



Rental Software Specialists



# Equipment Hire Point of Sale

## ■ The Basics

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Equipment Hire

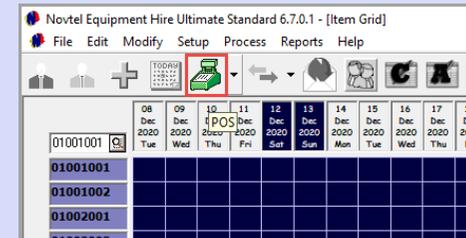
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## 1. Introduction

As part of the Equipment Hire Software package, Users will have access to 2 Point of Sale Systems, namely:

- ✓ The POS System accessed from the Grid by Administrators and Custom Users



- ✓ And the dedicated retail POS System accessed by system Users classified as 'Shop' users

Please note that the POS System will rarely be used as a stand-alone application without utilizing the rest of the features of the Equipment Hire Software package to manage rental items from the system too.

In this document, we will not cover all the setup procedures as in our other 'Basics' manuals, and will only focus on how to:

- ✓ Process cash sales
- ✓ Post charges to a Customer's Account
- ✓ Process Account Payments
- ✓ Issue Account Credit Notes
- ✓ Process Supplier Pay-out transactions

### 1.1 Shop Users

We have created a User Master File for James Oliver and classified him as a 'Shop User'.

Users	Group	First Name	Last Name
Dave	Supervisor Cashup	Dave	Leonard
James	Shop	James	Oliver
Louise	Administrator	Louise	Jvv
Martin	Shop	Martin	Malan

This User will not have access to the Grid or any other part of the system, unless a User Master File and Password has been created for another department too – which will give them access to it by entering that specific password upon login.

## 1.2 Shop Charges

We have created only a few charges to demonstrate how to sell items from the Shop's POS system. These respective charges have been classified as 'Shop Items' in the 'Properties' tab.

A barcode can be entered if a barcode scanner is in use at the POS terminals.

The 'Edit Charge' dialog box shows the following details for a Shop Item:

- Code: TRI001
- Description: Trimmer Line 1.6 x 100m
- Barcode: 123456789
- External Reference: (empty)
- Properties:  Shop Item,  Payout Item,  Refundable Charge Item,  Maintenance Item
- Pastel Inventory Code: TRI001 (Trimmer Line 1.6 x 100m)
- Multi Store code for retrieving Cost Price: 003 (Retail POS)
- Inventory Category: 010 - Consumables

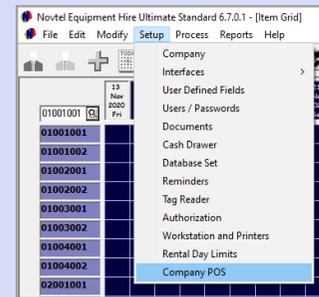
## 1.3 Pay-out Charges

We have also created 'pay-out' items to demonstrate how to pay a Supplier for items purchased from the cash drawer. Examples may include items such as milk, coffee, tea, printer paper, etc. which can be purchased from the local Supermarket.

The 'Edit Charge' dialog box shows the following details for a Payout Item:

- Code: OFF002
- Description: Office Use - Nescafe Coffee
- Barcode: (empty)
- External Reference: (empty)
- Properties:  Payout Item,  Shop Item,  Refundable Charge Item,  Maintenance Item
- Pastel Inventory Code: OFF002 (Office Use - Nescafe Coffee)

## 2. POS Setup



From the 'Setup – Company POS' menu option, the settings selected will influence not only the Front Desk's POS system, but also the dedicated Retail POS system accessed by 'Shop' Users.

### 2.1 Activating Overall Discount

Here, the option to enable discount can be selected if discount is allowed, and the maximum discount percentage can be set.

The 'Setup Company POS' dialog box shows the following settings:

- Front Desk:
  - Enable Discount:
  - Max Discount Percentage: 5
  - Print Access Permit:
  - POS Invoice / Credit Note to Slip Printer:
- Enable Quick Scan:
- Show Inventory Details:
- Allow Line Amount Change:

If activated, the Discount field will be accessible in both the POS screens, and overall discount will be allowed up to the maximum set discount percentage ONLY.

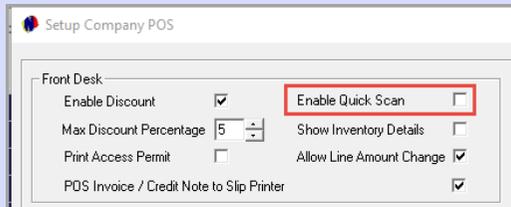
The POS sales screen displays a list of items and a payment summary:

Code	Description	Rate Inclusive	Barc
BLA001	Pyrob Lawnmower Blade - RM1600	250.00	
BLA002	Trimmer Blade	80.00	
BLA003	Wall Blade	50.00	
BLA004	Mower Blade	50.00	
OIL001	2 Stroke Oil 500ml	60.00	
PEP002	Pressure Bags - Pack of 100	40.00	
SPA001	Speckplug A1	25.00	
SPA002	Speckplug B1	45.00	
SPA003	Speckplug C1	50.00	
TRI001	Trimmer Line 1.6 x 100m	89.00	1234
TRI002	Trimmer Line 20cm x 100m	89.00	
TRIM003	Trimmer Head	75.00	

Payment Summary:

- Payment Type: Cash
- Payment: 0.00
- Charge: 0.00
- Overall Discount: 0.00
- Payment Due: 0.00

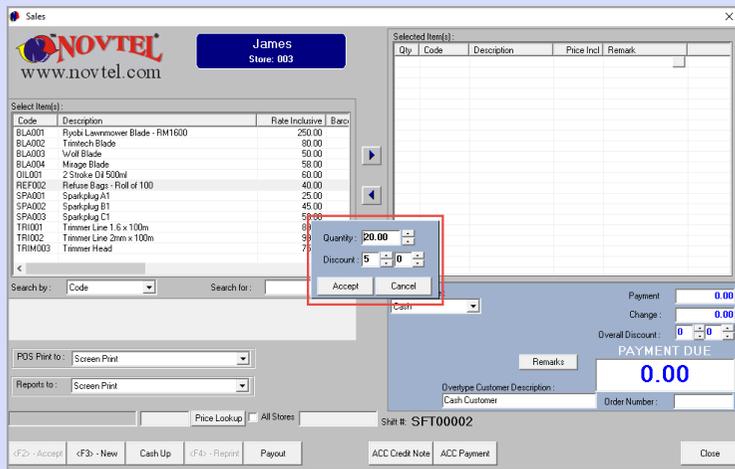
## 2.2 Quick Scan



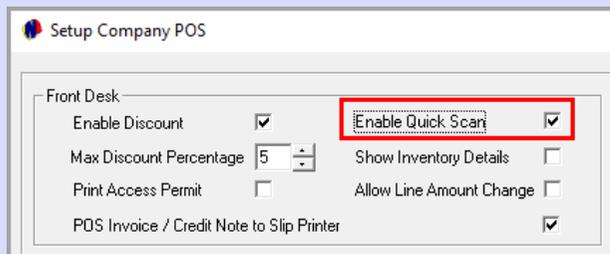
The 'Quick Scan' option has the following effect on the system when **not** ticked:

When selecting a charge, the 'quantity' box appears, and the quantity for the selected item can be set.

Discount for the specific line can also be allocated.



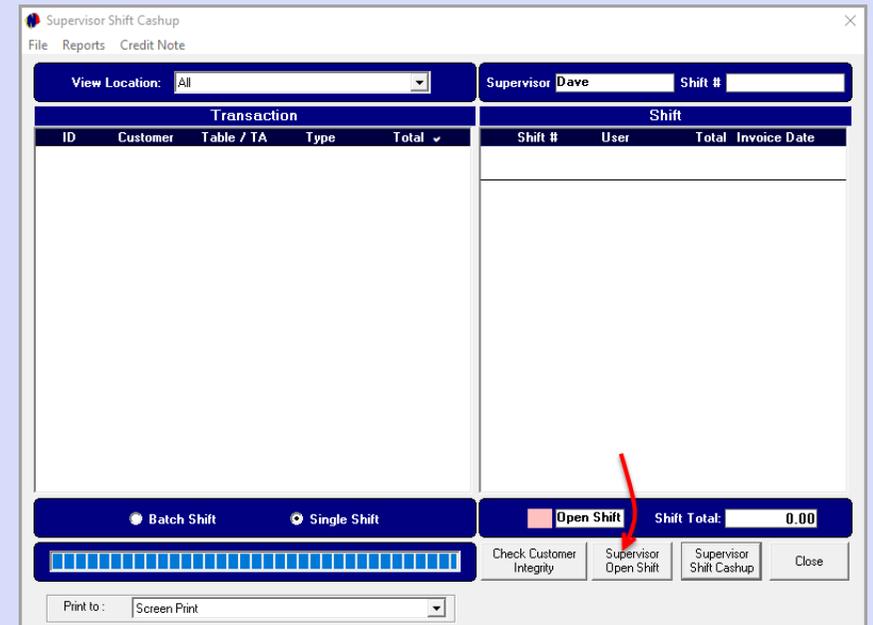
If the 'Enable Quick Scan' option is selected, the User will increase an item's quantity by double clicking on the charge until the required quantity is reached, since the quantity box will not be activated in the POS Systems.



