THUNDER POS

User's Manual

JUNE 11, 2025

Extreme Point of Sale, Inc
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Supply, NC 28462
(919) 387-7597 - support@thunderpos.com

Contents

Resources:

The latest version of this manual is available at http://www.extremepos.com

Our video tutorials are available at http://www.youtube.com/extremepos

A series of screenshot-based tutorials is available at http://www.thunderpos.net/tutorial

Requirements:

Thunder Point of Sale is a Windows-based point of sale product. You will need Windows 10 or later; for multiple station setups, a single station will be your server and manage the database and this should be your most powerful machine. For these setups, a hardwired network will be much faster and more reliable than wireless.

ThunderPOS uses Microsoft SQL Server as a backend; it's been tested with Microsoft SQL Server 2014 SP1 Express Edition, and Microsoft SQL Server 2019 Express Edition. We recommend using one of these editions if possible on premise. ThunderPOS is also available in a cloud edition for a monthly fee.

For a typical store, you will additionally want the following hardware:

An Epson or Star compatible receipt printer

A cash drawer, with a cable intended for the receipt printer you're using

A USB barcode scanner

You are likely to also want a compatible label printer. The requirements on these are manufacturer-specific, and so we recommend contacting sales at sales@extremepos.com or at (919) 387-7597 extension 100 for a listing of compatible printers.

Support is offered on hardware purchased from Extreme Point of Sale, Inc, and you can contact sales for information on preconfigured hardware bundles. To ensure the best experience, we recommend a full turn-key bundle, which will include the hardware above, the computer, and a monitor, as well as support from Extreme Point of Sale, Inc. Please bear in mind that we will not be able to support hardware purchased elsewhere.

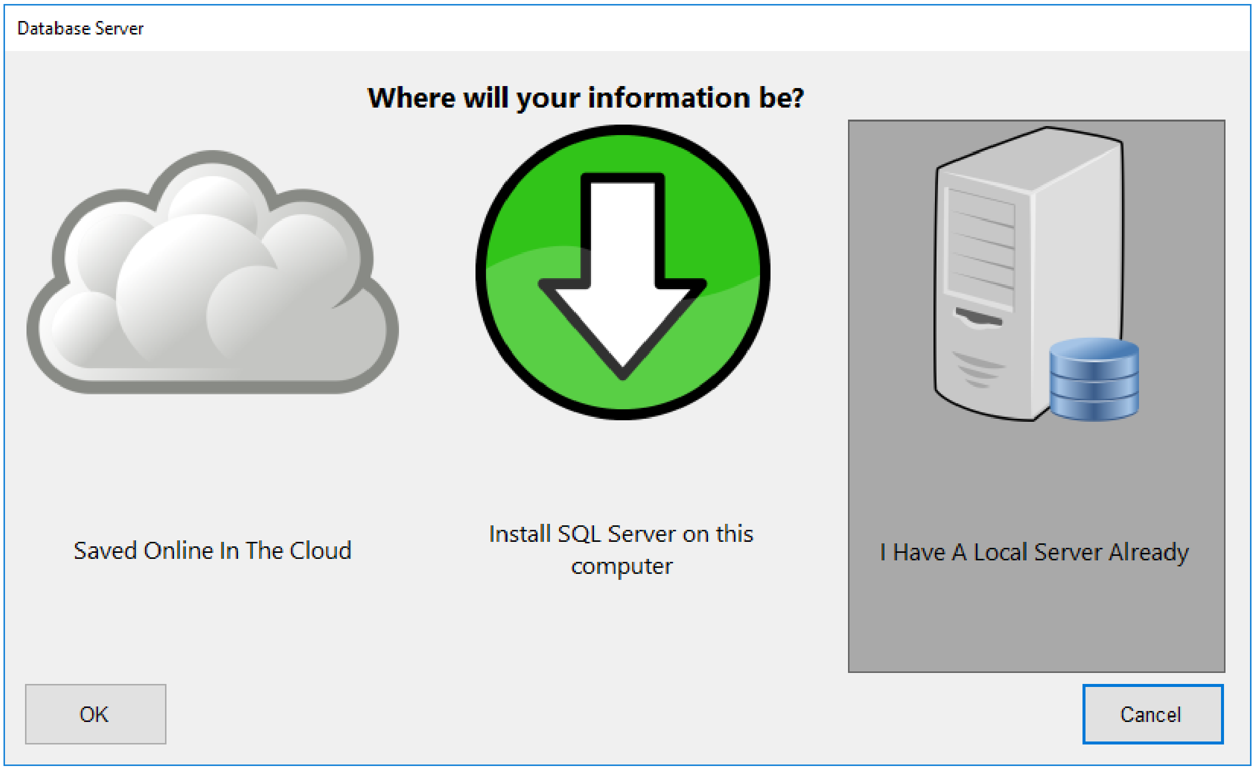
We highly recommend setting all stations to not go to sleep during business hours, as this can disrupt the database connection.

There is an iPad version of the software available; this manual covers the Windows version. For more information about the tablet version of ThunderPOS, go to https://registerdesigner.com/software/mobile-pos/

Installation

If using a local server, installation procedures will be different from an additional station than from the primary station. You should begin by installing on the primary station in this case.

Install the application from your download by running the setup.exe and proceeding through the prompts. Once installed, a shortcut labeled “ThunderPOS” will be placed on your desktop.



You will be prompted to register. You’ll need a license, which you can purchase through our website. If you select to use a cloud database when buying the database, it will be deployed for you and you will want to select “Saved Online in the Cloud” here.

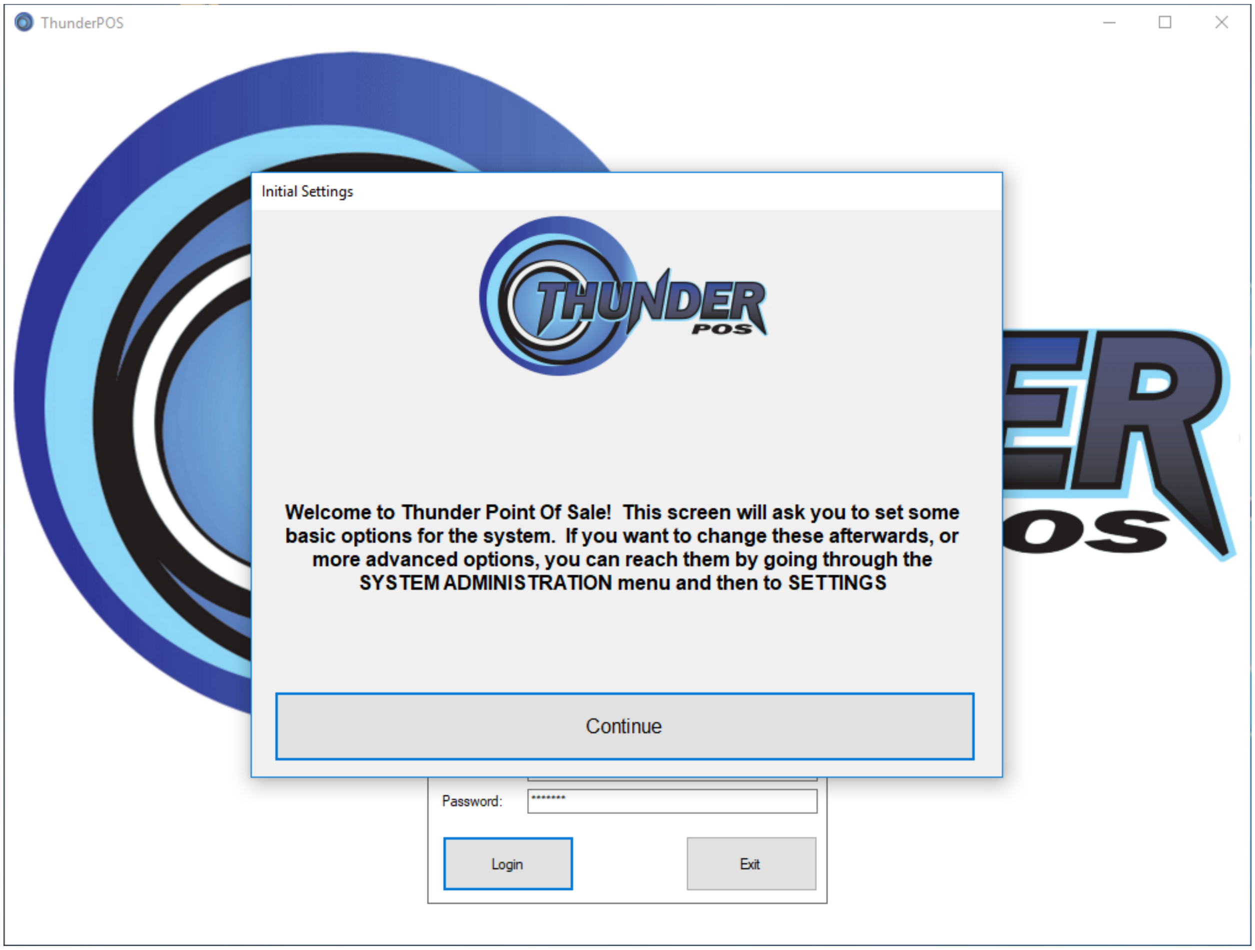
Otherwise, if on the primary station, you’ll want to select to install SQL server on this computer. This will automatically download and configure SQL Server for you; there need to be no pending updates for Windows for this to work. On a secondary station, select “I Have A Local Server Already”.

If you are on a secondary station, it is important that the option is selected to connect to another station. If you set servers up on both stations, they will run independently of each other and maintain separate sales information and inventory levels.

Once the login screen has appeared, the installation is finished.

Initial Setup Wizard

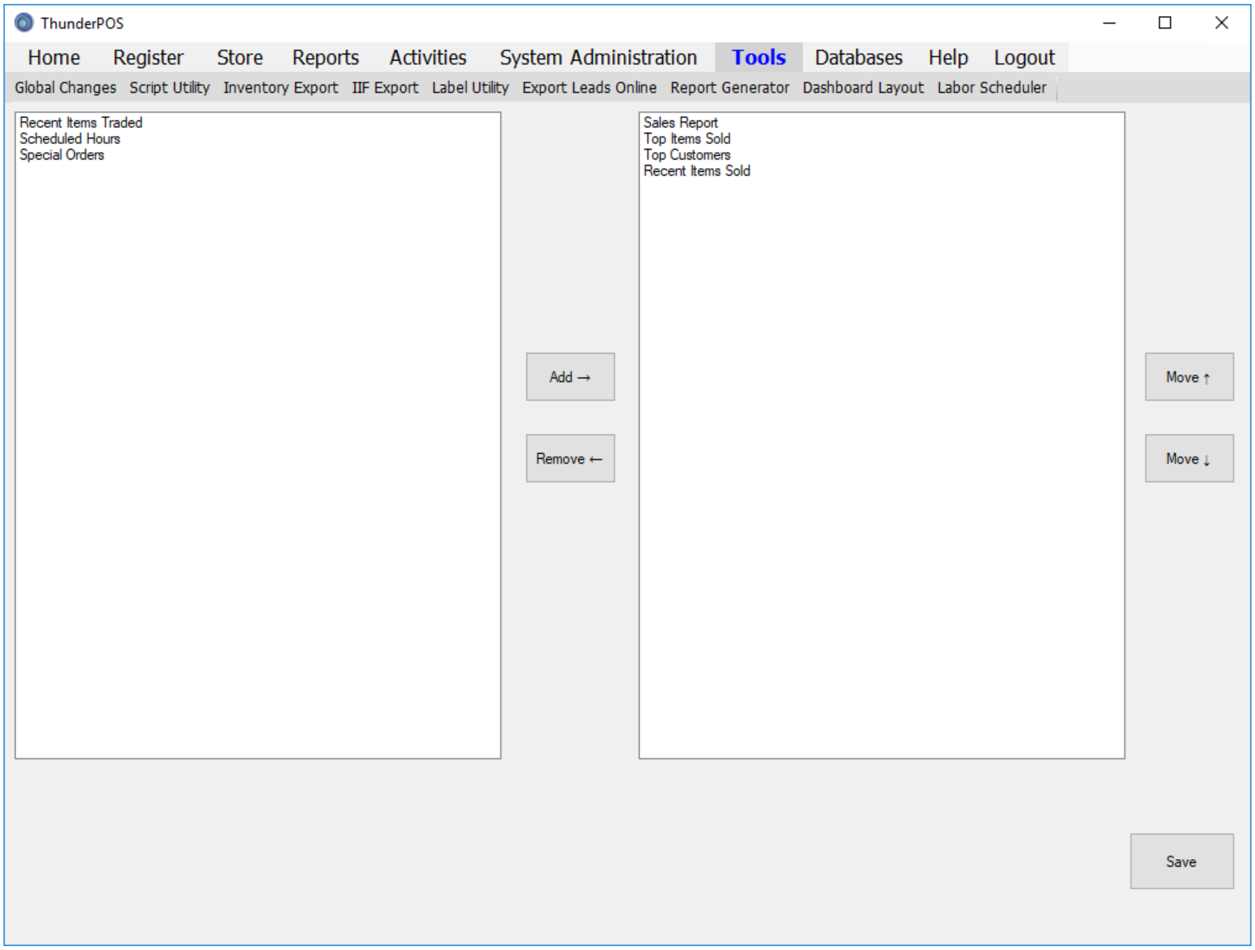
The first time that you attempt to log in, the system will detect if you have not used the software before and bring up the setup wizard. This minimal version of the settings screen will allow you to set the most important settings in the software, including an initial password, your printer settings, your company name and address, and backup settings.



You'll need to go through this before proceeding into the software.

Dashboard

The dashboard is the first thing you will see after completing the setup wizard, or after logging in on subsequently running the software.



This features several quick reports that give you information on what is going on in the system. You can configure which of these show based on the employee by going to the tools menu, then selecting the dashboard layout option.

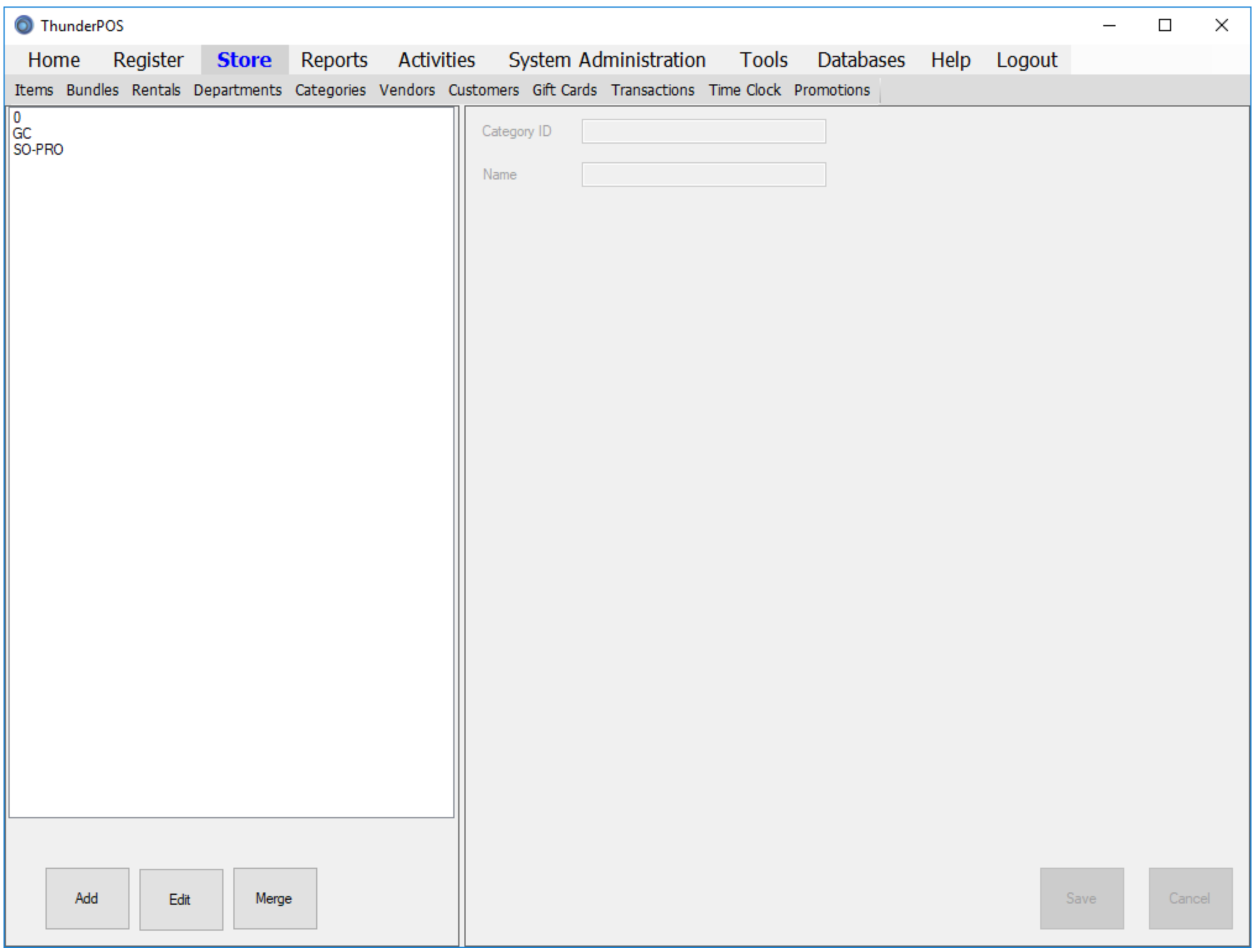
The available reports will change based on your employee reporting permissions.

Categories, Departments, and Vendors

These similar features are all methods of classifying items. All can be managed under the store menu, via **Categories, Departments,** and **Vendors.**

Categories and Departments are set on all items. They are not interlinked – categories aren't specifically sub-departments or anything of that nature – but rather are ways to make it easier to search and report sales. You'll want to decide how you want to set up your categories and departments before doing anything else, as setting these up before items will make your life far easier.

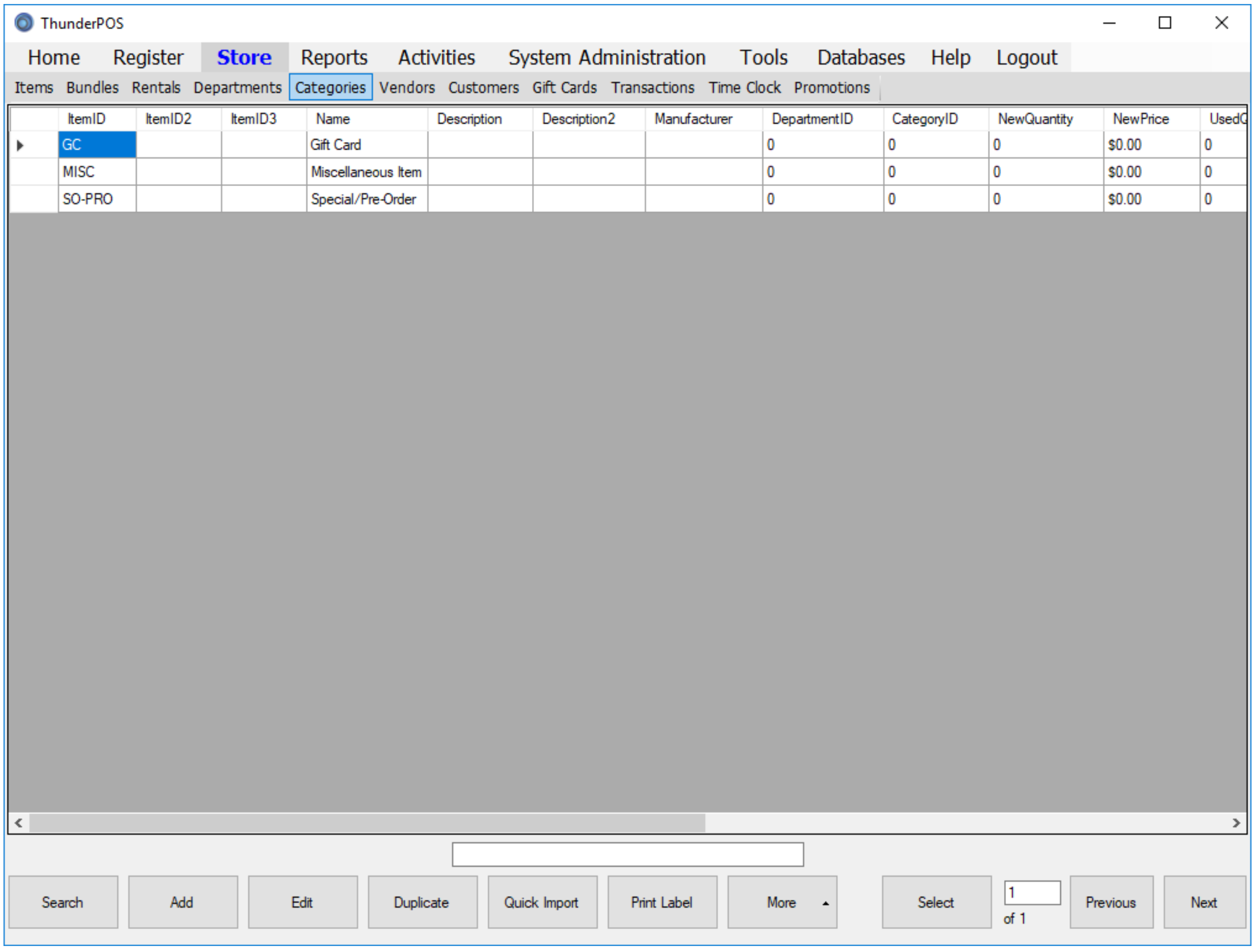
You may merge a category or department into another. Doing so will delete one category or department and move all items in it into another.



Vendors are required for doing a purchase order. You do not need to set vendors on every item, but doing so can make purchase ordering and vendor returning far more streamlined. If you intend to set up vendors, you'll want to set them prior to setting up Items.

Items

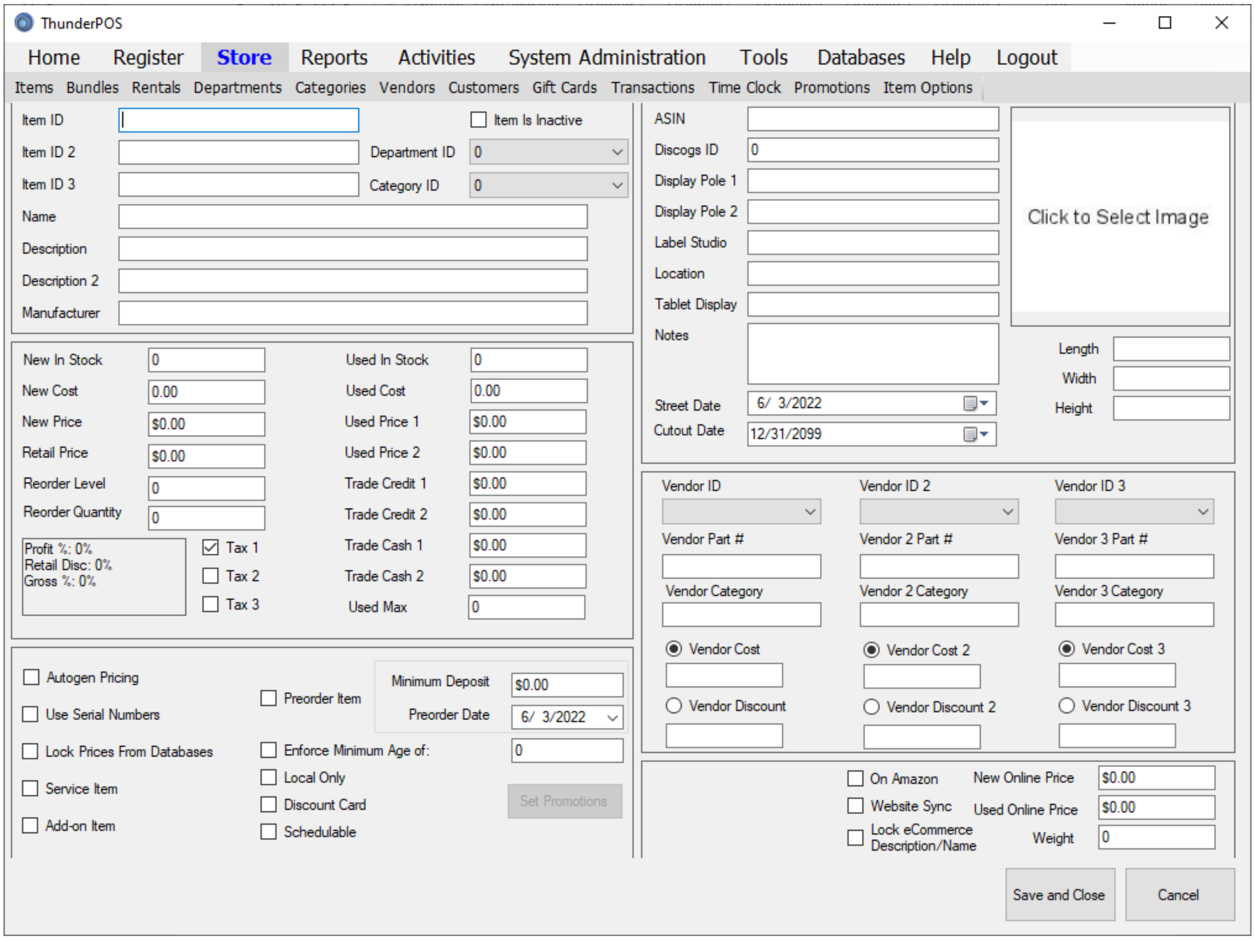
Item Management, alongside the register, is one of the hearts of the software.



The screen shown above is the item grid. This screen can be reached from the store menu by going to items, or from the register it can be launched by clicking an items button or by hitting the F2 key.

Under default settings, you can make edits to item directly on the grid by clicking the cell you want to change and typing in the new value that you want. If you want to revert this change before hitting enter, you can press escape to cancel the edit.

Other functions are available along the bottom of the screen. Quick searching is available by typing into the text box and hitting enter. This will search the item id fields, title, department, category and description. Searches will be split up by spaces in the search unless surrounded by quotes, I.E. Mario Brothers 2 would be found by just searching Mario 2 but not by searching “Mario 2”.



You can add items by clicking add and putting in the information that you need. The Item ID is required and must be unique. You also are required to put an item name in; this does not need to be unique. You'll want to fill in pricing information, but it will default to zeroes if you do not fill out any of the fields.

You can add new departments, categories, and vendors to set on items through their respective sections of the program.

A higher resolution version of this screen is available for those with high resolution monitors; this allows a number of additional functions and reports to be viewed on screen.

A few of these options and settings deserve additional attention:

On Amazon and **On Website** both are related to the ecommerce addon functionality. For further information on this functionality, ask your sales representative.

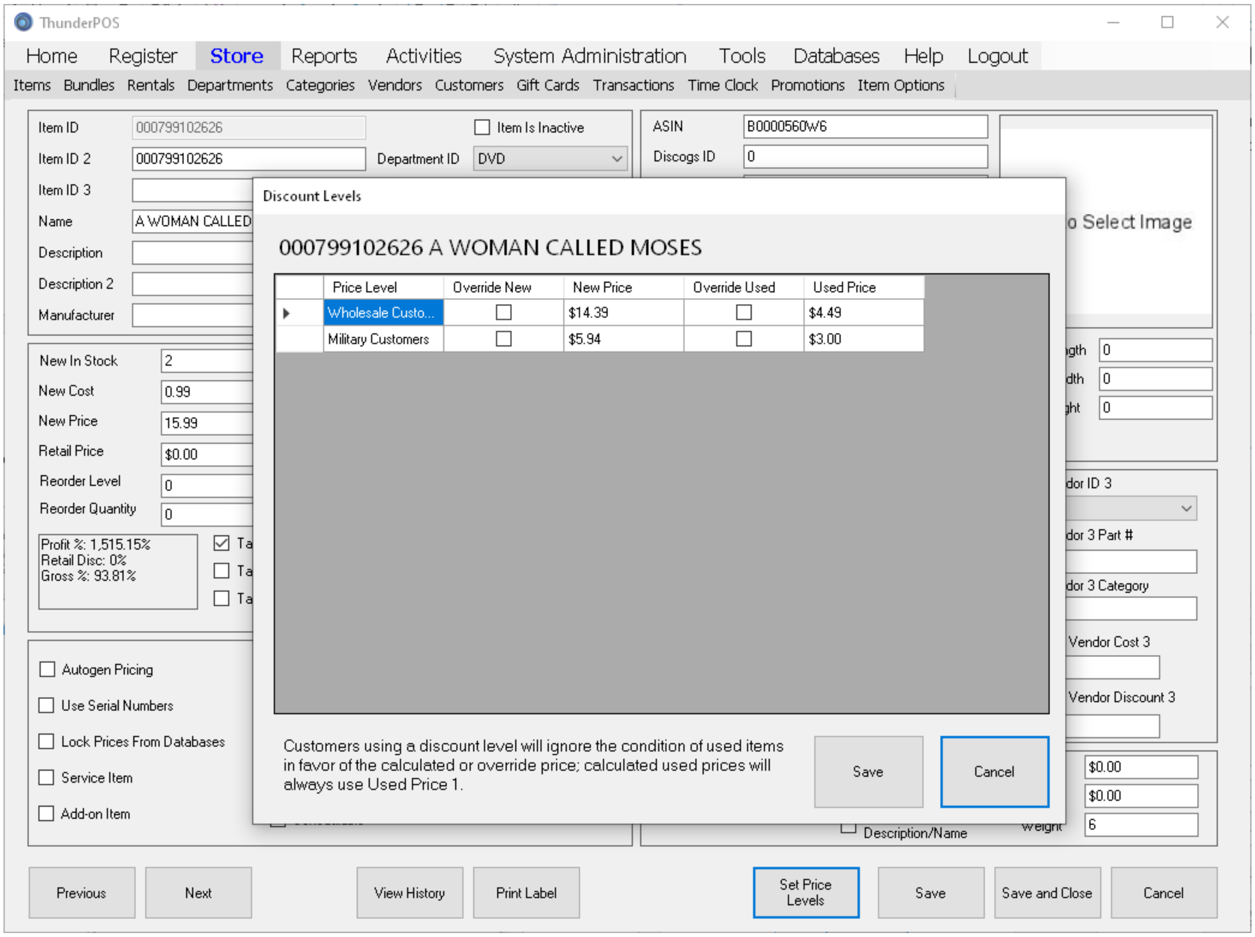
Use Serial Numbers will cause the system to prompt for the serial number of an item if you sell it or buy it in trade

Service Item will cause the system to not deduct the item from inventory when you sell it.

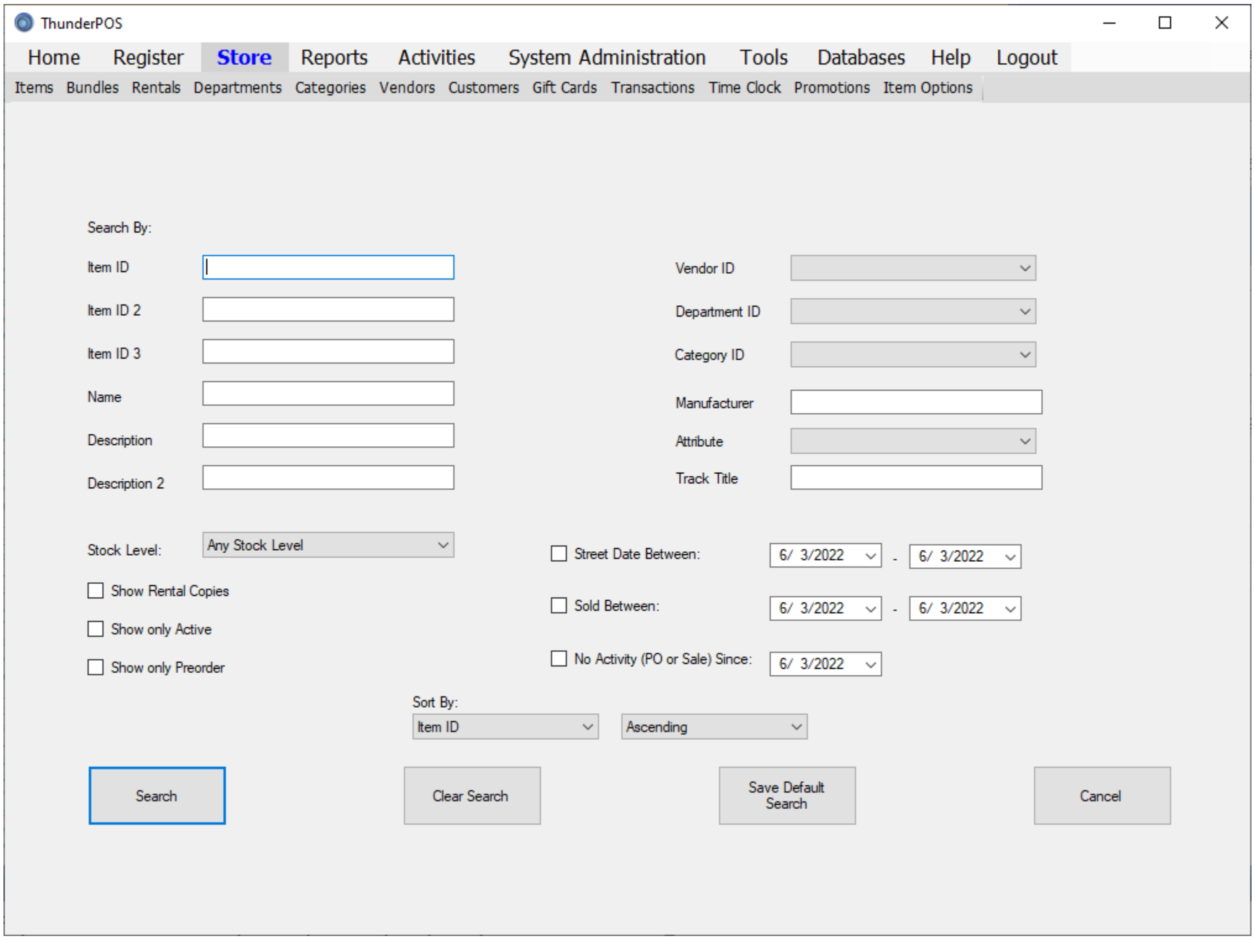
Preorder Item will make the item sell as a preorder.

Enforce Minimum Age will provide a prompt when you sell the item to a walkin customer or one who has not had a birthdate set to ensure that the minimum age is met or enforce based off the customer's birthdate if available.

Editing of items or duplicating items also uses this screen; it'll simply be filled in when you head in to begin with.



If you are using discount levels, you can manage these through the Set Price Levels button next to the save button. The default percentage-based price and used price are shown. If you want to have this item use something different than your default for that level, then check the override boxes and type in the price that you want.

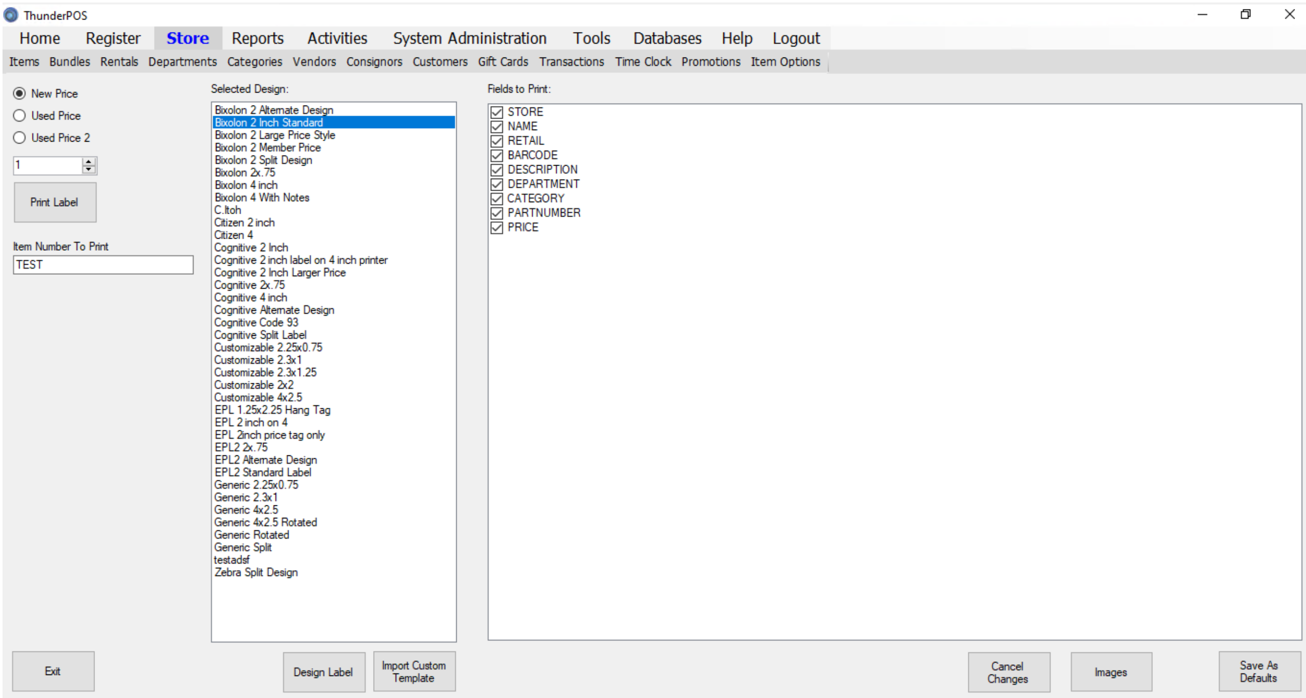


The above screen is for searching items in more specific ways than the quick search allows. Item ID, Item ID 2, and Item ID 3 will search those specific fields, rather than all 3.

Name, Manufacturer, and Descriptions 1 and 2 will all search as contains, unless you surround the text in quotation marks, which will cause it to look for an exact match. Tracks will function similarly,

Searching for tracks similarly functions as either contains or exact match, except against any track on an item using the tracks feature.

Hit “Save Default Search” if you want to make this the default search for items going forward. Clear search will reset all fields back to blank; if doing a new search you’ll usually want to use this.



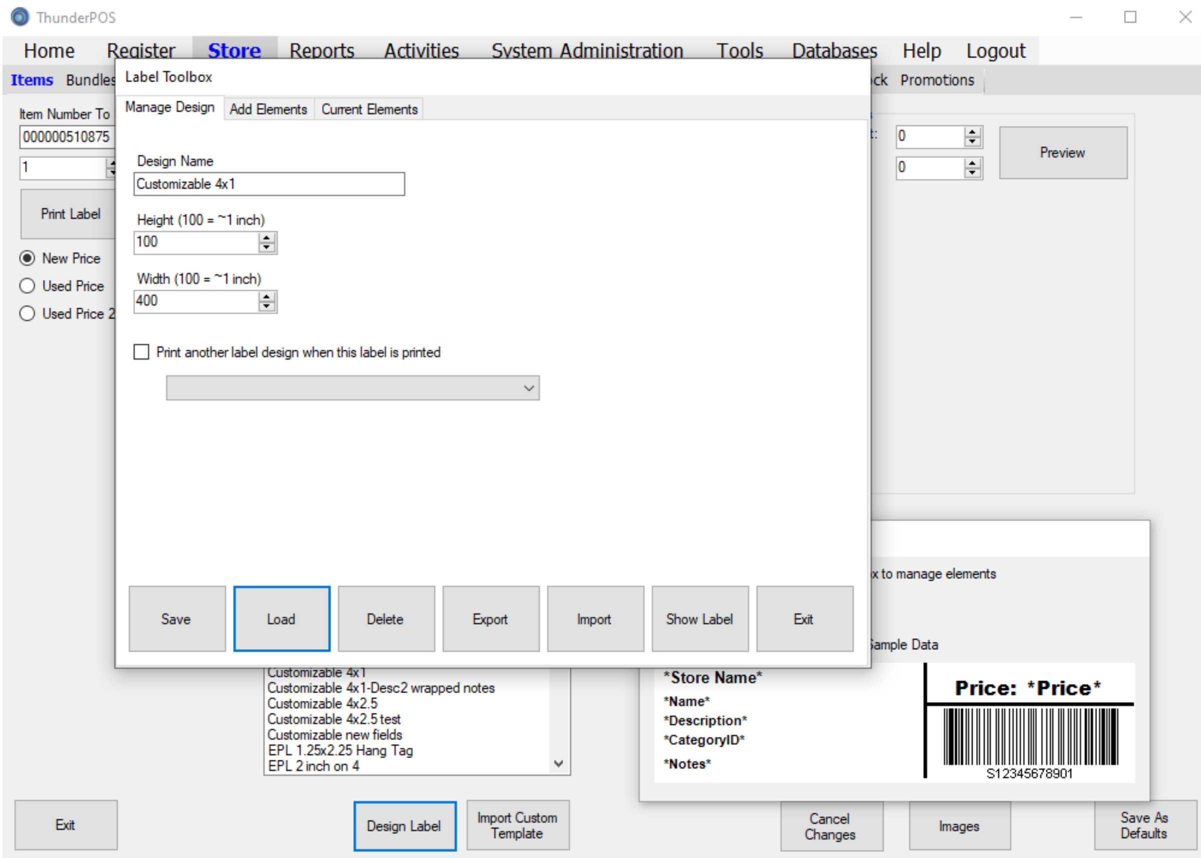
When you print labels, you will get a screen where you can modify the design you're using as above. This will allow for you to select from a variety of templates for your printer, and then select the fields that you want to print out.

The EPL labels are for a variety of printers, but most Zebra printers use these designs.

Generic designs print graphically, which allows them to work with nearly any label printer of the appropriate size but limits their customizations.

You may design your own label utilizing the design label button at the bottom of the modification screen.

For further information on which label designs work for which printers, please contact support.



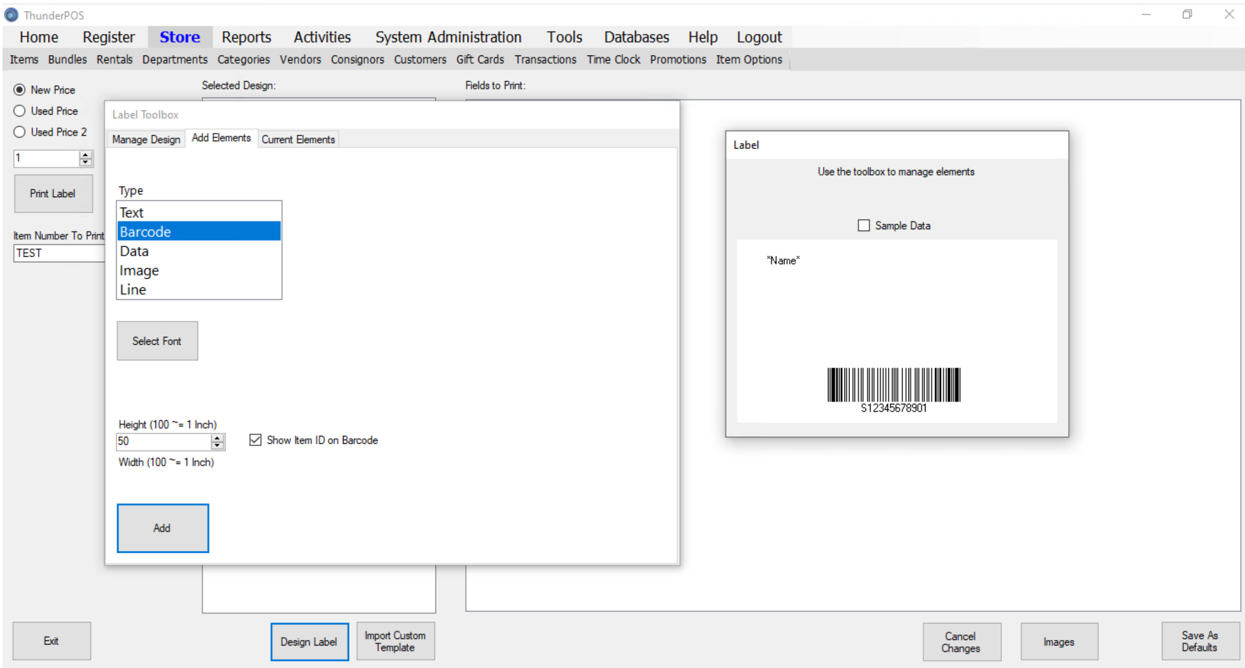
When custom designing a label, there are a few options you will have regarding the label. First, you can either start from scratch or load up an existing template to work from. If you're modifying an existing template and do not want to overwrite it, make certain that you change the design name. There are several designs that are included in the system that cannot be overwritten.

If you check the box to select printing another label design when this label is printed, the selected design will always print immediately after this one. You may not create a loop using this.

Saving the design with the Save button will place it into your database.

The label may be anywhere from 50x50 to 850x1100, with 100 approximately equivalent to one inch.

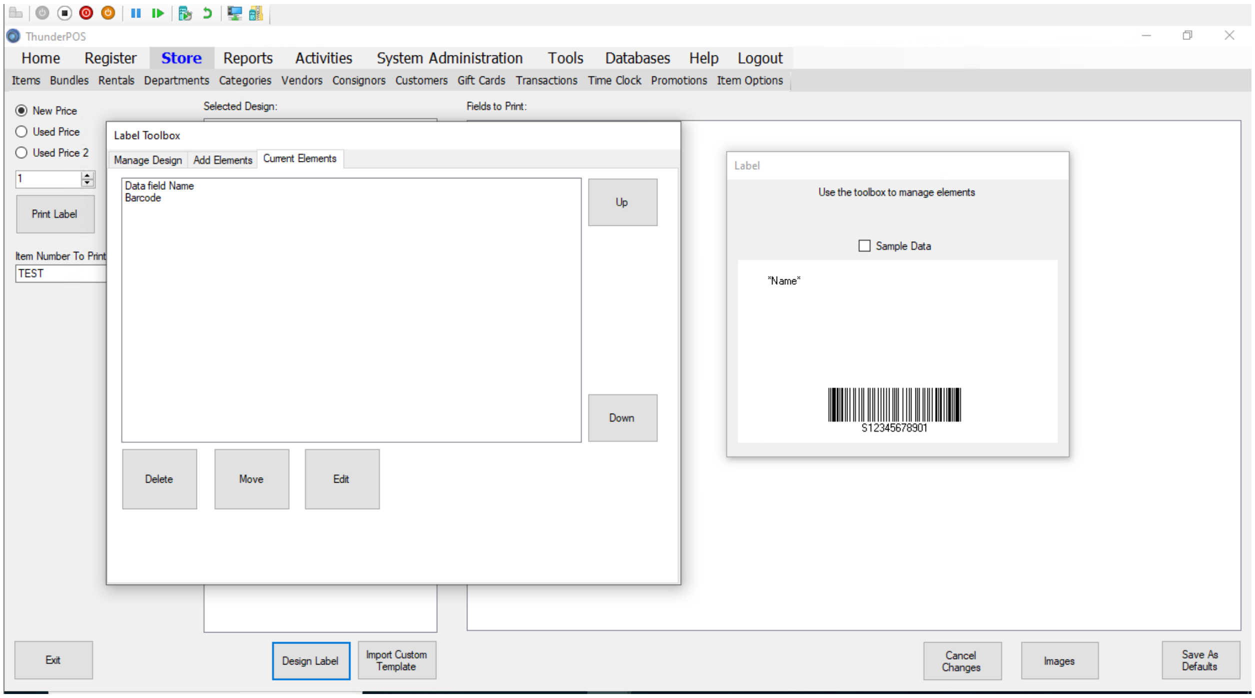
To add elements to print, you will want to go under Add Elements. Here you can add data fields, text labels, lines, barcodes, and images to the label.



