of the Hotel or Resort, and will be kept on record with all other charges accumulated during his Reservation Period

The screenshot shows the Novtel POS system interface. At the top left, the Novtel logo and website URL are displayed. Below this, the name 'Peter' and 'Store: Default Store' are shown. The main area is divided into several sections:

- Selected Item(s):** A table listing items with columns for Qty, Code, Description, and Price I...

| Qty | Code   | Description    | Price I... |
|-----|--------|----------------|------------|
| X 1 | SUN002 | Sunscree...    | 80.00      |
| X 4 | SNA007 | Tex Choc...    | 36.00      |
| X 4 | SDC006 | Appletizer ... | 60.00      |
| X 4 | SNA003 | Lays Salt ...  | 20.00      |
- Select Item(s):** A larger table listing items with columns for Code, Description, Rate Inclusive, and Barcode.

| Code   | Description               | Rate Inclusive | Barcode |
|--------|---------------------------|----------------|---------|
| JUI004 | Mixed Fruit Juice 500ml   | 12.00          |         |
| SDC001 | Coke 350ml                | 12.00          | 1212121 |
| SDC002 | Sprite 350ml              | 12.00          |         |
| SDC003 | Fanta Grape 350ml         | 12.00          |         |
| SDC004 | Fanta Orange 350ml        | 12.00          |         |
| SDC005 | Cream Soda 350ml          | 12.00          |         |
| SDC006 | Appletizer 350ml          | 15.00          |         |
| SDC007 | Grapetizer350ml           | 15.00          |         |
| SNA001 | Lays Plainly Salted 30g   | 5.00           |         |
| SNA002 | Lays BBQ Chips 30g        | 5.00           |         |
| SNA003 | Lays Salt and Vinegar 30g | 5.00           |         |
| SNA004 | Lays Cheese Chips 30g     | 5.00           |         |
| SNA005 | Fritos BBQ Chips          | 4.00           |         |
| SNA006 | Fritos Tomato Chips       | 44.00          |         |
| SNA007 | Tex Chocolate Bar         | 9.00           |         |
| SNA008 | Bar One Chocolate Bar     | 9.00           |         |
- Payment Type:** A dropdown menu set to 'In-House'.
- Reservation Number:** A text field containing '1'.
- Service Charge:** A text field containing '0.00'.
- Overall Discount:** A text field containing '0'.
- Customer Details:** A text field containing 'AND001 - Andrews, Shawn'.
- PAYMENT DUE:** A large blue box displaying '196.00'.
- Apply Service Charge:** A checkbox that is currently unchecked.

At the bottom of the screen, there is a navigation bar with buttons for '<F2> - Accept', '<F3> - New', 'Cash Up', '<F4> - Reprint Receipt', 'Payout', '<F5> - Quotations', 'Shift #: SFT00004', and 'Close'. The '<F2> - Accept' button is circled in red.



The "Goods Issue Note" will indicate what the charges was; The "Customer's" details, as well as the "Payment Due" amount for this transaction

**Novtel Hospitality**

Diaz Office Park  
Block 1 Unit 30  
Beach Boulevard West  
Diaz Beach, Mossel Bay  
Tel : 0861 66 88 35  
Fax : 0865 1171 65  
Tax : 123456789

**GOODS ISSUE NOTE** 

---

|   |                              |      |       |
|---|------------------------------|------|-------|
| 1 | Sunscreen Cream 100ml        | 9.82 | 80.00 |
| 4 | Tex Chocolate Bar            | 4.42 | 36.00 |
| 4 | Appetizer 350ml              | 7.37 | 60.00 |
| 4 | Lays Salt and Vinegar<br>30g | 2.46 | 20.00 |

---

Description :

Customer :           AND001 - Andrews, Shawn 

Room :                HS002 - 2 Bedroom Suite  
                          Nr 8

Payment Type :     In-House: Res # 15

|                    |            |   |
|--------------------|------------|---|
| Payment Due :      | 196.00     |  |
| Tax/VAT Total :    | 24.07      |   |
| Payment Received : | 0.00       |   |
| Change :           | <hr/> 0.00 |   |
| Discount(0%)       | 0.00       |   |

## 6.2 Shop Allocations to Individual in Group

Purely for demonstration purposes, we need to show you the difference which one ticked check-box makes in the reservation of someone belonging to a "Group". When the option below is selected in point number 3, it means that ALL extra charges for this "Customer" is for his **own account**, and not allocated to the "Group" or "Tour Operator". The "Point of Sale" operator will not have access to this screen, but it is important to show you that the setup done in the "Main Reservations" screen, does have a profound effect on the rest of the "Departments". If the setup is not done properly, the charges cannot be allocated correctly from the Shop, Restaurant and Bar - which will result in losses.

1. Mr Robert Lang is part of the group booking of "Jenny's Tours"
2. You will notice that the "Price Included" reflects the cost for his reservation, but the "Current Due" amount is zero. The reason being: "Jenny's Tours" are liable for the accommodation bill for all bookings connected to this "Group" (Please register on Novtel's Forum for more information on this subject: <http://www.novtel.com/forum/index.php>)
3. When the check-box is ticked to "Apply Charges to Reservation", it means that Mr Lang is liable for all extra charges accumulated by him in the Shop, Restaurant and Bar, and it will be allocated to his own "In-House Charges"

The screenshot displays the Novtel Hospitality 6.0.0.9 interface. On the left, a reservation grid shows a booking for Robert Lang (LAN001) on 2014/11/28. A red circle highlights the 'Part of Group 1 - Jenny's Tours' checkbox. A red arrow points from this checkbox to the 'Current Due' field in the 'Financial' tab of the reservation details window. The 'Financial' tab shows a price of 3000.00, a tax of 368.42, and a 'Current Due' of 0.00. The 'Apply Charges to Reservation' checkbox is checked, and a red circle highlights it with the number 3. The 'Current Due' field is also circled with the number 2. The 'Apply Service Charge' and 'Apply Tariff to Reservation' checkboxes are unchecked.