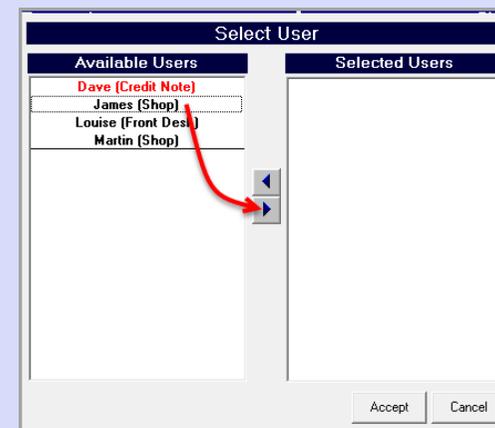
## 3. Opening a Shift

A Shift must be opened for a User to perform transactions.

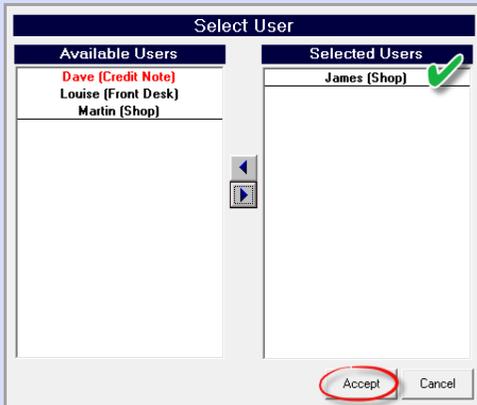
The Supervisor will log into Novtel using their Supervisor password, and click on 'Supervisor Open Shift'.



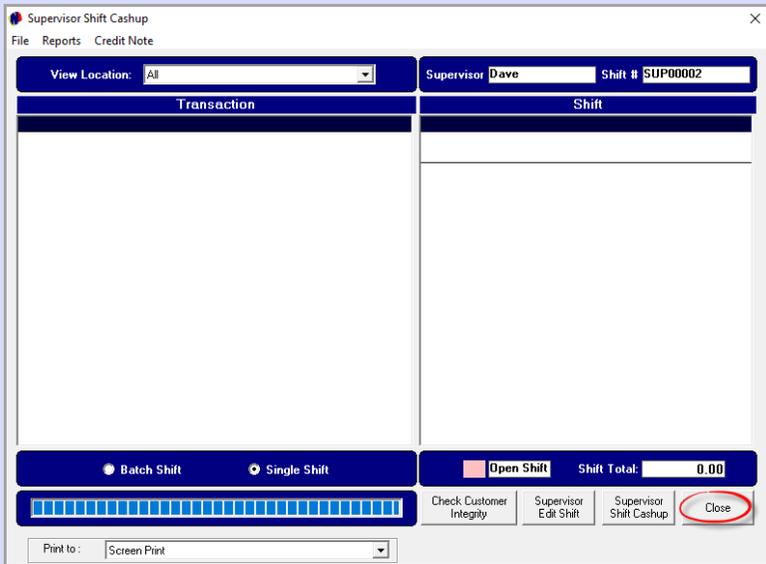
All available Users will be displayed on the left-hand side of the window. Simply double click on the User for whom a shift is to be opened, or click on the User and click on the arrow pointing to the right.



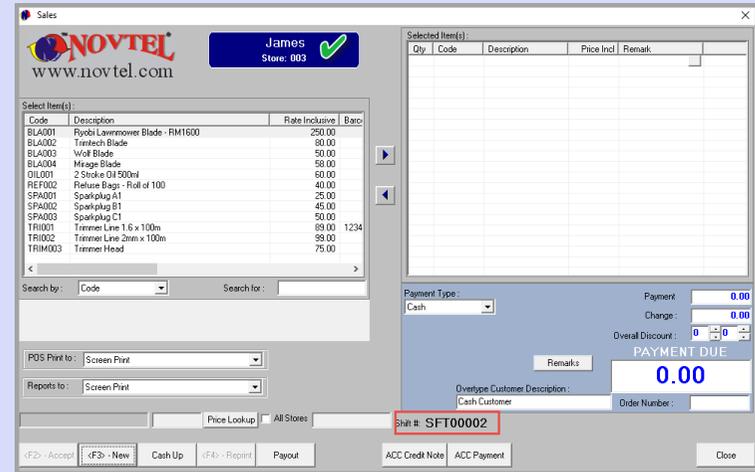
The User is now displayed on the right-side of the window, and the Supervisor can click 'Accept' if no other shift is to be opened at present.



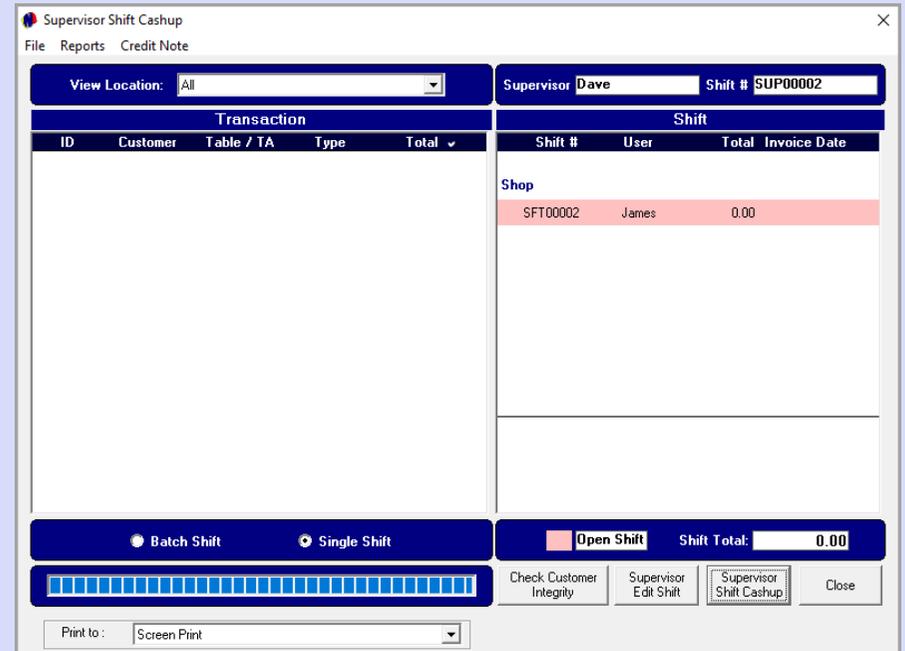
Note that no information is yet displayed in this screen since the User has not yet logged in after the shift were opened.



When the User now logs into Novtel, using his dedicated password, his Username is displayed at the top of the screen, and the Shift number allocated to him, is displayed near the bottom of the screen.



The User's Shift is now highlighted in pink in the Supervisor's screen – indicating that the shift is open. As transactions are being performed, the Supervisor will be able to track all actions in real time.



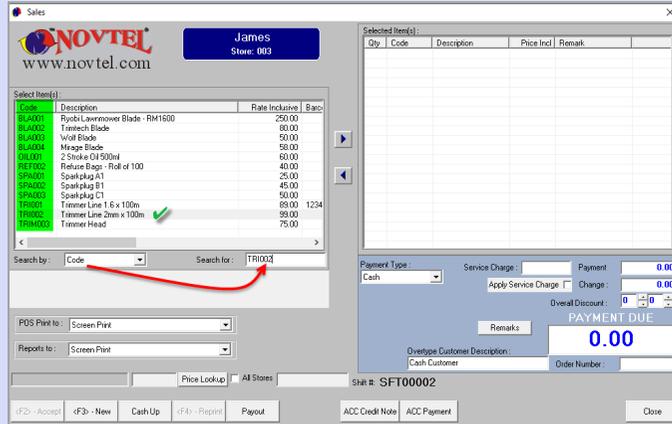
## 4. Search Options

Charges can be searched for by means of the following criteria, and the selected 'Search By' option will be displayed in the first column:

- Code**

By selecting this option, the required charge code can be entered in the 'Search For' field and the 'Enter' key pressed on the keyboard.

If matched, Novtel will highlight the charge in a faint grey line.

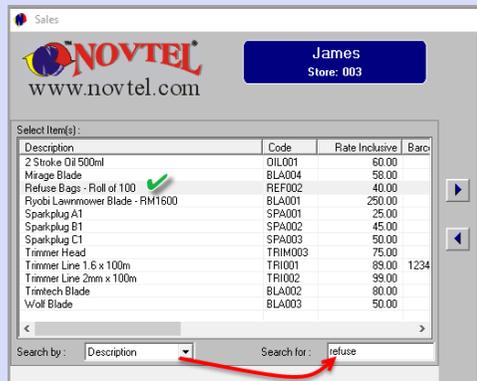


- Description**

By selecting the 'Description' option, all charge descriptions will be displayed in the first column.

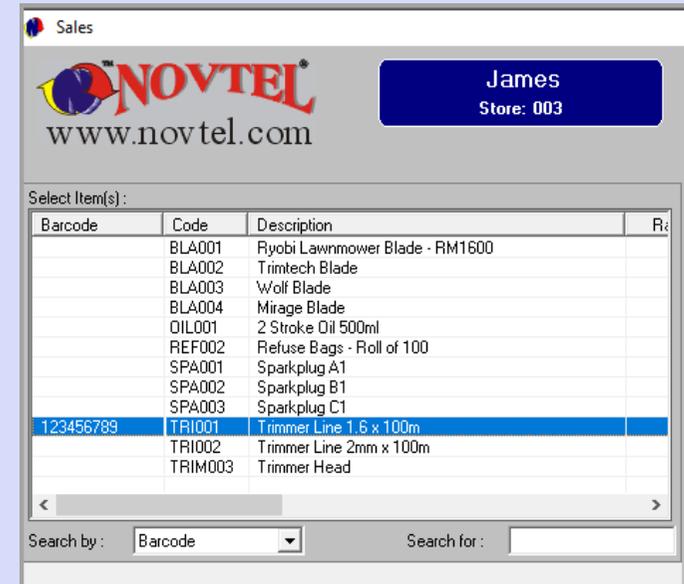
The required charge description – or part thereof - can now be entered in the 'Search For' field and the 'Enter' key pressed.