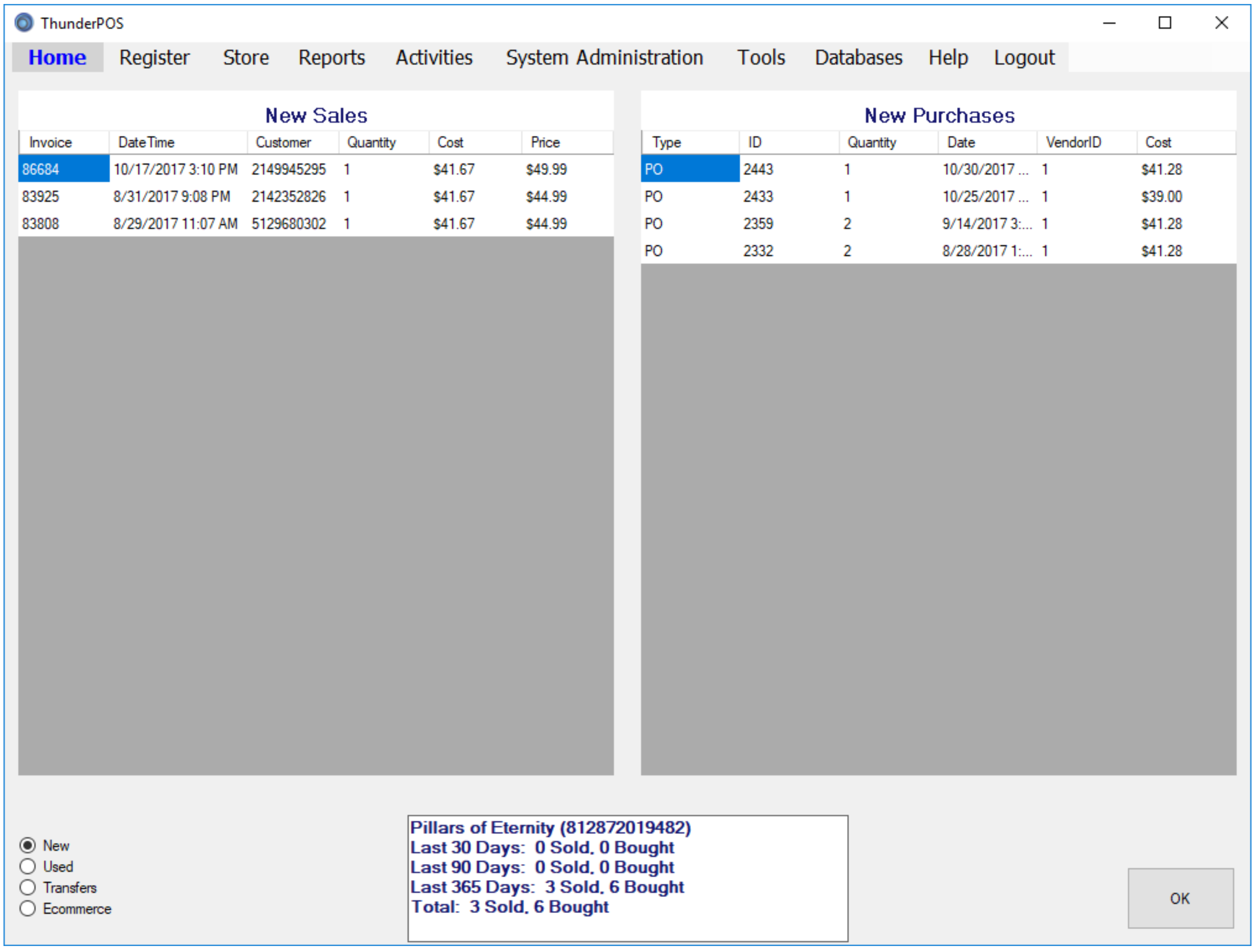
To add an element, highlight it in the toolbox and click add, then click within the label design where you want to add it. Right clicking will cancel and remove the element from the list to be added.

You can move an existing element by clicking it while not in the middle of moving or adding another element. This will place you into move mode.

Data elements may be set to truncate after a certain number of characters, and/or wrap after a certain width.

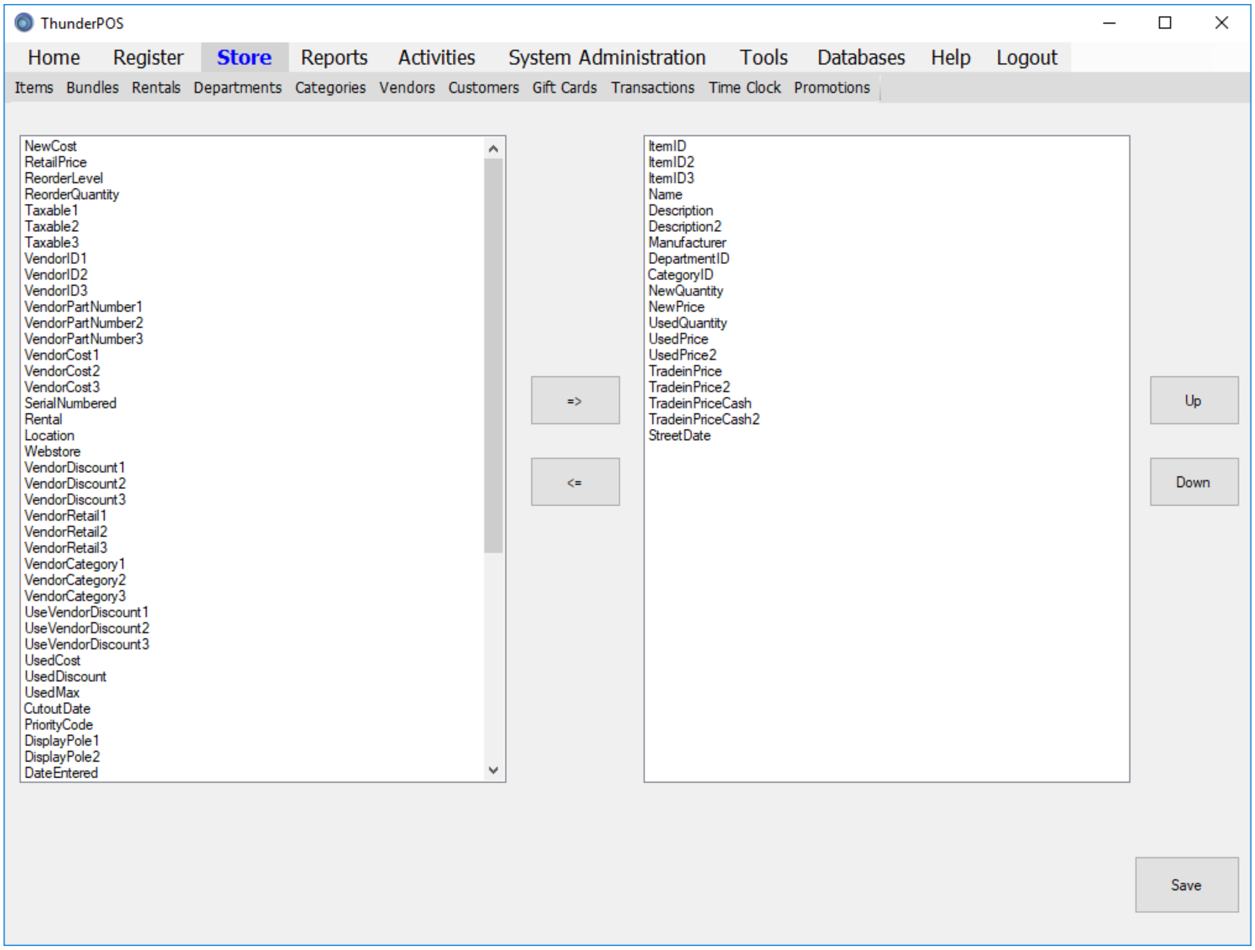


To manage and view current elements, you will work with the list under the current elements tab. This will allow you to move, edit, delete, or reorder the elements. In the event of an overlap, the element that is lower on the list will be drawn last and thus end up on top. Take this into account when overlapping elements.



You can see the history of an item by highlighting it on the grid and then clicking more -> view history or by hitting control+H.

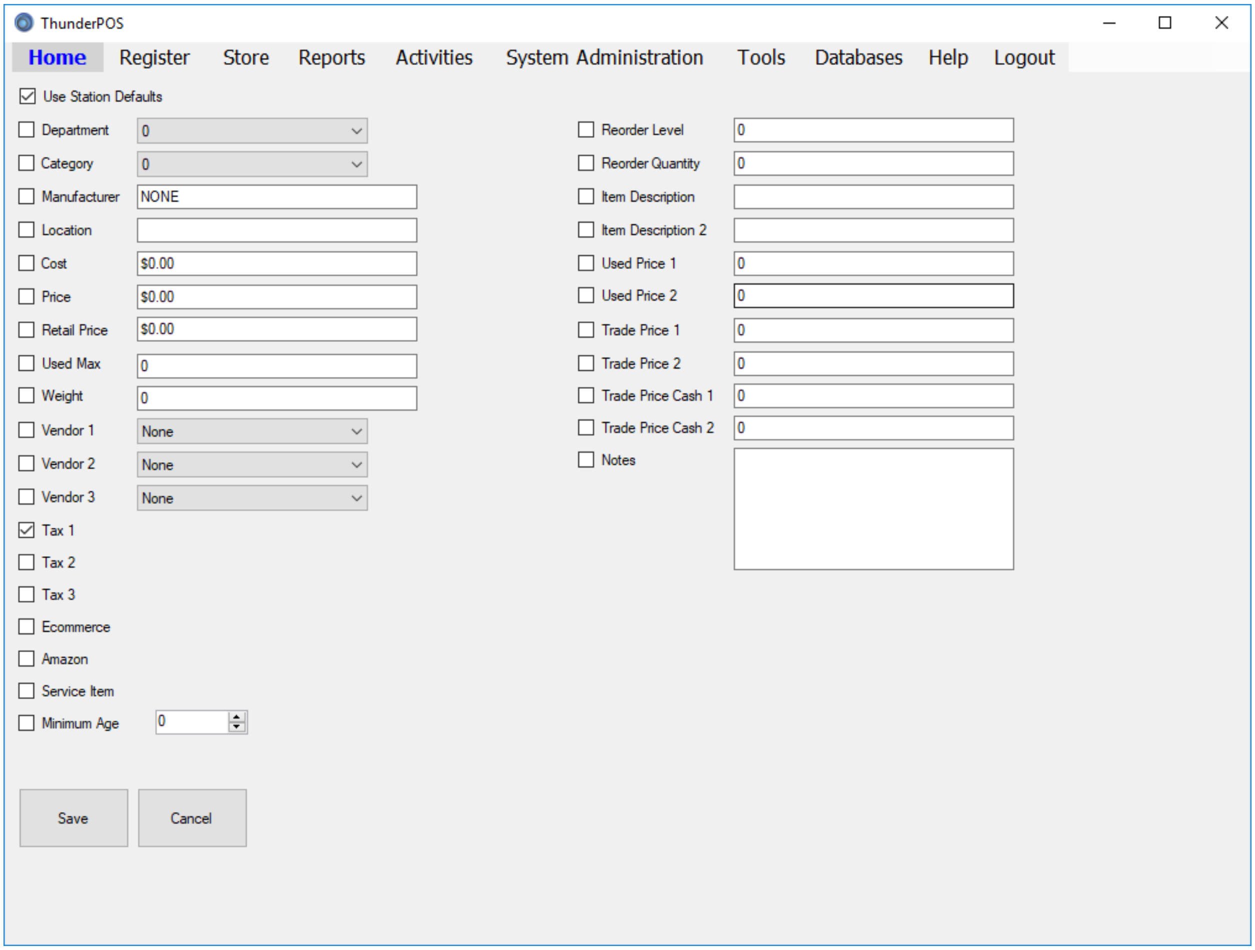
This will bring up this screen, where you can view all your new, used, transfer and ecommerce history for the item, including a summary of recent purchases and sales over the last month, quarter, year, and all-time.



Each employee can have a different layout for the item grid. This allows you to customize what's seen to suit the employee's needs, and to what your store needs. You can access this by clicking on 'more' and then Change Grid Layout.

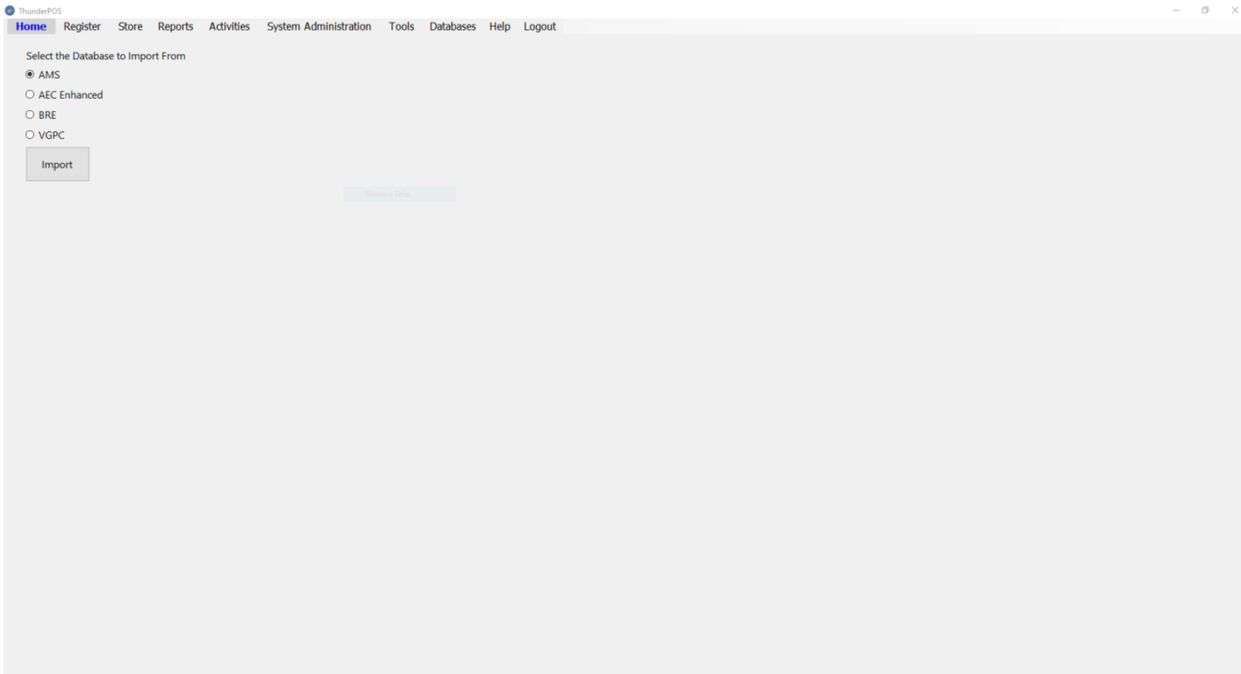
Most fields can be edited directly on the grid by default once you put them there, allowing you to easily avoid going into the full edit screen if you don't need to.

You can control both the fields that are on the screen and the order in which they appear here, before saving it.



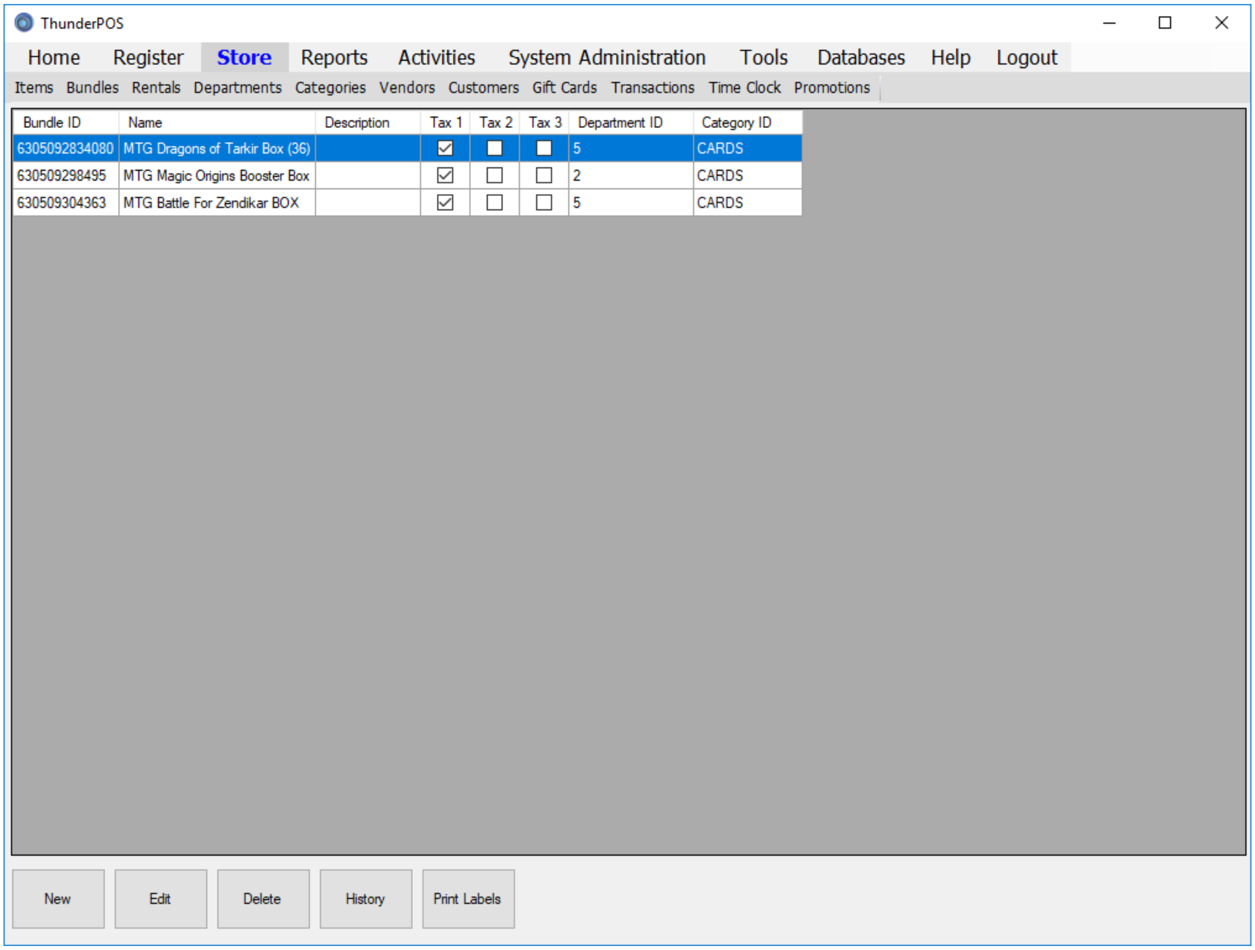
Under the more button, you'll find a variety of other functions besides the grid layout. As an example, the screen shown directly above is the New Item Defaults screen, available through the management submenu. These station specific settings will autofill the fields on that station when adding a new item, or importing from a database that does not have that field available.

If you uncheck the 'use station defaults' box, then these settings will not be used on this station.



Also available through the management submenu is the option to bulk quick import. This will take a file that has a list of UPCs, such as one pulled from a spreadsheet or batch scanner, and attempt to quick import every item in that list from your vendor database of choice. Items will be brought in and saved at 0 stock using your station defaults plus the fields imported from that database.

Bundles

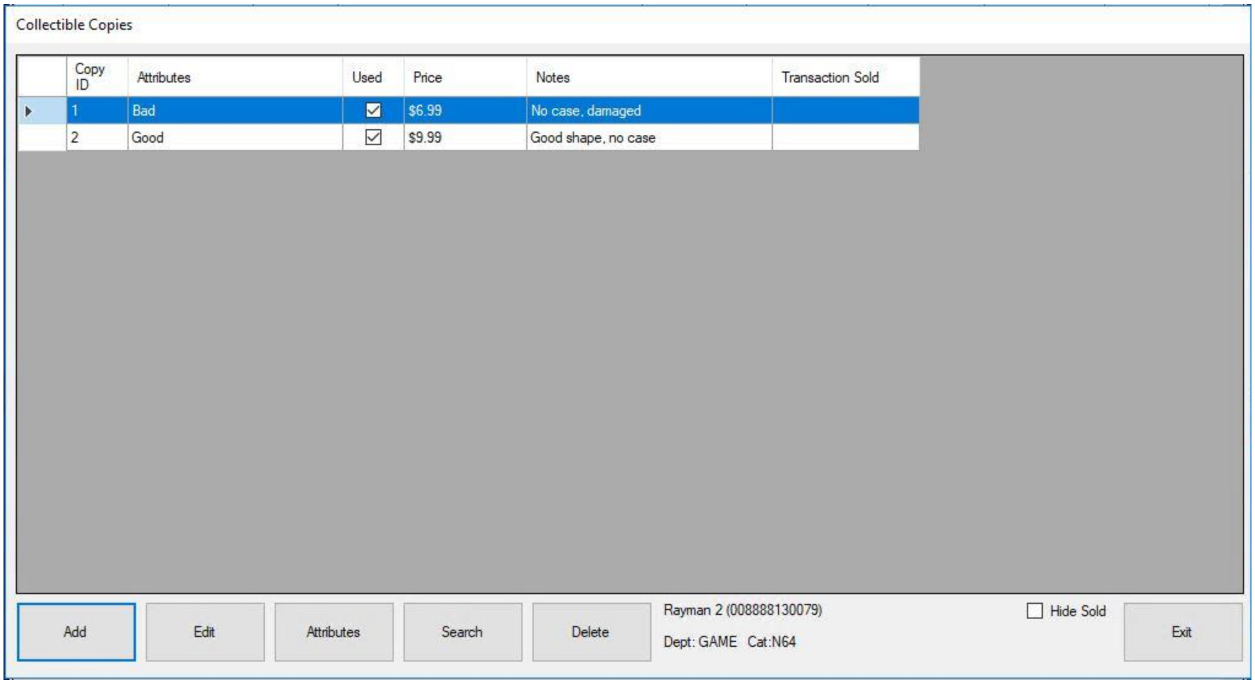


Another feature within the system relating to items is the concept of a 'Bundle'. A bundle is a set of items that you can sell together by scanning a single code at the register, potentially with a discount for being purchased together.

You can reach this screen by going to the store menu and then to bundles. This will show a list of all your current bundles, and you can do a variety of things from here, including creating new bundles, editing existing ones to modify the items they contain, deleting them, showing the history for them, or printing barcodes for them.

When creating a bundle, you'll scan in or search for the items you're wanting to put into the bundle and then you'll have the option to set an override price on it.

Collectible Copies



Another optional feature for items is the concept of collectible copies. These will allow you to track individual copies that may greatly differ in price or may have other things worth tracking about them. While they are still included in the new quantity and used quantity of an item, you'll be able to select the particular copy that was sold on a transaction.

You can reach this screen by going to the more menu within items, then selected item, then "collectible copies". If you want to track specific attributes for copies, like color or condition, you can do that through more, then management, then collectible attributes.

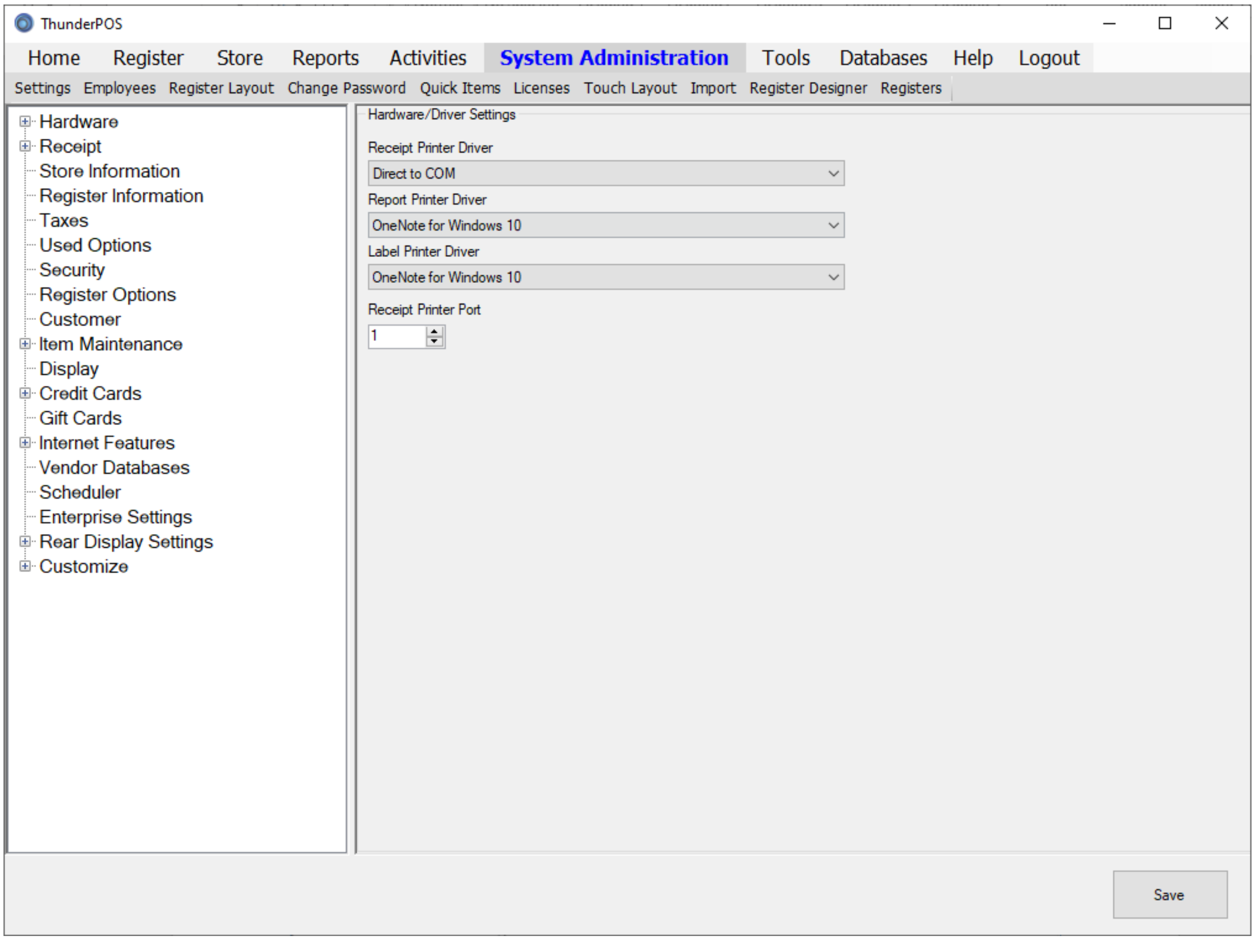
Even if an item has copies set up, you can still sell a generic copy of it at the register by selecting the generic copy option at the bottom of the screen.

Settings

There are many settings available in ThunderPOS. Most users will not need all of these; however, this section of the manual exists as a complete reference for all of them.

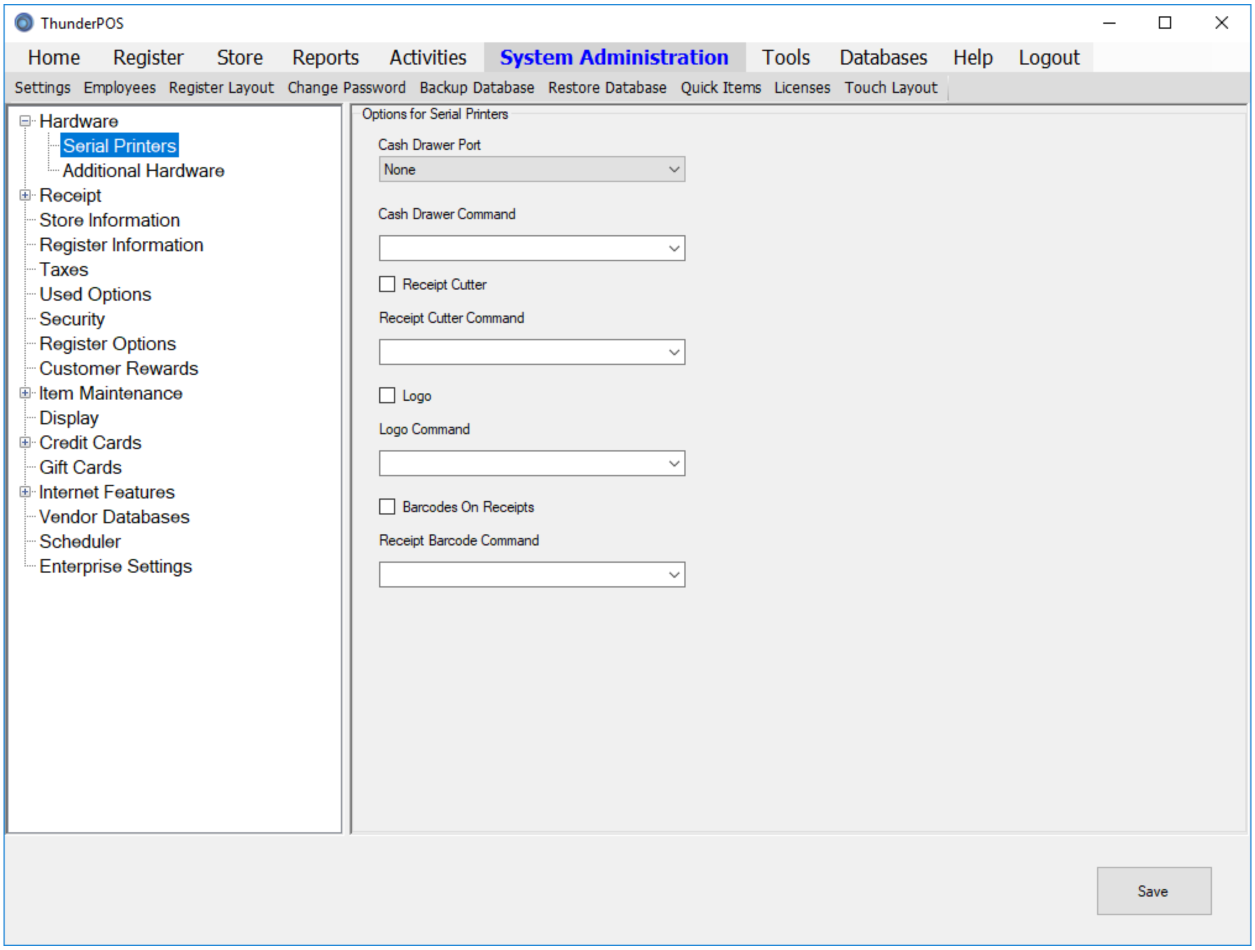
The settings can be reached by having a user with appropriate permissions go to the system administration tab, then click on settings. If a user without permissions to set these is logged in, the settings option will not be visible.

Once in the settings screen, you may navigate between pages of settings through the list along the left-hand side.



We'll go through each section and subsection in order. Subsections are reached by clicking the plus sign next to their parent's sections, then clicking their name.

First, **Hardware**. Under this section directly, you'll find the settings for your printer drivers in windows. If using a serial printer that is on a com port, you can select **Direct to COM** for the receipt printer driver and set the port as the receipt printer port below. Otherwise, select the drivers for your different printer types from those you've installed in Windows.



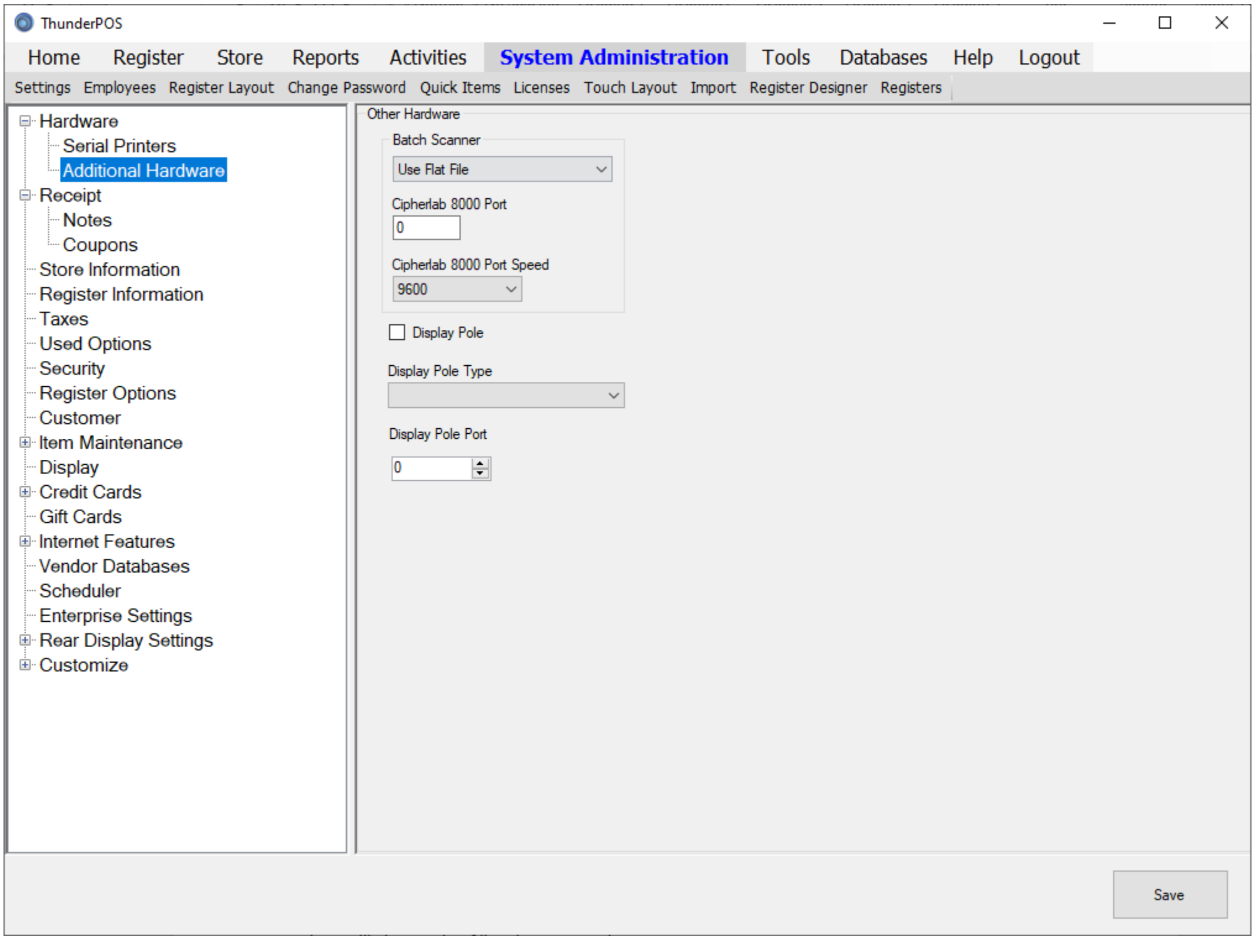
The first subsection of Hardware is **Serial Printers**. This section covers commands that can be directly sent to either a **Direct to COM1** receipt printer, or one using **System fonts.**

The Cash Drawer Port allows you to point the cash drawer to a different hookup than the receipt printer than necessary, or at the point of the printer otherwise.

The Cash Drawer Command is the system command sent to the receipt printer to pop the cash drawer. The prefilled options are the most commonly used ones; if your receipt printer requires something else, you may freely type it into this box.

If using a printer with a cutter, checking the receipt cutter box and filling in the command will allow its operation. Again, the most common are prefilled; some printers may need other commands, which you will be able to find in that printer's documentation.

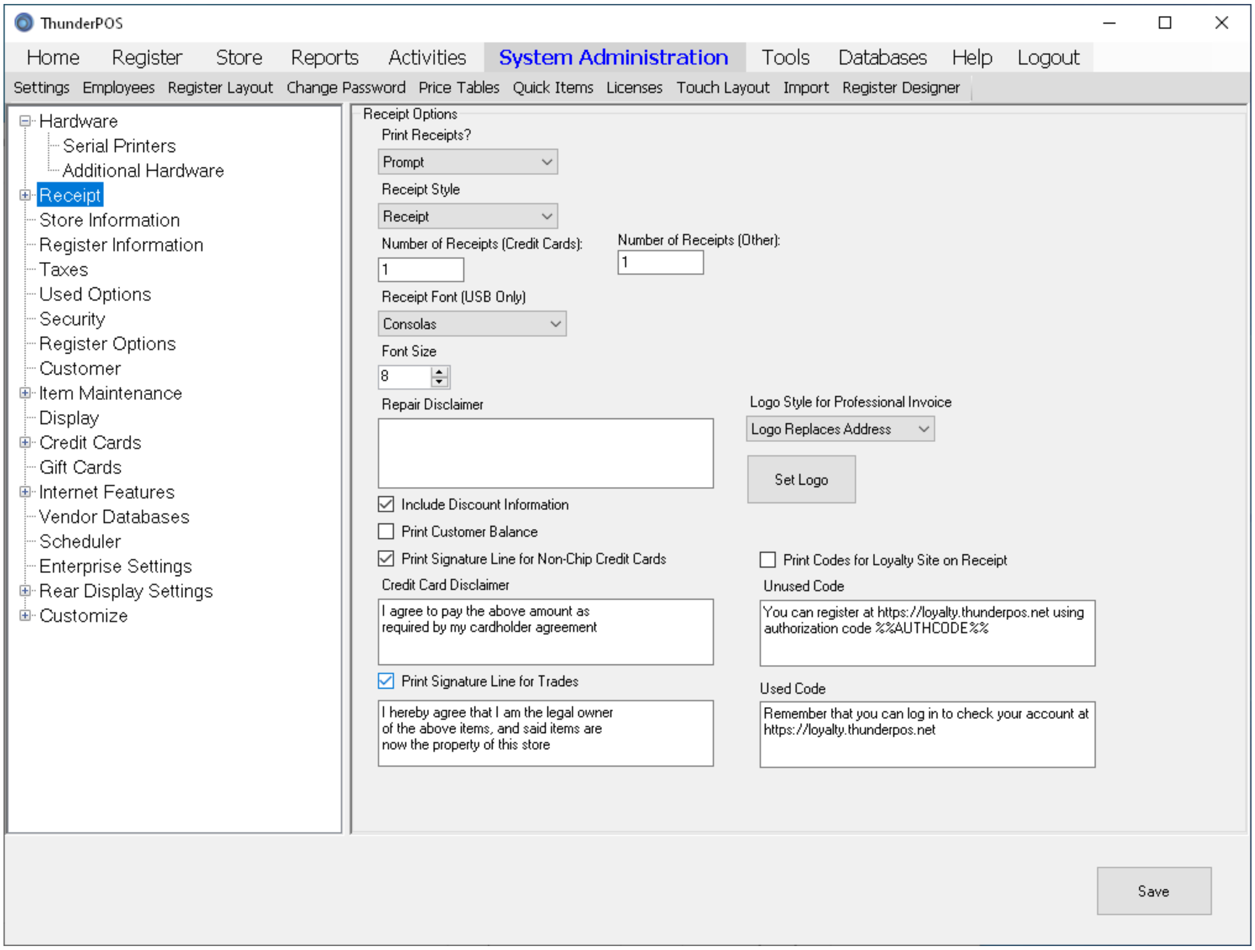
If you've loaded a store logo into the printer's memory, you can check logo and then select the logo command to have this print. Logo commands that are prefilled in refer to the first logo in memory; if using multiple images in the receipt printer memory, consult your printer documentation.



The final subsection of Hardware is for miscellaneous other hardware.

The **Cipherlab 8000** Port and Port Speed will need to be set if you are using a Cipherlab 8000-series batch scanner. These settings will need to match the speed and port on both windows and the device itself. If you're using an export to file option, even with the Cipherlab 8000, then select "use flat file".

Under **Display Pole,** you'll find options relating to the display pole type and port that you will want to use. If you're using one, check the box for Display Pole, and select the type. If using a serial display pole, you'll also need to fill in the port number.



Under **Receipt**, you'll find options relating to how your receipts print.

Note that if you are using **Offline Mode** receipts printed during an offline session will have the transaction id marked with an asterisk, indicating that it's not a permanent transaction id.

The first option here is for whether receipts automatically print upon completing an invoice. For prompt, the program will ask if a receipt is desired at the end of each transaction. For CC only, a receipt will be printed if the transaction was using a credit card, and otherwise will not.

Number of Receipts will control how many receipts are printed on the initial completion of an invoice.

Receipt Font will control the font that receipts are printed in if you are using a driver in windows. It will have no effect if you are using the **Direct to COM1** setting. Please note that **System** is a special selection that will return control of many functions to ThunderPOS rather than operating by the driver.

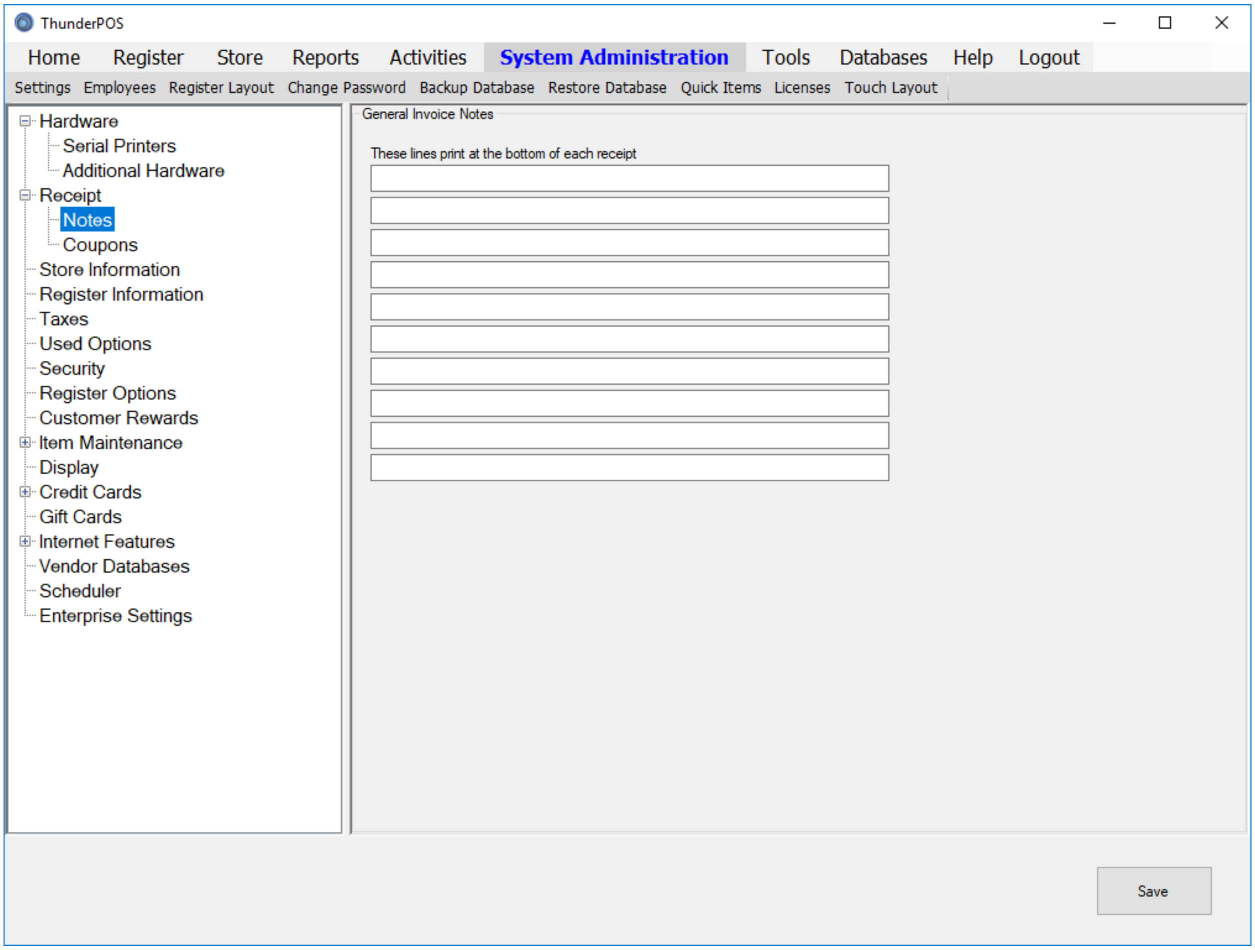
Font Size will affect the print size for the non-system fonts. Find one that works well for your font and printer.

Repair Disclaimer sets the line that people will need to sign on repair estimates.

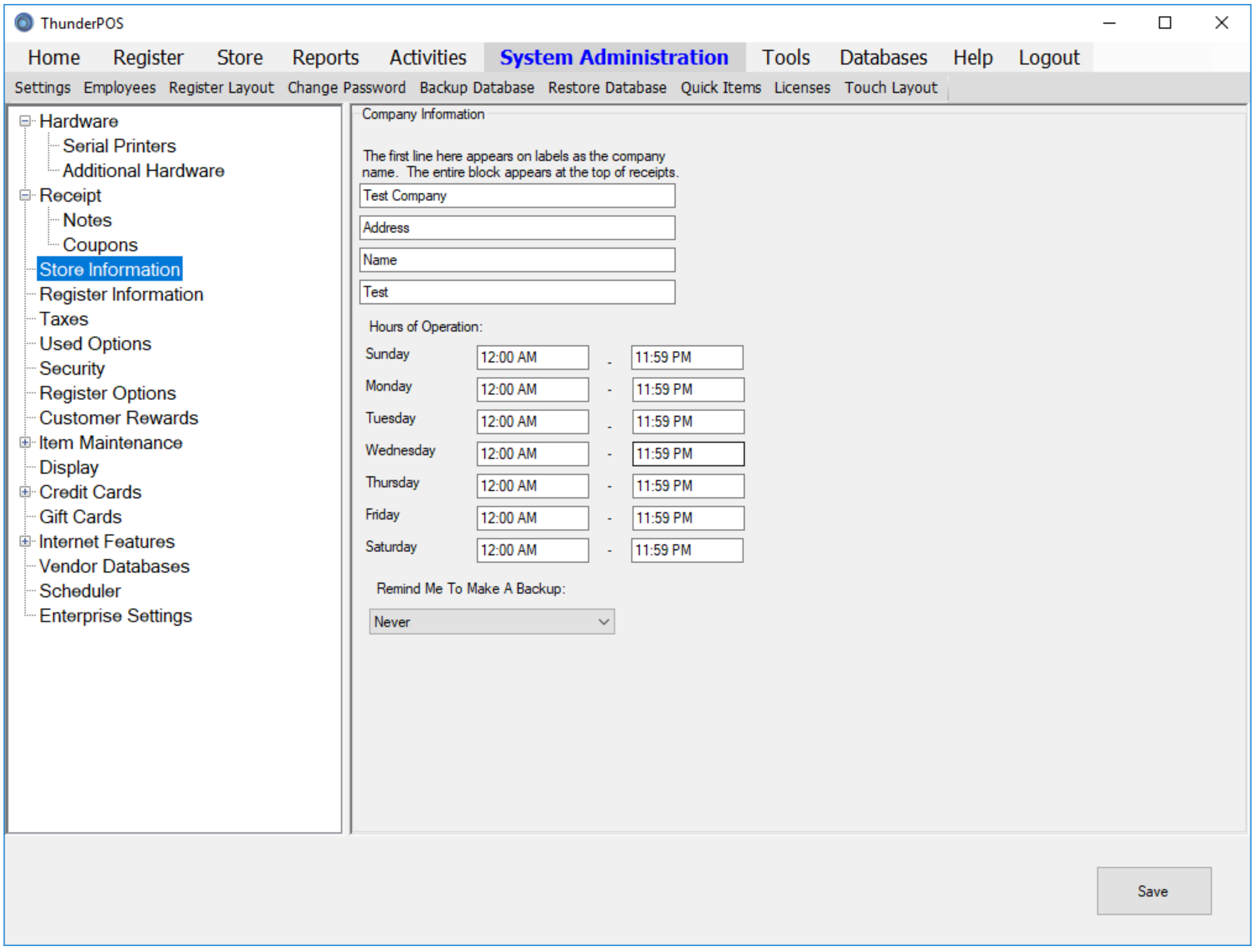
Include Discount Information will print promotions and line discounts that were applied under each item on the receipt.