Now: back to the Shop and allocating the charges to Mr Lang's own account:

- When you are sure that all items have been entered in the "Selected Items" window, select "In-House" as the "Payment Type" (Should you have selected the "In-House Group" option here, the "Reservation Number" screen would have been blank, since these charges are NOT for the "Jenny's Tours" account - hence the ticked check-box on the previous page)
- Click on the magnifying glass in order to search for Mr Lang's reservation. (All reservations with the "In-House" status will be reflected here)

Novtel  
www.novtel.com  
Peter  
Store: Default Store

Selected Item(s):

| Qty | Code   | Description   | Price I... |
|-----|--------|---------------|------------|
| X 2 | CLO008 | Hat - Cap ... | 170.00     |
| X 2 | JUI003 | Apple Juic... | 24.00      |
| X 2 | SNA002 | Lays BBQ...   | 10.00      |

Select Item(s):

| Code   | Description             | Rate Inclusive | Barcode |
|--------|-------------------------|----------------|---------|
| CLO007 | Hat - Peak with Logo    | 80.00          |         |
| CLO008 | Hat - Cap with Logo     | 85.00          |         |
| CLO009 | Hat with Logo - Kids    | 50.00          |         |
| JUI001 | Orange Juice 500ml      | 12.00          |         |
| JUI002 | Guava Juice 500ml       | 12.00          |         |
| JUI003 | Apple Juice 500ml       | 12.00          |         |
| JUI004 | Mixed Fruit Juice 500ml | 12.00          |         |
| SDC001 | Coke 350ml              | 12.00          | 1212121 |
| SDC002 | Sprite 350ml            | 12.00          |         |
| SDC003 | Fanta Grape 350ml       | 12.00          |         |
| SDC004 | Fanta Orange 350ml      | 12.00          |         |
| SDC005 | Cream Soda 350ml        | 12.00          |         |
| SDC006 | Appletizer 350ml        | 15.00          |         |
| SDC007 | Grapetizer 350ml        | 15.00          |         |
| SNA001 | Lays Plainly Salted 30g | 5.00           |         |
| SNA002 | Lays BBQ Chips 30g      | 5.00           |         |

Search by: Code Search for:

Payment Type: In-House

Reservation Number: [Magnifying Glass Icon]

Service Charge: 0.00 Overall Discount: 0

Customer Details:

PAYMENT DUE  
204.00

Apply Service Charge

<F2> - Accept <F3> - New Cash Up <F4> - Reprint Receipt Payout <F5> - Quotations Shift #: SFT00004 Close

Select Reservation

| Rese Num | Room Code | Customer Code | Customer Description |
|----------|-----------|---------------|----------------------|
| 10       | DR001     | LAN001        | Lang, Robert         |
| 11       | DR002     | LOU001        | Louw, Jane           |
| 12       | DR003     | MAL001        | Malan, James         |
| 13       | DR004     | MAR001        | Marshall, Ken        |
| 15       | HS002     | AND001        | Andrews, Shawn       |

Accept

Cancel

Payment Type: In-House

Reservation Number: 10

Service Charge: 0.00 Overall Discount: 0

Customer Details: LAN001 - Lang, Robert

PAYMENT DUE  
204.00

Apply Service Charge

<F2> - Accept <F3> - New Cash Up <F4> - Reprint Receipt Payout <F5> - Quotations Shift #: SFT00004 Close

- Get the slip signed by Mr Lang in acknowledgment that he still needs to pay for the goods

- When we have a look at Mr Lang's "Reservation Details - In-House" Tab, the transaction has been recorded as an "In-House Purchase"

The screenshot shows the Novtel Hospitality 6.0.0.9 interface. At the top, there is a menu bar (File, Edit, Modify, Setup, Process, Reports, Help) and a version indicator (V6.0.0.9). Below the menu is a calendar grid for November and December 2014. On the left, a list of reservations is shown, with '10 Lang, Robert' selected. Below this list, there are options to 'View Rooms by' (Code, Rate Per Person, Rate Per Room) and a 'New Reservation' button. A dropdown menu is open, showing details for 'Part of Group 1 Jennys Tours' and 'Reservation Number 10 LAN001 Lang, Robert'. The main window displays 'Reservation Details' for reservation #10, with the 'In-House' tab selected. The 'In-House Detail' section shows two radio buttons: 'In-House Purchases' (selected) and 'Invoice/Credit Note History'. Below this is a table with the following data:

| Transaction # | Date       | Document # | Invoice # | Shift #  | Department | Inclusive |
|---------------|------------|------------|-----------|----------|------------|-----------|
| 57            | 2014/11/19 | GIN00007   | CI000016  | SFT00004 | Shop       | 204.00    |

At the bottom of the window, there are buttons for 'Display', 'Refresh', 'View Audit Log', 'Created 2014/11/17 08:53:04', 'Accept', and 'Cancel'. A red arrow points to the 'Inclusive' value of 204.00 in the table.

