Complete EPOS HELP FILE

This is designed to make it easier for everyone to learn what the CES EPOS features are used for and how to use them to benefit YOU.

Taking the time to read and use this help file through out your time using this software will improve your knowledge and help build your business for years to come enhancing profitability.

We also encourage feedback on the help file so that is becomes more user friendly. So please if you find something in here isn't worded correctly, errors or any additions you may see as useful please email us here at CES quoting HELP FILE ADDITIONS in the subject to
mike@completeepos.com

Viewing Help File -

If you have issues with viewing the fine print on the help file just look at the task bar within Adobe, where it displays 100%
(Under HELP) and increase it till viewing is suitable.
To search for particular words in this manual please use EDIT – FIND which is located at the top of the word document.

Index

4.11 Send To Head Office	4.22 Status Maintenance	4.33 Send Web Stock

5.0 Enquiry	**6.0 Reports**	
5.1 Audit Trail Enquiry	6.1 Reports	6.9 Profit Report
5.2 Products Enquiry	6.2 Barcode Print	6.10 Stock Status
5.3 Users Enquiry	6.3 Stock Summary	6.11 Random Stock Selector
5.4 Control Enquiry	6.4 Till Report	6.12 Requisition
5.5 Booking Enquiry	6.5 Platform Analysis	6.13 Cash Ups
5.6 Random Deposit Selector	6.6 Weekly Analysis	
5.7 Random Receipt Selector	6.7 Print Screen	
5.8 Stock Status	6.8 Weekly Till Analysis	

7.0 Options		
7.1 Auto Add Stock Batches	7.13 User Define Searches	7.25 Ensure Auto Change Customer
7.2 Amend Price	7.14 Close Search Screen	7.26 Payment Warning
7.3 Cash Drawer	7.15 Initialise Receipt Printer	7.27 Validate User
7.4 Use System Date	7.16 Initialise Barcode Printer	7.28 Show Notes
7.5 Change Screen	7.17 Customer Wizard	7.29 Always Amend Price
7.6 Customer Display	7.18 Rental Wizard	7.30 Always Amend Rate
7.7 Game Guide Lookup	7.19 Use Rental System	7.31 Allow Easy Rent
7.8 Print Barcode	7.20 Use Batches	7.32 Customer Balance Warning
7.9 Print Barcode Price	7.21 Open Cash Drawer	7.33 Do Not Use Status Select
7.10 Print Barcode Receipt Number	7.22 Print Voucher	7.34 Sig With PX/Cash
7.11 Print Logo	7.23 Print Account Name	7.35 Touch Screen Keyboard
7.12 Print Receipt	7.24 Low Stock Warning	

8.0 More		
8.1 Ignore ELSPA	8.13 Deposit Wizard	8.25 Trade Sales
8.2 Discount On Sales Only	8.14 Deposit Collection Date	8.26 Address Wizard
8.3 Hide Stock Cost Always	8.15 Do Not Ask Reprint Receipt	8.27 New Price Amend
8.4 Hide Stock Cost Standard	8.16 Show Internal Notes Only	8.28 Default Payoff Balance
8.5 Record Audit Trail	8.17 Amend Price For Members	8.29 Do Not Show Customer Disp Price
8.6 Show Price With Price Amend	8.18 Allow MISC Signature	
8.7 Extra Stock Warning	8.19 Cancel Price Amend	8.30 Part No Check
8.8 Use Extra PX Templates	8.20 Show Notes On Sales Screen	8.31 Sig For All PX
8.9 Use Own Templates	8.21 Use Quick Rent	8.32 Bundle Wizard
8.10 Reduced Cash	8.22 Reprint Wizard	8.33 Do Not Print Quotes
8.11 Calculate Average Cost	8.23 Confirm Deposit Amount	8.34 Do Not Print Return Labels
8.12 Ask Before Printing Label	8.24 PX Status Wizard	8.35 Other Label Printer

9.0 Extra		
9.1 Do Not Allow Search Selection	9.13 Don Not Allow New PX	9.25 Credit Note Check
9.2 Enter RRP on Stock Movement	9.14 Ensure Ref On Price Amend	9.26 Never Initialise Printers
9.3 Update RRP on Stock Movement	9.15 Use PX As Cost	9.27 Price Labels
9.4 Prompt For Stock Movement	9.16 Print Min Max on A4 Stock Mov	9.28 Use Account Email
9.5 Use Points	9.17 Show Quantity In Stock	9.29 Voucher Wizard
9.6 Calculate Points On Value	9.18 Cash Drawer Password	9.30 Receipt Style Two
9.7 Amend Points	9.19 Use Stock Batch Info	9.31 VAT On Receipt
9.8 Convert Points On Sales Scr.	9.20 Rental Customer Wizard	9.32 Transfer Wizard
9.9 Suppliers	9.21 Allow Pay Bal With No Lines	9.33 Ensure Ref On Return
9.10 Build List	9.22 Do Not Use Purchase Orders	9.34 No Stock Movement Barcodes
9.11 No Rental Refund	9.23 Receipt Address Space	9.35 Save Sales Address
9.12 Auto Display BAT for Sales	9.24 Only Print Quote With PX	

10.0 Specials		
10.1 Specials	10.7 XP Network	
10.2 Charts	10.8 External Database	
10.3 EX Vat On Sales	10.9 THE Database	
10.4 EX Vat Cost For Pal	10.10 Job Header	
10.5 One Price Label Only	10.11 Send All To Head Office	
10.6 Use Currency Conversion		

11.0 Specials – Send		
11.1 Accounts	11.11 Mail List	11.21 Sage Stock
11.2 Account Points	11.12 Menu	11.22 Sage Journal
11.3 Amazon	11.13 Part No Lookup	11.23 Special Prices
11.4 Audit Trail	11.14 Payment Types	11.24 Status
11.5 Branch Movement	11.15 Platforms	11.25 Stock Batch Info
11.6 Branch Stock Sales	11.16 Product Groups	11.26 Stock Transactions
11.7 Branches	11.17 Publisher Sales	11.27 Templates

11.8 Cashups	11.18 PX Templates	11.28 Time Sheets
11.9 Discounts	11.19 Receipt Notes	11.29 Users
11.10 Extra Receipt Notes	11.20 Reduced PX Templates	11.30 Vouchers

12.0 Specials – Receive

12.1 Accounts	12.11 Menu	12.21 Special Prices
12.2 Account Points	12.12 Navision Stock Import	12.22 Status
12.3 Amazon	12.13 Part No Lookup	12.23 Stock Batch Info
12.4 Audit Trail	12.14 Payment Types	12.24 Stock Transactions
12.5 Branch Movement	12.15 Platforms	12.25 Templates
12.6 Branch Stock Sales	12.16 Product Groups	12.26 Time Sheets
12.7 Branches	12.17 Publisher Sales	12.27 Users
12.8 Cashups	12.18 PX Templates	12.28 Vouchers
12.9 Discounts	12.19 Receipt Notes	
12.10 Extra Receipt Notes	12.20 Reduced PX Templates	

13.0 Specials – One

13.1 Branch Movement	13.9 Eternal Link Amend	13.17 Stock Take Clear
13.2 Change Account	13.10 Eternal Link Update	13.18 Stock Take Load
13.3 Check Barcodes	13.11 New Price Amend	13.19 Stock Take Missing Update
13.4 Clear Outstanding Rentals	13.12 Obsolete Platform	13.20 Stock Take Update
13.5 Company Stock Snapshot	13.13 Price correction	13.21 Used Price Amend
13.6 Company Stock Update	13.14 Publisher Sales	13.22 Weekly Sales
13.7 Eternal Link Setup	13.15 Reduced PX Templates	
13.8 Database Amend	13.16 Stock Take Amend	

14.0 Specials – Two

14.1 Branch Movement Update	14.9 Deposit Quantity Zeroise	14.17 Platform Labels
14.2 Branch Platform Quota	14.10 Exclude Points	14.18 Price Check
14.3 Branch Singles	14.11 Franchise Returns	14.19 Status Change
14.4 Check Trans Quantity	14.12 Game Guide Barcode Check	14.20 Status Labels
14.5 Change Payment Types	14.13 Global Price Update	14.21 Stock Internet Keywords
14.6 Close Shipments	14.14 Merge Parts	14.22 Stores Branch Update
14.7 Cost Price Update	14.15 Part No Lookup	14.23 Stores Movement
14.8 Deposit Correction	14.16 Penny Update	14.24 Time Sheets

15.0 Specials – Three

15.1 Cancel Credit Note	15.8 Schedules	
15.2 Day Sheet	15.9 Shipment	
15.3 Delete Branch Stock	15.10 Special Prices	
15.4 Deposit Enquiry	15.11 Staff Costs	
15.5 Discounts	15.12 Staff Loans	
15.6 Fix Quantity	15.13 Used Cost Update	
15.7 Print Address Labels	15.14 Vouchers	

16.0 Specials – Four

16.1 Batch Reconciliation (4.19)	16.8 File Clear (4.18)	16.15 Reverse At Head Office
16.2 Build List	16.9 Float	16.16 Status Maintenance(4.22)
16.3 Change Database Version	16.10 Payment Types (3.9)	16.17 Stock Batch Reconciliation
16.4 Charge Rate Updates	16.11 Platform (3.8)	16.18 Trade Prices(3.17)
16.5 Charge Rates	16.12 Product Group(3.11)	16.19 VAT(3.13)
16.6 Discount Utility (3.14)	16.13 Publisher(3.10)	16.20 Zeroise Stock(4.27)
16.7 Duration Codes	16.14 Quantity Check(3.30)	

17.0 Personal – One

17.1 Account Platform Check	17.9 No Rental Receipt	17.17 Rent All
17.2 Auto Generate Acc No.	17.10 No Stock Movement Print A4	17.18 Sales Duplicate Part Warning
17.3 Barcode In Products	17.11 No Stock Movement Print	17.19 Show Points For Misc
17.4 Back Label	17.12 Payment Selector	17.20 Signature For Return
17.5 Default Payout Cash	17.13 Print Petty Cash Voucher	17.21 Use Stock Take
17.6 Double Labels	17.14 Print Sales Label	17.22 Use Super Club
17.7 Front Labels	17.15 Product Point Exclusion	
17.8 No Back Dated Till Report	17.16 Product Transfer	

18.0 Personal – Two

18.1 Allow PX Override	18.9 Head Office Prompt	18.16 PX Warning
18.2 Cost Hide Option	18.10 Hide Unavailable Menu	18.17 Secure User
18.3 Delete Transfer File	18.11 Internet Sales	18.18 Show Status Quantity
18.4 Do Not Allow Negative Sales	18.12 No Zero Purchases	18.19 Transfer Status Select
18.5 Double Secure User	18.13 Print Deposit Label	18.20 Use Reduced PX Templates
18.6 Ensure Platform On Accounts	18.14 Prompt to Print Address On	18.21 Warehouse Cap

HOW TO's
Find your Sales Details screen

This screen is the most used screen everyday by you and your staff!!

First of all select the Type of Transaction.. SALE or PART EXCHANGE (using the arrow keys OR clicking the arrow next to SALE).

Scan/type the barcode into the BARCODE section OR you can enter the Part number into the Part Number box..
It will then produce another screen… SELECT STATUS..
This allows you to select the status of the game.. 1 – New and 2 Used (there are other status in the system but these are the most common two).
It will then display the product details in the 9. List box…
Once you have scanned all the products in then press UPDATE (or ALT + U on your keyboard)
You will be prompted to enter the amount tendered and then proceed to the change screen where a receipt will be printed. (If you have a receipt printer)

For PART EXCHANGING a game from a customer…
Change from SALE to PART EX….
Scan game in.. Select status 2 (USED)
If this is the FIRST product scanned it will give you a PX Offer price AND a Offer Cash Price.. (this allows you to offer both to the customer)
If they wish to purchase a new game change the PART EX to SALE …
Scan the game and select 1.NEW..
(the Game Guide EPOS System will automatically select the PART EXCHANGE price offered and produce a running total at the bottom of the screen)
Press UPDATE once all products are scanned in and enter amount tendered!!

CREDIT NOTES

First of all make sure you have a part number set up for CRED1 and CRED2 using the part number as written here. then make the prices 0 .

Please go to EXTRA and tick CREDIT NOTE CHECK..

Extra - Credit note check

This option allows you to check whether a credit note has been cashed in or not IF the part numbers are CRED1 and CRED2. If this is ticked and your issuing credit notes then make sure that in the part numbers you have CRED1 or CRED2, for example.
Also selecting this option you will receive a message asking if you want to automatically set all existing credits to be outstanding. Continuing with this option can cause serious issues with your database and several warning screens will pop up to alert you to what you are attempting to do.
Deselecting this will revert it back to normal.

If you have problems refunding credit notes there are 2 main causes to this….
1.   If you had this unticked at the time of processing the original credit note and have ticked it now..
Solution: Unitck option, process credit note as normal and retick..

2.   Have you reinstalled Game Guide EPOS since the credit note was given OR installed another till?
Solution: As above

Selling a Credit note...

Customer returns or part exchanges a game and the value is still in RED (minus) and they are not willing to buy anything else..
Select SELL and type CRED1.. Status NEW.. and then it will ask you to enter the amount.. (This is the same as the amount in RED at the bottom of the screen).
then update..
It will print a receipt. This is the customers Credit note..

When they wish to return this credit note..
Scan the product they wish to buy..
then RETURN the part No CRED2..
It will ask you to type in the receipt number of the CRED1.. (found on original receipt)
It then goes off to check to see if this has previously been used)
Then update the sale as normal once all transactions has been processed.

Ensuring your Game Guide Updates are Done!!

This is probably one of the most important tasks to do with the Game Guide. The Game Guide update every month (out before the 12th of the month.. If not please email OR call CES!!)

It has all the new releases and important sales information to give your customers up to date information. The database does NOT contain information about Imported Games.

If you believe that the Game Guide does not have a game on there, and its NOT an import, AND you have done the latest update please call CES or email all the games details to chris@game-guide.co.uk

I have written a complete How To Do and made it a separate file on the Complete EPOS website!!

Taking Deposits and Returning Deposits.

When taking in deposits for a game follow these instructions:

1. Select DEPOSIT IN
2. Scan Game/Enter Part Number
3. Select Status
4. Press Update
5. Enter Amount
6. Status is NEW – If the game is new obviously.. (If it is a preowned game you are awaiting transfer in then select Used)
7. Enter Customer Name into Reference Field
8. Select Method of payment
9. UPDATE
10. Enter amount tendered from customer

Returning the deposit when customer has arrived to purchase the game.

You will need to find the customers receipt number. If they have the receipt its located on it. If not and they have a customer account then go to customer accounts menu and select transactions and located in search screen.

If they don't have an account then follow these instructions.

1. Sales Details Screen – double click in Receipt No box to bring up search screen.
(if you entered a reference as explained above then this is easy)
2. Click on the box named REFERENCE so that it is all highlighted.
3. Search for the reference you put in: such as customers name
4. Once you have located the receipt number write it down!!
5. Close this screen and return to sales Details screen
6. Select Deposit Exchange
7. Scan barcode and press enter
8. Enter in receipt number of the DEPOSIT TAKEN
9. Enter in amount of the deposit that you taken
10. Select SALE
11. Scan barcode again and proceed with the sale as normal

SAVINGS CLUB

There are 2 options to this.
1. Are your customers saving for 1 item OR
2. Are they saving up an amount just to use at Christmas or any other time of year

Make sure you have MORE – DEFAULT PAYOFF BALANCE ticked
First of all you need to create a Part Number – We use PAYBAL as a MISC platform and make the Price of this £0.00
The customer MUST also have an account set up on your system.

For the customer to add money to their account you have to SELL them the item PAYBAL.
When the EPOS system asks you for the amended price enter 0.
When asked for amount tendered input the amount the customer wishes to add to their account.
Example 30.00
It will tell you if you wish to use customers balance.. PRESS YES
This will increase the customer's balance by the amount you entered in the amount-tendered column.

Customers USING their Account Balance to purchase goods…

Enter customers account number into Sales Details Screen…
Scan products the customer wishes to purchase
Update Screen
Amount Tendered - BLANK Press OK
On the change screen…
Enter the CASH amount into the Tendered section
Press Enter..
It will ask you if you wish to use customers balance.. Press YES
(Make sure you have MORE – DEFAULT PAYOFF BALANCE ticked)

Vouchers

Vouchers are a big promotional facility around festive and slow trading times of the year. To enable the Game Guide EPOS System to accept vouchers as payment and for them to appear on your till and stock reports you will need to follow these instructions.

Please make sure you also tick "Voucher Wizard" in Extra. This will stop any vouchers being used more than once in the same way as the Credit Notes checking works.

1. Add the Platform for Vouchers (Maintenance – Platforms) and type VCH (in capitals) in the Platform Box. In the descriptions box type Voucher.
2. Make sure that you have a voucher payment facility on your Sales Details Screen (Under PAYMENT TYPES).
3. If you do NOT have this: Go to Maintenance – Payment Types and fill in required boxes as below. **If you do have this please go to No.4**
3.1 Payment Types: Vouch
3.2 Description: Vouchers
3.3 Minimum Value: Set this is you want to have a minimum value
3.4 Maximum Value: Set this is you wish to have a maximum value
3.5 Surcharge Percentage: Used for Credit Cards so ignore this

4. Now you are ready to set your own part numbers: For this go to Maintenance – Products and follow instructions in this manual under: **Maintenance – Products**

How to sell and redeem a voucher:

You will need to create part numbers starting with VCH and VCHR (if these are used the system automatically checks to see if they are outstanding).
So a Five Pound voucher would be VCH5 and VCHR5 (the VCHR part number is used when redeeming them from customers much in the same was as CRED1 and CRED2 are used for credit notes).

So you SELL the customer a VCH(x) (X = number) and the system automatically sets that to "outstanding".
When you redeem the voucher back you need to select RETURN and then put VCHR(x) (X = number). And carry on with normal transaction

The Game Guide EPOS System does NOT print the vouchers so they have to be printed by you from an outside source.

Rentals!

This section below is meant for anyone who has the EPOS system already installed and has now decided to do rentals.. If you have a very large Part Exchange/Used Games section then this make take a couple of days depending on your staffing levels to rebook part exchange stock back in….

If you not a Game Guide EPOS customer please tell us, at the time of setting up your database, if you do if you plan to do rentals!!! This will cut down the time to set everything up ready to go LIVE!

NOTE: If you are doing rentals please DO NOT give the customers the original boxes for the games. You will need to purchase some clear cases so the staff are fully aware this is a RENTAL game and can not bring it back into your store and exchange it or go else where with it!

Once the game has been rented put the EMPTY original case on a spare shelf out the back room so it can not be sold by mistake!

Using ALL Your Part Exchange Games For Rental

If you already had part exchange games on the system you will need to follow these instructions if you wish to make all PX games for rental as well…

If you have a thermal label printer please proceed. If you don't have a thermal label printer, please call CES – 01543 370002, you will need a separate program. Or if you do not wish to purchase a thermal barcode printer you can just type BAT(then batch number) into the barcode box when renting the products out to customers. Example BAT58

Control – Status Maintenance – Type in Status 2 and in the Short Description says USEDRENT (no spaces between the words and U and R are capitals!!)

You then need to tick these 3 options below…
1. Options – Use Rental System

2. Options – Allow Easy Rent
3. More – Use Quick Rental

Maintenance – Charge Rate – Set up your charge rates for all rental options…

Maintenance – Stock Movement – Please contact us to get our new utility that will allocate all the used games a batch number to allow them for rent.

To find the batch numbers for all used products please go to Maintenance – Products and scan one of the games in and make a note of its number and quantity.

If your printer fails to print off the barcodes after pushing update then you will need to Maintenance – Batch Maintenance.
Input "Batch number" for the first product.. Push enter..
Status – (Whatever status you are using for Rentals)
Quantity – Amount of labels you will need printed
Price – If you wish to put a rental price on the labels then its up to you.. If you do not to have a price on the rental products leave the box with 0.00 in it..
Cost Price – You will not need to adjust this as it will not print out on the labels and all that it shows is the current cost price of that product.

Setting Up Your EPOS System To Use Points

You must have these options ticked…
(Please read futher section in this manual on exactly what these options are for)

Extra: Use Points
Extra: Convert Points On Sales Screen
Extra: Calculate Points On Value

Next you need to set up all customers with accounts.. Maintenance – Accounts Screen
(you can have the Game Guide EPOS system auto generate numbers – Personal – Personal – One – Auto Generate Account number).

Next Step is to set up how many points you will give a customer per pound and then conversion rate from points to pounds.
(Please see Control – Control for explanations on the sections you need)

You must also create a Part (Maintenance – Parts) called POINTS. Under the platform of MISC
(if you are unsure of how to do this please read futher into this manual)

Using the system with the options above set correctly you can either let the customer use the points on the next transaction they do. So if they walk in today and buy as game they can use those points on their NEXT day transactions. They can NOT use the points they have just gained on the current transaction but they can use any other points they have on this.

Type in the customers account number … Scan the products in…..you will see there is a button "Convert Points" you MUST scan in all the products the customer wants first as this system will tell you that it will result in a negative number.

If you wish to send out a monthly letter (credit note) to all your customers saying that they have X amount of points which converts into X pounds then you will use the Points Conversion option (Located in Control – Points Conversion) (Please read Control – Points Conversion section in this manual for full details).

PART 2. Explanation of Control Options

File – Menu

File - Open

Allows the user to select the database to be used.

The next area shows the last four databases that have been accessed. Allowing easier access to the previous four databases. Select the one required with one single click.

To find the unique database that CES designed for you follow these instructions:
File
Open.
(It will open up a small window… locate your database in here and highlight it by clicking on it ONCE)
Then click OK
The default option is:
User: Manager
Password Manager
Level: 9

Now you are into your database and ready to go..

If you wish to set up other users please see CONTROL – USERS menu (explained later on in this manual)
(The database that comes with the CD, called GG Demo 2003 is a trial database that will allow you to look at the functions that the EPOS System has to offer.

CES will design a database especially for you when you're up and running.

Back-Up – HIGHLY IMPORTANT!!!!!!

This allows you to back up your files to a certain path. You also have the function to change this path to backup your files to a floppy disk for safer storage and easy recovery of data due to unforeseen circumstances. Storing the floppy disks in a safe place and labelled for easy recognition.
Making a regular backup of your files is a positive step to minimising loss of data.

We highly suggest that you backup your database EVERY night!! This will minimise any hassle incase of any unforeseen circumstances.

When shutting down your Game Guide EPOS System it asks you a series of question…

1.   Do you wish to Exit Program? ---- YES
2.   Do you wish to open cash drawer?---- YES/NO
3.   **Do you wish to back up your database? – YES**
(It will ask you where you wish to back database up to…. A removable piece of storage or another computer on the network are the best 2 places.)
4.   Point it to the device where you are backing it all up to..
It will then tell you that the winzip wizard will not work if there is a space in the directories that you have selected.
Continue or Abort. (This is a fault with Winzip NOT the Game Guide EPOS Program)

Examples: C:/Program Files/This wont work due to the spaces in between the words
            C:/NoSpacesSoThisWillWork
Just create a folder on your C Drive named Backup and then save each nights back up files to it. If you are using removable storage then make sure it has no spaces.

Next it will ask you if you have inserted the correct backup media! Make sure that the device is inserted. Please make sure!!!

It will then shut down Game Guide EPOS and open Winzip. If you have not registered win zip Press I AGREE…

Once you press I AGREE it will automatically zip up your database and store it where you told it to earlier…

Check that the database is in the place you asked it to back it up to and that will be backed up..

CES cannot be held responsible for loss of data if you choose not to backup your database as prompted when closing down the Game Guide EPOS program.

Logon as another user

Allows the user to logon to the system if they are different from the user already on the system or they want to change their user level. (A user cannot higher their level unless administrator allows them to).
Giving your business the chance to keep your security measures for all staff at all times of the hours.
NOTE: IF A USER'S PASSWORD IS DISCLOSED TO ANOTHER MEMBER OF STAFF YOU ARE ADVISED TO CHANGE THEIR PASSWORD IMMEDATLY!