Print Customer Balance will cause the customer's account balance, if not zero, to print on the receipt. This is the current balance as of the time of printing, in the event of a reprint.

Loyalty Code settings are used for cloud customers who wish to invite their customers to sign up through https://loyalty.thunderpos.net



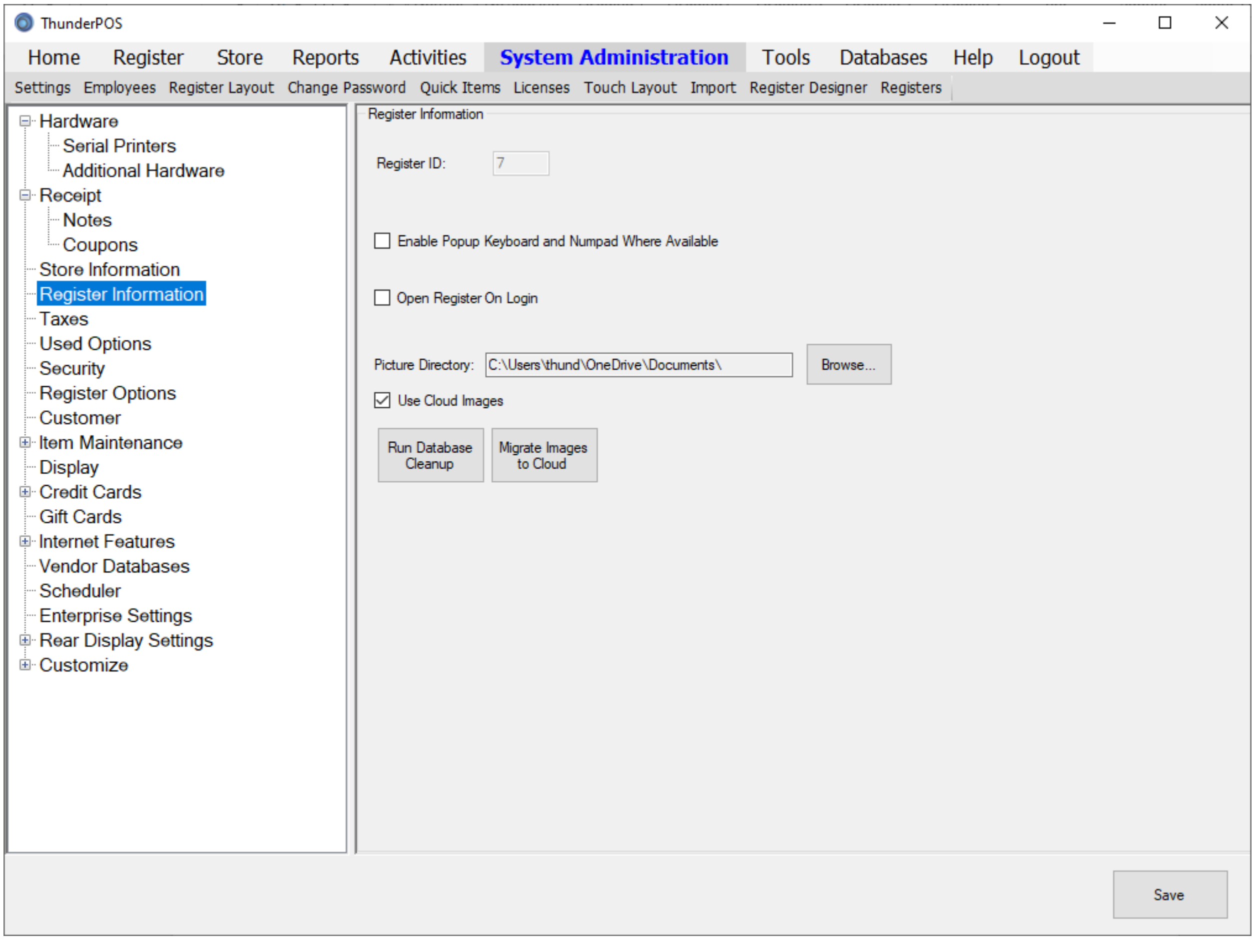
The first subsection under **Receipt** is for **Notes.** This will allow you to set up to ten lines that appear at the bottom of every receipt that is printed. The **Coupons** subsection is there for driver printers.



Under **Store Information**, you'll find a place where you can set your top of receipt company information. The first line will also appear on label designs that have the company name property.

Hours of Operation will affect the labor scheduler and customer appointment scheduler.

Remind Me To Make A Backup will prompt backups to be made in the event enough time has passed since your last backup upon logging in.

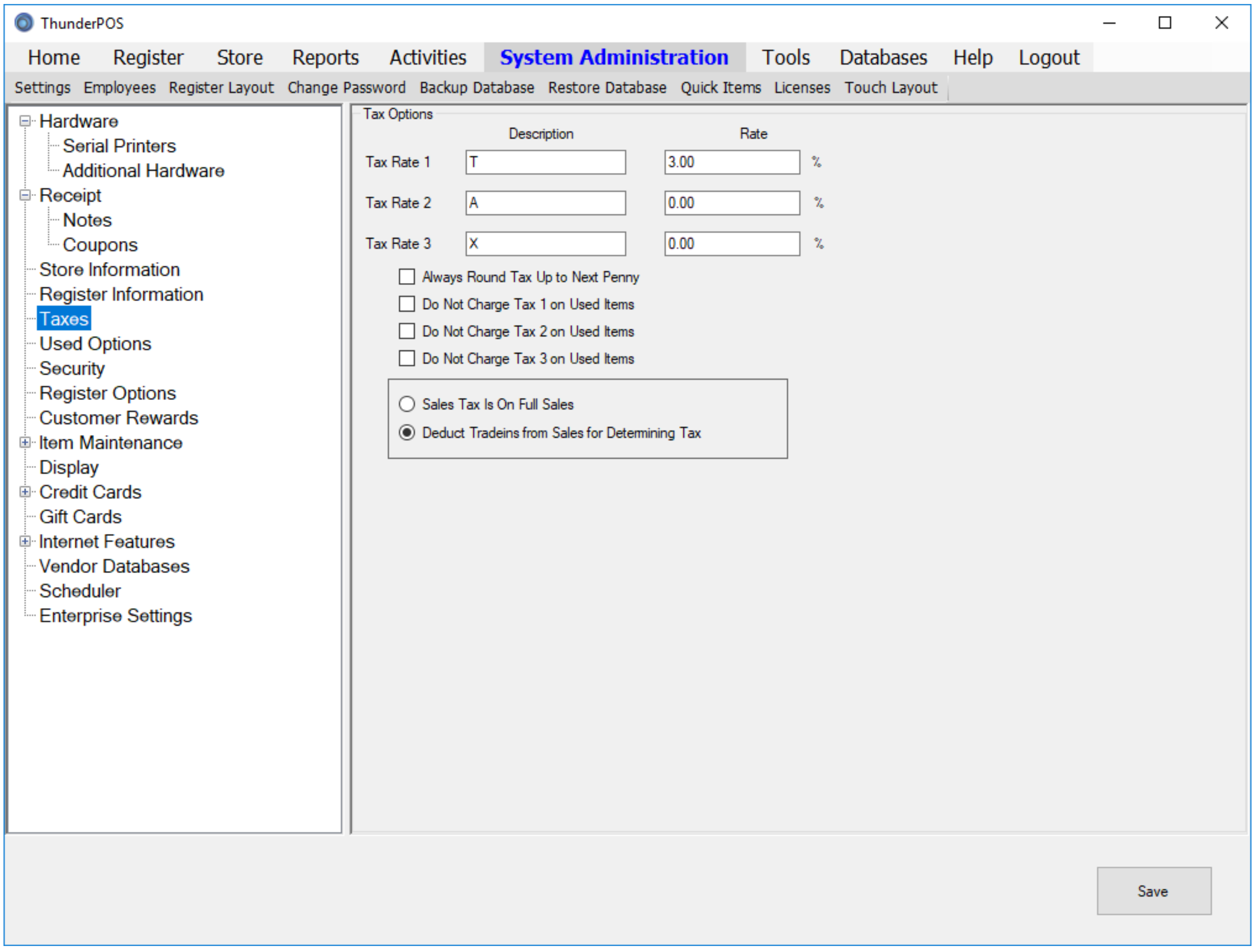


Register Information contains settings related to the operation of the station that settings were opened from. **Register ID** is information only, telling you the internal id of the computer you are on.

Enable Popup Keyboard and Numpad Where Available will cause the touch-compatible dialogues to pop when on a screen where they are supported.

Open Register On Login will cause the register screen to automatically pop up without clicking register after logging in.

Picture Directory is a shared folder where your pictures and other necessary files will get saved to. You may migrate images to the cloud if moving from local to cloud.



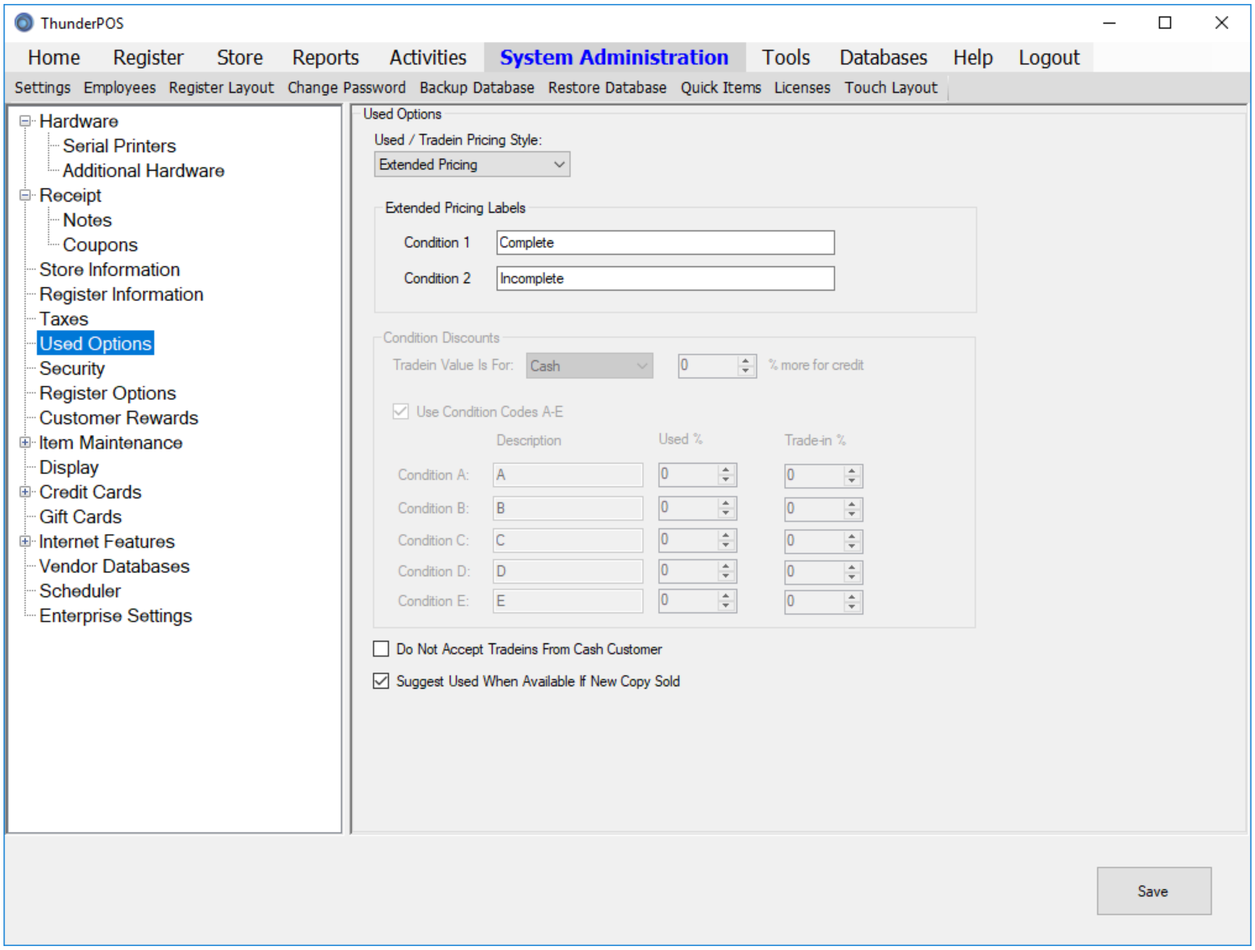
Under **Taxes,** you'll find the place to set your tax rates and descriptions of them.

Additionally, there are a few other settings that affect how taxes are collected.

Always Round Tax Up to Next Penny will cause all rounding to go up. This setting should be determined by consulting local tax law.

For **Do Not Charge Tax 1/2/3 on Used Items**, checking these will disable the tax on used items. This setting should only be on if you are certain this is how it is supposed to be done in your area.

For **"Sales Tax Is On Full Sales"** or **"Deduct Tradeins from Sales for Determining Tax"** you can ask a local accountant which of these is appropriate for you.

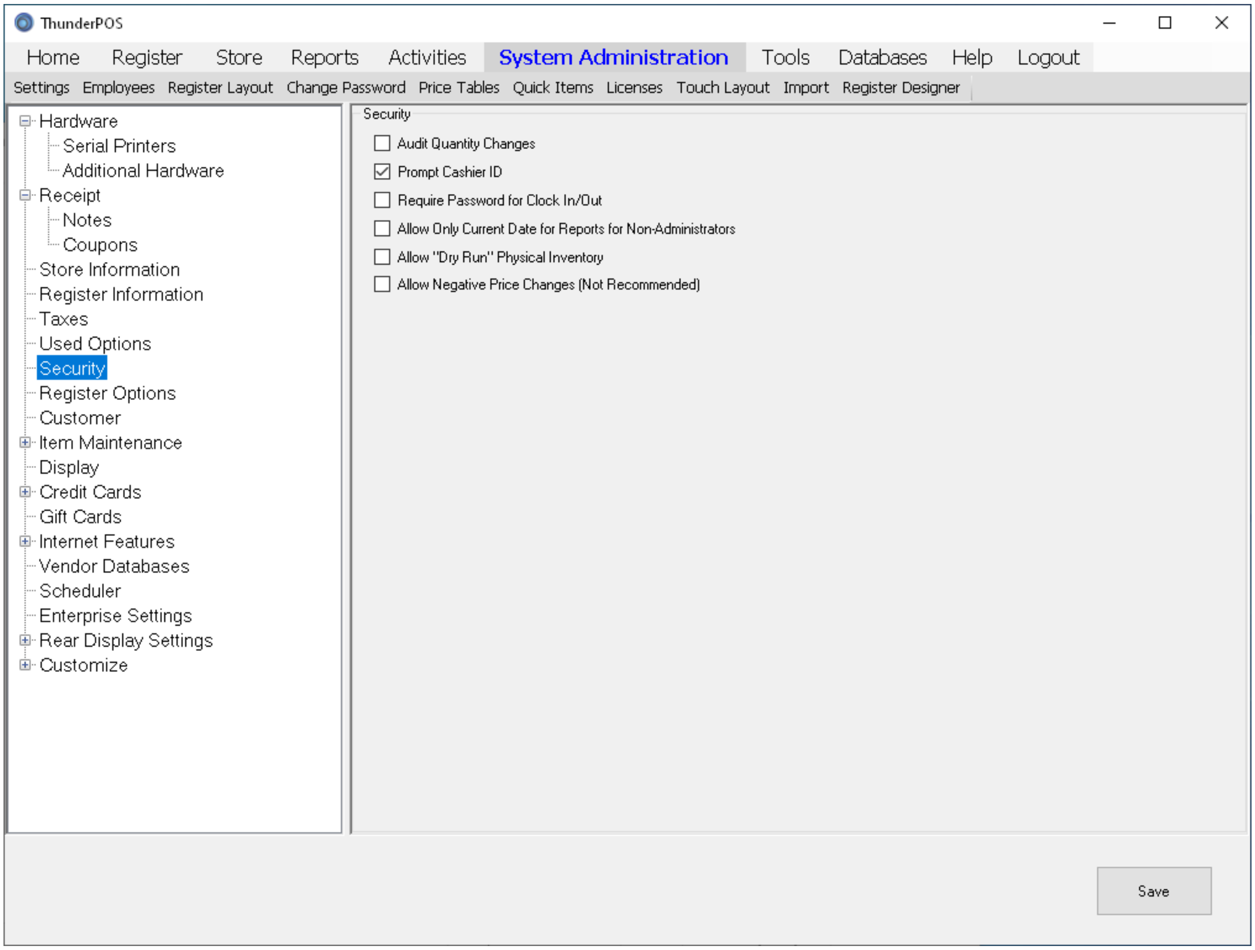


Used Options will allow you to set the ways that used product and tradeins are priced. **Extended Pricing** is for using Used Price 1 & 2 and Tradein Price 1 & 2 for credit and cash – a six price array. **Condition Discounts** will allow for just Tradein Price 1 and Used Price 1 to be set, and then percentages getting set.

Additionally, there are a couple of miscellaneous settings related to used and trades on this section.

Do Not Accept Tradeins from Cash Customer will block trade items from being selected if the default customer is selected. If enabled, you will need to select a specific account to trade from.

Suggest Used When Available if New Copy Sold will remind the cashier a used copy is available if they attempt to sell a new one; this will hopefully encourage selling used copies first, which tend to be higher-margin.



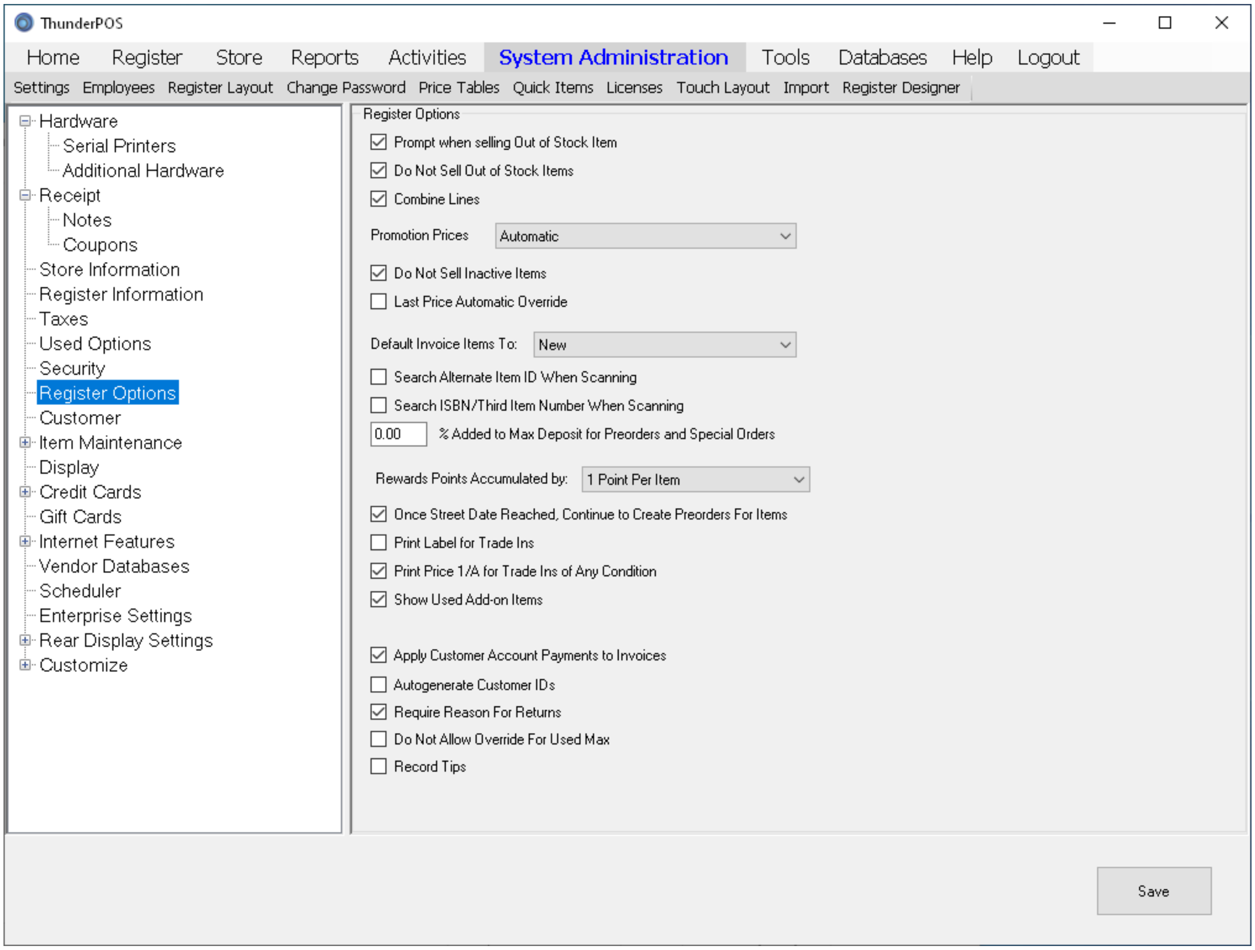
Under **Security**, you'll find a few settings related to maintaining the security of your store and your data.

Audit Quantity Changes will require any direct changes to your stock quantity in inventory to be justified, recording who, when, and why any changes were made.

Prompt Cashier ID will require a login at any transaction's completion.

Require Password for Clock In/Out will force the entry of the password for any employee to use the time clock, guarding against employees clocking each other in.

Allow Only Current Date for Reports for Non-Administrators will force non-administrators to not run any sales or transaction reports reaching back into the past.



The **Register Options** section of settings has settings that will impact how checking customers out is done.

Prompt when selling Out of Stock Item and **Do Not Sell Out of Stock Item** are heavily related. If neither is on, if you attempt to sell an item that is out of stock it will simply allow it, taking the quantity into negative numbers. If Prompt is checked, but Do Not Sell is not, a prompt will allow you to cancel, sell anyway into negative, or create a special order. If Do Not Sell is checked, but Prompt is not, you will simply receive an error and the item will not be added to the invoice. Finally, if both are checked, you'll get a similar prompt but without the option to sell anyway.

Combine Lines will allow for quantities to auto-combine if you are selling multiple of the same item at the same condition. If this is off, scanning the same item multiple times will result in multiple lines on the invoice and receipt.

Promotion Prices sets whether promotions are applied or not. Automatic will have them always be on; off will always have them disabled. Manual and Manual (Default On) will allow the cashier to toggle them; manual defaults off and Manual (Default On) sets them on at the start of each transaction.

Search Alternate Item ID When Scanning and **Search ISBN/Third Item Number When Scanning** will allow Item ID 2 and 3 to be scanned whenever you scan a barcode at the register. If multiple matches are found as a result, you'll need to select between them for the item you wanted.

% Added to Max Deposits allows for you to take in money above the selling price when taking down a deposit. This typically is done to cover the amount that will be charged for sales tax on pickup.

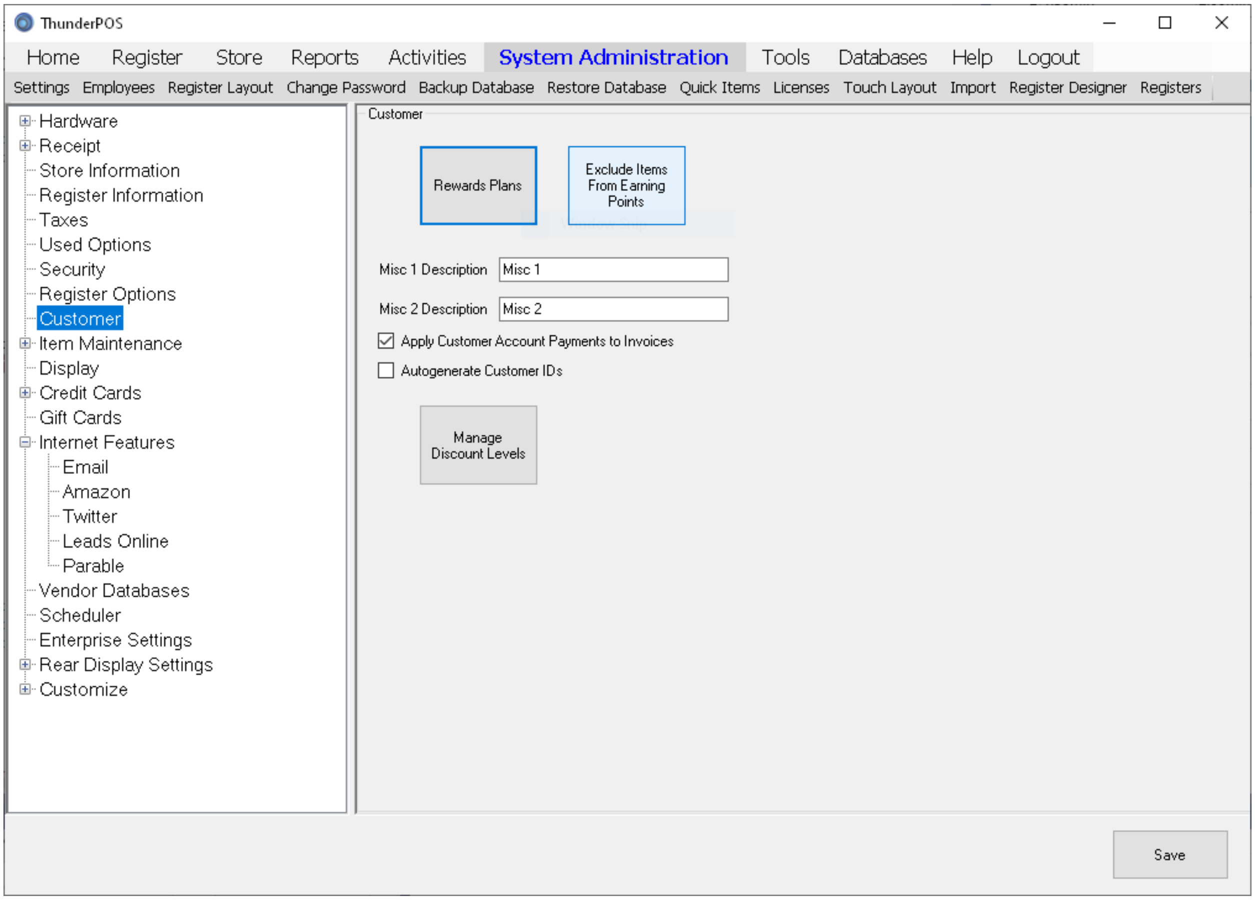
Rewards Points accumulated by will allow for you to set whether customer rewards points are gathered by dollar count or by item.

Once Street Date Reached, Continue To Create Preorders For Items will determine if items that are checked as preorders in inventory are sold as preorders after the street date, or placed on the invoice as normal items.

Print Labels For Trade-ins will, if checked, cause stickers to print for all items on the invoice that have been traded in. By default, these will print at the price of the condition they were traded in at; if you check **Print Price 1/A For Trades of Any Condition** then the stickers will be for condition 1 or A as set elsewhere.

Show Used Add-On Items will allow you to sell addon items as either new or used.

Print Signature Line For Trades will place a line for customers who are trading in items to sign acknowledging that the items they are trading are now the store’s property.



Customer contains settings related to rewards and customers.

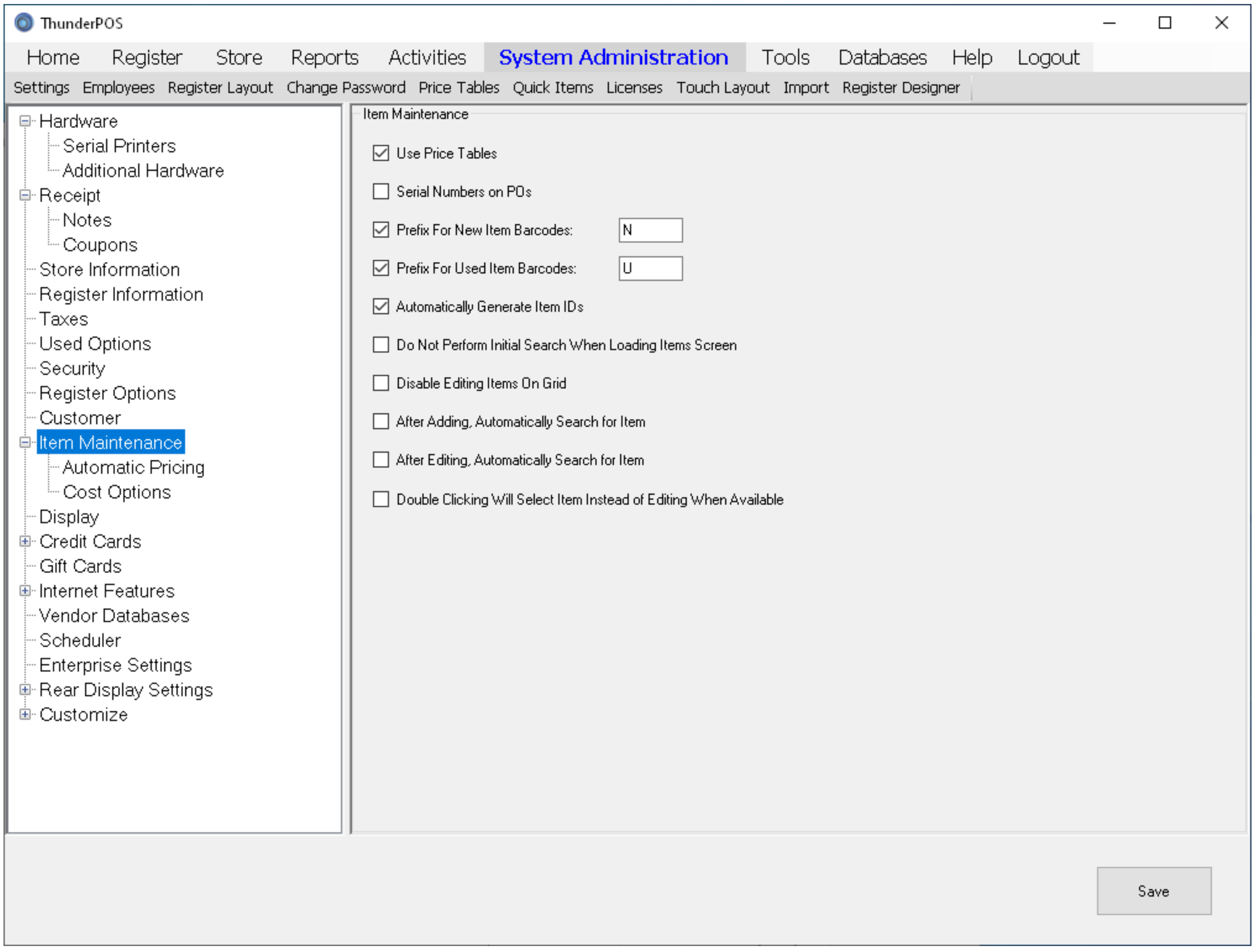
Hitting **Rewards Plans** will bring up a screen where you can add and remove possible customer rewards.

Hitting **Exclude Items From Earning Points** will allow you to select departments, categories, and items that do not give rewards points when purchased.

Apply Customer Account Payments To Invoices will, if checked, track on an invoice by invoice level what account transactions are paid for. If not checked, only an overall balance is maintained.

Autogenerate Customer IDs: If checked, when a new customer is created a random customer number will be filled in for it. Until the customer is saved, this can be changed.

Manage Discount Levels will allow you to set up customer discount levels, which can be used for the purposes of setting up customers with specialized discounts or wholesale customers.



Item Maintenance has options for setting up items and handling items.

Use Price Tables will enable the price table screen, allowing you to bulk set prices off retail price or cost ranges for departments.

Serial Numbers on POs will require when receiving items on a purchase order that are serial numbered that you enter the serial numbers.

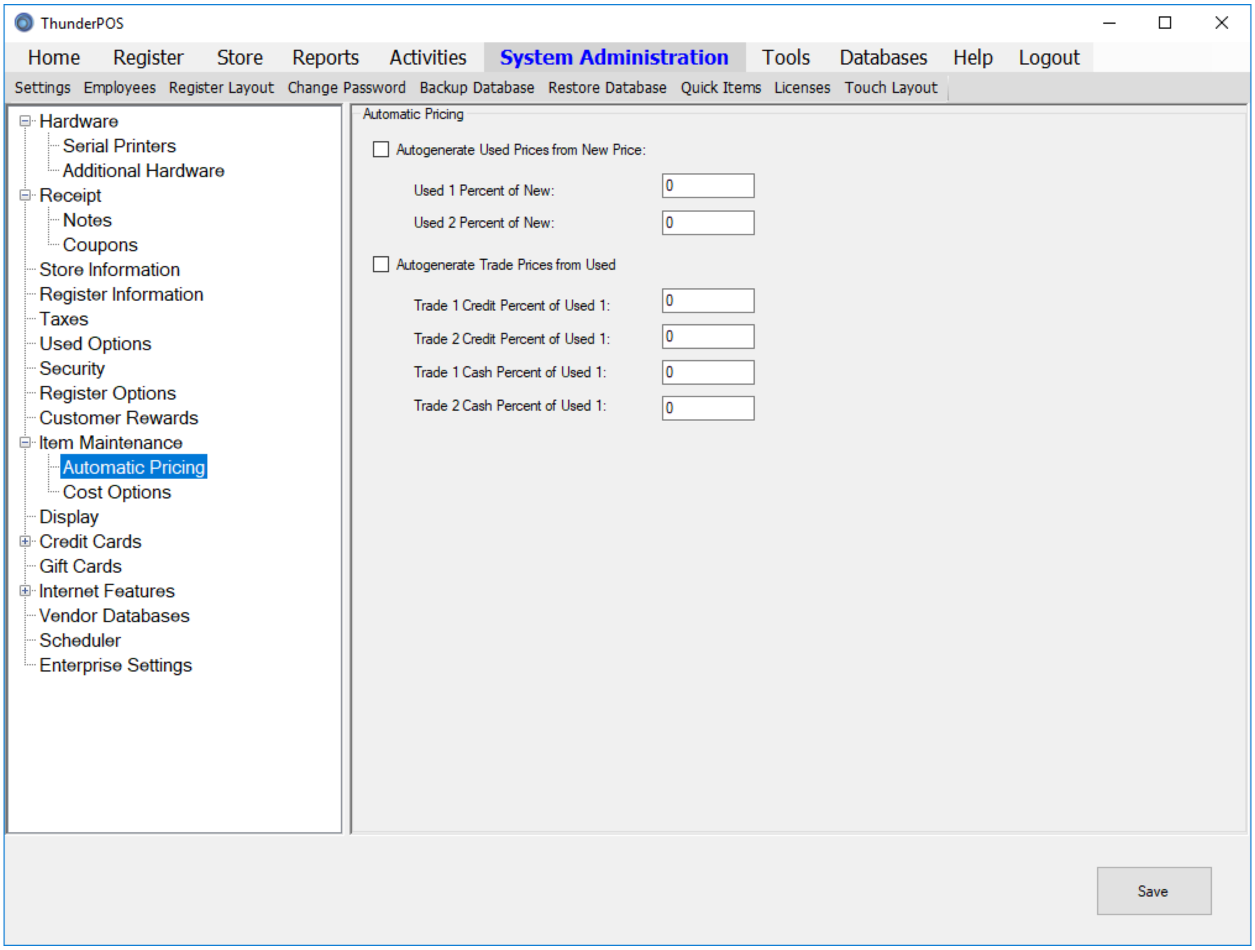
Prefixes for New Item Barcodes and Used Item Barcodes both allow the labels that are printed to add whatever you set as the prefix to the front of barcodes, letting them be identified as new or used regardless of the checkbox state. Our recommendations are to set prefixes such as N or U.

Automatically Generate Item IDs will allow for the random generation of item numbers when items are created. You can change from these random digits until the item is saved.

Do Not Perform Initial Search When Loading Items Screen will prevent the default search from triggering when going into the items screen. This can be useful to speed the system up.

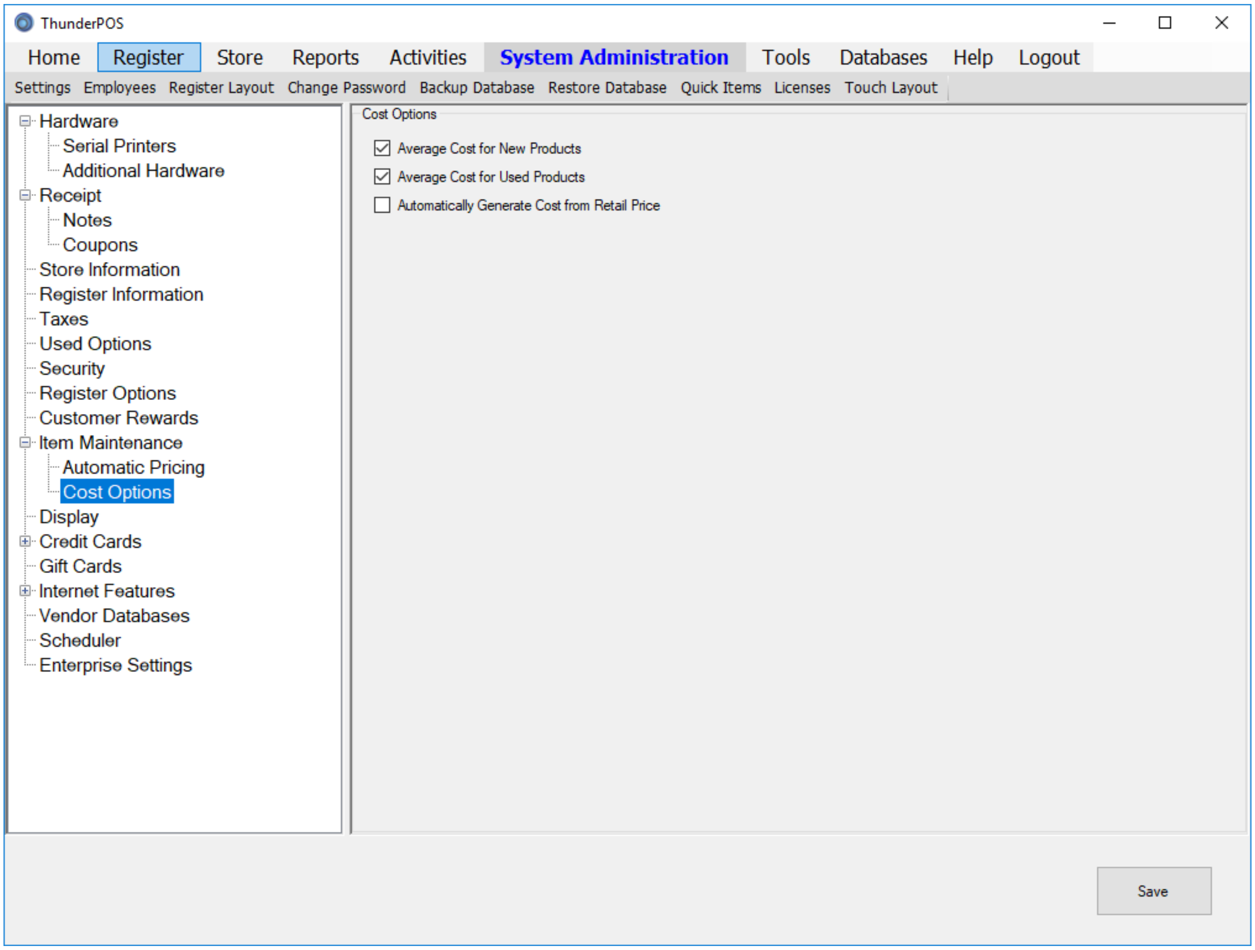
Disable Editing Items On Grid will keep items from being edited, even by those with permission, from the grid search view.

After Adding, Automatically Search for Item and **After Editing, Automatically Search for Item** both work quite similarly. These are mostly useful if you are adding or changing items and immediately want to print receipts or instant purchase order them afterwards.



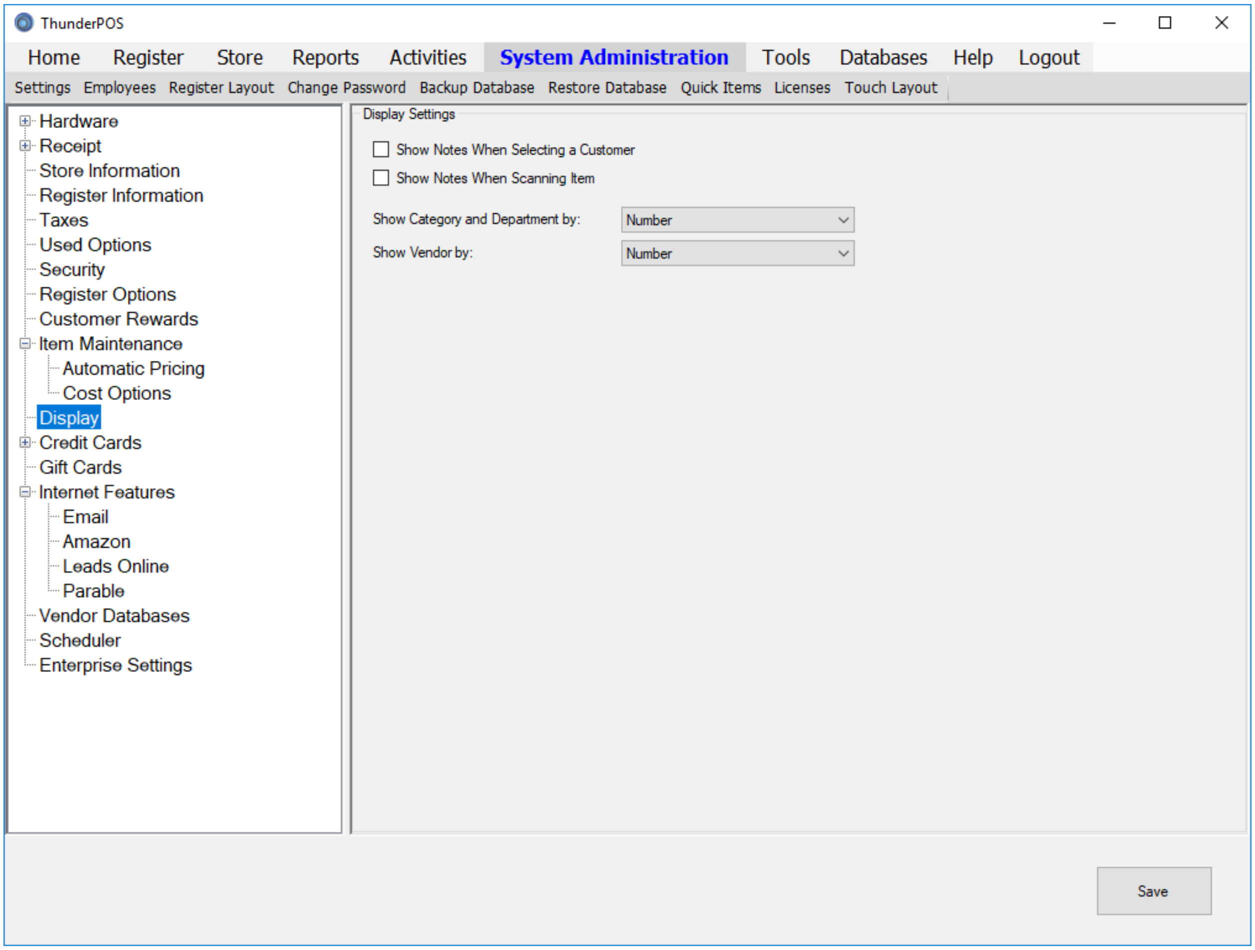
Under **Automatic Pricing,** you'll find the settings for automatically settings your used prices from your new price, or your trade prices from your used price 1. Note that these are percentage of the price you're generating from; for example, setting 75% when your new price is 10 would be 7.50, not 2.50.

While these settings need to be on for any items to have autogenerated pricing, you may still set whether specific items use these percentages or not within item basis.



Under **Cost Options** you can set a few options for your New Cost and Used Cost fields in items. **Average Cost for New** and **Average Cost for Used** determine whether, as operations such as purchase orders and trade ins happen to bring items into inventory, the cost will be adjusted to be an average. For example, with Average Cost for Used on, if you have two of an item in stock used at $5.00, and take a third in trade for $2.00, then the weighted average will cause the used cost for that item to become $4.00.

Automatically Generate Cost from Retail Price will allow you when initially creating an item to create the cost from the retail price and the vendor's discount percentage.

