



TUNISS COMPUTER POINT OF SALE QUICK GUIDE

***Use for Most Frequent Issues and
Software Information***



Common Issues That You Can Do Before Calling Support

We use the PC America Software

Customer Support Hotline: 1-800-PC-AMERICA, after hours (845) 920-0888

Unless specified, Tuniss has included 1 year customer support with PC America. This means you can call the Support Hotline for 1 year from your installation date. If, in that time period, they say that you do not have customer support, assure them that we have included in your package.

For problems like:

- | | |
|----------------------------|-------------------------------------|
| -How to Turn on the System | -Adding Tips |
| -Adding Items | -Settling Credit Cards |
| -Adding Employees | -Accessing Detailed Daily Report |
| -Disabling Employees | -Accessing Credit Card Batch Report |

Solutions for these issues are answered in this POS Guide, as well as in the PC America software manual. If you are not able to find this information in the manuals provided to you, we will be happy to assist you over the phone at no cost to you. Please take note of our assistance to you as repeated calls for the same problem will not be accommodated.

Getting Started: How to Turn on the POS System

The POS can be turned on by pressing the Power Button. The power button is located on the underside of the screen. Holding the bottom of the screen, tilt the screen upwards. The power button is located on the left side. *****If you have more than one station, your main station (labeled "Server" or "Station 1") must be turned on before your other machines can be turned on.*****

Credit Card Not Settling

-Is your internet connection working? If not, call your provider as it is a problem with the internet.

-If you have an external credit card machine:

-Is your machine connected? If yes, then the problem is something that will need to be dealt with via your credit card settling company.

System Won't Connect to the Internet

-Did you call your internet provider?

-If no, then call your internet provider to make sure that the internet is working (you might not have paid your bill, the phone lines are down due to weather, etc.).

-If you have called your internet provider, check your cables. Are they plugged in?

-Did you reset the router recently? (You may have done this if you pressed the tiny pin hole on the back of the router.)

-If yes, then you have reset all the settings to the factory options and you will need an appointment.

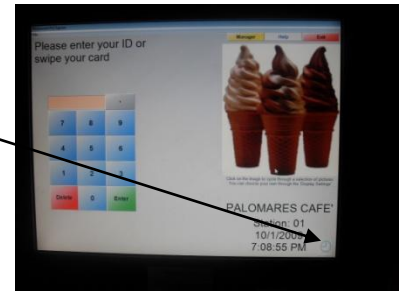
For any other problems that are not included on the list, we will be more than happy to help you over the phone or by booking an appointment for a Tuniss technician to visit your location.



EMPLOYEES

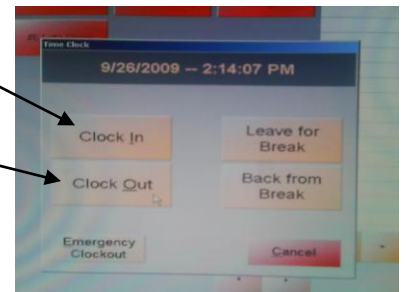
Clocking In

- Before you begin your shift, click on the clock icon on the bottom right hand side of the start screen.
- Select Clock In and your shift will begin.



Clocking Out

- When you have ended your shift, you may clock out either from the start screen. By selecting the Clock In/Out tab on the bottom of the screen.
- Click on the clock icon you used to clock in, or you can clock out from the menu screen

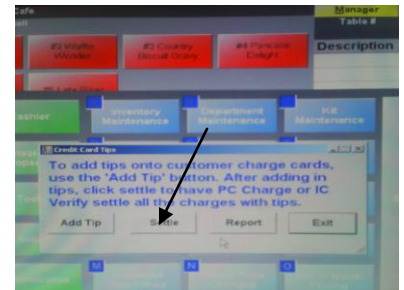
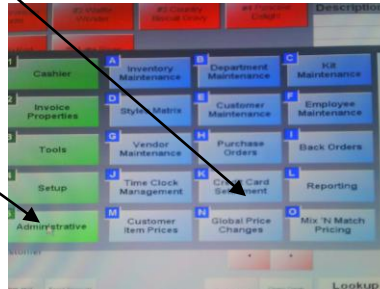


MANAGER

WHENEVER YOU ARE ENTERING THE FOLLOWING CHANGES, MAKE SURE THAT YOU ARE NOT IN THE MENU SCREEN, ONLY THE START SCREEN (where you put your ID in)