Change Licence Key

Allows the user to enter the Licence Key that allows access to all or certain features of the software.
If there are any problems with this key please contact CES immediately.
Please also take notice of ALL warnings given by the system running up to the end of every month about renewal of Licence Codes as leaving this till after the month could cause unwanted disruption during your trading hours when system stops allowing sales and updates.
Please make sure BEFORE ringing CES that your payment has been sent from your bank account via the method of payment you choose.
When entering your new licence key please shut down the EPOS system straight afterwards to make sure that the program has accepted the new code. This will eliminate any chance of your business being disrupted during trading times.

Also if you are asked by a member of the CES staff to readover your checkword inorder to issue a licence key please close down the system after doing this.

Delete message

Allow you to delete the current message.

Read message

Allow you to read the current message.

Edit message

This allows you to compose a message that will be displayed for staff on the screen when first logged onto the system. Ideal for any new and important news that you may wish to inform all staff at times when you may not be there to inform them personally.
It will open up a TEXT file. Push YES to create message. Type message and press the X in the top right and SAVE.

Compact database

This allows you to minimise the database without losing any data. This can make your system take up less disk space.
Keeping the ability to use the fast search engine to its maximum.

Repair database

This is used if the database is corrupted. This will repair most of the minor errors that may crop up. Unless you are advised by CES to use this OR you have used this for the same problem before.
NOTE: IT IS ALSO A GOOD PRACTISE TO KEEP A BACKUP FILE OF YOUR DATABASE SEPERATLY ON A FLOPPY DISK OR OTHER STORAGE DEVICES ON A DAILY BASIS.

Exit

Closes the Epos application.

Maintenance Menu

Sales Details – (See Picture Below)

This screen is used to do all sales, part exchanges, rentals and deposits.
You can have several of these screens open if when the current customer being served decides to purchase another product and needs to walk a distance away and you have a queue. Just open another sales screen.

Receipt No – When a transaction has been made this shows the receipt number of that transaction. If you double click in this, a list of all the receipt numbers will appear to show all the transactions carried out. If you need to make an enquiry, the receipt number can be entered here and details of the receipt will be displayed on the screen.

Account – If the customer has an account, their account number can be entered here. This keeps a record of all transactions made specifically to the customer and can be used for marketing later on.
The screen also allows you to display a picture of the account holder.

Reference – This allows you to keep any extra details of the transaction, it could be the customers name and telephone number if he has made a deposit but isn't one of you loyalty scheme members. If a price amend has taken place, this is where the reason for the amend can be entered.

Initials – This displays the initials of the employee making the transaction. If you double click on this, a list will appear to show all the transactions that person has made. If the field is blank then a list of all the users will appear.

Payment – After each transaction a method needs to be selected to show how the customer wants to pay. The default is cash, but you can tailor it to be none, which will prompt your staff to ask what the payment method is before updating the transaction.

Mixed payment – If this payment method is selected, the customer has decided to pay using a mixed payment. For example – X amount by cash and the remaining by switch. After all transactions have been completed, select the mixed payment option then select the update button and a screen will appear listing different payment methods.
Double click on the first method type. A screen will appear and a value for that method should be entered in.
Then select and double click on the next method and enter the remaining amount. After each method of payment the sales screen will display the amount tendered by the customer automatically, also showing the amount left to pay. You can select several different payment types, which will be printed on the receipt and totalled on the end of day till report to balance the cash drawer.

Barcode – This is where the barcode of the product is scanned.

Part No – If the product does not have a barcode or is obscured by a label, this can be used to do a search. You can either enter the part no if known to get the product details, or you can enter a short description of the product and press F12 (or double click) and the system will go and search for all products, which match your description.
For example – if you want to do a search for 'Tekken 3'. You would enter Tekk into the Part no, press F12 and a list will appear with all Tekken games. Use the arrow keys to select the correct game, press F12 and details of the game will appear on the sales screen. If you want all of the titles with soccer in it, use the wildcard * before the word soccer e.g. *soccer.

Transaction type – The type of transaction can be selected whether it is a sale, part exchange, sales return, and rental in and out or concerning a deposit.

Part Exchange – when doing a part exchange, the transaction will display out in red on the screen.
All sales will show up in black. If someone wants to do a part exchange for an item, the part exchange and cash value of each item will appear on the screen, the customer can then decide to take the lower cash value or select a product to purchase. If there is a sale on the screen, the system will then ignore the cash value and automatically use the higher part exchange value. There is an option to use reduced cash if the value of the part exchanges is higher than the value of the purchases. It basically halves the net value paid out.

Status – When making a transaction the screen displays the status of the product, whether it is new, (1) second hand (2), no box, no instructions, neither box or instructions or a rental item. Each status has its own sell and buys prices set up. These can be amended in the products screen if it is the new or second hand price or in maintenance – stock status for any other status.

Discount rate – After the system displays the customer name it also displays the discount rate set for the customer every time they purchase a product. When a sale has been made the discount rate will automatically change the amount owed by the customer. Eg game costs £32.99, customer has 5% discount means total price to pay will be £31.34.

Amend rate – This can be used to amend the charge rate of rentals if selected in the options menu.

Amend quantity – This is used to amend the quantity of each product. If you are selling 15 packets of Pokemon cards, enter 15 in the quantity and just scan one item.

Accounts – This option selected will display the account details screen of the customer. If customer wizard is selected, this screen will be shown automatically whenever the customer number is entered. If the account number is 'MISC' this screen will not show automatically.

Customer pays – This displays the amount owed by the customer after all transactions have been entered.

Points – This displays the amount of points the customer has on their account.

Convert points – This button allows you to convert the points given to the customer after each transaction. It will only convert points from previous transactions and not the current one. This option usually means that customers get about 50 pence of the total. You can save the points up in order to send the customer a larger monetary value every three months.

Print part/ Print Description – There are two options available when selecting this. Print description prints the description of the product on a receipt, but print part only prints the part no of the product.

Amend price – This allows you to amend the price of a product. This option can be hidden so that the customer cannot see that you have an option to amend the prices of products.

Quote – This button allows you to print a quote. There is an option to only allow printing of quotes if there is a part exchange on the screen.

Query – These are special search screens tailored for each customer. This is the main sales screen. It is used for sales, part exchange, returns or rentals.
This screen can be minimised if the customer wants to select another game/product off the shelf, and recalled when they return.
Further sales entry screens can be opened to serve other customers, without losing previous transaction information.
Allows you to bring up a customers account and check their details and log their purchases to them as well as viewing their loyality points.
You can also take a deposit for products and it will be easier to find than just a normal customer who isn't on your accounts.
Ability to quickly print off your company's details onto a receipt by pressing BUSINESS.
Production of quotes for customers.
Printing off of invoices as well as normal till receipts.
Viewing previous transactions easily by typing in the till receipt number from old receipt.

Reprint Receipt – This is mainly used for previous transactions where the customer has asked for a receipt AFTER the sale has been completed.
You will need to find the original receipt number by double clicking inside the RECEIPT NUMBER box to open a search screen.
Where it says Receipt No. and then has all the numbers under it.. Press the box with Receipt No to sort them into order.
Scroll down to the bottom of the page to find the last transaction (if it was the last one), if not then try and find out how much the total amount of the sale was.
When you have found this information out, make a note of the receipt number and close the search screen.
Go into your Sales Details screen and enter the receipt number into the box and press enter.
This will bring up the details of the transaction.
There is a button on the bottom of your screen, near the update button, called REPRINT RECEIPT.

Clear Details – If you change any of the tickable options in the OPTIONS, MORE AND EXTRA menus and the Sales Details window is currently on view (open) please click this button and it will adjust the sales details screen to see the new settings you have chosen.

On the Sales Details screen you will see a list of different types of Transactions you may process on this one screen. Below I shall list briefly what each of these are used for.

Sale: Used when the customer is purchasing a game from your store.

Part Exchange: Used when a customer is OFFERING for you to purchase the game from them. (Global Accounting Scheme)

Deposit In: Used when you are taking payment or part payment for a product that you do not currently have in stock or is not released yet. So the customer can reserve their copy to ensure they have one put aside fro them.

Deposit Exchange: Used when the product is now in stock/ released and the customer has come into the store and wishes to pay off the remainder of the cost. (they must have their deposit in slip with them to make a smooth quick transaction).

Rental In: Is used for when a customer brings a rental product back into your store.

Rental Out: Used for when a customer wants to rent a product from your store.

Returns: This is ONLY used when a customer brings a faulty/damaged product back into your store and is commonly put under status 99 in the system until you have rectified the problem with the product or scrapped the product and then you will need to Stock Adjust if from your stock holdings.

Booking:

Products – (See Diagram Below)

This screen allows you to do a maintain details regarding each product.

Part No – This is the unique part no. Games in the Game Guide will have a part number assigned by the Game Guide. Other items can be given their own part numbers.
NOTE: Avoid using a product code structure starting with two characters as it may conflict with products used by Game Guide. Eg PS1 would conflict with a playstation game. Also avoid using part numbers beginning with BAT. These are used for rental or serial products.
By pressing F12 in this field a screen will appear with all part numbers of all the products. You can either select the product you are looking for or narrow the search by selecting the = sign on the search screen and entering a

description of the product. This will fetch the product you ask for. Pressing F12 again will select the product and display its Part no and all its details on the product screen.

Bar code – This is where the barcode of each product is scanned in.

Product group – This is the product group code or genre to which the product belongs. E.g ADV (Adventure games).
This product code must be set in the *Product group maintenance.* If this field is blank the user can double click the box to perform a search on existing product groups.
If it is not blank, the user can double click this box to perform a search on products for this product group. This field may be left blank.

Description – this displays a description of the product. The user can enter part of a description and double click to perform a search for a product where the description starts with the characters entered. The wildcard* can be used. Eg *SIMS will display all parts that have a description containing SIMS. The search is not case sensitive.

Publisher code – This indicates the publisher of the game. The publisher must have been set up in *publisher maintenance.*
On entry, the publisher name as entered in the Publisher Maintenance is shown.
If this field is blank, the user can double – click this box to perform a search on existing publishers
If this field is not blank, the user can double – click this box to perform a search on products for the publisher. This field may be left blank.

Platform – This is the platform code and indicates the platform on which the game runs on e.g. PSX = Playstation.

The platform must have been set up in the *platform maintenance.*
On entry, the description as shown in the platform maintenance is shown.
If this field is blank, the user can double – click this box to perform a search on existing platforms.
If this field is not blank, the user can double – click this box to perform a search on products on this platform. This field must not be left blank in order to update the record.

VAT code – This indicates the VAT code relative to the product. This allows products to be set up with various VAT codes for VAT analysis report.
The VAT code must be set up in the *VAT Maintenance.*
If this field is blank, the user can double click to perform a search on existing codes.
If this field is not blank, the user can double click to perform a search on products for this VAT code.

List price – This is the recommended retail price.

Cost price – This is your purchase price for a new product excluding VAT. It is only updated automatically by purchase order receipts (only if amend cost option is selected in *Control Maintenance*).
Selecting the Hide stock cost standard option in the more menus will allow you to hide the cost, preventing others from seeing how much the product has cost you. Clicking the cursor once in this field will show the price.
This price is controlled by looking at the amount of stock you currently have in and the currect cost price and dividing the two.

Here is an example:
BEFORE my delivery I had 10 NEW and a cost price of £2.00…
My delivery was of another 10 at a cost price of £10.00…
My screen now shows the New stock of 20 and a cost price of £6.00

New price – This is the price at which you sell your product.

Part exchange price – This is the price you offer to part exchange for another game.

If you have used "PX as Cost" ticked this is the figure the profit reports will use to work out your profit at time of sale of that product. So if you sold it for 10 and your PX Price 5 then the profit will be 5 no matter what you bought it in at.

Cash Buy – This is price you're offering for the product if they are not purchasing any other product. It is advisable to set this price lower than the PX Each buy price to encourage customers to purchase another product.

Second hand price – This is the second hand price-selling price of the product. If the amend price option is set, then when this price is entered, the part exchange template is checked, and the cash and part exchange prices are set accordingly.

Release date – This shows the actual release date of the product.

Due date – This displays the date the product is due to be released. Good practise to keep these up to date as customers requesting release dates do not get misleading information which may entice them to purchase elsewhere.

Last updated – This shows the last date that the data for this product was amended.

Last sale – This shows the last sale made for this item.

Skip Game Guide Price update – By ticking this box with a single click, the product is marked so its prices are not changed when the game guide update is performed. This will be useful if you have a game that you have priced differently for some reason (special offers, stock volume) and you do not want to change the prices when the game guide data has been installed.

Physical quantity – This is the physical quantity of NEW items in stock at this site.

Second hand quantity – This is the quantity of second hand items in stock at this site.

On order quantity – This is the quantity on order from suppliers. It is generated by purchase orders raised in the stock movement screen.

Allocated quantity – This shows the number of deposits taken against this product.

Min stock level – This shows the minimum level of new stock you require. This will trigger products to appear on the low stock report.

Max stock level - This shows the maximum stock allowed for the shop. It is printed on reorder reports to give you an indication of how many to purchase.

NOTE: These are for stock control only!! If you want to set a minum and maximum of what your staff can buy in off customers then do this using Group Quantity update in the Conrol Menu..

Max group stock – This shows the maximum stock allowed for group. I.e. the total number of this product allowed in all this companies' shops in total. This is only relevant if game guide Epos backoffice is being used.

BBFC Rating –(British Board of Film Classification)
 This shows the BBFC age rating for the product. This will display a warning at the point of sale if the age warning is set in the *system control.*

THIS IS A LEGAL REQUIREMENT… DO NOT IGNORE!!!

ELSPA Rating –This shows the ELSPA age rating for the product. This will display a warning at the point of sale if the age warning is set in the *system control.* This option can be disabled on the sales screen by selecting *more – ignore ELSPA.* (Entertainment and Leisure Software Publishers Association).

Sell Points, Rent Points and PX Points – All of these allow you to give bonus points on particular products just by calling up the part number and entering the bonus points amount in the boxes applicable and then pressing update.

Last purchase – This displays the date of the last purchase.

Transfer – the part that is already to be transferred to other sites. It can be used to force or cancel the transfer of a specific part to other sites. It is automatically set if any price is amended.

Company stock – This will show the stock position of this product for each status and each branch. It is only relevant to multi site companies that have game guide Epos backoffice running.

Status – This will show the product information for each relative stock status. It gives the actual breakdown of second hand goods, whether the stock has instructions or a box and their relevant buy and sell prices. These details can be amended in *Maintenance – Stock Status.*

Transactions – This will display the stock transaction search screen giving details of transactions for this product.

Update – When this is selected, the data is written to the database, and the form is cleared.

Clear – This will clear all data from this form.

Game Guide – If this product exists in the game guide, the relevant data will be displayed.

Game Guide changes – This shows all the items where changes have occurred in the game guide data since the last game guide was created. It is useful for manually checking the game guide data one by one against your product data.

Delete – This allows the product to be deleted form the database. The computer will ask for confirmation first. The program can only be deleted if the physical (new) and second hand quantity are zero.

Exit - This will exit the routine and return to the main menu.

Deposits – This will show a search screen of all deposits for this product.

Orders - This will show all purchase orders for this product.

From products screen – Game Guide Data
If the product exists in the game guide, this shows all relative game guide data. If the data has changed, or is a new title, since the last game guide, a note will appear in red to highlight it.
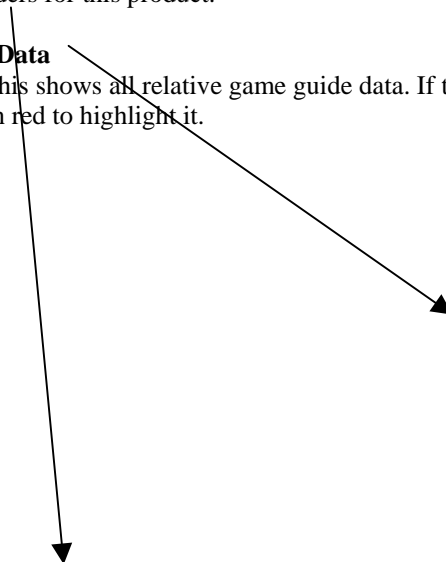
Products

1 Part No: CD8802 Internal Ref: Transfer ☐
2 Bar Code: 5030930039066 Warehouse Mode ☐ Skip GG Price Update ☐
3 Product Group: SPORT SPORTS SIM FOOTY/POOL Use Batches ☐
4 Description: Tiger Woods PGA Tour 2005 Unique Batch ☐
5 Publisher Code: EA ELECTRONIC ARTS Exclude Points ☐
6 Platform: PCR PC CD-ROM
VAT Code: S1 17.50% - Standard Rate
List Price: £34.99 New Qty: 0
Cost Price: £0.00 2nd Hand Qty: 0
New Price: £29.99 On Order Qty: 0
Part Exch Buy: £1.00 Allocated Qty: 0
Cash Buy: £1.00 Min Stock Level: 0
2nd Hand Price: £20.99 Max Stock Level: 0
Release Date: Max Group Stock: 0
Due Date: TBA 17 SEP BBFC Rating:
Last Updated: 08/07/04 ELSPA Rating: 3+
Last Sale: Weight Last Purch:
Rental Qty: 0 Booked Qty: 0 Sell Points 0
Rented Qty: 0 Setup Date: PX Points 0
Charge Rate: Rent Points 0
Notes:
Query

Company Stock
Status
Transactions
Update
Clear
Batches
Game Guide
GG Changes
Delete
Exit
Deposits
Orders
Due Back
More
Last Part No
Prices

From Products

Game Guide No: CD8802 Exit
New product in this edition of Game Guide
Description: Tiger Woods PGA Tour 2005
Rating:
Original SRP: £34.99
Current SRP: £0.00
Lowest Discount: £0.00
Used Sell: £0.00
Used Buy: £0.00
Notes:
Sales Notes:
☑ Ignore warning if title not in Game Guide

Products Extra

Part No: R221955 Non Stock Item ☑
Catalogue No: ERE096 Obsolete ☐
Artist: Lee Ritenour/dave Grusin-live Paris 1998
Category: MUSJ Charts Position 0
New Location: Offer Supplier
Used Location: E Offer Start Date
Date Of Release: 10/01/2000 Offer End Date
Multi Buy Code: Offer New Price 0
Promo Code: Offer Used Price 0
Default Supplier: Offer Cost Priice 0
SOR Date: Offer PX 0
Product Type: Offer Cash 0

This product extra screen appears in Version 4.6.0 and later and is mainly used for CD/Videos/DVD information.

STOCK MOVEMENT

This allows stock to be transferred from one branch to another, scrapped, stock adjusted after stock counts and incoming orders from suppliers.

STOCK ADJUSTMENT – Used for correcting stock levels after a stock count to ensure continuation of adequate stock levels and ordering. Adding and subtracting stock, if subtracting enter a NEGATIVE NUMBER (e.g.: –10), You are able to enter as many product adjustments as you have at this time. This will adjust the stock figures at the point of updating. YOU MUST PRESS UPDATE!
You do NOT need to enter branch numbers for this item.
When entering the cost price for each product it does NOT adjust the cost price in the Maintenance – Product Screen.. It stores that amount to use in reports to see amount of shrinkage on waste.

SCRAP – Is dealt with the same as above but remember to make numbers negative so when updating stock levels it DECREASES instead of INCREASES.

TRANSFER OUT – Used when transferring stock out of your branch and into another.
Select TRANSFER OUT.
Enter YOUR branch number into FROM box and the branch it is going to in the TO BOX.

Clicking F12 in these boxes will display a list of branches that are registered into your database.
Enter the part number relating to the first item.
You then get the choice to select whether stock is new, used or other.
Then enter in the quantity transferring out (NEGATIVE NUMBER)
Enter unit cost for product.
Repeat this process for all items you are transferring out.
Print off a receipt using receipt printer and staple to your copy of file.
Ability to print off an A4 copy to either go with items, fax or mail out.
Save details in a file allowing u tmake a copy to be put on a floppy disk to be sent with products and easy updates at receiving branch. Also allows you to store a copy in your branch incase of future queries.

TRANSFERING IN – Used when transferring stock IN to your branch from another branch.
If you receive a floppy disk from sending branch press SELECT FILE and locate floppy disk drive and file.
LOAD FILE loads all transfer information onto your screen ready to update your stock database.

When transferring stock in and want to not enter a value for the cost price make sure that the option (Personal – Personal – TWO) Hide Cost Always is ticked then Stock Transfer will NOT ask you for cost price.

NOTE: WHEN YOU HAVE LOADED FILE AND UPDATED THE COMPUTER AUTOMATICALLY DELETES THE FILE OFF THE FLOPPY TO SAFE GUARD STOCK BEING INPUTTED TWICE.

PURCHASE ORDER RECIEPT: This option allows you to update your database with new stock from suppliers.
Enter Part number – New Stock (Cause its new NOT 2nd hand or transferred in)
Enter VAT code Eg: Z1
Enter quantity of stock entering the store. eg: 100
Enter unit cost (EX VAT)
Enter Reference (Eg. Delivery Note Number)
Enter Reference (Eg. Delivery Company Details)
Repeat process until all stock has been entered.
Press UPDATE and this updates all stock levels in your database relevant to the products entered in by yourself.
Gives you the options to print a receipt, A4 page and barcodes.

Purchase Order Receipt does NOT use the cost price that you enter using this option when booking in USED games..

Use Ref 3: This is used mainly for pc builders for storing manufactures part numbers. Eg: The serial number of a hard drive. Giving you the added option to see when an exact product came into your business.

USE RETAIL SCHEME: This is used when purchasing 2nd hand stock where by you do not pay VAT on the stock in. The Global Accounting Scheme governs this.
You will still be required to pay VAT on the sale of the product. Example: If you purchased the product for £10 GBP and sold it for £15 GBP you'd be required by law to pay VAT on the £5 difference.

INITIALS: This is just the initial of the person processing the movement.

UPDATE: Remember to select UPDATE so all stock is removed/added to your stock levels.

Now on this screen you are given the option if you wish to input the Margin % and the RRP Margin %

Stock status

This allows the Product information for each status to be maintained.

On entering the part number or barcode the display brings up the platform name and all details.

It gives you the option of viewing and altering the Sale, Part Exchange and Cash Exchange prices for products whether they are New, Used etc.

With new games you can also set a minimum quantity for stock levels and a max quantity for new and used making sure that your stock levels within your business are kept to the level giving maximum profit and less "dead stock/cash"

Also lets you adjust the GROUP quantity for ALL status levels and view current group quantities.

DEPOSITS – Lets you see if you are currently out of stock of a product how many customers have ordered this to reserve on arrival into your business.

Bar Code Look – up

If a product has multiple bar codes they are stored here. The product screen stores one barcode and any others can be viewed here. Allows you to also delete barcodes that no longer apply saving time and helps maintain the search engines fast speed.

Charge rates (Moved to Specials – Specials – Four after Version 5.7.55)

Used to set the charge rates for rentals. It shows the duration time of how long the product can be rented eg weekly or daily and the amount required to rent the product. Also the charges for customers bringing back late rentals.

Duration codes (Moved to Specials – Specials – Four after Version 5.7.55)

These maintain the duration codes for rentals. For example – WW – weekly, D – daily.
Also gives you the option to customise your own rental system. For example 3 Day rental and other special offers.

Change parts

This screen allows you to change the part number of a product.
Enabling you to easy correct any part numbers that may be entered incorrectly.
If you or your staff have entered a game in under your own created part number and then you have found it in the Game Guide this is the best way of changing it. It will also alter your sales reports to show the correct numbers.

Enter in YOUR Part number and then the Game Guide Part number in the New box.
Press VALIDATE

Batch maintenance

Information regarding serial numbers and rental items can be stored here.

Platform (Moved to Specials – Specials – Four after Version 5.7.55)

This allows the platform codes to be maintained. Giving you the ability to add as many other platforms that your store may cater for, example: cold drinks you can put a platform and details in for them so that all your stock is on this system.
Enter a 3letter platform code (Make sure they are NOT used in the Game guide)
Example: Music CDs could be MUS
Digital Video Disc's could be DVD

Enter a description and press UPDATE

Also on later versions this option is tied into the CES E-commerce site and has a "Send To Web" box which you will need to tick against every platform you wish to have uploaded to your CES E-Commerce site (ONLY works with the CES E-Commerce sites!)

Payment types (Moved to Specials – Specials – Four after Version 5.7.55)

This allows the payment methods to be maintained. The various methods will be available at the point of sale whether it is Cash, Master Card, Switch, Cheque, Voucher or any other means of payment your business accepts. **This function allows you to create your own to cater for your business needs**.