Novtel will search for and highlight the matching criteria.



- Barcode**

Selecting the 'Barcode' search by option, the charge can simply be scanned with the barcode scanner device, and the matching item will be selected.

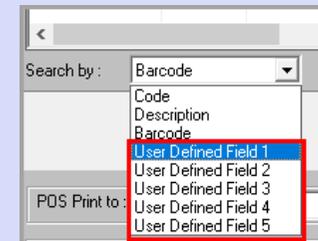


- User Defined Fields**

In Novtel, 5 custom Charge User Defined Fields can be set up, and the required information can be entered per charge, and per User Defined Field option.

If set up, a charge can be searched for by means of any of these fields.

However: In our system, we have not set up our Charge User Defined Fields, and therefore, it is displayed according to the default descriptions.



## 5. Printing Options

As we wish to demonstrate how documents will be displayed when finalizing transactions, our printing options are selected as 'Screen Print'.

The screenshot shows the Novtel Sales POS interface. At the top, it displays the Novtel logo and the store name 'James Store: 003'. Below this is a 'Select Item(s):' table with columns for Qty, Code, Description, Price Incl, and Remark. The table is currently empty. To the left of the table is a 'Select Item(s):' list with columns for Code, Description, Rate Inclusive, and Barc. The list contains various items such as 'Flyobi Lawnmower Blade - RM1600', 'Trimtech Blade', 'Wolf Blade', 'Mirage Blade', '2 Stroke Oil 500ml', 'Refuse Bags - Roll of 100', 'Sparkplug A1', 'Sparkplug B1', 'Sparkplug C1', 'Trimmer Line 1.6 x 100m', 'Trimmer Line 2mm x 100m', and 'Trimmer Head'. Below the list is a 'Search by:' dropdown menu set to 'Code' and a 'Search for:' text box. At the bottom left, there are two dropdown menus: 'POS Print to:' and 'Reports to:', both set to 'Screen Print'. At the bottom right, there is a 'Payment Type:' dropdown menu set to 'Cash', a 'Payment' field set to '0.00', a 'Change' field set to '0.00', and an 'Overall Discount' field set to '0.00'. A 'PAYMENT DUE' section shows '0.00'. Below this is an 'Overtyp Customer Description:' field set to 'Cash Customer' and an 'Order Number:' field. At the bottom, there are several buttons: '<F2> - Accept', '<F3> - New', 'Cash Up', '<F4> - Reprint', 'Payout', 'ACC Credit Note', 'ACC Payment', and 'Close'. The shift number 'SFT00002' is displayed at the bottom right.

However: Please note that at your company, definite printers will be set up to which your documents will print, and these can then be selected from the drop-down menu after being installed on the POS terminal or network.

## 6. Performing Cash Sales

Cash Sales are defined by the fact that immediate payment is received for items purchased.

The payment methods can be selected as either:

- ✓ Cash
- ✓ Credit Card
- ✓ Cheque – if allowed by your company
- ✓ And a direct bank transfer performed on the spot

By default, the customer description will be indicated as 'Cash Customer', and this description will be displayed on documents printed from the 'POS' Terminals.

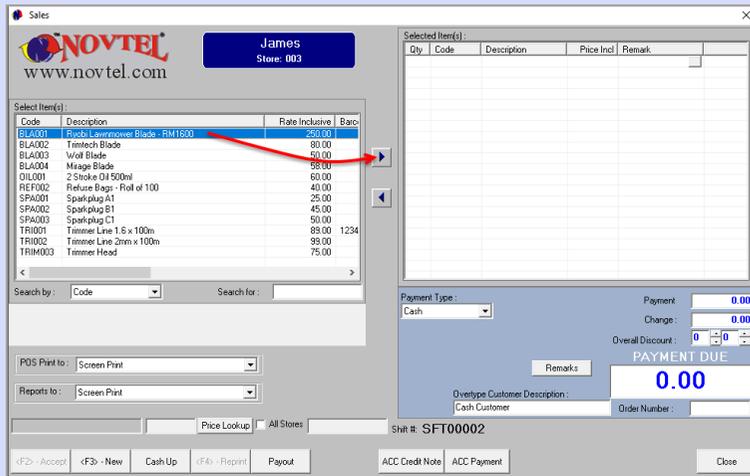
The screenshot shows the Novtel Sales POS interface. At the top, it displays the Novtel logo and the store name 'James Store: 003'. Below this is a 'Select Item(s):' table with columns for Qty, Code, Description, Price Incl, and Remark. The table is currently empty. To the left of the table is a 'Select Item(s):' list with columns for Code, Description, Rate Inclusive, and Barc. The list contains various items such as 'Flyobi Lawnmower Blade - RM1600', 'Trimtech Blade', 'Wolf Blade', 'Mirage Blade', '2 Stroke Oil 500ml', 'Refuse Bags - Roll of 100', 'Sparkplug A1', 'Sparkplug B1', 'Sparkplug C1', 'Trimmer Line 1.6 x 100m', 'Trimmer Line 2mm x 100m', and 'Trimmer Head'. Below the list is a 'Search by:' dropdown menu set to 'Code' and a 'Search for:' text box. At the bottom left, there are two dropdown menus: 'POS Print to:' and 'Reports to:', both set to 'Screen Print'. At the bottom right, there is a 'Payment Type:' dropdown menu with a list of options: 'Cash', 'Credit Card', 'Cheque', 'Bank Transfer', and 'Account'. The 'Cash' option is selected. Below this is a 'Payment' field set to '0.00', a 'Change' field set to '0.00', and an 'Overall Discount' field set to '0.00'. A 'PAYMENT DUE' section shows '0.00'. Below this is an 'Overtyp Customer Description:' field set to 'Cash Customer' and an 'Order Number:' field. At the bottom, there are several buttons: '<F2> - Accept', '<F3> - New', 'Cash Up', '<F4> - Reprint', 'Payout', 'ACC Credit Note', 'ACC Payment', and 'Close'. The shift number 'SFT00002' is displayed at the bottom right.

However: Should a Customer Request that a specific description be displayed on the POS Documents – although it is a cash sale - the 'Description' can be overtyped in this field:

The screenshot shows a close-up of the 'Overtyp Customer Description:' field. The field is currently set to 'Cash Customer'. A red box highlights the field, and a green checkmark is placed over the text 'Mr Jenkins', indicating that the customer description has been successfully overtyped.

## 6.1 Selecting Charges

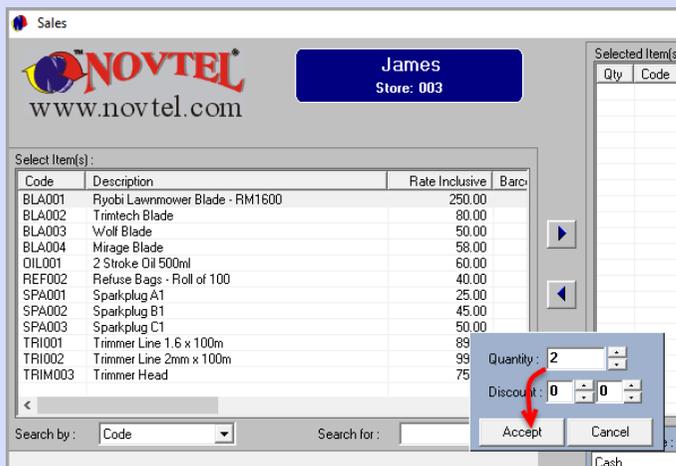
A charge can be selected by either double clicking on it, or by clicking on it and clicking on the arrow pointing to the right.



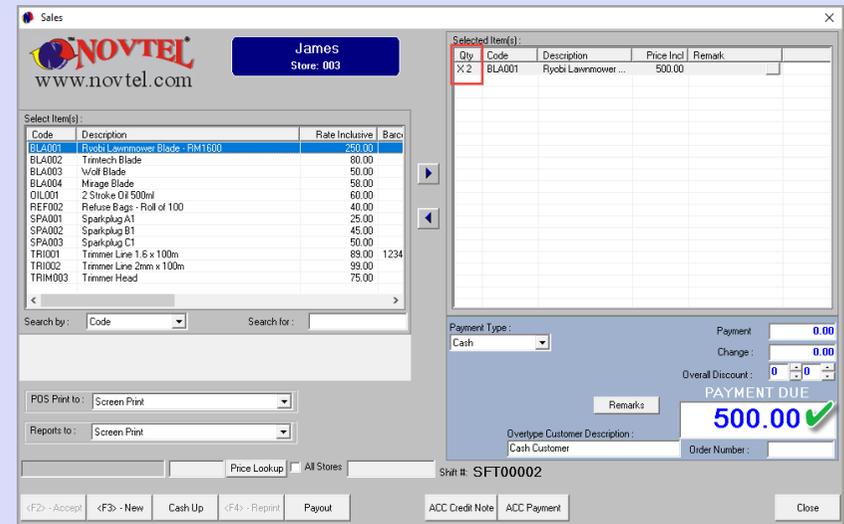
Depending on the setup performed by the system Administrator, the User will either encounter this quantity box where the quantity can be set in accordance with the number of items purchased, or the User will keep on double clicking a charge until the required quantity is reached.

In this case, the customer is purchasing 2 lawnmower blades, and we will enter the quantity as 2.