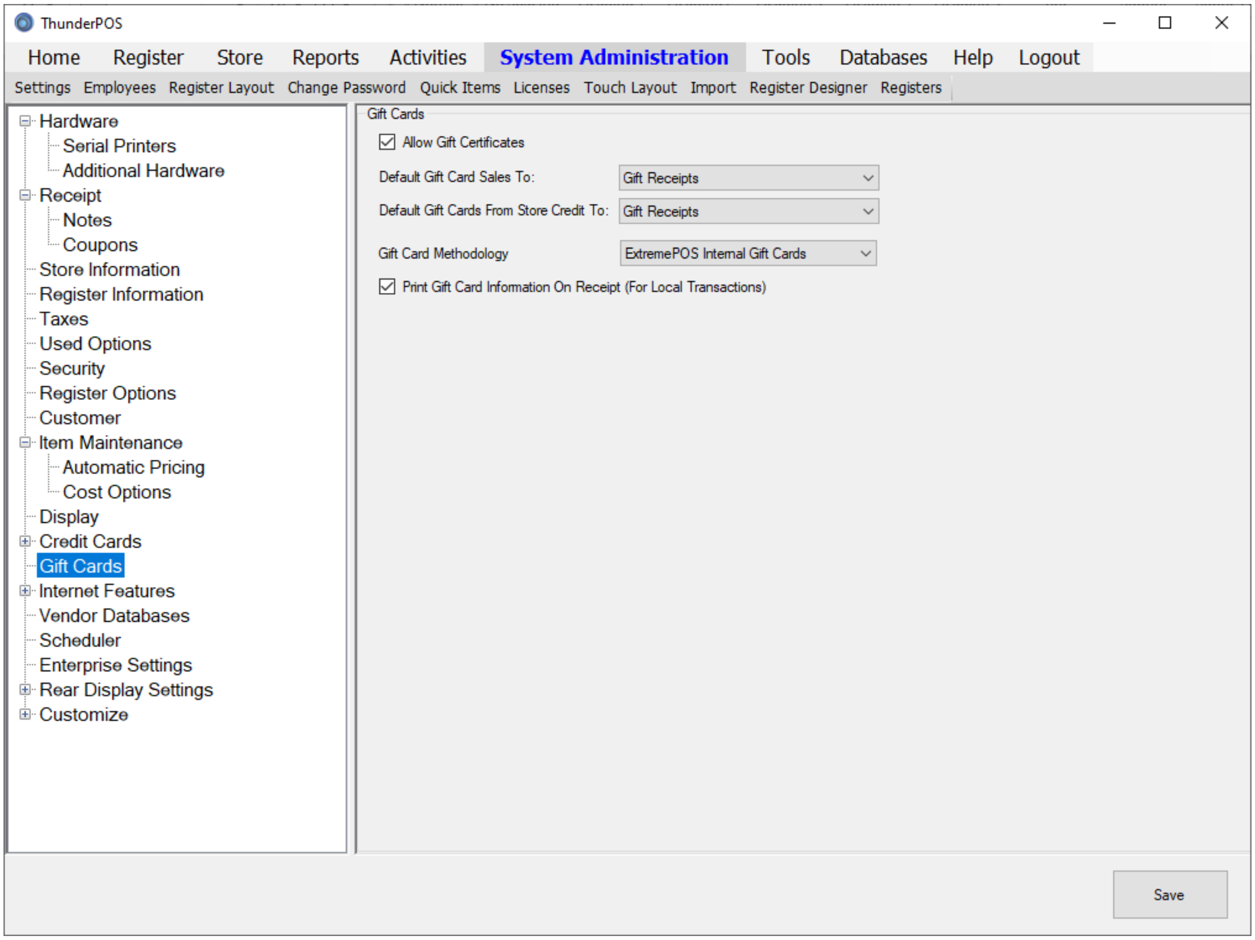


Display has station specific options for how things are shown on screen.

Show Notes When Selecting a Customer and **Show Notes When Scanning Item** are very similar; when an item is selected or a customer is selected for the invoice, if the option is on and the item or customer has notes will pop up.

Show Category and Department by name or number will determine in the various dropdown selection screens whether the shorter number or the description is what's displayed.

Show Vendor by does the same, for Vendors.



Other settings screens are much more narrow and specific; you can see these through the Settings tutorial, but in general:

Credit Cards contains settings related to integrated credit cards.

Internet Features contains settings for email and ecommerce.

Vendor Databases contains settings related to the vendor databases that can be used to import items into the system.

Scheduler contains settings related to scheduling employees and customers.

Enterprise Settings contains settings for the enterprise edition of the software.

Rear Display settings contains settings related to the rear customer display.

Reports

Reporting is one of the more important functions within the software. You can access the list of primary reports through the "Reports" menu from the back-register screen. In addition to these, custom reports on several areas of the software may be generated through the tools menu by going to the report generator option.

Below is a list of reports and their function:

Sales Reports	
Totals	Sales figures for the period selected. Optionally, an itemized breakdown of all items sold in that period as well.
By Category	Sales breakdown by category
By Department	Sales breakdown by department
By Employee	Sales breakdown by the completing cashier
By Hour	Sales breakdown by the hour of the day
By Day of Week	Sales breakdown by the day of the week
By Customer	Sales breakdown by the customer
By Primary Vendor	Sales breakdown by primary vendor
Daily Payment Types	Daily tender type totals (i.e. cash, check, etc.)
By Consignor	Sales breakdown for consignment items
Profits by Customer	Shows the profitability of items sold for customers

Items Reports	
List	A list of all items in inventory, with options for grouping or filtering
Audit Quantity	A list of quantity changes made and reasons why, if the Audit Quantity Changes option is enabled.
Audit Price Changes	Shows price changes done through inventory
Audit Cost Changes	Shows cost changes done through inventory
Reorder Report	Shows items that are below the reorder level.
Top Sellers	A list of top selling items in the period selected.
Total Value	A display of the total quantity and cost-based value of your inventory.
Street Date	A list of items filtered by street date; useful for showing upcoming or recent releases.
By Category	A list of items within a specific category
By Department	A list of items within a specific department
By Vendor	A list of items with a specific vendor set
PO Serial Numbers	A report of your serial numbers used for purchase order items, if the option to collect them is enabled.
Idle Items	A list of items with no activity since a specified date that are presently in stock. Separated for new and used on the same items.

Purchase Ordered	A report of items purchase ordered during a timeframe, either through full or instant POs
Collectible Copies	A list of the collectible copies for items in the system
Variant Groups	A list of the variant groups and their total details
Variant Details	The details of individual variations in the system
Bundles	A list of all bundles that are in the system
Most Profitable	The most profitable items in the system, ordered by gross sales, gross profits, or profit margin
Sold for Consignor	A list of items that were sold that were assigned to a consignor

Transactions	
Invoice Totals	A list of transactions in the period specified, the amount tendered, and the total price and cost
Serial Numbers	A list of serial numbered items returned, traded, and sold
Audit Activity	Shows discounts and price changes at register, as well as post-transaction voids, and who performed them
Return Reasons Log	A list of recorded reasons to return items
Account Transactions	Shows transactions done through the customer accounts for the period specified
Suspended Transactions	Lists suspended transactions that are currently waiting for completion, as well as the suspend ids.
Traded Items	Lists items traded in during a timeframe
Promotion Sales	Gives transaction lines where either any or a specific promotion was used during a timeframe
History for Item	Lists transactions involving a specific item during a timeframe
Tips By Employee	Gives tips collected per employee during a timeframe
Coupon Log	A log of used coupons within the system

Customers	
Account Balances	Shows all customers and their account balances. Can filter out inactive customers
Account Statement	Show a statement for the specified customer
Sales History	Show the items purchased by customers during a
Address List	Lists customers, their addresses and phone numbers
Discount Cards	Lists discount cards. Can filter out expired cards.
Wish Lists	Shows items on customer wish lists
Rewards Points	Shows customer rewards points balances
Rewards History	Shows the rewards history

Store Information	
Department List	Shows the department names and numbers
Category List	Shows the category names and numbers
Vendor List	Shows the vendors and their information
Consignor List	Shows consignors in the system

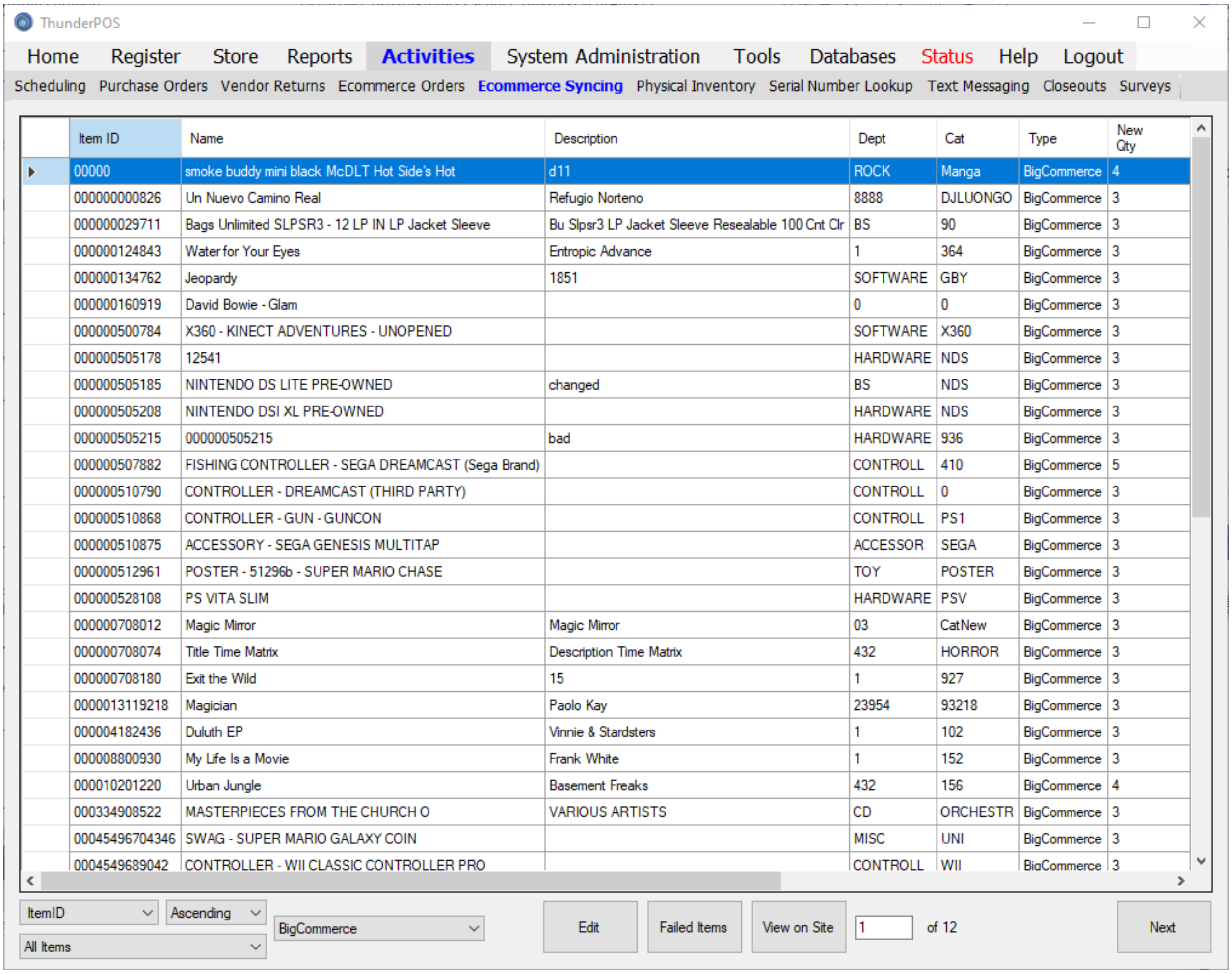
Gift Card Balances	Shows gift cards and their balances

Rentals	
Current	Lists currently outstanding rentals
Past Due	Lists past due rentals
Items In Store	Lists rental items that are not currently rented
History	Shows transaction history for rental items

Others	
Hours Scheduled	Shows the hours employees have been scheduled to work, if using the labor scheduler
Hours Worked	Shows the hours and shifts employees have worked, if using time clock
Repairs	Lists repairs in progress or completed
Repair Notes	Lists the notes on repairs
Special Orders	Shows special orders in progress or completed
Employee Metrics	Shows employee metrics, based on time they have spent clocked in, for all employees
Employee Activity	Shows employee activity for a specific employee. This includes shifts worked, sales as a cashier, sales while clocked in, and audit information for them.
eCommerce Items Sold	Shows items sold through eCommerce for a specified timeframe
Deletion Audit Log	Shows deleted items and customers over a time
Consignor Transaction Totals	Shows the totals for consignors over a time period
Consignor Payouts	Shows the payouts for consignors
Consignor Statements	Shows a statement for a specific consignor over a time period
Shift Closeouts	Shows a list of the shift closeouts
Audit Admin Activity	Shows a log of administrative activities taken

eCommerce Syncing Status

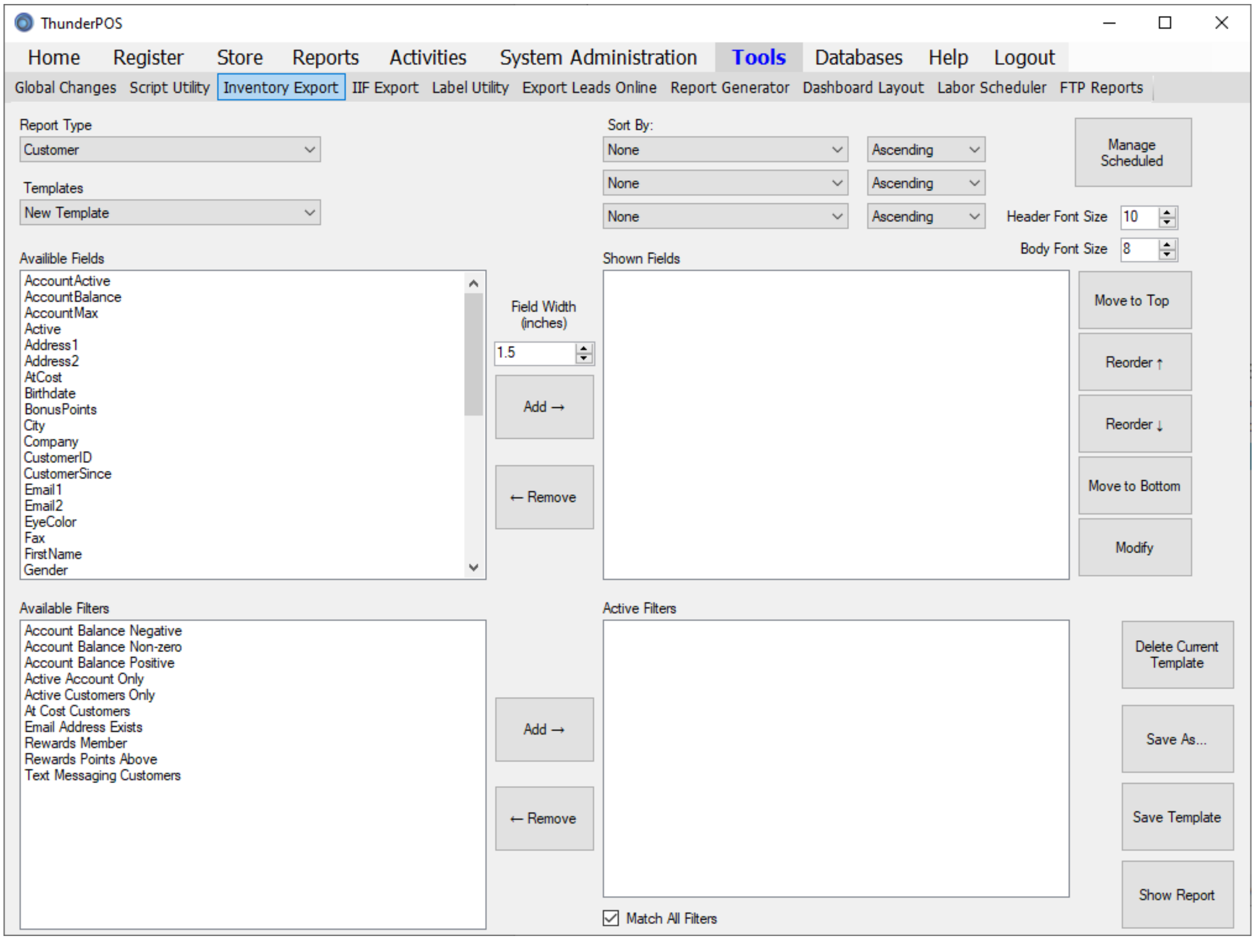
If you are a cloud customer with an eCommerce integration, you can find the items that are synced with your eCommerce solution under the Activities menu and then eCommerce syncing.



This will also allow you to visit the failed items, items that are unable to sync up with your system, through hitting the failed items at the bottom. Items will only retry up to three times, and you can find them here to retry again if you believe you've fixed the underlying issue, which can depend upon your site if you have limits on items or items you have added not through the point of sale originally.

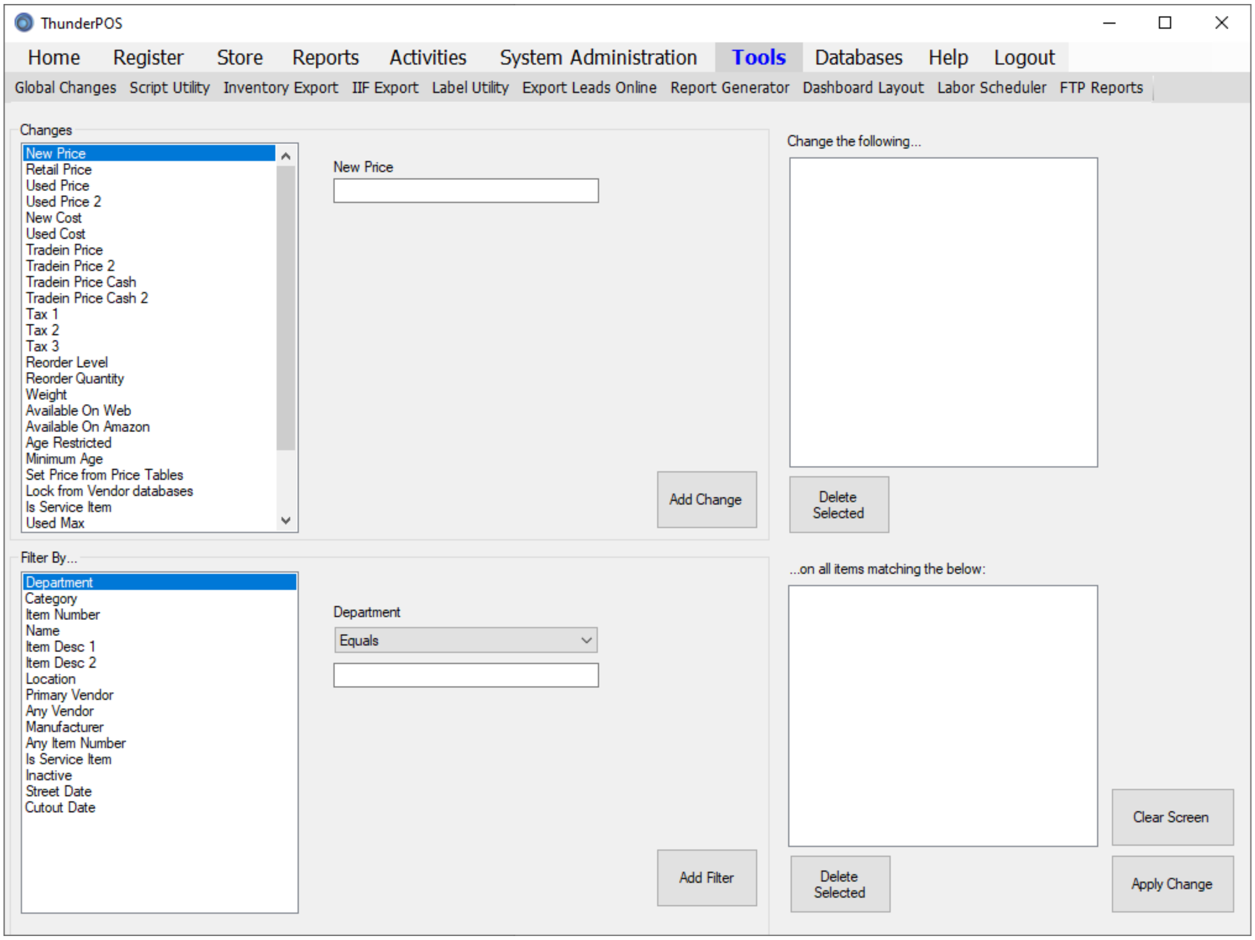
Custom Report Generator

This screen can be accessed through the tools menu and allows you to select a list of columns and filters that you want to run your report based on. You may also schedule this report to be emailed out on a recurring basis, just like standard reports can be.



Select the Report Type in the top left and you'll then be able to pick the appropriate columns and filters for that report type. You can save a design for later using the save template button on the lower right, right about the button that will show the report. This can be very useful for getting an exact set of columns needed for some purpose, though for anything like a totals there's likely to be an existing report that will handle it.

Global Changes



Global changes allow you to perform a change that will affect every item, with the option to filter it to things like specific departments, categories, or street days.

This function is administrator only as it can cause severe issues if misused.

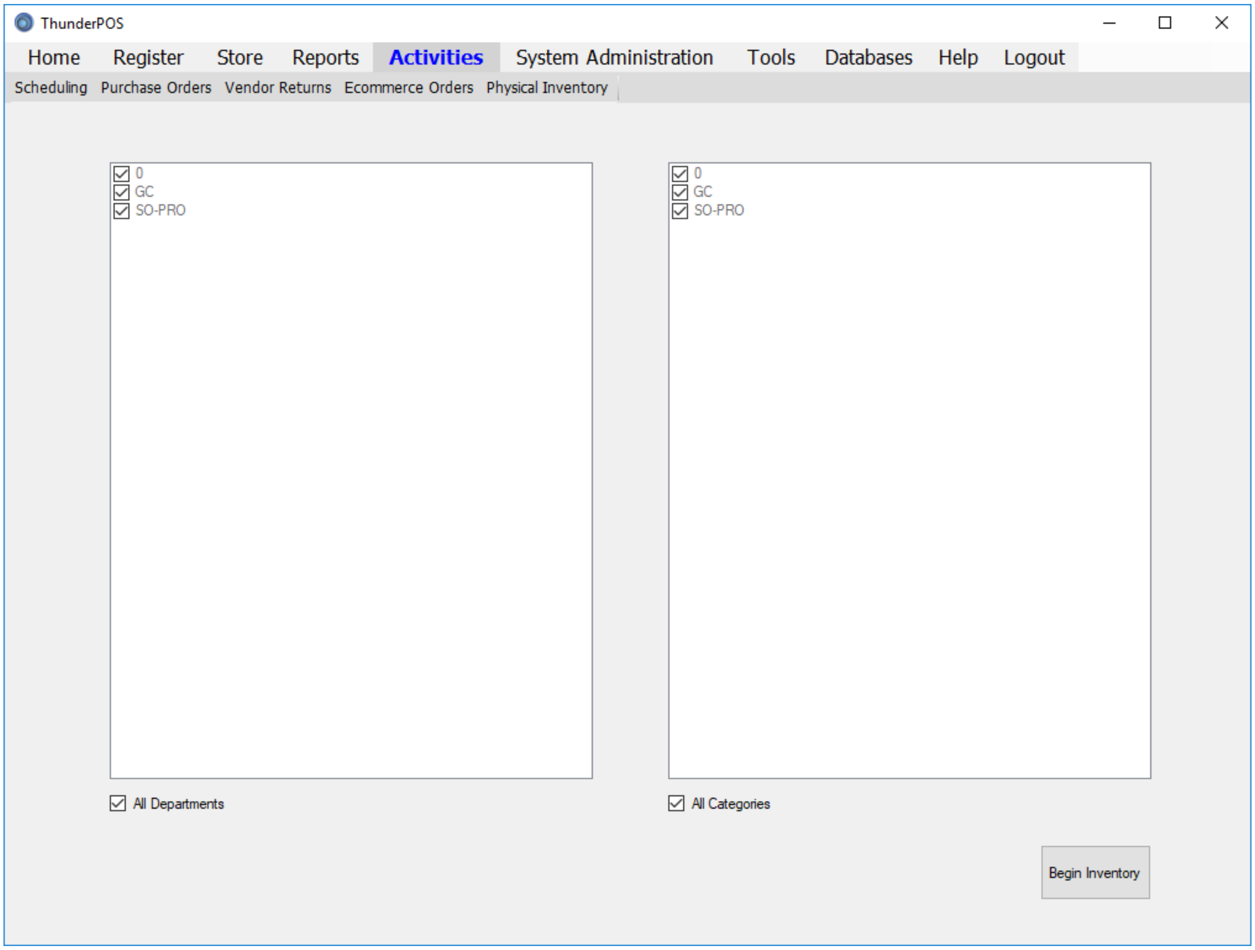
You may access it as the first item in the tools menu.

You'll need one or more changes added. To add a change, first select it from the list on the left, then set the value in the top middle, then hit 'add change'.

You may similarly apply filters in the bottom section of the screen.

Once all filters and changes desired are in place, hit apply change in the lower right. If on premise, this will attempt to make a backup before applying the change.

Physical Inventory



The Physical Inventory process allows you to scan all items in your store, either in specific categories and departments or in the entire store and generate a discrepancy report for marking down shrunken inventory, then set your stock quantities to what you have scanned.

As such, it's a very powerful tool, and should be restricted to trusted employees or administrators.

The first step, as seen above, is to select which items you are performing an inventory of. Note that only items that are within both departments and categories selected will be inventoried.

Once you have started, you have a few ways you can proceed: You can scan at the register using your normal barcode scanner, you can export a spreadsheet from the system and change quantities there with a program such as excel, or you can utilize a supported batch scanner such as the Cipherlab 8000 series to upload batches of scanned items. You can also use a combination of these, though you will want to take care to not double-count items.

To scan using the normal scanner, you'll click continue counting, and be taken to a screen where you can perform scans or searches. Be careful to correctly select new or used for these items.

To export to a spreadsheet, click the export button. Importing back will need you to click the import button and browse to your saved spreadsheet file.

For the Cipherlab batch scanner, you'll want to have the items scanned in that you are uploading and the device set in the cradle before clicking import. See the documentation included with the scanner for further details on configuration. We recommend uploading batches somewhat frequently, and if not using barcode prefixes make certain you separate new and used items into different batches.

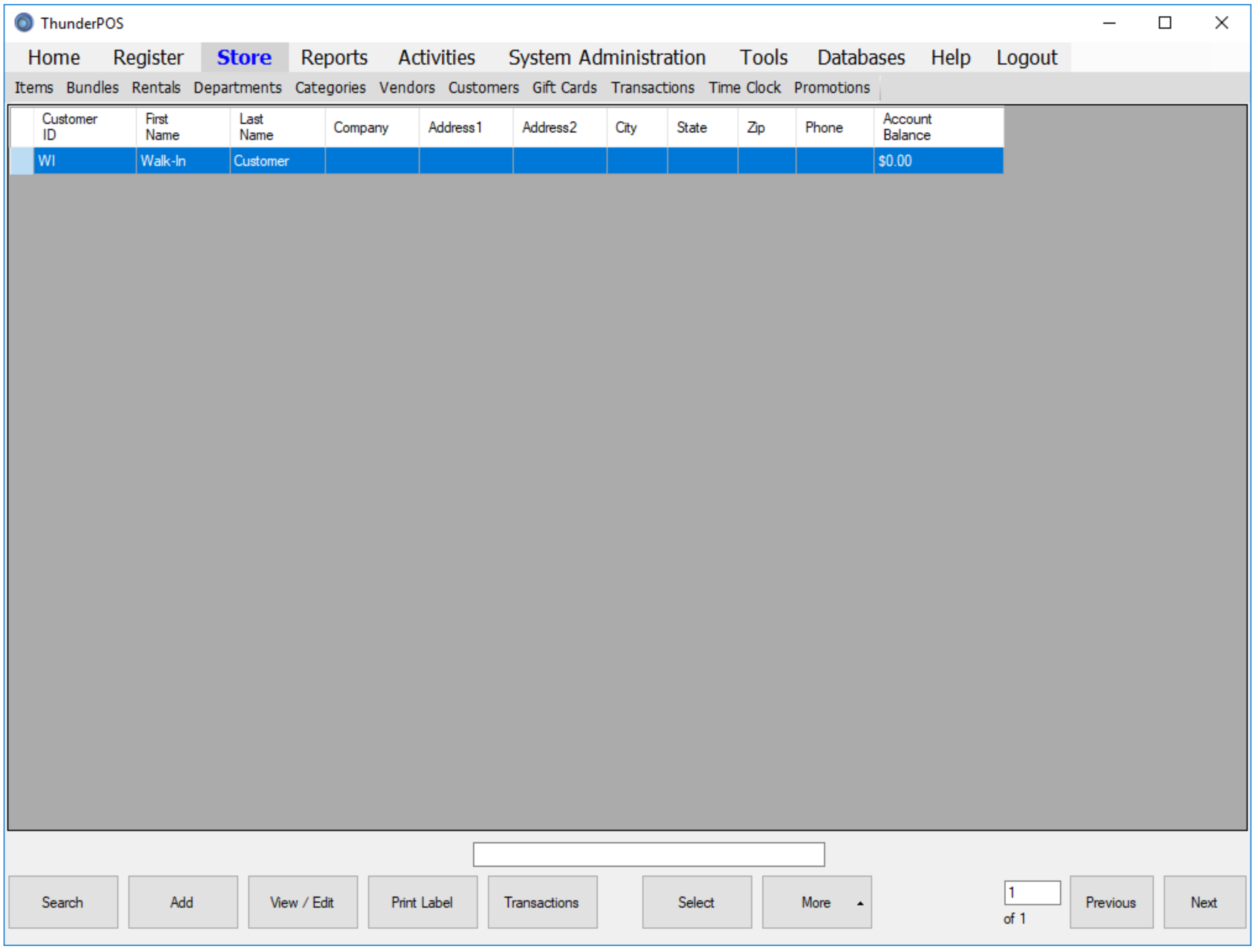
Once you've finished counting, you should run a discrepancy report to make certain there are no obvious errors, such as missed or double-counted shelves.

Once that is done, hitting finalize and update inventory will make a final discrepancy report and then adjust all items in the selected departments and categories based on scans. **Please note that any items you do not scan will go to 0 quantity in stock.**

If you want to abandon the inventory in progress, click "Cancel Inventory Process".

You may leave the inventory screen and come back later to resume if you do not click either Finalize and Update nor Cancel Inventory Process.

Customers



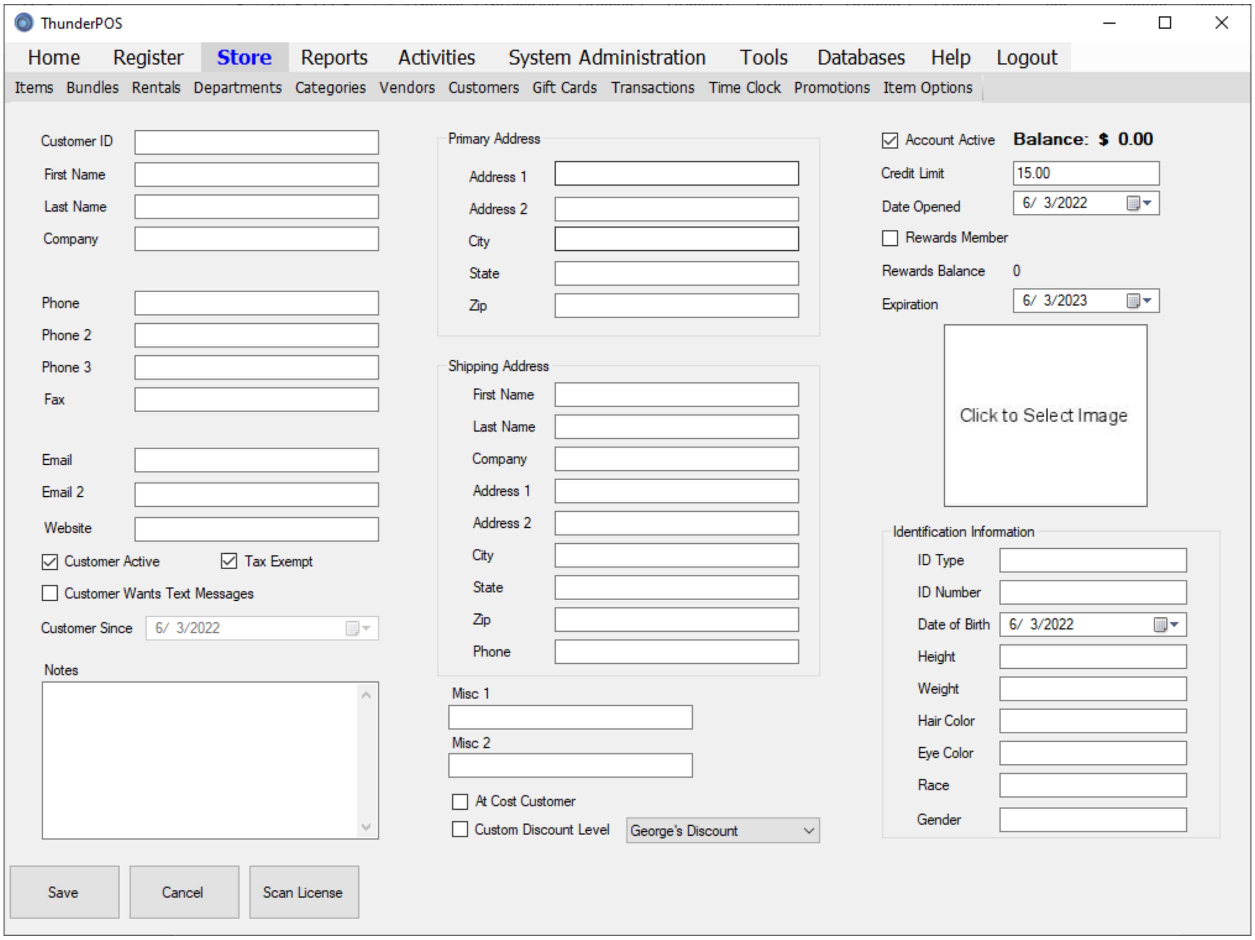
While optional, many stores will find maintaining their customer data critical. There are tools in ThunderPOS that will allow you to do reporting on and maintain contact with your customer base, but to use that, you'll need to make certain you're selecting and configuring them for invoices.

To get to customer management, you can go through the store menu and then click on customers, you can click the customers button on most registers, or you can hit the F3 key at the register.

Once there, you can search customers either quickly using the search box under the grid or with an advanced search in the lower left-left side in the screen.

The fields that appear on the customer grid may be customized through the more menu by selecting the change grid layout setting. This setting is universal for all stations and employees.

You can add a new customer by clicking the add button or edit an existing one by highlighting them and hitting view/edit.



When adding or editing a customer, there are only a few fields that are required: A customer ID, a first name, and a last name. The other fields are optional, though the more you fill out, the more that you will have to work with later.

A higher resolution version of this screen is available through options for users who have a high resolution monitor; this added the ability to see transaction history and other reports from directly on screen.

You may take a picture of the customer using a camera through the camera button.

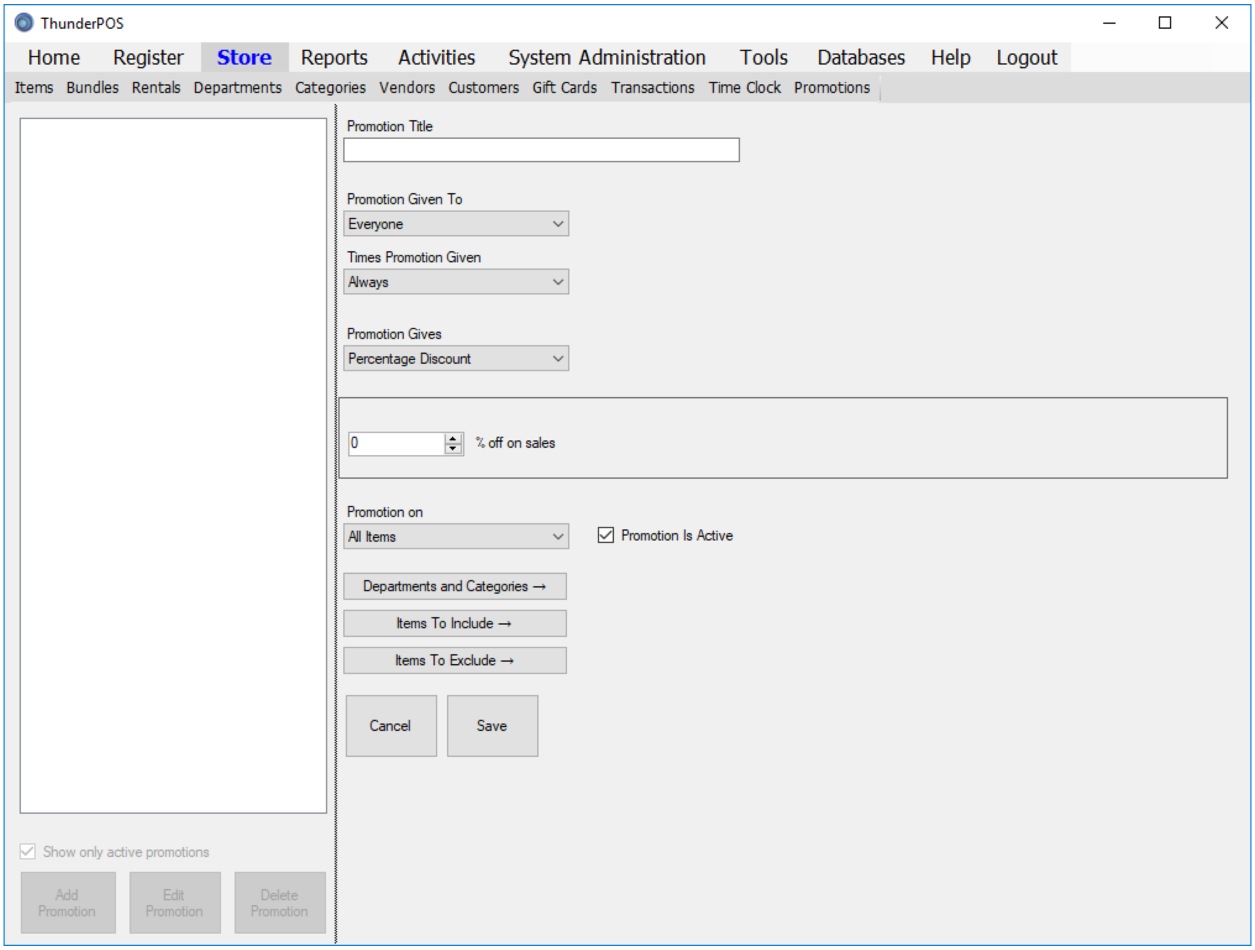
One highlight to point out is the Scan License button. When using a compatible barcode scanner with driver's license parsing, this will allow you to scan the customer's driver's license to automatically fill in many of the fields, including the name, address, date of birth, id number, and potentially height, weight, hair color and eye color depending on the state the ID was issued from. This can save quite a bit of typing; if interested, be certain to ask Sales about compatible scanners.

If you want to allow a customer to carry a balance, even if it's just negative for trades, make certain you check the 'account active' box.

At Cost Customer will mark a customer as receiving items at the cost level, rather than the price. Custom Discount Level will use one of the custom discounting levels for this customer. These cannot be combined; a customer can only either be at cost or have a custom discount level.

Once you’ve set up the customer to your liking, hit save to save them or the changes made.

Promotions



You can manage your promotions that are active by going to Store and then to Promotions. These are discounts and specials that will get applied at the invoice screen automatically for your customers.

There are a few things that you can set regarding each promotion. First, you can set the promotion title. This will appear on the receipt if you have discount information printing on the receipt, as well as on the register screen in the item grid.

Under **Promotion Given To** you can either have all customers get the promotion or restrict it to specific customers, coupons, and discount cards. If you want a customer to have access to the promotion at all times, you would assign the customer to it; if you want a discount card to have the promotion to apply to cardholders, then that will be set in the item edit screen of item maintenance.

If you want to use coupon codes, you'll need to make sure that you add the coupon codes here. These codes can be set to either be valid unlimited numbers of times, once per customer, or once ever per code. You'll then be able to scan the code at the register or browse to it.

Under **Times Promotion Given** you can select from three options. Always indicates the promotion is available constantly. A date range will allow you to set a specific date range for the promotion; for example, it may be available from December 12th to December 19th, 2018. Finally, you can have the promotion be available on specific days of the week, such as on Tuesdays and Thursdays. If using this option, you can additionally choose to have it available only during specific hours.

Next, you'll want to select what the promotion gives. There are currently six types of promotions; four are for use when selling items, one is for taking in trades, and the last is a boost to the bonus points earned upon completing invoices.

For trades, the option available is an additional percentage boost on those trade items. This can apply on cash trades, credit trades, or both; if you want to do different percentages for cash and credit this would be accomplished through setting up two promotions for different amounts.

For sales, you can have any of the following apply to new, used, or both. First, there is a flat percentage off the normal price. Second, you can have a dollar amount discount from the normal price. Third, you can do a buy x get y % off type promotion. These are very flexible and can range from things like simple buy 1 get 1 free to more complex promotions like buy 2 get 3 25% off. Finally, you can do a promotion where items are set to a specific price.

Buy $X get $Y promotions allow you to give a dollar amount off if enough money is spent on eligible items on the transaction, for example, $10 off a total purchase of $50.

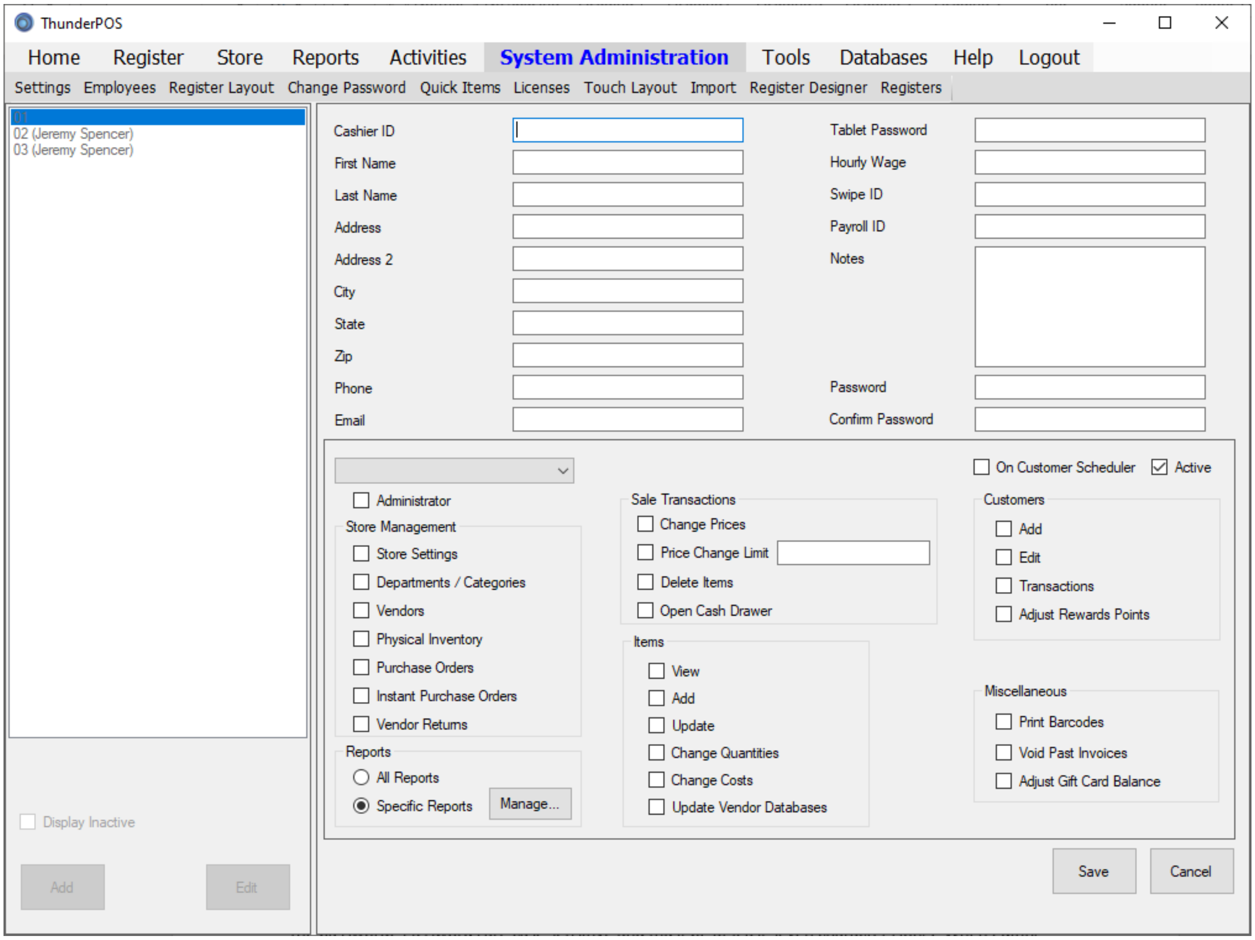
For bonus points, it is an overall boost to the entire invoice, not applied to an individual item.

Last, you'll need to set what items the promotions are applied to. You can do this in two ways – through adding departments and categories to include items for, or through adding specific items that should be included. You can also specifically exclude items, so if you're wanting to do all but one item in a category, you would include the category but exclude the item you don't want discounted.

Note that only one promotion will get applied to any item. In the event multiple promotions would get applied, the system will select which promotions apply, attempting to do so in a favorable method for the customer. Also note that promotions only get applied if they are turned on – see the register options section of settings for further details.

Make certain you understand the sales tax implications of any promotions you offer. The mechanics in the system for "Buy one get one free" or "two for the price of one" may be the same, but the sales tax you'll be liable for might be different. We highly recommend discussing the tax implications of promotions with a local accountant or tax attorney, as we are not able to provide any advice on this matter.

Employees



For the security-minded user, proper configuration of employee permissions is the place to start. It does very little good to set up auditing and other controls if you give everyone access to logging in as an administrator, after all.

To reach employees, you'll need to go under system administration and then go to Employees. Note that this will only be visible if you are logged in as an administrator.

To create new employees, you'll hit the add button in the lower left. To edit an existing employee, you'll hit edit there.

When creating a new employee, you'll need to fill in a cashier id and the password, as well as confirming the password. Passwords are case sensitive and must be at least seven characters long. When editing an employee, if not changing the password just leave those boxes blank.

Other fields in the top half of the screen are largely informational, and are simply there for your convenience for tracking employees. Many reports will show the first and last name if available.

In the bottom half of the screen, you'll find the settings for permissions for employees. By far the most important of these is the **Administrator** checkbox. A user who is an administrator automatically has all other permissions, and additionally certain top-level functions, such as restoring a backup of the database or editing employees, can only be done by an administrator. In the event that you ever have set all employees to not be administrator, the 01 ID will automatically be granted administrator once again.

Going down each column in order, under **Store Management** the settings primarily relate to setup options for the store. Store Settings will grant access to your options set under system administration and then settings. Departments / Categories will allow the user to create new departments and categories; Vendors will do the same for vendors. Physical Inventory will grant access to the physical inventory function of the software, described in its chapter in this manual. Purchase Orders, Instant Purchase Orders, and Vendor Returns grant access to those forms of inventory management.

Under **Reports**, an employee can either have access to all reports or you can set their access on a report by report basis. If doing the latter, by default they will not have access to any of the reports. You'll need to click the button next to this option to bring up a screen where you may set the reports you want this employee to be able to run.

