



HARBORTOUCH RETAIL USER GUIDE



HARBORTOUCH®

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MAIN MENU



The main menu bar is located across the top of the screen. It contains the following menu buttons:

- Home
- POS
- Day End
- Logout
- Customers
- Vendors
- Inventory
- Reports
- Setup
- Time Card

LOGIN



The two login buttons are for logging into the back-end of the system. The POS button is for accessing the main cashier screen where transactions are made.



When prompted, enter your login credentials.

LOGIN (CONTINUED)



After logging in, any previously disabled icons should now be enabled.

FUNCTION KEYS

[F1] POS Help	[F2] Discount	[F3] Recall Trns.	[F4] Open Till	[F5] SKU Lookup	[F6] Chg Customer
[F7] Change Price	[F8] Change Tax	[F9] Change Qty	[F10] Change Clerk	[F11] Delete Item	[F12] Miscellaneous

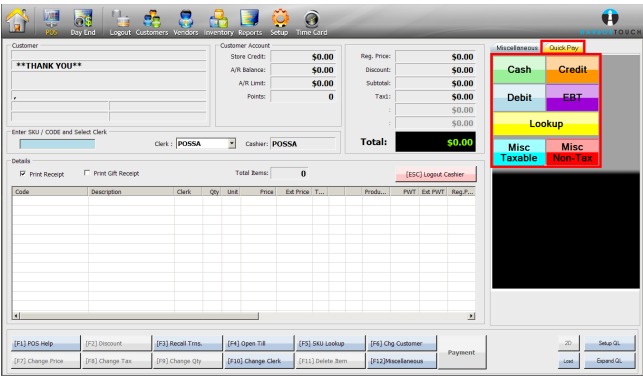
- Shift-F12 Gift Card / Certificate
- Shift-F11 Clear Out All Items
- Shift-F10 Change Description
- Shift-F9 Paid In /Out
- Shift-F8 Insert Blank Line
- Shift-F7 Change Ship To Address
- Shift-F6 Rental / Reservation
- Shift-F5 Gift Registry
- Shift-F4 Sales Return
- Shift-F3 Transaction Attributes

Many of the features of the system can be quickly accessed with Function keys instead of using the mouse to click the button. These are designated by the Function key in brackets.

Some buttons require holding the Shift key along with the Function key.

When entering values, there is no need to follow numbers with decimals when entering a whole dollar value. For instance, \$1.00 can just be entered as 1.

QUICK LAUNCH BUTTONS

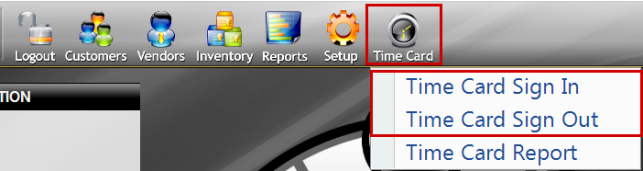


Quick launch buttons can be created to easily access commonly used functions within the system such as adding a discount, selecting an item that may not have a barcode associated with it, or selecting different payment types.

Quick launch buttons are located on the right side of the screen and are separated into different tabs. By default there will be a tab for the different payment types that can be accessed by selecting the Quick Pay tab.

Please Note: To create or edit quick launch buttons you must be logged in as an administrator.

TIME CARD SIGN IN/OUT

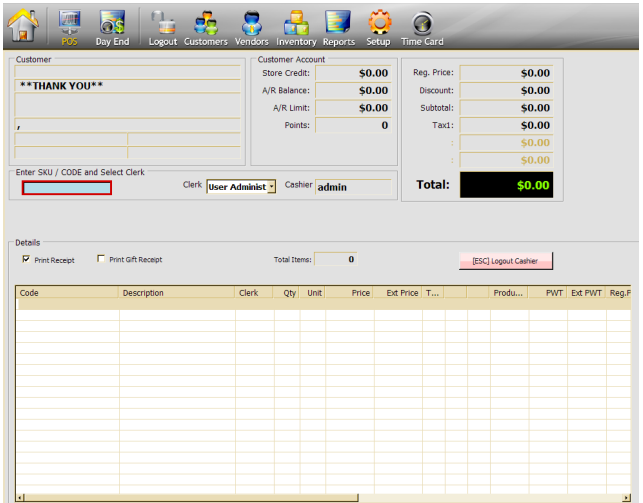


1. Hover over the **Time Card** icon.
 2. Select the appropriate option to clock in or out of the system.
- Please Note:** This is also where time card reports are accessed. Please see the “Modifying Employee Time Card” section for more details.

SCANNING/ENTERING BARCODES



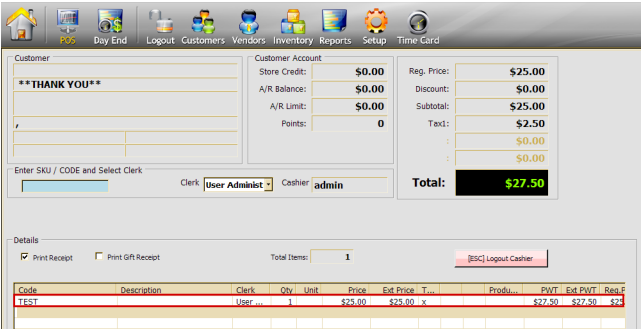
1. Select the **POS** button.
2. Enter **Username**.
3. Enter **Password**.



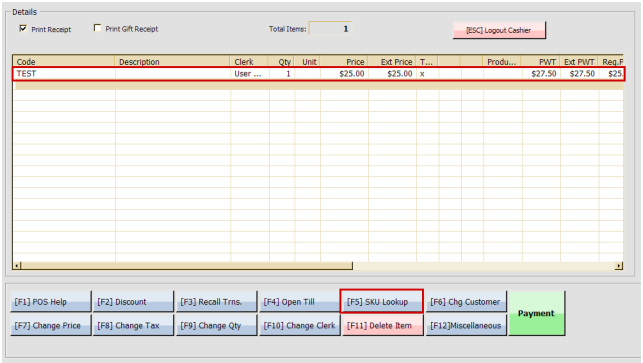
- The POS screen appears.
4. On the left side of the screen, select the box under Enter SKU/CODE.
 5. Use the barcode scanner or manually enter the SKU or Product ID number for the item.

Please Note: You must click on the box prior to scanning an item. Otherwise, the scanner has no location in which to store the SKU.

SCANNING/ENTERING BARCODES (CONTINUED)

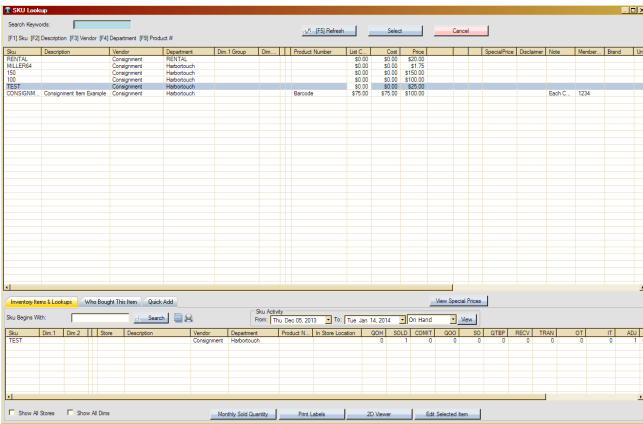


If you scanned an item, note that its SKU appears in the Details section. This indicates that the item has been added to the invoice.



If an item has no barcode, will not scan, or the scanned SKU is unrecognized, press the **F5** key on the keyboard, or select the SKU Lookup button on the toolbar at the bottom of the window.

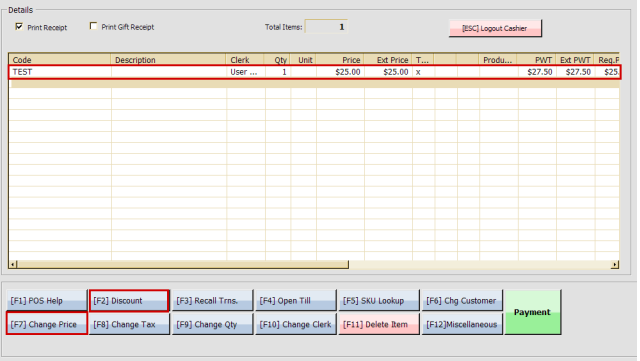
Please Note: If there are multiple barcodes that will not scan and the items are listed in the system, there may be an issue with the barcode that was entered into the system (please call in for assistance).



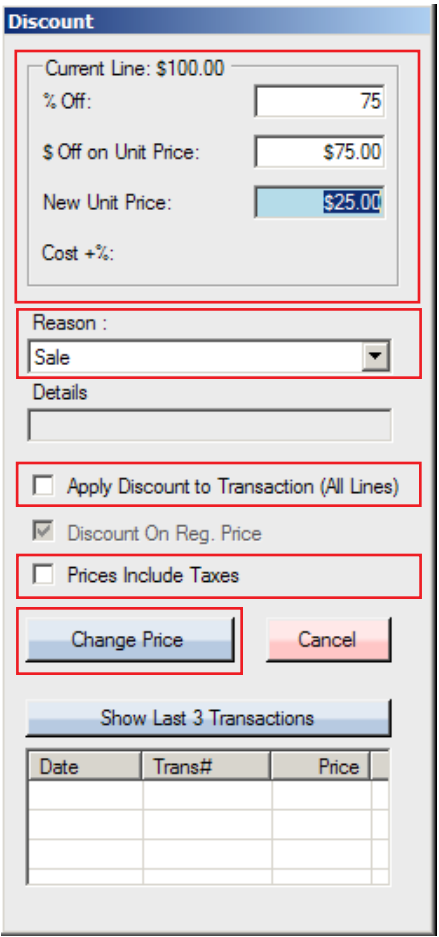
Type the Name, Department, Vendor, or Product ID of an item into the Search Keywords box to help you find the item.