Publisher (Moved to Specials – Specials – Four after Version 5.7.55)

This allows the publisher codes to be maintained. These can be publishers of games, magazines, trading cards or newspapers for example. Again this was designed with the ability to be unique to your needs.

Also on later versions this option is tied into the CES E-commerce site and has a "Send To Web" box which you will need to tick against every publisher you wish to have uploaded to your CES E-Commerce site (ONLY works with the CES E-Commerce sites!)

Product group (Moved to Specials – Specials – Four after Version 5.7.55)

This allows the product group information to be maintained. The product group is also the genre of the game, eg beat-em-up or racing simulation.
Also gives you the options to create your specific Product Groups for specific stock that your business caters for. Enabling expansion of your business and stock database.

Accounts – (See Diagram Below)

Customer details maintenance.
This allows the customer account information to be maintained. It can be used for a loyalty scheme, or for marketing purposes. The details will be used at the point of sale.
Provides that "personal touch" when your regular customers keep purchasing and also the ability to keep them informed of new titles which match their particular genre of gaming/product taste via e-mail or postal. Example of the personal touch is a birthday greeting.
If you deal with rental of goods then this is used to store information and makes it easy to chase up late returns. As well as knowing who they are next time they try to purchase products you can put up a warning message.

The customer also has the choice of putting a unique password on their account to stop other people using it and also if the staff is in doubt they can ask the customer to verify password.

Also letting you achieve unique customers the ability to have more rentals out than another.

Shows you how much that customer has spent in your business and, if you run a Christmas club, the current balance of savings.

This also has the ability to store a small picture of the customers face for verification of name and age.

By using a small camera connected to the computer you are able to place that into the directory for the database to link to customers account. **(Picture must be called the same as the Account Name Example KAG1).**

Pictures can be in the form of .jpg (jpeg image) or .bmp (bitmap image) Upload the pictures to the directory. EXAMPLE: C:\Program Files\Game Guide EPOS\Data\CES Test Images

Images must be

This allows the customer account information to be maintained. It can be used for a loyalty scheme or for marketing purposes. The details will be used at the point of sale.

Account no – This is the customer account/ loyalty number. It is used to identify the customer at the point of sale. The user can double click this field to perform an account search. The screen also shows a photograph of the customer if you have one.

Name – This is the full name of the customer.

Address – This is the full contact address of the customer.

Telephone No. – This is the full contact telephone no of the customer.

Platform – This is the platform the customer buys games for. This can be used for targeting persons who have certain consoles for marketing purposes. This can be in the format PSX, GB, N64, PCR if the customer owns several consoles.

Product group – This is the preferred game type of the customer. This can be used for targeting persons who like certain game types for marketing reasons. Eg BEAT, ADV, SHOOT

Discount rate – The customer can have a set discount rate that will be used at the point of sale.

Set up date – This is the date the account was set up.

Date last used – This is the date of the last transaction against this account.

Female – If this box is ticked to denote the customer is female.

Terms – This gives you the option to printer "Terms" for each separate customer by entering the text into this box. When you complete the transaction the EPOS system will automatically ask you if you wish to print an A4 invoice for the current transaction. If the term's box is blank then it will not ask. If you wish to print an invoice for a already processed transaction you will need to recall the transaction up and press the "invoice" button at the bottom of the screen.

Query 4 – Selecting this allows you to see information on the account name, description of the product and how the customer has made payments. This need to be set up by CES and therefore it may not do anything when you first have the system.

Password – If a customer forgets their membership card, their password can be entered here to validate that they are who they say they are. The photograph option is the preferred method.

Next queue no – This option when selected shows the next person in the priority queue. For example – if there are fifty customers and they all order the latest console, and only twenty have been delivered. This option selects the next customer in line who has priority to have the next console.

Member class – This option is used to arrange different members into different classes. For example – some members may only be allowed to rent out DVD's where as others may be allowed to rent out DVD's'and games.

The information entered here is prompted at the sales screen when a transaction is carried out on the customer.

Max rentals – This shows the maximum quantity of rentals the customer is entitled to.

No of rentals - This shows the number of rentals the customer has.

Magazines – This option may be used for advertising purposes. If the customer is a regular buyer of a certain magazine, your store may start stocking it for sale.

Balance – This field shows any outstanding balances the customer has. If they place a deposit, refund onto their account or even a Christmas club facility.

Turnover – This shows the amount the customer has spent since they have been a member.

Points/pounds – This shows the value of the points the customer has when converted into pounds. After you run your points conversion option this will change! For example if a customer had 8002 points, before you run points conversion (control – points conversion), then it will take the figures you have in your Control – control menu and calculate the points into pounds,

For example 8002 points could turn into £5.00 and 002 points remaining,. This will NOT convert any remainder points.

ID proof 1,2 and 3 – These are record s of the proofs of ID the customer provided before opening an
Account.

Best title – Shows current information as of the Best Title that the particular customer likes also enabling you to target them with possible new release information and offers on that platform of game whether it by email, phone or mail.

Shuffle – If you have sold 20 consoles to the first 20 customers in the queue, you will remove their numbers from the queue. Pressing shuffle will move the remaining customers in the queue to be moved up the list. So 21 become first and 22 moves to second in the list.

Bookings – This option selected shows all bookings and deposits the customer has.

Rentals – This selected will show the rentals the customer has.

Query – Selecting this allows you to see all transactions with the description of the product and the cost excluding VAT.

Print address – Selecting this button, prints a ticket with the customer's name and address details if you have a label printer attached to the system.

Print labels – this prints a barcode label for the customer if you have a barcode printer.

Transactions – If this is selected a list of all transactions carried out on the customer will appear.

Update – If this is selected the data is written to the database and the form is cleared.

Clear – This will clear all data from this form.

Exit - This will exit the routine and return to the main menu.

VAT (Moved to Specials – Specials – Four after Version 5.7.55)

This allows the standard VAT codes to be maintained. Again another tool that can be used to keep up with any VAT category you use and can put in your database.

Discount Utility (Moved to Specials – Specials – Four after Version 5.7.55)

This allows you to set a discount rate for all account customers other than MISC. When a transaction is made the set discount rate will automatically change the amount on the sales detail's screen.
You can also set a limit on the amount the customer has to spend before gaining the discounted rate. Enticing them to purchase more to gain discount.

Change password

This can be used to change the passwords for the user's login into the system.
Good practise to use on a regular basis, example: monthly, for all staff to keep other staff from finding out other staffs passwords and logging on.
NOTE: CHANGING OF YOUR PASSWORD IS ALSO RECOMMENDED ON A REGUALR BASIS FOR SECURITY REASONS.

Returns

This can be used to keep records of any products that have been returned. Also allowing you to enter a reason for product.
Keeps track of any items/customers that are returning stock on a regular basis and allowing the addressing of any problems.
Also gives you the option to print out the product that have been returned to you just so you can identify the stock easier and minimise unknown returns and what action is/has been issued.

Trade prices (Moved to Specials – Specials – Four after Version 5.7.55)

This screen is used to show the trade prices for products that are going to be sold to trade customers.
With the option of adjusting the amount of discount given to trade customers purchasing stock in bulk.
Enter all your Discount Percentages (% off 1+) and % ON Cost (Gives you retail price)
After entering the Part number it gives you the details of product.
Enter COST Price, pressing ENTER will move cursor to 1+ box, pressing ENTER again will automatically work out the cost of 1 product on the basis you have entered an % ON COST figure.
Example. Cost Price =.£9.99 %ON Cost =25% 1+ Should equal £12.49
Pressing ENTER when cursor is in 1+ box moves all that information to database enabling entry or more products. Also lets you view the Discounted Prices if purchasing over certain levels of that particular product.
CURRENCY CODE – This is your countries currency Eg: GBP = Great British Pounds
Repeat the above for all products you wish to give trade discounts on and UPDATES your database
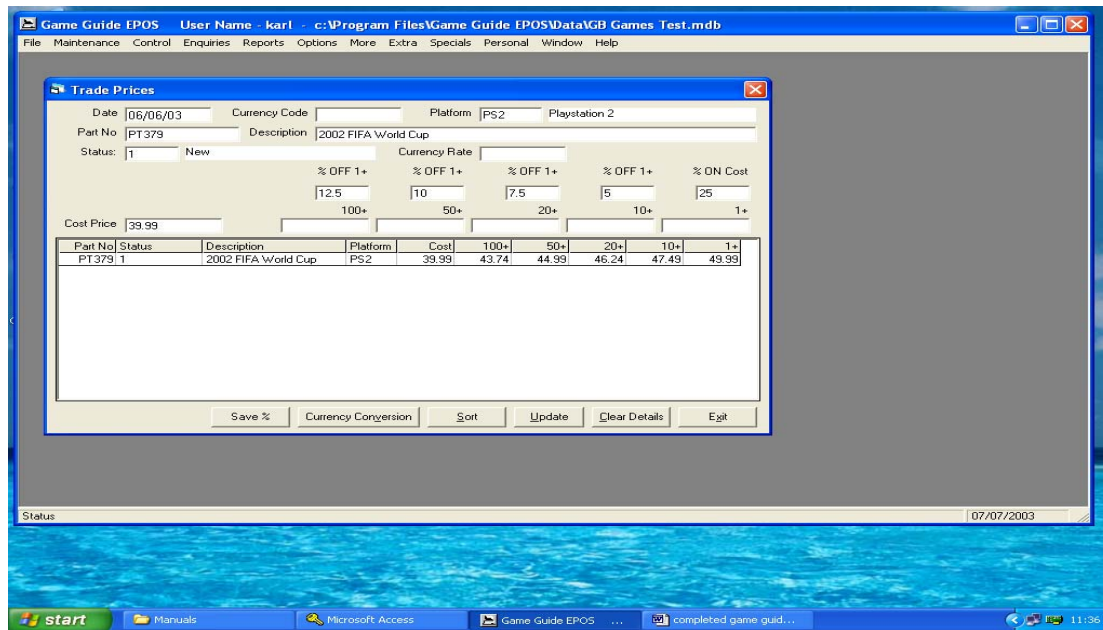
Charge rate update (Moved to Specials – Specials – Four after Version 5.7.55)

This program changes the rental charge rate of multiple products to a new charge rate based on the platform. Example
Increasing PSX – Playstation from 1.99 to 2.99
Click UPDATE so changes are effective immediately.

Rental quantity update

This program will check all outstanding rentals and set the rental quantity for each account.
Designed to rectify any errors that may occur with the database and alters database to correct number of products out of the store on rental.

Deposit quantity update

This program will check all outstanding deposits and set the allocated quantity for each part.
Designed to rectify any errors that may occur with the database and alters database to correct number that has been deposited.

Purchase quantity update

This program will check all outstanding purchase orders and set the order quantity for each part. Ensuring correct figures are ordered to enable customer satisfaction.

Supplier prices

Prices of products can be recorded here for reference.

To use this option you MUST select EXTRA from the menu bar at the top and then Suppliers first.
This function is useful for seeing the trends in prices from suppliers

Suppliers

This screen is used to keep records of all your suppliers and their details. Gives you the facility to view your supplier's information with ease and making notes against the suppliers to let all staff know any specific reasons instructions.
Email and web address details for easy contact and viewing of their products and online ordering(if their site has this facility).
Any specific terms that has been agreed to between you and suppliers.
NOTE: To use this option you MUST select EXTRA from the menu bar at the top and then Suppliers first.
Also a printing option so that you can take this information with you.

Group quantity update

This program will set the group quantity of stock batches to allow running of the group prices report.

Stock Batch Info

To use this you must click EXTRA Menu then USER STOCK BATCH INFO.

Own template update

This program will set the sell, part exchange and buy cash prices as set in the px template. It is based on your normal second hand prices. It will only add or amend status other than 1 or 2.

Release schedule (Moved to Specials – Specials – Four after Version 5.7.55)

Allow you to create and print your own release schedule to display for customers. Ensuring that your customers are kept fully up to date and gives that "personal touch". Giving the customers the maximum information at the touch of a button gives a very professional which gives you a great reputation for providing information.

Typing in PSX in PLATFORM will give you all the information on release dates for Playstation.
Part Number – Typing just the part number in here will give you the information on release date or due date just for this product.

Quotes

Allows your business to produce quotes for customers. Gives that professional look. This also gives you the option to print the quote and post it to the customer. Even print for yourself to file so that you can contact the customer at a later date to chase.

Quotes Template

Creates your own templates specific to your needs.
Example being a computer builder. Allows the builder to enter Quote Number (for easy recall reference), Name and address of person receiving the quote.
Part Number: Enter the part number for all parts needs to build a computer that customer has requested.

Quantity Check (Moved to Specials – Specials – Four after Version 5.7.55)

Checks your product quantities using the search engine by either platform OR part number. Also allows you the opportunity to print selected stock, high loss or new titles, and performing a stock count too be aware of any issues that may arise. Keeping your stock levels ideal.

Build list (Moved to Specials – Specials – Four after Version 5.7.55)

First step: Make sure you have BUILD LIST option ticked in EXTRAS – BUILD LIST.

This is mainly used for companies who build computer systems.
First you need to create platforms for all the different platforms (one for modems, one for cpu's and one for the finished computer etc…)

Then you need to create part numbers for the individual products (Maintenance - Products) for these individual products and finished computer. As every computer is build to different specs you will need to create a part number for EACH computer unless you build 5 to the same specs!

Now you can start to build your list in BUILD LIST option.
Insert part number of the FULL COMPUTER!
It will then bring up description and platform
Now you can enter in the components
Input all components such as modem, cpu and quantities here..
It will generate the list in the box below.
When you have finished inputting components then UPDATE….

NOTE: Making a build list will NOT remove the components from your stock levels…When the computer is sold it is THEN when it is automatically removed from individual stock levels.

The build list is just that. A list to tell your builders what is inside it.

Control Menu

Control

NOTE: Only system administrator should have access to this screen

This allows maintenance of the main system control options.
Details regarding this site are maintained here.
Allowing you to configure the appearance to your till receipts and changes your details with ease.
Main section where you can define how many points per pound the customer receives when purchasing products.

- SELL POINTS – Number of points per pound the customer receives. Example 100
- PX POINTS – Number of points per Part Exchange transaction. Example 50
- RENTAL POINTS – number of points per rental of products. Example 25
- POUNDS PER 100 POINTS – This is the amount of discount taken off per 100 points. Example: 0.02 is equivalent to 2 pence off per 100 points the customer has earned.
- MINIMUM POINTS – Minimum number of points the customer has to earn before they qualify to allow points to be converted to money off.
- MULTIPLES - This shows you the next step that the customer has to gain to gather more points. Example: Minimum points: 2000 - Customer has 2391 Points – Multiple is 500. This makes the next step 2500 and the one after 3000 and so on….

DISPLAY 1 2 and 3 – Input in here what you wish to have your till display to have displayed to the customers.
Example: CES

Also remember after any changes to this screen press UPDATE.
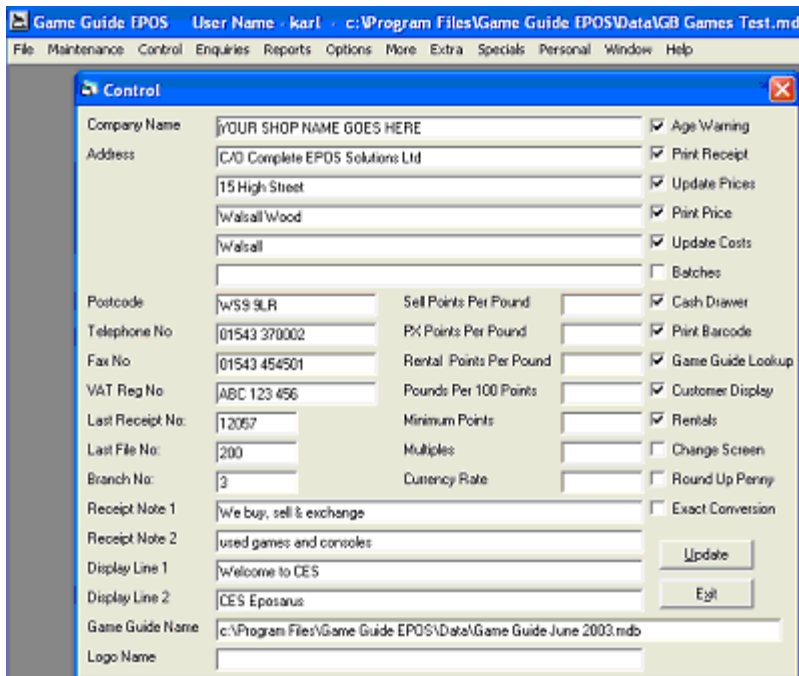
Extra Receipt Notes (Moved to Specials – Specials – Four after Version 5.7.55)

This allows you to add any notes you wish to your receipts.

Branches

This screen allows maintenance of branch details. One record should exist for each branch within your company using Game Guide EPOS. It is used for back office analysis routines.
Allowing you to add, delete or amend details as your business grows and as a telephone directory for each store.

This also has to be filled in due to when you do inter branch transfers on the Stock Movement screen it now asks you for a Branch number which looks at this to see if you have entered it. If you haven't filled your Branches in this screen you wont be able to do Stock Movements.

PX price template

If you want to set up your own second hand price templates use this function. It will set the prices for all platforms.

If you double click in Second Hand Price you can see all the price templates you already have set.

Platform part exchange price template

With this function you can alter your 2nd hand prices for a particular platform. These have to be set for EVERY price you offer games for.
Example: Platform PSX
Second Hand Price 9.99
PX Price: 7
Cash: 5
New: 0

After setting all your price templates you will need to go to CONTROL – GAME GUIDE PRICE TEMPLATES and bring up whatever platform and status (2).
Platform = PSX (press enter)
Status= 2 (press enter)
From price = 0
To price = 9999

TICK – Auto add – Update prices and Use PX Templates

Make sure that PENNY REDUCTION is also ticked for SELL ONLY..
Also on the right hand side you have UPDATE – Sell, Current and Low Disc TICKED!!

For example put 15 in the Example box and press Enter.

This should show you the results for a game at 14.99

If you use the Game Guide for your PX prices make sure you UNTICK
After making any changes to these that you require you MUST run the Game Guide update again for the platform(s) right away.

Users

This allows the users to be set up. Each user can have their details set up so transactions can be logged against the user. Each user **must** have a password and user level. The user level can be used to limit the access and functions the user can use. Keeping new staff at a lower level to start with restricts the problems with entering the wrong menus and changing selected information.
9 is Administrator. A good level for sales staff to have is 5. This restricts staff to certain menus and will not hinder sales transactions.

Also in Version 5.4.6 and above there is now a function to enter a Department for all users. This is used in conjunction with Special – Special – Three – Schedules and Personal – Personal – five – Use Schedules. Also you will need to update your database with the CES Template before this.

NOTE: SEE: Control – Menu Maintenance Option

NOTE: CHANGING PASSWORDS ON A REGULAR BASIS IS A GOOD SECURITY PRACTISE BUT REMEMBER TO INFORM ALL STAFF IF THEIRS HAS BEEN CHANGED.

Also only a Level 9 can see the passwords on this screen.. so if your staff are 8 or below and have access to this screen if they were to search for other users they will NOT be able to see passwords!

Update from file

This updates prices on your product database from a file. The file will be generated by another Game Guide EPOS system. It is used for head offices to send price changes to their branches to ensure consistency in pricing. If you have 2 or more stores this can save your businesses a lot of time.
It is only available with Backoffice.

It is very important that when you are updating from file that all your stores and head office have the same Program Version AND have the same database structure. If in doubt call CES or do a Database Amend.

Create file

This routine creates a file of prices. It is used for head offices to distribute price changes to other branches. Any price changes that you do are stored ready for use with this option.
If all 3 options are ticked then it will print off a receipt giving you a quick glance look at what has been changed. Also stores the text file of the changes ready to be transferred to one of your other branches.
You can also define the print outs so that you get JUST 1 platform. For example putting PS2 in the box will give you a list of all price changes with PS2 games.
It is only available with Backoffice.

Send branch stock

This allows a file to be created giving the current stock position of this branch.
It is used to send to other sites so they can see what stock is available at their other branches. If no options are selected, a file will be created of all products on the database.
It is only available with Backoffice.

Receive branch stock

This allows the branch stock quantity files sent to you to be read and updated to your database. The details can then be viewed in branch stock enquiry. Allowing to you see if/where any product is around the business to move product out/in to keep stock levels to ideal standards and sales high.
By clicking Company Stock button on the Products seen you have all this information at hand and keep be able to give the customer a firm professional answer to get their product request.
It is only available with Backoffice.

Receive at head office

This allows other branches stock transaction information to be updated to your computer. Reports can then be run to analyse the data and collate all branch sales to one report.

It is only available with Backoffice.

Send to head office

This allows stock transaction information to be sent to head office for analysis.
It is only available with Backoffice.

Send sales header

This allows you to send sales information between two branches in a fast and efficient way.

Receive sales header

This displays the information received from other branches on sales.
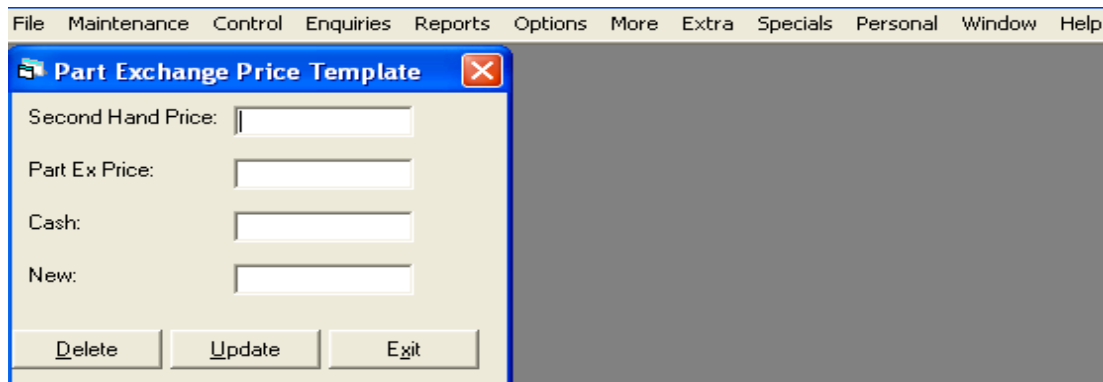
Game guide price template

This option is complex to configure so we suggest having a read of this section first THEN if you are still in any doubt call CES and we will talk you through it.

This allows you to set up price templates for each required combination of platform, status and price range. The base price is taken from the relevant Game Guide price, and you set up your template formula to set your own prices based on the Game Guide prices.

There are 2 Options when setting up your Price Templates… Please read BOTH carefully before trying them. If you are unsure of how they work call CES before setting them.

Option One…
You can choose to ignore the Game Guide prices and still set up the templates to use your own prices. Price templates for individual prices that are **NON** platform specific.

First you will need to go to "Control - PX Price Templates"
(to view what templates you have already set up double click in the top box) (close the search screen)

Now you need to enter all your price bands in the Part Exchange Price template box.

Example:
2nd hand price: 9.99
Part Exchange Price: 7
Cash: 4
There is no need to worry about the NEW price box. Just place a 0 in there.

Now you can set your Game Guide Price templates
Control - Game Guide Price Templates

Example:
Platform: PSX (enter)
Status: 3 (enter)
From price: 0 (enter)
To price: 99999 (enter)

In the top right of the screen you will see:
AUTO ADD - UPDATE PRICES - USE PX TEMPLATES
Tick the first 3 (NOT Use new price for px and cash)
(if you are NOT using the Game Guide prices to base your pricing structure on then UNTICK "Update prices)

Place a 0 in all the Variance and rounding columns
tick PENNY REDUCTION

DO NOT Tick UPDATE - Sell PX and Cash column
(IF you do wish to use the Game Guide prices then TICK the update column)

now place 10 in the example and press enter.

It will display 9.99 - 7 and 4 in the Results column

This will sell the PX game you buy in and sell it at 9.99
you will be offering the customer 7 off for PX
and 4 off in cash

To change the amounts just adjust the 7 and the 4 to which you require.
If you are happy with the settings push UPDATE and then update your Game Guide for just the Platforms you have altered the templates for.