- By right-clicking on Mr Lang's account and selecting "Documents - Invoice", you will see that the invoice is directed at Mr Lang, and not "Jenny's Tours"

**19 November 2014**

**TAX INVOICE**

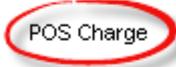
TEL : 0861 66 88 35  
 FAX : 0865 1171 65  
 TAX REG NO. 123456789

**NOVTEL HOSPITALITY**  
 DIAZ OFFICE PARK  
 BLOCK 1 UNIT 30  
 BEACH BOULEVARD WEST  
 DIAZ BEACH, MOSSEL BAY

**Lang, Robert**  (Account holder)  
 PO Box 999  
 Port Elizabeth  
 0009

**BOOKING NUMBER :** 10  
 Date In : 2014/11/17  
 Date Out : 2014/11/23  
 ORDER # :  
**Lang, Robert**

(Guest)

| Room/itm              | Description  | Days | Person/Q | Tax   | Incl Price |
|-----------------------|--|------|----------|-------|------------|
| POS001                |  POS Charge |      | 3        | 25.05 | 204.00     |
| <b>Total Tax</b>      |  |      |          |       | 25.05      |
| <b>Total Excl Tax</b> |  |      |          |       | 178.95     |
| <b>Total Incl Tax</b> |  |      |          |       | 204.00     |



As said before, Peter will only have access to the Point of Sale system used in the shop. He will not be able to check that the information was correctly sent to the reservation as we are doing now. It is done purely for demonstration purposes in order for you to see how effective Novtel's Software operates when the setup is done properly

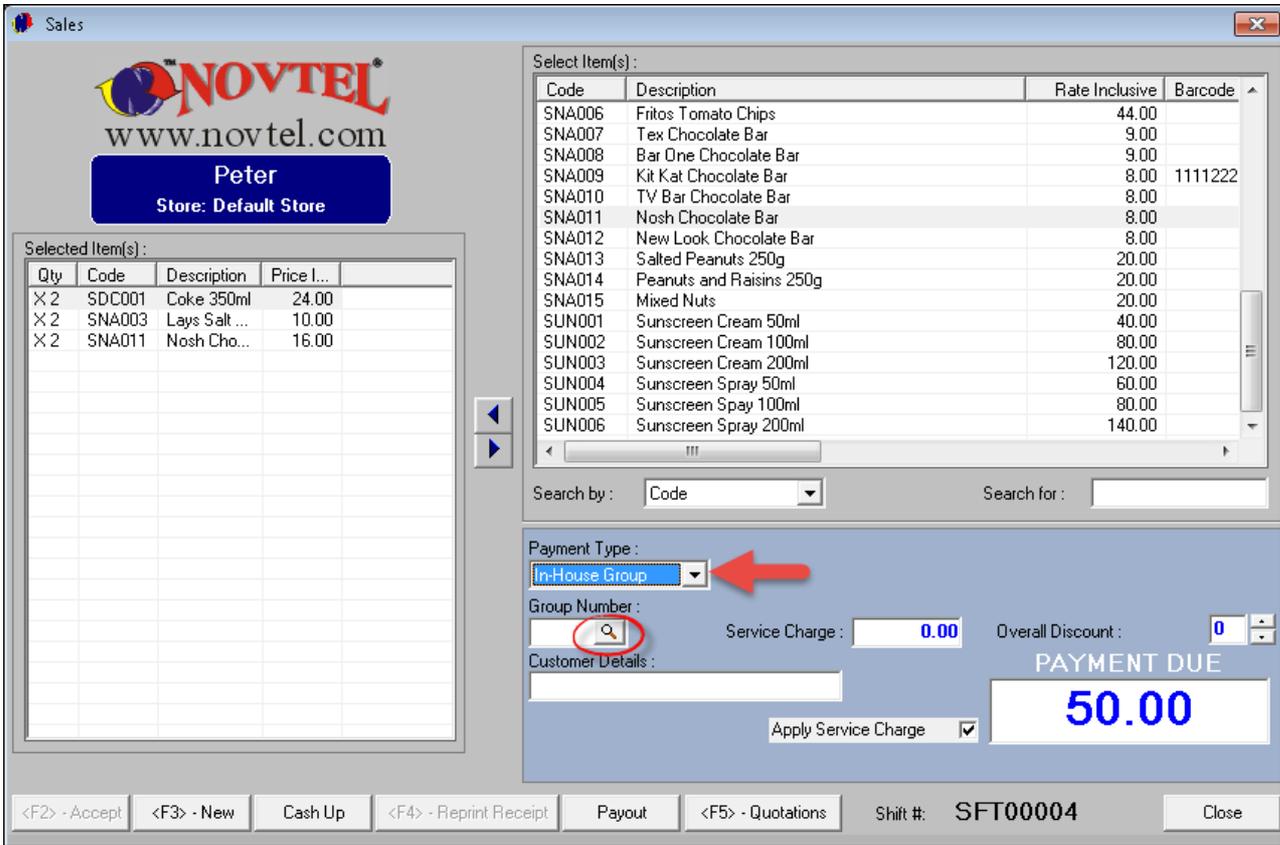
## 6.3 Shop Allocations to the Group

As previously stated, one setting can make ALL the difference in how the allocation of extra charges are handled by the system. Let's use Mr Marshall's reservation as example - also part of the "Group":

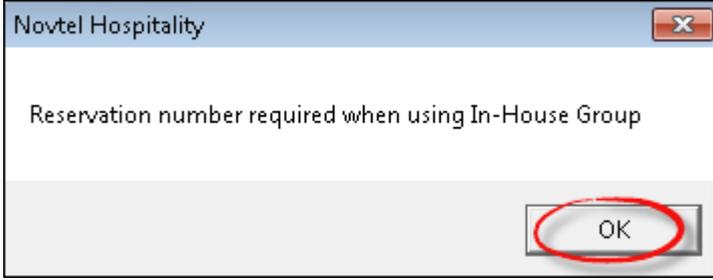
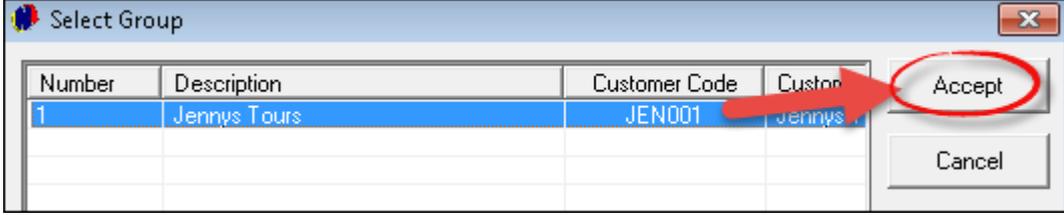
- None of the check-boxes are selected to "Apply Charges and Tariff to the Reservation" - which means that "Jenny's Tours" are responsible for all accumulated charges from the Shop, Restaurant and Bar by this individual