6. Once you have located the item, double-click the item to pull the item into the POS screen.

DISCOUNTS/CHANGING PRICES

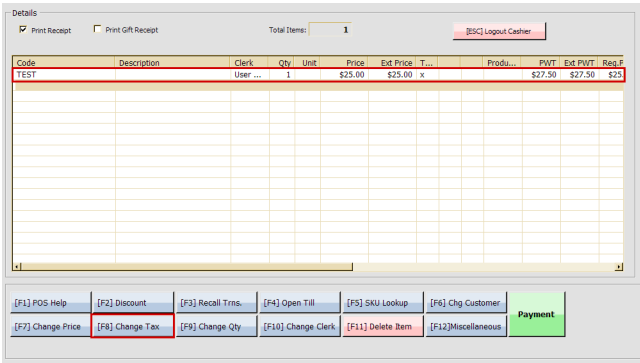


1. After entering items into the POS window, select the item for which you want to change the price.
2. Click the **Discount** button or **Change Price** button. Either choice brings you to the same pop-up window.



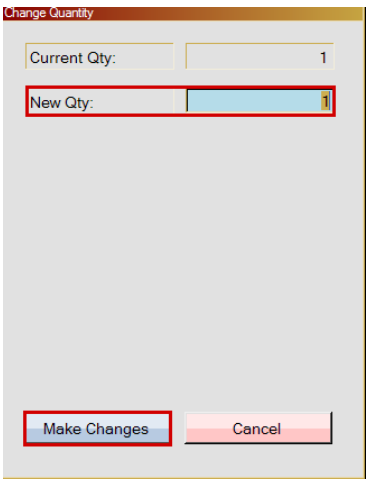
3. Enter a value into the desired price change method:
 - a. % Off
 - b. \$ Off on Unit
 - c. New Unit Price
4. Select any applicable options:
 - a. Reason
 - b. Apply Discount to Transaction
 - c. Price Include Taxes
5. Click the **Change Price** button to apply the change.

REMOVING TAX

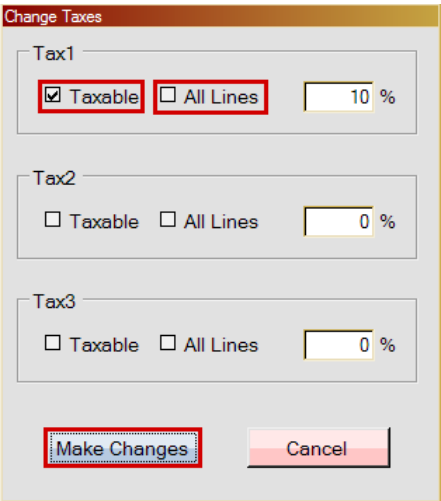


- 1. From the POS screen, after adding items, select the item from which you want to remove tax.
- 2. Select **Change Tax**.

CHANGING QUANTITY (CONTINUED)

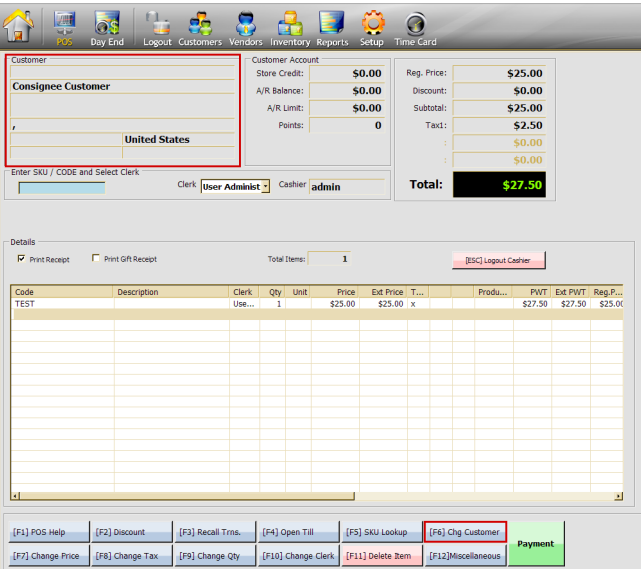


- 3. In the pop-up box, change the number in the New Qty field.
- 4. Click **Make Changes**.



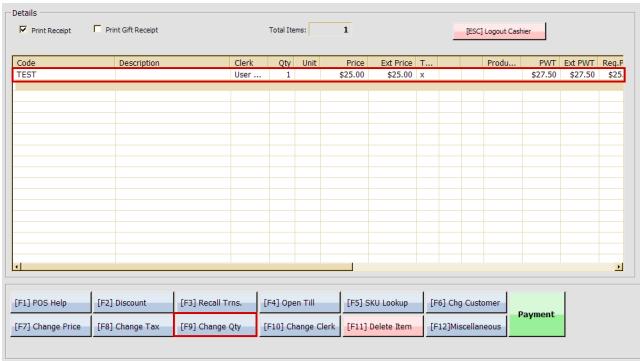
- 3. In the box that pops up, remove the 'Taxable' check mark.
- 4. Select **Make Changes**.
- 5. To remove taxes from all items, also check **All Lines** before selecting **Make Changes**.

ASSIGNING A CUSTOMER TO A TICKET

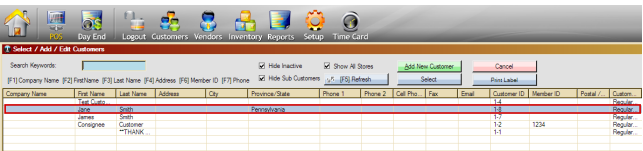


- 1. The current customer is displayed at the top left of the POS window.
- 2. Click on **Chg Customer** at the bottom of the screen.

CHANGING QUANTITY



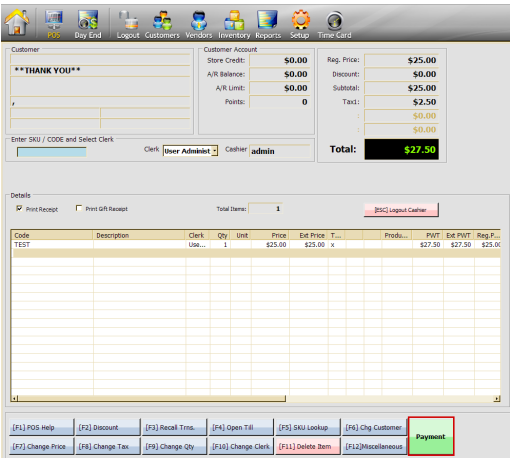
- 1. From the POS screen, select the item for which you want to change the quantity.
- 2. Select **Change Qty** or use the **F9** function key.



- 3. In the pop-up window, double-click the customer you want to assign to the ticket.

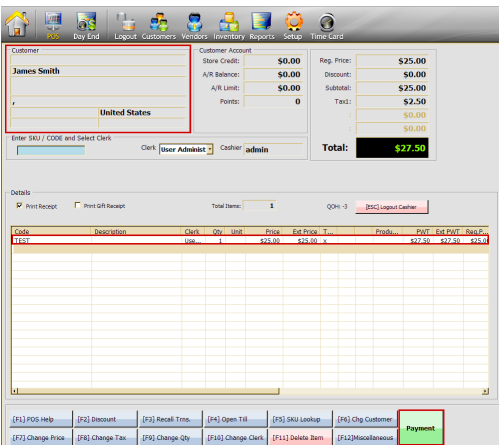
Please Note: To add a new customer please see the "Adding a New Customer" section.

PAYING OUT A TICKET

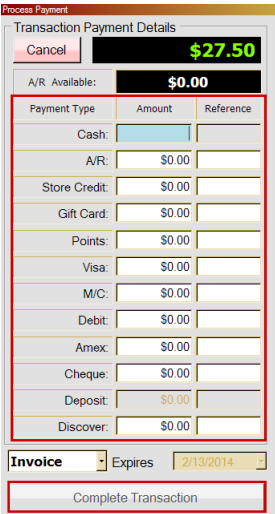


1. From the POS screen with items listed, select **Payment** on the bottom right.

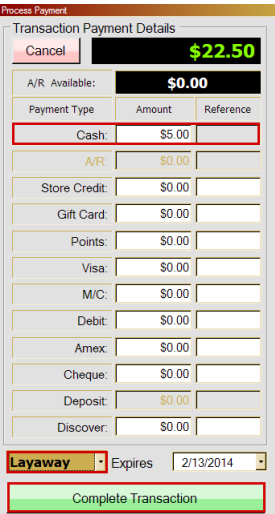
PLACING AN ORDER ON LAYAWAY



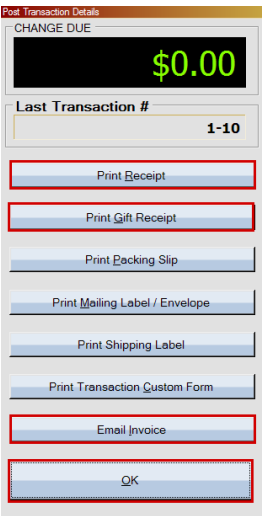
1. Assign the order to a customer (required).
2. Select **Payment**.



2. In the pop-up box that appears, click inside the box next to the desired payment type.
3. Manually type in the amount being paid or press the keyboard's **Insert** key if the customer is paying the exact amount owed. Press **Enter** on the keyboard.
4. Click on **Complete Transaction**.