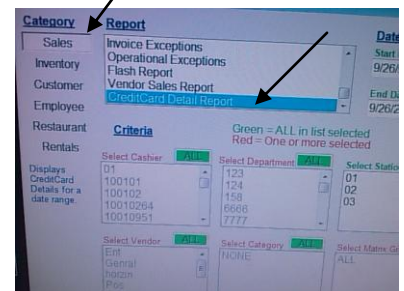
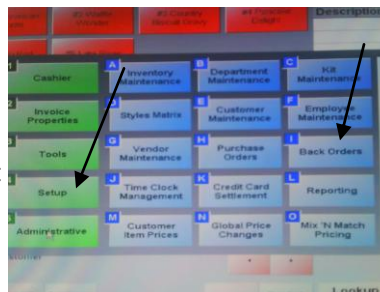
Settling Credit Cards

- * Don't forget to add all the credit card tips before you perform this action
- Select the Yellow Manger tab in the start screen or the option on the order menu screen.
- Select the Green Administrative Tab and then choose Credit Card Settlement. A prompt screen will appear, and Click on Settle.



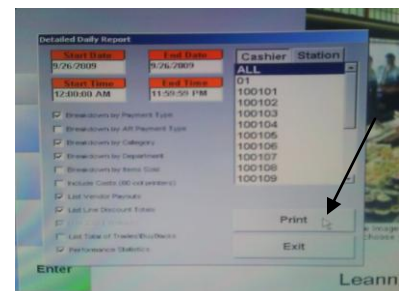
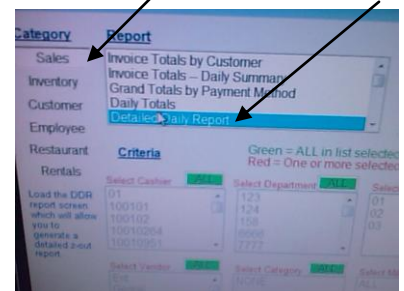
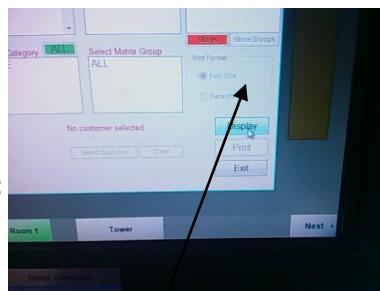
Accessing Credit Card Batch Report (optional)

- From the log in menu, select Manager.
- If you are already logged in, select the Options key
- Choose the Green Administrative key and select the blue Reporting Key
- To see the Credit Card Batch Report
 - Be sure you are in the Sales Tab
 - Double click the "C" key, the Credit Card Batch Detail Report should be one choice down and select from the prompt the print icon.
 - Print this only if you need a proof of charge for a batch.



Accessing Detailed Daily Report

- From the log in menu, select Manager.
- If you are already logged in, select the Options key
- Choose the Green Administrative key and select the blue Reporting Key
- To see Detailed Daily Report:
 - Be sure you are in the Sales Tab
 - Double click the "D" key, and select the Detailed Daily Report
 - This is your total sales report of the day. You can print a report of the info
 - For any day in the past also.



Adding New Items

-Select the yellow Manager Tab in the start screen.

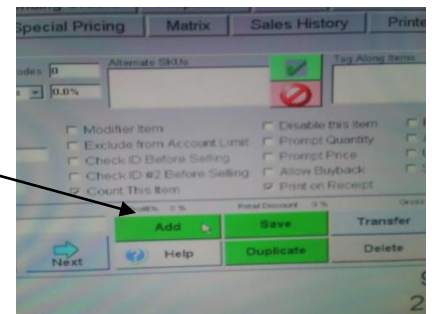
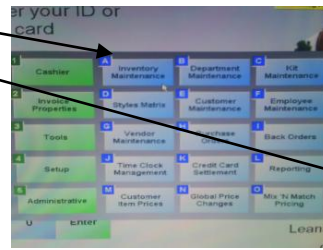
- Select the yellow Manager Tab in the start screen.
- Select the green Administrative Key
- Select the Inventory Management Key.
- Click the Green Add Item button.
- Select Standard Item. This will allow you to create an item of your menu.