The screenshot displays the Novtel Hospitality 6.0.0.9 interface. On the left, a reservation grid shows various reservations. A red arrow points from the 'Part of Group 1 Jenny's Tours' checkbox in the grid to the 'Apply Charges to Reservation' checkbox in the 'Reservation Details' dialog box. The dialog box is open to the 'Financial' tab, showing fields for Price (Including/Excluding), Duration Charged, Persons, and various checkboxes for applying charges and tariffs. The 'Apply Charges to Reservation' checkbox is circled in red, and a red arrow points to it. The 'Apply Service Charge' and 'Apply Tariff to Reservation' checkboxes are also visible. The 'Agent Details' section shows 'Agent Code' and 'Description' fields. The 'Receipt History' table is empty. The 'Current Due' amount is 0.00. The 'View Audit Log' button is at the bottom left, and 'Accept' and 'Cancel' buttons are at the bottom right. The 'Created' date and time are 2014/11/17 08:54:44.

- Mr Marshall went to the Shop and selected some snacks and cold drinks, and tells Peter that it is to be charged to **Jenny's Tours** account. The "Payment Type" will now be "In-House Group"
- Click on the magnifying glass to search for the "Group Number"



- "Jenny's Tours" are the only "In-House Group" in the facility at the moment



- Now click on the magnifying glass in order to select the "Customer" within the "Group" who is charging these items to "Jenny's Tours"

The screenshot shows the Novtel POS system interface. The top left displays the Novtel logo and website address (www.novtel.com) for the store "Peter". The main area is divided into several sections:

- Selected Item(s):** A table showing the items added to the sale:
 

| Qty | Code   | Description   | Price I... |
|-----|--------|---------------|------------|
| X 2 | SDC001 | Coke 350ml    | 24.00      |
| X 2 | SNA003 | Lays Salt ... | 10.00      |
| X 2 | SNA011 | Nosh Cho...   | 16.00      |
- Select Item(s):** A list of items available for selection, including codes, descriptions, and prices. A search bar is located below this list.
- Payment Type:** Set to "In-House Group".
- Group Number:** Set to "1".
- Service Charge:** Set to "0.00".
- Overall Discount:** Set to "0".
- Customer Details:** Set to "JEN001 - Jennys Tours".
- Reservation Number:** A field with a magnifying glass icon (circled in red) for selecting a reservation.
- PAYMENT DUE:** A large blue box displaying "50.00".
- Buttons:** At the bottom, there are buttons for "<F2> - Accept", "<F3> - New", "Cash Up", "<F4> - Reprint Receipt", "Payout", "<F5> - Quotations", "Shift #: SFT00004", and "Close".

The screenshot shows the "Select Reservation" dialog box. It contains a table with the following data:

| Reservation | Room Code | Customer Code | Customer Description |
|-------------|-----------|---------------|----------------------|
| 10          | DR001     | LAN001        | Lang, Robert         |
| 11          | DR002     | LOU001        | Lou, Jane            |
| 12          | DR003     | MAL001        | Malan, James         |
| 13          | DR004     | MAR001        | Marshall, Ken        |

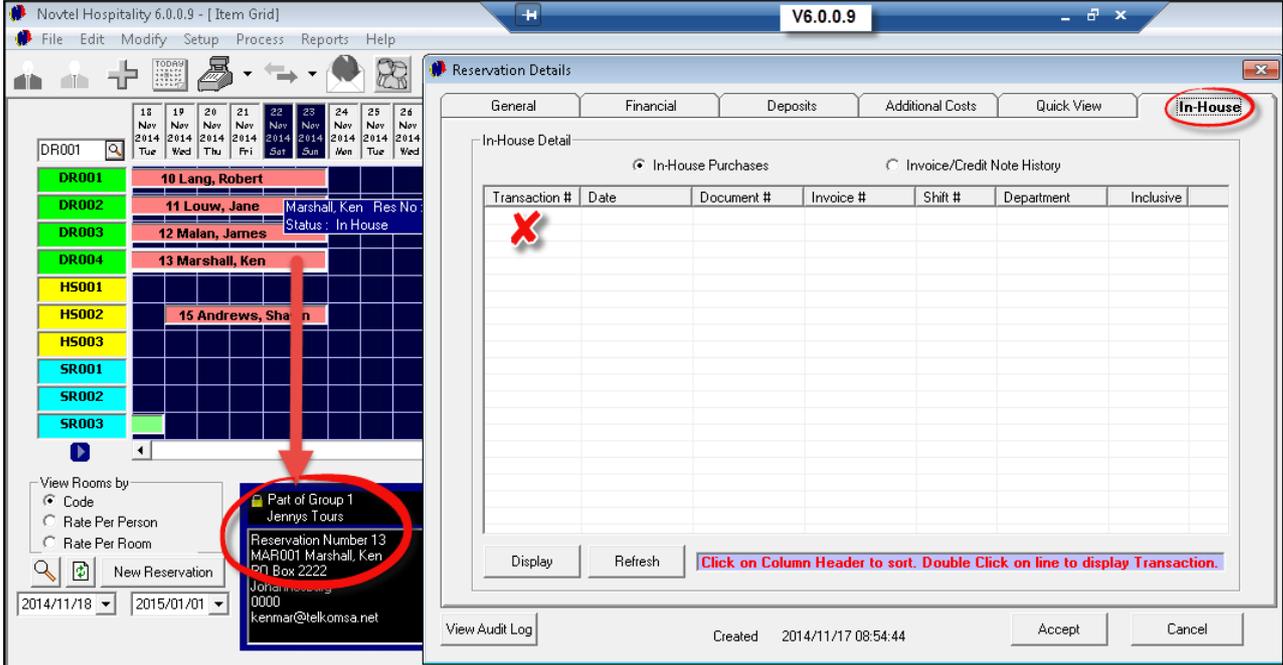
Below the table are "Accept" and "Cancel" buttons. A red arrow points to the "Accept" button, which is also circled in red.