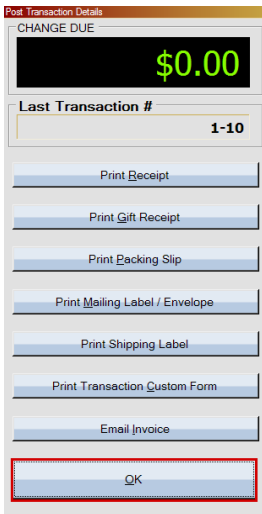
3. Enter the amount being paid as the down payment.
4. Change the transaction type from Invoice to Layaway.
5. Select **Complete Transaction**.



Another pop-up box appears displaying the change due to the customer.

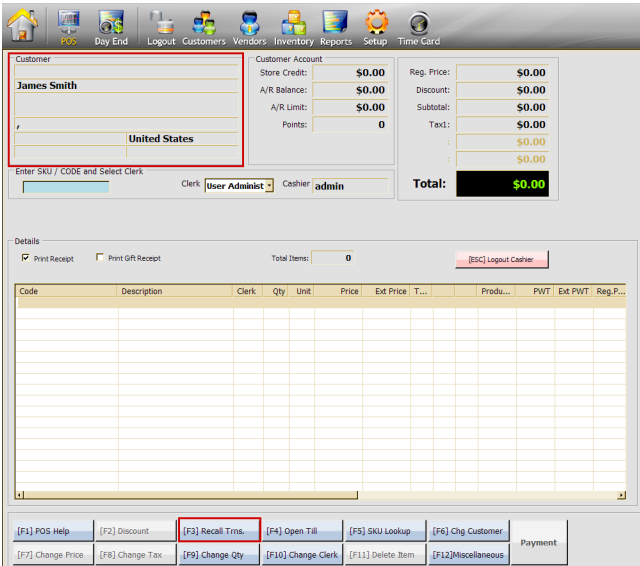
5. Press **Enter** on the keyboard or click **OK** once the transaction is finalized.

There are additional options to Print Receipt, Print Gift Receipt, and E-mail Invoice.



6. Click **OK** to finalize the transaction.

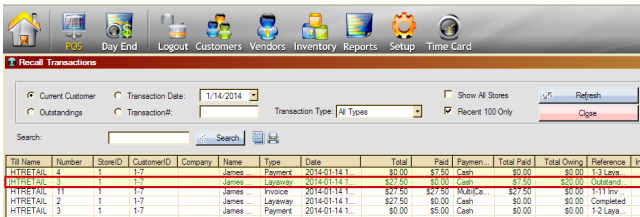
RECEIVING A PAYMENT ON A LAYAWAY ORDER



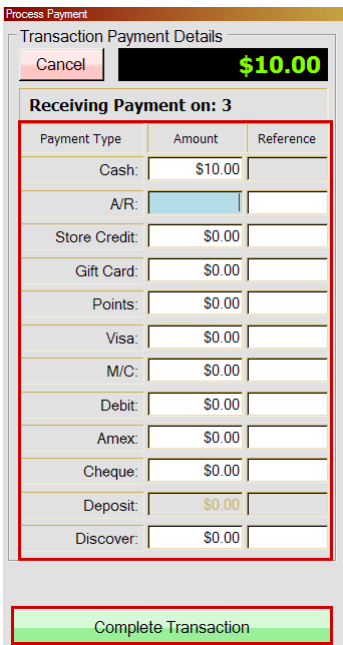
***Please Note:** These instructions are for receiving a partial payment. For finalizing a layaway order, please see “Paying Balance of Layaway Order.”*

1. Assign a customer in the POS window.
2. Select **Recall Trns** on the bottom of the screen.

Assigning the customer prior to recalling transactions forces the display of transactions only for the customer assigned. If you do not assign a customer first, all previous transactions are displayed.

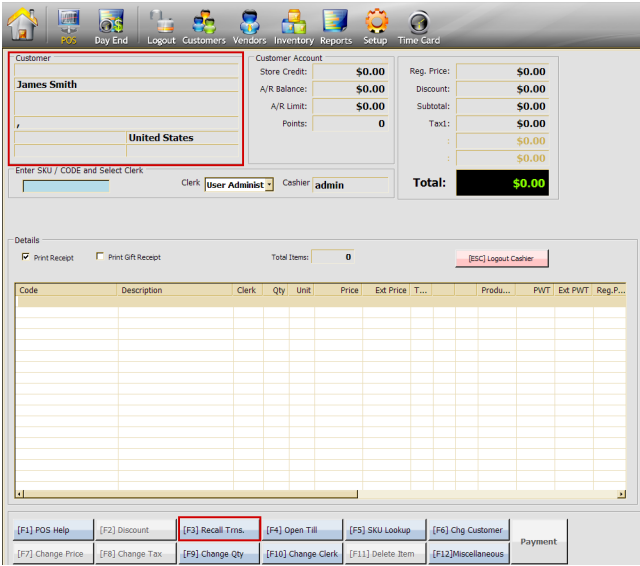


- Layaway items are displayed in green.
3. Select the transaction for which you want to make a payment.
 4. Select **Receive Payment** at the bottom of the screen.



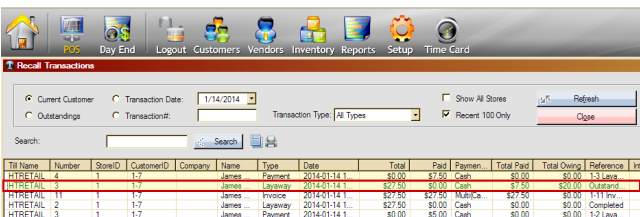
5. Enter the payment amount and select **Complete Transaction**.
- The payment amount is removed from the outstanding amount on the layaway order.

PAYING BALANCE OF LAYAWAY ORDER

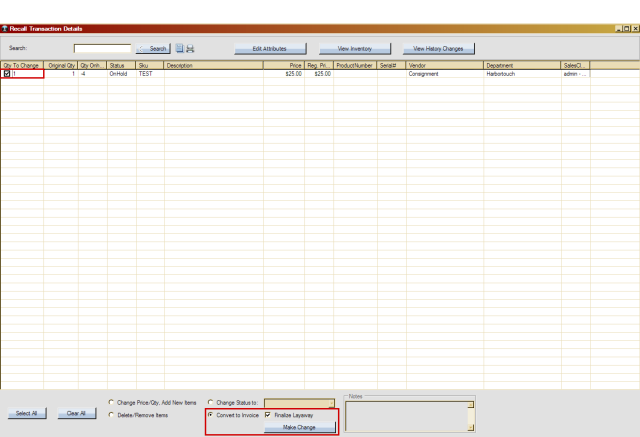


1. Assign a customer in the POS window.
2. Select **Recall Trns** on the bottom of the screen.

Assigning the customer prior to recalling transactions forces the display of transactions only for the customer assigned. If you do not assign a customer first, all previous transactions are displayed.

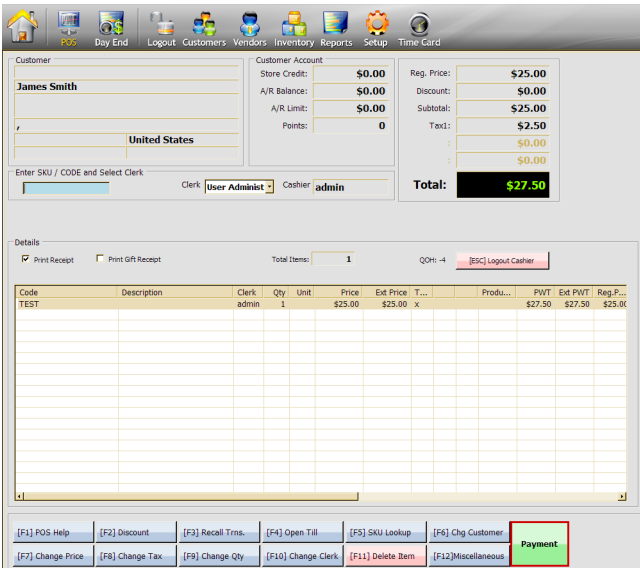


- Layaway items are displayed in green.
3. Select the transaction for which you want to pay the balance.
 4. Select **Receive Payment** at the bottom of the screen.



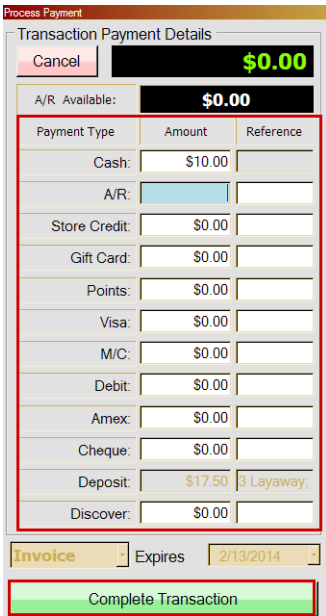
5. In the pop-up screen, check the box next to **Qty To Change** at the top right of the screen.
6. Check the box for **Convert to Invoice** at the bottom of the screen.
7. Check the box for **Finalize Layaway** at the bottom of the screen.
8. Select **Make Change** at the bottom of the screen.