Option Two
This is for platform specific only

Example:
Platform: PSX (enter)
Status: 3 (enter)
From price: 0 (enter)
To price: 99999 (enter)

In the top right of the screen you will see:
AUTO ADD - UPDATE PRICES
Tick the first 2 (NOT - - USE PX TEMPLATES or Use new price for px and cash)

Place a 0 in Sell Price / Variance
Also put a 0 in "PX Price / Variance"
And a 0 in Cash - Variance
tick PENNY REDUCTION

Tick UPDATE - Sell PX and Cash column

now place 15 in the example and press enter.

It will display 9.99 - 7 and 4 in the Results column

This will sell the PX game you buy in and sell it at 9.99
you will be offering the customer 7 off for PX
and 4 off in cash

To change the amounts just adjust the 7 and the 4 to which you require.

If you are happy with the settings push UPDATE and then update your Game Guide for just the Platforms you have altered the templates for.

To make these unique to PSX just untick "use PX templates" in the top right

If you are happy with the settings push UPDATE and then update your Game Guide for just the Platforms you have altered the templates for.

Make sure you have AUTO ADD and update prices ticked as these will update your prices each time you do your Game Guide each month.

For Status 1 (NEW) you only need to have 0's in all the columns in Variance and Rounding.

If you are still unsure how to set up these templates please call Mike at CES.

Game guide update – (See diagram below) – READ BEFORE ATTEMPTING!!

This will update your current prices from the Game Guide data. It is should be used each time the Game Guide issues new data. The prices will be updated either directly as in the Game Guide, or your Game Guide Price Template will be used. Also shows you where the database file is located on your computer. Example: C:\Program files\Game Guide EPOS\Data\Game Guide **June 2003**.mbd ← this last section will change with the name of new updates.

Explanation of the Options!!
1. Use New Current Price –
2. Use New Lowest Discount Price –
3. Update Game Guide Changes Only –
4. Add New Products Only - This function ONLY adds new products
5. Update Lowest New Price – If the Game Guide Price is higher than your new price, then you will keep your lower new price.

Please note: If you use your OWN prices and do not wish to have the Game Guide update any of your prices at all please go to CONTROL – CONTROL and UNTICK the box on the right hand side marked "UPDATE PRICES"
You will now see this appear, if you are using Version 5.0.3 or above!!! Notice that NONE of your prices will be updated…
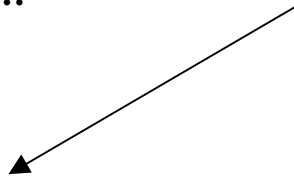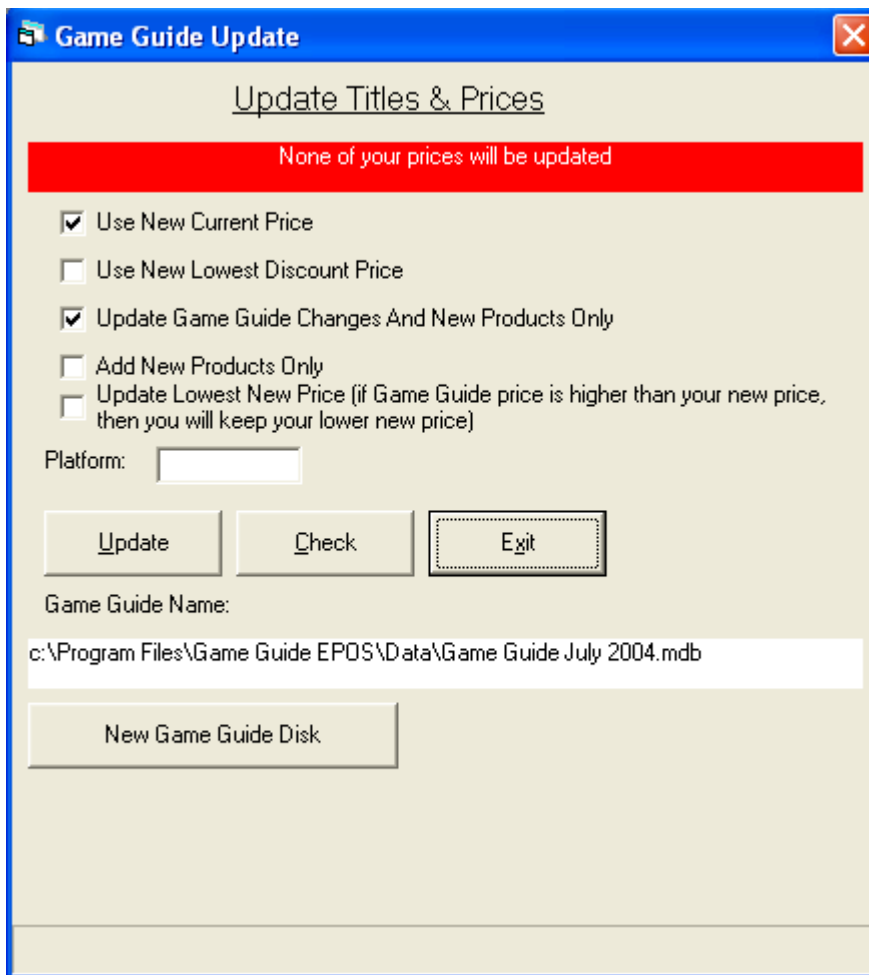
If you do use the Game Guide Prices and are using Version 5.0.3 or above then you will see this screen….
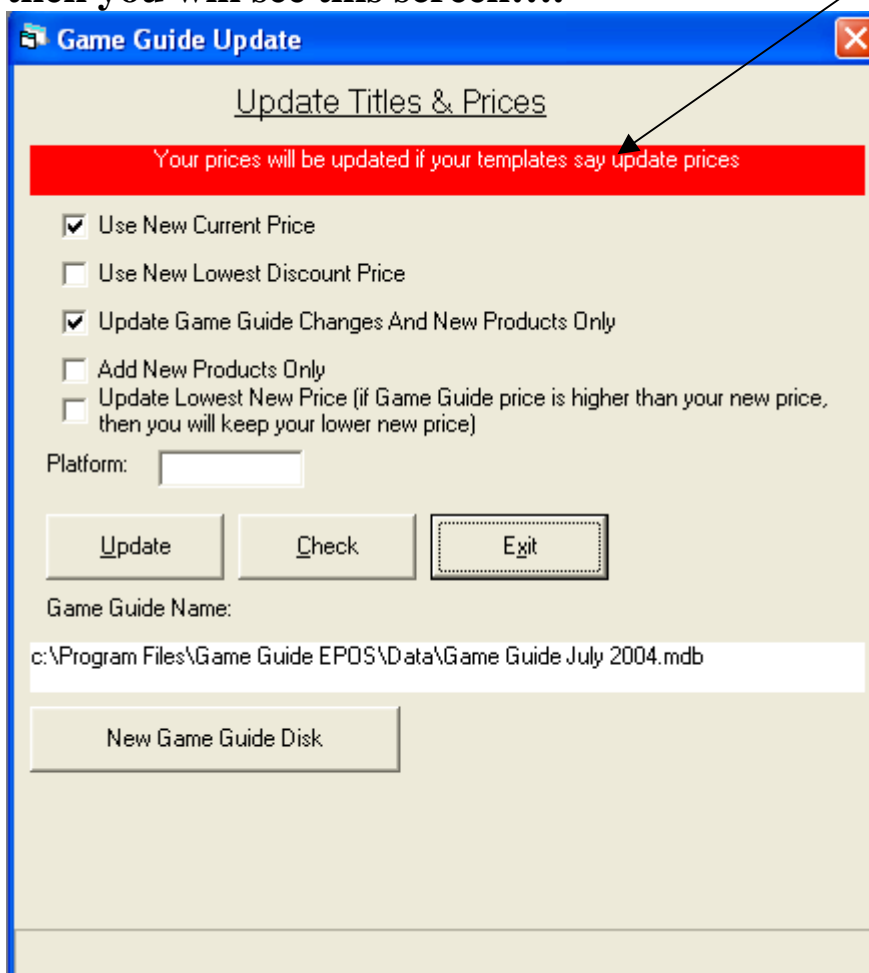
To place new update of Game guide in correct folder from email follow these steps.

1.Click on Paperclip on right side of email.
2. Select Save Attachment As.
3. Select place to save attachment. C:\Program Files\Game Guide EPOS\Data
4.Click SAVE
5. Close/minimise Email program and reopen Game Guide EPOS Screen.

Then in the screen shown above and press **NEW GAME GUIDE DISK** and select file name you just placed there.

Click OK..

NOTE: Make sure you have ticked the normal option of the 4 tick boxes at the top of the menu otherwise you could be overwriting the wrong data!!!!

Then update your products by pressing UPDATE.

If you put the Game Guide onto a floppy to move around your computers then you must point the NEW GAME GUIDE DISK option to the Floppy… This will then AUTOMATICALLY ask you if you want to move it to the Data folder.. CLICK YES!! Then update as normal.

If you receive your Game Guide in a .zip format then you need to follow steps above THEN find the file within the Game Guide EPOS folder (C:\Program Files\Game Guide EPOS\Data)
You will need to unzip this file you have just placed in here. Either using Winzip OR, if you are running Windows XP then just double click on the file and it will open.
Move the contents of the zip file to the same folder. Close all screens.
Update your Game Guide as normal.

If you have any problems please call Mike at CES or you can download the NEW file on the website. "How to Update your Game Guide and Check it is done!!"

Send chart track

Enables you to send the chart information to Chart Track. Also if you have CES Emailer installed then you generate the charts as per normal on a Monday and it will now prompt you, if you have CES Emailer installed, if you wish to email then using CES Emailer.

To set CES Emailer up you need to download it from CES website and run the installation file.
Next start the CES Emailer up manually and input the email address you wish to have your chart information sent to and press SAVE.
In your Game Guide EPOS program under Control – Peripheral Set Up you need to enter the path to CES Emailer. If you are not sure double click and search for CES Emailer.exe.

Send to game guide

This allows sales analysis information together with bar codes and product groups to be written to a file. This is for sending to the Game Guide so they have better market research data to enable a more accurate pricing strategy.

Sending in your chart is a productive tool for **your** company to enable us to provide a more accurate chart which gives you the information to see how your sales affect the charts and also if you have more than one store to move stock around to enable better sales and can keep "dead stock" to a minimum.
NOTE: THE INFORMATION SENT TO GAME GUIDE IS COLLATED AND THE CHART IS GENERATED USING A PROGRAM. NO COMPANIES SALES ARE PASSED ON TO COMPETITORS OR VIEWED BY US.
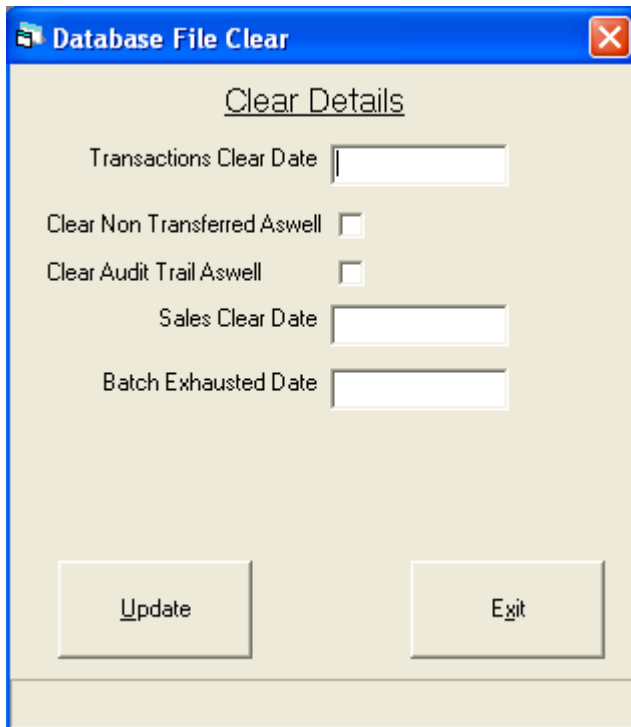

File – Clear (Moved to Specials – Specials – Four after Version 5.7.55)

This allows stock and/or sales transactions to be cleared from the database. This should be done from time to time to stop the number of transactions slowing the system down.
Make sure you FIRST do a manual backup of your database (FAILURE TO DO SO MAY RESULT IN LOSS OF DATA THAT CES ARE NOT RESPONSIBLE FOR).
Then you can delete all transactions that you no longer require on your database.

Please read the explanations under the picture first!!

Transaction Clear Date: This is the date that you wish toe transaction to be cleared to.

Clear Non Transferred Aswell: If you do not have a head office facility you will need to tick this!! Every transaction you process a transaction it will assign a "not transferred to head office" tick to it (you don't see this happening) and when you transfer the info to head office it removes the tick.

Clear Audit Trail Aswell:

Sales Clear Date: The date you enter here will be the date that your database will delete dates up to.

Batch Exhausted Date: The date you enter here will be the date that your database will delete batches up to.

Batch reconciliation (Moved to Specials – Specials – Four after Version 5.7.55)

Ensures that batches add the quantity on the product screen. If there is a difference it amends the stock levels so that it matches the quantity.

Peripherals set-up

This is used to configure your peripherals, for example receipt and label printer – cash drawer – customer display – other printers and winzip. The codes are entered in decimal and are separated by a comma. These should be all automatically set up if using CES equipment as information is on Set-up CD.
The relevant codes should be obtained from the user guide of the peripheral if not a CES purchased product.
If you do not have a customer display and/or a label printer please adjust these to read 0 (Zero).
Please make sure that if you have a customer display, receipt printer and cash drawer that ALL these are set to the same ports. (1 or 2).
Also please check all cables are connected fully by removing them and reinserting them into the hardware.

PLEASE NOTE… THESE SETTING SHOWN ON THE IMAGE BELOW ARE FOR TEST PURPOSES ONLY.. THESE ARE NOT THE SETTINGS YOU MAY NEED.. THIS INFORMATION IS ON THE GAME GUIDE EPOS CD AND AUTOMATICALLY

INSTALLED. IF THESE SETTINGS NEED TO BE CHANGED PLEASE CALL MIKE AT CES!

Maximum stock level update

This program will set the maximum stock level for second hand items to the level entered.
Enter Platform or Genre or both if you wish to be that specific.
Place the figure in the Group Maximum level box and press update to set the levels for all second hand games in the options you chose

Status maintenance

This allows maintenance of the status codes. It relates to the condition of stock. Such as new, pre-owned, no Instructions etc.

Status is defined as 1 2 3 4 5 for example

Default settings are 1: New….. 2: Used

Short Description is where you put in up to 9 characters to describe the status
Example: NoBoxIns

Description: A full-length description can be placed here
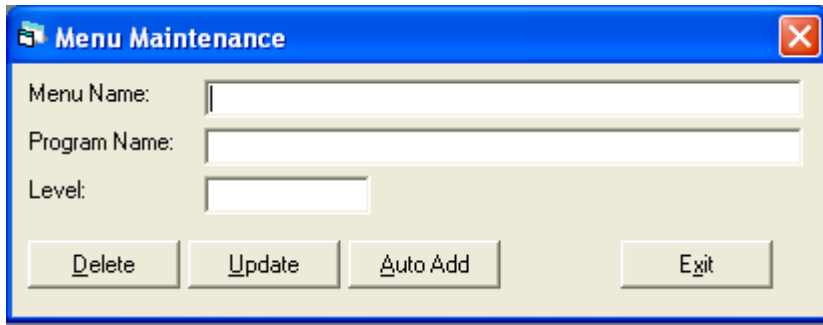Example: No Box or Instructions

Saleable: tick this if you wish to make this status as a saleable product.

After each new status added press UPDATE..

You can also delete statuses from here

If you place a 1 in the status box and press ENTER it will bring up the settings you have in place for that status. Pressing delete will delete this status.

Menu maintenance

As system administrator you can set your staff different user levels enabling them to use only certain functions. The levels are between 1 and 9, with 9 being administrator.
First click AUTO ADD… this will find all the menus and sub menus that you can assign levels to.
It will also ask you if you wish to Autoload the Reports.. TICK NO..
To set the user levels on the maintenance options put MAINTENANCE in the Menu Name box. Then double click in the end of the box.
You will see the Program Name – Menu Name and Level
These are default levels
To change these just double click the Program Name you wish to change. For Example Stock movement and it will move the information into the Menu Maintenance Box.
Just delete the number in the LEVEL BOX and put in a new number between 1 and 9
Then update!!!
(if you set this as 6 then anyone with a level 6 and above in THEIR user level will be able to use the function)
If you are a level 5 then this will be greyed out and wont be able to select this.

At the top of the From Menu Maintenance box you will notice that there is NO program name in the first box but it has a menu name of Maintenance.. This is the WHOLE maintenance menu.
Remember to set a level for this to the lowest persons level that needs to use this!!!

If you set this to a level 6 then no one with a level 5 will be able see ANY options of this menu. Hence no sales.. But this is a good thing to have in place on other menus that normal staff do not need access to such as OPTIONS, EXTRA and MORE.

Remember to click UPDATE at any changes made and also check by logging in using the member of staffs details that they have the options that YOU want them to have…

VERSION 4.1.3 and ABOVE –
You can now set the levels for the Specials - Specials and Personal – Personal Options.
You first of all have to create a low enough user level for all your stuff to get into Specials – Specials and Personal – Personal by following the instructions above (as you would for a normal menu) and then set a higher/lower level for the options you wish to give the members of staff within these two options.

Create Internet file

This program gives you access to the Internet web page that can be used to buy and sell games on.
Gives you all the information in ASCII for your webpage information.
File will be located in C:\Program Files\Game Guide EPOS\Transfers\Shop 1 Stock. ← This last section will be whatever you defined your shop number as earlier.

Part exchange update

This program will set the part exchange and cash price to the current part exchange template based on the second hand sell price.

Used price update

This program will set the used sell, part exchange and cash price based on the new sell price for status two only. It will update game guide products and your own.

Zeroise stock (Moved to Specials – Specials – Four after Version 5.7.55)

## Please also see picture below!!
If you have stock that has not been booked into the database. This will allow you to zeroise all stock so a full stock take can be done. You also have the ability to do your stock take platform by platform.
To put the correct stock take figures back into your stock when you are finished you will need to go to Maintenance – Stock movement and enter products and figures in there.
Please read MAINTENANCE – STOCK MOVEMENT section located earlier in this manual

Step by Step

➢   Make sure there are no ticks in the boxes. If you do rentals leave the tick in the box.
➢   Enter the platform that you wish to zero the stock of.
➢   Tick the box where it says I understand this will ZEROISE all my stock.
➢   Click on Zeroise button.

✓   To check that the stock has been Zeroised, go into the product screen. Enter the platform – double click – quantities should be 0.
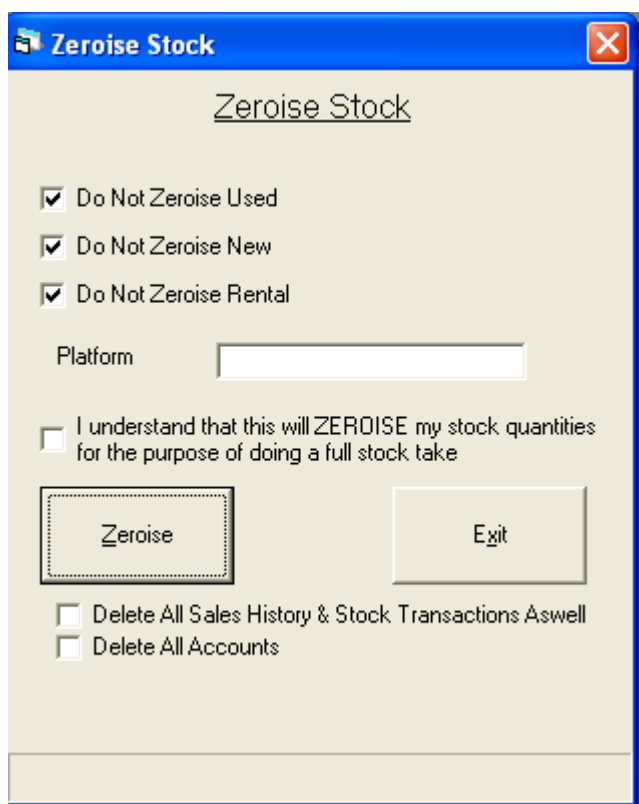
Delete all Sales History & Stock transactions aswell
Delete All accounts
 ---- These is for when you are opening a new store and have moved your database over to it.

Change database version (Moved to Specials – Specials – Four after Version 5.7.55)

This program will allow you to upgrade or change the version of your database.
NOTE: MAKE A COPY OF YOUR DATABASE ON TO A FLOPPY\COMPUTER OR OTHER MEDIA DEVICE BEFORE CHANGING VERSION. CES WILL NOT BE HELD RESPONSIBLE FOR ANY LOSS OF DATA IF YOU FAIL TO BACKUP FIRST!!

Send barcode look up

If barcodes have been changed in the barcode look up screen this program allows you to send the changes forward to other branches from the head office. Saving on time for stores over a vast distance or very urgent information. Minimising your time away from customers.

Receive barcode look up

This screen allows you to receive the details of the new barcodes sent from the head office to all other branches.

New price update

This program will set the status 2 (second hand) sell, part exchange and buy cash prices on set in the part exchange template.

Points conversion
Please read all instructions on the options, as they appear as once you have done this you cannot convert the pounds back to points!!

This program will zeroise all of the point pounds for each customer. It will then convert points into pounds based on the conversion rate on the screen. This should be run every three months or so. You must run your point pound report to create a hard copy before running this again.
This also updates your Accounts screen to the specifications set in the control menu.
The information in here is taken from your "control – control" screen. Please see Control – Control help within this file for more detailed explanation.

If you have set your amount to be 0.02 it will convert any account that has more than the specified minimum points amount into pounds.

If a customer has 2750 points before conversion and your levels are set at 2500 and 500 it will only convert 2500 and leave the remainder of 275 till next update.

To view the amount the customer has points/pounds view their accounts (Maintenance – Accounts) or you can use the designed letters within the Reports Sections (reports – reports - then select Accounts points letter.)
If you need help with this please call CES.

<u>SEND WEB STOCK</u>

This is for only Version 5.7.64 and above…

<div align="center">

<u>Also this is only used if you have an E-Commerce site with Complete EPOS Solutions…. Email or call me at mike@completeepos.com or 01543 370002 for more details.</u>

</div>

You need to download and install a program from our website www.completeepos.com called GZip..
Save this to your desktop and install the program to the default location..

You will also need to download the Report.. WEBSITE PRICE.rpt and put that into your default report location.. (report/report and look at the DATA path!!)

Next step is to create a new directory in your Game guide EPOS Transfers folder called "ExtraNotes"(Without the " ")

You will also need to go into Specials – Sepcials – Four – Platform and bring up each platform code you wish to have uploaded to your website.. such as type PS2 push enter.. and then thick the "Send Web Stock" box and press update for EVERY platform.

Then you will need to do the same with the publishers. This is so you can have exclude some publishers and do deals with others. Special – Special – Four - Publishers

Once you have done the above instructions you will need to log into your Game Guide EPOS program..
Click on Maintenance and Send Web Stock..

This will open up a menu screen…

Send Non Zero Quantity – Basically sends all non-zero quantity stock above 0
Send Non Zero On Order Quantity – Sends all On Order Quantity figures above 0
Send None Zero Allocated Quantity – Sends all Allocated Qty's where it is above 0 to enable your customers to see how many are currently being saved for orders.

Use Extra Notes – Create a text file the same name as the Part Number and save it to the ExtraNotes directory.. If this box is ticked it will look for a text file the same name as the part number and add it to the file to be transferred to the e-commerce site..

These extranotes can be found on our website www.completeepos.com and on the downloads page. You will need to unzip this file and follow the instructions in the last paragraph.