DO NOT FORGET to remember to select a Department for your items. The departments you would need shall be already programmed by Tuniss, but for whatever reason you wanted to add a new department for your item, you will need to add that department first.

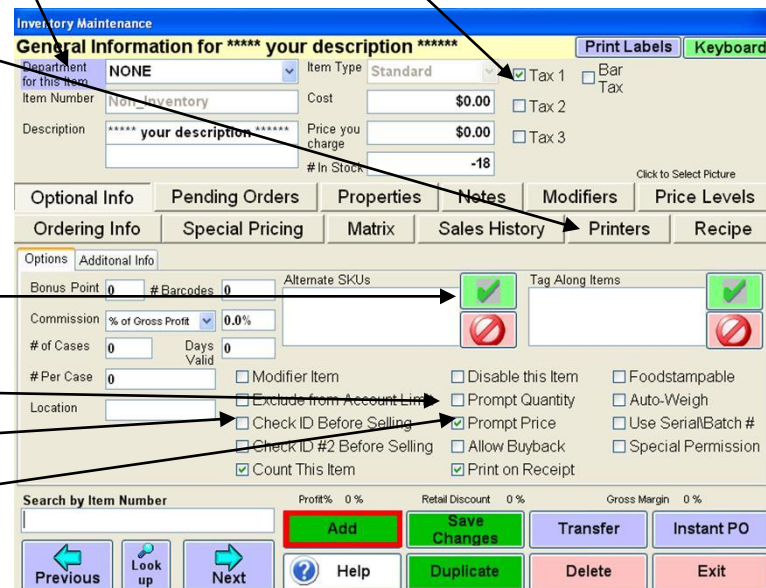
-After selecting the department for the item, add the description of the new item and cost. Enter the price only under the Price You Charge section.

IMPORTANT:

DO NOT FORGET to add the printers to each item you create. Example (food items will need to Print in the kitchen printer, drinks on bar printer). Only if you have more than one printer.



- **The Item Is Taxable or Non Taxable** \



-Alternative SKU for 6 packs or 12 packs

-Prompt for Quantity
(6 Packs, 12 Packs) of Beer or Soda

-Id Check before Sale

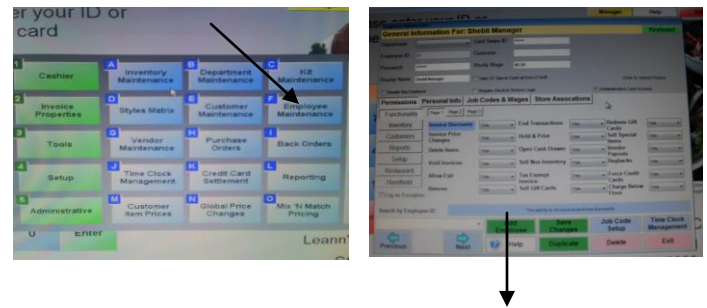
-Prompt for Price (Misc Items)

DO NOT FORGET to save changes.

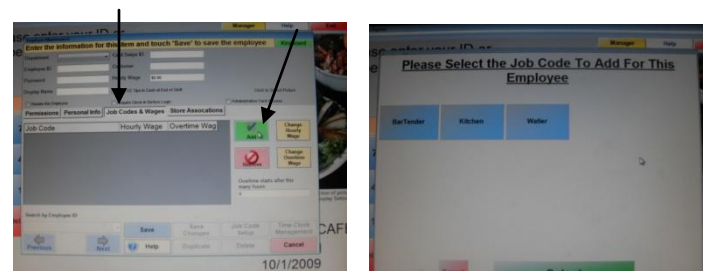
Adding Employees

For the best Result duplicate an existing employee and give the new one unique id and password (do not forget to change the name)
Go to the File menu located on the top left of the start screen.

- Select Employee Maintenance.
- Select the green Add Employee tab.
- Enter the new employee's ID number as well as their password, name, hourly wage.