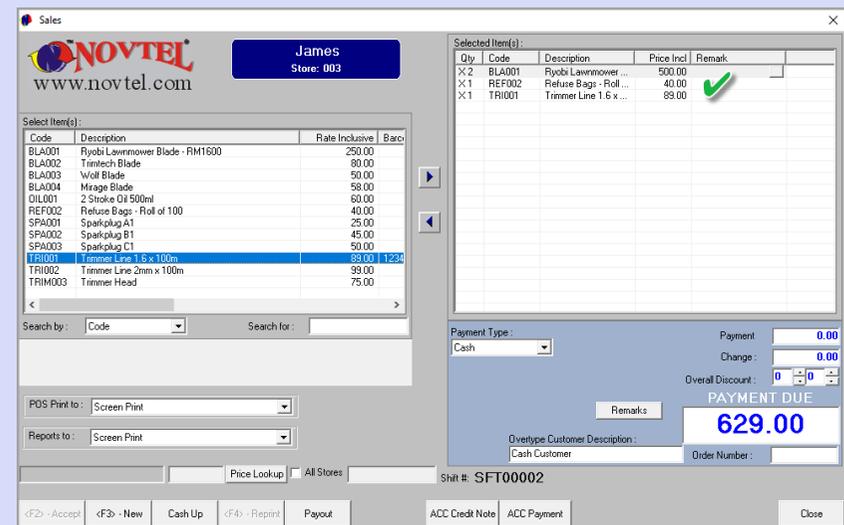
No discount is applicable, and therefore we will leave the percentage at zero and click 'Accept'.



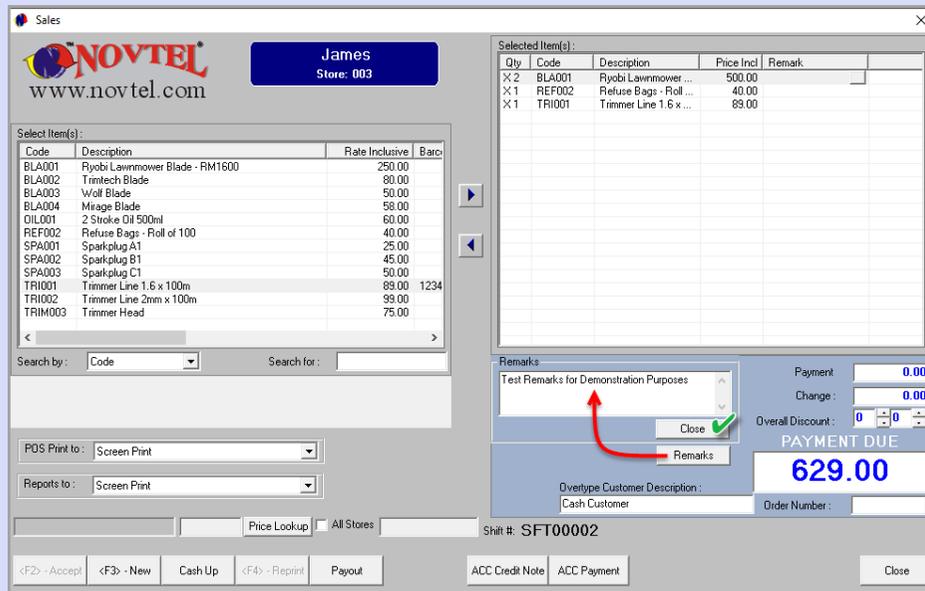
As the blades are charged at R250.00 each, and we have selected the quantity as 2, the 'Payment Due' total is indicated as R500.00.



To add more charges, repeat the process until all items are listed here.



Please note that remarks can also be added to the Tax Invoice if required. Simply click on 'Remarks' which will activate the field where the remarks are to be captured and click 'Close'.

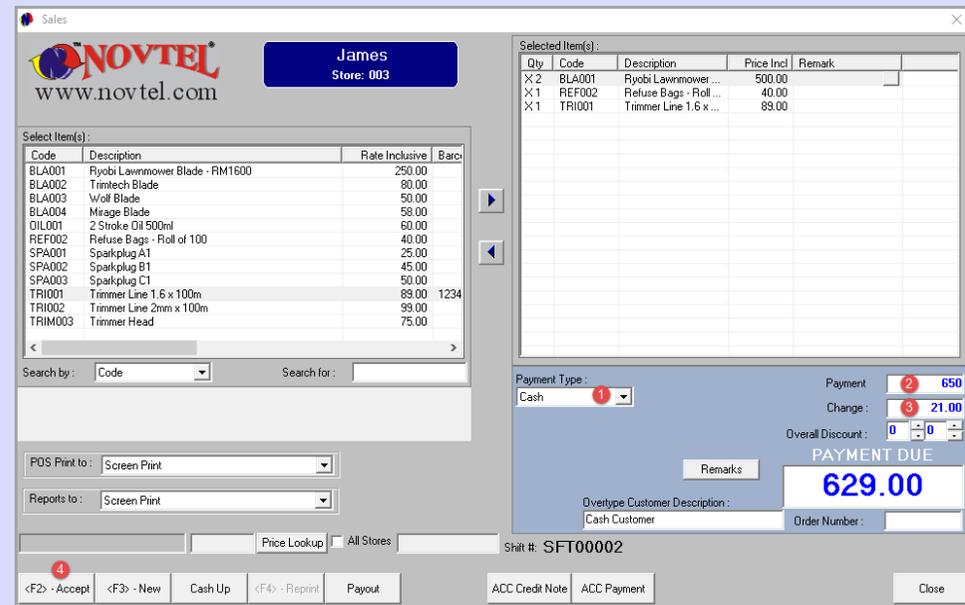


## 6.2 Cash Payment

Very Important:

Always select the correct method according to how the Customer is settling the 'Payment Due' amount, since the different payment types will be listed on the Cashup reports and the cash; credit card; cheque and bank transfer amounts must correspond with the selections made.

1. When the Customer pays cash, this 'Payment Type' option is selected.
2. The amount received from the Customer, is entered in the 'Payment' field.
3. If the amount entered is more than the 'Payment Due' amount, Novtel will automatically calculate the amount in change to be handed to the Customer.
4. Clicking 'Accept', the Invoice is produced.



The 'Payment Type' is indicated as 'Cash'.

The staff member is captured, as well as the shift number linked to him; the date and time the transaction was processed, and the receipt number.

And at the bottom of the document, the Remarks entered previously will be displayed.

Receipt : REC00004

Zoom 100%

### Garden Tool Rentals

Diaz Office Park  
Block 2 Unit 20  
Beach Boulevard West  
Diaz Beach Mossel Bay  
Tel : 0861 66 88 35  
Fax :  
VAT : 123456789

**TAX INVOICE**

Qty	Code	Description	Rate Inclusive	Barc
X 2	BLA001	Ryobi Lawnmower Blade - RM1600	65.22	500.00
X 1	REF002	Refuse Bags - Roll of 100	5.22	40.00
X 1	TRI001	Trimmer Line 1.6 x 100m	11.61	89.00

Description : Cash Transaction  
Customer : Cash Customer  
Payment Type : Cash

Payment Due : 629.00  
Tax/VAT Total : 82.04  
Payment Received : 650.00  
Change : 21.00  
Discount (0.00%) : 0.00

Staff member : James  
Payment Date :  
Print Date : 2020/12/08  
Time : 2:20:52 pm  
Shift Number : SFT00002  
Receipt Number : REC00004

Thank You.

Signature

Test Remark for Demonstration Purposes

The Cash Drawer will open, and the Customer's change must be handed to them.

Sales

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James  
Store: 003

Selected Item(s):

Qty	Code	Description	Price Incl	Remark
X 2	BLA001	Ryobi Lawnmower ...	500.00	
X 1	REF002	Refuse Bags - Roll ...	40.00	
X 1	TRI001	Trimmer Line 1.6 x ...	89.00	

Select Item(s):

Code	Description	Rate Inclusive	Barc
BLA001	Ryobi Lawnmower Blade - RM1600	250.00	
BLA002	Trimtech Blade	80.00	
BLA003	W/roll Blade	50.00	
BLA004	Mirage Blade	58.00	
OIL001	2 Stroke Oil 500ml	60.00	
REF002	Refuse Bags - Roll of 100	40.00	
SPA001	Sparkplug A1		
SPA002	Sparkplug B1		
SPA003	Sparkplug C1		
TRI001	Trimmer Line 1.6 x 100m		
TRI002	Trimmer Line 2mm x 100m		
TRIM003	Trimmer Head		

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Customer change : 21.00

OK

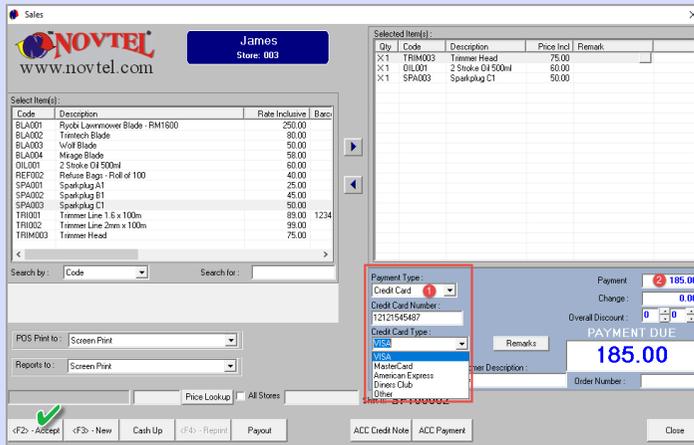
Service Charge : 0.00 Payment : 650.00  
Apply Service Charge  Change : 21.00  
Overall Discount : 0.00  
**PAYMENT DUE**  
629.00  
Remarks  
Overtyping Customer Description :  
Cash Customer  
Order Number :  
Shift #: SFT00002

<F2> - Accept <F3> - New Cash Up <F4> - Reprint Payout ACC Credit Note ACC Payment Close

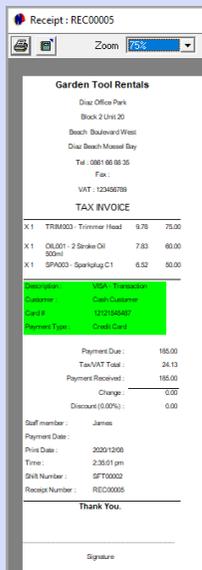
To start a new transaction, click 'New'.