Game Guide Style Part Numbers – Picks up any part numbers that have 2 letters at the beginning .Unticking this picks up all stock part numbers.
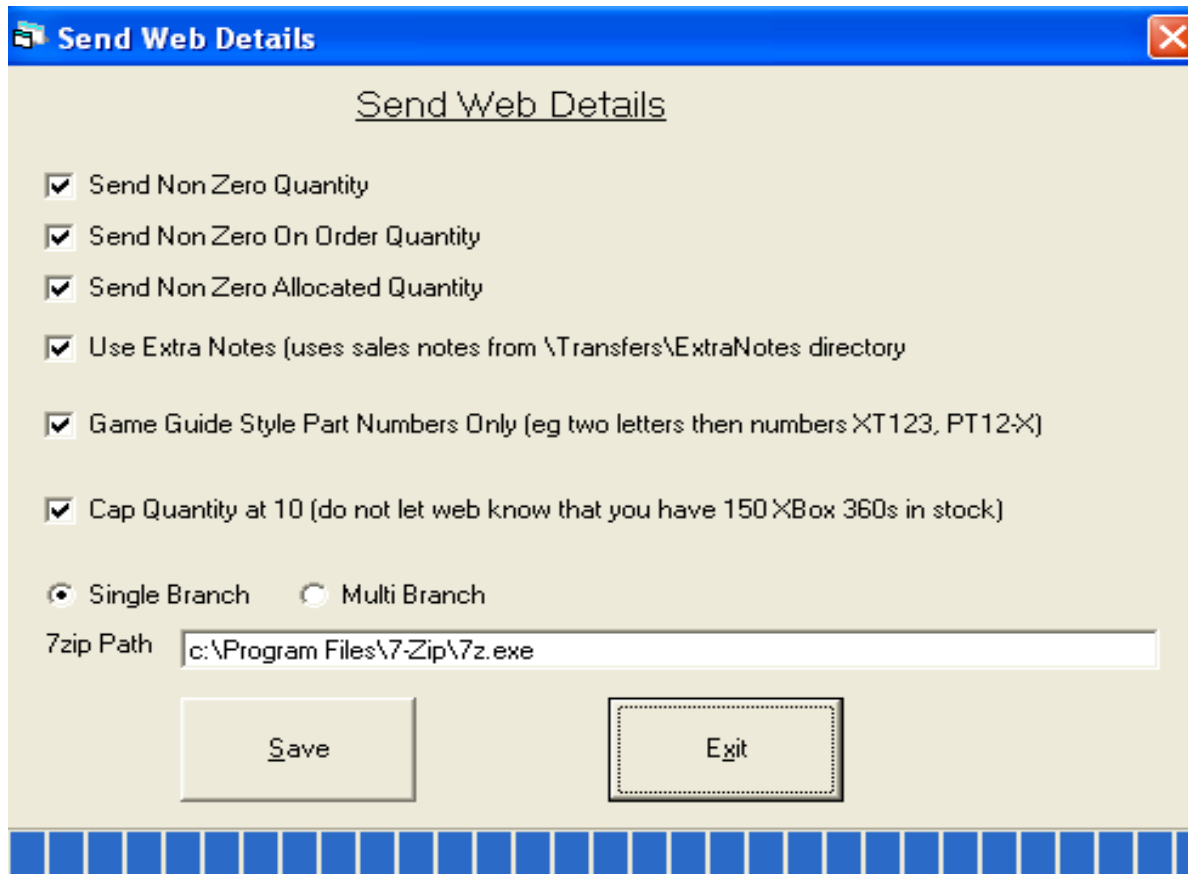
Cap Quantity at 10 – So your customers does not see that you have 100 instock and wonder why you are unable to sell them…and is more likely to purchase it there and then if they see you haven't got a lot of them in stock.

Click on SAVE.. and it will show you the directory you are saving this file to.. It should be C:/Program Files/Game Guide EPOS/Data

It will then tell you how many parts there are to transfer to the file.. click OK if you are happy with this.

It will then create the file in the directory that you said ok to and the file shall be named
" Web Stock xxxxxxxx.csv " (Where xxxxxxxx is todays date according to your computer system clock)
It will automatically zip the file as well and call it
Web Stock xxxxxxx.csv.gz

You then follow the training that Fireport have given you on how to upload it to your website.

Enquiries Menu

This provides several screens in Enquiry mode only. They are identical to the relevant options in the Maintenance Menu or Control Menu but the update and/or delete option is disabled. It enables the system administrator to give certain users the ability to view specific data, but not amend it by setting program and user access levels accordingly. See Menu Maintenance.

Audit trail enquiry

This program keeps records of when a user has logged into/ out of the system, any special programs they have used and the times in which they have used the cash drawer.
This program can also be used in instances of stock going missing and other security measures.

Products Enquiry

This screen keeps details of products. Also see **Maintenance – Products (for diagram)**
This can be used to do a product search by clicking in 3.PRODUCT GROUP and pressing F12. It will give you a list of all available options.
Searching for products via description by putting the cursor into 4.DESCRIPTION and entering name of product or part of the name. Example to search for FIFA Soccer you can either type FIFA* or *soccer (the asterisk represents a wild card)
In options 5,6 and 7 you can also see your options by putting cursor in the box and pressing F12.
Viewing of all prices whether product is new/used or damaged.
Checking your companies stock to enhance your ability to find stock from all over your stores giving total customer satisfaction.
Shows how many of this title are Pre Ordered by customers enabling your company to not put these on the sales floor. Shows last purchase/rental of this product to be able to keep control of your stocking levels.

BBFC Rating: THIS IS A LEGAL REQUIREMENT… PLEASE DO NOT IGNORE!!!
(British Board of Film Classification)

ELSPA Rating: This is NOT a legal requirement.
(Entertainment and Leisure Software Publishers Association)

Users Enquiry

This gives the administrator the option to view all staffs user name and level of access they have. Also the ability to adjust the level of access.
Deleting an old member of staff details is also done using this screen.

Control Enquiry – (See Diagram Below)

NOTE: Only system administrator should have access to this screen

This allows maintenance of the main system control options.
Details regarding this site are maintained here.
Allowing you to configure the appearance to your till receipts and changes your details with ease.
Main section where you can define how many points per pound the customer receives when purchasing products.

- SELL POINTS – Number of points per pound the customer receives.
- PX POINTS – Number of points per Part Exchange transaction.
- RENTAL POINTS – number of points per rental of products.
- POUNDS PER 100 POINTS – This is the amount of discount taken off per 100 points. Example: 0.02 is equivalent to 2 pence off per 100 points the customer has earned.
- MINIMUM POINTS – Minimum number of points the customer has to earn before they qualify to allow points to be converted to money off.
- MULTIPLES - This shows you the next step that the customer has to gain to gather more points. Example: Minimum points: 2000 - Customer has 2391 Points – Multiple is 500. This makes the next step 2500 and the one after 3000 and so on….

Also remember after any changes to this screen press UPDATE.
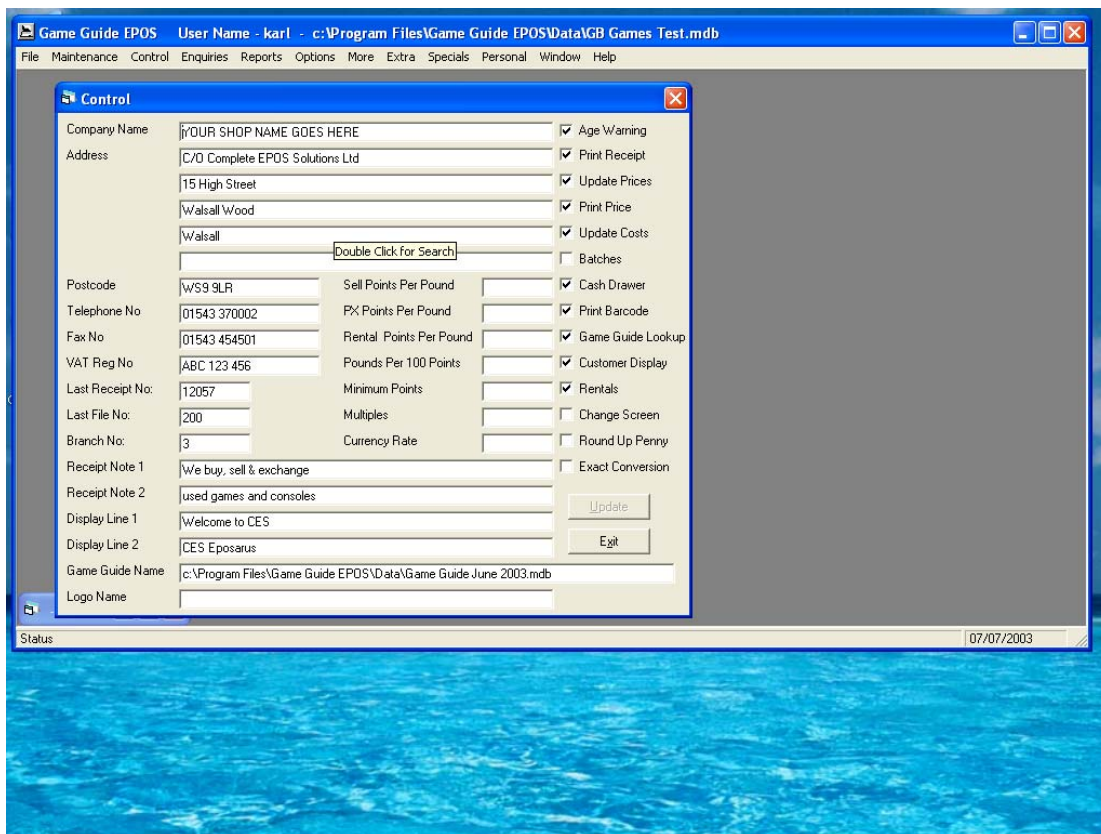
Booking enquiry

This program is used to reserve products when doing rentals.

Random receipt selector

This program allows the entry of the above ranges, to enable you to select a random receipt in order to reward that customer with a prize.

Random Deposit Selector -

This lets you look at any deposit taken and select a random one to give away an offer to in the same process as the receipt selector.

Enter a date range you wish to look to and from.
Enter a To and From Value range
You can now choose to look at any deposit EITHER by Platform OR by Part number..
Also you can choose to ignore any deposits taken under the user code of MISC

Stock status

This allows the Product information for each status to be maintained.
On entering the part number or barcode the display brings up the platform name and all details.
It gives you the option of viewing and altering the Sale, Part Exchange and Cash Exchange prices for products whether they are New, Used etc.
With new games you can also set a minimum quantity for stock levels and a max quantity for new and used making sure that your stock levels within your business are kept to the level giving maximum profit and less "dead stock/cash"
Also lets you adjust the GROUP quantity for ALL status levels and view current group quantities.
DEPOSITS – Lets you see if you are currently out of stock of a product how many customers have ordered this to reserve on arrival into your business.

Finder –

Report Menu

Reports

This is the main report option. It gives access to many variations of reports. You can select your own report data ranges and store them against the report for future use. If no ranges are entered, all report data will be retrieved.
The scrolling section on the left is where you choose what report you after. Once you've decided on what report you wish then double click it.

(Listed below are the instructions on how to make your criteria for your reports. If you are still unsure then also use the pictures below).

This gives you the option to change the reports criteria.
1. Clicking in the little circle allows you to change/add criteria.
2. You will be displayed the "Attributes Screen"
3. Put a dot in the Circle area at the bottom next to "Use as report selection criteria"
4. Find the criteria you require for your report.

CHANGE PATH: Shows you where all the report templates are stored on your computer.
PRINT TO SCREEN: This gives you the ability to view report on screen and NOT to printer.
PRINT RANGE: This allows you to print the ranges of the report basis on the report itself.
PRINT NAME: Places your store name onto the top of the report selected.
CHANGE PRINTER: Allows you to Find and print reports off on another printer connected to your computer or a printer on your network.
< > <> = <= >= Clear, One Of, Between, Like - Gives you more flexibility of the content of your report basis.
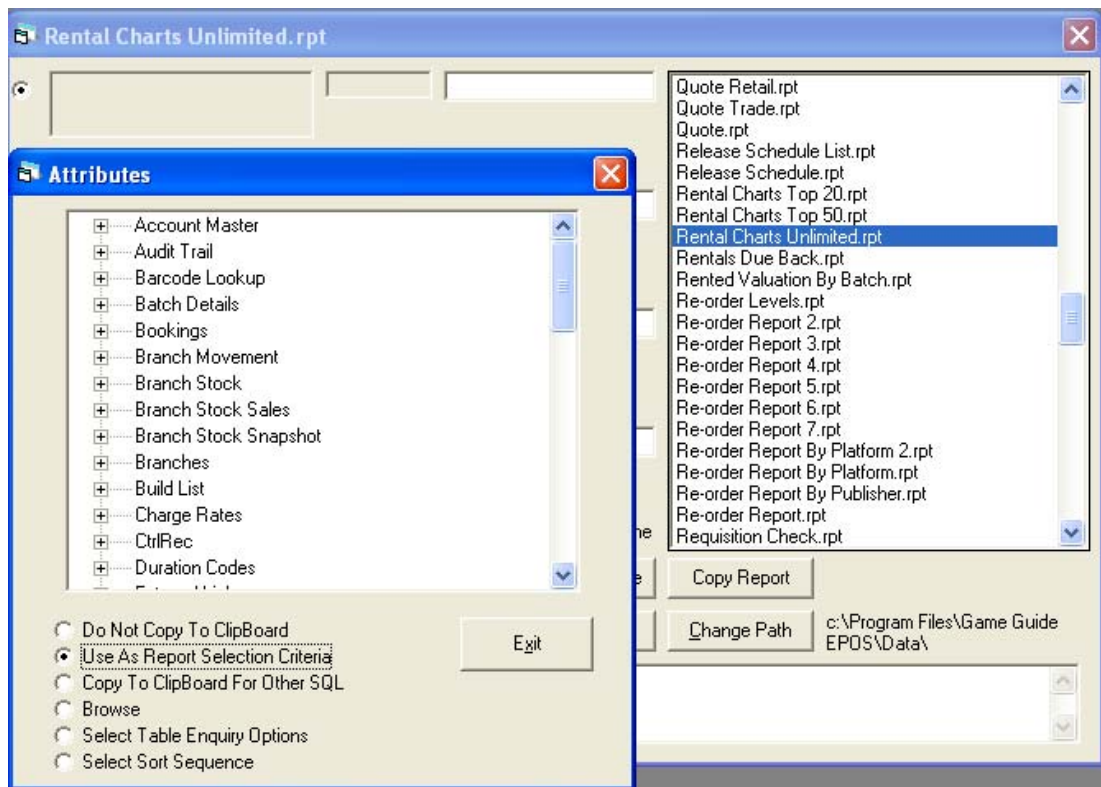
Barcode print

This will produce bar codes for all products received within a given date range. Products received as part exchange or returns can be selected, or other receipts can be specified. It enables you to put all receipts to one side, and print the labels at a later time.

Stock summary

This will produce a stock summary report for a specified platform and product group. Only products that have been amended in the Game Guide can be printed, and/or only products you have in stock can be printed.

Till report

This produces a summary of transactions for a specified till number. A summary version of the report is available.
This report does NOT give you the figures for the Global Accountancy Scheme. To get a correct figure for the GAS please use Weekly Till Analysis.
If you remove the tick from Summary you will be able to print out all your transactions in receipt number order showing amount of sale and type or payment methods.

Platform analysis

This produces a stock summary percentage for the different platforms. It can be used to adjust the shelf space for each platform. For example - the most popular platform i.e. Playstation would need the most shelf space.

Weekly Analysis

This gives you a weekly analysis for a specific date and till no. This will print to a A4 printer NOT to your receipt printer.

Print screen

Using this screen when you have a window already open gives you the option to print what you see on the screen to a A4 printer that is connected to your computer.

Weekly till analysis

This allows you to print off a weekly analysis for a particular till. It gives you an analysis of the loyalty scheme and a VAT breakdown as well as between certain receipt numbers for added security checks.

Also the figures for the Global Acc Scheme can be found on this report.

Profit report

This report gives you an analysis of the net profit. Defining whether to include all platforms or exclude one. Also choosing whether to just make report New, 2nd hand or both. Choice whether to print just to screen or produce a printed out copy for storage.

Stock sales

This gives you a summary of the sales items and quantities of each showing the different publishers. Allowing you to view sales trends at a glance enabling better ordering and reducing possible over stocking.
You can also view just the platform information between certain dates
Clicking CKECK will bring the results from selected criteria above and produce the information below.

Random Stock Check

Enter the platform you require and the number of random products from that platform selected.
The ability to include/exclude Part Exchange/Returns/MISC/Zero Stock. Also checking New, 2nd hand or both.

Requisition

Enter platform required to check.
Status is: Whether the product is new, used or any other
Your Free Qty -
Branch Free Qty –
Left Margin – YOUR store number
Internal Reference – Easy to trace across stores with unique reference numbers.
Shows you all the stores in your company that have the stock you require. This is very useful for clearing slow moving stock into busier stores hence boosting sales and profits and keeping dead stock to a minimum.

Cash ups

Must select – Personal – Personal – Four – Save Cash up FIRST!!

Options Menu

Auto Add Stock Batches –
This allows you to define which platform you wish to accept any games with no box, no instructions, etc… Allowing you to create a new status for these platforms that you are wishing to accept.

Amend Price –
If ticked and when you proceed to the Product screen, after selecting product, it automatically places the cursor into the 2nd Hand Price Section for ease when adjusting prices for part exchange and cash buys.

You must remember to set up all your PX Templates (Control – PX Price Template) FIRST so it automatically calculates the corresponding prices for PX Buy and Cash Buy when customers exchange games.
If you have more than one record to implement changes on then press F9 to update that record and F7 to move onto the next record if the search screen is still open.

Cash Drawer –

Opens the cash draw after every sale. Unticking will not open the cash draw. Useful during training of the system and if you do not have a cash drawer attached.

Use System Date –

NOTE: Important to keep this TICKED at all times.

Unticking this option allows the user to change the date of sale on the Sales Details screen when selling items to the customers. This could affect your till reads and reports if system date is incorrect.
Having this option unticked also allows you to enter stock using a previous days date in the instances of items being inputted incorrectly for a delivery.
CES WILL NOT ACCEPT ANY LIABILITY IF YOU CHOOSE TO DISABLE THIS OPTION AND/OR IGNORE THE SCREEN PROMPT AT THE TIME OF STARTING THE GAME GUIDE EPOS PROGRAM.

Customer Display –

If you have purchased a customer display then you must have this ticked.
Removing this tick only if you do not have a customer display on your hardware. Also please make sure that in your Control - Peripheral Set up (Earlier in this manual) that your customer display port is 0 (ZERO). This will indicate to the system not to attempt to send any information.

Game Guide Lookup –

When selling a product and this is ticked the system will look at the notes stored. (IF you have Show Notes ticked "Options – Show Notes") It will show your note and the Game Guide notes when on the Product screen when searching. Informing you of any important notes such as "We are over stocked of this title - Offer less discount"

If you delete your database or it is named incorrectly in your Game Guide Name (Control – Control Menu) and Show notes and Game Guide Lookup are ticked then you will receive a Run time error, which will shut the EPOS system down.
Also when you search in Maintenance – Products for a particular item it will bring up a separate screen that has all the Game Guide notes located and also whether the product has gone down in price from the last edition of the Game Guide.

Print Barcode –

This option allows you to print your own barcodes **if you have** a barcode printer. This allows easy recognition between Used and New Games on the shelf, which ensures customers, are able to tell the difference. The barcodes print automatically whenever you do a part exchange.

Print Barcode Price –

If you have a barcode printer then this option will allow you to also print a selling price on the barcode label for Used Games enabling customers to easily view the label why this copy of the game is cheaper than the others on the shelf.
Note: If you do print the prices then whenever you change the used selling prices in your database you MUST reprint barcodes and prices for all products that you have altered.

Print Barcode Receipt No. –

This is a very useful option if you have a barcode printer. It allows you to print the receipt transaction number on the barcode enabling easy recall of the date and time of when it was bought in by a customer. Ensuring ease if a disgruntled parent or the police start asking questions concerning a part exchanged game, which may be stolen.

Print Logo –

If you have a thermal receipt printer we can convert your company logo into ASCII code and email it back to you giving you the option to have it printed on to your receipts.

Print Receipt –

Enables printing of receipts.

User Defined Searches –

This alters the search screen when pressing F12. If this option is ticked it gives you the normal search seen with the basic information required. Else when unticked it displays all field that are in your database.

Close Search Screen After Selection –

After conducting a search, if this is ticked, it automatically closes the search screen.
Useful to have ticked when performing multiple product price amendments.

Initialise Barcode Printer –

If the barcode printer is turned on BEFORE the computer this may cause the barcode printer not to work correctly if your computer sends signals to the serial ports whilst booting up. This sends control code to the barcode printer to make sure the barcode printer works perfectly first time.
NOTE: It is easier to turn the barcode printer off and back on again!!

Initialise Receipt Printer –

If the receipt printer is turned on BEFORE the computer this may cause the receipt printer not to work correctly if your computer sends signals to the serial ports whilst booting up. This sends control code to the receipt printer to make sure the printer works perfectly first time.
NOTE: It is easier to turn the receipt printer off and back on again!!

Customer Wizard –
When you open the Sales Details screen, ticking this option, will default the cursor to the Account Number. Allowing you to enter the Customers Account OR scan their membership/loyalty card. It will automatically show he accounts screen so you can see any notes about that customer. If you do rentals, it will also show outstanding rentals.

Rental wizard

When a product is selected on the sales screen, the system checks if it is a rental item, and whether it is in stock. If it is then it assumes that you are renting it out, and it sets the transaction type to rent out. If it is not in stock, then it assumes that you are booking in a rental return, so it checks the customer number to ensure they are renting it out, and calculates any surcharge due.

Use rental system

The rental items are available on the sales screen, such as the rent in/out transaction types, the batch number and due date etc.

Use batches

The system will allocate a unique batch number to each item received in the sales screen, and the batch number will be printed on the bar code label.
If it is not ticked, any goods received will be added to stock without it being uniquely identifiable. The bar code label will show the part/status.
This also is useful for working out the profit on each product as when you book it in and use batches it records that batch number to the cost price.

Open cash drawer

If the cash drawer needs to be opened for any reason then this option needs to be ticked. The system will display a screen asking a reason for opening the drawer and then a value. If staff use this option to open the cash drawer at anytime it is logged on to the Audit Trail logs. Giving you the upmost security.

Print voucher

If a customer wants to make a credit card payment and you do not have an EFT POS System, this is ticked to produce a voucher as a receipt for yourselves and the customer.

Print account name

The customer account name will appear on the receipt after a transaction has been made. If it is not ticked the receipt will only show the account number of the customer.
This personal touch with customers name on receipts enables the customer to feel welcome and not just a wallet.

Low stock warning

Every-time a sales transaction has been made on the sales screen, a warning will appear on the screen if the quantity is less than one in stock.
Giving you the warning if you are a busy store, or an unexpected rush on certain titles, to order/transfer more stock in to keep customers happy and profits up.
You can set the low stocks for each of your products in Maintenance - Products

Ensure auto change customer

When a rental has been returned it ensures that it updates the correct customer record.

Payment warning

After a sale transaction has been made a prompt will appear on the screen to put in the right method of payment. It will ensure that you are either making or taking payment.

Validate user

This asks the user to confirm who they are after each transaction.

Show notes

Displays the notes from the product screen after each transaction.

Always amend price

It will allow you to amend the price after each sale or part exchange transaction to confirm the right price for the product.

Always amend rate

Amend the price to confirm the correct charge rates for rentals.

Allow easy rent

This option allows you to rent second hand saleable items – (if other options have been selected).

Customer balance warning

This option displays a warning when a transaction has been made to show how much the customer owes.

Do not use status select

It will not ask the system whether the item is second hand or not. This option is used if your store does not sell second hand games. It will automatically assume that all Part Exchange games are Status 2.
Untick this if you wish to use status 3 4 and 5

Signature with part exchange cash

When a part exchange has been done, a receipt is printed leaving a space for the customer to sign in.

Touch-screen keyboard

This will call the touch-screen window. It is necessary if a touch sensitive screen is connected to your system without a keyboard. It can, however be used by a standard system using a mouse.

Bundle Wizard

Go to More and Bundle Wizard first..
This allows you to set up bundles and spread the discount among the products sold within that bundle you've created. (YOU MUST HAVE THIS OPTION TICKED)

(view diagram below for pictorial help)
To create a bundle:
Maintenance - Products –

And set up a Part number for the bundle you wish to make (this has to be BUN---) So it allows easy remembrance.

Internal Ref is set this way so that it will not exceed this amount

You must put a description and a platform in there so the EPOS system know what Part number for this bundle it is referring to.

For the actual bundle price you place it in the NEW PRICE column..