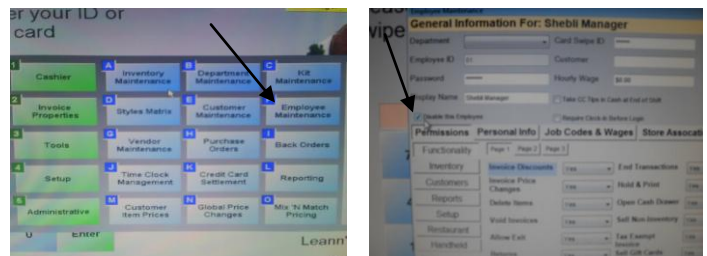


- Assign a Job code to the employee
- Select the job code and Wages tab.
- Click the green Add tab and choose the tab that best describes the job of the new employee.
- DO NOT FORGET** to save changes.



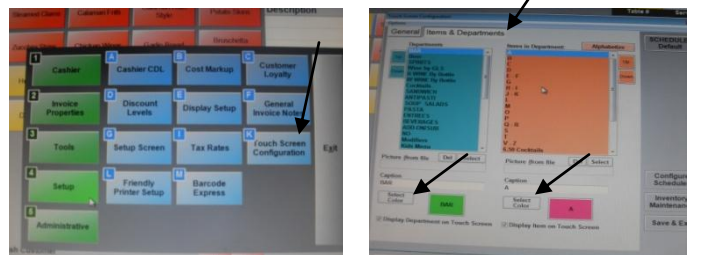
Disabling an Employee

- Go to file on the Start Screen and select Employee Maintenance.
- Select the employee you would like to disable, and click the box named "Disable Employee"
- DO NOT FORGET** to save changes.

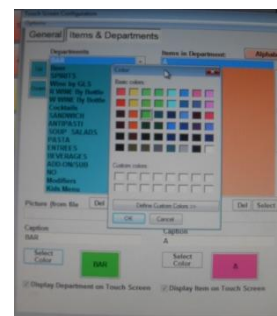


Changing Color of Menu Tabs

- From the log in menu, select Manager.
- If you are already logged in, select the Options key
- Select the green Setup tab and select the blue Touch Screen Configuration tab
- Select the Items and Departments tab



- From there you may now choose the colors of either the departments or individual items themselves
- To change the color, click the Select Color tab and a color palette should appear



(Please feel free to contact us for help before attempting this function. It might be tricky if you are doing this for the first time.)

Mix and Match Pricing and Alternate SKUs

This is a great solution for mix and match items, such as peanuts 2 for \$1.00. Below are the steps you will need to follow in order to save time.

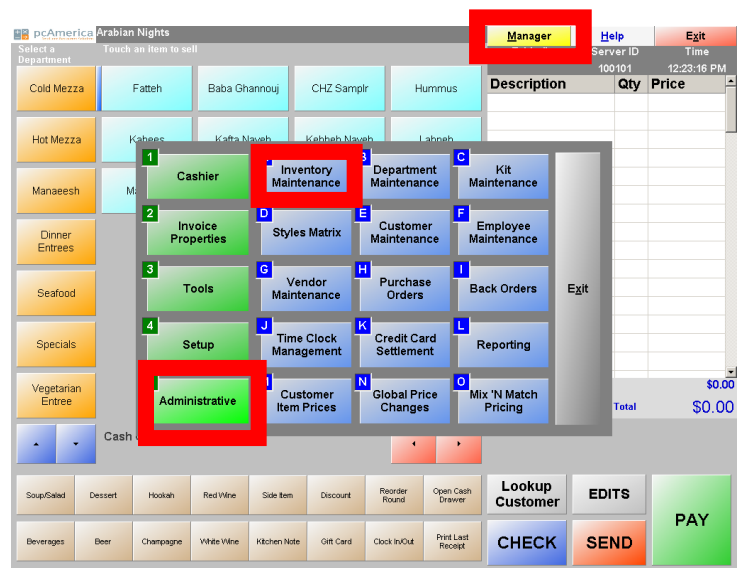
Please remember that when doing this you will need only ONE item made. We will be using the example of Peanut Bags.

If for any reason you have added the items already, delete those items, except for one. For example, say you had added Peanut Bags, Spicy Peanut Bags, and Sweet Peanut Bags. If those three items would all be under the 2 for \$1.00 deal, then there is no reason to have Spicy and Sweet.