### 6.3 Credit Card Payments

- When the 'Credit Card' payment option is selected, the 'Credit Card Number' field is activated where the card number can be inserted, as well as the 'Credit Card Type' field from which the applicable card type is to be selected from the list of options.
- The payment amount will be entered by Novtel automatically in accordance with the 'Payment Due' amount.



The Tax Invoice displays the method of payment, and the card settings as entered previously.



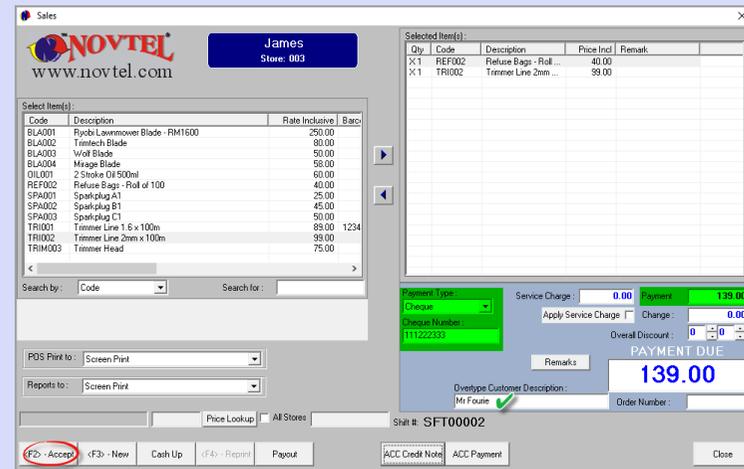
### 6.4 Cheque Payments

Most companies do not accept Cheques as a method of payment anymore. Please ensure that you familiarize yourself with your company's policy in this regard.

Should the 'Cheque' option be selected, the 'Cheque Number' field is activated where the corresponding number is to be captured.

The 'Payment Due' amount is also inserted in the 'Payment' field automatically.

In this case, the Customer's name – as displayed on the cheque – is entered for demonstration purposes.



The Customer's description – as overtyped – is displayed on the Tax Invoice, as well as the payment type and cheque number.



## 6.5 Bank Transfers

When payment is received by means of a bank transfer and the proof of payment is received from the Customer, the 'Payment Type' is selected as 'Bank Transfer'.

This activates the 'Bank Account Number' field, as well as the 'Bank Type' option to be selected from the list.

The 'Payment' amount is inserted by Novtel automatically.

The screenshot shows the Novtel POS interface for a sales order. The 'Selected Item(s)' table lists:

Qty	Code	Description	Price Incl	Remark
X 2	BLA001	Ryobi Lawnmower ...	500.00	
X 1	SPA001	Sparkplug A1	25.00	

The 'Payment Type' is set to 'Bank Transfer'. The 'Bank Account Number' field contains '454878791213'. The 'Bank Type' is set to 'Nedbank'. The 'Payment' amount is 525.00. The 'PAYMENT DUE' is 525.00. The 'Order Number' field is empty.

The screenshot shows the receipt printout for a bank transfer payment. The receipt includes the following information:

**Garden Tool Rentals**  
 Diaz Office Park  
 Block 2 Unit 20  
 Beach Boulevard West  
 Diaz Beach Mossel Bay  
 Tel : 0861 66 88 35  
 Fax :  
 VAT : 123456789

**TAX INVOICE**

Qty	Code	Description	Price Incl	Remark
X 2	BLA001	Ryobi Lawnmower Blade - RM1600	65.22	500.00
X 1	SPA001	Sparkplug A1	3.26	25.00

**Description :** Nedbank - Transaction  
**Customer :** Cash Customer  
**Account #** 454878791213  
**Payment Type :** Bank Transfer

**Order Number :**

Payment Due :	525.00
Tax/VAT Total :	68.48
Payment Received :	525.00
Change :	0.00
Discount (0.00%) :	0.00

## 7. Order Numbers

Should an order number be supplied by the Customer, it can be entered here, and will be displayed on the Tax Invoice.

The screenshot shows the Novtel POS interface for a sales order. The 'Selected Item(s)' table lists:

Qty	Code	Description	Price Incl	Remark
X 2	BLA001	Ryobi Lawnmower Blade - RM1600	250.00	
X 1	SPA001	Sparkplug A1	25.00	

The 'Payment Type' is set to 'Cash'. The 'Order Number' field contains 'ABC123'. The 'PAYMENT DUE' is 199.00. The 'Order Number' field is highlighted in green with a red arrow pointing to it.

The screenshot shows the receipt printout for a cash payment. The receipt includes the following information:

**Garden Tool Rentals**  
 Diaz Office Park  
 Block 2 Unit 20  
 Beach Boulevard West  
 Diaz Beach Mossel Bay  
 Tel : 0861 66 88 35  
 Fax :  
 VAT : 123456789

**TAX INVOICE**

Qty	Code	Description	Price Incl	Remark
X 2	BLA003	Wolf Blade	13.04	100.00
X 1	TR1002	Trimmer Line 2mm x 100m	12.91	99.00

**Description :** Cash Transaction  
**Customer :** Cash Customer  
**Payment Type :** Cash

**Order Number :** ABC123

Payment	200.00
Change	1.00
Overall Discount	0.00
<b>PAYMENT DUE</b>	<b>199.00</b>
Order Number	ABC123

## 8. Processing Discount

If allowed and set up, discount can be allocated to an overall sale.

In this case, we have set the maximum discount at 5%, and cannot be exceeded by the User. Any percentage up to 5% will be allowed.

We will now demonstrate how the 'Payment Due' amount will be influenced by changing the discount percentage to 1%, 2.5% and 5% respectively.

The normal price for 100 refuse bags, is R40.00, and we have selected the quantity as 3. Therefore, the payment due amount is currently R120.00.

Qty	Code	Description	Price Incl	Remark
X 3	REF002	Refuse Bags - Roll of 100	120.00	

Payment Type: Cash  
Payment: 0.00  
Change: 0.00  
Overall Discount: 0 0  
**PAYMENT DUE 120.00**

Selecting 1% discount, the payment due amount changes to R118.80.

Payment: 0.00  
Change: 0.00  
Overall Discount: 1 0  
**PAYMENT DUE 118.80**

2.5% Discount changes the payment due amount to R117.00.

Payment: 0.00  
Change: 0.00  
Overall Discount: 2 5  
**PAYMENT DUE 117.00**

And 5% Discount reduces the payment due amount to R114.00.

Payment: 0.00  
Change: 0.00  
Overall Discount: 5 0  
**PAYMENT DUE 114.00**

When the Tax Invoice is produced, the allocated discount is indicated on the document as follows:

Receipt: RECC0010  
Zoom: 100%

**Garden Tool Rentals**  
Diaz Office Park  
Block 2 Unit 20  
Beach Boulevard West  
Diaz Beach Mossel Bay  
Tel: 0861 66 88 35  
Fax:  
VAT: 123456789

**TAX INVOICE**

X 3	REF002 - Refuse Bags - Roll of 100	14.87	114.00
-----	------------------------------------	-------	--------

Description: Cash Transaction  
Customer: Cash Customer  
Payment Type: Cash  
Order Number:

Payment Due:	114.00
Tax/VAT Total:	14.87
Payment Received:	120.00
Change:	6.00
<b>Discount (5.00%):</b>	<b>6.00</b>

Staff member: James

## 9. Removing Wrongly Selected Items

Whenever an item was wrongly selected; the quantity is incorrect, or the Customer changed their mind and decided not to purchase an item after all, the line item can be removed *before* receiving payment.

The screenshot shows the Novtel Sales interface. The 'Selected Item(s)' table contains the following items:

Qty	Code	Description	Price Incl	Remark
X 3	BLA002	Trintech Blade	240.00	
X 2	REF002	Refuse Bags - Roll	80.00	
X 1	TRIM003	Trimmer Head	75.00	

The 'Payment Due' amount is 395.00. A red arrow points to the 'Remove' button (left-pointing arrow) next to the 'REF002' item.

By clicking on it in the right-hand side of the 'Sales' window and clicking on the arrow pointing to the left, the item is removed from the 'Selected Item' section, and the 'Payment Due' amount is amended accordingly.

The screenshot shows the Novtel Sales interface after the removal of the 'REF002' item. The 'Selected Item(s)' table now contains:

Qty	Code	Description	Price Incl	Remark
X 3	BLA002	Trintech Blade	240.00	
X 1	TRIM003	Trimmer Head	75.00	

The 'Payment Due' amount is now 315.00. A red arrow points to the 'Remove' button (left-pointing arrow) next to the 'REF002' item.

## 10. Reprinting a Tax Invoice

A Tax Invoice can ONLY be reprinted from the 'Sales' window immediately after processing the payment and before clicking 'New' to start a new transaction.

The 'Reprint' button will deactivate upon clicking 'New'.

The screenshot shows the Novtel Sales interface. The 'Selected Item(s)' table contains the following items:

Qty	Code	Description	Price Incl	Remark
X 3	BLA002	Trintech Blade	240.00	
X 1	TRIM003	Trimmer Head	75.00	

The 'Payment Due' amount is 400.00. A red arrow points to the 'Reprint' button in the bottom navigation bar, which is marked with a green checkmark.