PAYING BALANCE OF LAYAWAY ORDER (CONTINUED)



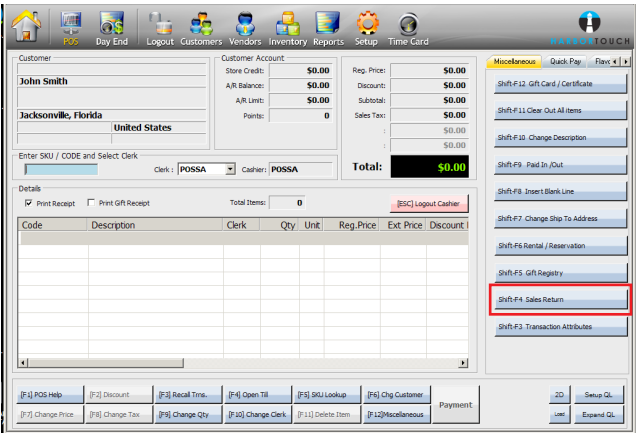
The main POS screen appears.

9. Select **Payment**.

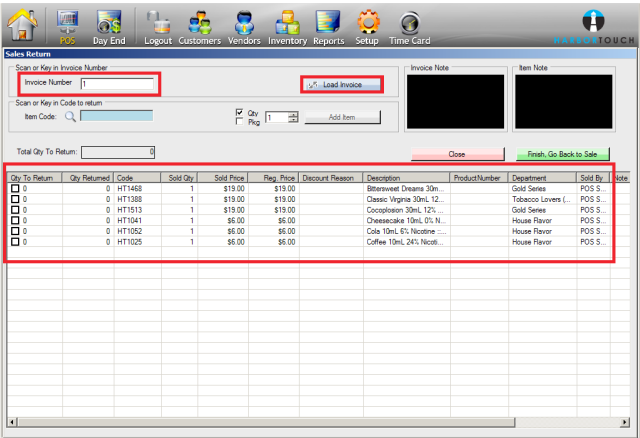


10. Complete payment as you would for any other sale.

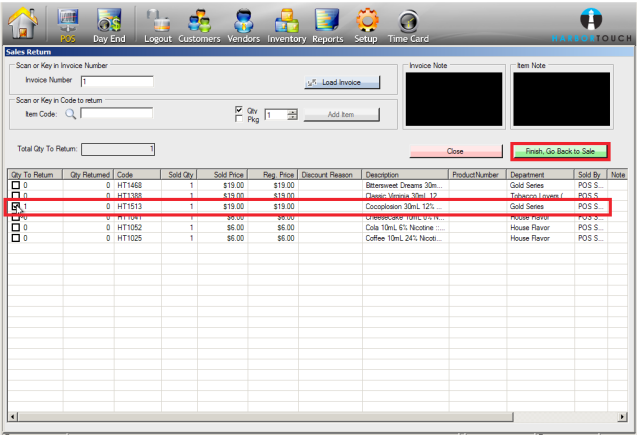
RETURNING OR EXCHANGING AN ITEM



1. From the POS screen, select **Sales Return** on the right side of the screen.

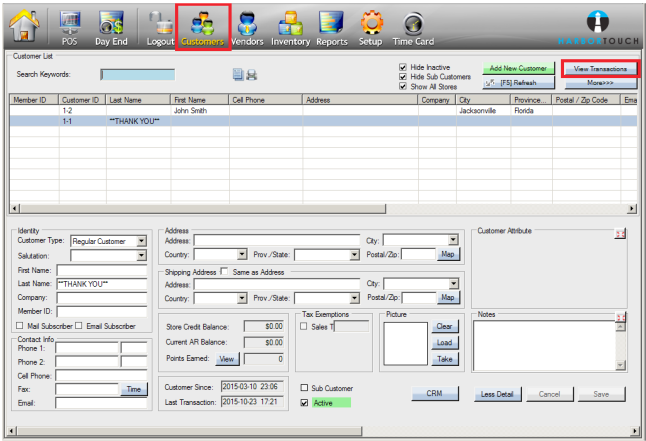


2. Enter the invoice number from the customer receipt and select **Load Invoice**. The invoice will load with all of the items from the original transaction.

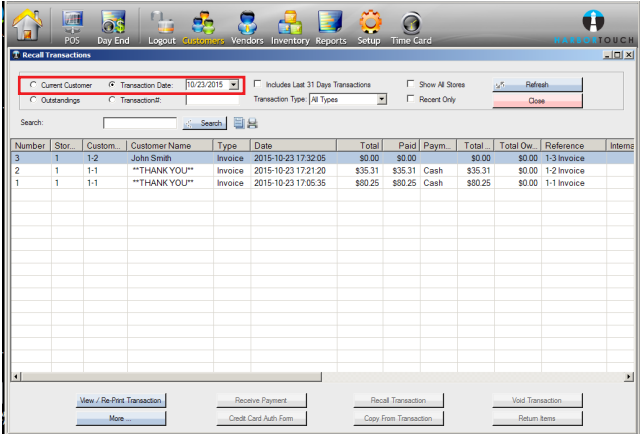


3. Select the item(s) to be returned/ exchanged and then click **Finish, Go Back to Sale**.

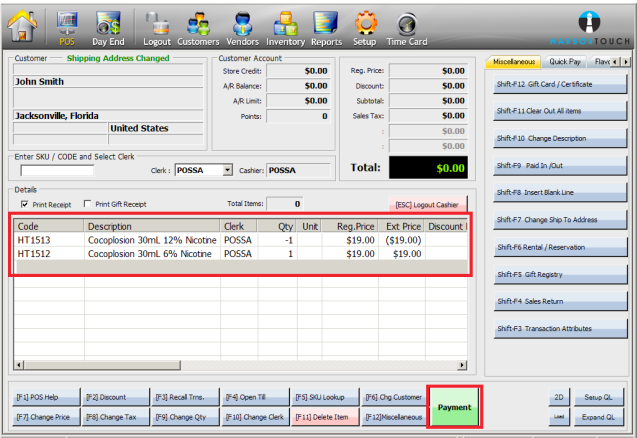
RETURNING AND EXCHANGING AN ITEM (CONTINUED)



4. Alternatively, if the customer doesn't have their receipt, click on the **Customers** icon and then select **View Transactions**.

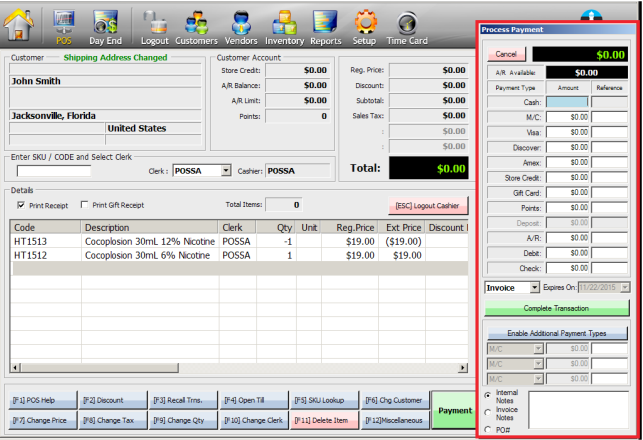


5. You can then view transactions by Customer or Transaction Date to find the Invoice Number.



6. If this is a return, press **Payment** to refund the amount for the item(s). If this is an exchange, scan the new item(s) as if it was a normal sale and then press **Payment** to open the Payment screen.

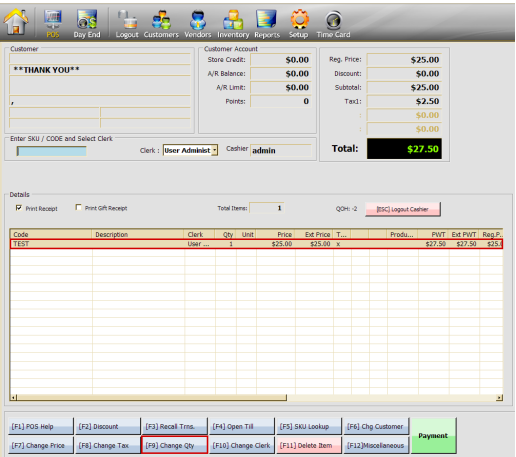
RETURNING AND EXCHANGING AN ITEM (CONTINUED)



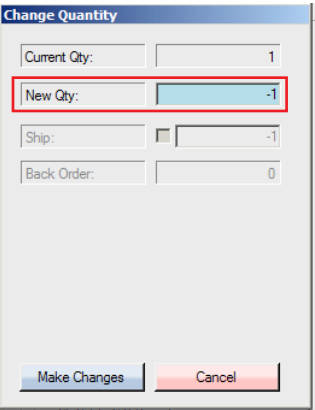
7. If this is an even exchange, you will notice the transaction amount doesn't change since the return and the cost of the new item cancel each other out. If the cost of the new item is different than the original, then the amount due will be displayed. Press **Complete Transaction** to finalize the return/exchange.

RETURNING AN ITEM (WITHOUT ORIGINAL SALE DETAILS)

Please note that if an item is returned using these instructions, you will not be able to track the return to the original sale. If possible, we recommend using the "Returning or Exchanging an Item" instructions for more accurate reporting.



1. From the POS screen, ring up the item being returned as if it is being sold.
2. Select the item.
3. Choose **Change QTY**.



4. Change the New QTY to negative by pressing the minus (-) key on the keyboard.
5. Type in the number of items being returned. Example: "-1" or "-5"
6. Select **Make Changes** to confirm the total items being returned.

RETURNING AN ITEM (WITHOUT ORIGINAL SALE DETAILS)

In the Total box at the top right, the negative quantity and dollar amount represents the number of items returned and the amount that needs to be paid out.

7. You can refund the item for cash, credit, gift card or store credit.

- If you would like to refund the item for cash, credit or gift card, click the Payment button.
- If you would like to refund the item for store credit, you must assign a customer to the transaction. To do this, select Chg Customer at the bottom of the screen and double-click the customer you want to assign to the ticket in the pop-up window. Once a customer has been assigned, press the Payment button.