So this bundle in the diagram is for PS2 and 175 but must not exceed 185 other wise start charging them.

UPDATE

Continue this for whatever bundles you wish to set up for your store remembering to press UPDATE after each one.

To sell products in the bundles you MUST first of all put the bundle part number and sell that to the customer. The next 3 games for that bundle will appear as 0 in the price when you scan them in cause it is working on the bundle value.

More Menu

Ignore ELSPA
The ELSPA shows the recommended age group for the different products. This is shown on the product screen. When a transaction is made on the sales screen an ELSPA warning will appear. If this is ticked the warning will not show on the screen. Only the BBFC warning will appear on the screen.

Discount on sales only

Ensures that discounts are given on sales only.

Hide stock cost always

If this is ticked the stock cost is always hidden on the product screen.

Hide stock cost standard

If this is ticked, the stock cost is always hidden on the product screen unless selected with the cursor.

Record audit trail

If this is ticked, the system will keep records of times when the user has logged into/out of the system, any special programs they have used and when they have used the cash drawer. So in the event of a query over the system you are able to find the exact reasons.

Show prices with amend price

If this is ticked, after each sale on the sales details screen, the buying and selling price of the product will appear with the price amend option so that prices can be amended according to these.

Extra stock warning

Every-time you make a sale a warning appears on the screen to show how many of that item are in stock.
Allowing your company to keep a good stock level of all products when unexpected sales or new titles are selling fast.

Use extra PX templates

This gives two part exchange prices, the first being the usual px price for good condition second hand items, the other being the difference between px and cash for games not in good condition.

Use own templates

If this is ticked, it allows you to use your own prices, rather than the game guide prices.

Reduced cash

Gives a receipt if the part exchange value is higher than the sales value.

Calculate average cost

When booking in stock this open takes the cost of the new items booked in and the cost, when booked in using Purchase Order Receipt on the Maintenance – Stock movement screen, as well as any other stock that is booked in and its cost price at time of booking in. Adds the quantity together and divides that into the average cost of the products.

Ask before printing label

This displays a message on the sales screen after each transaction, to ask whether you want to print a label or not.

Deposit wizard

If a customer has reserved a product, this option should be ticked so that the system can produce an agreement to ensure that the customer collects the product.

Deposit collection date

This shows a date that the customer must collect the product. If they fail to, you can decide if you want to put the product for sale again.

Do not ask for reprint receipt

If this is ticked, it will stop a message from appearing on the sales screen after a transaction has been made, whether you want a reprint of a receipt.

Show internal notes only

If this option is ticked, only your own notes will appear on the sales screen, ignoring the game guide notes.

Amend price for members

This option allows you to amend prices for members only.

Allow MISC signature

If this is ticked, it allows all customers to sign after a transaction, rather than member customers only.

Cancel price amend

This allows you to cancel price amend after each transaction.

Show notes on sales only

If this option is ticked, only sales notes will appear on the sales details screen.

Use quick rental

This option is used to rent or sell all second hand games.

Reprint wizard

If this option is not ticked, it stops the system from printing a reprint receipt.

Confirm deposit amount

If this is ticked the system ensures the deposit exchange value matches the deposit in value.

Px status wizard

Every – time a part exchange is done, this option will always go to the second hand status box. (Status 2) if you wish to be able to select status 3 4 and 5 then Untick this option

Trade sales

This option gives a list of different prices for a product.

Address wizard

If this option is ticked, a receipt is printed leaving a space to enter customer address details after a part exchange transaction.

New price amend

This option takes the new price automatically from the product screen, and then goes to the template to calculate the second hand and part exchange prices.

Default pay off balance

This allows a prompt to appear at the time of a part exchange for a customer who has an account to see if they want the cash OR the amount added to their account balance.

Do not show customer display price

Part No check

This option checks that all part numbers do not have an invalid character.

Signature for all PX

If this option is ticked, a signature is needed for every part exchange transaction.

Bundle Wizard

This allows you to set up bundles and spread the discount among the products sold within that budle you've created. (YOU MUST HAVE THIS OPTION TICKED)

(view diagram below for pictorial help)
To create a bundle:
Maintenance - Products –

And set up a Part number for the bundle you wish to make (this has to be BUN---) So it allows easy remembrance.

Internal Ref is set this way so that it will not exceed this amount

You must put a description and a platform in there so the EPOS system know what Part number for this bundle it is referring to.

For the actual bundle price you place it in the NEW PRICE column..

So this bundle in the diagram is for PS2 and 175 but must not exceed 185 other wise start charging them.

UPDATE

Continue this for whatever bundles you wish to set up for your store remembering to press UPDATE after each one.

To sell products in the bundles you MUST first of all put the bundle part number and sell that to the customer. The next 3 games for that bundle will appear as 0 in the price when you scan them in cause it is working on the bundle value.

Other Label Printer -

If you have another type or receipt or label printer hooked up via usb or other means than serial then you will need to follow these instructions.

Tick this option…
Go to Control – Peripheral Set Up and double click in Other Printer Type:
This will display all other printers attached to your pc…
You MUST type exactly what printer you are using with what appears in the box after double clicking in it…

Then go to Personal – Personal – One and tick
Front Label AND

Back Label..

You will also need to download the Font – Code 39 from our website at this point..
UNZIP this file and put it in your C:/Windows/Font Directory

Next you will need to locate your Queries.ini file (Usually C:/Program Files/Game Guide EPOS/Data)
Double click on it and it shall open..

You will need to adjust these settings to suit your printer.. MAKE A COPY OF WHAT THE FILE ORIGINALLY WAS!!
You will see these settings (as below) and these are ONLY the ones you need to adjust

LPT Label Font=Courier New
LPT Label Barcode Font=Code 39
LPT Label Barcode Font Size=16
LPT Label Large Font Size=16
LPT Label Normal Font Size=10
LPT Label Small Font Size=8
LPT Label Bottom Margin=2
LPT Label Top Margin=500
LPT Label Left Margin=500
LPT Label Large Characters=25
LPT Label Normal Characters=30
LPT Label Small Characters=45

Then go to Maintenance - Stock Status and you should have "front label" and "back label" buttons there.. Press these to do a test print. If they are perfectly aligned then everything is set to go..

If they are printing Landscape instead of portrait then just adjust this settings within the Printer Options (In windows Printer set up)

Extra menu

Do not allow search selection on sales screen

This option cancels the search selection. It ensures users scan the right game into the system, rather than using the search selection where mistakes can be made easily, by selecting the wrong product.

Enter RRP on stock movement

If this option is ticked, it allows printing a RRP invoice.

Update RRP on stock movement

This option allows updating the RRP on an invoice.

Prompt for stock movement type

If this is ticked, it ensures that the right movement type is selected on the stock movement screen each time an adjustment is made.

Use points

Tick this option to allow your customers to get the benefits of Points.
You also need to make a part called POINTS (in Maintenance – Products) See below for exact details.

You need to set the amount of points given to a customer for a sale, part ex or rental in Control – Control Menu.(Please see Control – Control Menu for further instructions on this please).

NOTE: Please make sure if you have a head office facility that all your Game Guide EPOS Systems are the same version and especially that the USE POINTS has been ticked on all tills.
Failure to make sure all ticks are inplace will result in the Game Guide EPOS failing to let you in. If this happens please ring CES.

Amend points

Everytime you make sale this gives you the option to amend the points given to a customer. Also good for your loyal customers and a mystery customer option. (If the 100th customer of the day Or at a set time a customer can earn double points)

Convert points on screen

If this is ticked, the convert point's option on the sales screen can be selected with the cursor, that converts the customer's points after each sale has been made.
Removing the tick allows you give out points even if the customer is only part exchanging a game.

Suppliers

This allows keeping records and details of suppliers.

Build list

This option is specifically designed to be used by PC builders. It allows the builder to specify parts and then automatically have them removed from stock and puts the computer into stock as "a computer", or whatever you wish to call the product. Ensuring stock levels are maintained.

No rental refunds

If a customer returns a rental product early and they have been charged for it. This option ticked will not allow any money to be refunded to the customer.

Auto display BAT for sales

This option automatically puts a BAT code on an item if it is less than ten characters long.

Do not allow new PX

This option restricts the user from part exchanging new products. When a user clicks on this it automatically displays a warning box. If you are sure then tick this.

Ensure reference on price amend

If a price has been amended. This option ticked will ask for a reason for the price amend, that will be stored in the reference field on the sales screen.
Ticking this option will bring up a warning message. Ticking this will mean that you can only update the sales screen once you have inputted a reference once you have amended the price of a product.

Use PX as cost

This will ensure that of the product selected on the stock movement screen is NOT new, then the default cost displayed will be the part exchange price for that status.

Print min max on A4 stock movement

This option ticked will only print the max and min quantities of stock on a printout.

Show quantity in stock

If this is ticked each time a transaction is carried out, the quantity for the product will appear on the screen. Keeping your stock levels to a reasonable amount to keep customers happy and the reputation of being a professional store with the "always has it" label.

Cash drawer password

This option ticked will request for a password if the cash drawer needs to be accessed for any reason other than sale transactions.

Use stock batch information

This option will display special condition notes on the screen after each transaction. These notes are unique to the condition of each transaction. E.g. game

Rental customer wizard

This option ticked will move the cursor to the bar code number for rentals in and account number for rentals out.

Allow pay balance with no lines

This allows a customer to pay off their balance without having to do another transaction.
The best example that balance is used for is Hire Purchase when the amount to pay is £100.00 and the agreement is £10 per week for 10 weeks this will allow the customer to pay their amount outstanding with no sale of other goods to take place.

Do not use purchase orders

This ticked will cancel the purchase order option on the stock movement screen.
This will not allow any person to enter deliveries into the database increasing your stock.
Unticking this option will enable the inputting of deliveries.

Receipt address space

This ticked will print a receipt allowing space for address details to be entered in.

Only print quote with PX

This will only allow quotes to be printed if there is a Part Exchange transaction from the same customer.
Unticking this option will not enforce the above option.

Credit note check

This option allows you to check whether a credit note has been cashed in or not IF the part numbers are CRED1 and CRED2.
If this is ticked and your issuing credit notes then make sure that in the part numbers you have CRED1 or CRED2, for example.
Also selecting this option you will receive a message asking if you want to automatically set all existing credits to be outstanding. Continuing with this option can cause serious issues with your database and several warning screens will pop up to alert you to what you are attempting to do.
Deselecting this will revert it back to normal.

If you have problems refunding credit notes there are 2 main causes to this….
1. If you had this unticked at the time of processing the original credit note and have ticked it now..
Solution: Unitck option, process credit note as normal and retick..

2. Have you reinstalled Game Guide EPOS since the credit note was given OR installed another till?
Solution: As above

Never initialise printers

For PC's with problematic serial ports this option helps to solve the situation. This stops the program from looking for your printer on start up of EPOS system. It will also pop up a window informing you what you are about to do incase you are unaware. If you are having problems with two serial ports then tick this option.

Use account email

Ticking this option will enable you to have an email recorded for every account customer you have making it easier to contact them on all your offers and latest news.
NOTE: MAKE SURE YOU HAVE THE DATABASE AMENDED TO ENCORPERATE THIS!!!

Voucher Wizard

This will allow products that begin with VCH to be matched up with the original sale like deposits and credit notes.
This will NOT print your vouchers for you. If you get your own vouchers printed this wizard is used to sell them and redeem them at a later date by the customers. When selling the voucher it is advisable to write the receipt number on the back of the voucher for quick and easy redemption.

Receipt Style Two

This gives you the option to print out of the choice of 2 (TWO) different receipt styles. You will be given a warning message just to make you aware of what you are doing.
Unticking this option will revert back to the other style of printing.

VAT On Receipts

If ticked this will print the VAT value of the item(s) on the till receipt given to the customer.
NOTES: this only prints the VAT value for NEW stock sold.

Transfer Wizard

This option will give you the function to turn on and off the warning message given to you on the quantity sign and ask for a Branch name if a file is created.
Having this ticked is a good practise due to unticking this could cause problems if stock was not transferred to the correct place and paperwork was misplaced.

Ensure Reference On Return.

Ensure that a reason is asked for when doing a return and this allows you to easily view what is wrong with the product for any reason.

No Stock Movement on Barcode Labels

This option removes the prompt to print barcode labels whilst doing a stock movement transaction.
Unticking this option will reinstate the ability to print barcode labels when on a stock movement transaction.

Save Sales Address

Selecting this will mean that every part exchange or cash purchase made with MISC account will prompt for an address to be entered. This will be stored against the receipt as requested by the VAT office and some Local Trading Standards. Please check with your LTS as what the requirements are.
If you do not require this option then deselect to remove.

Specials menu

Send charts - option allows you to send chart information to CES to include in their independent charts. No information that you send in is passed to any competitor.
Our charts provide you with knowledge of what are selling around the country as a whole, which can also help you to gauge your prices, and levels to see what phase's customers are in.

Special – Ex VAT on Sales - This will allow you to enter an ex VAT price on the sales screen, the system will then add VAT on to it.

Special – Ex VAT cost for PAL – This will make the system use the Ex VAT COST price on the sales screen for accounts with PAL in member class. The system will then add VAT on to it.

Special – One Price Label Only – A new feature is coming soon. Print one label per title.

Special – Use Currency Conversion – Gives you the ability to use more than one currency if your business spans over more than one currency usage.

Special – XP Network – This will bring up a warning message informing you that XP, 2000 and NT security features slow the system on a network when opening and closing the database. This will not close the database until exiting the program.

Special – External Database – If you have a database of products such as CD's, Video's or other items this facility allows you to import your database onto your Complete EPOS Database.

READ BEFORE GOING ANY FURTHER!!!! This process will take a few hours and you MUST follow each step carefully!!! You will need the store's database NOT to be used at all whilst running this program!

Importing Gold's Database Information to use within the Game Guide EPOS Program:

First of all you need "Golds Utility.zip" File and External Golds Template.mdb as well.

Extract these files to your Game Guide EPOS/Data Directory.
Double click on the Golds Utility.exe file and then click on FILE – OPEN and locate your stores database file.mdb file and press OK..

NOTE: EXIT THE GAME GUIDE EPOS PROGRAM FIRST AND MAKE SURE YOU HAVE DONE A BACKUP BEFORE CONTINUING!!!!

Once you have loaded the database then select Maintenance – Create Database.

You will see this screen..
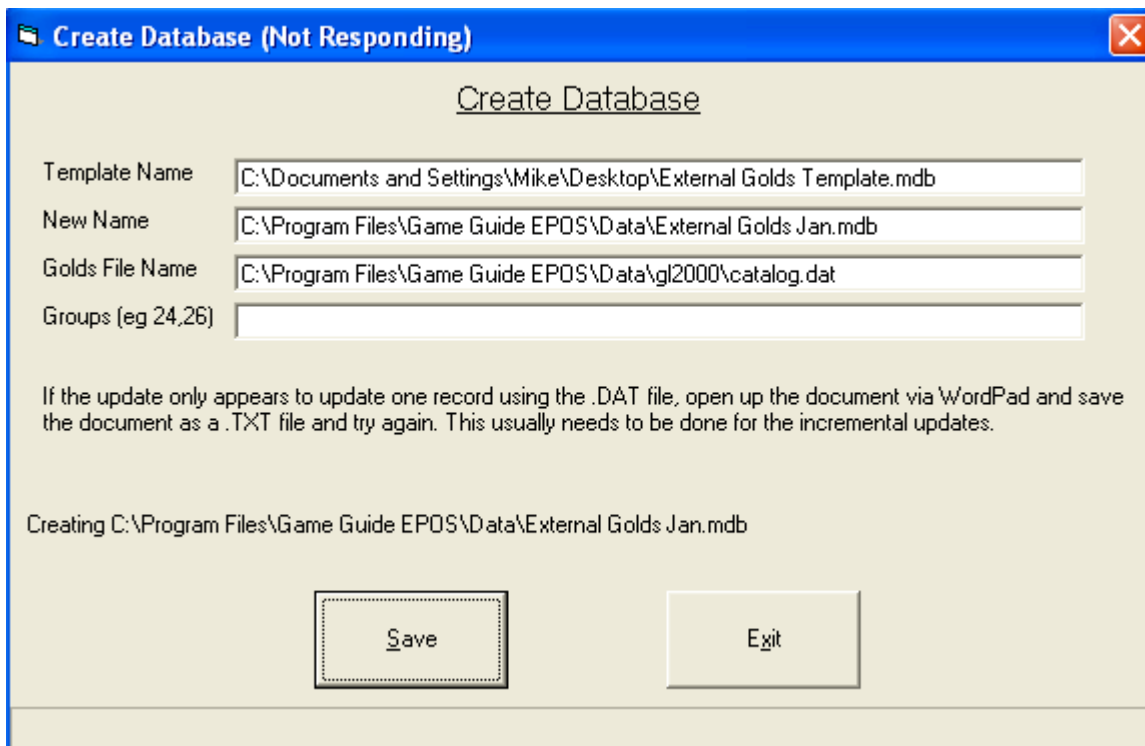
Double click in the Template Name and find the EXTERNAL GOLDS TEMPLATE.mdb file. Then you will need to name the new file it will create.. (NEW NAME Section) Remember this place as you will need to find this file later on!!

Then you will need to find the .dat file that is located on the CD you have from Gold's.

Once you have done this click on SAVE and the program create a new database that you can then select products and load into your Stores database.

This program will take a FEW HOURS (even more depending on the speed of your computer!!!) due to the Golds files are very large and the program MAY appear to have stopped working/responding.. DO NOT close this as its working in the background.

Once this has finished….
Then start your Game Guide EPOS program and go to Specials – External Database…
Double click in "External Database" box and you be given a select directory box to where you will have to point the Game guide EPOS to the External Golds Database you created before (See above image – New Name Box).

Scan the barcode of the product you have in your hand into the Bardcoed box and this will search the External Database for this and return and results found. By pressing update it adds this product to your stores database.

Special – THE Database - – If you have a THE database of products by using this facility allows you to import your database onto your Game Guide EPOS database that you use for the store.

Special – Job Header – Used for booking in PC that require repairs.
                You will need to make sure you have Job Sheet.rpt and Job Sheets.rpt AND also updating your stores database with the CES Template.mdb.
                Pressing ENTER on the Job No box will number this job to be the next available number.
                Pressing ENTER on the DATE box will automatically bring up todays date (ACCORDING to YOUR system clock on your pc)
                Enter the Customers name, address and details
                STAFF Int. – Input staffs initials (they have to match what is in the USERS screen on the Game Guide EPOS system) ..Push ENTER will bring up the staffs name in the next box..
                Job Information is what is needed to be done to the item that is in for repair… Also Items Brought in is what EXTRA such as monitor, mouse any system disks etc…

Pressing UPDATE will automatically print out a report of the details you have just inputted.. It will be divided into 2 sections. 1 marked "SHOP COPY" and the other marked "Customer Copy"

Special – Send All To Head Office – This function allows you to automatically zip all 5 files that are need from stores to send to head office at the end of the days trade. It will give the .ZIP file a unique file name so that staff can email this file to their head office.

Version 5.3.9 and above!
If you use this in conjunction with Personal – Personal – Five "Use Special Send All To Head Office" and also CESemailer (A separate Program Karl has written).

Install CES Emailer, then load the program, enter the details of the Head Office or wherever the stores files are sent to. PRESS SAVE.

Then you must now go into Control – Peripheral Set Up… and you will now have a box at the bottom of the screen called Emailer Path… Double click in this and find the CESEmailer.exe and then Ok.. then UPDATE and EXIT…

Now when you go and click on Specials – Send all to Head Office the program will zip up the 5 files as before… inform you of the unique name of the file, open up the emailer program and CHECK the details are correct and then press SEND… This will send the file you created to the email address you have stored in the CESEmailer program screen.

Special – Special – Send – This allows your stores to produce files to send to your head office computer via email. There are many different types of files that can be produced using this facility such as Stock, Transactions and Sage information.

Special – Special – Receive – This is for receiving of the files that your store has created and emailed to you to update your head office computer systems.

All options on this menu allow you to send details from one branch (i.e. head office) to another branch. The **send** options are sent using the send screens, that can be received at other branches by selecting the **receive** option screens.
Sage Journal and Sage Stock are sent to Sage and do NOT appear on the receive menu options.
Mail list creates a mailing list. Also this option is not specified in the receive listings.
These display the details that have been forwarded across from the other branch.

Special – Special - One – External Link Setup– This allows you to expand your database with another and link them together using platform and part numbers.

Special – Special – One – External Link Amend -

Special – Special – One – External Link Update -

Special – Special – One – Check Barcodes – This screen allowed you to check for duplicate barcodes in the Stock and Barcode lookup tables. It is advisable to delete them using this program or manually if there is only a few. Clicking UPDATE will search your database and find any/all duplicate barcodes stored in your database.

Special – Special – One – Used Price Amend – This screen will set the used sell, Part Exchange and cash prices entered for status 2 ONLY. It will update the Game Guide and your own products.

Special – Special – One – New Price Amend - This will change the NEW price for the platform you wish to amend. It will only amend ONE price bracket at a time.

Special – Special – One – Branch Movement – At a glance you can view the stock levels for all branches/stores by Platform and quantity free. For example PS2 with more than 5 copies available.
Press LOAD to view all branches that have over 5 copies available AND stores that need these products.
Clicking a branch name will be the branch that stock is moved FROM and clicking a second branch will be the branch that receives that stock. You also have the ability to move some or all of their stock over by pressing QUANTITY AMEND or clicking in the box under the branch you wish to move stock to.
YOU are unable to move stock than the branch has and the program will alert you when this occurs.
Also allowing you the ability to transfer stock from different branches to others without changing screen. Example: Line 1 could contain Wolves to Willenhall 10 products… and Line 2 Bedford to Walsall Wood 200 Items. Etc…

Save to file is just a recording to view reasons why you moved things.

Once you have done your entire branch movements go to the Reports Screen and select one of the branch movement reports. Send these to the relevant stores and they will have to manually transfer the goods.

It also does NOT update your branch stock. So once the stores have moved the goods manually to update your branch stock the stores will have to send you the data as they do every day/night.

Special – Special – One – Change Account number – Allows you to change a customers account number. Type in Old account number and new account number. Press validate and you will see the persons name appear and how many transactions they have made.

Special – Special – One – Obsolete Platform – This program deletes all products within the specified platform providing the stock quantity is zero. This is a useful program to use when you have a large platform range and you discontinue one or more platforms. This will remove the platforms from the database and will enable to database to keep its fast and efficiency when in use.

Special – Special – One – Price Correction – Users wanting to use this function MUST enter the password.

Special – Special – One – Stock Take Clear – Make sure you have Personal – One – Use Stock Take option ticked before using this option. Once this option is available it will allow you to remove all data contained from the previous stock take.

Special – Special – One – Stock take Amend – This function allows you to amend quantities of products after the stock take if any variances are found.

Special – Special – One – Stock take Load - Allows you to load and update your figures after the stock take has taken place.

Special – Special – One – Stock take Missing Update - This program will cross reference-MISSING parts in the stock take table with barcodes stored in the stock table.

Special – Special – One – Stock take Update – Quick and easy way to update your stock take figures.