## 11. Posting Sales to a Customer's Account

Sales can be posted to a Customer's Account, and payment will only be made at the agreed upon date, or when the credit limit has been reached.

In this case, the 'Account' payment option is selected which:

1. Removes the 'Payment' and 'Change' fields
2. And activates the Customer Code and Description fields

The screenshot shows the 'Sales' window with the following details:

- Customer:** James Store: 003
- Selected Item(s):**

Qty	Code	Description	Price Incl	Remark
X:2	BLA002	Trimtech Blade	160.00	
X:1	DIL001	2 Stroke Oil 500ml	60.00	
X:1	REF002	Refuse Bags - Roll ...	40.00	
X:1	SPA003	Sparkplug C1	50.00	
X:1	TR1001	Trimmer Line 1.6 x ...	88.00	1234
X:1	TR1M003	Trimmer Head	75.00	
- Payment Type:** Account (highlighted with a red box and '1')
- Customer Code:** (highlighted with a red box and '2')
- Customer Description:** (empty field)
- Overall Discount:** 0.00
- PAYMENT DUE:** 474.00
- Order Number:** (empty)
- Shift #:** SFT00002

Clicking on the search option in the 'Customer Code' field, the 'Customers' window is opened.

Selecting any of the 'Search' options at the bottom of the screen, all existing Customers are displayed, and the required existing Customer can be selected.

The screenshot shows the 'Customers' window with the following data:

Number	Description	ID Number	Telephone	Mobile Phone	External Ref	Physical Address	Postal Address	Email
CA0001	Cash Customer	123	044 695 1096	082 22222222		PO Box 111	PO Box 111	cash@customer.com
IN0001	Internal Maintenance	4545454	0123456789	0123456789		PO Box 111	PO Box 111	
ST0001	Stonebridge Kevin	6801020304056	044 688 78945	001 688 78945		25 Gordon Street	25 Gordon Street	kevin@stonebridge.c
WE0001	Weber Enterprises	70001002003	044 123456789	082123456789		70 Richard Street	70 Richard Street	weber@enterprises.c

Search options at the bottom: Number (selected), Description, ID Number, Telephone #, Mobile Phone #, External Ref, Physical Address, Postal Address, Email Address.

However: If the Customer does not yet exist in Novtel, a new Customer Master File can be created; saved and selected.

To create a new Customer Master File, click 'Add New'.

The screenshot shows the 'Customers' window with the 'Add New' button highlighted with a green checkmark. The table of customers is visible at the top.

### 1. Account Code

An Account Code cannot be entered manually, and Novtel will automatically create the Code when all settings have been captured and the account is saved.

### 2. Description

The Description field will be populated by Novtel according to the settings entered in the following fields:

- If this Customer's Master File is to be created for a private customer and not a company, the entries made in the 'Last Name' and 'First Name' fields will be entered by Novtel as the 'Description'.

The screenshot shows the 'Add New Customer' window with the following details:

- Account Code:** (empty, highlighted with a red box and '1')
- External Account Ref:** (empty)
- Description \*:** Smith Ben (highlighted with a red box and '2')
- Customer Category:** 1 - Cash
- Company Name:** (empty)
- Last Name \*:** Smith
- First Name \*:** Ben
- Title:** Mr
- Initials \*:** B

- If a Company Name is entered, this field will be used to populate the 'Description' field

### 3. Customer Category

Customer Categories are created in the financial system and updated to Novtel. Each Customer can then be linked to a specific Category, relevant to the individual or company.

### 4. Corporate Customer

If the 'Corporate Customer' checkbox is ticked, the 'Deposit' options are hidden, and the Customer will be classified as an 'Account Customer'.

### 5. Order Number Required

If an order number is required for a Customer, this option is selected. If not, leave the option unticked.

### 6. Billing Interval

The specific option according to which this Customer is to be billed, can be selected as either:

- On Month End
- On the 25<sup>th</sup>
- On the 28<sup>th</sup>
- Or no month end may be applicable

### 7. Postal Address vs Physical Address

The Postal address may differ from the physical address, in which case, the fields will be populated with the respective information.

However: If the Postal Address is the same than the Physical Address, only the 'Postal Address' field will be populated, and by clicking on the 'Copy Postal Address to Physical' button, the details will be copied and inserted in the 'Physical Address' field by Novtel.

### 8. Tax Reference

The Company's tax reference number is to be inserted here to display on the Tax Invoice issued to the Customer.

### 9. Credit Limit

By entering a credit limit amount in this field, the Customer will be allowed to only accumulate charges up to this amount. If reached, no further transactions should be performed unless the outstanding amount is settled or significantly reduced.

If no credit limit is applicable, a zero amount is entered.

## 10. Payment Terms

Specific Payment Terms will apply to Account Customers, and the terms applicable to this Customer, can be selected.

## 11. Personal Details

The title for this Customer can be selected as either 'Mr', 'Ms', or 'Mrs'.

The initials are automatically derived from the 'First Name' field as entered by the system User.

The date of birth is to be entered and the 'Male' or 'Female' option is to be selected.

By ticking the 'RSA ID' field and entering an ID number, Novtel will check whether the ID number is valid. If not, Novtel will indicate in red that the ID number is false.

If the ID number is valid, Novtel will indicate this fact in green.

## 12. Other Details

All other details – of which some are mandatory fields to be populated - are to be entered.

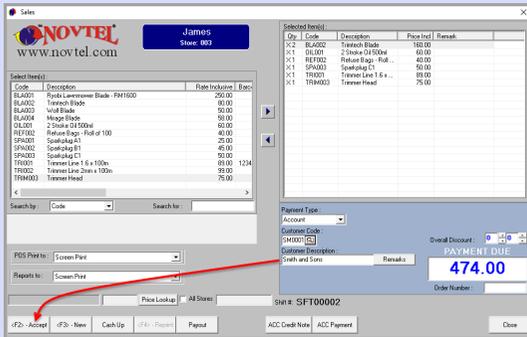
This Customer Master File is now saved by clicking 'Accept'.

The 'Customers' window is now displayed, and the newly created account is highlighted at the top of the list. Simply click 'Select' to link this Customer to the Account sale.

Number	Description	ID Number	Telephone	Mobile Phone	External Ref	Physical Address	Postal Address	Email	
SM0001	Smith and Sons	701002030405	0441 23456789	0821 23456789		44 Peter Rd	44 Peter Rd	smith@sons.co.za	F
ST0001	Stonebridge Kevin	70010020304056	044 688 78945	001 688 78945		25 Gordon Street	25 Gordon Street	kevin@stonebridge.c	F
WE0001	Weber Enterprises	70001002030405	044 123456789	0821 23456789		70 Richard Street	70 Richard Street	weber@enterprises.c	F

If an order number was supplied, it can be entered to be displayed on the Tax Invoice.

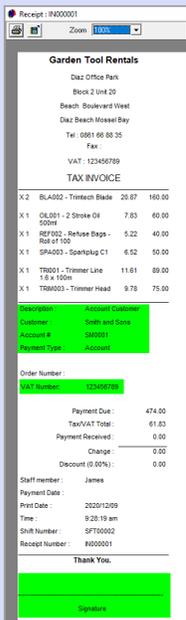
The sale can now be posted to the Customer's Account by clicking 'Accept'.



The Customer's Account Name and Account Code is indicated on the Tax Invoice, as well as the fact that the sale was posted to the Customer Account.

The Customer's VAT number is also indicated on the document.

The Customer is required to sign this document in recognition that the goods were received. This copy is to be retained by the system user and included in the Cashup documents at the end of their shift.



A second copy will also be printed, which will be handed to the Customer.

## 11.1 Exceeding the Credit Limit

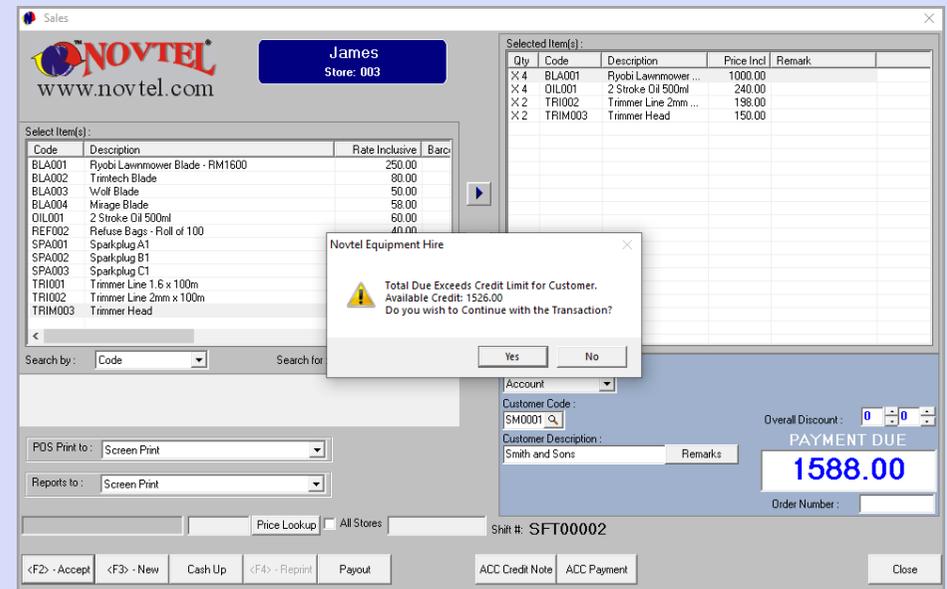
As you would remember: We have set up a credit limit of R2000.00 on the account of the Customer, Smith and Sons.