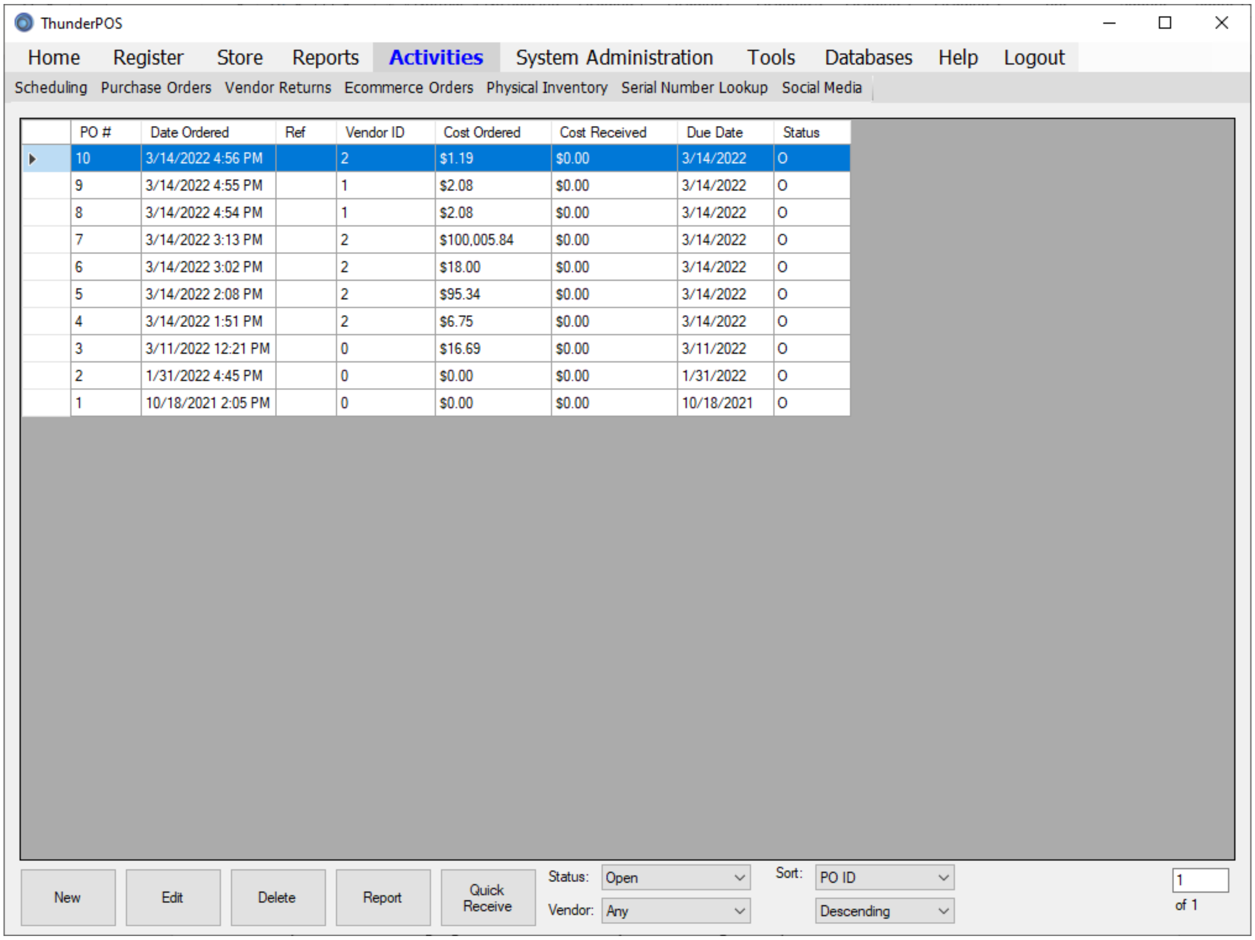
Under **Sales Transactions**, the permissions primarily relate to activity at the register itself. Change Prices will allow the user to set a discount percentage or change the price directly. Price Change Limit will prevent this from being by more than a certain amount. Delete Items allows them to remove items that have been placed on the invoice from the invoice. Open Cash Drawer will allow them to use the open cash drawer button to pop it outside of transactions. Please note that even without open cash drawer, the cash drawer will still pop at the end of a transaction when it otherwise would.

Under **Items**, there are settings related to the Item Maintenance section of the program. All employees can access the search and select functions of the grid, as this is necessary for register operation. View grants them permission to see further details on the individual items. Add allows them to create new items. Update allows them to edit items and make changes to most fields. If updating, Change Quantities sets whether they can change the stock level fields and Change Costs sets whether they can change the Cost fields. Lastly, update vendor databases controls whether they can update vendor databases that require performing updates, like VGPC or BRE.

Under **Customers**, there are settings related to customer maintenance. All employees can access the search and select functions of customers. Add allows them to create new customers. Edit allows them to modify customers. Transactions allows them to perform account transactions with the customers, such as making a payment against the amount due or doing a balance adjustment. Adjust rewards points allows them to change the customer's number of bonus points.

Finally, under **Miscellaneous**, there are options that don't really fit elsewhere. Print Barcodes allows the employee to print item and customer labels. Void Past Invoices allows the employee to use the voiding function, though even with this permission it is limited to the current day's transactions only. Adjust Gift Card Balance allows the employee to adjust the balance of store gift cards.

Purchase Orders

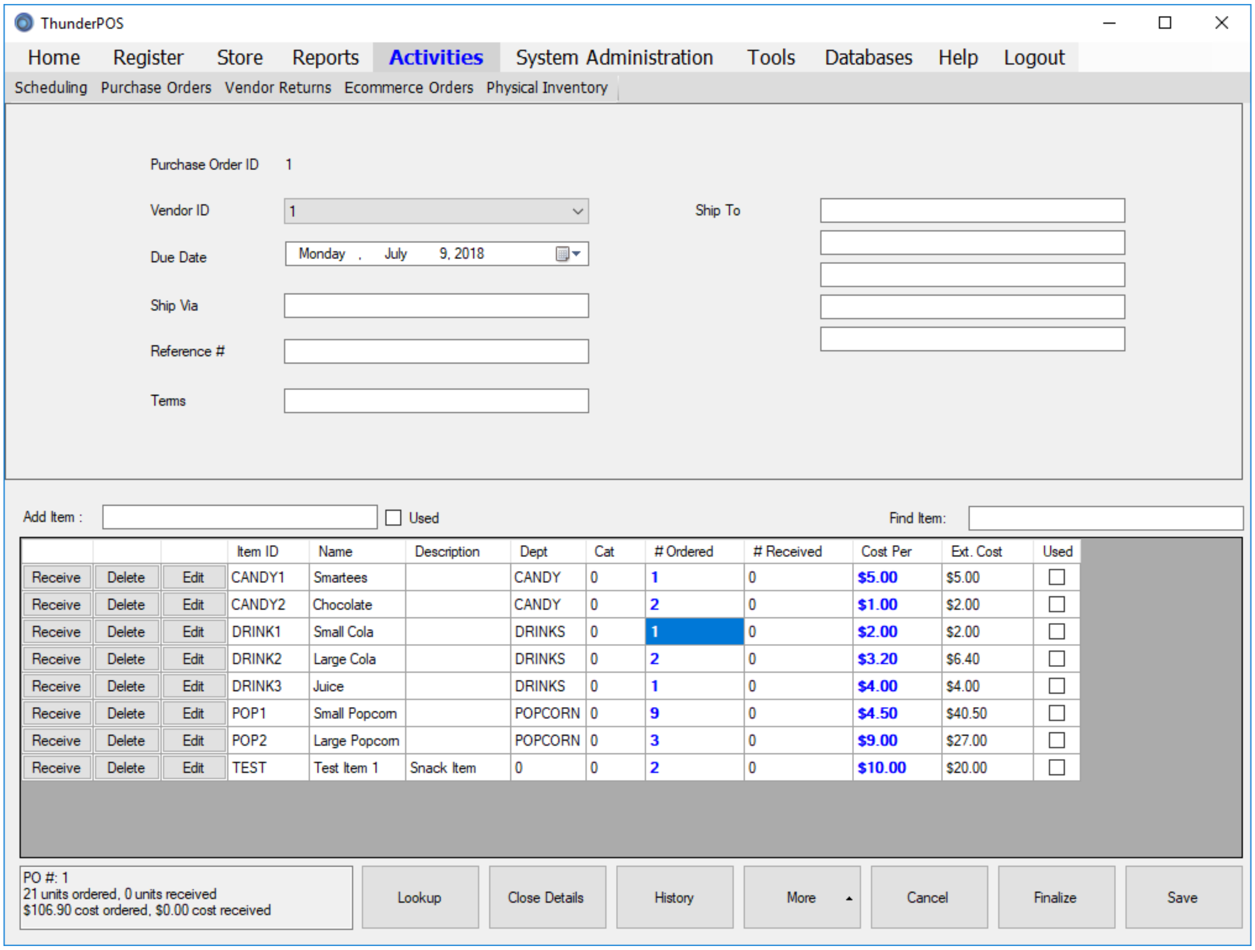


Purchase orders are one of the most useful tools for tracking your incoming inventory. These can be accessed by an employee with appropriate permissions through the Activities menu, then the Purchase Orders option.

Once there, you'll be presented with a list of your previous purchase orders. You can filter this list using the dropdown boxes in the lower right for Status and From Vendor. If you're wanting to edit an open purchase order, highlight it and click Edit. If you're wanting a new purchase order, click New.

Clicking Quick Receive will take you to a screen where you can receive items from any open purchase order.

If creating a new order or editing one, you'll be taken to the following screen:



The above is a purchase order with a few items filled in already. You'll need to select what vendor you're ordering from using the Vendor ID dropdown box. Other fields are optional, but recommended for your own information.

To add items to the purchase order, you can either search (using Lookup) or scan the item into the Add Item box. If scanning, you should check "Used" or not, as appropriate.

Once an item is on the purchase order, it will appear in the grid. If a search grid is on screen at the same time, it will be in the bottom half of the screen, as pictured above. Fields that are in blue text – the # ordered and the cost per – can be directly edited on the grid. If you need to remove an item from the order entirely, click the delete button in the second column on that line. If you need to make edits to the item in inventory, such as to update the title or pricing, click Edit.

Please note that simply placing an item on an order will not modify your quantity in stock in inventory. To do that, you **must receive the item**. You can do this in one of three ways.

First, you can receive line by line, by clicking the receive button on that line. This will prompt for the quantity that you are receiving.

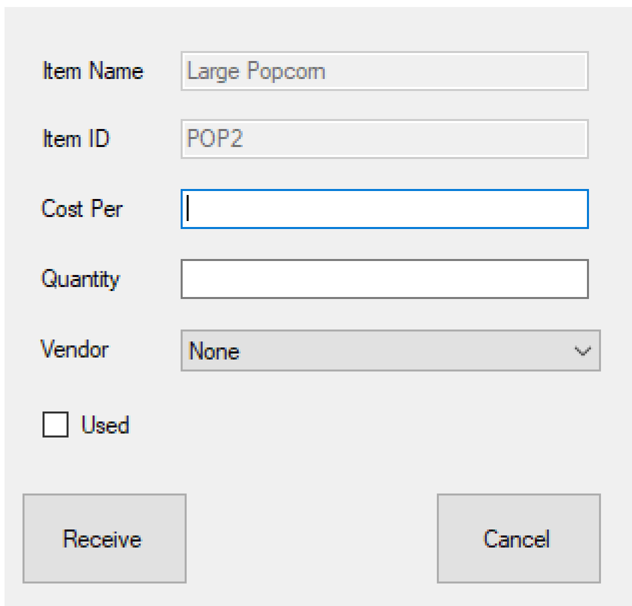
Second, you can utilize a batch scanner, similarly to physical inventory, to scan the quantities of items you are receiving. **If an item is scanned through this that is not already on the order, it will attempt to**

add it to your purchase order at the default cost, then receive it. To get to this function, go through the more menu, then 'receive from device'.

Finally, you can Receive All through the more menu. This will automatically set **ALL ITEMS** on the purchase order to have the received quantity be equal to the quantity ordered.

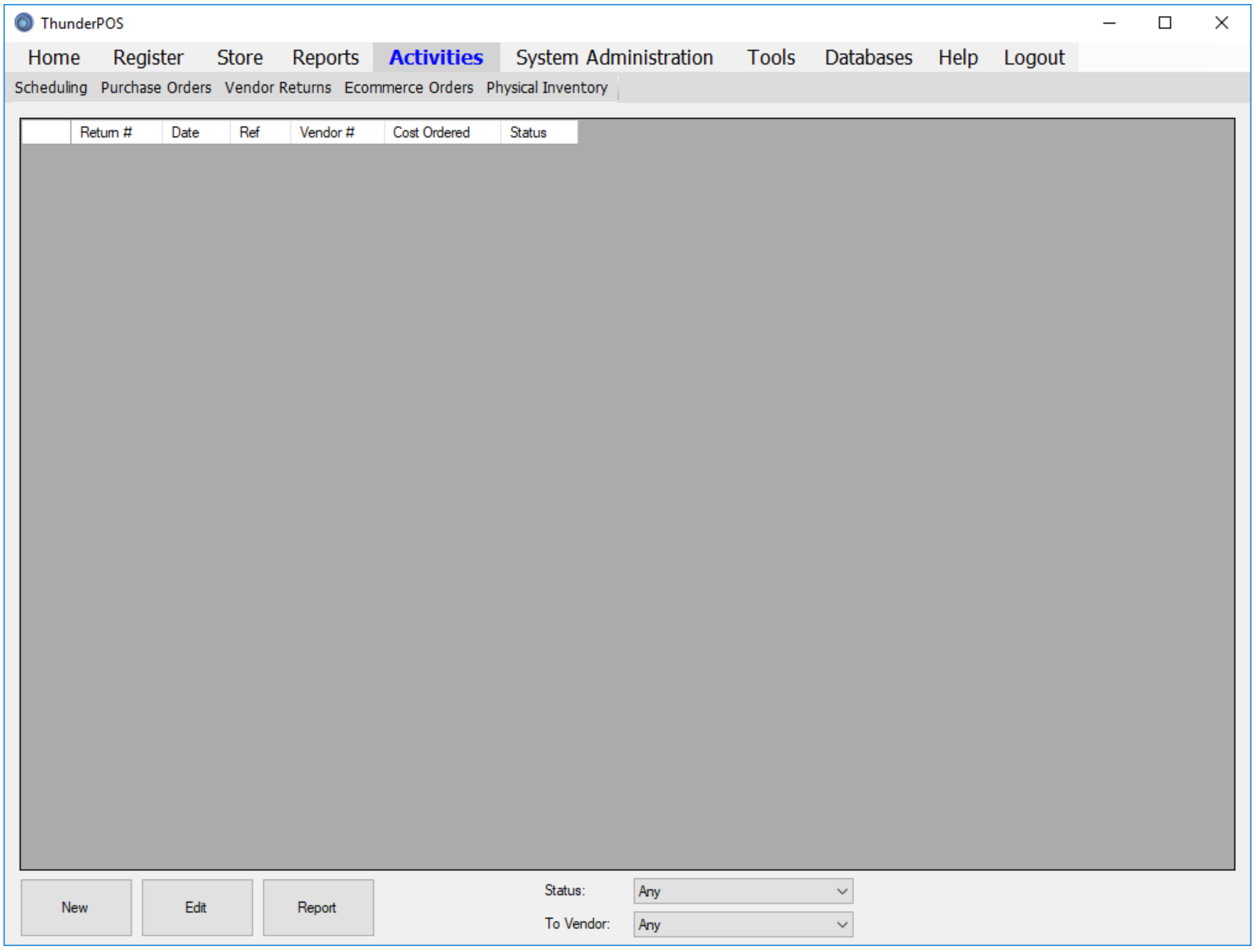
When leaving a purchase order, there are three ways to do so. The cancel button will discard all changes to the order. The save button will save the changes and update inventory if items were received, but leave the purchase order open. Finally, the finalize button will save the changes, update inventory, and close out the purchase order, preventing any further changes.

There are options available to control purchase orders. You may reach these by clicking the more button and then options. Use Vendor Cost will determine whether the item's base cost will be used if a vendor cost is available for the vendor for the purchase order. There are a number of optional columns that may or may not be shown: Current and projected stock, the last dates sold and receive, and the price. Stock and price will appropriately be for new or used depending on the line.



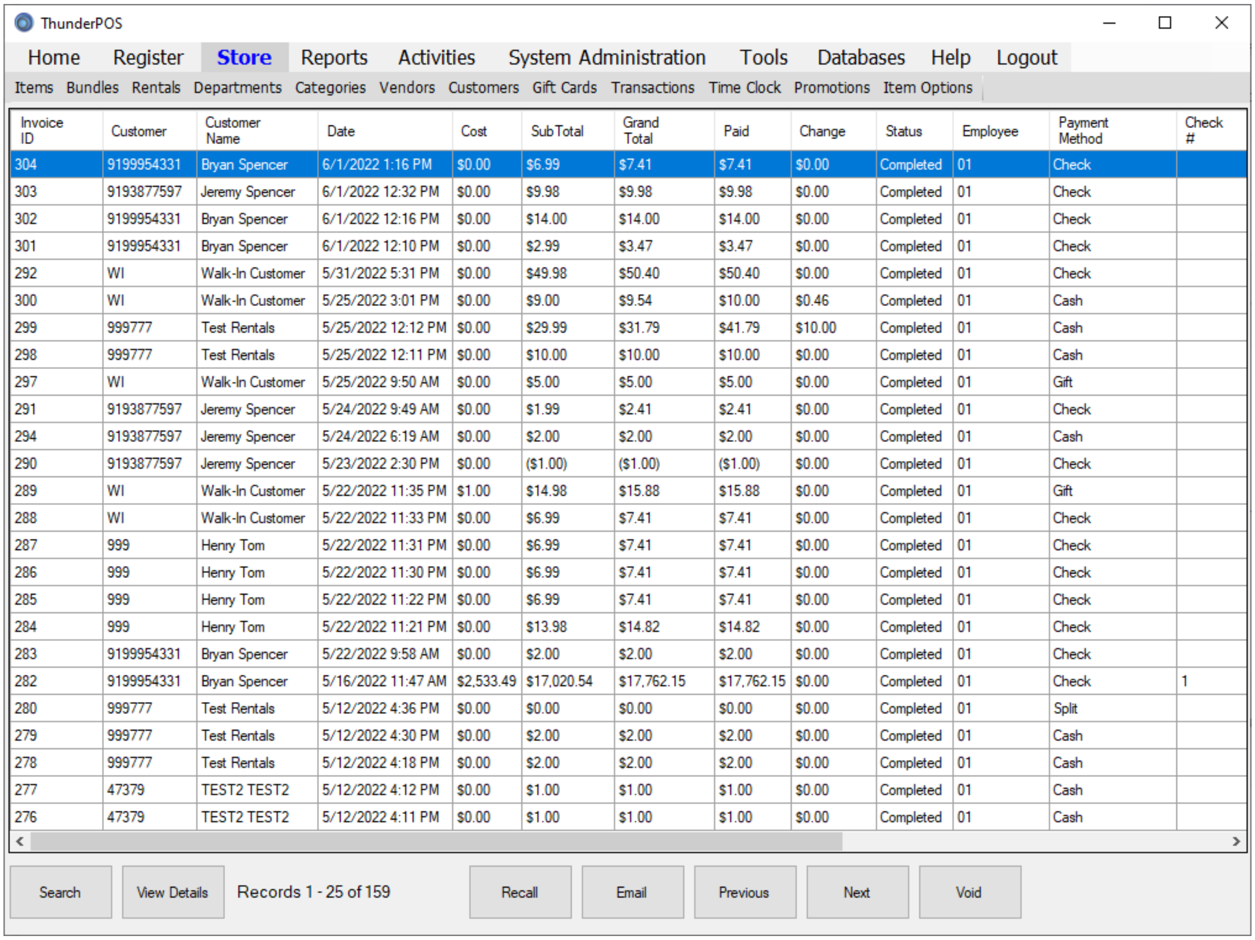
Instant purchase orders are a similar function for a single item. You can reach this through the Items screen's more button, and all you need to fill out is a cost per, a quantity, optionally a vendor, and check used if doing a used purchase order. This can be much quicker for small numbers of items, but is less efficient for large orders.

Vendor Returns



Vendor returns are very similar to purchase orders. These are used to remove item quantities from your stock levels, rather than add them. The primary difference is that the quantity does not need to be received; instead, whenever you Finalize the return, all quantities on the return will be removed from your inventory.

Transaction List



Invoice ID	Customer	Customer Name	Date	Cost	SubTotal	Grand Total	Paid	Change	Status	Employee	Payment Method	Check #
304	9199954331	Bryan Spencer	6/1/2022 1:16 PM	$0.00	$6.99	$7.41	$7.41	$0.00	Completed	01	Check	
303	9193877597	Jeremy Spencer	6/1/2022 12:32 PM	$0.00	$9.98	$9.98	$9.98	$0.00	Completed	01	Check	
302	9199954331	Bryan Spencer	6/1/2022 12:16 PM	$0.00	$14.00	$14.00	$14.00	$0.00	Completed	01	Check	
301	9199954331	Bryan Spencer	6/1/2022 12:10 PM	$0.00	$2.99	$3.47	$3.47	$0.00	Completed	01	Check	
292	WI	Walk-In Customer	5/31/2022 5:31 PM	$0.00	$49.98	$50.40	$50.40	$0.00	Completed	01	Check	
300	WI	Walk-In Customer	5/25/2022 3:01 PM	$0.00	$9.00	$9.54	$10.00	$0.46	Completed	01	Cash	
299	999777	Test Rentals	5/25/2022 12:12 PM	$0.00	$29.99	$31.79	$41.79	$10.00	Completed	01	Cash	
298	999777	Test Rentals	5/25/2022 12:11 PM	$0.00	$10.00	$10.00	$10.00	$0.00	Completed	01	Cash	
297	WI	Walk-In Customer	5/25/2022 9:50 AM	$0.00	$5.00	$5.00	$5.00	$0.00	Completed	01	Gift	
291	9193877597	Jeremy Spencer	5/24/2022 9:49 AM	$0.00	$1.99	$2.41	$2.41	$0.00	Completed	01	Check	
294	9193877597	Jeremy Spencer	5/24/2022 6:19 AM	$0.00	$2.00	$2.00	$2.00	$0.00	Completed	01	Cash	
290	9193877597	Jeremy Spencer	5/23/2022 2:30 PM	$0.00	($1.00)	($1.00)	($1.00)	$0.00	Completed	01	Check	
289	WI	Walk-In Customer	5/22/2022 11:35 PM	$1.00	$14.98	$15.88	$15.88	$0.00	Completed	01	Gift	
288	WI	Walk-In Customer	5/22/2022 11:33 PM	$0.00	$6.99	$7.41	$7.41	$0.00	Completed	01	Check	
287	999	Henry Tom	5/22/2022 11:31 PM	$0.00	$6.99	$7.41	$7.41	$0.00	Completed	01	Check	
286	999	Henry Tom	5/22/2022 11:30 PM	$0.00	$6.99	$7.41	$7.41	$0.00	Completed	01	Check	
285	999	Henry Tom	5/22/2022 11:22 PM	$0.00	$6.99	$7.41	$7.41	$0.00	Completed	01	Check	
284	999	Henry Tom	5/22/2022 11:21 PM	$0.00	$13.98	$14.82	$14.82	$0.00	Completed	01	Check	
283	9199954331	Bryan Spencer	5/22/2022 9:58 AM	$0.00	$2.00	$2.00	$2.00	$0.00	Completed	01	Check	
282	9199954331	Bryan Spencer	5/16/2022 11:47 AM	$2,533.49	$17,020.54	$17,762.15	$17,762.15	$0.00	Completed	01	Check	1
280	999777	Test Rentals	5/12/2022 4:36 PM	$0.00	$0.00	$0.00	$0.00	$0.00	Completed	01	Split	
279	999777	Test Rentals	5/12/2022 4:30 PM	$0.00	$2.00	$2.00	$2.00	$0.00	Completed	01	Cash	
278	999777	Test Rentals	5/12/2022 4:18 PM	$0.00	$2.00	$2.00	$2.00	$0.00	Completed	01	Cash	
277	47379	TEST2 TEST2	5/12/2022 4:12 PM	$0.00	$1.00	$1.00	$1.00	$0.00	Completed	01	Cash	
276	47379	TEST2 TEST2	5/12/2022 4:11 PM	$0.00	$1.00	$1.00	$1.00	$0.00	Completed	01	Cash	

The transaction list allows you to view and search past transactions, as well as access functionality to do returns or voids off those transactions.

To access the transaction list, go through store and then transactions, or click the transactions button on the register. This will bring up the transactions that were most recently done in reverse chronological order.

Searching in the bottom left will offer a screen through which you can set different filters to find transactions you need to view.

Other than simply viewing the totals of the transactions, you can perform several actions here once you've found the transaction you want.

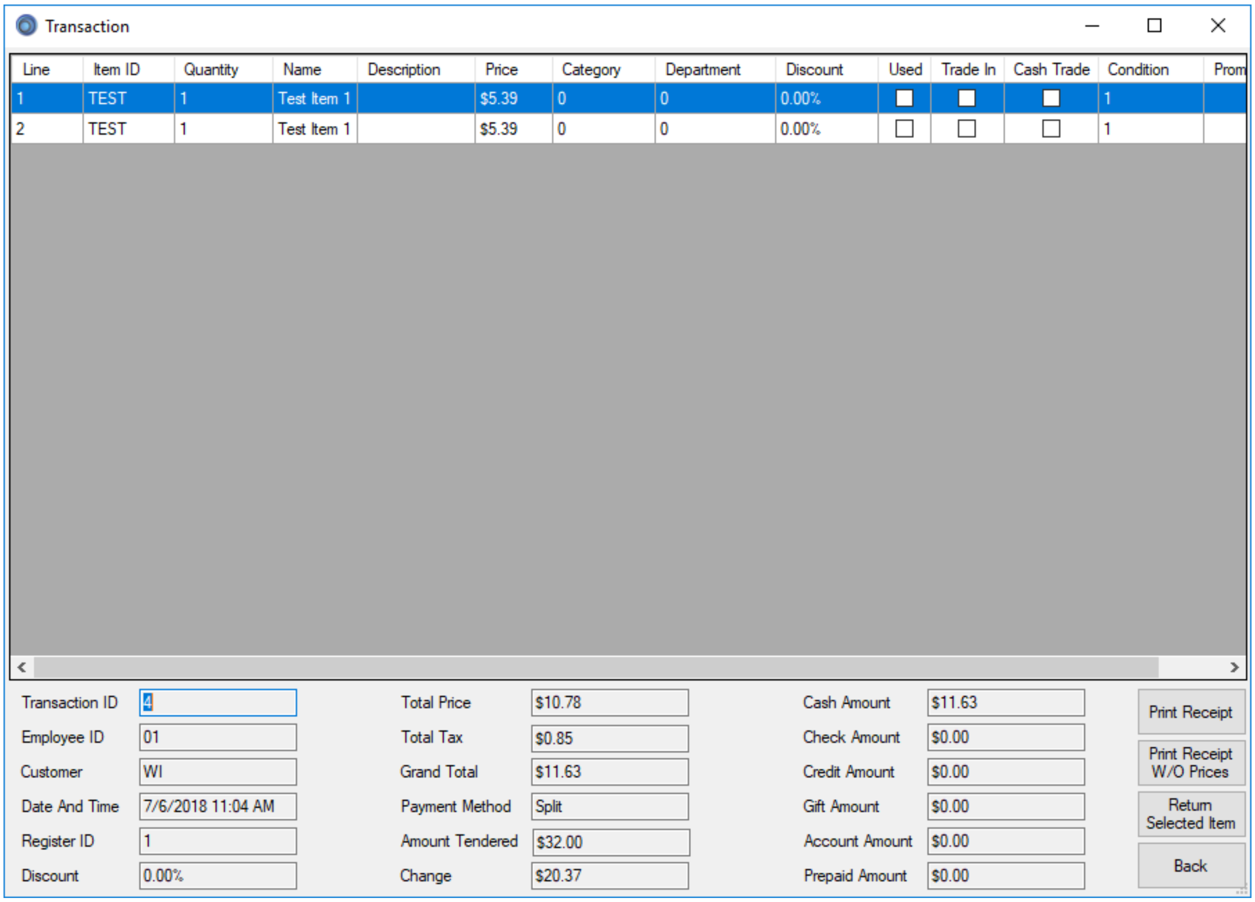
You can recall active or suspended transactions by hitting the recall button.

If your email sending settings are configured, you can email a receipt for any transaction to any email address by clicking the email button.

If you want to void the transaction, that is done using the void button in the bottom right of this screen. Only transactions which were done on the current date can be voided, and only if the employee who is logged in has permission to do so. Voiding transactions is logged to the audit activity log.

If you have an email account configured in settings for sending emails, you may send a receipt to an email address of your choice by highlighting a transaction and clicking 'Email'. Type the address you wish to send to in the prompt window, and the receipt will be emailed.

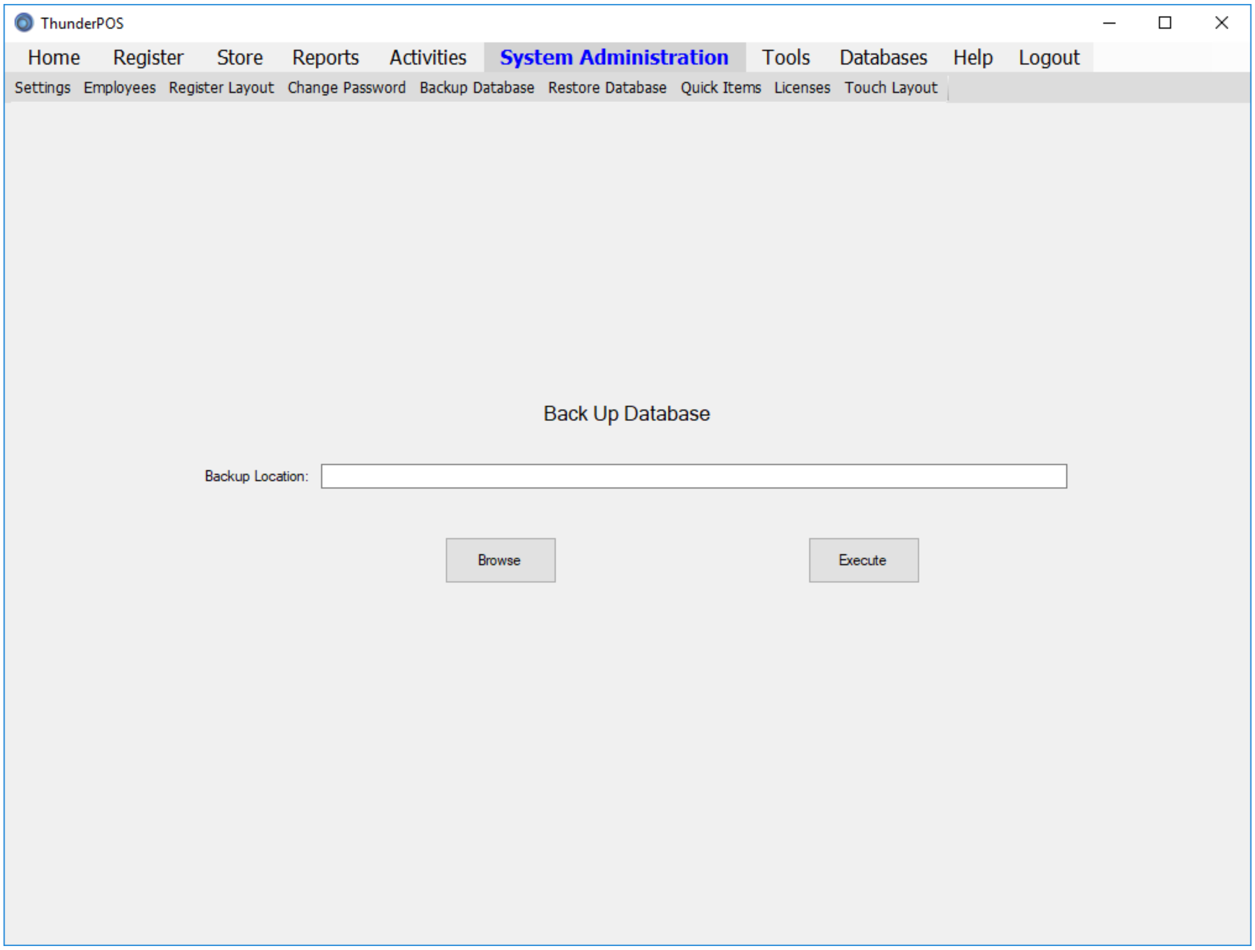
Last, and most commonly, you can view the details of the transaction, which will bring up the below screen:



This screen will give a line-by-line breakdown of the transaction that you want to see, and there are a few things you can do here. First, you can reprint the receipt. Second, you could reprint the receipt without prices.

Finally, you can do a return on the item, which will automatically place it on the current transaction at a negative quantity, at the same price that it was sold at on the transaction that you are taking it from.

Backing Up and Restoring the Database

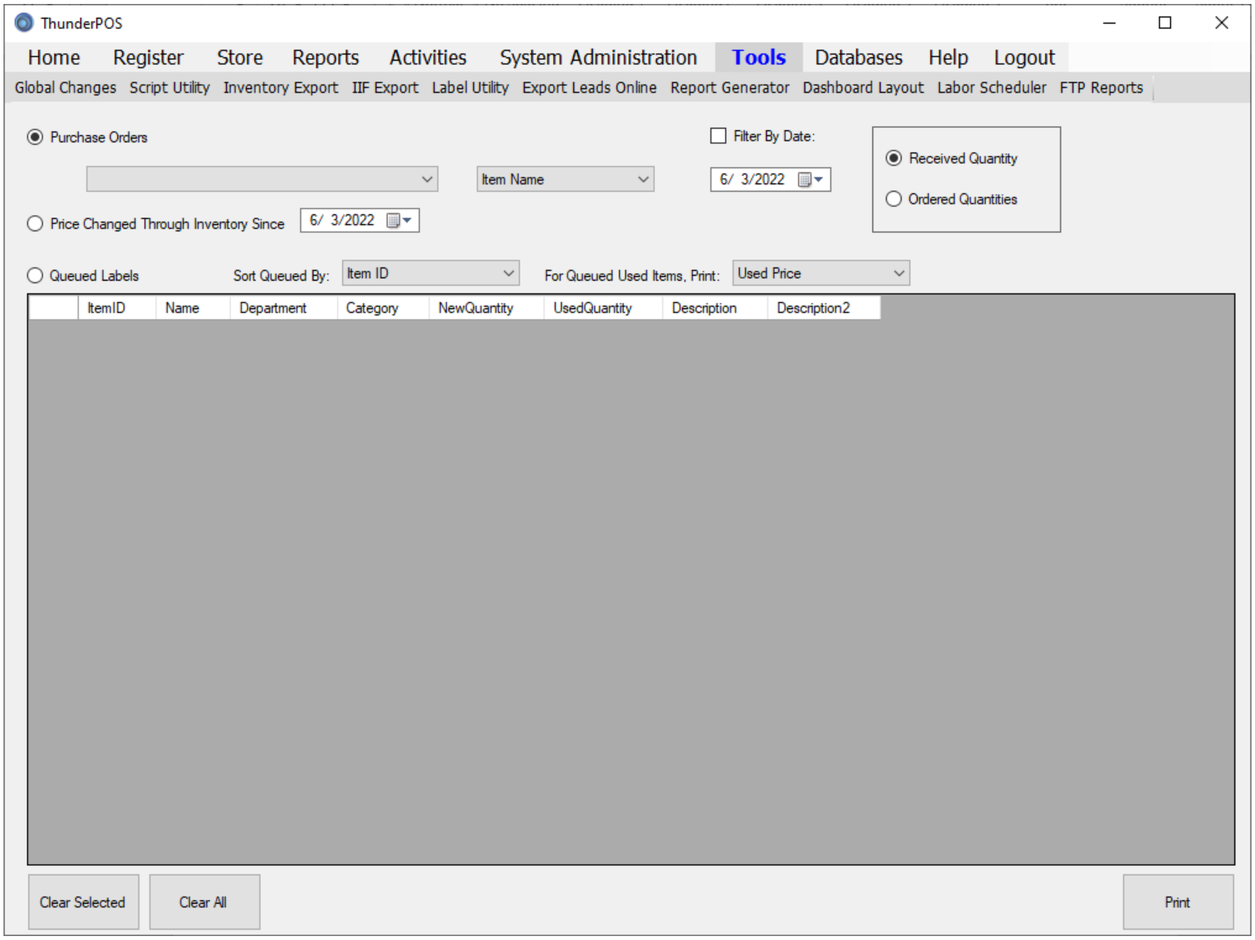


These critical functions will allow you to make a backup of the database, and to restore a backup of a database. This is only applicable to on-premise users; users with a cloud database will not have these options.

The backup function can be accessed by all employees. We recommend making backups frequently. This is visible under system administration and then backup database. You can browse to a file location to create the backup in by clicking browse. **Please note that regardless of the station you trigger the backup from, the location that the backup is made to will be on the server station.** Clicking execute will attempt to make the backup.

Restoring a database is done very similarly but can only be performed by an administrator on the system. For administrators, the function is found under System Administration, then Restore Database. You will want to browse to the file, then execute.

Label Utility



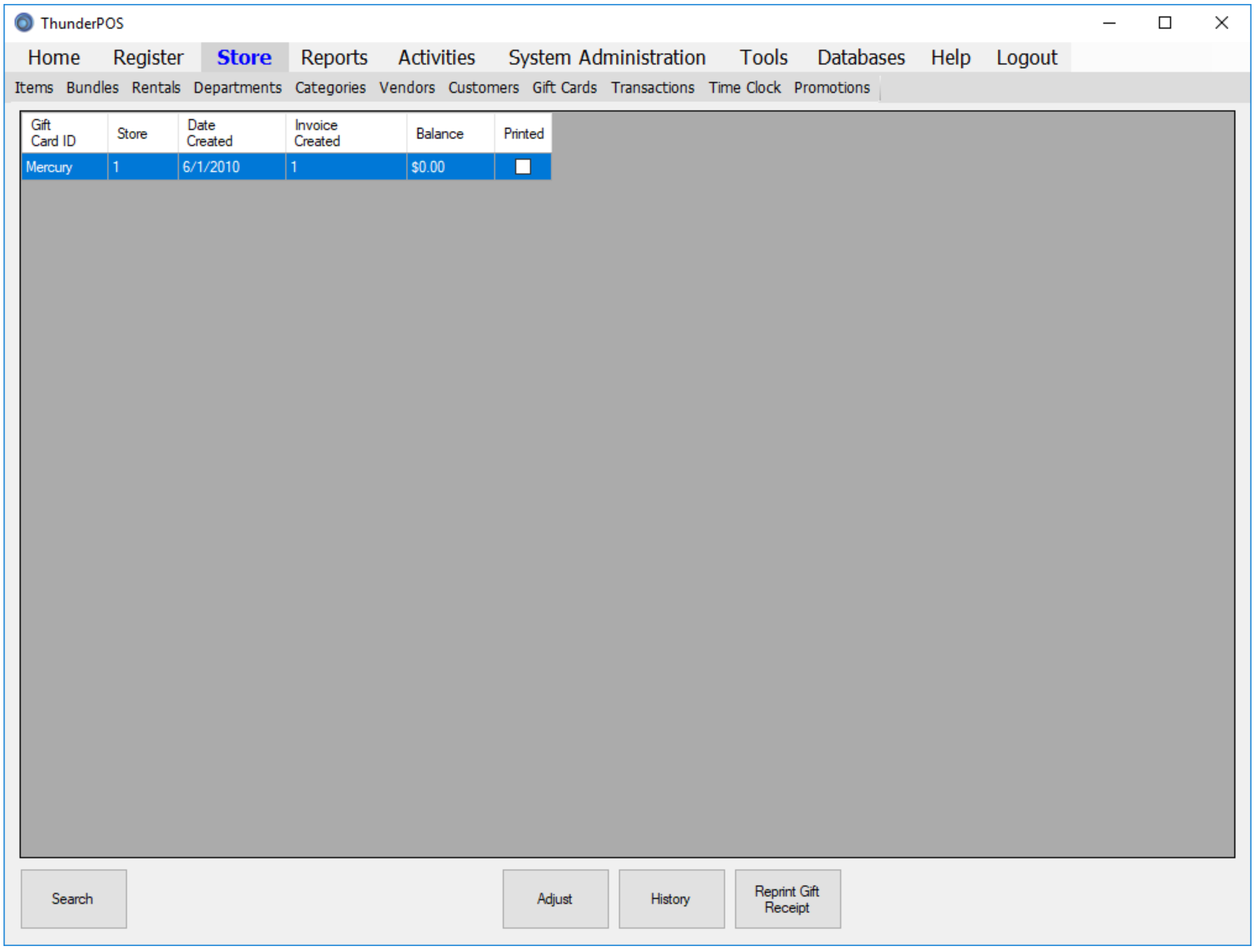
The label utility is used to mass print labels, either from a purchase order or from labels queued either through the vendor databases or through the Enterprise system.

If you want to mass print labels based on a search, that can be done through the items screen; perform the search you want and then go through more and then mass print labels.

Select the circle next to purchase orders, prices changed since, or queued labels. If doing a purchase order, select the purchase order you want to print, and then select either received quantities or ordered quantities.

Click print in the bottom right to print the labels based on your selections.

Gift Cards



You can manage and view your store level gift cards through the Store menu and then Gift Cards. This will list out your cards.

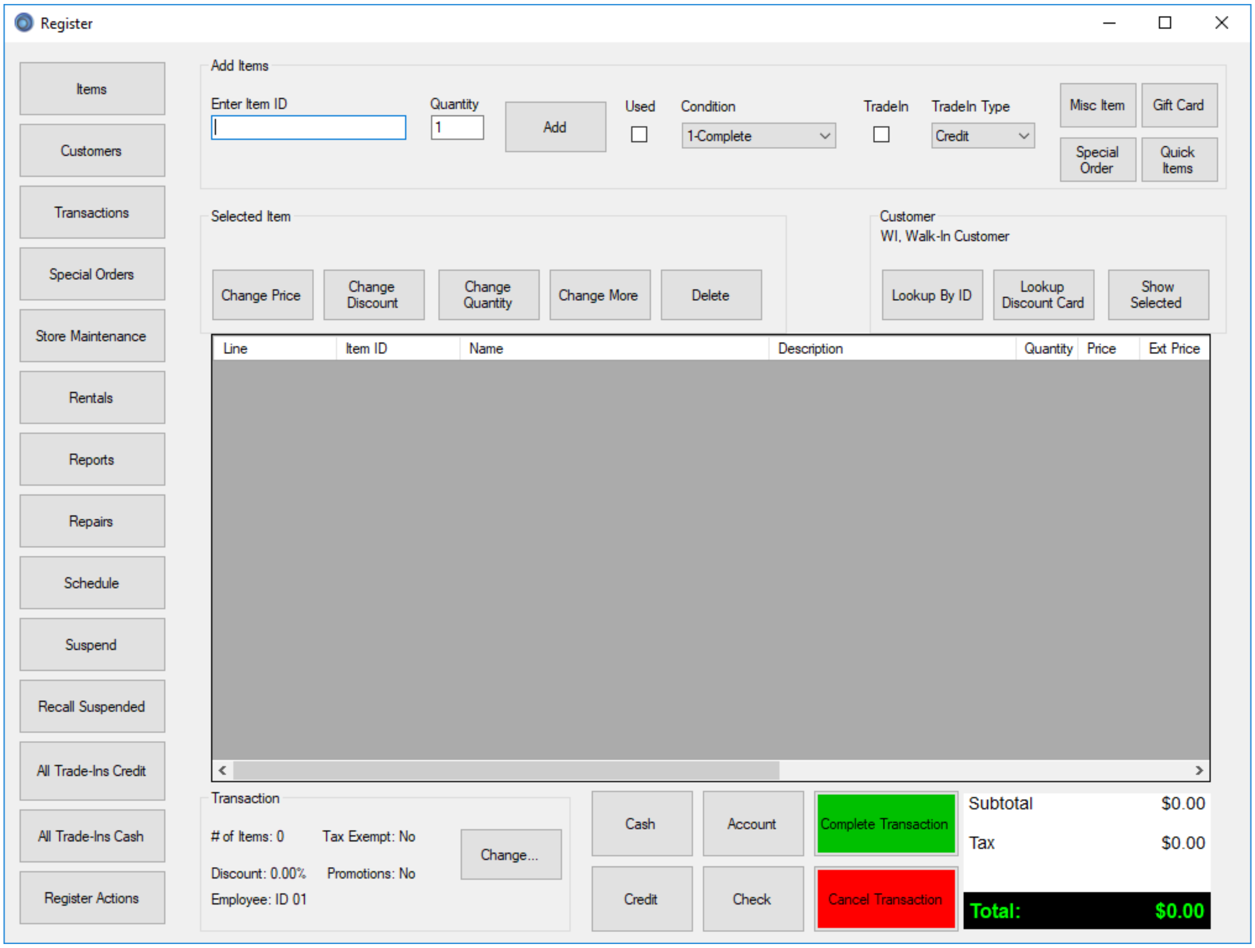
Searching the cards can help you find the one you're looking for. Once you have, you can do one of three things:

You can view the history of the gift card, so you can see all transactions where money was put on or taken off.

You can make an adjustment to the gift card, adding to or deducting from the balance. You cannot reduce the balance of a gift card below zero. This function is restricted by the Adjust Gift Cards permission of the employee.

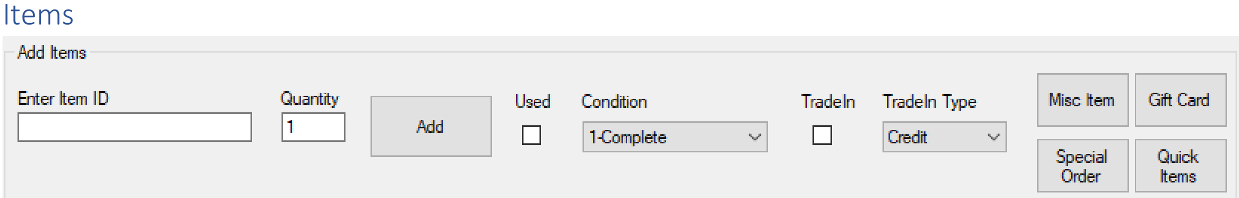
Finally, you can reprint a gift receipt, giving a slip with the gift card number on it that the customer can use to redeem it.

Register



The register screen is where your employees will spend most of their time. The version pictured above is our Standard template, modeled after previous versions of the software. There are several different template options available, which will change the look and layout of the register. These can be selected from under System Administration and then Register Layout.

Items

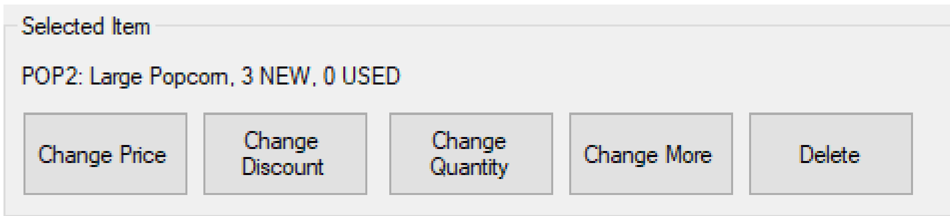


Items can be added to the invoice in one of several ways. First, for designs with the "Enter Item ID" box, you can scan items into that box, and they will if found be added. Second, you can go through the Items screen by hitting the Items box here or pressing the F2 key. On this screen, if you highlight an item and hit select, it will be added to the register.

If you have set up Quick Items, you can go through the quick items button to add one of your quick items to the invoice.

Changing Items

If you are using a Touch layout, you will see your touch screen menus, configured through the system administration menu. These will allow you to add items to the invoice as well.