8. In the pop-up box that appears, select the box next to Cash, Gift Card or Credit Card and hit the **Insert** key on the keyboard to automatically apply the return amount.

If you manually enter the amount paid, the amount must be enclosed in parentheses.

9. Hit **Enter** on the keyboard or click on **Complete Transaction**.

10. In the pop-up box that appears, click **OK** to finalize the transaction.

PAY IN/OUT

1. From the POS screen, select **Paid In/Out** on the right side of the screen.

2. Select either **Paid In** or **Paid Out**.

3. Select the reason from the Reason dropdown menu.

4. Enter the amount to pay in or out.

5. Enter the tax (if applicable) and select complete when done.

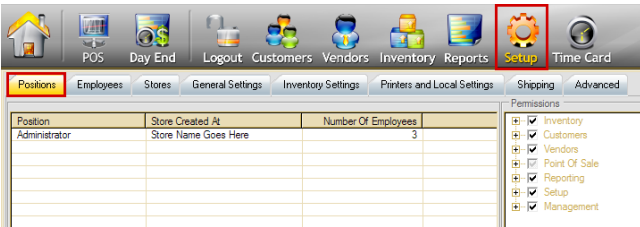
Paid In

You are prompted for the payment type, and you complete the transaction the same as if you sold an item.

Paid Out

The only option available to pay out is Cash.

ADDING A NEW POSITION

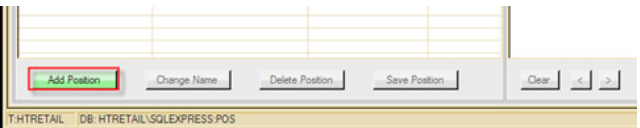


1. Select the **Setup** menu button.
2. Select the **Positions** tab.

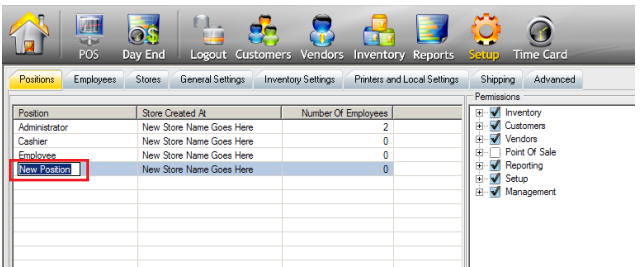
Several administrative positions are set up by default:

- Administrator
- Manager
- Cashier

DO NOT MODIFY THE PRE-EXISTING ADMINISTRATOR ACCOUNT.

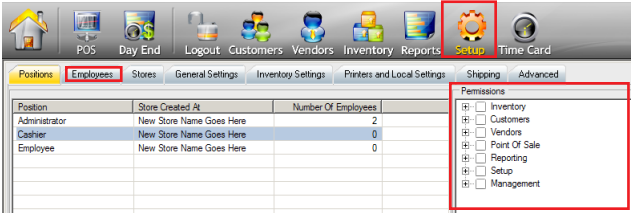


3. Select the green **Add Position** button at the bottom of the page.

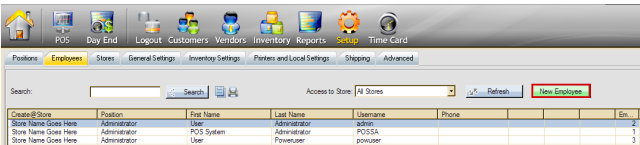


4. Enter the title of the new position.
5. Select **Save Position** at the bottom of the page.
6. By using the + icon on the right side of the screen, the permission tree will expand. Then modify the permissions as needed.
7. Select **Save Position** at the bottom of the page.

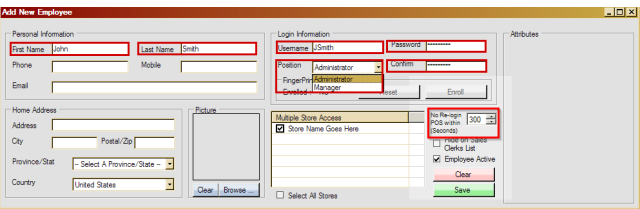
ADDING A NEW EMPLOYEE



1. Select **Setup**.
2. Select the **Employees** tab.



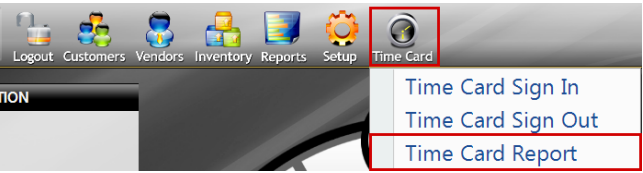
3. Select **New Employee**.



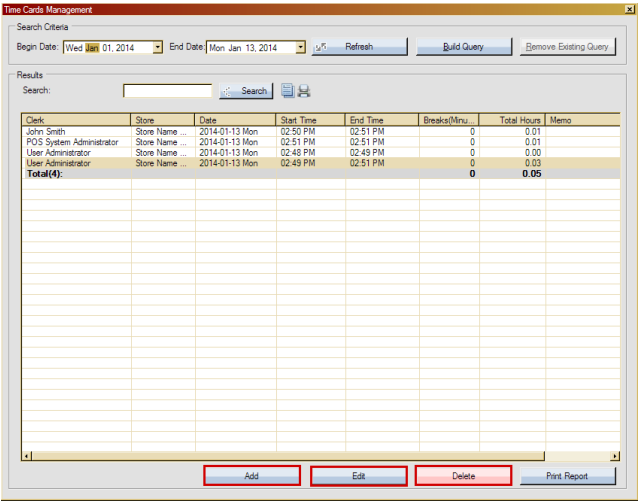
4. A pop-up box appears. Enter the employee's First Name, Last Name, Username, Password, and Position. Once entered, select **Save**.

***Please note:** The "No Re-login POS within" setting will set the time allowed before the system logs out the active user. If left at "0" the user will automatically be logged out after each transaction.*

MODIFYING EMPLOYEE TIME CARDS



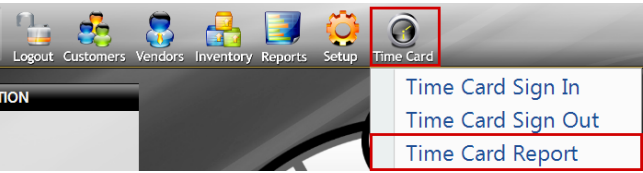
1. Hover over the Time Card icon.
2. Select **Time Card Report**.



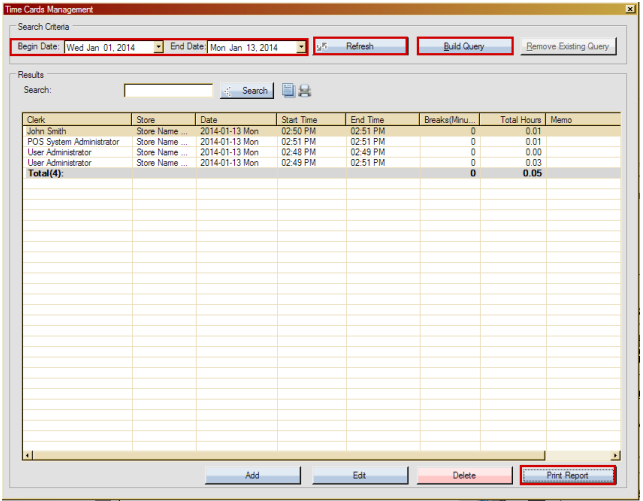
From here you can:

- Add a missing Time Card
- Edit an existing Time Card
- Delete a Time Card

TIME CARD REPORT - GENERAL REPORT

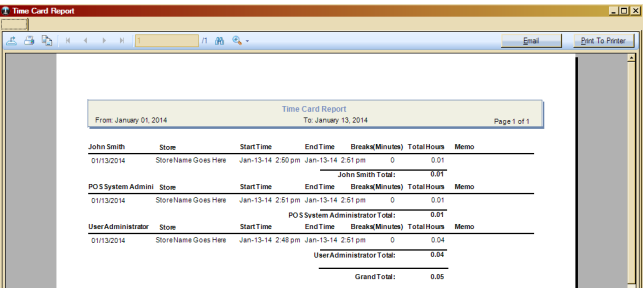


1. Hover over the Time Card icon.
2. Select **Time Card Report**.



3. Set **Begin Date** and **End Date**.
4. Select **Refresh**.

All time cards are displayed. Choose **Print Report** to print exactly what is listed or choose **Build Query** to filter results prior to printing.

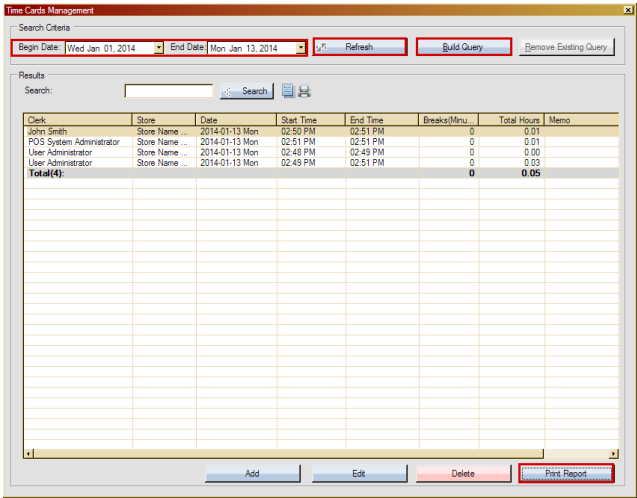


A sample report is shown here. You can:

- Print the report
- Email the report
- Save the report as a digital document

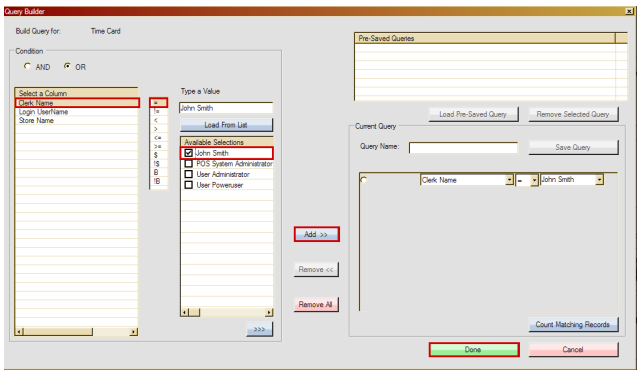
Please Note: Contact Harbortouch POS Support for assistance with setting up email access.