This screenshot is similar to the first one, but with red arrows highlighting specific elements:

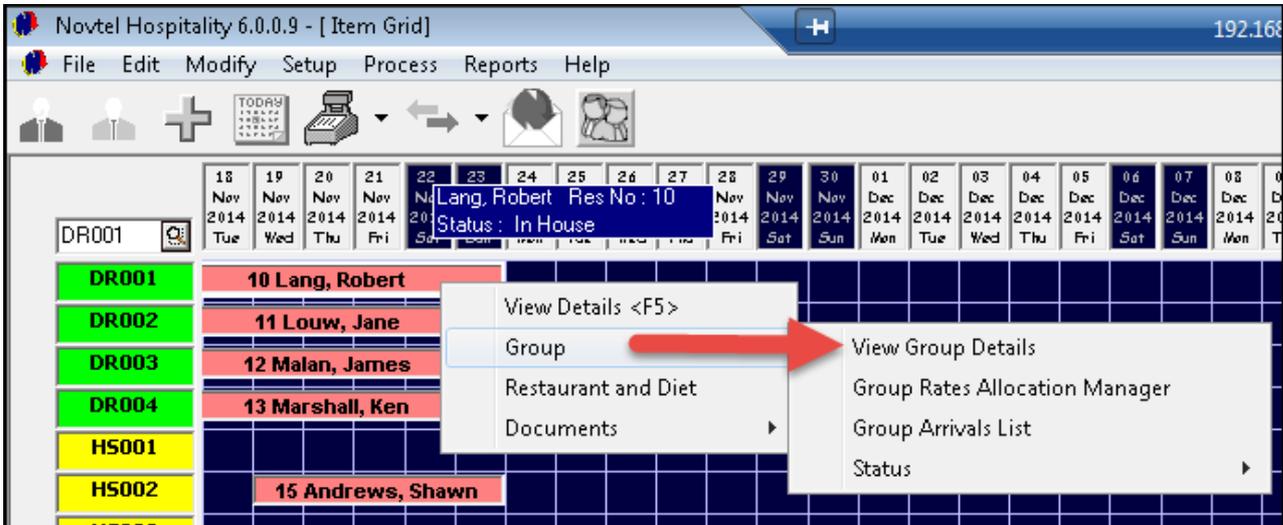
- Red arrows point to the "In-House Group" dropdown, the "Group Number" field (containing "1"), the "Customer Details" field (containing "JEN001 - Jennys Tours"), and the "Reservation Number" field (containing "13").
- The "Accept" button at the bottom left is circled in red.
- The "PAYMENT DUE" box displaying "50.00" is also circled in red.

- When all information is entered correctly, click "Accept". Once again, the "Customer" MUST sign the slip in acknowledgment of receiving the goods, and that it can be kept on record with other charges still to be paid by "Jenny's Tours"

- When viewing Mr Marshall's "Reservation Details - In-House" tab, there is no transaction allocated to his account



- In order to see the charges allocated to "Jenny's Tours", right-click on any booking on the Grid linked to the "Group", and select "Group - View Group Details"





**Novtel Hospitality**

Diaz Office Park  
Block 1 Unit 30  
Beach Boulevard West  
Diaz Beach, Mossel Bay  
Tel : 0861 66 88 35  
Fax : 0865 1171 65  
Tax : 123456789

GOODS ISSUE NOTE

|   |                              |      |       |
|---|------------------------------|------|-------|
| 2 | Lays Salt and Vinegar<br>30g | 1.23 | 10.00 |
| 2 | Nosh Chocolate Bar           | 1.96 | 16.00 |
| 2 | Coke 350ml                   | 2.95 | 24.00 |

Description :

Customer : MAR001 - Marshall, Ken 

Room : DR004 - Double Room Nr 6 

Payment Type : Group # 1 Res # 13 

Payment Due : 50.00 

Tax/VAT Total : 6.14

Payment Received : 0.00

Change : 0.00

Discount(0%) 0.00

Staff member : Peter 

Payment Date : 2014/11/19

Print Date : 2014/11/19



1. Enter the number of notes and coins counted next to each corresponding value. The system will automatically calculate the cash amount
2. Calculate all Credit Card Receipts and enter the combined total in the field provided
3. Enter the "Float" amount in the field provided - it will be deducted from the total cash count
4. The totals for "In-House" charges and "Group" charges are inserted automatically
5. In order to print a "Operator Cash-Up" click on "Report"

| Denomination | Count | Denomination | Count |
|--------------|-------|--------------|-------|
| 1000.00      | 0     | 0.50         | 0     |
| 500.00       | 0     | 0.25         | 0     |
| 200.00       | 1     | 0.20         | 0     |
| 100.00       | 4     | 0.10         | 0     |
| 50.00        | 1     | 0.05         | 0     |
| 20.00        | 2     | 0.02         | 0     |
| 10.00        | 4     | 0.01         | 0     |
| 5.00         | 2     |              |       |
| 2.00         | 5     |              |       |
| 1.00         | 1     |              |       |