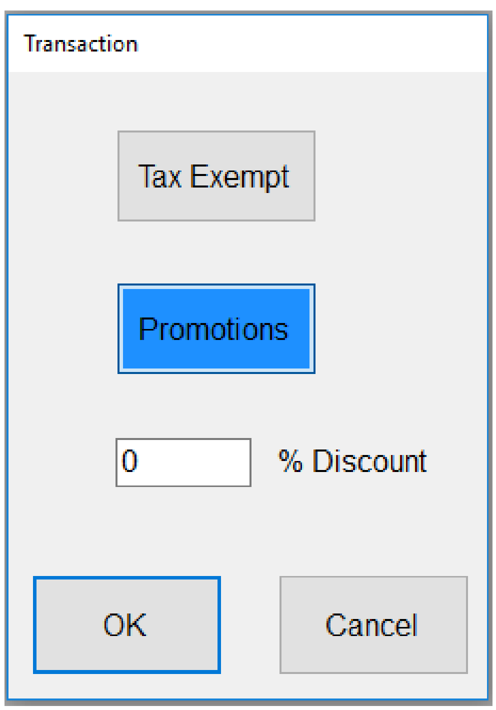
Please note that the used checkbox, the condition, the trade-in checkbox, and the trade-in type dropdown are for items about to be scanned. If you want to change an item that is already on the invoice, you'll need to hit the Change More button.

You can also modify pricing for items on the invoice. To do this, you'll want to highlight the item on the grid for changing, and then you can either hit Change Price to set a specific price, Change Discount to do the change by a percentage, or Change Quantity to change the number that you are selling.

You can remove an item from the invoice by highlighting it and either hitting the delete button, or pressing the delete key on the keyboard.

Transaction Changes

If you are wanting to change transaction-level discounts or tax exemption, click change in the bottom right of the screen. That will bring up the below:

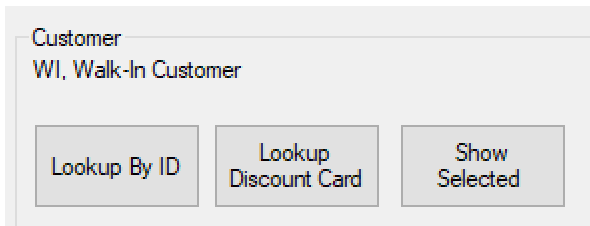


If the box is filled in, that means it is enabled. For example, in the above screenshot, tax exempt is off and promotions are on. If an invoice is tax exempt, it will be recorded in total as tax exempt and the sales tax will be 0%.

If promotions are set to manual, they can be toggled here. If they are disabled, all promotions will not be applied; if they are enabled, all promotions will be applied.

The discount will be applied to each line. This is multiplicative with all other discounts; if a line has a price of $10, a 10%-line discount, and then another 10% is applied at the invoice level, it will be discounted to $9.00 and then to $8.10.

Customers



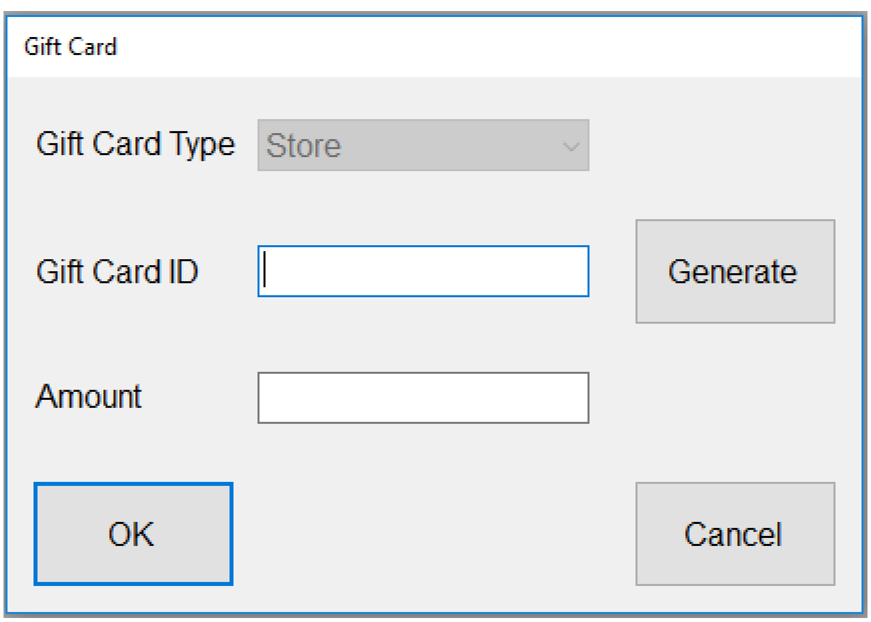
Similar to the items, there are multiple ways to select a customer for the invoice. The default customer will be the Walk-In Customer, as shown above. If you know the ID of the customer you want to select, you can hit Lookup By ID, then type in or scan the barcode for the customer.

Lookup discount card can do the same, and then find the customer who holds that discount card.

Finally, you can hit F3 or the customers button on the left to bring up the grid; search for the customer you want, then hit select.

Gift Cards

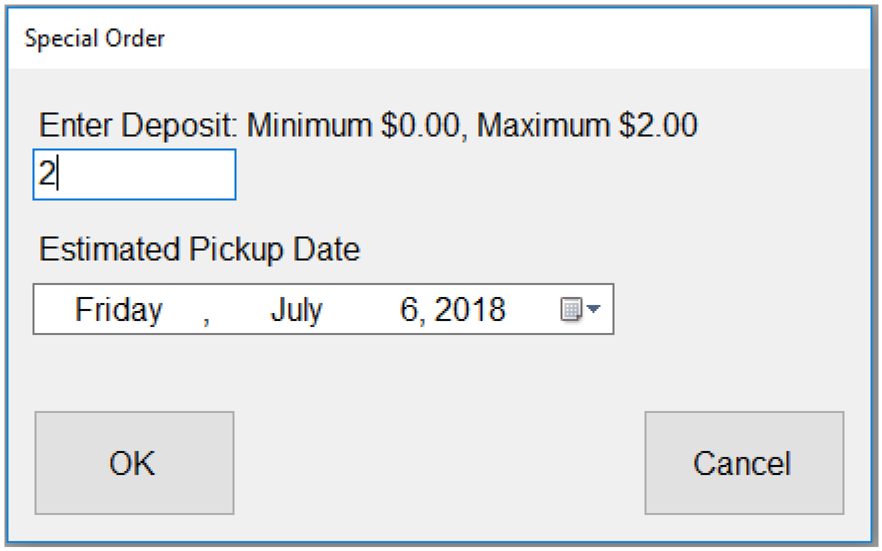
To sell a Gift Card on the receipt, you can click the Gift Card button, or enter a item ID of GC. This will bring up the following screen:



You'll want to scan the gift card into the Gift Card ID button, then in Amount fill in the amount you want to sell the gift card for. This will place it onto the invoice.

Special Orders

You can also place items on order by hitting Special Order and selecting the item you want to place on the invoice. The special order deposit screen is shown below:



The maximum deposit is affected by the setting to take a percentage above the price. See settings for more details.

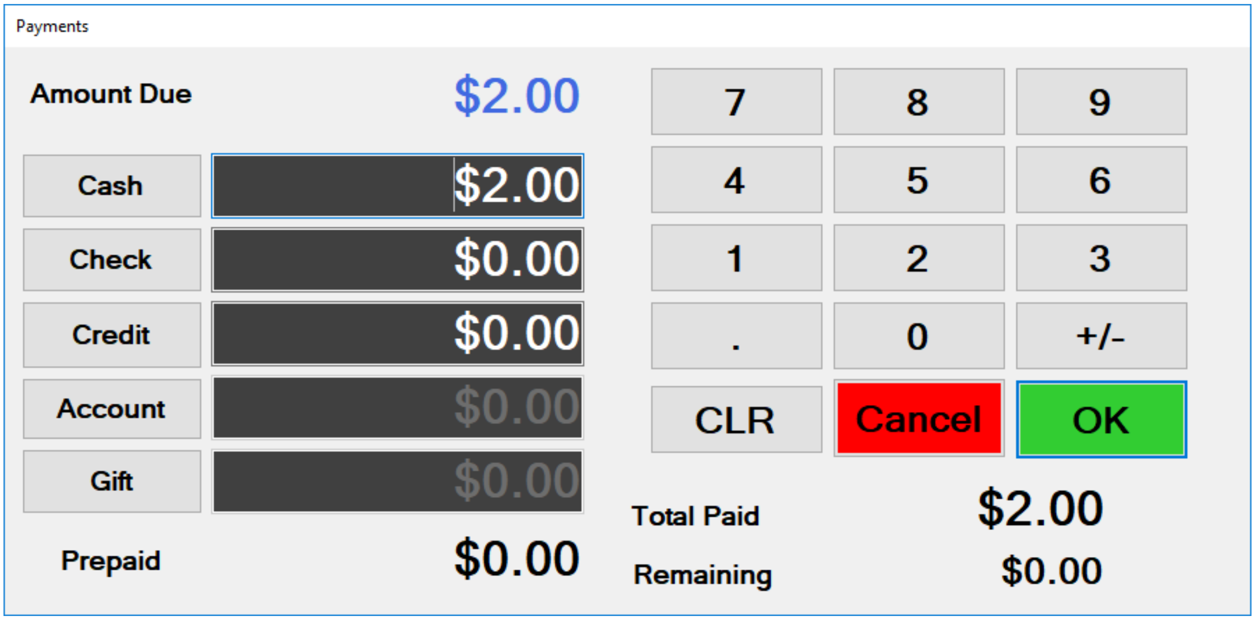
A non-Walk In customer must be selected for the invoice to place a special order.

Completing Transactions

Once you are ready to complete the transaction, you have a few options for how to do so.

First, hitting "Cancel Transaction" will reset the screen and discard the transaction in process. This does get recorded as a canceled transaction.

Hitting "Complete Transaction" will bring up the payments screen, pictured below.



The buttons on the left-hand side can be clicked; the effect will depend on the tender type. For Cash, it will select and highlight the cash amount, to allow you to type in a new amount.

For check, or for credit with Express Manual, clicking will automatically fill in the remaining amount due.

For Credit with an integrated payment type, clicking will initiate a credit card processing. If an account is open, clicking account will fill the amount to their balance available. Gift will create a redemption.

Once you've filled in sufficient payments, clicking OK will finalize the transaction. Cancel will return you to the primary register screen, where you will be able to make edits.

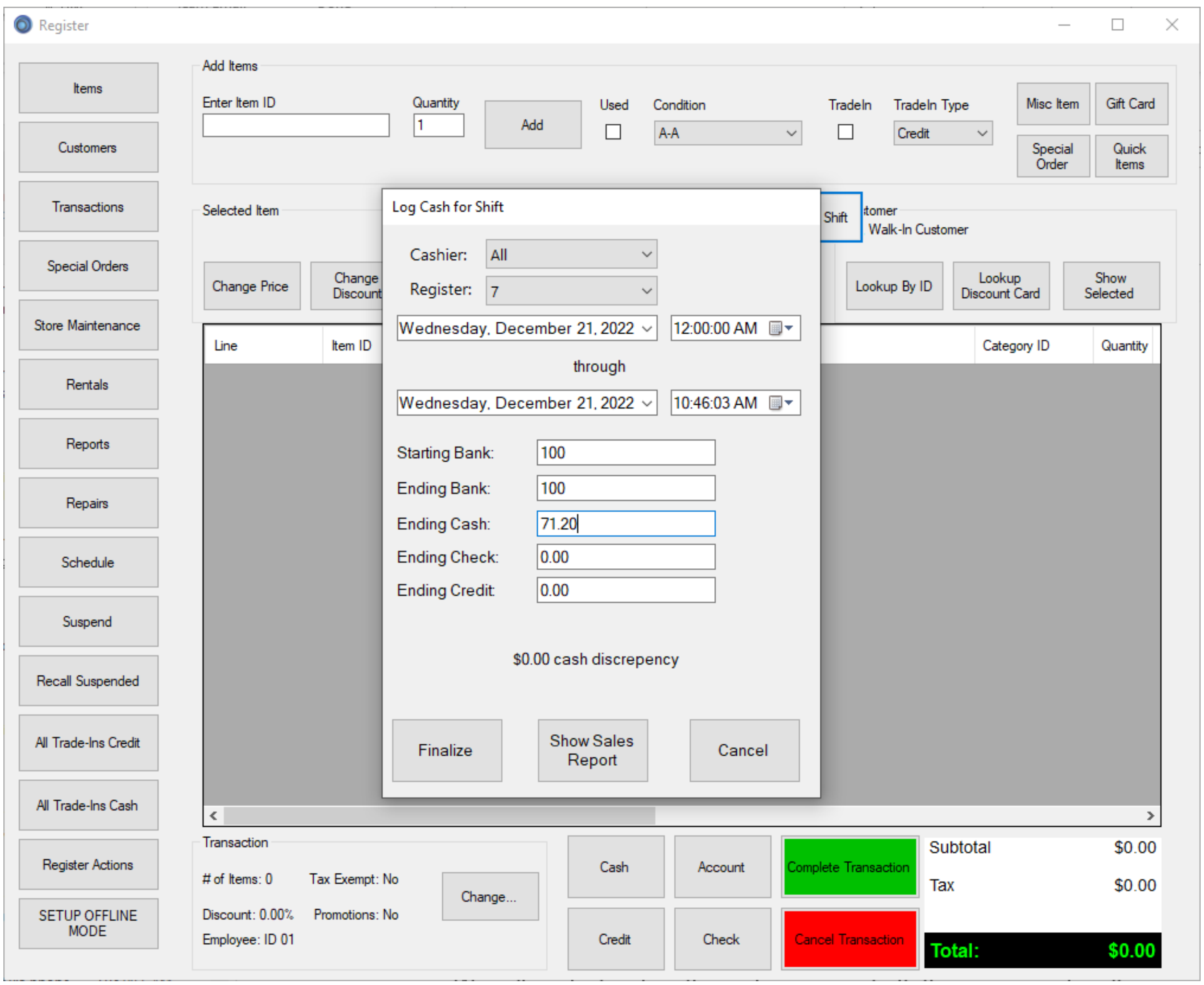
Please note that once a transaction is completed, it may not be altered in any way other than through voiding. Also note that voiding may only be done the same day as the transaction that is being voided.

If you have the tip functionality enabled, then the button for this will appear between Total Paid and Remaining.

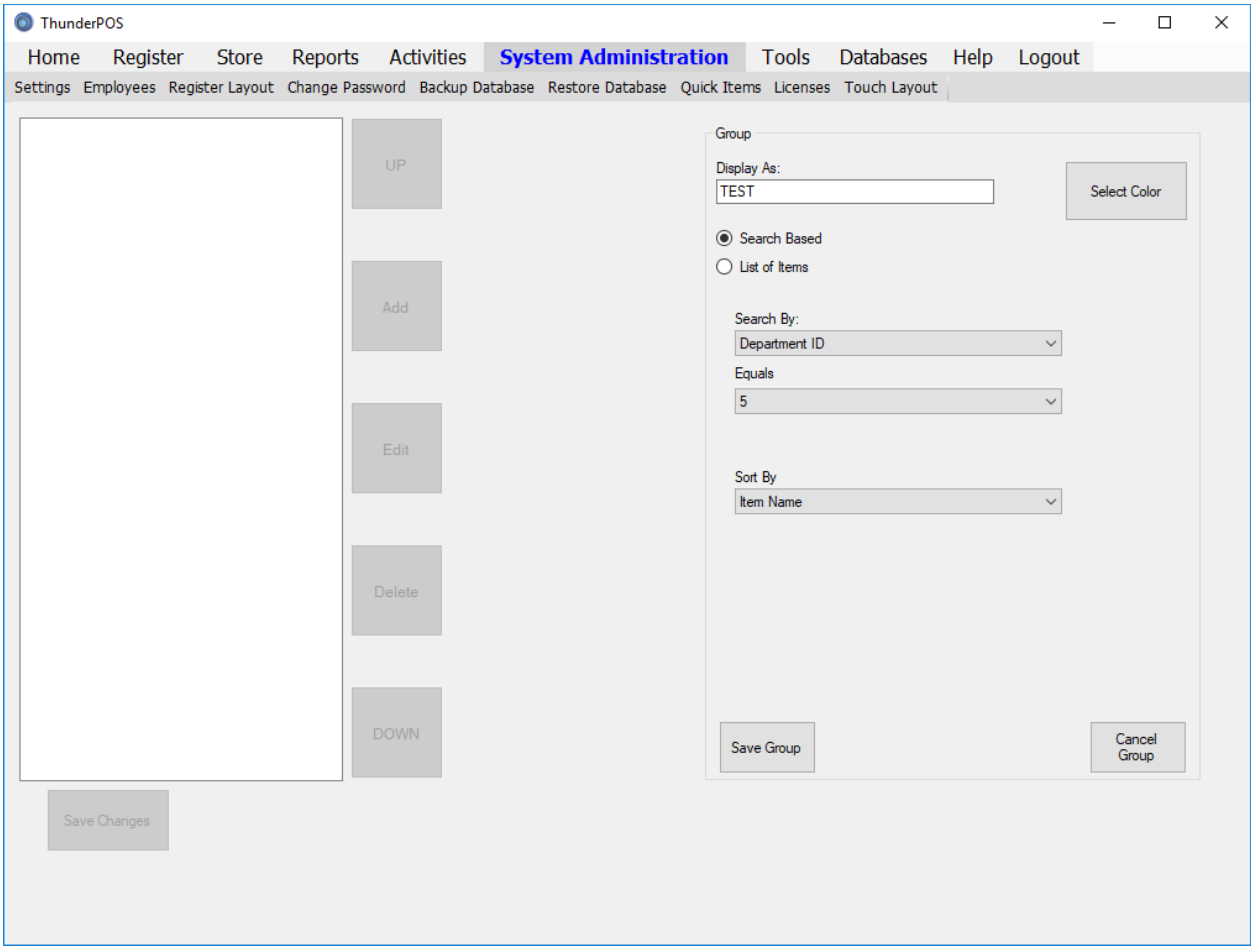
Shift Closeouts

You can track the amounts of cash, check, and credit at the end of each shift and the discrepancy between that and what was expected. To reach this, either go through the register actions button or add the specific closeout shift button to your register design.

You will need to select the cashier or all cashiers, the register or all registers, and the timeframe for which you are closing the drawer. You can hit Sales Report in order to show your sales totals report for the same criteria, and enter your amounts. This is not a required process for using the system and simply generates a log of the contents of the drawer at the end of every shift for which it is utilized.



Touch Layout



For those using a touch register, you will want to customize your touch menu items. This can be done by an administrator through System Administration and then the Touch Layout option.

Here, you'll get the ability to configure a set of groups, which will be a single row or column of buttons on your touchscreen that lets you see different lists of items in most of the space.

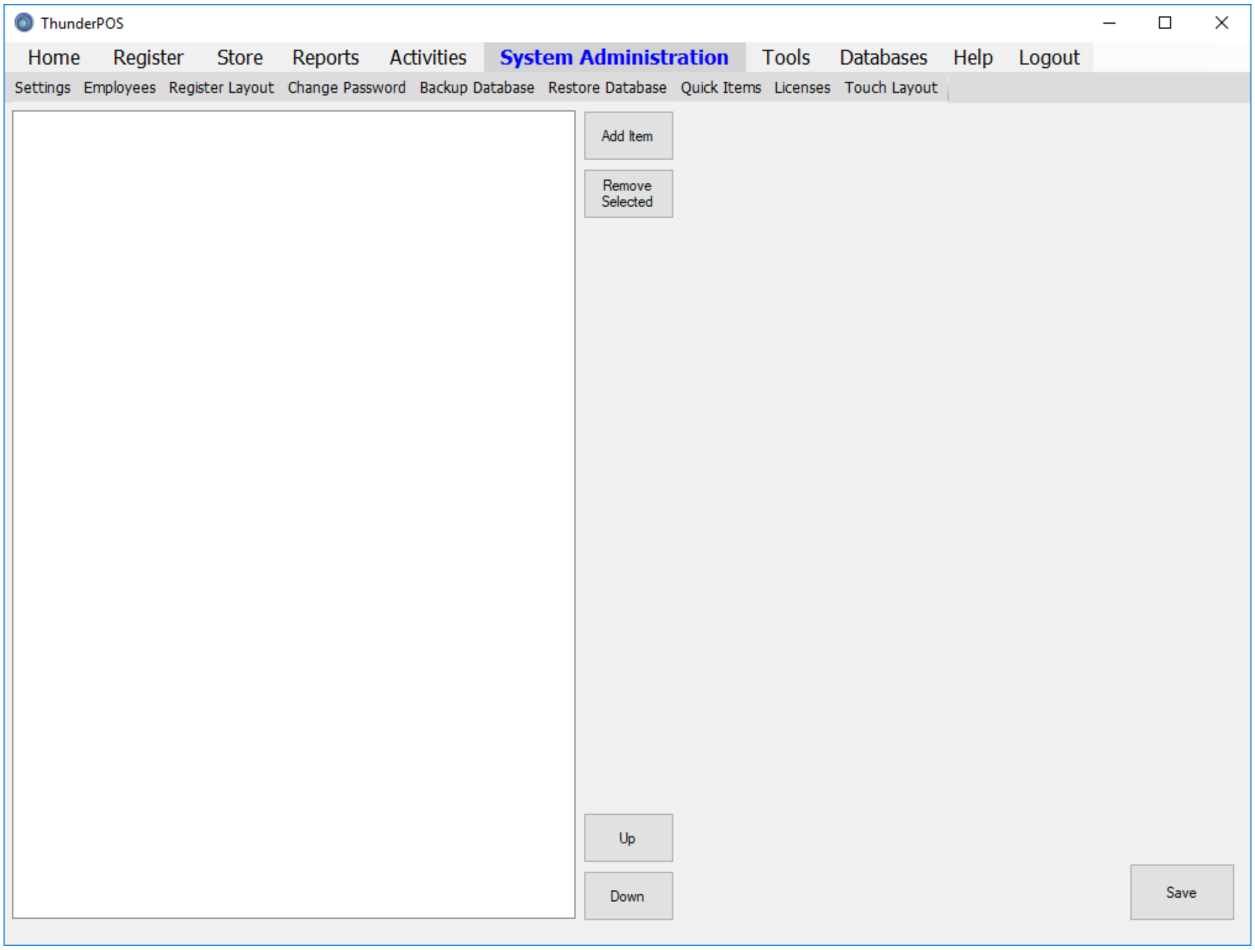
The left of this screen will list your groups by their "Display As" property. In the example screenshot above, there are not any existing groups. The buttons next to this leftmost box will allow you to add, edit, or delete groups.

Groups can be based on one of three things – items in a category, items in a department, or a list of items that you select individually. This can allow for you to easily create groups if you have small, orderly departments and categories, or for you to craft a list in the exact order that you need.

You can customize the color that the group button, and all item buttons within that group, will be by clicking the Select Color box in the top right. Once you're finished with the group, click Save Group.

You will need to save all changes in the lower left before exiting the screen or no changes will be made to any group in the program.

Configuring Quick Items



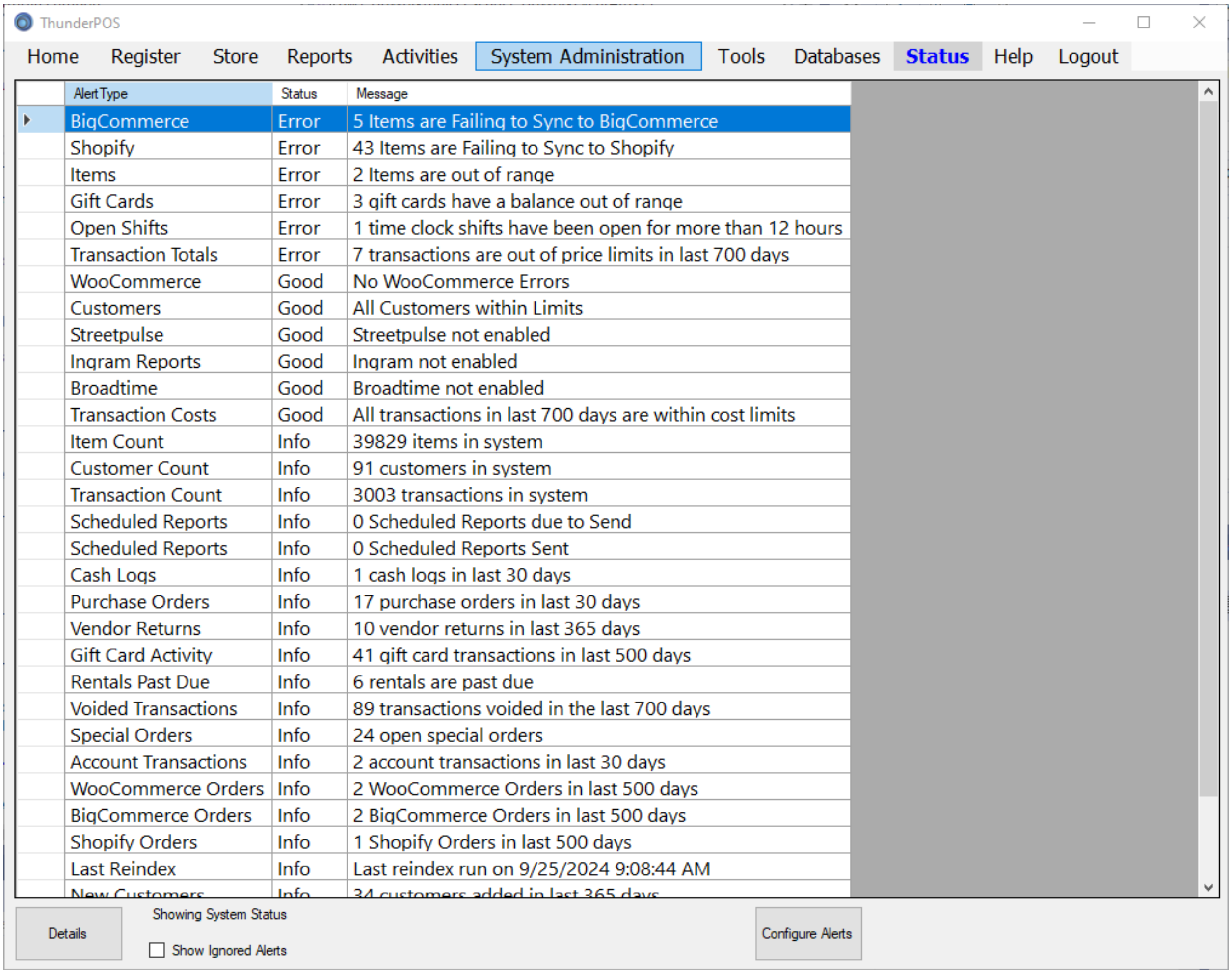
Quick items are an alternative to the full touch screen layout. Using this allows you to hit the "Quick Items" button on many of the register designs to pop up a screen with a list of items that you can add to the invoice.

As opposed to the full touch screen layout, Quick Items does not take up space on the normal register. It is more suitable for stores where you expect to use a scanner for most items, but still have a few where a barcode is not suitable.

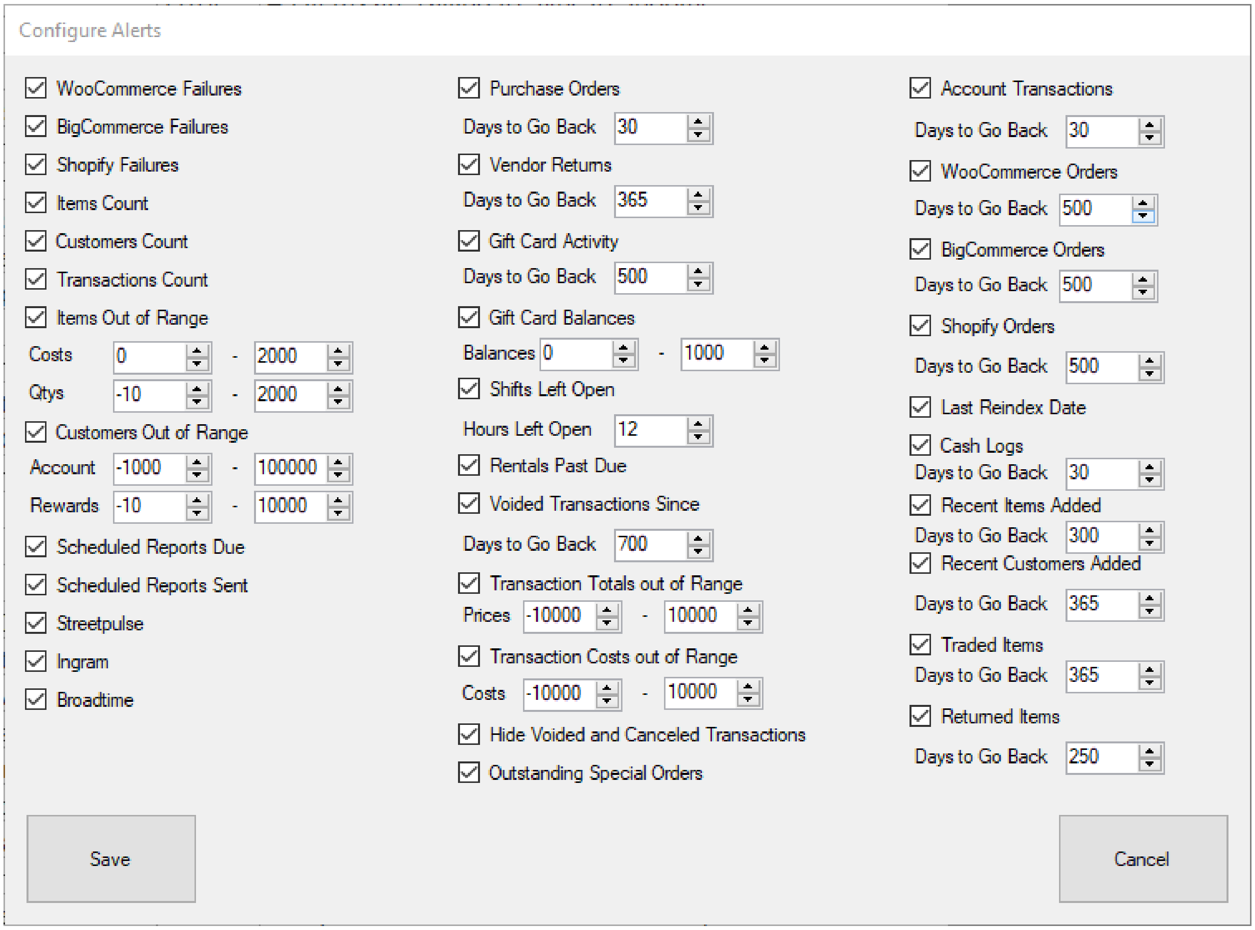
As an example, many users have space for people to rent for short periods of time – typically in half an hour to hour long increments. While there is an inventory item for this, there is nothing to attach a barcode sticker to. Making an item like this a quick item will give ready access to it, without keeping it front and center at all times.

Status

The status feature of the software can be accessed through the status menu, if you have permission. This menu choice will light up red if any values in the system are in a state that you have configured to alert you.



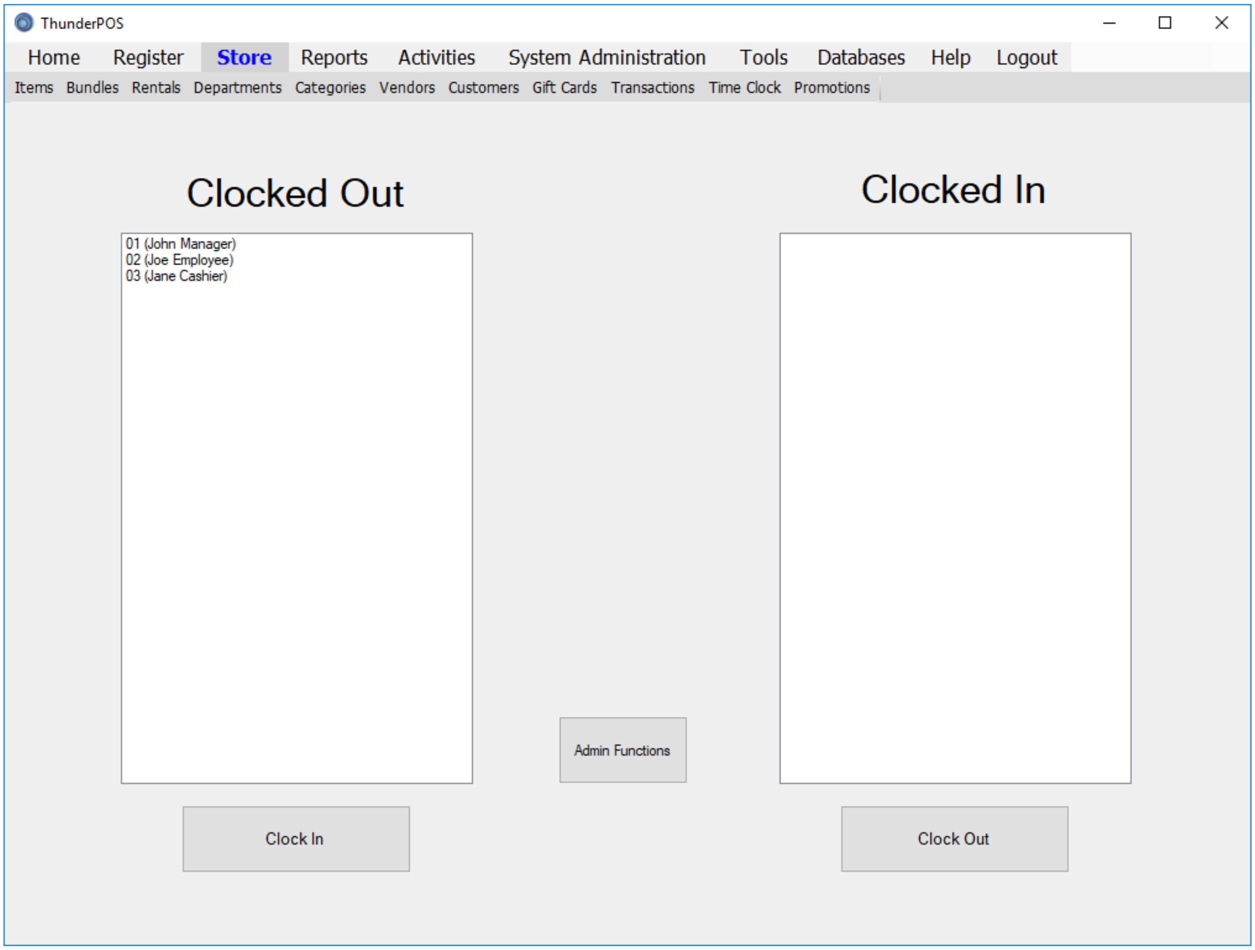
Once you're into this section, you can see a variety of alarms and statuses for items within your system. You'll be able to go into further detail through the details button in the bottom left for the selected item, and can configure the ranges of alarms through the button right, which will bring up the following screen:



Once you have alerts configured the status screen will update based on your settings. Please make certain you like the ranges that are set here, as this will allow you to be proactive about finding issues with items or customers in the system.

Time Clock

The time clock feature of the software can be accessed from under the Store menu.

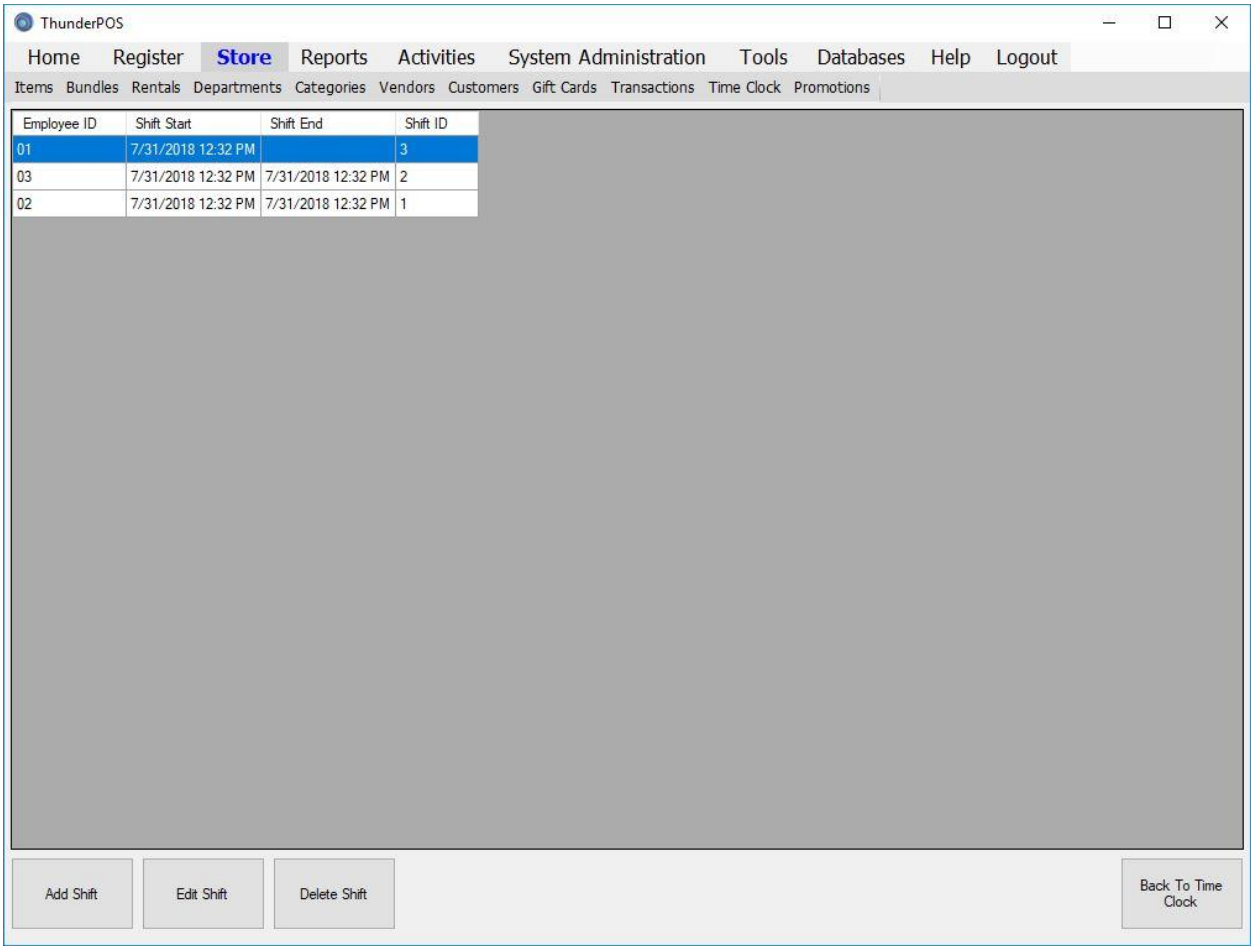


For the average employee, it will look as above. The admin functions button in the center of the screen will only be available if logged in as an employee with Administrator privileges.

The time clock within the software is designed for simplicity. Employees who are currently logged in will appear in a list on the right-hand side, under the heading of "Clocked In". Employees who aren't will be on the left under the heading "Clocked Out". Highlighting one you want to clock in or out, then clicking the button, will clock them in or out.

There is a setting which requires the entry of a password in order to clock an employee in or out. See the settings section of the manual for details.

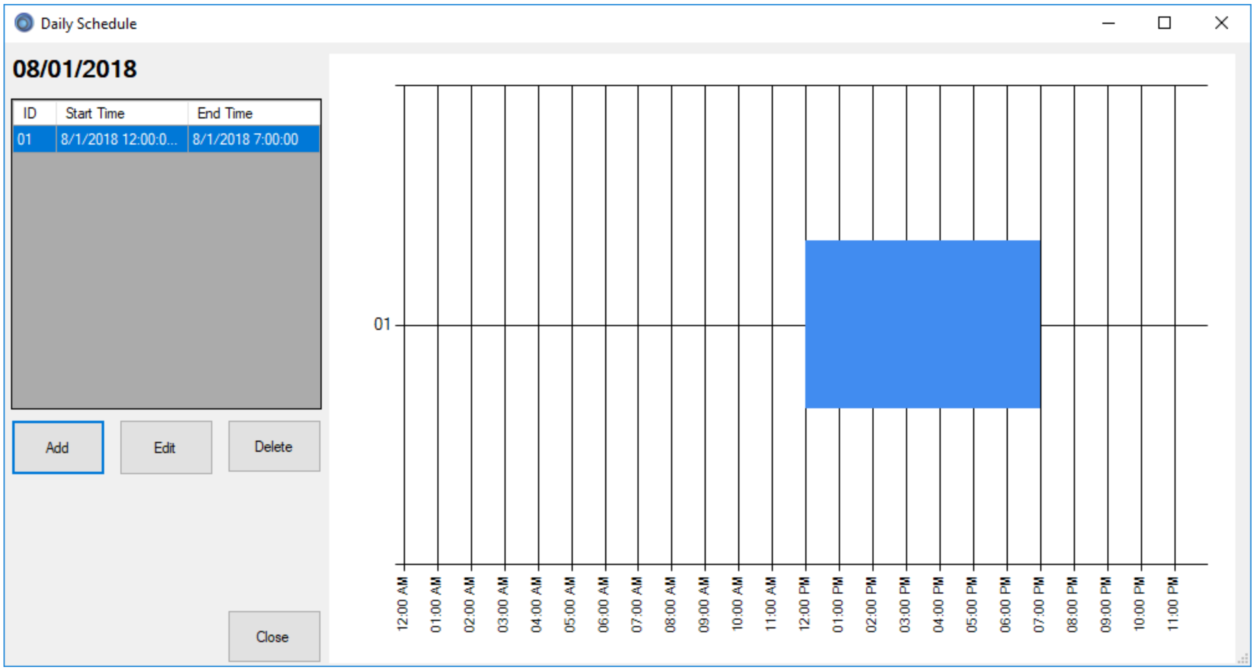
From the admin functions, you'll find a full list of shifts in the system.



Additionally, you'll find buttons below the display of shifts that allow for full control of existing and missed shifts. These will allow you to add, edit, or delete any shifts that have been worked. For this reason, and many others, make certain that those who have administrator permissions are trustworthy.

Note that using the time clock within the system is necessary for certain reports to provide useful data, as they may key off of sales done while an employee is clocked in.

Labor Scheduler

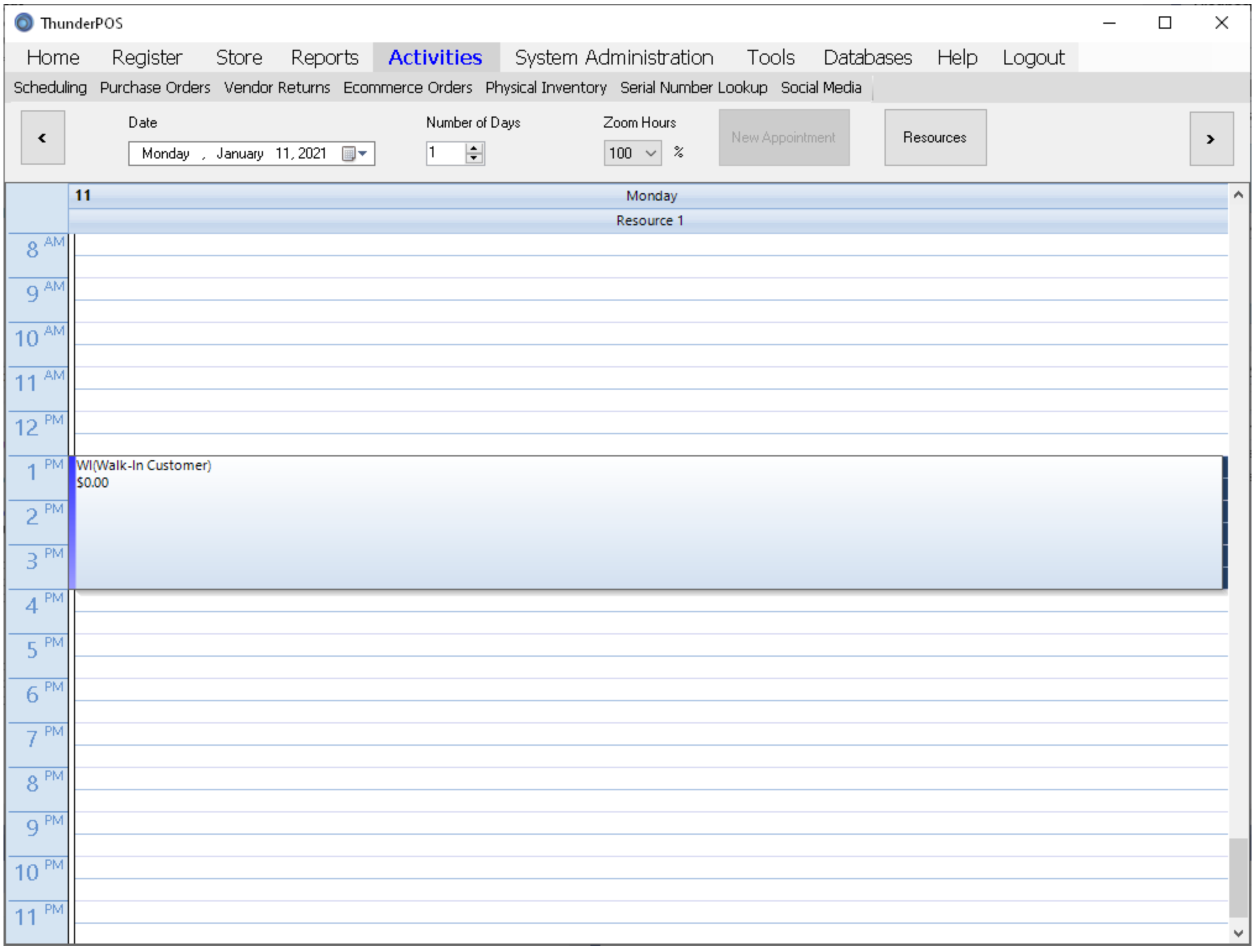


The labor scheduler built into the software is a simple but flexible tool for laying out your employee's hours. Offering a visual representation of each week and day, this allows you to schedule employees out, making certain both to not have empty periods and to not accidentally over-schedule employees into overtime.

Shown above is the daily view. This one represents a store that's open 24 hours, but the hours shown will reflect your store's open and close hours.

In the weekly view, you'll see a list of all shifts scheduled for the days in that week, and the total number of hours each employee is scheduled for. To allow for a quick base for editing from, you can copy a previous week into the next, then simply make the tweaks you want based on the particular quirks of that week.