Special – Special – One – Database Amend – This facility allows you to update your database using the CES Template …
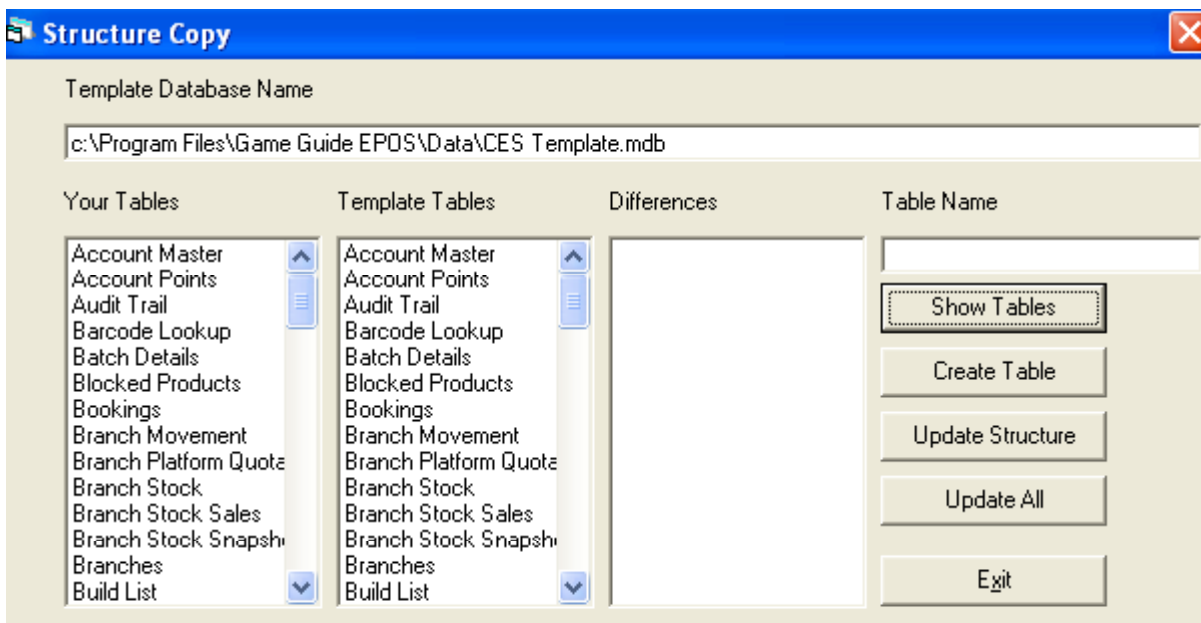
Double click in Template Database name and then locate the CES template.mdb file..

Click on SHOW TABLES… this will show the table listing on YOUR STORE DATABASE and the TEMPLATE DATABASE…

The Differences column shows any differences between yours and the template.

If you wish to add just a few of the missing fields to YOUR store database then click on the Field name in the differences column and then click CREATE TABLE.. After adding the few tables you wish then click UPDATE STRUCTURE….

If you wish to add ALL the missing fields then click UPDATE ALL and it will automatically add all fields and update the structure as well.

This will then run through a series of checks and informing you, by the means of several popups, how many fields and tables were added. Simply just press OK on these 2 when prompted. Once this has run though and updated your database with all the tables.

Please also remember that when you update your Game Guide EPOS program version you will also need to do this again if any new tables need to be added.

MULTISTORES – If you have more than 1 store you will need to keep tighter control on this as you must have all stores using the same program version AND the same fields in the database so when you transfer stock, sales history and other information between stores you run the risk of less errors.

Special – Special – One – Clear Outstanding Amounts – This program clears rentals for batches, which do not exist, or products, which do not exist. It will only clear the outstanding field in Sales Line and Trans. You should run rental quantity update afterwards.

Special – Special – One – Reduced PX Templates – To use this function you MUST have "Personal – Two – Used Reduced PX Templates" Selected first.
This screen allows you to change the PX (Part Exchange) prices for selected platforms that you wish to change and also the level of cash back if no purchase was taking place. Also any extra reduction that you may wish to add.

Special – Special – One – Publisher Sales – This gives you the ability to view your sales, margins, RRP and sales week by week on any product.
Click F12 in any box to search your database.
You can view by platform by entering the platform you wish to view.
Enter a date you wish to search from.
If you wish to search via publisher then enter publisher, if you know it, if not F12 and search.
After entering the details you wish to search with click CHECK and it will display all product information in the display screen below.
You can calculate the YTD figures by entering a tick into the Calculate the YTD box.
You can also Ignore Zero Sales and Ignore MISC Platform by ticking and unticking these options.

Special – Special – One – Company Stock Update – This program must ONLY be run on a global Head Office database or else your quantities WILL BE WRONG!!

Special – Special – One – Company Stock Snapshot – Will enable you to store a snapshot of the branch stock on the date entered. ONLY USED FOR HEAD OFFICES.

Special – Special – One – Weekly Sales – Will let you view your sales for the platforms ONLY FOR HEAD OFFICE USE!

Special – Special – One – Exit – This exits this screen.

Special – Special – Two

Special – Special – Two – Franchise Returns – If you have franchised out stores this facility allows them to return goods to you via a text file.

Special – Special – Two – Deposit Quantity Zeroise – This allows you to clear off all outstanding orders from your stock. So if that 1 Game back last year was processed correctly or the customer never turned up then this will zeroise that product and all with similar problems. Also this allows you to do it all up to a certain date. So no having to worry about stock that you have had orders placed for 3 months ago.

Special – Special – Two – Cost Price Update – This program will check all movements and calculate the average cost price of current new stock. It is usually done on head office databases. (USED IF YOU HAVE A HEAD OFFICE LIC KEY FACILITY).

Special – Special – Two – Price Check – It's a price/stock quantity check. Example: If you took all your X-Box games off the shelf and wanted to check the amount of stock and the price of the stock at once this would give you that information. Scan all the games in with quantities and press Update. The EPOS system would then look at all your stock records for these products and highlight any discrepancies

Special – Special – Two – Check Trans Quantity – This gives you the facility to check any stock quantity errors. Example: If you had a new game in the last month and the stock quantity is showing –3 but you have 2 on the shelf this feature will show you the full transaction history for that product FROM the date you type in.
NOTE: If you have had the product for a year and you only put a date in the box of 6 months ago you will get the incorrect figures.

Special – Special – Two – Store Internet Keywords – First you must select "Personal – Personal – Three Store Internet Keywords." Enables you to store keywords.

Special – Special – Two – Merge Parts – Allows you to merge part if you have created 2 part numbers for the same product.

Special – Special – Two – Penny Updates – Allows you to change all the sell prices and templates from X.99 to X.00 (or y.00 to y.99 if subtract penny is selected).

Special – Special – Two – Status Change – Allows you to now change the status of a product from new to used and also the price incase of duplicate part numbers for same product.

Special – Special – Two – Branch Singles –

Special – Special – Two – Stores Movement – Lets you do all your branches transfers in one easy click.

Special – Special – Two – Branch Platform Quota –First of all tick "Personal, Personal, Three – Branch Platform Quota… Will allow you to store a maximum quantity for each branch and platform, useful for the branch stores movement.. (Database needs to be changed to use this!!)

Special – Special – Two – Game Guide Barcode Check – This lets you check your database against another to find any duplicated barcodes that are against other products. Useful too if a member of staff has created products and not told you about them but they are also in the Game Guide (Can also look at products outside the Game Guide).

Special – Special – Two – Global Price Update - This program amends every new, used sell, PX and cash price by their required value for any prices which are not zero.
This does NOT look at any templates. It will NOT update a price to zero.

Special – Special – Two – Deposit Correction- This program is only used with CES guidance!

Special – Special – Two – Part Number Lookup -

Special – Special – Two – Change Payment Types – Enables you to change the payment type of something that was done in error by a member of staff.. So if they recorded a sale as cash instead of credit card you can change it here.

Special – Special – Two – Time Sheets – You can record the time sheets for all your staff on here.

Special – Special – Two – Exclude Points –You can set the Game Guide to exclude giving points on certain platforms.

Special – Special – Two – Status Labels - You must have Personal – Personal – Four – Label Quantities ticked before trying to use this option. Allows you to print status labels for the boxes of your products.

Special – Special – Two – Platform Labels - You must have Personal – Personal – Four – Label Quantities ticked before trying to use this option. Allows you to print status labels for the boxes of your products.

Special – Special – Three – Vouchers – If you have your own vouchers, which kept at your head office and then distributed across your stores a small variety at a time this lets you records who has what serial numbers, value and quantities.
Also when you return the voucher via the Sales Details Screen it will now as you whether it is a Serial Numbered one or not. If not then it will proceed as normal… If it is a Serial Voucher then it will ask you to enter the serial number and then check to see if it has been used… It will also store these details in the REF 3 column on Transaction History… **(Used with Personal – Personal – Five – Check Voucher No.s)**

Special – Special – Three – Special Prices – Type in part number for product you wish to have the special offer price lowered. The price will automatically revert back to the original price that is set when the expiry date has passed.

Special – Special – Three – Schedules – This is used in conjunction with first updating your database with the CES Template. Then Selecting Personal – Personal – Five – Use Schedules. Then adding a department to your users by Control – User menu.

Enter a date you wish to book a job in for instance.
Press LOAD then CHECK.. This tells the system what date you are looking at and to check to see whether there is anything booked for that date and to display it on the screen.

Double click on a time in the users column and it will display a small box on the right hand side to enter the details in.
Double click on the end time to place an end time in the box.
Code – This is fully customisable by yourselves.. The codes are whatever you want them to be. None has been preset.

Job No. – this goes away and looks at the job you have entered on the Job Sheet Screen (special – job sheets) and matches the job with what has been inputted. You can double click in the Job No box and see a list of all jobs you have on your system.

Note: You may wish to enter a note here for any purpose.

Once that has all been completed push UPDATE and the info will clear and then be placed on the schedule table on the left again. To view an existing entry just double click on it and it will show the details.

To remove a job click on the job schedule and then click DELETE.

Exit – Exits screen.

Special – Special – Three –Delete Branch Stock – Deletes all the Branch Stock

Special – Special – Three – Deposit Enquiry – Simply enter a part number and press check and it will find all deposits that are related to this product. Also gives you the option to print this information.

Special – Special – Three – Shipments -

Special – Special – Three – Used Cost Update - it works out the new cost of each used product dependant on each stock movement for this product and calculates the average cost price of current used stock.

Special – Special – Three – Discounts – Requires a CES Template update!!!
Now gives you the option to create discounts for particular products.
You will need to create the Discount as a Part Number in Maintenance – Products.
Create a Discount Code (D1) then a Description such as "3 For 2". A start date and end date for the discount to apply so even if you forget to change or delete it the discount will not apply after the end date.
Part Number will be the same as the Part Number you have created in Maintenance – Products.
Quantity is the number of items that are to be sold before the discount will apply.
Value would be the Value taken off the product to make it the discounted price. So if you have 3 for 12 and the 3 games you have sold are 5 each then you would put 3 in the Value box…
Percentage is another option you have to do discounts with… so for the 3 for 2 you can have 100% off the product so it makes it 3 for 2…
You can have the discount applying to the cheapest product (tick cheapest box).
You can make discounts apply to just your members only by ticking the Members only box…
Making your discounts apply to New OR Used products due to the price differences of new and used products..

Now in the Maintenance – Products you have to call up the Part Numbers of the products you wish to have allocated against and input the Discount Code in the bottom left of the screen.
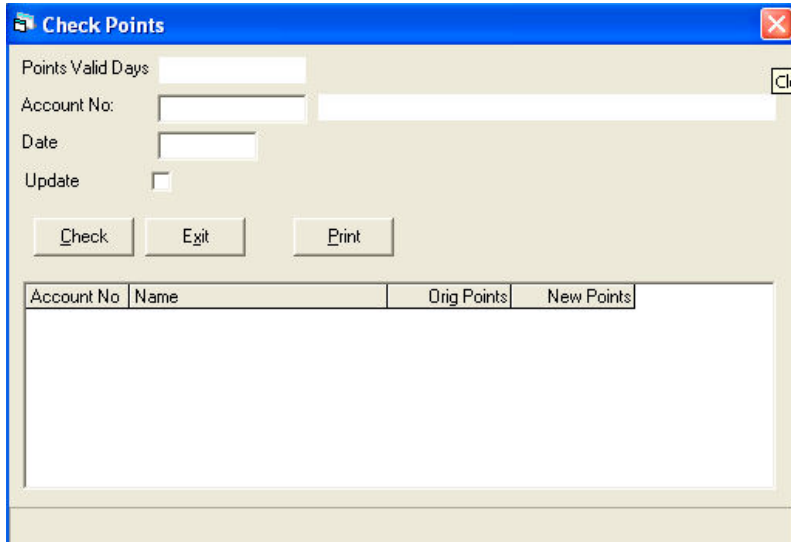
Special – Special – Three – Fix Quantity – Simply corrects the quantity for a particular part number.

Special – Special – Three –Cancel Credit Notes – Allows you to cancel a credit note and supply a reason for it. Especially good when you have multibranches and the credit note has been used at a different branch

Special – Special – Three – Staff Loans – This allows you to record what products the staff have taken out on loan, the time period and who by. There are also 2 reports that let you check who's outstanding.

Special – Special – Three – Check Points –

From here you can enter an account number, if you wish to only calculate 1 customer at a time, or leave blank to do them all. Also you enter the date you wish the system to calculate back to redo the points from. With this feature you can give your better customers a longer time span to use their points and the ones who are not as loyal a shorter time.

The rest of the Specials – Specials – Four - Menu can be found under the heading of Maintenance at the beginning of this manual as in earlier versions all these options were found there.

Special – Special – Four – Floats

First of all make sure your EPOS program is closed at the time of updating the program.
Save the CES template to your DATA directory
When you have updated the program you will need to go to Special - Special - One - Database amend and do a CES Template update.
Double click in Template name... located CES Template.. click update ALL.. when it has finished click EXIT..
then go to Personal - Personal - Four and tick FLOATS
Special Special Four Floats is where you can enter floats if the EPOS program is already open..
You can also check what floats have been entered by double clicking in the till number box..
When you start the program up after doing this and there is no float entered for this day it will ask you if you wish to enter a float amount.
Enter the till number of that till (if its not in there already!!)
Enter the date. (if its a previous date it will tell you the date is not today's date.. same as any dates in the future!)
(If you press ENTER on this without entering anything it will put todays date in there.)
(if you have previous info in there for today it will display it)
(if you have 2 floats in there for that day it will display the last one entered..but you can still check previous entered floats by removing the user name from this screen and double clicking in the date box)
Entering the floats..
you have 2 ways.. either by value OR by cash amount of that denomination.
I have included 3 images.. 1 showing the blank screen.
Image 1..
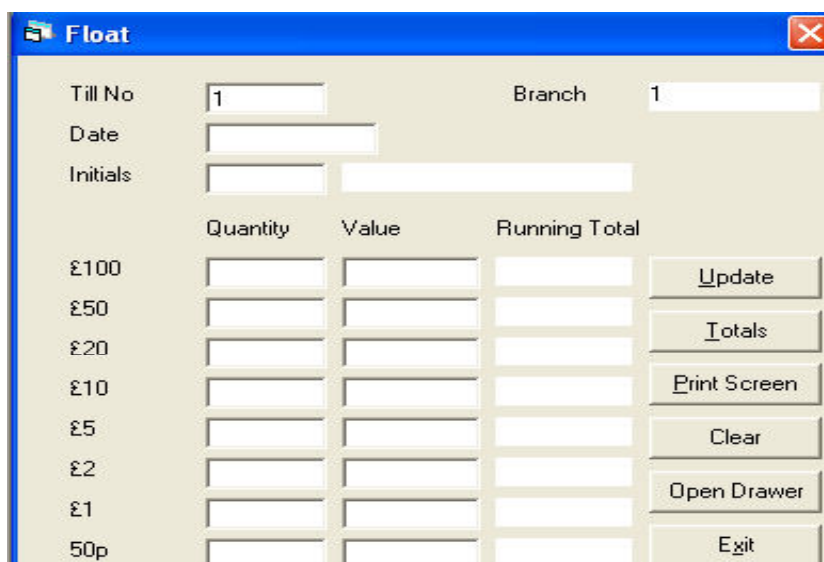
Image 2 shows the float screen filled in with the denomination amounts set..
So in this you would leave the Quantity column blank and enter the VALUE and press ENTER after each one to
give the running total.

Image2….

Float				
Till No	1		Branch	1
Date	03/07/06			
Initials	MAN	Manager		
	Quantity	Value	Running Total	
£100	1	100	100.00	Update
£50	1	50	150.00	Totals
£20	1	20	170.00	
£10	1	10	180.00	Print Screen
£5	1	5	185.00	Clear
£2	1	2	187.00	
£1	1	1	188.00	Open Drawer
50p	1	.5	188.50	Exit
20p	1	.2	188.70	
10p	1	.1	188.80	
5p	1	.05	188.85	
2p	1	.02	188.87	
1p	1	.01	188.88	
Other	0	0	188.88	
Adjustments	0	0	188.88	

Image 3 shows you the Quantity entered. Again pressing ENTER after each quantity entered to give the running
total.

Image 3…

Float				
Till No	1		Branch	1
Date	03/07/06			
Initials	MAN	Manager		
	Quantity	Value	Running Total	
£100	1	100	100.00	Update
£50	3	150.00	250.00	Totals
£20	1	20.00	270.00	
£10	2	20.00	290.00	Print Screen
£5	10	50.00	340.00	Clear
£2	2	4.00	344.00	
£1	5	5.00	349.00	Open Drawer
50p	10	5.00	354.00	Exit
20p	20	4.00	358.00	
10p	50	5.00	363.00	

Once you have inputted these details you can press UPDATE to write it to the database.. and Print Screen will print this to an A4 printer only.

Personal menu

Personal – Personal – One - Double Labels – Will print double barcode labels

Personal – Personal – One – Front Labels – Labels to appear on the front of games

Personal – Personal – One – Back Label – Labels to appear on the back of games

Personal – Personal – One – No Rental Receipt – Turns on and off the printing of receipts when selling a rental item

Personal – Personal – One – No Stock Movement A4 Print – When making a stock movement this turns on and off the option to print all the details onto an A4 printer

Personal – Personal – One – No Stock movement Print – When making a stock movement this turns on and off the option to print all the details onto an receipt printer

Personal – Personal – One – Sales Duplicate Part Warning – Gives you a screen warning if you scan 2 of the same item in on the sales details screen within the same transaction. This is to stop duplicate scanning. The screen prompt will allow you to carry on the transaction as normal when the question is answered.

Personal – Personal – One – Barcodes in Products – Defaults the cursor to the barcode box on the sales details screen

Personal – Personal – One – Signature For Returns – Produces a section on the bottom of the receipt for the customer to write their name, address and details on. This will help you keep track of all parts returned and see any trends on the same people returning products.

Personal – Personal – One – Product Transfer – This will ensure that any update on the product screen or Game Guide update screen will make the product for transfer.

Personal – Personal – One – Product Points Exclusion – This will alow you to exclude certain products from the points system. The database needs to be changed before first use. It will NOT work if you have "points calculated on total sales value" ticked.

Personal – Personal – One – Auto Generate Account number –
When you start using customer accounts this will generate the numbers in numerical order so that you wont have to keep track of your last account number given out.

Personal – Personal – One – Account Platform Check – This will check that the platform in the accounts screen exists.

Personal – Personal – One – Show Points For Misc – This, when using the points system, will turn on and off the processing/showing of points when making sales to non-account customers

Personal – Personal – One – Payment Selector
Automatically put the payment selection as NONE and drops down the payment selection methods when member sales staffs try to update a sale without selecting a method of payment. Also carries on the transaction to the point of Amount tendered.

Personal – Personal – One – Print Petty Cash Voucher – This will print a small till receipt every time the cash drawer is opened via the "open cash drawer" option. Staff can place this in the till with a short explanation.

Personal – Personal – One – Rent All – This will allow you to rent any item which are not sew and without using batches

Personal – Personal – One – No back dated till report – Will not let you print any backdated till reports.

Personal – Personal – One – Default Payout Cash – This defaults the payment type to CASH automatically on the sales details screen.

Personal – Personal – One – Print Sales Labels – This will print a barcode on a sold item if SALE LABEL is in the internal reference on the stock screen. It will not automatically go to amend price if the price is 0.

Personal – Personal – One – Use Stock Take – This will allow you to access to the stock take routines.

Personal – Personal –TWO – Secure User
When opening the till drawer, using control – open till, it asks for the users password but it masks it so that anyone looking at the screen can not see the password.

Personal – Personal –TWO – Purchase Receipts Only – This will ensure that only transaction type on the stock movement screen is "Purchase Order Receipt" for users at level 8 or less

Personal – Personal –TWO – Extra Deposit Warning – Will display a prompt warning when part exchanging or stock receiving a requested item.

Personal – Personal –TWO – Transfer Status Select – Lets you select the transfer status on transfers from other branches

Personal – Personal –TWO – Do not allow negative Sales – This will ensure when making a sale that you have got the stock in. It is to stop you selling the wrong status title

Personal – Personal –TWO – Zero Price Purchases – Allows you to enter a zero priced purchase receipts and if you use the calculate average cost, it will affect the cost.

Personal – Personal –TWO – Double Secure User
This is if you have your staff signing in with swipe cards and a password. It will make the system ONLY accept the swipe card and NOT the typed password just incase a member of staff found out a member of managements log on info for example.

Personal – Personal –TWO – Use Reduced PX Templates – This will allow you to automatically reduce PX and Cash prices if you have too many in stock, the database needs to be changed before first use. It will not work if you have calculate points on total sales value ticked

Personal – Personal –TWO – Allow PX Override – Overrides the reduced PX Stop.

Personal – Personal –TWO – Head Office Prompt – Produces a screen prompt at close of business Sunday's to remind staff that certain files have to be sent to Head Office.

Personal – Personal –TWO – Franchisee Options – For stores that have the Franchise system.

Personal – Personal –TWO – Delete Transfer File - Once your head office sends you a file to update all your information then use this option to automatically delete it. Saving confusion if you have a lot of files. (THIS OPTIN IS ONLY AVAILABLE WITH THE HEAD OFFICE FACUILITY).

Personal – Personal –TWO – Warehouse Cap – This will ensure that the maximum branch quantity from branch 0, will appear as 10. This is so branches will know that the warehouse has got stock, but for security reasons, not the correct value.

Personal – Personal –TWO – Internet Sales – This will default the account to WEB and payment method to CREDIT

Personal – Personal –TWO – PX warning – This will look at the transaction history and show the date last sold and the part exchanged when doing a part exchange if the quantity is over the maximum required

Personal – Personal –TWO – Prompt to Print Address On Receipt – This will produce a screen prompt to ask if a mail order address is required to be printed at the end of each receipt, if the account is NOT MISC.

Personal – Personal –TWO – Ensure Platform On Accounts – This will ensure that a blank platform cannot be entered on account update (if account is NOT Misc).

Personal – Personal –TWO – No Zero Purchases - Will NOT allow user to enter a cost price on Purchase Order Receipt and will not allow update if the cost is 0.

Personal – Personal –TWO – Print Deposit Label – Prints a deposit label when doing a deposit in on the sales details screen.

Personal – Personal –TWO – Hide Unavailable Menu - This function now allows you to hide the options that your staffs' user levels are not high enough (If set correctly in Control - Menu Maintenance as explained earlier in this manual).

Personal – Personal –TWO – Show Available Quantities - This will show available quantities and prices of all available statuses when doing a sale.

Personal – Personal – Three – Account Rent Sell Check – If you sell an item with a part number beginning with RENT then it will ensure that the account number is NOT Misc.

Personal – Personal – Three – Tel Ph No Space – On Part Exchange there is now a space for the customers phone number

Personal – Personal – Three – Last Item Warning – Designed to produce a screen prompt at time of selling last item so that you are able to have your staff inform you at that time of out of stocks.

Also designed for if this was the last product your staff knows to use the box on the display instead of looking for a sealed product out of the stores.
A better option of this is to make sure you have your minimum stock levels set in your Maintenance – Products Screen.

Personal – Personal – Three –Stock Weight – Ideal for inputting weights of the products when you have a postal/web store service.

Personal – Personal – Three – Sales Notes – This will allow you to store notes on the sales screen, database needs to be changed before first use..

Personal – Personal – Three – Store Notes For Unique Items –If you have SALES NOTES and UNIQUE BATCHES (on the products screen), it will ensure that you enter notes against the sale.. Serial numbers or mobile phone numbers being prime examples.

Personal – Personal – Three –Do Not Allow Incorrect Signs – Will not allow you to enter negative numbers for sales and positive for returns

Personal – Personal – Three – Do Not Allow Negative Movements - At the time of inputting the quantity of stock you are wanting to transfer between branches this option actually looks at the quantity of stock for that item and produces a screen prompt informing you of how many in stock you do have according to the EPOS system.

Personal – Personal – Three – Store Internet Keywords – This will allow you to have the function of storing all the Internet keywords for Internet pages against each product. **NOTE: You must first upgrade your database to use this function.**

Personal – Personal – Three – Own Template Percentages – When using the Game Guide Price Templates and if you have a Status for products that are damaged that you buy in, example Status 6 – Scratched, and you will not be selling this status of product. This option will let you set a Percentage rate of buying the goods in based on the Part Exchange Buying In price.