TIME CARD REPORT - QUERY



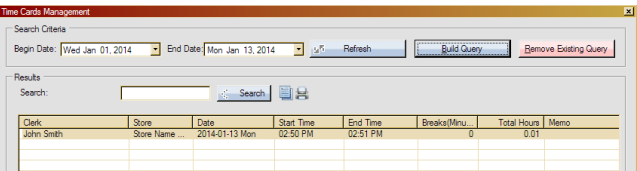
Here is an example of building a query to view only John Smith's time card:

1. Set **Begin Date** and **End Date**.
2. Select **Refresh**.
3. Select **Build Query**.



A popup box is displayed.

4. Select **Search Criteria Clerk Name**.
5. Select **Filter Options "="**
6. Select **Load From List** to view all available users.
7. Check the box next to John Smith's name.
8. Select **Add**.
9. Select **Done**.

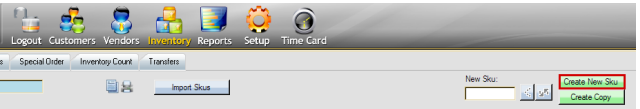


10. View the results of the query.

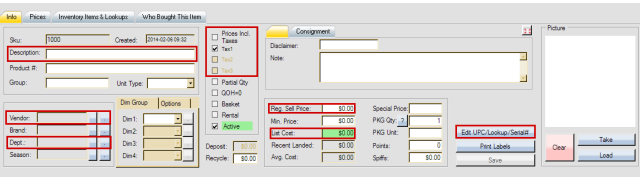
CREATE A NEW SKU



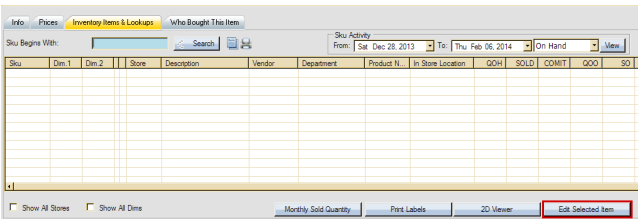
1. Select the **Inventory** button.



2. Select the **Create New SKU** button.

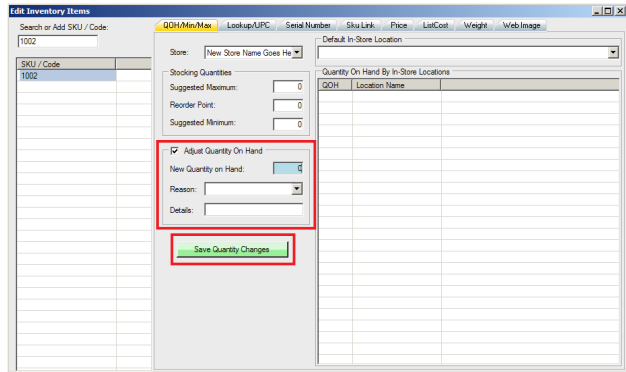


3. Enter **Description**.
4. Select the **Vendor**.
5. Select the **Department**.
6. Select **Tax Options**.
7. Enter the **Reg. Sell Price** (sales price).
8. Enter the **List Cost** (store cost).
9. Select the **Edit UPC/Lookup/Serial#** button.



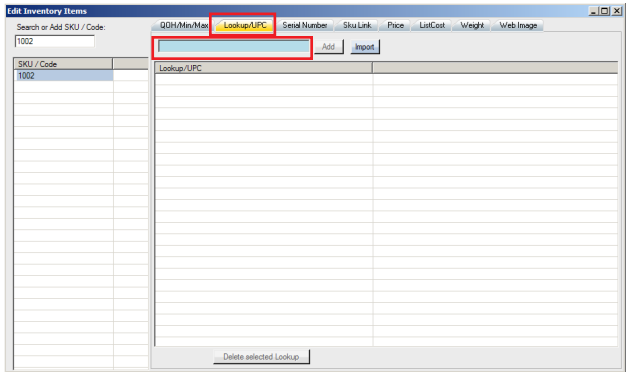
10. Select the **Edit Selected Item** button.

CREATE A NEW SKU (CONTINUED)



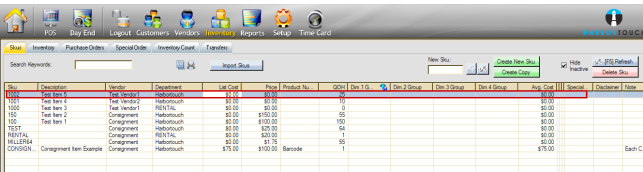
The following will adjust the inventory quantity of the item you have just entered. This should only be done when entering a new item into the POS system. Adjusting inventory for an existing item should be done using either Purchase Orders or Inventory Count.

11. Select the **Adjust Quantity On Hand** check box.
12. Enter the **New Quantity on Hand**.
- 13 Select the **Reason**.
- 14 Select the **Save Quantity Changes** button.

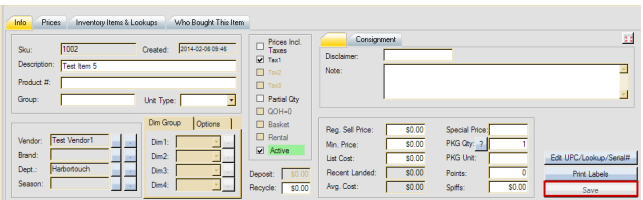


15. Select the **Lookup/UPC** tab.
 16. Select the text box and scan a barcode.
 17. Press the **Add** button.
 18. Exit when done.
- Multiple barcodes can be added to an inventory item.

MODIFYING AN EXISTING SKU

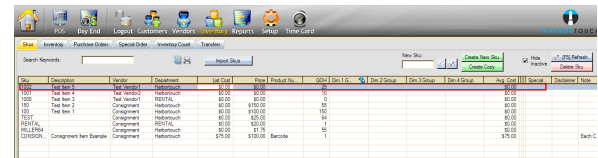


1. Select the **Inventory** button.
2. Select the item that needs to be modified.

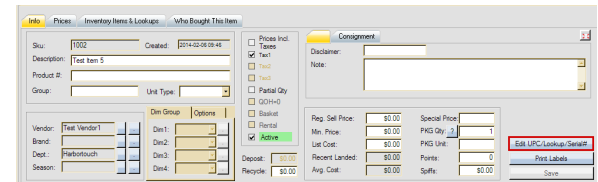


3. Make any required modifications.
4. Press the **Save** button.

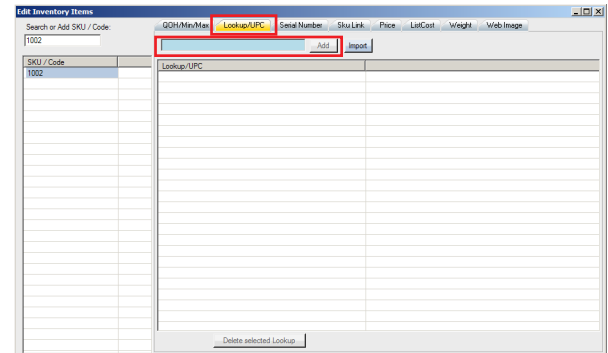
MODIFYING LOOKUP/UPC



1. Select the **Inventory** button.
2. Select the item that needs to be modified.

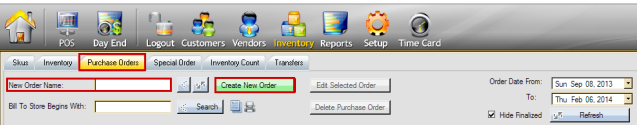


3. Select the **Edit UPC/Lookup/Serial#** button.

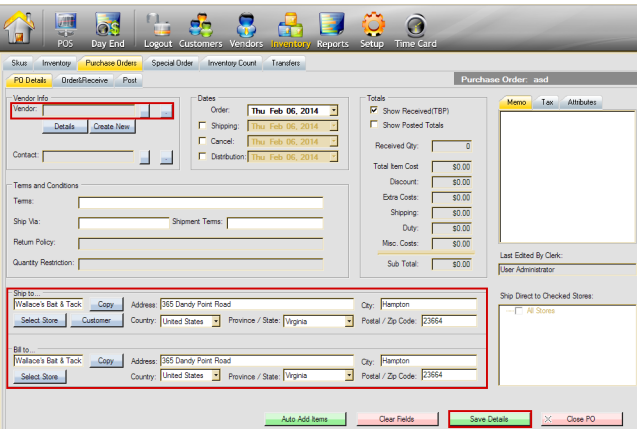


4. Select the **Lookup/UPC** tab.
 5. Select the text box and scan the barcode.
 6. Press the **Add** button.
 7. Exit when done.
- Multiple barcodes can be added to an inventory item.

