Retail Starter

Basic use of NP Retail POS.

This training document is the basic package within NP Retail POS and is targeted at inexperienced and new users. The purpose of Retail Starter is to give the participants an overview of NP Retail POS' structure, appearance, its basic functions, and make the user feel comfortable using the system.

The training takes 3 hours, in addition to the preparation and setup of the system.

The education enables participants to serve customers in the POS solution. Advanced functions that are industry-specific are not covered by the instruction unless otherwise agreed and explicitly stated. Also, the creation of goods, customers, and the use of advanced statistics is not included.

Overall structure and control of hardware

In this part of the training, the customer will be introduced to how the POS-program is designed and the hardware that goes with it. We will go through the following points:

- Does all purchased hardware work, and has it been connected?
  - Walkthrough of how to use the hardware
- Walkthrough of correct opening and closing of the payment terminal/software
- Walkthrough of the POS program structure
  - Correct LogOn and LogOff from the POS program
- Presentation of POS windows
  - Login window
  - Transaction window
  - Payment window

Sales procedures

Here, different procedures related to a sale and serving a customer will be reviewed. We will go through the following points:

- Sale of goods
  - Sale by scanning
  - Sale by item look-up
  - Sale by item groups
  - Sale by item buttons
- Change number of items on a sales line
- Different discount forms (total price, total percentage discount, etc.)
- Receival of cash
- Receival of debit/credit cards
- Receival of foreign currency
- Creation and redemption of gift certificates
- Creation and redemption of vouchers
- Receival of old gift certificates and vouchers
- Receival of several payment methods in the same transaction
- How to make a return sale
- Review of exchange label types/function
- Add comments to a transaction
- Save/get sale
- Make payments/reimbursements via the POS
- Print out the last receipt
- Find and print a specific receipt

Statistics and navigation

In this part of the training, we will look at how to conduct a cash flow statement and how to create an overview of the user's revenue, using basic sales statistics. We will review the following points:

- Opening of cash register without key
- Cash flow statement
  - Reviews of the cash report structure
  - Review of X-report
  - Review of Z-report
- Basic sales statistics
  - Revenue report
  - Revenue statistics
  - Advanced bank statement
- Navigation in POS transactions

Other procedures and support options

Here, we will review which support options you have as a customer and the tools used. Also, we will look at how the customer can help themselves if there are problems with the internet connection or credit card payments. We will go through the following points:

- Introduction to www.navipartner.dk
  - Support tools
  - Instructions and guides
  - Videos
  - Manuals
- Introduction to NaviPartner's case archive
  - Reporting a case via Louis Lane
- Procedures in case of operating problems or crashes
  - In case of operating problems with Nets or another payment service provider
  - In case of internet crashes