For demonstration purposes, we will now post sales to the value of an additional R1588.00 to this Customer's account.

The previous sale was R474.00. Therefore, the credit limit of R2000.00 will be exceeded since the available credit is only R1526.00.

Novtel will not prohibit the transaction from being posted but will only warn the User that the credit amount is insufficient.

Clicking 'No', the Payment Type can be changed for the Customer to settle the charges immediately, or an item can be removed to reduce the 'payment due' amount.







Clicking 'Accept', and 'Yes' to proceed with the processing, the receipt is issued for the payment amount received.

### 13. Issuing an Account Credit Note

A credit note can be issued for a specific Customer, and invoice, by clicking on the 'ACC Credit Note' button.

Clicking on the 'Select Customer' button, the 'Customers' window is displayed, and the required Customer can be searched for and selected.



## 14. Supplier Pay-out Transactions

Items can be paid for in cash from the cash drawer and administrated from the 'Sales' window by clicking on the 'Payout' button.

The 'Sales' window shows a list of items for sale. The 'Payout' button is highlighted with a red circle. The 'Payment Type' is set to 'Cash' and the 'Payment Due' is 0.00. The 'Shift #' is SFT00002.

For demonstration purposes, we will select the 'Payout Items' option here to list all charges classified as 'Payout Items' on the respective Charge Master Files – which in this case, are Items purchased from a local Supermarket.

The 'Payouts' window shows a list of items for payout. The 'Supplier (Cash)' option is selected. The 'Payout Items' dropdown menu is open, showing 'Payout Items' selected. The 'Payment Type' is set to 'Supplier (Cash)' and the 'Payment Due' is 0.00.

Selecting the 'Supplier Cash' option, the specific existing Supplier can be searched for and selected from the 'Supplier Code' search option.

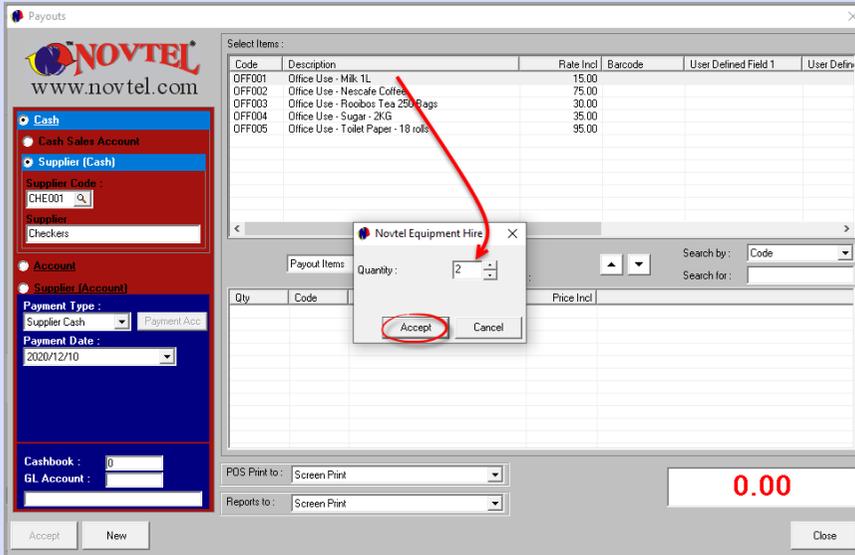
In this case, we have purchased items from Checkers, and this Supplier is selected.

The 'Payouts' window shows a list of items for payout. The 'Supplier (Cash)' option is selected. The 'Supplier List' dialog box is open, showing 'Checkers' selected. The 'Payment Type' is set to 'Supplier (Cash)' and the 'Payment Due' is 0.00.

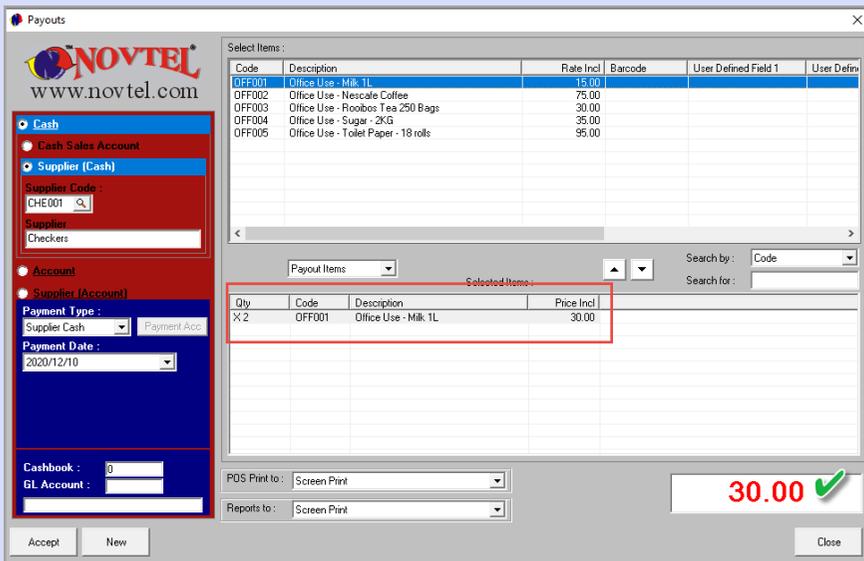
The method by which the Supplier was paid, is selected here, and the date upon which the items were purchased, is also selected.

The 'Payouts' window shows a list of items for payout. The 'Supplier (Cash)' option is selected. The 'Supplier List' dialog box is open, showing 'Checkers' selected. The 'Payment Type' is set to 'Supplier (Cash)' and the 'Payment Due' is 0.00.

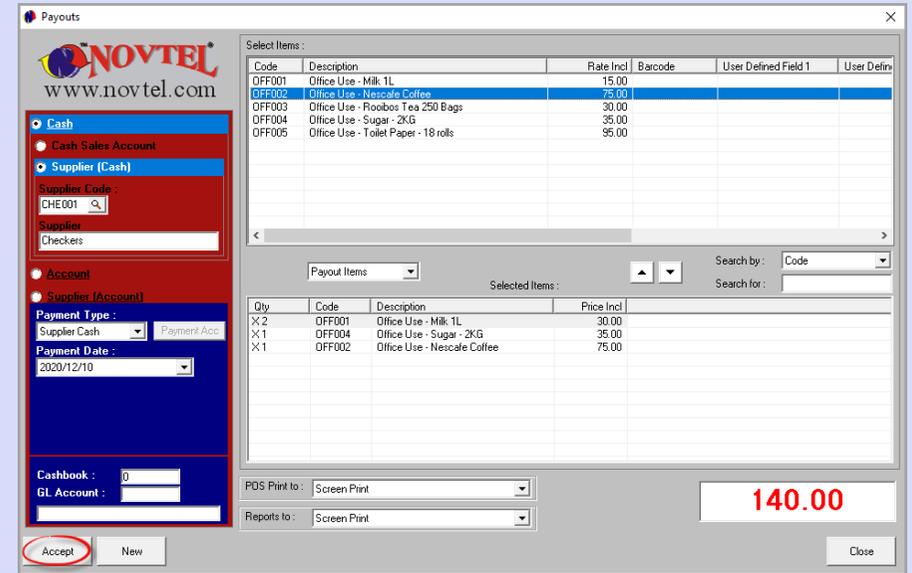
By double clicking on an item, the quantity purchased can be set.



The selected item and quantity are now displayed here, and the total is indicated in red.



More items can now be selected in the same manner, and the total is automatically calculated by Novtel. When done, click 'Accept' to process the pay-out transaction.



The Supplier Payment document is now produced and must be included in the 'Cashup' documents at the end of the User's shift.



## 15. The User Cash-Up Procedure

At the end of the User's Shift, they will be required to perform the 'Shift Cashup' procedure.

This will require:

- ✓ Counting the physical amounts in the cash drawer
- ✓ Entering the amount of cash; and the amounts for payments received by credit cards, cheques, and bank transfers.

Novtel will match these amounts and totals with the system totals generated during the user's shift. At the end of your shift, you will need to generate a POS Cash-Up Report, which will display all the system totals of the float as well as cash sales; account payments received from customers; sales posted to a customer's account; credit notes issued, and pay-out procedures performed.

Any variances or differences between the system totals and the amounts cashed up in the drawer, could indicate a possible shortage or a surplus; of which variances should be followed up and rectified immediately.

The process is started by clicking on the 'Cashup' button.

The screenshot shows the Novtel POS interface for user James at Store 003. The main window displays a list of items with columns for Code, Description, Price Incl, and Remark. Below the list, there are fields for 'Payment Type' (set to Cash), 'Payment' (0.00), and 'Change' (0.00). A 'PAYMENT DUE' section shows 0.00. At the bottom, the 'Cash Up' button is highlighted with a red circle. Other buttons include '<F2> ->Accept', '<F3> -> New', '<F4> -> Reprint', 'Payment', 'ACC Credit Note', 'ACC Payment', and 'Close'.

1. In this case, the Shift Total for James (SFT00002) is displayed as R6090.00 which includes Cash Sales, Account postings and payments, credit notes issued, and the supplier pay-out procedure performed.
2. This Shift Started on 8 December 2020 at 14:11pm
3. As the Shift is still ongoing, an end date and time has not yet been captured
4. At present, the Shift Status is indicated as 'Open'
5. To proceed with the Cash-Up procedure, the 'Money Count' button is to be selected.