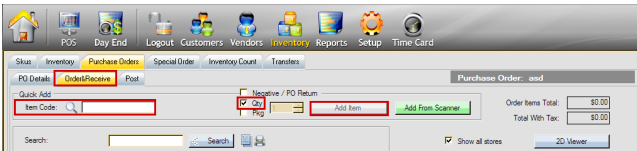
CREATING A PURCHASE ORDER



1. Press the **Inventory** button.
2. Select the **Purchase Orders** tab.
3. Enter the **New Order Name**.
4. Press the **Create New Order** button.

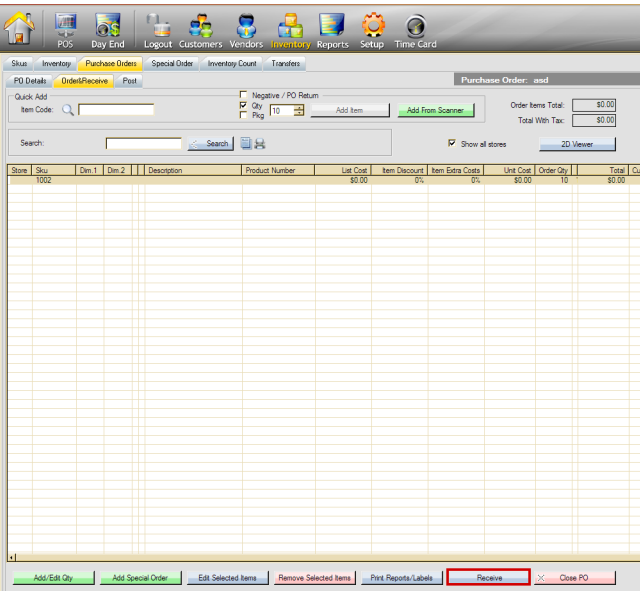


5. Select the vendor.
6. Verify the **Ship To** and **Bill To**.
7. Select the **Save Details** button.

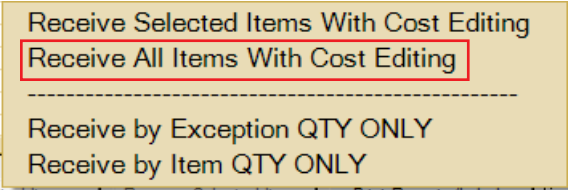


8. Select the **Order/Receive** tab.
9. Enter the Item Code that needs to be added.
- Please Note:** If unsure of Item Code, select the magnifying glass to search all inventory items.*
10. Select the **Qty** check box.
11. Enter amount of the item that is being received (not the total amount of item in store).
12. Press the **Add Item** button.
13. Repeat process until all items that have been ordered/received from that particular vendor are added to purchase order.

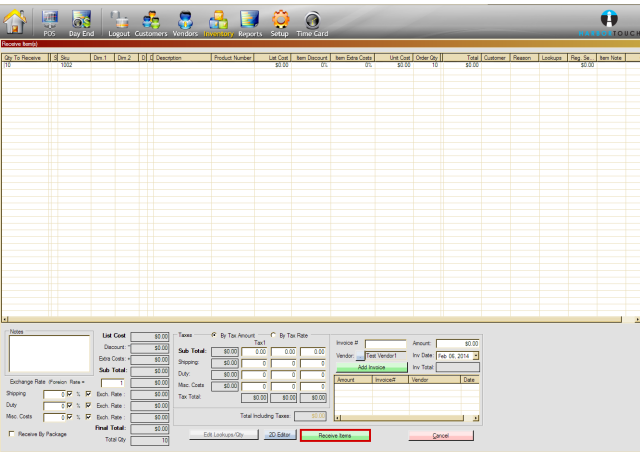
CREATING A PURCHASE ORDER (CONTINUED)



14. Press the **Receive** button.

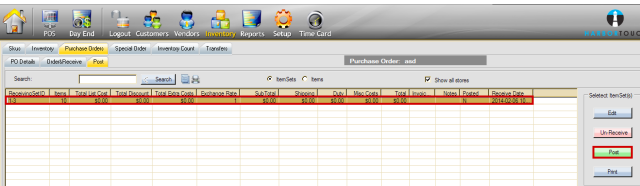


15. Select **Receive All Items With Cost Editing**.

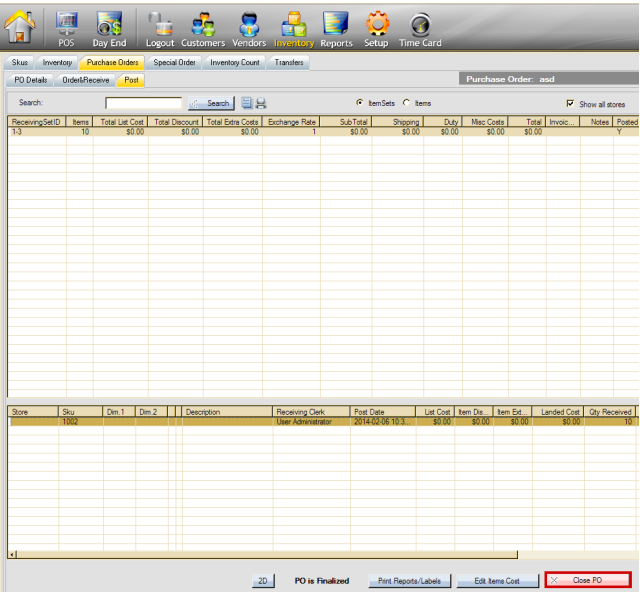


16. Make any necessary adjustments after inventory has been received from the vendor.
17. Press the **Receive Items** button.

CREATING A PURCHASE ORDER (CONTINUED)



- 18. Select the **Purchase Order**.
- 19. Press the **Post** button.
- 20. There will be three popup boxes that will be displayed. Select **YES** to all of them.

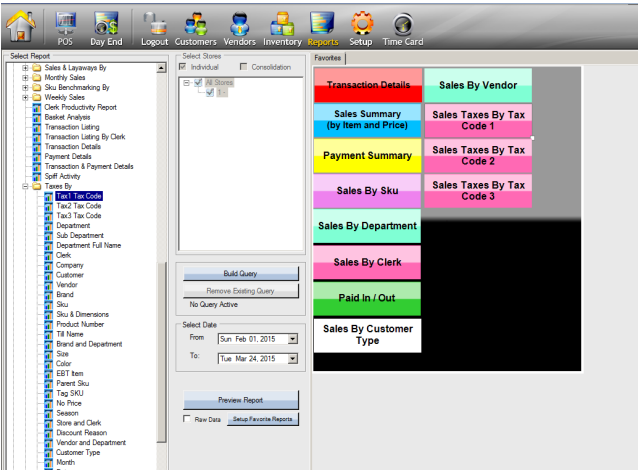


- 21. Select the **Close PO** button.

REPORTS



- 1. Press the **Reports** button.



- 2. Select the report you want to view.
- 3. Press the **Preview Report** button.

Please Note: The panel on the right side of the screen will hold all saved quick launch reports. To access any one of these reports just select the date range and select the report you wish to view.

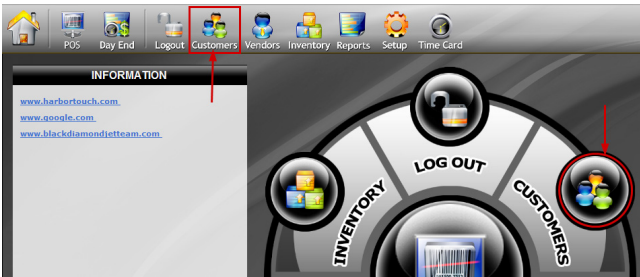
Options to save document:

- Export
- Email
- Print to printer (this will work only if there is a full size printer attached to the POS system or network).

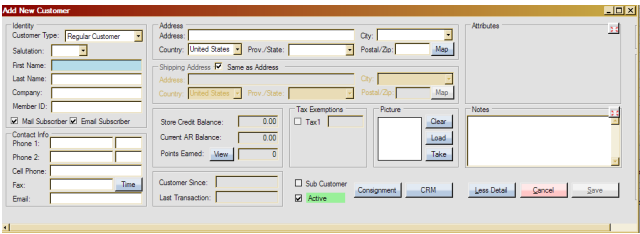
Please Note: Contact Harbortouch POS Support for assistance configuring a full size printer or setting up email access.



ADDING A NEW CUSTOMER



1. Select Customers.

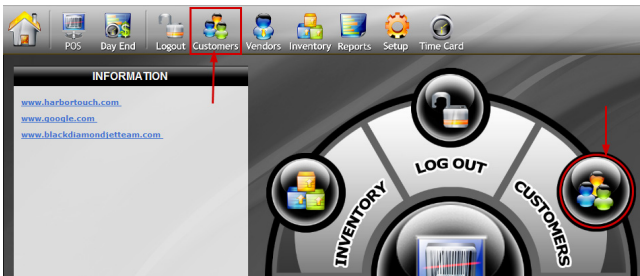


- 2. Press the **Add New Customer** button.
- 3. At the bottom of the window, add as much information as possible and select **Save**.