|                    |               |
|--------------------|---------------|
| Cash :             | 751.00        |
| Cheque :           | 0.00          |
| Credit Card :      | 103.00        |
| Bank Transfer :    | 0.00          |
| Vouchers :         | 0.00          |
| Other :            | 0.00          |
| <b>Total :</b>     | <b>854.00</b> |
| - Float :          | 400.00        |
| Physical :         | 454.00        |
| <b>Surplus :</b>   | <b>0.00</b>   |
| Shift Total Cash : | 454.00        |
| Account Total :    | 0.00          |
| In House Total :   | 596.00        |
| Group Total :      | 150.00        |
| Other Total :      | 0.00          |
| Shift Total :      | 1200.00       |

Comments :

**Report**    Screen Capture    Accept    Cancel

| <b>Operator Cash Up</b>  |                |
|--|----------------|
| <b>CLOSING TOTAL :</b>   | <b>1200.00</b> |
| <b>Cash</b>  | 751.00         |
| <b>- Float</b>   | 400.00         |
|  | <u>351.00</u>  |
| <b>Cheques</b>   | 0.00           |
| <b>Credit Cards</b>  | 103.00         |
| <b>Bank Transfer</b>   | 0.00           |
| <b>Other</b>   | 0.00           |
|  | <u>454.00</u>  |
| <b>Vouchers</b>  |                |
|  | <u>0.00</u>    |
|  | 454.00         |
| <b>Short / Over</b>  | 0.00           |
| <b>BALANCING TOTAL :</b>   | <b>454.00</b>  |
| <b>On Account</b>  | 0.00           |
| <b>In House</b>  | 596.00         |
| <b>Group</b>   | 150.00         |
| <b>Other</b>   | 0.00           |
| <b>SHIFT TOTAL :</b>   | <b>1200.00</b> |

- Close the "Report", and click on "Accept"

**Money Count**

|         |   |      |   |                  |             |
|---------|---|------|---|------------------|-------------|
| 1000.00 | 0 | 0.50 | 0 | Cash :           | 751.00      |
| 500.00  | 0 | 0.25 | 0 | Cheque :         | 0.00        |
| 200.00  | 1 | 0.20 | 0 | Credit Card :    | 103.00      |
| 100.00  | 4 | 0.10 | 0 | Bank Transfer :  | 0.00        |
| 50.00   | 1 | 0.05 | 0 | Vouchers :       | 0.00        |
| 20.00   | 2 | 0.02 | 0 | Other :          | 0.00        |
| 10.00   | 4 | 0.01 | 0 | Total :          | 854.00      |
| 5.00    | 2 |      |   | - Float :        | 400.00      |
| 2.00    | 5 |      |   | Physical :       | 454.00      |
| 1.00    | 1 |      |   | <b>Surplus :</b> | <b>0.00</b> |

Comments :

Buttons: Report, Screen Capture, **Accept**, Cancel

There are three report types to be viewed:

**Shift Cash Up**

Shift Transactions : Transaction Type : All Transactions

| Type        | Time Stamp             | Doc Num  | Amount |
|-------------|------------------------|----------|--------|
| Sales (POS) | 2014/11/19 08:36:44 AM | GIN00006 | 196.00 |
| Sales (POS) | 2014/11/19 10:53:58 AM | GIN00007 | 204.00 |
| Sales (POS) | 2014/11/19 01:54:40 PM | GIN00008 | 50.00  |
| Sales (POS) | 2014/11/19 01:59:03 PM | GIN00009 | 52.00  |
| Sales (POS) | 2014/11/19 01:59:46 PM | GIN00010 | 48.00  |
| Sales (POS) | 2014/11/18 01:50:38 PM | REC00013 | 351.00 |
| Sales (POS) | 2014/11/18 02:10:12 PM | REC00014 | 103.00 |
| Sales (POS) | 2014/11/18 04:23:57 PM | GIN00005 | 196.00 |

Shift Number : **SFT00004**  
 User (Shift Owner) : Peter  
 Shift Start : 2014/11/18 12:01:06  
 Shift End :  
 Shift Status : **OPEN**  
 Physical Amount : **454.00**  
 Surplus Amount : **0.00**

**SHIFT TOTAL**  
**1200.00**

Buttons: Cash Up, **Money Count**, Shift Summary, Detailed Report, Daily Takings, Close

➤ Shift Summary Report**Shift Pre-Import Summary - Supervisor****Cashier : Peter - Shift : SFT00004****Shift Start : 2014/11/18 12:01:06 PM - Shift End : 2014/11/19****Time and date report was printed : 2014/11/19 04:25:32 PM**

|                              |                |
|------------------------------|----------------|
| + Account Payments           | 0.00           |
| + Reservation Payments       | 0.00           |
| + Deposits (Paid)            | 0.00           |
| + Unallocated Funds          | 0.00           |
| - Refundable Charge Refund   | 0.00           |
| - Negative Receipts          | 0.00           |
| - Reservation Refund Cash    | 0.00           |
| - Reservation Refund Bank    | 0.00           |
| + Deposit Forfeit Invoice    | 0.00           |
| + Reservation Invoice        | 0.00           |
| - Reservation Credit Note    | 0.00           |
| + Group Invoice              | 0.00           |
| - Group Credit Note          | 0.00           |
| + Cash Invoice               | 454.00         |
| - Cash Credit Note           | 0.00           |
| - Cash Supplier Payments     | 0.00           |
| + Account Invoice            | 0.00           |
| - Account Credit Note        | 0.00           |
| + In-House Invoice           | 596.00         |
| - In-House Credit Note       | 0.00           |
| + Group In-House Invoice     | 150.00         |
| - Group In-House Credit Note | 0.00           |
| + Refundable Charge Invoice  | 0.00           |
| <b>Total :</b>               | <b>1200.00</b> |