Example: Status 2 (Used) you buy off a customer at £5 and on Status 6 you wish to buy it at 50% less than a Status 2, £2.50. Instead of the current way wouldn't allow this. It only looked at the new prices to make the other status prices.

Personal – Personal – Three – Use Old Part Lookup – This will allow you to store old part numbers against each product if you ever change the part number, database needs to be changed BEFORE first use!!

Personal – Personal – Three – Store Ref On Sales Screen- Allows you to store references against each item on the sales details screen.

Personal – Personal – Three – Multi Currency Transfers - This allows you to send and receive sterling prices if your head office trades in a different currency.

Personal – Personal – Three – Double Points- Allows you to double your favourite customers points. You must also have USED POINTS ticked.. (Extra – Use Points)

Personal – Personal – Three – Credit Note Voucher – This will produce a credit note whenever you sell a CRED 1 to a customer. They keep this, addition that is printed AFTER the receipt, as proof of a credit note and value.

Personal – Personal – Three – Extra Receipt Notes – This will give you a header and footer space to insert any notes that you want printed on receipts. (See Control – Control – Extra Receipt Notes for more in dept instructions)

Personal – Personal – Three – Stock Movement Identifier – You can now store a stock movement incremental number which will store on stock transaction.

Personal – Personal – Three – Stock Extras – This allows you to store an extra field on the database against each product.

Personal – Personal – Three – Branch Priority – Multibranch function that allows you to set a "priority branch" to have stock transferred to on the branch movement screen.

Personal – Personal – Three – Branch Platform Quota – This must be ticked to use the Branch Platform Quota option in Specials – Specials – Two.
Warehouse sets the amount of stock per platform & per branch so if you have 100 in warehouse and you only want branches to have 4 each all the time you send stock to them use this facility. Stops overstocks at branches.

Personal – Personal – Three – Stock Extra Labels – Tick this AND stock extra. Activates another button on the STOCK STATUS menu that allows people who do DVD and videos to store extra information on the barcode labels such as "offer Price" "supplier" "genre" for status One (NEW).
For Status 2 (USED) it shows different information such as "Used Guaranteed" "date" "price" "genre".
This extra information is store in the Maintenance – Products Screen..

Personal – Personal – Three – Use Offer Price – Used in conjunction with STOCK EXTRAS this facility allows you to use the OFFER price that you set up for that product in Maintenance – Products.

Personal – Personal – Four – Close Out System – This will run send to head office, send sales header, send branch stock and run backup when logging out. This just creates these files and does NOT email them to the head office. It creates a zip file to which your staff can email out to you.

Personal – Personal – Four – Allow Multiple Groups for PC Quote – This allows the user to select the same product group when doing pc quotes. Example.. If the customer wants two hard drives then ticking this option BEFORE doing the quote will enable this.

Personal – Personal – Four – Use Cash Price For Low Sales – When you purchase a product from a customer and it offers you the PX and cash values. If a customer then wishes to purchase a game that is lower than the difference between the PX and Cash.
Example..
PX is 11
Cash is 5
Purchase customer wants is 4
Then you will give them the purchase and 2

Personal – Personal – Four – E-bay Unique Reference – This will ensure that there is a unique reference on the sales screen.

Personal – Personal – Four – Date Check – This makes your staff whenever they open the program to type in the date to double check that the staff are making sure that the computer date and time are correct as it mess up transaction history and cashing up if the date is wrong.

Personal – Personal – Four – Allow Amend Cash – This will allow you to double click on a sales line and amend the cash value on the sales screen when buying in games.

Personal – Personal – Four – Navision Exports – This adds extra fields to the transfer file to be used in conjunction with Navision.
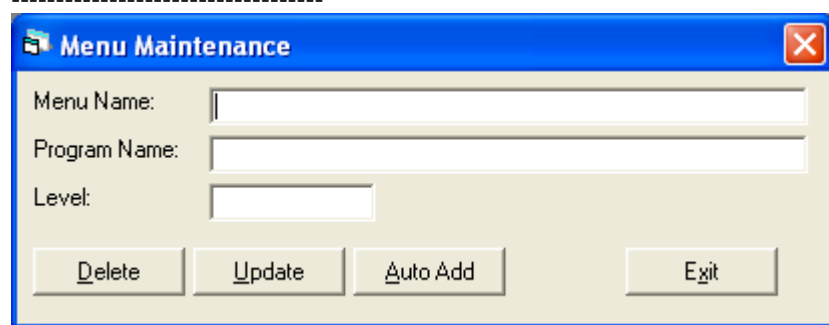
Personal – Personal – Four – Save Cash ups – Allows the chasing up figures to be saved to the database.

Personal – Personal – Four – Always Print Invoice – Will automatically print an invoice on the A4 printer you have attached to the pc.

Personal – Personal – Four – PX Cash Summary – Prints a brief receipt slip for the customer to sign, which shows just the number of products and total value.

Personal – Personal – Four – Do Not Allow Zero Priced Transfer – When transferring stock this will ensure that all stock has a price entered therefor keeping all ledgers correct.

Personal – Personal – Four –Fast Menu Loader – This works along side the Menu Maintenance Option.
After ticking this option go to Control – Menu Maintenance and follow the instructions below…

As system administrator you can set your staff different user levels enabling them to use only certain functions. The levels are between 1 and 9, with 9 being administrator.
First click AUTO ADD… this will find all the menus and sub menus that you can assign levels to.
It will also ask you if you wish to Autoload the Reports.. TICK NO..
To set the user levels on the maintenance options put MAINTENANCE in the Menu Name box. Then double click in the end of the box.
You will see the Program Name – Menu Name and Level
These are default levels
To change these just double click the Program Name you wish to change. For Example Stock movement and it will move the information into the Menu Maintenance Box.
Just delete the number in the LEVEL BOX and put in a new number between 1 and 9
Then update!!!
(if you set this as 6 then anyone with a level 6 and above in THEIR user level will be able to use the function)
If you are a level 5 then this will be greyed out and wont be able to select this.

At the top of the From Menu Maintenance box you will notice that there is NO program name in the first box but it has a menu name of Maintenance.. This is the WHOLE maintenance menu.
Remember to set a level for this to the lowest persons level that needs to use this!!!

If you set this to a level 6 then no one with a level 5 will be able see ANY options of this menu. Hence no sales.. But this is a good thing to have in place on other menus that normal staff do not need access to such as OPTIONS, EXTRA and MORE.

Remember to click UPDATE at any changes made and also check by logging in using the member of staffs details that they have the options that YOU want them to have…

VERSION 4.1.3 and ABOVE –
You can now set the levels for the Specials - Specials and Personal – Personal Options.
You first of all have to create a low enough user level for all your stuff to get into Specials – Specials and Personal – Personal by following the instructions above (as you would for a normal menu) and then set a higher/lower level for the options you wish to give the members of staff within these two options.

NOTE!!!
When adjusting the Specials – Specials and the sub menus along with Personal - Personal and the sub menus you will need to follow these instructions!!

Personal – Personal – Four –Allow Non Existing Part Merge – This will allow you to continue with the part merger routine even if the original part was missing

Personal – Personal – Four – Allow quick Drawer Open – This allows the staff to go into Control – Open Cash Drawer and NOT have to worry about putting a reason.

Personal – Personal – Four – Enter BBFC Override reason – This allows you to enter a reason for selling a BBFC rated game to anyone who is or appears to be under 18..

FOR EXAMPLE…

A 14 Kid comes into the store…and walks up to the counter with an 18 game in his hands… he is 14 and appears to be…. .. your staff type in his age and them get the warning about the game being an 18.. he turns to his mum and she says its ok.. and your staff then can continue the transaction… but they also MUST enter a reason for putting in a young age and still continuing the sale!!!

This is then recorded on the Audit Trail…

If staff want to override the BBFC warning they have to enter a reason which gets stored in the audit trail. (eg parent present)

Personal – Personal – Four – No Decimal Quantities – This makes sure that only whole numbers are entered into the quantities of the sales details screen and the stock movement screen.

Personal – Personal – Four – Integer Prices– This will ensure you enter a whole number in the retail prices on the products screen.

Personal – Personal – Four – Store Country Codes– Puts a box in Control – Control to handle a country code. (Written for overseas customers). Requires a database update!!

Personal – Personal – Four – Label Quantities– Activates the options in Special – Special – Two – Platform and Status Labels.

Personal – Personal – Five – Blocked Sales – This is an extension to the Navision Program

Personal – Personal – Five - Record Deposit Sales Person – This is used if you have only 1 log in for all your staff in the store. It will ensure that the staff types THEIR initials into the box when prompted so you can keep a record of which staff has done the most Deposits.

Personal – Personal – Five - Check Voucher No's – Used in conjunction with "Special – Special – Three – Vouchers".
This ensures that the system check at the time of a customer returning a voucher that it is still outstanding and also a voucher that has been allocated by head office to the stores.

Personal – Personal – Five – Use Specials Send All To Head Office – Ticking this option is used in conjunction with "Special – Send All to Head Office" AND "CESEmailer" program.

Install CES Emailer, then load the program, enter the details of the Head Office or wherever the stores files are sent to. PRESS SAVE.

Then you must now go into Control – Peripheral Set Up… and you will now have a box at the bottom of the screen called Emailer Path… Double click in this and find the CESEmailer.exe and then Ok.. then UPDATE and EXIT…

Now when you go and click on Specials – Send all to Head Office the program will zip up the 5 files as before… inform you of the unique name of the file, open up the emailer program and CHECK the details are correct and then press SEND… This will send the file you created to the email address you have stored in the CESEmailer program screen.

Personal – Personal – Five – Use Special Prices – You now have the facility to store special prices against each product. Then go to Special – Special – Three – Special Price.
There you will see the screen to adjust the price for a specific part number. It will automatically change back to the original price AFTER the expiry date has passed.

Personal – Personal – Five – BBFC Adult Only-   This will only warn if the BBFC Rating is 16 or greater.

Personal – Personal – Five – Use Schedules – First you must update your database structure with the CES Template. Then go to Control and USERS and call up some of your users and assign them a department code.
Then you can go to Special – Special – three. (Please see Special – Special – Three – Schedule)

Personal – Personal – Five – Branch Movement ID - Please see Specials – Specials – Three – Stock Movement Identifier.

Personal – Personal – Five – Deposit Finder – This will find outstanding deposits for a given account number and part.

Personal – Personal – Five – Do Not Allow BBFC Override - This will disable any staff to override the BBFC rating when making a transaction.

Personal – Personal – Five – Do Not Update Existing Receipts – This will stop staff updating references on previous transactions.

Personal – Personal – Five – Double Backups – This will ask at time of closing EPOS program down to do 2 backups.. Enables you to back database up to 2 different media at the same time.

Personal – Personal – Five – Print Extra Receipt Notes in Red – Any extra receipt notes you may put on it prints them on the receipts in red.

Personal – Personal – Five – PX Price Summary - This will not print individual prices on the receipt for PX Games but will produce a summary at the end of the transaction.

Personal – Personal – Five – Update cost with Transfers – Selecting this will make sure when you do transfers it updates the COST price of the product as it would be a Purchase Order Receipt.

Personal – Personal – Five – Do Not Auto Scroll Sales Screen – Means if you sell more than the number of products in the list box and it fills up the screen will still show the first product sold and not scroll.

Personal – Personal – Five – Use Used Average Cost – This is used in conjunction with Special – Special – three – Used cost update and stock average valuation.rpt and when you run "Used Cost Update" it works out the new cost of each used product dependant on each stock movement for this product and calculate the average cost price of current used stock.

Personal – Personal – Five – Use Discounts – Must have this ticked in order to use the Discounts in Special Special Five Discounts…

Personal – Personal – Five – Auto Email Charts – With the use of the CES Emailer program you can now send your charts directly to us OR chart track and it will make the process of emailing easier.

Personal – Personal – Five – Print Different Price Labels – This option will print the RRP on some price labels enabling you to show your customers you are saving them money by selling the game cheaper.

Personal – Personal – Five –Allow Cancel Of Discount Code – If you have set a discount code for a product in the Products screen and when you sell this and will allow you to override the discount given on this product.

Personal – Personal – Five – Allow Entry Of Discount Code – This allows you to enter a discount code for a product sold at the time of sale.

Personal – Personal – Five – Print Receipt Summary – This will not print out prices on yrou receipts but will just print a total for everything at the end of the transaction.

Personal – Personal – Five – Use Transfer Numbers – This will allow you to store a stock transfer number which is stored on the stock transaction as Ref 3 and you will require a CES Template Update to allow this option.

There are some Personal – Personal – Five Menus which used to be in Control Menu in earlier versions and details of them can be found in the Control Section of this manual!

Personal – Personal – Six – Check Float – This allows you to use the Check float facility whenever you start up your Game Guide EPOS program. It checks to see if you have no float entered for the day. If you have no float then it will prompt you to enter one. If you have a float entered it will proceed as normal.
If you need to enter a float or check one floats entered then click on Special – Special – Four – Float.

Personal – Personal – Six – Do Not Transfer Cheap Used – This will prompt you when doing a transfer to another branch if the value of the stock is less than £5.00

Personal – Personal – Six – Purchase Orders Ref 2 Only – This will reduce the on order Qty of purchase receipts using only the ref2 (supplier) and ignore the ref 1.

Personal – Personal – Six – Store Last Receipt Number – This stores the last receipt number on the screen so you can push the button on the sales details screen to show you the last transaction to save you searching.

Personal – Personal – Six – Use Margin On Stock Movement – Allows you to enter the Margins of the games on the stock movement to assist with pricing.

Personal – Personal – Six – Store Web Send Flag – this option must be ticked to use the EPO System and our own E-commerce site together (you can NOT use this with any other site)

Personal – Personal – Six – Print Barcode Later – This is used when you want to print the barcode on your label printer a bit lower down the label. Currently the barcode is the first item printed on the label. Ticking this will cause the barcode to print on the 2nd line down the label with the description or part number being at the top.

Personal – Personal – Six – Sales and Returns Only – Commonly used if you do not do any Part exchanges/2nd hand sales or trade ins.

Personal – Personal – Six – Store Day Sheets – This will allow you to store your end of day sheets that are in the EPOS program (Database must be changed using the CES template first!).

Personal – Personal – Six- Auto Decimal Point – This will automatically put a decimal point if any value is over £50.00 and also warns you if the value of the item is over that amount so you don't scan the barcode into the price box and process the sale.

Personal – Personal – Six – Points Time Expire – You can now zeroise any or all of your customers points after a time period that you specify. This is used in conjunction with Special – Special – three – Check Points and in there you enter an account number and a date that you want the system to look back to and calculate the new number of points on this/all customers.

Personal – Personal – Six -

Rename

Selecting this option will allow you to minimise the sales screen and renaming it with the customer's name. Giving that personal touch and easy tracing of what that customers product taste maybe enabling your company to send out, email or postal, other titles/offers relating to their tastes.

Restore

Selecting this option will allow you to return to the minimised screen on the sales detail screen.

Minimise

This will arrange your windows on the screen in the chosen manner.

TIPS

Search screen

The search screen can be used to search part numbers, prices and quantities of products.

Key:

Refresh – Restarts the search, as if called up from the beginning. Any options changed by the user are discarded and the data is refreshed.

Sort - Prompt for a column number. When a valid column number is entered the data in that column will be sorted.

Filter – Pressing the filter prompts for an expression. This is used to narrow the search criteria to remove unwanted information.

Save – Saves the column widths of the particular search grid. Subsequent searches on the selected table will use the preferred settings.

Prints – Prints the data in the grid.

The expression operators combine with the search field (Part No), in a similar way to the filter control, to remove unwanted information. Eg/ to find part no's beginning with PS.

<= **-** Less than or equal to

>= - Greater than or equal to

Like – this option allows you to enter a keyword to do a search.

= **-** This option allows you to enter an exact value

< > **-** Not equal to

Filtering search data

This is used to narrow the search criteria to unwanted information.

E.g. To find all parts whose part exchange price is less than £5, the expression would be [PX Price]<5.

E.g. To find out parts with a platform of PSX (Playstation) the expression would be
[Platform]="PSX".

Individual expressions can be added together to build a more detailed whole expression.
E.g. To find all parts whose part exchange price is less than £5 and whose platform is PSX (playstation) the expression would be;
[Px price]<5 and [platform]="PSX"

Expression rules

- Field names are enclosed in square brackets [ ]
- Data is not case sensitive. [PX Price] and [px price] are identical
- String data must be enclosed in double quotes
- Numeric data has no quotes.

Sales details screen

If you don't know the bar code or part no of a product, you can use the Part No field to do a search.

Step by step

➤ Enter a short description of the product then press F12.

➤ A search screen will appear displaying products of that name and with their part no's.

➤ Select the product you require with the arrow keys or mouse

➤ Press F12 and it will display in the Part No field on the screen then it will get the details for that product.

➤ Note: After all searches have been completed, you can select the **Refresh** button to return to the main search screen that will display all the products again.

SEARCHING FOR A PRODUCT.

Step by step

➤ Press F12 in the Part No field

➤ A search screen will appear with all products

➤ Select the = sign if you know the name of the product and enter the description in the description field. For example - TEKKEN

➤ Press enter and the game TEKKEN will appear on the screen. Select the game by pressing F12.

By selecting the **Like** sign, you can search for all products that are alike and have similar names. For example – TEKKEN.

- ➢ Select Like sign

- ➢ Enter a word to describe the product

- ➢ Press F12

- ➢ All Tekken products will be displayed on the screen

- ➢ Use the tab key to select the one required

- ➢ Press F12.

If you cannot find a game that you require when doing a search. A further search can be done to find the product.

Step by step

- ➢ Select the Like sign

- ➢ Enter a * in the description field before entering a keyword. For example - *football

- ➢ Press F12

- ➢ A screen will display all products with the word football in them.

- ➢ To narrow the search down enter another keyword and press F12. For example - *manager.

- ➢ The screen will narrow the search down and all products will appear with the words football and manager in them.

- ➢ The required product can be selected using the arrow keys and F12.

Using the <= sign.

This can be used to do a search on a value equal to or less than. For example – if you want to select all second hand products that are priced at £20 and less.

- ➢ Select the <= sign

- ➢ Use your mouse and click the second hand column once

- ➢ Enter a value in the description field – which will now be labelled at second hand price.e.g 20.

- ➢ Press enter and the second hand column on the spreadsheet will only display products from the price range of £20 and below.

Using the >= sign.

This can be used to search all products that are equal to or greater than a value. For example – if you want to select all new games that are £20 and over.

- ➢ Select the >= sign.

- ➢ Use your mouse and click on the new column once.

- ➢ Enter a value i.e 20 in the description field – which will now be labelled new price.

- ➢ Press enter and all products that are £20 and over will be displayed in the new column.

Using the < > sign.

This sign helps you to filter all products that are not needed. Not equal to.
For example – if you want to see part exchange prices and don't want to see prices that are the value of 0.

- ➢ Select the < > sign

- ➢ Enter the value in the description field i.e. 0 – which will now be labelled PX price.

➢ Press enter

➢ All products with the part exchange value of 0 will disappear from the screen.

Sorting data in ascending order.

Example - If a customer wants to buy the cheapest new game you have in stock. The screen can be used to display all prices of games with the cheapest price at the top.

The name of the data fields in the table being searched. Clicking on a field name will:

➢ Sort the data by the selected field in ascending order. In this case – the game with he cheapest price at the top.

➢ Holding down the SHIFT key whilst clicking on a name field will sort out the data in descending order. E.g. the most expensive game at the top.

➢ The field name above the filter line replaces with the selected field.

Using the = sign.

This sign allows you to find the product you are exactly looking for. Enter the exact description in the description field and press enter, the screen will display that specific product.
If it doesn't exist the screen will appear blank.

Using the keyboard

The following buttons (shortcuts) can be used to make transactions quicker.

F2 – Sale

F3 - Part exchange

F4 – Rental out

F5 – Return

F6 – Search for the previous record on the product screen.

F7 – Search for the next record on the product screen.

F8 – Payment methods

F9 – Update

F12 – Search

ALT – Toggles between menus.

ARROW KEYS - These are also used to navigate the menu options

ESC – This closes the current menu

ALT + (Whatever is underlined on the menu screen)
For example: On the sales screen details screen if you **press and HOLD** ALT then press 1 it would move cursor to PART Number. ALT and 2 moves to Account selection.

ALT + O O - Opens Cash Drawer

Viewing Help File -
If you have issues with viewing the fine print on the help file just look at the task bar within Microsoft Word, where it displays 100% (Under HELP) and increase it till viewing is suitable.

Also clicking EDIT then FIND enables you to search the help file for whatever words are relevant to your help request.

System overview

Links to the Game guide

The Game Guide monthly is a nationally distributed publication listing every known cartridge and CD game on current formats. Now with over 10 years of publication, the guide is an invaluable aid for any business dealing in console games, whether wholesale or retail, including video and computer shops, markets and mobiles.

The electronic version of the Game Guide will show more information than can be squeezed into the paper version. You will receive monthly updates as before, but you will be able to see extras such as;

- BBFC and ELSPA ratings (to ensure that you have a method for you and your staff to avoid fines.)
- Notes concerning each title
- Bar codes

Your own database can be updated at the press of a button to automatically adjust your prices based on the Game Guide prices. User-defined templates allow you to specify how your prices are related to the Game Guide prices. These templates are then used for your price update.

Stock levels

This will allow you to check your stock quantities whenever you want without having to hunt through your cabinets beforehand. This is ideal for purchasing new titles form distributors and for setting your selling and part exchange price to reduce the quantity. Likewise, it you already have enough copies of the title you will be advised to offer less for it.

Live stock updates

Every moment of stock, whether buying, selling, transferring to other branches, new or pre – owned automatically adjusts you stock position. This ensures that all staff is aware of current stock levels and therefore offers a better service to customers.

Branch stock

If you have multiple branches, you can update each branch with the latest stock levels at other branches. If a customer asks for a game that is out of stock at our branch, you can see quickly if it is at another branch. This facility also warns the operator that the group maximum stock level for a particular branch is within pre – set parameters.

Customer loyalty scheme

You have the facility of storing customer names and addresses along with their date of birth. You can offer the customer incentives (discounts or vouchers) to encourage the customer to keep returning to your store. Create mail-shots to customers who have playstatons or like beat – em – ups for example and even contact them to offer them part exchanges for games which they may have purchased six months ago against new titles which they may have a penchant for.

Print receipts

A receipt can be printed quickly for every customer transaction (Sale, part exchange, deposits, returns etc). This shows the branch details, title, platform, condition and price of every item, as well as the customer number if known and payment type (e.g. cash, cheque, Visa, Switch etc).
A quota can also be printed, in receipt format, without updating stock levels.

VAT Analysis

The VAT liability can be calculated at the press of a button! It breaks down each transaction into normal or global margin scheme.

Stock Audit

Because every transaction is logged, full stock audit is possible, so any stock discrepancy is traceable.

Powerful Search Engine

Have you spent ages trying to find 3D Hockey in the Game Guide only to discover that it is called Wayne Gretzky 3D Hockey '98? The user definable search screen allows you to filter records by any field in the database with wildcards. Did

you ever want to know how many titles there are for the Playstation with the word Soccer in that cost less than £25 new? The answer is 15 but you can quickly find any other combination of selection criteria for any database table with the option to print all of the details found. A useful application may be to find any titles with the word dinosaur in them (there are only five within the whole Game Guide).

Hardware

No need to buy expensive equipment to do only one task, the system can be used on standard PC hardware running the Windows 95, Windows 98 or Windows NT operating system. So you can use a PC that you may already own or even go for a state of the art touch screen EPOS terminal. Peripherals such as cash drawers, bar code readers, receipt printers etc. can be connected, so your hardware can be as basic, or as complex as you wish.

Bar Codes

When selling a game you can either use the proper game bar code and then select the condition of the game (e.g. New, pre-owned, no box, no instructions etc) or you can opt to have the system print bar code labels, that display the bar code, title, condition, price and even the receipt no of the originating purchase if required. This allows you to tell when the boys in blue bought the game in case there are any queries).

Security

Every operator has a security level and the system administrator can set a level against every menu or option to limit the facilities available to specific users. This not only is a security feature, but also allows staff to quickly get used to the area that they will work in, without having to remember numerous options they will not use.

Add your Own Stock

You are not limited to keeping stock records of the Game Guide data on the system; using unique part numbers you can store anything, such as peripherals, magazines or popcorn.