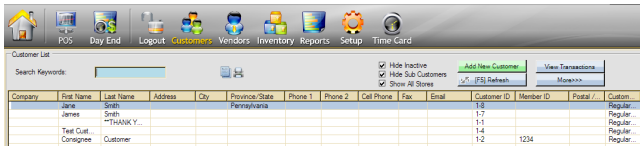
At minimum, you must enter:

- First name
- Last name
- Phone number

MODIFYING AN EXISTING CUSTOMER

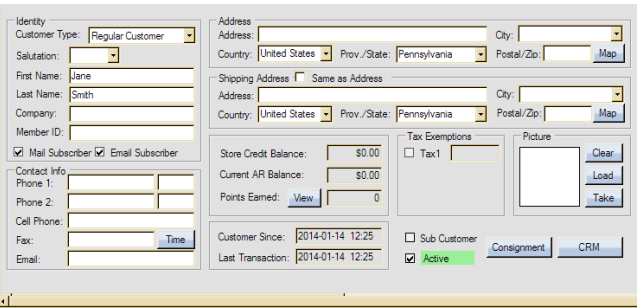


1. Select **Customers**.



- You will see a screen that lists all customers.
- 2. Select the customer to modify.

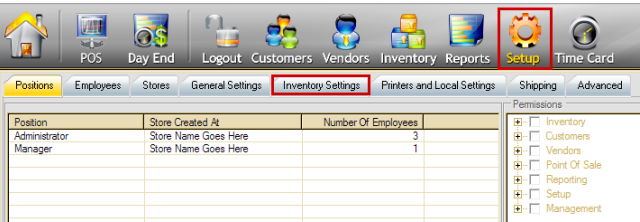
MODIFYING AN EXISTING CUSTOMER (CONTINUED)



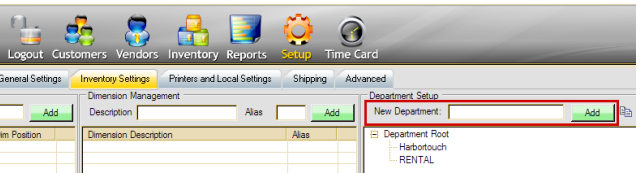
3. In the bottom of the window, make any needed modifications and press **Save**.

Please Note: If you do not see all customers, note the checkboxes along the top of the screen and make sure no customers are being filtered out.

ADDING A DEPARTMENT



- 1. Press **Setup**.
- 2. Select the **Inventory Settings** tab.

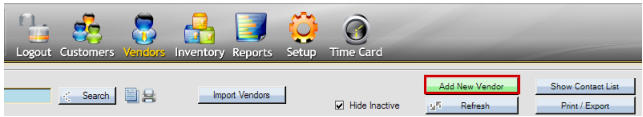


- 3. Enter the new department name.
 - 4. Press **Add**.
- Sub-departments can be added by clicking **Add** when a department is selected. However, they are not commonly used.

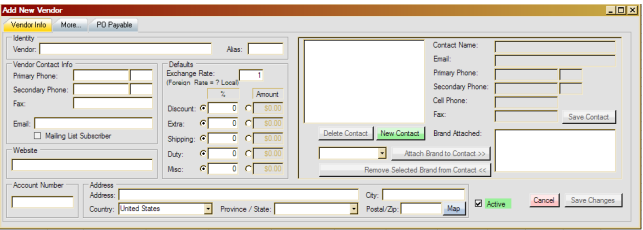
ADDING A VENDOR



1. Select **Vendors**.



2. Select **Add New Vendor**.

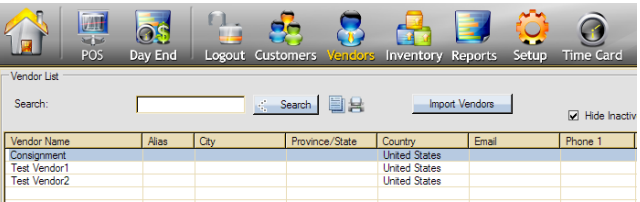


- 3. A pop-up box appears. Enter as much information as possible. At minimum, you must at least enter the Vendor name.
- 4. Once completed, select **Save Changes**.

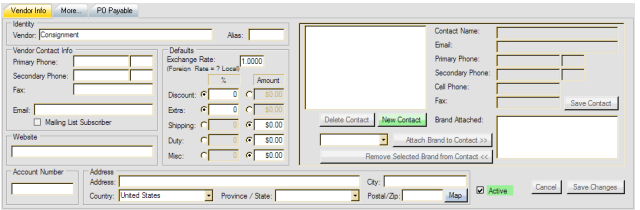
MODIFY AN EXISTING VENDOR



1. Select **Vendors**.



2. A list of vendors is displayed. Select the vendor you would like to modify.



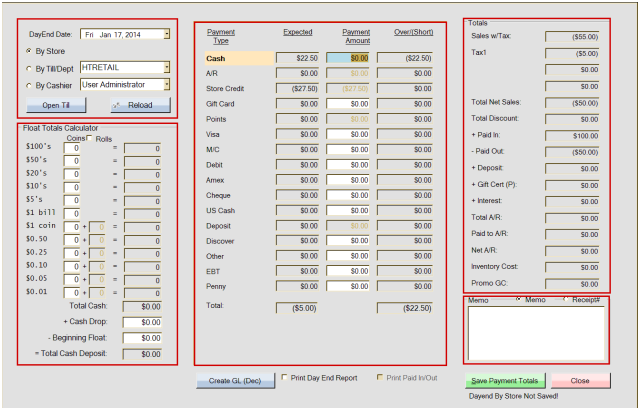
- 3. The bottom of your screen becomes populated with the data about the selected vendor. Make the necessary modifications.
- 4. Select **Save Changes**.

Please Note: Vendors cannot be deleted, but only deactivated.

END OF DAY

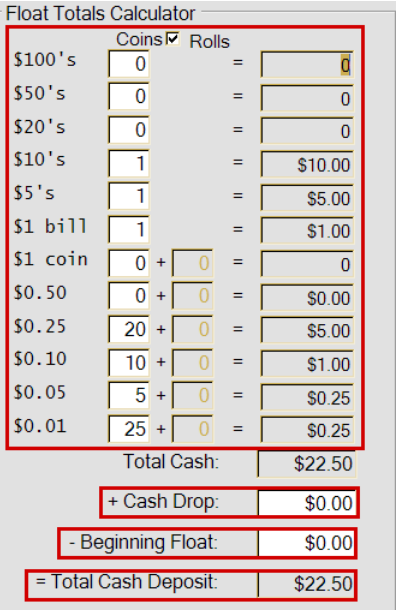


1. Select **Day End** from the menu bar.



Five sections appear on the Day End screen:

- Configuration area
- Float Totals Calculator
- Payment Type subtotals
- Totals
- Memo



2. Count your cash drawer and enter the quantity of each type of bill and change into the appropriate denomination box.
3. Enter the Cash Drop which is the amount of money removed from the drawer throughout the day.
4. Enter the Beginning Float, which is the amount placed in the drawer for change at the start of your day.

The Total Cash Deposit is automatically calculated and is the total of all of the above.

END OF DAY (CONTINUED)

Payment Type	Expected	Payment Amount	Over/(Short)
Cash	\$22.50	\$22.50	\$0.00
A/R	\$0.00	\$0.00	\$0.00
Store Credit	(\$27.50)	(\$27.50)	\$0.00
Gift Card	\$0.00	\$0.00	\$0.00
Points	\$0.00	\$0.00	\$0.00
Visa	\$0.00	\$0.00	\$0.00
M/C	\$0.00	\$0.00	\$0.00
Debit	\$0.00	\$0.00	\$0.00
Amex	\$0.00	\$0.00	\$0.00
Cheque	\$0.00	\$0.00	\$0.00
US Cash	\$0.00	\$0.00	\$0.00
Deposit	\$0.00	\$0.00	\$0.00
Discover	\$0.00	\$0.00	\$0.00
Other	\$0.00	\$0.00	\$0.00
EBT	\$0.00	\$0.00	\$0.00
Penny	\$0.00	\$0.00	\$0.00
Total:	(\$5.00)	\$0.00	\$0.00

Payment type subtotals are automatically calculated.

5. Add up the total of any checks you accepted and enter that total into the Cheque field. All other fields auto-populate.

Payment Type	Expected	Payment Amount	Over/(Short)
Cash	\$22.50	\$22.50	\$0.00
A/R	\$0.00	\$0.00	\$0.00
Store Credit	(\$27.50)	(\$27.50)	\$0.00
Gift Card	\$0.00	\$0.00	\$0.00
Points	\$0.00	\$0.00	\$0.00
Visa	\$0.00	\$0.00	\$0.00
M/C	\$0.00	\$0.00	\$0.00
Debit	\$0.00	\$0.00	\$0.00
Amex	\$0.00	\$0.00	\$0.00
Cheque	\$0.00	\$0.00	\$0.00
US Cash	\$0.00	\$0.00	\$0.00
Deposit	\$0.00	\$0.00	\$0.00
Discover	\$0.00	\$0.00	\$0.00
Other	\$0.00	\$0.00	\$0.00
EBT	\$0.00	\$0.00	\$0.00
Penny	\$0.00	\$0.00	\$0.00
Total:	(\$5.00)	\$0.00	\$0.00

Totals	
Sales w/Tax:	(\$55.00)
Tax1:	(\$5.00)
Total Net Sales:	(\$50.00)
Total Discount:	\$0.00
+ Paid In:	\$100.00
- Paid Out:	(\$50.00)
+ Deposit:	\$0.00
+ Gift Cert (P):	\$0.00
+ Interest:	\$0.00
Total A/R:	\$0.00
Paid to A/R:	\$0.00
Net A/R:	\$0.00
Inventory Cost:	\$0.00
Promo GC:	\$0.00

All totals now display in the Totals section.

6. Check the box next to **Print Day End Report**.
7. Press **Save Payment Totals**.
8. Press **Close**.

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