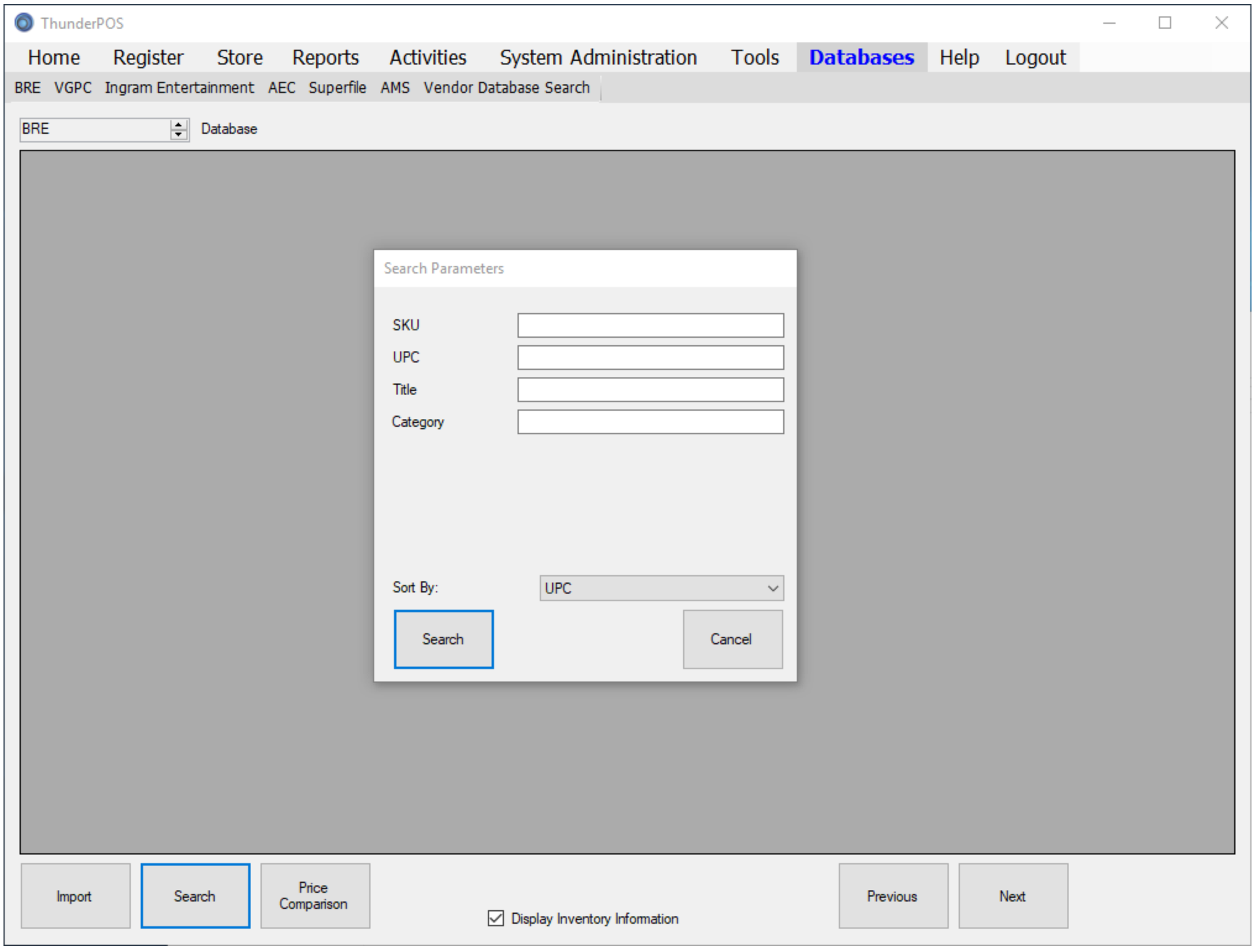
Scheduler



Found under Activities, this allows you to manage customer appointments, either based on resources that you arbitrarily add through the resources button here or based on employees who are set up to be scheduled.

This feature also allows you to associate items with those appointments, and can be invoiced by right-clicking the appointment and hitting 'Invoice'. This will automatically select the customer and add the items to that invoice.

Vendor Databases



One feature that can make utilizing the system far easier is by using the appropriate vendor databases for your industry. There are a few common things to all vendor databases that are available, and then a few important differences.

All vendor databases currently available in the system can be used with the Quick Import feature. This feature allows for you to scan an item, either simply at the register or through item maintenance, that you do not have and search the vendor databases you're using for it. If it's found, it'll bring in the item with the information available in that vendor database.

The vendor databases are also searchable. Ones that are created locally – AEC, Superfile, Ingram Entertainment, All Media Supply, BRE, and VGPC – are searchable under "Vendor Database Search", available through the databases tab. Content@Ingram is available through the more button in inventory. You may import items into inventory from these search screens.

The available databases do change on occasion, both as new ones are added and occasionally as suppliers discontinue their databases or go out of business.

For many of these databases, you may update prices for an individual item that is in that database in the items grid screen through the more menu -> selected item -> database pricing.

As of this writing, the available vendor databases in alphabetically order are as follows:

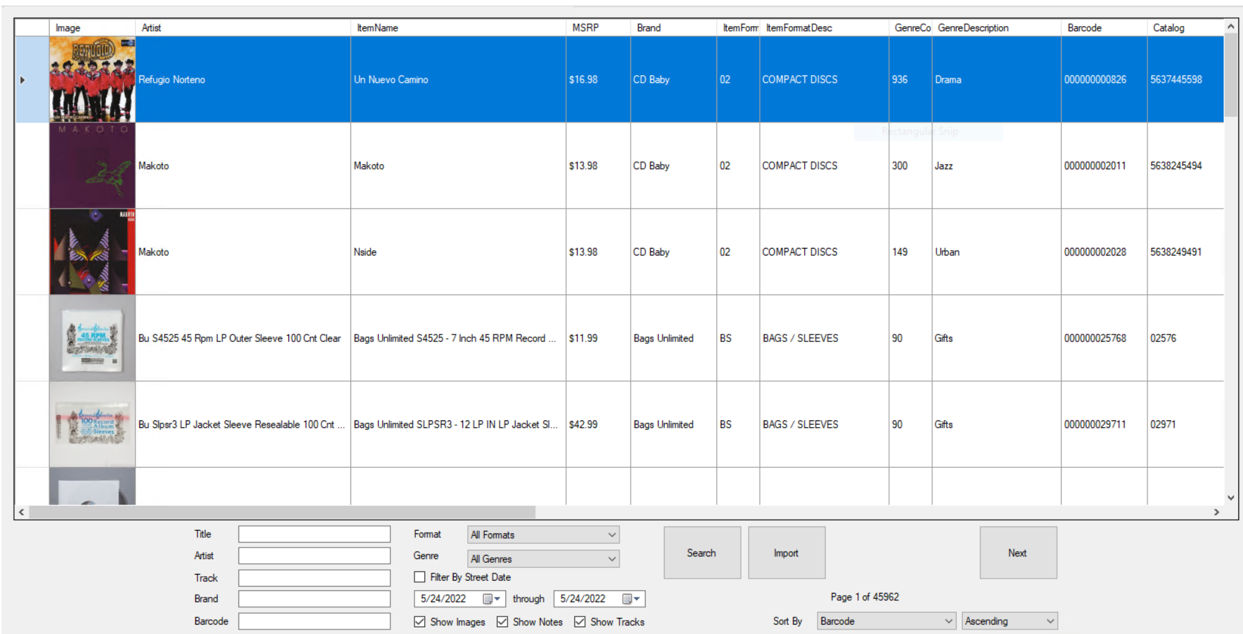
AEC And AEC Enhanced

The AEC database, provided from Alliance Entertainment, is generally available to those who use them as a vendor. It must be obtained from your representative at Alliance. Primarily consisting of music, this database is unique in that it typically is provided as a very large starter file, and then weekly update files are sent out with changes, rather than doing a fresh conversion each week.

Whether updating or creating a new database, to process the file from AEC you'll go under Databases and then to AEC. From there, you'll want to select either Create New AEC Database or Update AEC Database. Please note that the initial creation may take some time, up to several hours, and that the station will be unavailable during this process.

Updates typically take much less time and are generally a matter of a few minutes.

AEC allows for updating new prices only.



The AEC Enhanced database contains similar information to the above, with the addition of track lists, notes, and pictures. It does not allow bulk updating of items, and access must be granted through an official AEC representative contacting us to give permission for you to use it. Only the Enhanced version of the AEC database works for cloud-based users.

You can search the AEC Enhanced database by title, artist, track, brand, barcode, format, genre, or street date. Title, artist, and brand are contains searches by default, but may be made exact matches by surrounding the search with quotes, i.e. "Live" vs. Live.

AMS

The AMS database, from All Media Supply, is available to all customers. This database is primarily focused on music, with a specialization in imported products. To download this, go under the database tab to AMS, then click download. This database does not need a conversion to function, but the download is rather large; be aware that it may take a few minutes if your connection is slow.

AMS allows for updating new prices and retail price.

BRE

A subscription video game database, contact sales for information on pricing for your store. Containing titles dating back to the NES, BRE offers complete and incomplete pricing on games and video game hardware. For subscribed users, you can download the database and set settings for price adjustments under databases and then BRE.

BRE allows you to make percentage-based adjustments to their pricing and trade values on either a universal or category basis.

BRE allows for updating used prices 1 and 2, trade-in prices 1 and 2, and trade-in cash prices 1 and 2.

Content@Ingram

A subscription service available from Ingram Books, you will need to both be using Ingram Books as a supplier and to sign up for the service through them. Different levels are available for this database subscription, which will give varying levels of detail about the products.

Similar to Amazon, this is a web-based database, and so cannot do mass price updates. However, in addition to the normal information about items, you will be able to see Ingram's stock levels in their various warehouses for Purchase Ordering purposes. The search for this database can also be customized to a far greater deal than the other vendor databases.

Content@Ingram offers new pricing.

VGPC

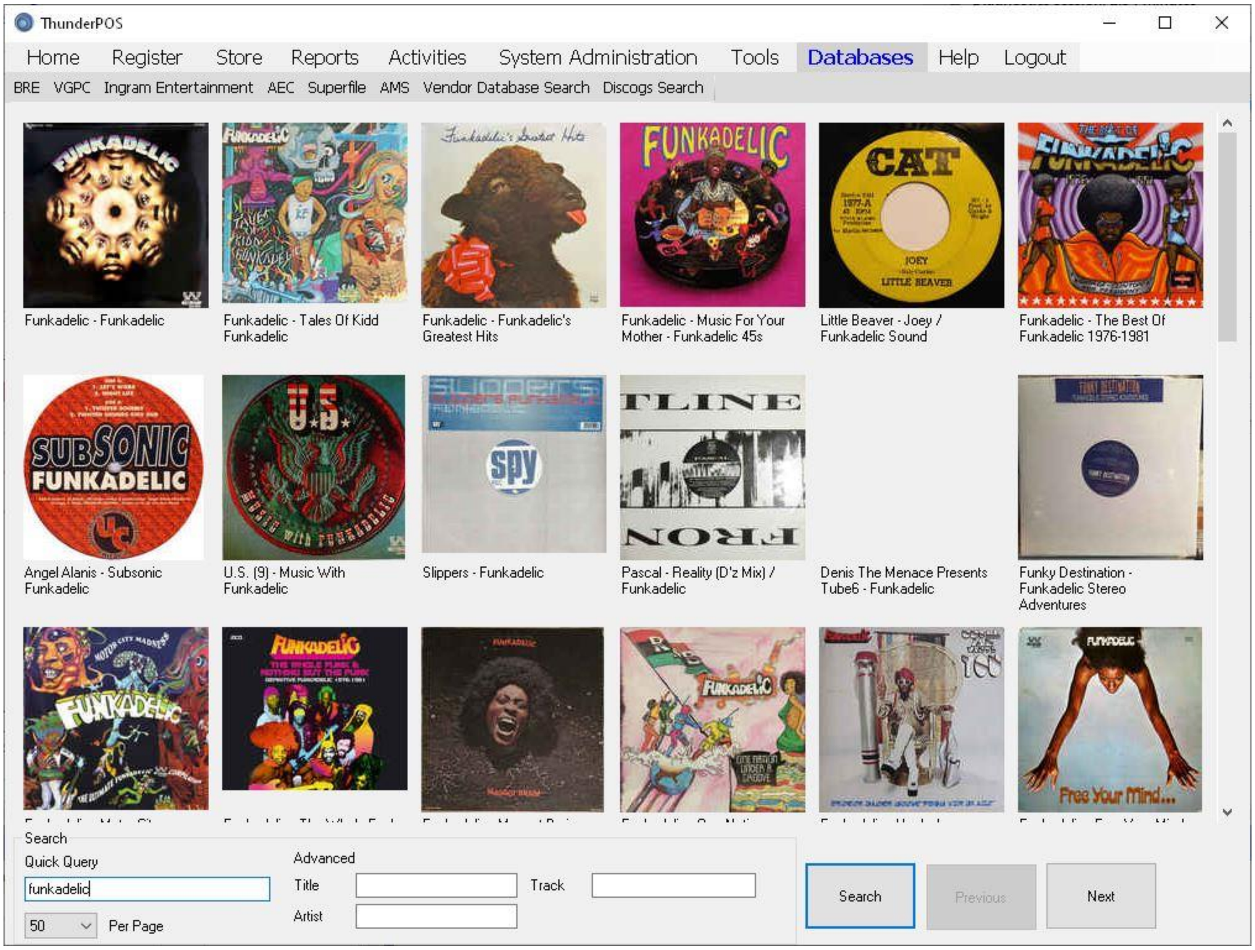
Video Game Price Charts is a subscription service available through sales. Containing multiple options for price feeds, you can select between them to find the one that seems most appropriate for your store's situation. Video Game Price Charts has games dating back to the Atari era, and particularly values complete in box older games.

VGPC offers new, used, and trade-in values for both complete and incomplete, cash and credit.

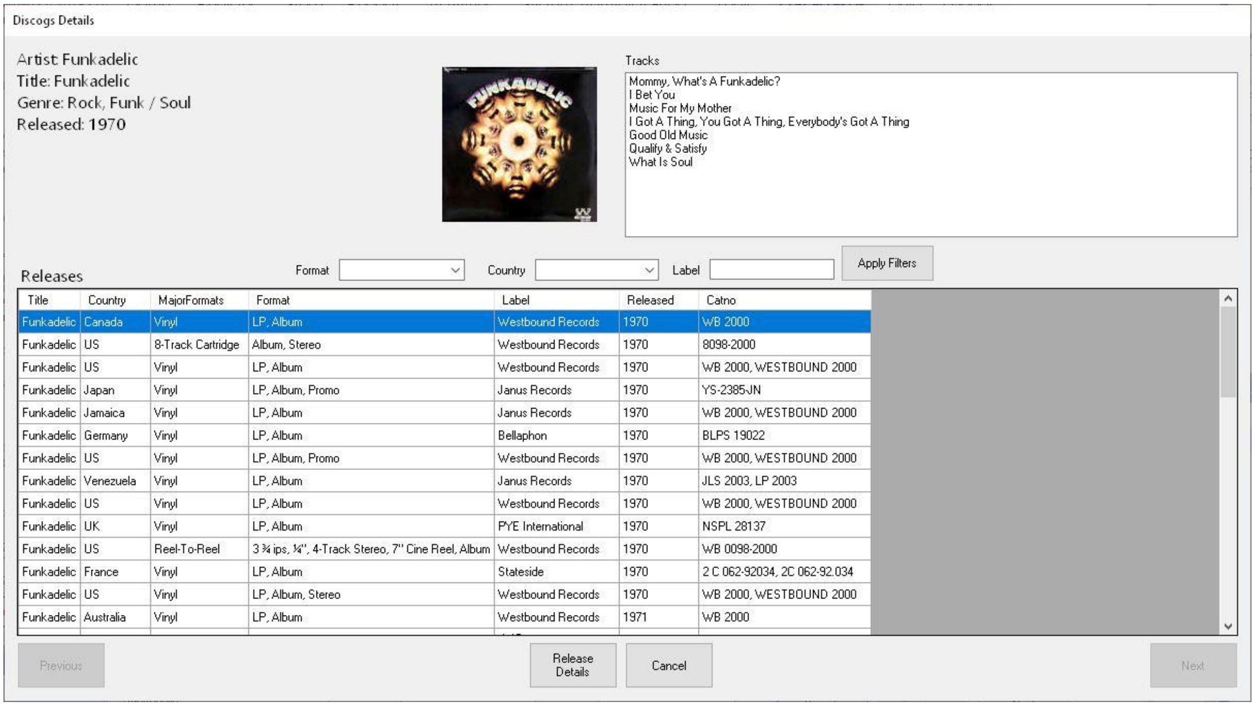
Discogs

The Discogs database works a little bit differently than the above. This is a searchable music database and marketplace. You will need to sign up for an account at discogs.com and configure it as a seller if you want pricing suggestions. You can attempt to do a search through vendor databases -> Discogs, and if you have not yet connected your account with ThunderPOS you will need to authorize us to connect in.

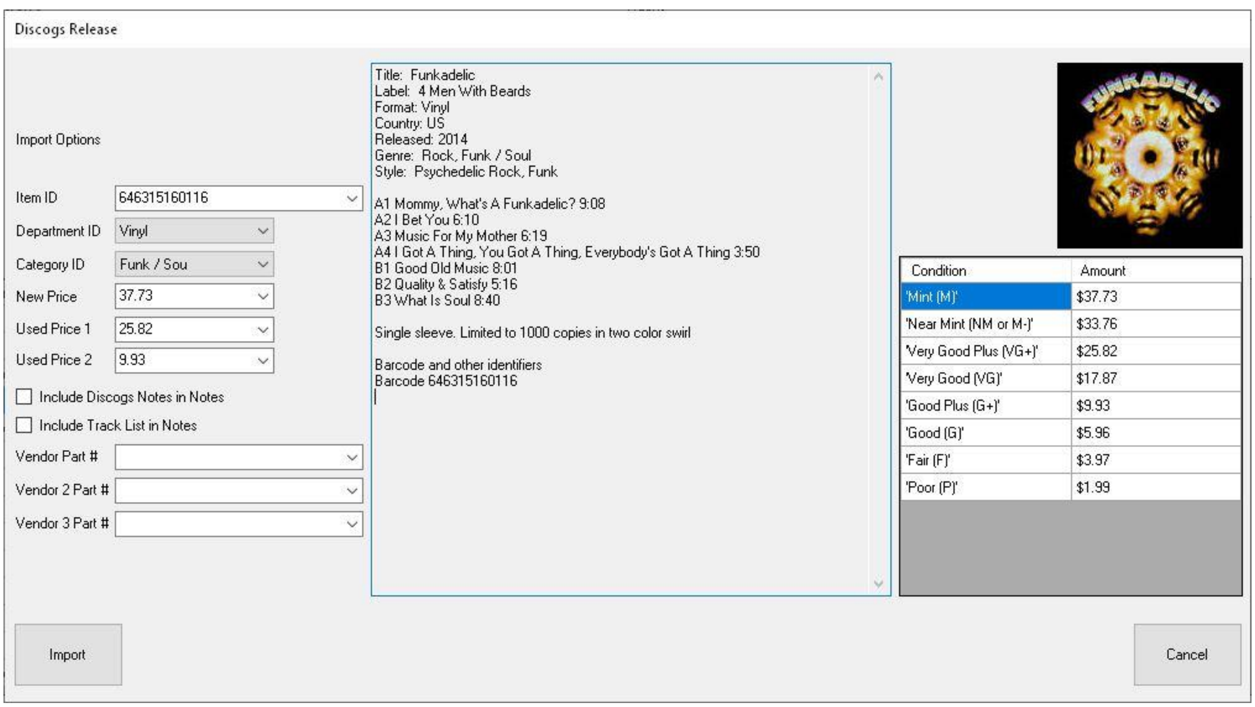
You will need to copy over the authorization code, and then the integration will work. Once you have done that, you will be able to search from this screen:



As you can see, you'll get a graphical listing of albums. These are what are known as masters within Discogs. You can page between multiple results in the bottom right, or select a master by clicking the album name or art to bring up the below:



This will have all the releases that Discogs has for that album. These can be quite small differences, but you can filter the format, country, and label using the filter box up above the list. When you find the release you're looking for, press Release Details to view further information about that release, and potentially import it into your inventory.



From this screen, along the left you will see options for bringing this item into your inventory. The item id and pricing fields will allow you to select from all options Discogs offered for those fields into your inventory, or you can type in your own barcode or pricing based on your judgement with what Discogs suggests for you.

In the center will be a variety of information about the release, frequently including identifying information about this release, and a list of the music tracks on that release.

Importing Data

The importer is a utility for bringing data in from a spreadsheet and either creating or updating records from it. This works with comma separate values files (*.csv), tab delimited text files (*.txt), and excel files (either *.xls or *.xlsx). It does not work with fixed width files; if wanting to import from a fixed width file, we recommend using your spreadsheet program of choice to convert it from fixed width into tab delimited text.

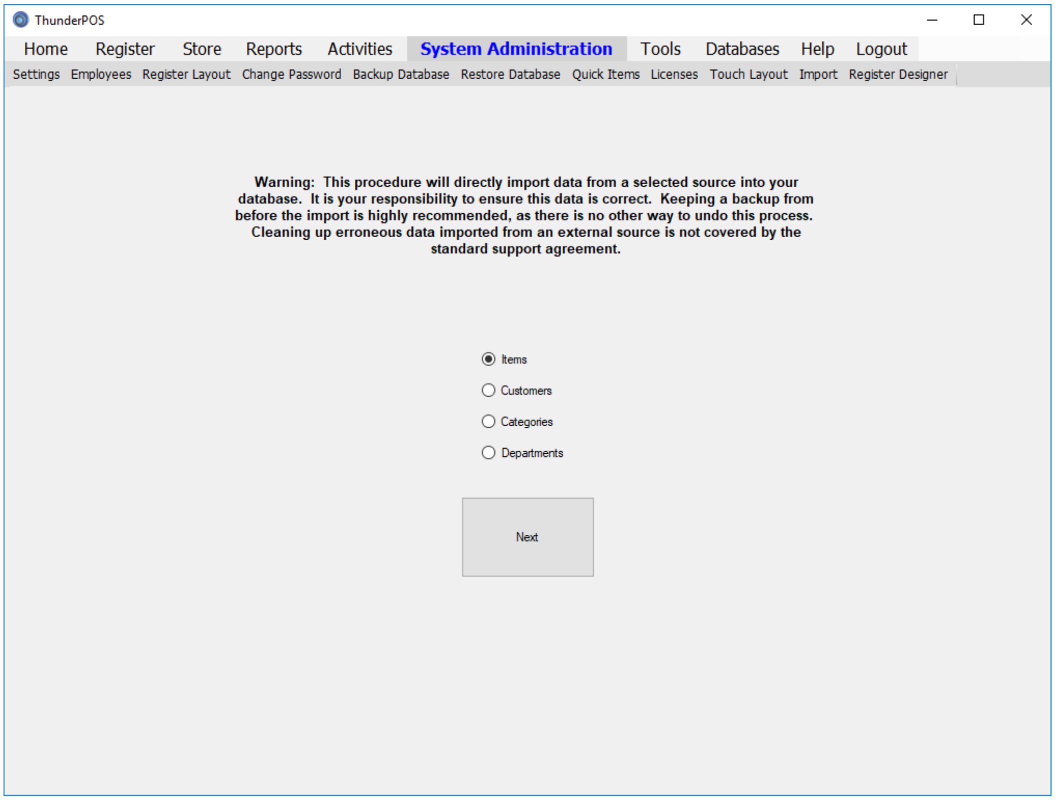
Please note that while we have put as many safeguards as we reasonably can on the importer, it can still be easy through mis-mapping or through a sloppy import source file to create large amounts of incorrect data in the system. By far the most thorough and easiest way to clean up after a mishap like this is to restore to a backup from before the import. There is no undo within the program for an import, other than to restore a backup. For this reason, performing an import during store business hours is inadvisable.

The standard support agreement does not include repairing databases following an import. We will recommend restoring to a backup.

With that being stated, the importer can be an excellent tool for getting a store going, particularly if converting from another inventory management system.

To access the importer, go to System Administration, then to Import. You will need to be an administrator in the system to see this option.

You will be presented with the following screen:

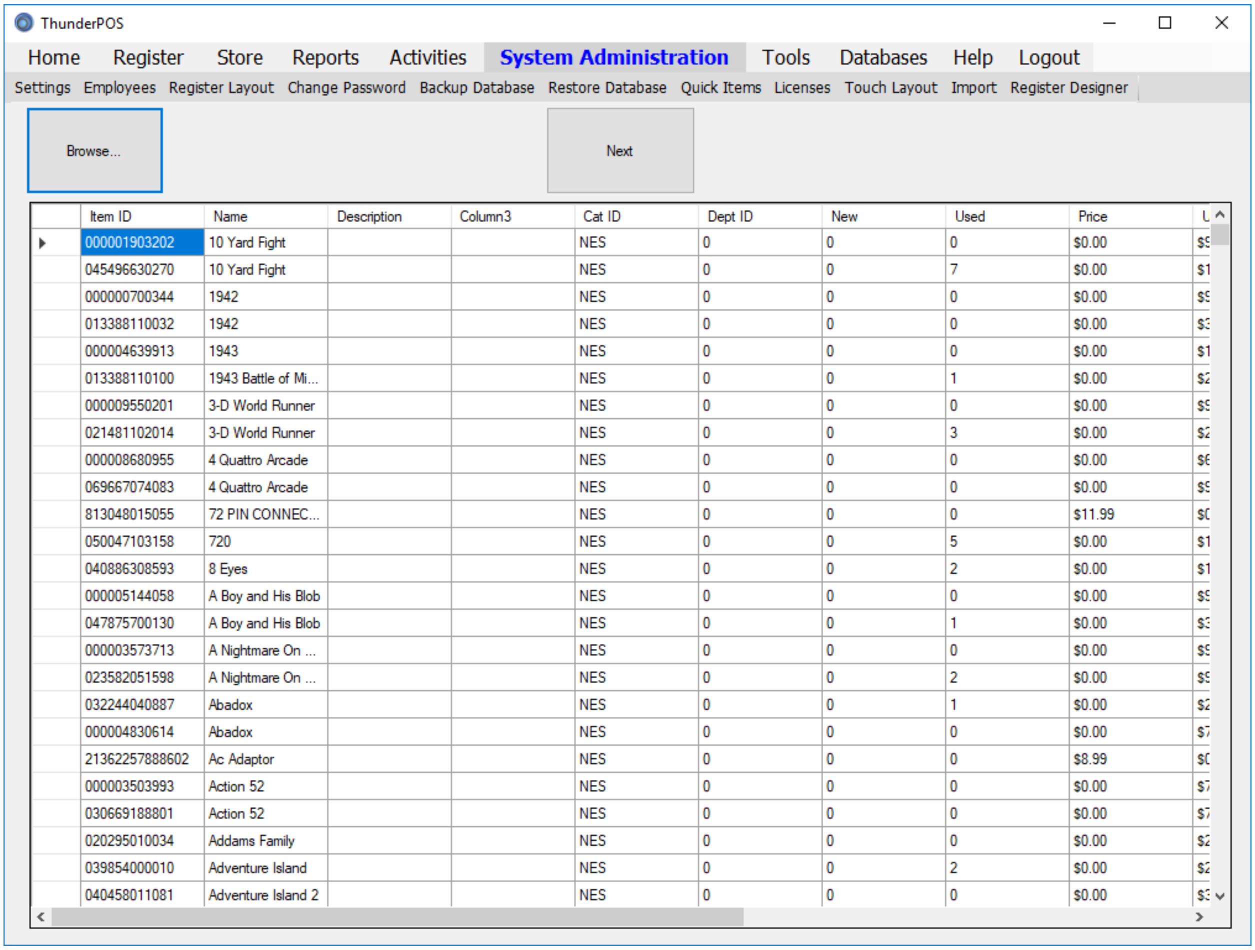


This will present you with a further warning about keeping a backup, as well as a selection screen for the type of data you want to import.

Note that if planning an item import and you want to set departments and categories on your imported items, you should either ensure that all departments and categories are already in the system, or do a category or department import first.

After selecting the type of data you'll be working with, hit next to proceed.

For further screenshots here, we will have selected items; the process differs only in the columns that are being mapped to.



On the next screen, you will need to select your import file. Click browse to launch a windows browser prompt, then navigate to the compatible import file. If successful, you will see data populate, as in the above example.

Upon loading a file, if it does not populate data then there may be an issue with your source file. Examine it in your spreadsheet program of choice, and possibly try saving it in a different format. Tab delimited text tends to be the easiest format for importing from. If you are using a spreadsheet program other than excel, saving to excel formats can result in invalid data for the importer.

If you are satisfied that the data is from the file you wish to import from, click next to proceed.

The next step is to assign where the information from your file is going to go in the program. This process, known as mapping, is essential to get correct. Fields that you do not map will be set to a default value. Some fields are required; these will be listed in below.

Depending on what type of data you are importing, the following are the available fields:

Items	
ItemID	The primary item number. Required, up to 20 characters long, must be unique.
Name	The title of the item. Required, up to 50 characters long.
ItemID2	A secondary item number. Up to 20 characters long.

ItemID3	A tertiary item number. Up to 20 characters long.
Description	A description of the item; often, the author or artist. Up to 50 characters long.
Description2	Another description of the item. Up to 50 characters long.
DepartmentID	The department ID for the item. If assigned, this department must exist in the system, or the row will not be imported. If unassigned, this will default to department '0'.
CategoryID	The category ID for the item. If assigned, this category must exist in the system, or the row will not be imported. If unassigned, this will default to category '0'.
Manufacturer	The maker of the item. Up to 40 characters.
NewQuantity	The new quantity in stock of the item.
UsedQuantity	The used quantity in stock of the item.
NewPrice	The new price of the item.
UsedPrice	The used price of the item.
UsedPrice2	The used price of the item in condition 2. If not using extended pricing, this field is unutilized.
TradeinPrice	The trade in price of the item, for credit.
TradeinPriceCash	The trade in price of the item, for cash.
TradeinPrice2	The trade in price of the item, for credit, in condition 2. If not using extended pricing, this field is unutilized.
TradeinPriceCash2	The trade in price of the item, for cash, in condition 2. If not using extended pricing, this field is unutilized.
NewCost	The cost of this item to the store for new copies.
UsedCost	The cost of this item to the store for used copies.
UsedMax	The used quantity of the item at which to stop automatically accepting trades. By default, this will warn of exceeding the limit; optionally, it can block the trade entirely.
RetailPrice	The manufacturer's suggested retail price of the item. This is an informational field that will not change the price charged at checkout.
ReorderLevel	The new quantity below which to suggest reordering this item.
ReorderQuantity	The number of copies to default to purchase ordering at a time.
Taxable1	Whether tax rate 1 is applied to the item. Either 1 or true is valid on the source data for rows where it is on; either 0 or false is valid if it is off.
Taxable2	Whether tax rate 2 is applied to the item. Either 1 or true is valid on the source data for rows where it is on; either 0 or false is valid if it is off.
Taxable3	Whether tax rate 3 is applied to the item. Either 1 or true is valid on the source data for rows where it is on; either 0 or false is valid if it is off.
Service	Whether the item is a service item. Either 1 or true is valid on the source data for rows where it is on; either 0 or false is valid if it is off. If the item is a service item, quantities are not tracked for it.
Preorder	Whether the item is a preorder item. Either 1 or true is valid on the source data for rows where it is on; either 0 or false is valid if it is off.
PreorderDate	The date at which preorder deposits can be made towards the item.
PreorderMinPayment	The minimum deposit to reserve a preorder for this item. May not be greater than the new price of the item.
Notes	Miscellaneous notes about this item.

Location	The location of this item. Maximum length of 20 characters.
SerialNumbered	Whether this item should prompt for a serial number when it is added to the invoice. Either 1 or true is valid on the source data for rows where it is on; either 0 or false is valid if it is off.
WebStore	Whether an item is listed on your website for sale or not. Either 1 or true is valid on the source data for rows where it is on; either 0 or false is valid if it is off.
Amazon	Whether an item is listed on Amazon for sale or not. Either 1 or true is valid on the source data for rows where it is on; either 0 or false is valid if it is off.
ASIN	The amazon identifier for an item.
AgeRestricted	Whether an item's sale is restricted based on the customer's age. Either 1 or true is valid on the source data for rows where it is on; either 0 or false is valid if it is off.
MinimumAge	The minimum age a customer must be if the item is age restricted.
StreetDate	The date where a product is available for purchase.
Weight	The weight of the product, used for calculating shipping costs with ecommerce.
Active	Whether or not an item is actively available for sale. Either 1 or true is valid on the source data for rows where it is on; either 0 or false is valid if it is off.
LabelStudioName	The label under which the item was published. Up to 30 characters.

Customers	
CustomerID	The primary ID of the customer. Up to 10 characters. Must be unique, required.
FirstName	The first name of the customer. Up to 30 characters. Required.
LastName	The last name of the customer. Up to 30 characters. Required.
Company	The company the customer works for. Up to 30 characters.
Address1	The address of the customer. Up to 50 characters.
Address2	The second line of the customer's address, if needed. Up to 30 characters.
City	The city where the customer lives. Up to 30 characters.
State	The abbreviation of the state or province where the customer lives. Up to 3 characters.
Zip	The postal code of the customer's address. Up to 10 characters.
Phone1	The first phone number for the customer. Up to 15 characters.
Phone2	The second phone number for the customer. Up to 15 characters.
Phone3	The third phone number for the customer. Up to 15 characters.
Fax	The fax number for the customer. Up to 15 characters.
Email1	The email address of the customer. Up to 50 characters.
Email2	The second email address of the customer. Up to 50 characters.
Website	The website for the customer. Up to 50 characters.
AccountOpenDate	The date on which the customer opened an account that could carry a balance.
AccountCloseDate	The date on which the customer closed their account.
AccountBalance	The balance between the customer and the store. A positive balance indicates the customer owes the store that much money; a negative balance indicates a debt from the store towards the customer.

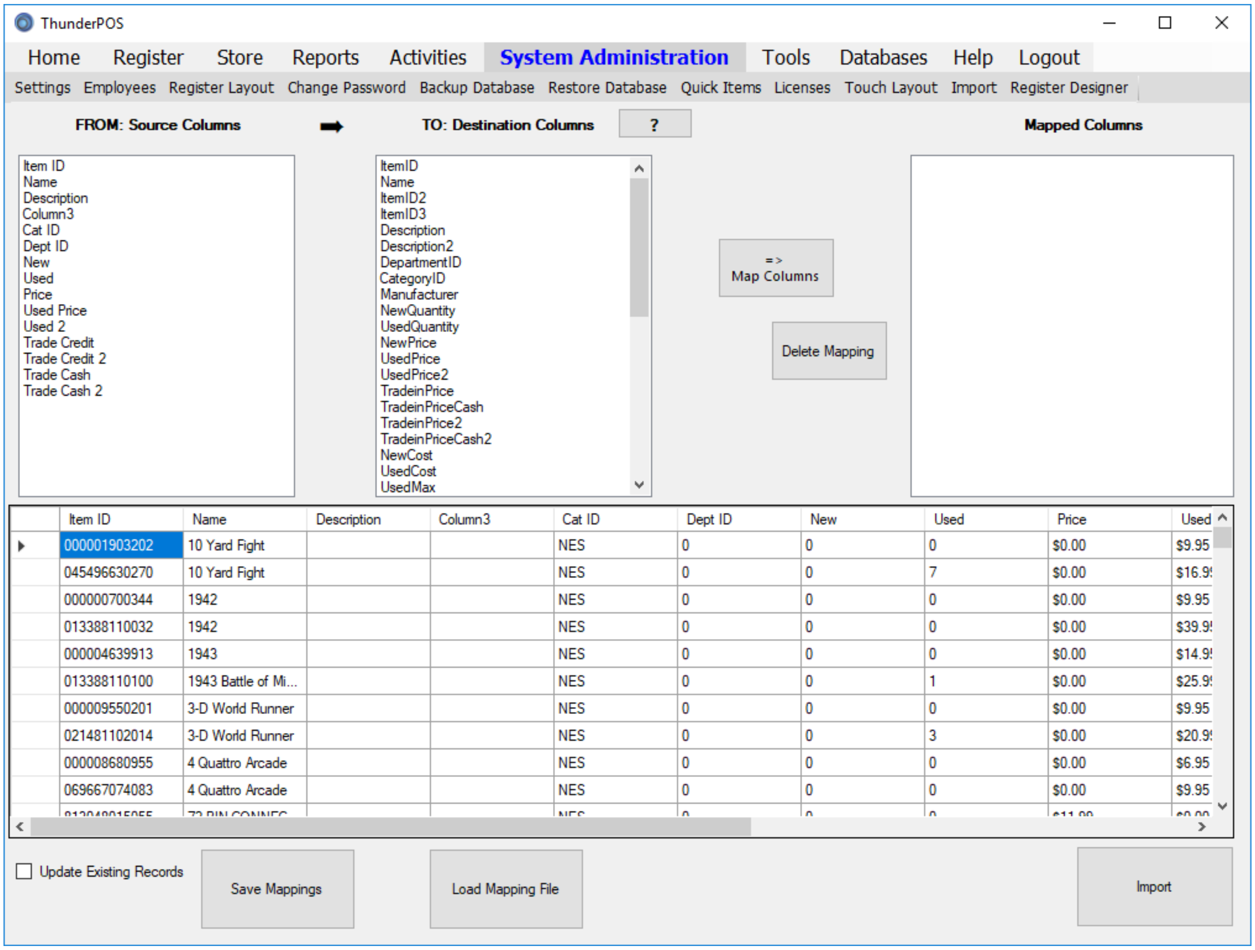
AccountMax	The maximum balance that the customer may carry.
AccountActive	Whether the account can currently charge to on account or not.
RewardsMember	Whether an account can gain rewards points for purchases and activity.
RewardsPoints	How many points the customer currently has.
TaxExempt	Whether a customer is tax exempt or not.
Active	Whether a customer can be selected for invoices or not, regardless of payment method.

Departments	
DepartmentID	The primary ID of the department. Up to 8 characters. Required. Must be unique.
Description	A longer description of the department. Up to 20 characters.
Active	Whether the department is active or not.

Categories	
CategoryID	The primary ID of the category. Up to 8 characters. Required. Must be unique.
Description	A longer description of the category. Up to 20 characters.
Active	Whether the category is active or not.

To map, you'll select the source column from your spreadsheet in the leftmost list, select where that information is going in the middle list, and then hit the map columns button to add this to the mapped columns in the third list. When you do this, the destination will be removed from the second list – you can put information from the same source column in several places if you desire, but destinations can only have one source.

If you need to remove a mapping, highlight it in the rightmost list and then hit 'delete mapping'. This will make the destination available again for remapping.

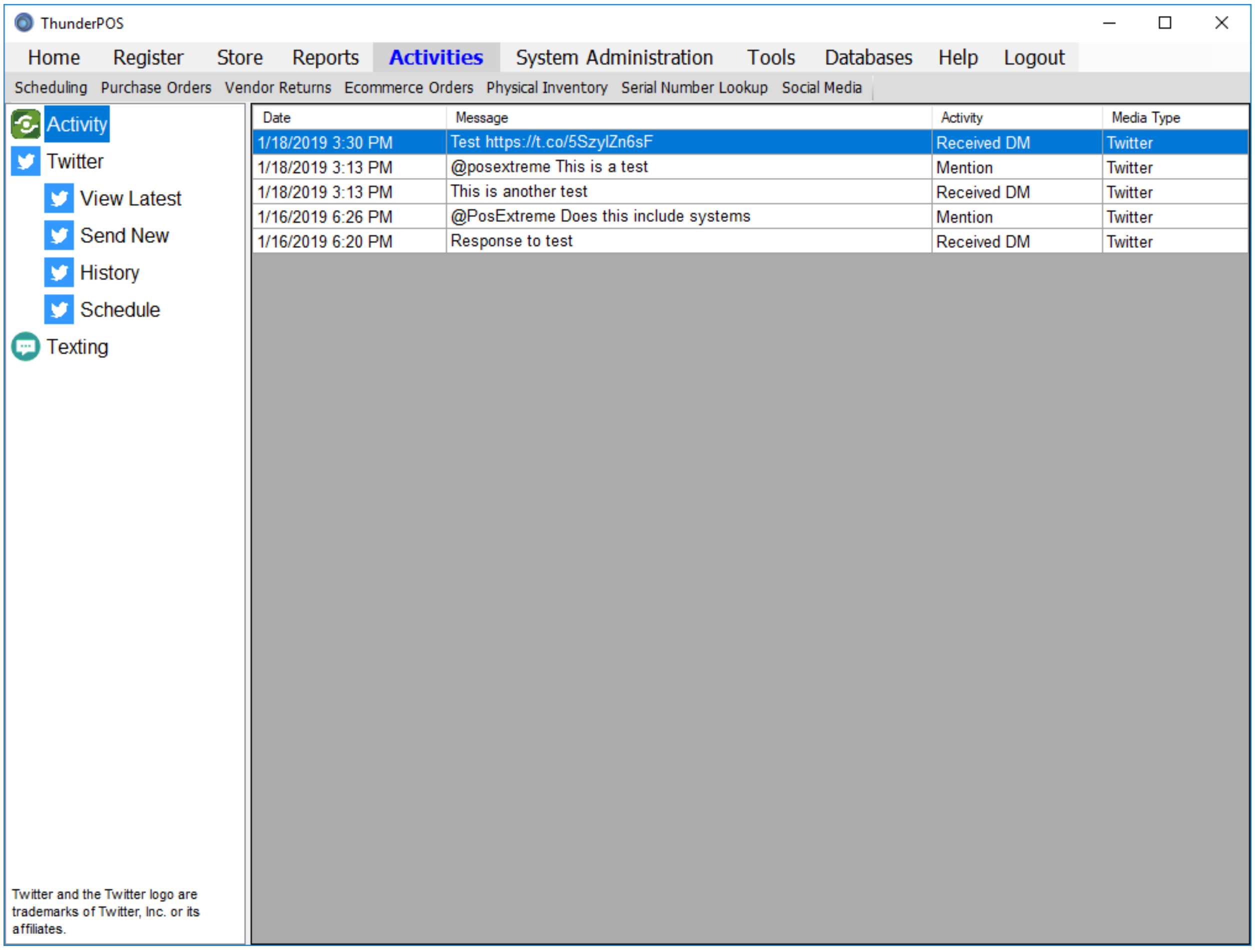


At the bottom of this screen are several options and functions. The update existing records check box will determine whether rows that have the same unique identifier column (such as ItemID or CustomerID) will update the record in the database with new data from the fields, if checked, or be tossed out and reported as failed import rows, if unchecked.

After you've got your columns mapped, you may want to save a mappings file. This will allow you to load that file if you are importing a spreadsheet with the same columns later. This can be done using the save mappings and load mapping file buttons, respectively, at the bottom of the screen.

Finally, once you're ready to proceed, click import and the system will attempt to import your data.

Social Media

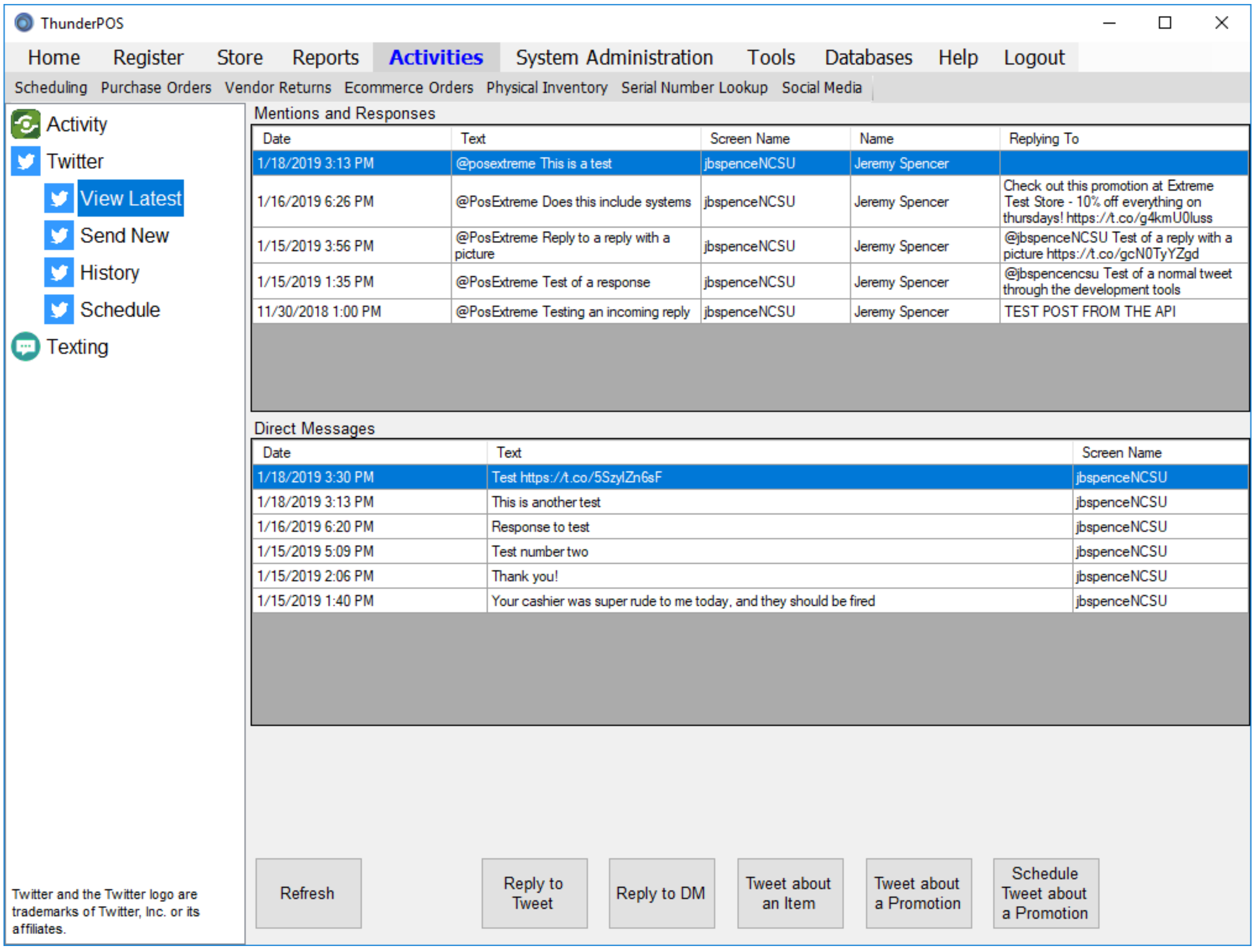


Social Media allows you to stay in contact with your users outside of the system. At the time of writing, we offer an integration with Twitter with text messaging. Be aware that this feature is only available to supported users due to the constantly-changing nature of these integrations.

To reach these features, you can go under Activities and then to Social Media.

Activity here will list off incoming and outgoing messages and explain exactly what they were. This is a quick way to see what has been said about you, or to see what employee activity has been.

By clicking twitter, you will be asked to link an account to the system, which must be done to use this feature.



Once this is done, the system will flip to the “View Latest” section, where you will be able to see and reply to people who have mentioned you, or to direct messages sent to you.