➤ Detailed Shift Report

**Detailed Shift Summary - Supervisor:** 

Cashier: Peter - Shift #:SFT00004

Shift Start 2014/11/18 12:01:06 PM - Shift End 2014/11/19

Time and date report was printed: 2014/11/19 04:26:55 PM

**Cash Invoices and Credit Notes** 

| TRANS #              | CODE   | DESCRIPTION                  | QTY       | RATE          |
|----------------------|--------|------------------------------|-----------|---------------|
| <b>38 (REC00013)</b> |        |                              |           |               |
|                      | CLO001 | T-Shirt with Logo Size Small | 1         | 120.00        |
|                      | CLO008 | Hat - Cap with Logo          | 1         | 85.00         |
|                      | SDC001 | Coke 350ml                   | 1         | 12.00         |
|                      | SNA001 | Lays Plainly Salted 30g      | 1         | 5.00          |
|                      | SNA008 | Bar One Chocolate Bar        | 1         | 9.00          |
|                      | SUN003 | Sunscreen Cream 200ml        | 1         | 120.00        |
|                      |        | <b>TRANSACTION TOTAL:</b>    | <b>6</b>  | <b>351.00</b> |
| <b>39 (REC00014)</b> |        |                              |           |               |
|                      | SDC002 | Sprite 350ml                 | 3         | 36.00         |
|                      | SDC006 | Appetizer 350ml              | 1         | 15.00         |
|                      | SNA003 | Lays Salt and Vinegar 30g    | 4         | 20.00         |
|                      | SNA010 | TV Bar Chocolate Bar         | 2         | 16.00         |
|                      | SNA011 | Nosh Chocolate Bar           | 1         | 8.00          |
|                      | SNA012 | New Look Chocolate Bar       | 1         | 8.00          |
|                      |        | <b>TRANSACTION TOTAL:</b>    | <b>12</b> | <b>103.00</b> |
|                      |        | <b>SHIFT TOTAL:</b>          |           | <b>454.00</b> |

Part of the Detailed Report

**In-House Sales** 

| TRANS # | DOC NO   | ROOM  | CUSTOMER                | AMOUNT        |
|---------|----------|-------|-------------------------|---------------|
| 43      | GIN00005 | SR003 | AND001 - Andrews, Shawn | 196.00        |
| 56      | GIN00006 | HS002 | AND001 - Andrews, Shawn | 196.00        |
| 57      | GIN00007 | DR001 | LAN001 - Lang, Robert   | 204.00        |
|         |          |       |                         | <b>596.00</b> |

**In-House Sales Group** 

| TRANS # | DOC NO   | GROUP | CUSTOMER              | AMOUNT        |
|---------|----------|-------|-----------------------|---------------|
| 58      | GIN00008 | 1     | JEN001 - Jennys Tours | 50.00         |
| 59      | GIN00009 | 1     | JEN001 - Jennys Tours | 52.00         |
| 60      | GIN00010 | 1     | JEN001 - Jennys Tours | 48.00         |
|         |          |       |                       | <b>150.00</b> |

➤ **Daily Takings****Daily Takings Payment Summary** 

Cashier: Peter - Shift #:SFT00004

Shift Start 2014/11/18 12:01:06 PM - Shift End 2014/11/19

**CASH**

| #              | DOCUMENT # | TYPE  | AMOUNT        |
|----------------|------------|-------|---------------|
| 38             | REC00013   | Sales | 351.00        |
| <b>Total :</b> |            |       | <b>351.00</b> |

**CREDIT CARD**

| #              | DOCUMENT # | TYPE  | PAYMENT DETAILS   | AMOUNT        |
|----------------|------------|-------|-------------------|---------------|
| 39             | REC00014   | Sales | 123456789<br>VISA | 103.00        |
| <b>Total :</b> |            |       |                   | <b>103.00</b> |

- Notice that the "Shift Status" is still "Open"

Shift Cash Up

Shift Transactions : Transaction Type : All Transactions

| Type        | Time Stamp             | Doc Num  | Amount |
|-------------|------------------------|----------|--------|
| Sales (POS) | 2014/11/19 08:36:44 AM | GIN00006 | 196.00 |
| Sales (POS) | 2014/11/19 10:53:58 AM | GIN00007 | 204.00 |
| Sales (POS) | 2014/11/19 01:54:40 PM | GIN00008 | 50.00  |
| Sales (POS) | 2014/11/19 01:59:03 PM | GIN00009 | 52.00  |
| Sales (POS) | 2014/11/19 01:59:46 PM | GIN00010 | 48.00  |
| Sales (POS) | 2014/11/18 01:50:38 PM | REC00013 | 351.00 |
| Sales (POS) | 2014/11/18 02:10:12 PM | REC00014 | 103.00 |
| Sales (POS) | 2014/11/18 04:23:57 PM | GIN00005 | 196.00 |

Shift Number : SFT00004  
User (Shift Owner) : Peter  
Shift Start : 2014/11/18 12:01:06  
Shift End :  
Shift Status : **OPEN**  
Physical Amount : 454.00  
Surplus Amount : 0.00

SHIFT TOTAL  
**1200.00**

Cash Up Money Count Shift Summary Detailed Report Daily Takings Close

- As soon as "Cash-Up" is selected, the "Shift Status" changes to "Closed"