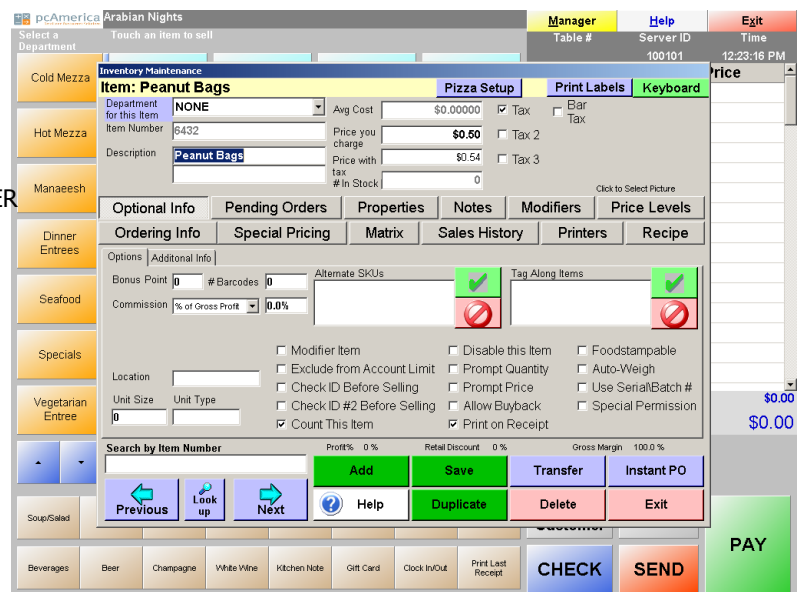
If you are not sure if you have added additional items or not, just scan the barcode of the various items.

Once all these are accounted for you are ready to start!

Select Inventory Maintenance From the Administrative Tab .



If you're adding a totally new item, then click Add and add as a standard item. If you already Have an existing item, then find it in the inventory. You can do this by Looking Up the item. Make Sure the price you have for the item is the price PER Item, not the total if you purchase more than One.



Now you are ready to add the alternate SKUs. Click the Green Arrow in the Alternate SKUs Section. Have all the items ready that you will be scanning.

The screenshot shows the 'Inventory Maintenance' screen for the item 'Peanut Bags'. The 'Alternate SKUs' section is visible, showing a green checkmark icon and a red 'X' icon. A green arrow points to the green checkmark icon, indicating the 'Add' button. The screen also displays various fields for item details, pricing, and options.

Scan the first item.

The screenshot shows the 'Alternate SKU' entry screen for the item 'Peanut Bags'. The screen prompts the user to 'Enter the alternate SKU you would like to use for this item:'. A numeric keypad is displayed, and the number '3370946531' has been entered. The screen also includes a 'Cancel' button and a 'Backspace' button.

Now that item you have just scanned will be in the system as whatever item you Programmed it under. Repeat these steps for however many different varieties of that item you have. For this example, we programmed 3 additional SKUs.

You may stop here if you desire only to have alternative SKUs, not mix and match pricing.

The screenshot shows the 'Inventory Maintenance' screen for the item 'Peanut Bags'. The interface includes a sidebar with department categories (Cold Mezza, Hot Mezza, Manaesh, Dinner Entrees, Seafood, Specials, Vegetarian Entree, Soup/Salad, Beverages) and a main content area with various tabs and input fields.

Item Details:

- Item: Peanut Bags
- Department for this Item: NONE
- Item Number: 6432
- Description: Peanut Bags
- Avg Cost: \$0.00000
- Price you charge: \$0.50
- Price with tax: \$0.54
- # In Stock: 0

Tabs: Optional Info, Pending Orders, Properties, Notes, Modifiers, Price Levels, Ordering Info, Special Pricing, Matrix, Sales History, Printers, Recipe.

Options: Bonus Point (0), # Barcodes (0), Alternate SKUs (3370946531, 63651684168531, 13513521), Tag Along Items (checked).

Search by Item Number: Previous, Look up, Next, Add Item, Save, Transfer, Instant PO, Duplicate, Delete, Exit.

Buttons: CHECK, SEND, PAY.

Continued Steps for Mix and Match Pricing:

Select the Special Pricing Tab

Under the Bulk Pricing Area, select Add.

The screenshot shows the 'Special Pricing' tab for the item 'Peanut Bags'. The interface includes a sidebar with department categories and a main content area with various tabs and input fields.