The 'Shift Cash Up' dialog box displays the following information:

- Shift Transactions: Transaction Type: [Dropdown]
- Shift Number: 1 SFT00002
- User (Shift Owner): James
- Shift Start: 2 2020/12/08 10:02:11
- Shift End: 3
- Shift Status: 4 OPEN
- Physical Amount: 0.00
- Shortage Amount: -4028.00
- SHIFT TOTAL: 6090.00

Buttons at the bottom include 'Cash Up', 'Money Count' (circled in red), 'Shift Summary', 'Detailed Report', 'Daily Takings', and 'Close'.

- The 'Shortage' Amount is currently displayed as R 4028, and this amount corresponds with the 'Shift Total Cash' amount.
- The Account Total is displayed as R2062.00. This is the total for account payments received and processed during this shift.
- The Shift Total is the combined total of all amounts indicated.

200.00	0	0.50	0	Cash :	0.00
100.00	0	0.25	0	Cheque :	0.00
50.00	0	0.20	0	Credit Card :	0.00
20.00	0	0.10	0	Bank Transfer :	0.00
10.00	0	0.05	0	Vouchers :	0.00
5.00	0	0.02	0	Other :	0.00
2.00	0	0.01	0	Total :	0.00
1.00	0			- Float :	0.00
				Physical :	0.00
				<b>Shortage :</b>	<b>6 4028.00</b>
				Shift Total Cash :	<b>4028.00</b>
				Account Total :	<b>7 2062.00</b>
				Maintenance Clear :	0.00
				Internal Maintenance :	0.00
				Other Total :	0.00
				Shift Total :	<b>8 6090.00</b>

Comments :

Report    Screen Capture    Accept    Cancel

Print to : Screen Print

- As the User now counts all the money in the cash register (which includes the cash float), he will be required to insert the exact physical number of notes or coins, in the corresponding field here (and not the value of the notes or coins).

In this case, the following number of notes and coins are present in the cash register, which includes a R400.00 float:

- ✓ R200.00 notes x 2
- ✓ R100.00 notes x 3
- ✓ R50.00 notes x 9
- ✓ R20.00 notes x 9
- ✓ R10.00 notes x 13
- ✓ R5.00 coins x 8
- ✓ R2.00 x 6
- ✓ R1.00 x 5

Novtel will automatically calculate the amount in cash, and at this stage, the 'Total' and 'Physical' amounts corresponds with the 'Cash' amount.

200.00	2	0.50	0	Cash :	1517.00
100.00	3	0.25	0	Cheque :	0.00
50.00	9	0.20	0	Credit Card :	0.00
20.00	9	0.10	0	Bank Transfer :	0.00
10.00	13	0.05	0	Vouchers :	0.00
5.00	8	0.02	0	Other :	0.00
2.00	6	0.01	0	Total :	1517.00
1.00	5			- Float :	0.00
				Physical :	1517.00
				<b>Shortage :</b>	<b>2511.00</b>
				Shift Total Cash :	<b>4028.00</b>
				Account Total :	<b>2062.00</b>
				Maintenance Clear :	0.00
				Internal Maintenance :	0.00
				Other Total :	0.00
				Shift Total :	<b>6090.00</b>

Comments :

Report    Screen Capture    Accept    Cancel

Print to : Screen Print

- Entering the float amount, the Physical amount is reduced since the float amount is deducted.
- The shortage amount in this case, has now been changed.

Money Count

200.00	2	0.50	0	Cash :	1517.00
100.00	3	0.25	0	Cheque :	0.00
50.00	9	0.20	0	Credit Card :	0.00
20.00	9	0.10	0	Bank Transfer :	0.00
10.00	13	0.05	0	Vouchers :	0.00
5.00	8	0.02	0	Other :	0.00
2.00	6	0.01	0	Total :	1517.00
1.00	5			- Float :	2400
				Physical :	1117.00

Shortage : 2911.00

- As we have received a cheque payment of R139.00 during this shift, the amount is entered here.
- The combined total for all credit card payments – as manually calculated by adding up the credit card slip totals – is entered here.
- The total amount for payments received by means of a Bank Transfer during this shift, is entered here.
- The shift is in balance since the 'Surplus' amount is indicated as zero. The 'Physical' and 'Shift Total Cash' amounts correspond.
- Any applicable notes can be entered in this field and will be displayed on the Cashup report.
- To print the 'Money Count Report', click on this button.

Money Count

200.00	2	0.50	0	Cash :	1517.00
100.00	3	0.25	0	Cheque :	139.00
50.00	9	0.20	0	Credit Card :	2247.00
20.00	9	0.10	0	Bank Transfer :	524.00
10.00	13	0.05	0	Vouchers :	0.00
5.00	8	0.02	0	Other :	0.00
2.00	6	0.01	0	Total :	4428.00
1.00	5			- Float :	400.00
				Physical :	4028.00
				Surplus :	0.00
				Shift Total Cash :	4028.00

Comments : 8

Account Total : 2062.00  
 Maintenance Clear : 0.00  
 Internal Maintenance : 0.00  
 Other Total : 0.00  
 Shift Total : 6090.00

Report Screen Capture Accept Cancel

Print to : Screen Print

Both the User and the Supervisor will sign the report after checking the cash and documents – which will now be handed to the Supervisor.

Money Count

Date : 2020/12/10 Branch : Mussel Bay, POS Retail  
 Operator : James

### Operator Cash Up

CLOSING TOTAL :	6090.00
Cash	1517.00
- Float	400.00
	1117.00
Cheques	139.00
Credit Cards	2247.00
Bank Transfer	525.00
Other	0.00
	4028.00
Vouchers	
	0.00
Short / Over	4028.00
	0.00
BALANCING TOTAL :	4028.00
On Account	2062.00
Internal Maintenance Clearing	0.00
Internal Maintenance Invoicing	0.00
Other	0.00
SHIFT TOTAL :	6090.00

Comments

Operator Sign \_\_\_\_\_  
 Supervisor Sign \_\_\_\_\_

Clicking 'Accept', the 'Money Count' window is closed.

200.00	2	0.50	0	Cash :	1517.00
100.00	3	0.25	0	Cheque :	139.00
50.00	9	0.20	0	Credit Card :	2247.00
20.00	9	0.10	0	Bank Transfer :	525.00
10.00	13	0.05	0	Vouchers :	0.00
5.00	8	0.02	0	Other :	0.00
2.00	6	0.01	0	Total :	4428.00
1.00	5			- Float :	400.00
				Physical :	4028.00

Surplus : 0.00

Shift Total Cash : 4028.00  
Account Total : 2062.00  
Maintenance Clear : 0.00  
Internal Maintenance : 0.00  
Other Total : 0.00  
Shift Total : 6090.00

Comments :

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

Print to : Screen Print

## 15.1 Cashing up and closing the Shift

1. At present, this User's shift is still open, and no end date and time has been captured yet.
2. The Shift Summary, Detailed, and Daily Takings reports can be accessed from these buttons and either printed or saved, or both.
3. Clicking on the 'Cashup' button, the shift is closed, and no transactions can be performed under this shift number anymore.

Shift Transactions :

Type	Time Stamp	Doc Num	Amount
------	------------	---------	--------

Transaction Type :

Shift Number : SFT00002  
User (Shift Owner) : James  
Shift Start : 2020/12/08 10:02:11  
Shift End :  
Shift Status : **OPEN**  
Physical Amount : 4028.00  
Surplus Amount : 0.00

SHIFT TOTAL  
**6090.00**

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

The Shift End Date and Time is now captured. Clicking 'Close', the User will be logged out of Novtel.

Shift Transactions :

Type	Time Stamp	Doc Num	Amount
------	------------	---------	--------

Transaction Type :

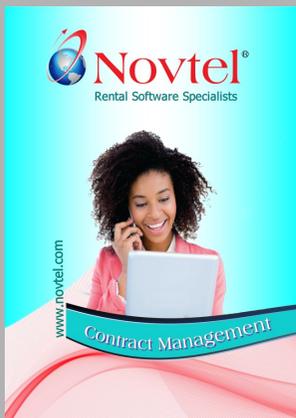
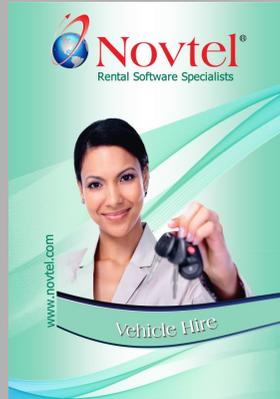
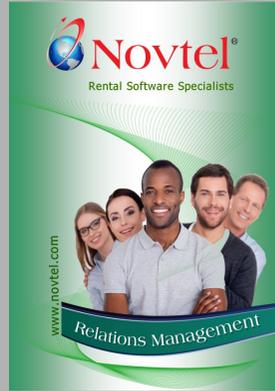
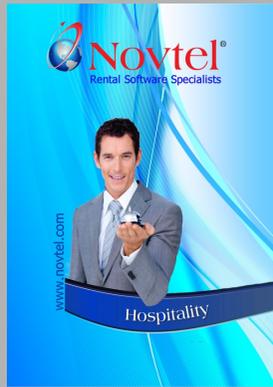
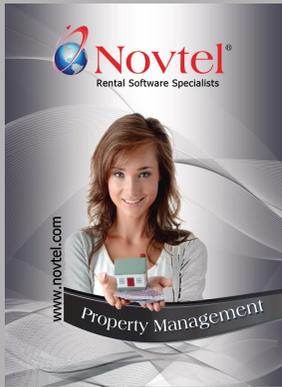
Shift Number : SFT00002  
User (Shift Owner) : James  
Shift Start : 2020/12/08 10:02:11  
Shift End : 2020/12/10 1:44:53  
Shift Status : **CLOSED**  
Physical Amount : 4028.00  
Surplus Amount : 0.00

SHIFT TOTAL  
**6090.00**

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



# Novtel<sup>®</sup> Product Range



sage

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