Shift Cash Up

Shift Transactions : Transaction Type : All Transactions

| Type        | Time Stamp             | Doc Num  | Amount |
|-------------|------------------------|----------|--------|
| Sales (POS) | 2014/11/19 08:36:44 AM | GIN00006 | 196.00 |
| Sales (POS) | 2014/11/19 10:53:58 AM | GIN00007 | 204.00 |
| Sales (POS) | 2014/11/19 01:54:40 PM | GIN00008 | 50.00  |
| Sales (POS) | 2014/11/19 01:59:03 PM | GIN00009 | 52.00  |
| Sales (POS) | 2014/11/19 01:59:46 PM | GIN00010 | 48.00  |
| Sales (POS) | 2014/11/18 01:50:38 PM | REC00013 | 351.00 |
| Sales (POS) | 2014/11/18 02:10:12 PM | REC00014 | 103.00 |
| Sales (POS) | 2014/11/18 04:23:57 PM | GIN00005 | 196.00 |

Shift Number : SFT00004  
User (Shift Owner) : Peter  
Shift Start : 2014/11/18 12:01:06  
Shift End : 2014/11/19 04:38:22  
Shift Status : **CLOSED**  
Physical Amount : 454.00  
Surplus Amount : 0.00

SHIFT TOTAL  
**1200.00**

Cash Up Money Count Shift Summary Detailed Report Daily Takings Close

- When you click on "Close", the POS User is logged out
- In order to complete the "Cash-Up", the Supervisor must log in with his password. Click on Peter, and select "Supervisor Cash-Up"

Supervisor Shift Cashup

File Reports Credit Note

View Location: All

Supervisor Sup Shift # SUP00001

| Transaction (SFT00004) |          |       |        | Shift             |        |          |              |
|------------------------|----------|-------|--------|-------------------|--------|----------|--------------|
| ID                     | Customer | Type  | Total  | Shift #           | User   | Total    | Invoice Date |
| 38                     |          | Sales | 351.00 |                   |        |          |              |
| 39                     |          | Sales | 103.00 |                   |        |          |              |
| 43                     | AND001   | Sales | 196.00 |                   |        |          |              |
| 56                     | AND001   | Sales | 196.00 |                   |        |          |              |
| 57                     | LAN001   | Sales | 204.00 |                   |        |          |              |
| 58                     | JEN001   | Sales | 50.00  |                   |        |          |              |
| 59                     | JEN001   | Sales | 52.00  |                   |        |          |              |
| 60                     | JEN001   | Sales | 48.00  |                   |        |          |              |
|                        |          |       |        | <b>Restaurant</b> |        |          |              |
|                        |          |       |        | SFT00002          | Stella | 284.00   |              |
|                        |          |       |        | <b>Front Desk</b> |        |          |              |
|                        |          |       |        | SFT00001          | James  | 53162.00 |              |
|                        |          |       |        | <b>Shop</b>       |        |          |              |
|                        |          |       |        | SFT00003          | Nick   | 0.00     |              |
|                        |          |       |        | SFT00004          | Peter  | 1200.00  | 2014/11/19   |

Batch Shift Single Shift

Open Shift Shift Total: 54646.00

Supervisor Edit Shift Supervisor Shift Cashup Close

- Click "Yes" to continue the "Cash-Up". The data is sent to Pastel

This concludes the Hospitality Retail Point of Sale Tutorial. For more information, please register on Novtel's Forum: <http://www.novtel.com/forum/index.php>



## OUR PRODUCTS

Our Pastel integrating software include products for:

- Property Management
- Vehicle Hire\*
- Self-Storage
- Equipment Hire\*
- Relations Management\*
- Hospitality\*
- Contract Management
- Toilet Hire\*
- Service Business Rental
- Point of Sale: Retail\*
- Point of Sale: Restaurant\*
- Workshop Management\*
- Gate / Facility Access Control\*
- Standard Operating Procedure (SOP) Management\*

\* Can also be used as stand-alone applications

### NOVTEL GROUP

Company Reg. CK1996/055394/23  
VAT Number: 4360161451

### WWW.NOVTEL.COM

South Africa Tel: 0861 668 835  
International Tel: +27 (0)44 695 4886  
Fax: +27 (0)44 695 4883  
E-mail: sales@novtel.com

### NOVTEL HEAD OFFICE

Diaz Office Park  
Block 1 Unit 30  
Diaz Beach  
Mossel Bay  
South Africa

PO Box 916  
Hartenbos  
6520  
South Africa

### NOVTEL APPROVED DISTRIBUTORS

#### | SOUTH AFRICA |

|                 |               |
|-----------------|---------------|
| Western Cape    | Southern Cape |
| Eastern Cape    | KwaZulu Natal |
| Northern Region | Gauteng       |

#### | INTERNATIONAL |

|             |          |
|-------------|----------|
| Australia   | Botswana |
| Caribbean   | Kenya    |
| UAE Dubai   | Nigeria  |
| New Zealand | Tanzania |

Please visit [www.novtel.com](http://www.novtel.com) for our distributors' contact information.

## OUR WEB PORTALS

**GLOBAL**   
**PROPERTY ONLINE**  
A NOVTEL COMPANY



Global Property Online and Country related Website Portals are the marketing medium between Estate Agents / Private Owners and Property Buyers / Renters. These Portals also include an Online CRM (Customer Relations Management) System:

- Global Property Online – [www.globalpropertyonline.net](http://www.globalpropertyonline.net)
- Buy Property in Spain – [www.buypropertyinspain.net](http://www.buypropertyinspain.net)
- Property in Portugal for sale – [www.propertyinportugalforsale.com](http://www.propertyinportugalforsale.com)
- Australia Property – [www.australia-property.net](http://www.australia-property.net)
- BLOG – [www.blog.globalpropertyonline.net](http://www.blog.globalpropertyonline.net)