Item Details:

- Item: Peanut Bags
- Department for this Item: NONE
- Item Number: 6432
- Description: Peanut Bags
- Avg Cost: \$0.00000
- Price you charge: \$0.50
- Price with tax: \$0.54
- # In Stock: 0

Tabs: Optional Info, Pending Orders, Properties, Notes, Modifiers, Price Levels, Ordering Info, Special Pricing, Matrix, Sales History, Printers, Recipe.

Special Pricing: Sale Pricing, Bulk Pricing, Time Based Pricing.

Buttons: Add, Remove, Add, Remove, Add, Remove.

Search by Item Number: Previous, Look up, Next, Add Item, Save, Transfer, Instant PO, Duplicate, Delete, Exit.

Buttons: CHECK, SEND, PAY.

Enter the Quantity you want for the bulk pricing. For example if you want to sell a 2 Bags of Peanuts for \$1.00, you would put 2 in the quantity. We will be using that for the example.

The screenshot shows the pcAmerica Arabian Nights POS interface. A dialog box titled "Enter quantity:" is open, displaying a numeric keypad with the number "2" entered. The background interface shows the "Item: Peanut Bags" with a department of "NONE" and item number "6432". The "Retail Price" is set to "\$0.00". The interface includes various buttons such as "Add", "Remove", "Previous", "Next", "Look up", "Print Labels", "Keyboard", "Transfer", "Instant PO", "Delete", "Exit", "CHECK", "SEND", and "PAY".

Enter how much you will be charging for the bulk price. For this example, we will be putting in \$1.00

The screenshot shows the pcAmerica Arabian Nights POS interface. A dialog box titled "How much would you like to charge?" is open, displaying a numeric keypad with the number "1.00" entered. The background interface shows the "Item: Peanut Bags" with a department of "NONE" and item number "6432". The "Retail Price" is set to "\$0.00". The interface includes various buttons such as "Add", "Remove", "Previous", "Next", "Look up", "Print Labels", "Keyboard", "Transfer", "Instant PO", "Delete", "Exit", "CHECK", "SEND", and "PAY".

By following these steps you will now be able to add as many bulk prices as possible. For example, maybe with this item the customer buys 10 for 9.50, etc.

Reporting
Listing of the Most Useful Reports

Most store operators use less than one tenth of the built-in reports. It is a good idea to select each report and read the description of what information the report includes. Many users miss out on valuable information simply because they haven't taken the time to learn the figures that each report generates and how it will benefit their business. Listed below are a few of the most useful reports.

Report Name	Category	Description
Invoice Totals Report	Sales	Summary of each invoice processed within a date range.
Invoice Totals - Daily Summary	Sales	Summary by day with totals, # of tickets and average dollar amount per ticket.
Grand Totals by Payment Method	Sales	Total dollar amount collected by each payment method with the option to break down by server.
Detailed Daily Report	Sales	Detailed report with payment breakdowns (receipt printer).
Detailed Department Sales	Sales	Breakdown of items sold by department.
General Hourly Report	Sales	Breakdown of income by hour within a day.
Grand Totals by Date	Sales	Quick figure of how much was sold in a date range.
Receipt Listing	Sales	Detailed summary of each check within a date range.
Shift Summary	Sales	Summary of each employee's shift.
Financial Summary	Sales	Detailed "picture" of your business within a date range, gathering all of your key figures in one compact report.
Invoice and Operational Exceptions	Sales	List of functions that you have identified as suspicious with employee ID and manager ID. Useful to prevent theft.
List Alphabetical	Inventory	Summary of your in stock inventory and value.
Reorder Report	Inventory	Breakdown of items sold.
Top Sellers	Inventory	See your best selling items.
Discrepancy Report	Inventory	Identify what is in stock versus what should be in stock, use this to identify theft, waste and other loss factors.
Top 10 Sellers	Inventory	Another report to identify the best sellers in your inventory.
Pending Orders \ Details	Inventory	Used for catering businesses to view future orders.
A/R Summary	Customer	View a list of all outstanding accounts.
Purchasers of Item	Customer	View all customers who purchased a specific inventory items so you may market to them for similar new items.
Sales History	Customer	Detailed list of which customers ordered which inventory items.
Hours and Wages	Employee	List the hours and wages of your employees.
Employee Listing	Employee	Generate a report listing the ID and personal info of each employee.
Commissions	Employee	View the commissions you rewarded to your employees for recommending and selling certain items.
Late Rentals	Rentals	A list of all rentals that are currently out of the store and beyond the due date.