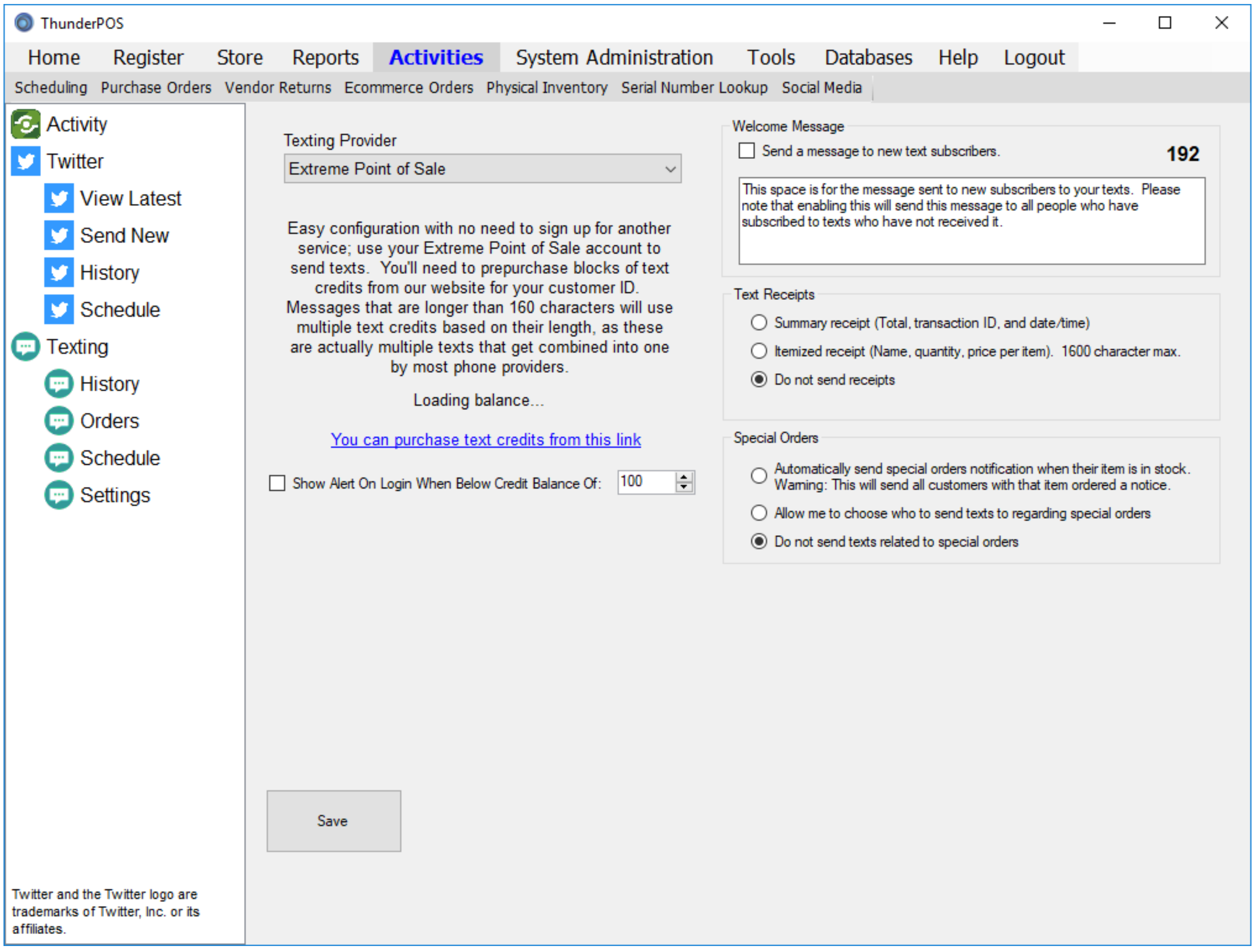
The twitter functionality within the system is intentionally not set up to allow for initiating a new direct message to someone who has not sent you one, or for browsing a timeline outside of people who have mentioned your company.

Under View Latest, there is functionality to send new tweets starting with suggested text about either a specific item you want to promote or a Promotion that you want to advertise for.

If you want to send a tweet out not based from those suggestions, this is available under “Send New”.

Under “History”, you can view the full history of incoming and outgoing tweets and direct messages, as well as any scheduled tweets that you have upcoming. This is where you can stop those scheduled tweets.

Finally, under schedule, you’ll find the ability to schedule a tweet to go out, either on a recurring basis – every day, week, month, etc. – or one-time.



For text messaging, you will need to enable it under settings and purchase text credits to use texting features.

Text credits can be bought at the link within the software. They are tied to the specific store for which the credits were purchased. It costs one text credit to send a text of up to 160 characters to one customer.

For texts longer than 160 characters, it costs one text credit per 153 characters or part thereof, as these texts are multiple texts that get recombined. (The last 7 characters get used to combine them again.) A text of 480 characters, for example, would cost 4 text credits per person it gets sent to. The absolute maximum length is 1600 characters, which would be 11 text credits per person it is sent to. A message of this length may be quite overwhelming on some phones, so you probably need a good reason to send one of this length.

Text messages will only be sent to customers who are marked as wanting to receive texts in their customer record. The primary phone number is used for the number to send the text to. **By using the text messaging service, you agree to only mark customers who agree to receive them as wanting to receive texts, and to removing customers who request removal. Sending unsolicited text messages is against the terms of service and may result in being banned from further use of the texting service.**

There are four basic uses for sending texts:

1) You can send a welcome message to new customers and new subscribers to the texting server. This is turned on in the "Settings" screen of Texting. Generally, you would want to include who the texts are from and that they can opt out. (Which they should be able to do either by texting back "Stop" – which will block them from receiving further texts automatically – or by contacting your store and having them remove the opt in checkbox from the customer record.)

   For example:

   Thank you to subscribing to texts from Extreme Point of Sale, Inc! Message and data rates may apply. To opt out, reply STOP

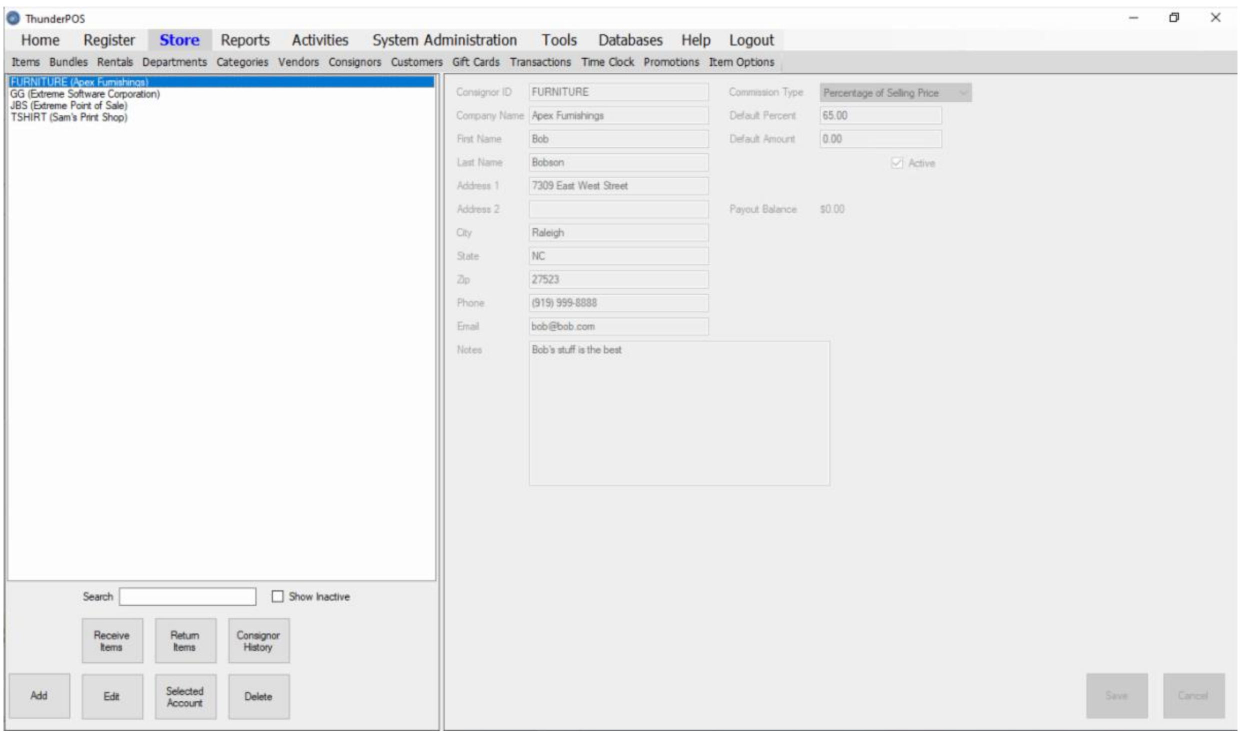
2) You can send either summary receipts or itemized receipts as texts. This is turned on in the "Settings" screen of texting. Itemized receipt will truncate if they hit the 1600-character limit, which they will typically do if the invoice is over twenty-five lines long. We recommend against using itemized receipt texts unless your typical invoice is only an item or two.

3) You can send texts to customers who have special orders or preorders ready for pickup. This can either happen automatically or you can use the "orders" screen here to edit the exact message and send it out; the default text when sending automatically is of the form: "Your order of <ITEM NAME> is in stock and ready for pickup", with <ITEM NAME> replaced with the actual item's name.

4) Finally, you can schedule texts to go out either to all customers who are subscribed to texts or those customers who meet an additional filter. This filter can use everything that can be searched by in the customers screen, so you can get as narrow as, for example, sending texts to customers who have upcoming birthdays, customers who purchased a specific product, or customers who haven't been into your store recently.

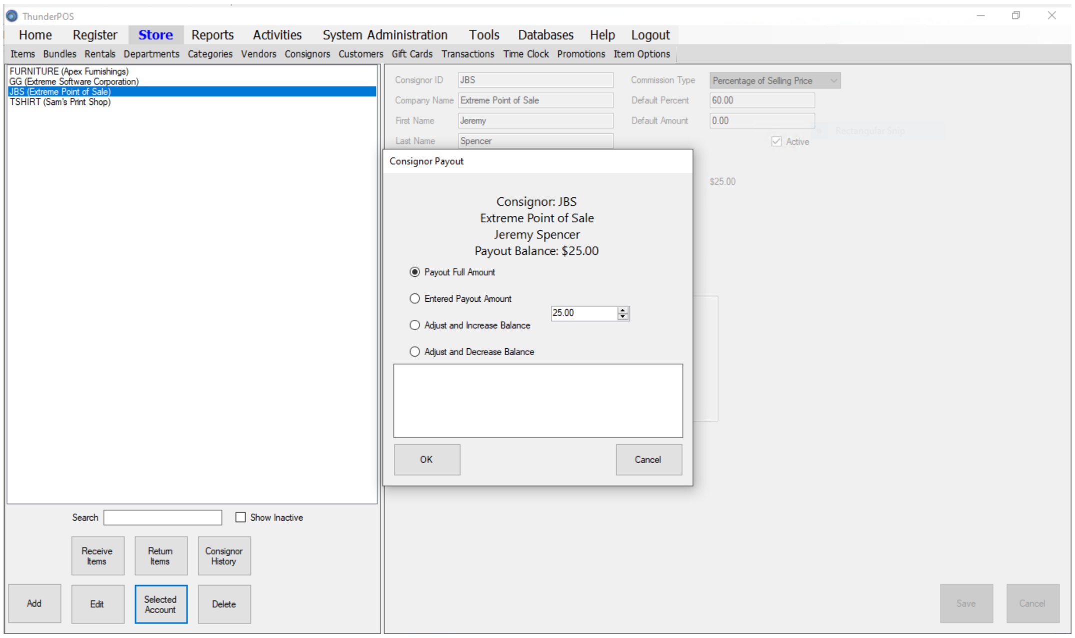
Consignment

Consignment items are items that you are selling on behalf of the owner, and that you agree to pay a commission to. The key difference between this and a normal item is that you don't ever have a cost on these items - the commission is considered a selling expense, instead. As such, these items are not added to the value of your inventory.

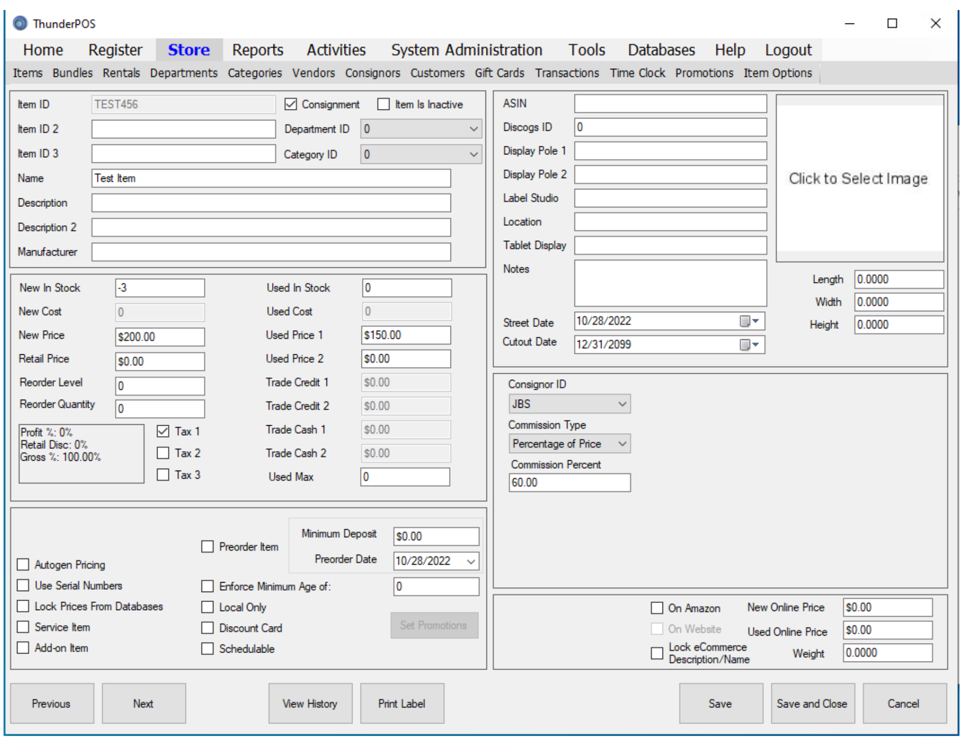


You'll need a unique ID for each different consignor you want to add to the system, as well as the first and last name of the contact person for that consignor (who may just be that individual, or may be a company). You can optionally collect additional information about the consignor, as shown above. You can also set whether by default items from this consignor give a fixed amount per item or they give a percentage of the selling price. The amount or percentage is the portion that will be given to the consignor, not the portion that the store will be keeping.

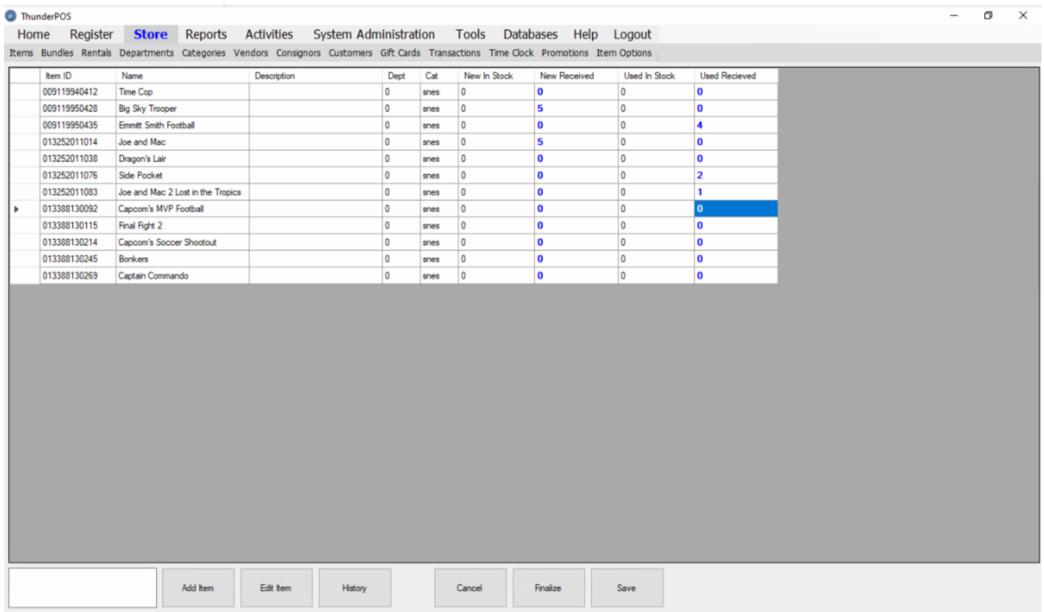
The balance currently owed to the consignor based on their sales will be recorded here and can be paid out using the selected account button. You can edit the consignor by using the edit button. The stock for a consignor's items can also be managed here, either by receiving or returning them, and this is where the history may be viewed as well.



Payouts and adjustments will allow you to manage the balances of your consignors and easily track who you owe money to and how much. If you need to credit or debit them expenses outside of day to day sales, this is the way to do it. Just fill in a note so that you can remember what was done, and why.

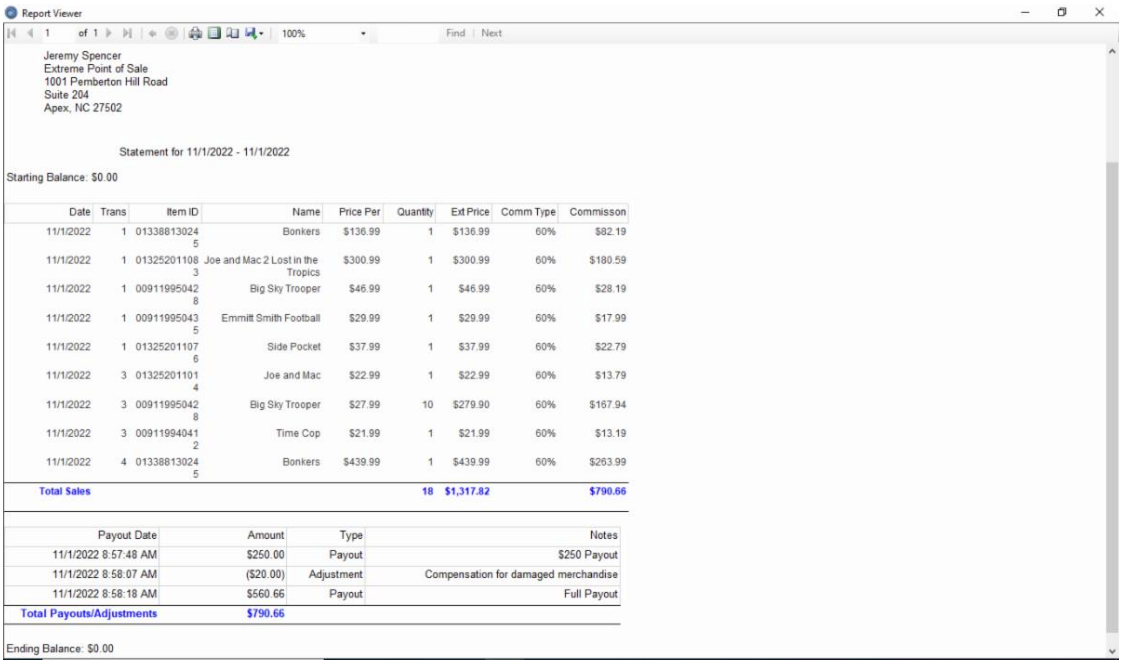


Within items, to mark that an item is consignment, check the consignment item box. A consignment item has 0 costs and cannot be traded in, and will not have any vendors attached. In the space where vendors would otherwise appear, you'll be able to select the consignor and set whether this specific item uses a percentage based or amount based calculation. The default value from consignors will only be used to set the initial values upon selecting that consignor.



To receive or return consignment items into stock, you will utilize a different screen from the standard purchase order or vendor return screen, as these items do not have costs associated with them. Instead, you can reach the receive and return screens from consignor management, allowing you to quickly add the items to inventory without worrying about costs getting in the way.

For receiving, you can also add items through the add item button to create items which have never been in the system before. For returning, only items that are currently in stock will show onto the return.



Report Viewer

Jeremy Spencer
Extreme Point of Sale
1001 Pemberton Hill Road
Suite 204
Apex, NC 27502

Statement for 11/1/2022 - 11/1/2022

Starting Balance: $0.00

Date	Trans	Item ID	Name	Price Per	Quantity	Ext Price	Comm Type	Commisson
11/1/2022	1	013388130245	Bonkers	$136.99	1	$136.99	60%	$82.19
11/1/2022	1	013252011083	Joe and Mac 2 Lost in the Tropics	$300.99	1	$300.99	60%	$180.59
11/1/2022	1	009119950428	Big Sky Trooper	$46.99	1	$46.99	60%	$28.19
11/1/2022	1	009119950435	Emmitt Smith Football	$29.99	1	$29.99	60%	$17.99
11/1/2022	1	013252011076	Side Pocket	$37.99	1	$37.99	60%	$22.79
11/1/2022	3	013252011014	Joe and Mac	$22.99	1	$22.99	60%	$13.79
11/1/2022	3	009119950428	Big Sky Trooper	$27.99	10	$279.90	60%	$167.94
11/1/2022	3	009119940412	Time Cop	$21.99	1	$21.99	60%	$13.19
11/1/2022	4	013388130245	Bonkers	$439.99	1	$439.99	60%	$263.99
Total Sales					**18**	**$1,317.82**		**$790.66**

Payout Date	Amount	Type	Notes
11/1/2022 8:57:48 AM	$250.00	Payout	$250 Payout
11/1/2022 8:58:07 AM	($20.00)	Adjustment	Compensation for damaged merchandise
11/1/2022 8:58:18 AM	$560.66	Payout	Full Payout
Total Payouts/Adjustments	**$790.66**		

Ending Balance: $0.00

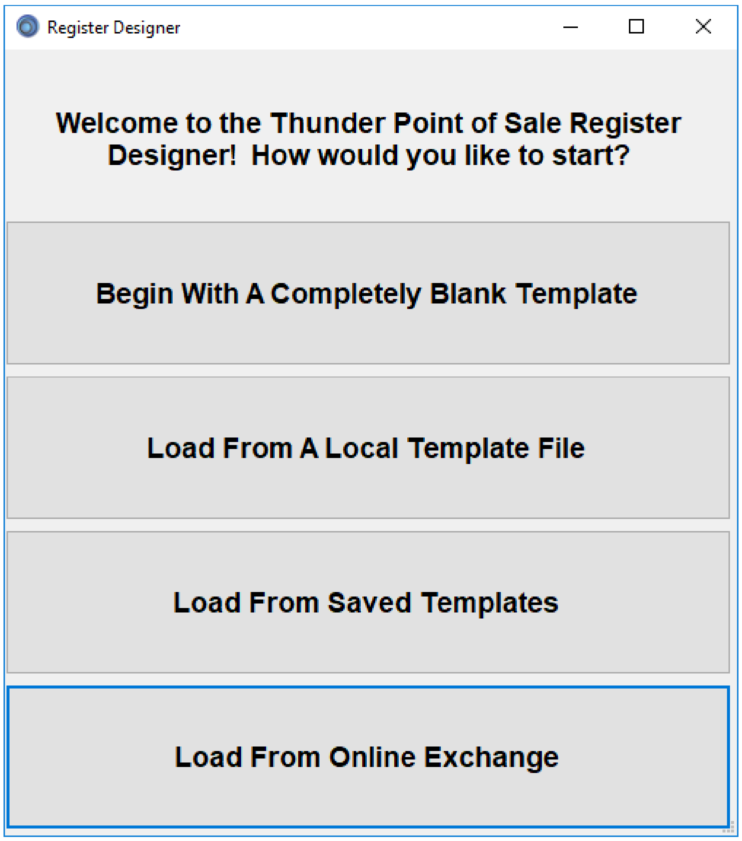
A full suite of reports is available on consignment items, including sales by consignors, reports on the items sold for particular consignors, the history of orders and returns, the payouts and adjustments that have been done to the consignors, and everything else you need for keeping track of your consignment inventory. You can easily run both consignment and normal items now this set of features, without needing to worry about workarounds. These reports, like the other functions described here, are available in forms both through the Windows client and for cloud users through ThunderPOS.Net.

Register Designer

The register designer is a feature that will allow you to customize the look and functionality of your register screen. This can be done individually on each station, or you can reuse a template file across your store or stores. This includes an online sharing center, where you can post your own templates for others to work from or take from templates others have shared.

This functionality is only available to supported users.

To access the designer, you'll need to be logged in as an administrator. The designer is available through System Administration and then Register Designer.



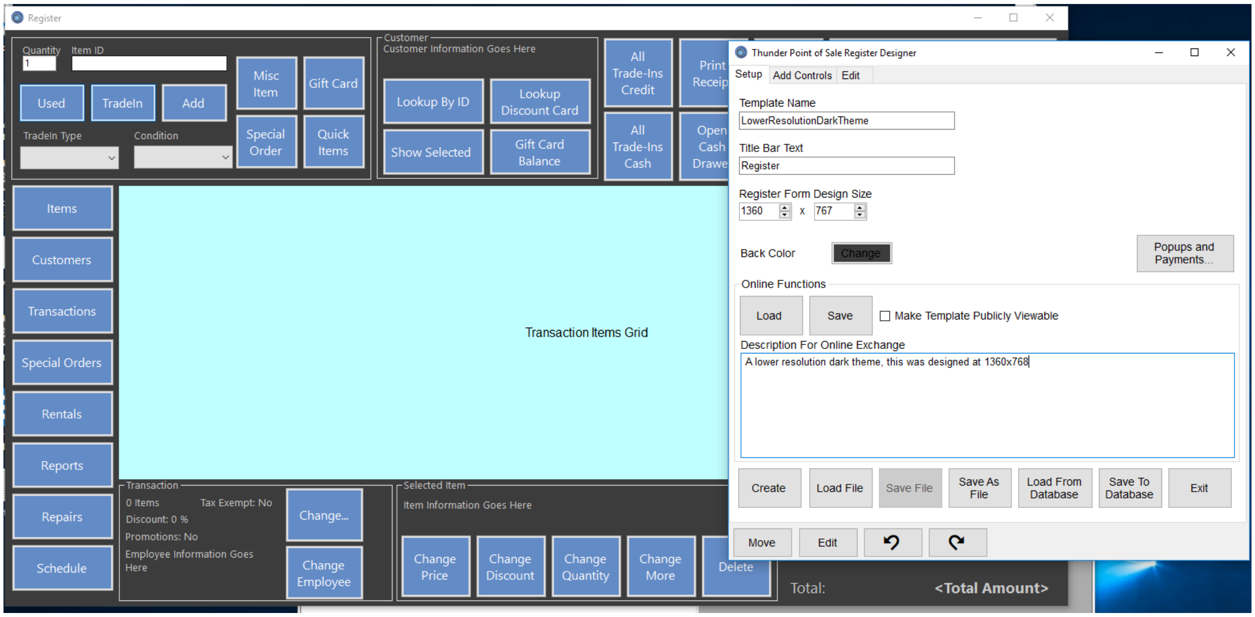
Upon going into the designer, you'll be presented with the above screen, offering you options for getting started. Begin With A Completely Blank Template will start you completely from scratch. While this will give you a great deal of flexibility, we do not necessarily recommend this when first using the designer; it can be far easier to take an existing template and tweak it unless planning on a simple design.

Load From A Local Template File will allow you to load from a saved file (*.dat extension), which you could have done at another store or saved from the designer. This method allows you to share templates with select others without making them publicly available through the online exchange.

Load From Saved Templates will allow you to select from the templates saved in your local database. This includes the default ones included with the program as well as any you have previously saved.

Load From Online Exchange will take you to the online exchange gallery to browse between different customers' submissions, as well as some from Extreme Point of Sale, Inc. You'll be able to see a screenshot of the design there as well as a description that they have entered.

Regardless of how you go into the designer, you will see the toolbox window. If you load a template, you will also get a register designer window. If you have a blank template, you will need to hit 'Create' on the toolbox screen to make that; this is to give an opportunity to set the design size first.



Pictured above, we've loaded the included Lower Resolution Dark Theme. Several aspects of the toolbox screen are worth drawing attention to. When first loading a template, or creating from a blank one, it will be on the "Setup" tab, which controls saving and loading templates, and several general options for the register. "Add controls" lets you place additional elements onto your design, while "Edit" is used for changing details about an element.

The Template Name is the key to what the template will be called within the software. Even if you save it to a file, with a different file name, internally this is what will cause it to be overwritten or create a new design. We recommend changing this if you are going to tweak existing designs, to prevent confusion.

The title bar text is what appears at the top of the register window. This can be made to include, for example, your store name or motto.

The register form design size controls the size of the designer window. This allows you to develop for a specific resolution monitor more easily, particularly if not working on the station that the template will be used on.

Back Color changes the color of the register screen; for example, here it is a very dark grey.

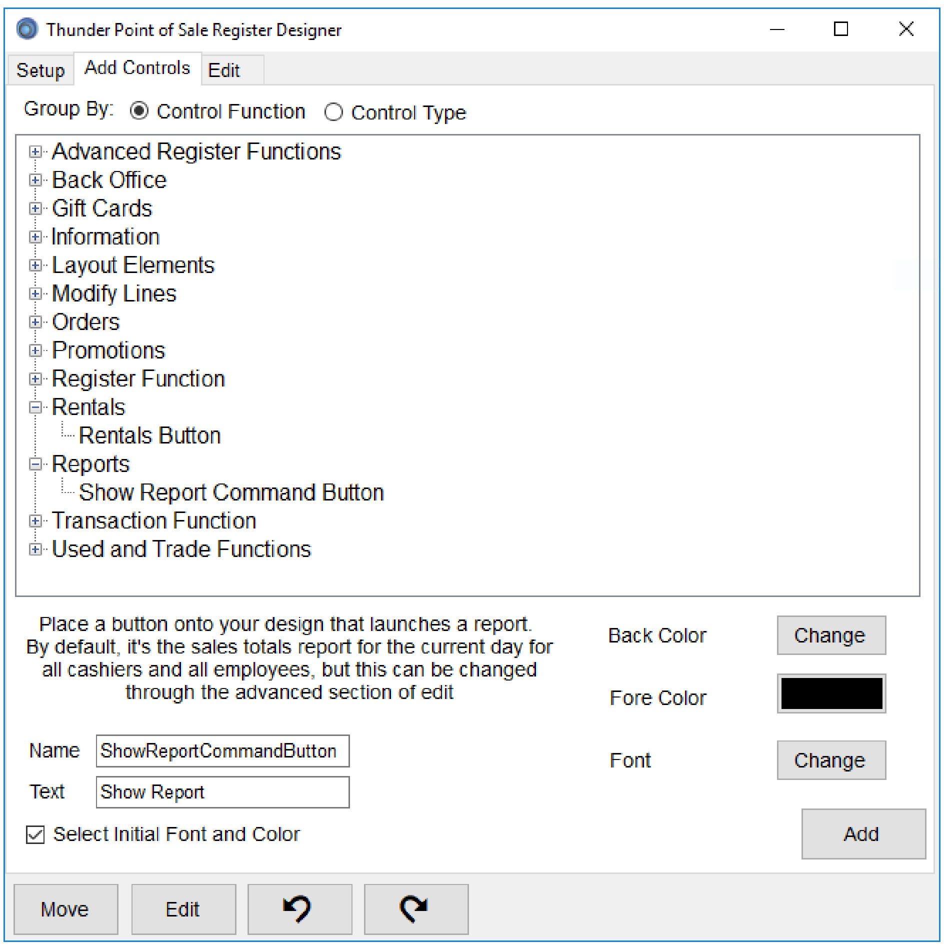
Popups and payments will launch a secondary option screen where you can customize the colors and fonts of popup screens and the complete transaction screen for this template. Please note that using an overly large font will result in unreadable or truncated text; if you run into this, you should modify your template to use a smaller font.

Finally, for the setup tab there are several options for saving and loading templates. Under online functions, load will take you to the online exchange to browse. Save will push your template to our server, and if 'Make template publicly viewable' will make it available for others to download, with the description set in the textbox below these buttons.

Create will wipe the current register window and start a blank one. Do not click this when you're working on one unless you want to restart.

Load File, Save File, and Save As File will all work with local templates .dat files. If you have previously loaded or saved as, the "Save File" button will be available and will update that file, rather than having to browse for a filename.

Load From Database and Save To Database will work directly on the database, based on the template name. If you save to the database and that template name is not already your current station template, you will be asked if you want to make it your current template.



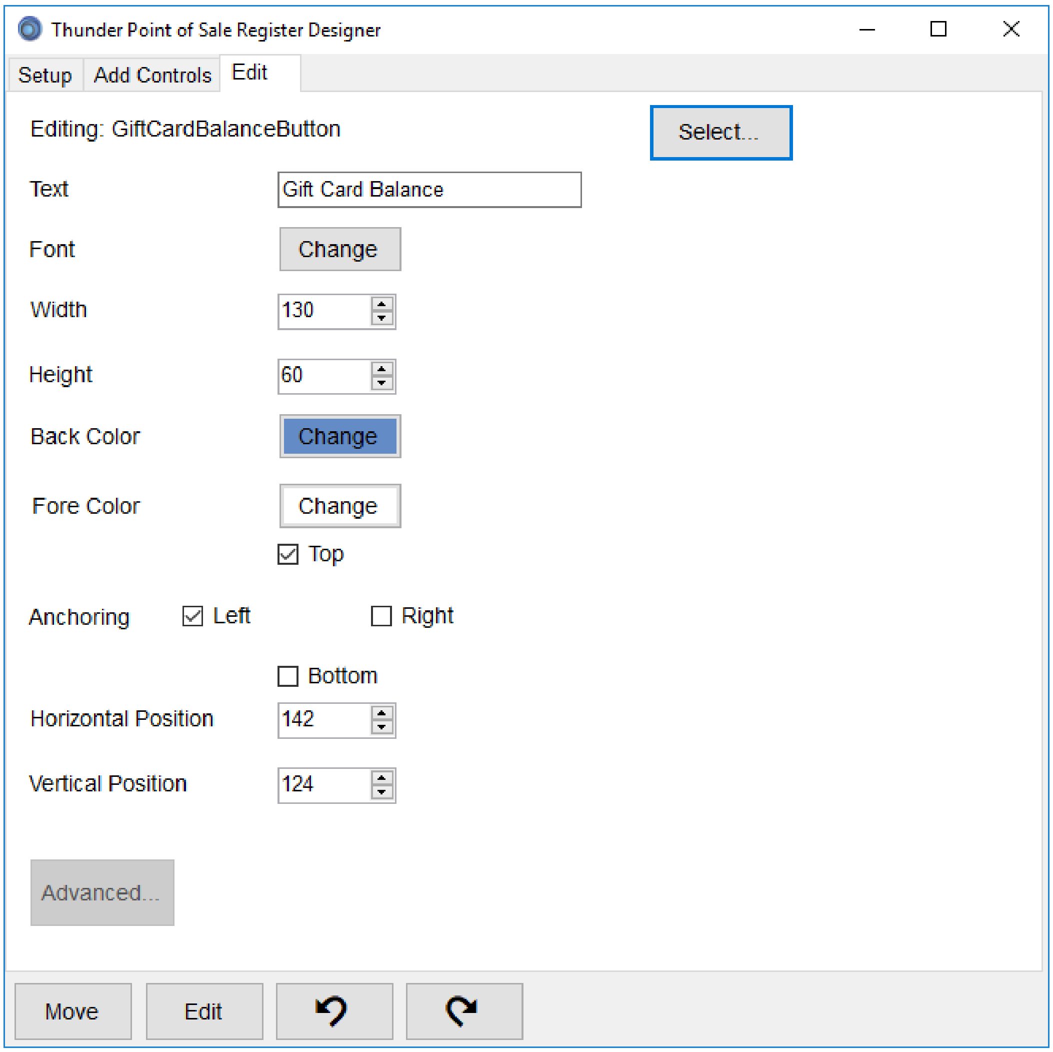
Under Add Controls, you'll find all the possible elements to add to your register layout. These can either be grouped by the general function, or they can be grouped by the type of control they are (such as Buttons or Labels). As you click on each one, an explanation of what it is will appear below the list.

Each control must have a name, and most of them also can have text on them. The names must be unique – the system will block you from adding a second element with the same name as another.

If you want, you can set an initial set of colors and fonts on controls where this is appropriate. This can always be changed through the edit screen afterwards.

Once you hit add, you will be taken to the register designer, and your cursor will be a cross. Click to position the control you're wanting to add.

Controls on the register designer can be moved and resized using the mouse, or through the edit tab:



Under the edit tab, you can edit aspects of an element of the design. You can select which to edit through three methods:

A) Hit the select button at the top of this screen, then select the one by name you want.

B) Hit the edit button at the bottom of this screen, then click the control you want in the register. You will continue to be able to click to edit until you hit "move".

C) Right-click the control you want in the register, then hit edit in the context menu that appears.

The right-click context menu contains many other functions that can make your life easier with the designer, including deleting elements and aligning different elements.

On the edit tab, most options are available for all types of controls. There are a few notes:

Anchoring will keep an element its current distance from the edge of the screen, or if it is in a groupbox from the edge of the groupbox. If opposing sides are both anchored, then the element will grow and shrink with the screen. Using this correctly allows a design to scale as the program is maximized or minimized.

Horizontal and Vertical position are based on the screen UNLESS the control is contained in a groupbox, in which case they are the position within the groupbox.

"Advanced" contains some specific settings for different controls. Most notably here, you can set the color and font options for your items grid, the size and orientation of your touchbutton array, and what report and filters report buttons use by setting the advanced properties.

Notable Keyboard Shortcuts

F1: Open or return to the Register Screen from elsewhere in the program.

F2: Go to Items from the register

F3: Go to Customers from the register

F4: Add a miscellaneous item to the current transaction

F6: Check a gift card’s balance

Control + Shift + F8: Reprint last completed transaction’s receipt (from this station)

Control + S: Moves the cursor to the item id box at the register, if available

Control + F3: Manage bundles

Control R: Transaction Search

F5: Suspend Transaction

F9: Recall Suspended Transaction

F7: Search Vendor Database

Alt+C: Cancel Transaction

Control + L: Change selected item’s discount percentage

Control + T: Set transaction notes

Control + Q: Change selected item’s quantity.

Control + I: Change selected item’s price

Control + M: Change other details about selected line item.

Control + H: Within the items screen, view the history of the selected item

Common Support Issues and Questions

I am getting an error about the server not running, and the program is asking if I want to select another.

There are three main considerations here:

If you are on a secondary station, and the program is working from the primary:

This typically indicates a networking issue. If this was previously working, the most likely culprits are a change in your network or in your firewall. Check all connectivity, and if new security software has been installed, make certain it is allowing connections to Microsoft SQL Server and SQL Server Browser on the server station.

If you are on the server station:

Generally, this indicates that the SQL Server service is not running in Windows. The most benign and likely cause of this is that resources were tied up during startup and prevented the service from starting. To attempt to start it manually, in windows, go through control panel and to Administrative Tools. Then, go to services. Scroll down the list, looking for the SQL Server (ExtremePOS) option. Right click it and hit start.

If this starts, attempt restarting ThunderPOS. If it does not, this indicates a more severe issue, and you should contact support if supported for assistance.

If you have renamed or replaced the server:

If you have renamed the server computer, or replaced it, you will need to point the other stations to the new server. This can be done by saying YES to selecting another server, then pointing to the new server name.

My receipts are getting cut off at a certain point consistently

This indicates that your receipt printer driver in windows is set to use a shorter form of paper, rather than the roll. Exact details on this vary from printer to printer, but you will want to go into Devices and Printers in Windows, then printer properties for your receipt printer.

Somewhere in this will be a paper selection. Make certain you are set to use a receipt roll (typically 80mmxROLL).

If you need assistance with this and are supported, contact support.

Custom Label Template

For Advanced Users

Please note that most users will have no need to do this, and that if you need custom label designs but are not comfortable modifying them yourself, we do offer charged assistance with this.

Below this, there is a sample of one of the simpler templates that we have in the system by default:

```
<labeldesign description="Bixolon 2 Large Price Style">
<formats>
<format type="UPC">
<NAME>T213,25,2,1,1,0,0,N,N,'%%TITLE%%'</NAME>
<NEWPRICE>T213,65,3,1,1,0,0,N,N,'Our Price:'
T213,105,6,1,1,0,0,N,N,'%%NEWPRICE%%'</NEWPRICE>
<USEDPRICE>T213,65,3,1,1,0,0,N,B,'Used Price:'
T213,105,6,1,1,0,0,N,B,'%%USEDPRICE%%'</USEDPRICE>
<USEDPRICE2>T213,65,3,1,1,0,0,N,B,'Used Price:'
T213,105,6,1,1,0,0,N,B,'%%USEDPRICE2%%'</USEDPRICE2>
</format>
<format type="EAN">
<NAME>T213,25,2,1,1,0,0,N,N,'%%TITLE%%'</NAME>
<NEWPRICE>T213,65,3,1,1,0,0,N,N,'Our Price:'
T213,105,6,1,1,0,0,N,N,'%%NEWPRICE%%'</NEWPRICE>
<USEDPRICE>T213,65,3,1,1,0,0,N,B,'Used Price:'
T213,105,6,1,1,0,0,N,B,'%%USEDPRICE%%'</USEDPRICE>
<USEDPRICE2>T213,65,3,1,1,0,0,N,B,'Used Price:'
T213,105,6,1,1,0,0,N,B,'%%USEDPRICE2%%'</USEDPRICE2>
</format>
```

```
<format type="CODE39">
<NAME>T213,25,2,1,1,0,0,N,N,'%%TITLE%%'</NAME>
<NEWPRICE>T213,65,3,1,1,0,0,N,N,'Our Price:'
T213,105,6,1,1,0,0,N,N,'%%NEWPRICE%%'</NEWPRICE>
<USEDPRICE>T213,65,3,1,1,0,0,N,B,'Used Price:'
T213,105,6,1,1,0,0,N,B,'%%USEDPRICE%%'</USEDPRICE>
<USEDPRICE2>T213,65,3,1,1,0,0,N,B,'Used Price:'
T213,105,6,1,1,0,0,N,B,'%%USEDPRICE2%%'</USEDPRICE2>
</format>
</formats>
<footer>P%%NUMLABELS%%</footer>
</labeldesign>
```

For the xml to import, you'll need to have the following:

The entire file should be within a <labeldesign> tag, with a description that will be how the custom design shows.

Optionally, right after this opening tag, you may need a <header> tag, depending on the need of the printer.

For most labels, you'll need three formats within the <formats> tag, which will contain your designs for EAN, UPCs, and CODE39. The exception exists if you're doing a format for member pricing labels, for which you will only need MEMBERPRICE and CODE39.

The fields that can be used as tags, which will be checked or not in the design view to include the section on tags:

BARCODE

ITEMID

STORE

NAME

PRINTUSED

RETAIL

NEWPRICE

USEDPRICE

USEDPRICE2

DESCRIPTION

DATE

CATEGORY

DEPARTMENT

PARTNUMBER

NOTES

ALTITEMNUMBER

DESCRIPTION2

LABEL

LOCATION

To have a field that's determined with the item, you can utilize the following, surrounded by double percent signs. If you use a comma after the name listed below, followed by a number, that will be the maximum length used. For example, if you use %%TITLE%% for an design, it may replace it with, for example, Planet of the Apes. If you use %%TITLE,12%% this same item would just be replaced with Planet of th. This is useful for making certain there will be room for all elements on the label.

NUMLABELS	Number of labels to print
ITEMNUMBER	The primary item number
STORE	Your store's name.
TITLE	The item's name.
RETAILPRICE	The item's MSRP.
NEWPRICE	The item's new price

USEDPRICE	The item's used price 1.
USEDPRICE2	The item's used price 2
DESCRIPTION	The item's description 1.
DEPARTMENT	The item's department ID.
CATEGORY	The item's category ID.
PARTNUMBER	The item's vendor part number
DATE	The current date, as of printing the label.
MEMBERPRICE	The member price.
ALTITEMNUMBER	The item's alternate item number
LOCATION	The item's location
LABELSTUDIONAME	The item's label studio name
DESCRIPTION2	The item's second description
MANUFACTURER	The item's manufacturer
ASIN	The item's ASIN
MINIMUMAGE	The item's minimum age to purchase.

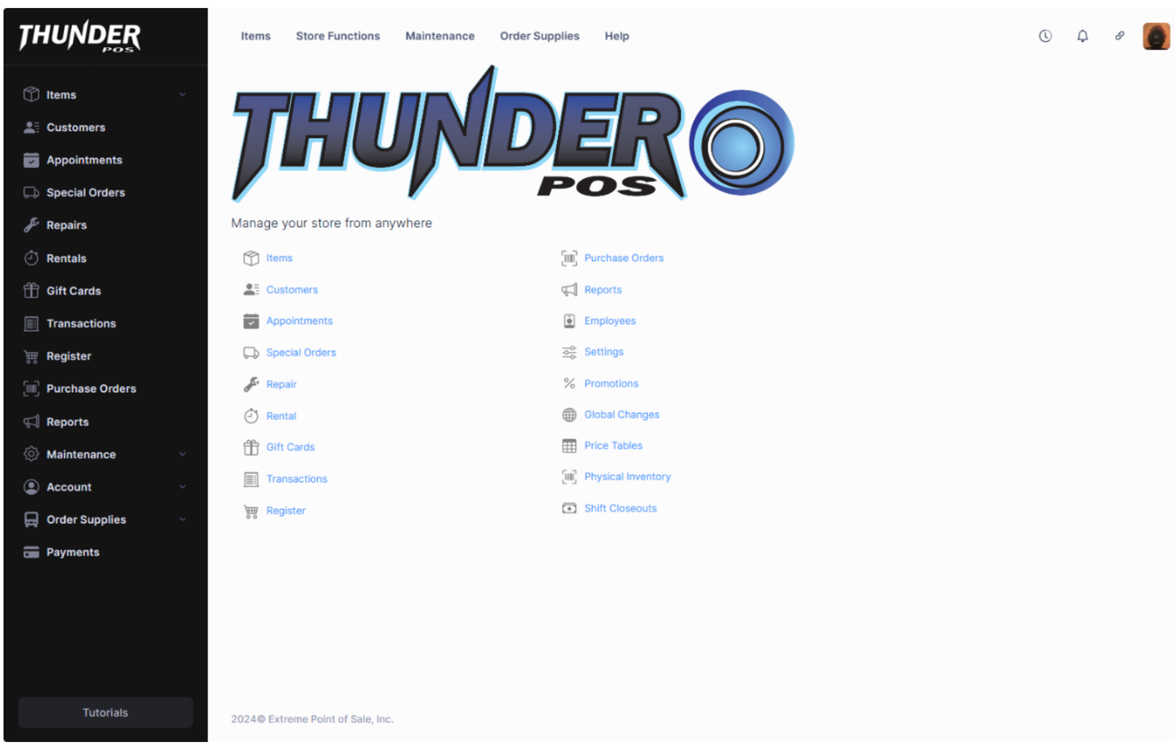
Appendix: Managing your store through ThunderPOS Backoffice

If you are using a cloud database, you will have access to manage your store through the backoffice website. For most customers, this will be set up at http://www.thunderpos.net with an email address and initial password that you will be provided.

The website features the ability to manage many functions in the software. This will allow you to do things like check in on your sales, change prices, view customers, or many other functions from your home computer or from a phone or tablet.

You must have javascript enabled in your browser to utilize the website.

After logging in, you will see a screen like the following on a desktop:



On a smaller screen, the menu along the left will be hidden and can be reached by clicking the hamburger menu icon. This will send you to the sections of the site:

Items allows you to manage your inventory, pricing, add new items, or for Enterprise systems will allow you to initiate store transfers or do stock checks.

Departments allows you to create, edit and merge departments.

Categories allows you to create, edit and merge categories.

Vendors allows you to create and edit vendors.

Purchase Orders will allow you to process purchase orders.

Employees allows you to manage employees, including creating additional web users. Permissions may also be managed through this interface.

Customers allows you to view, add, and edit customers. Additionally, you may perform transactions for those customers' accounts.

Gift Cards allows you to adjust balances, view balances, and see transactions.

Special Orders allows you to view items that have been special ordered.

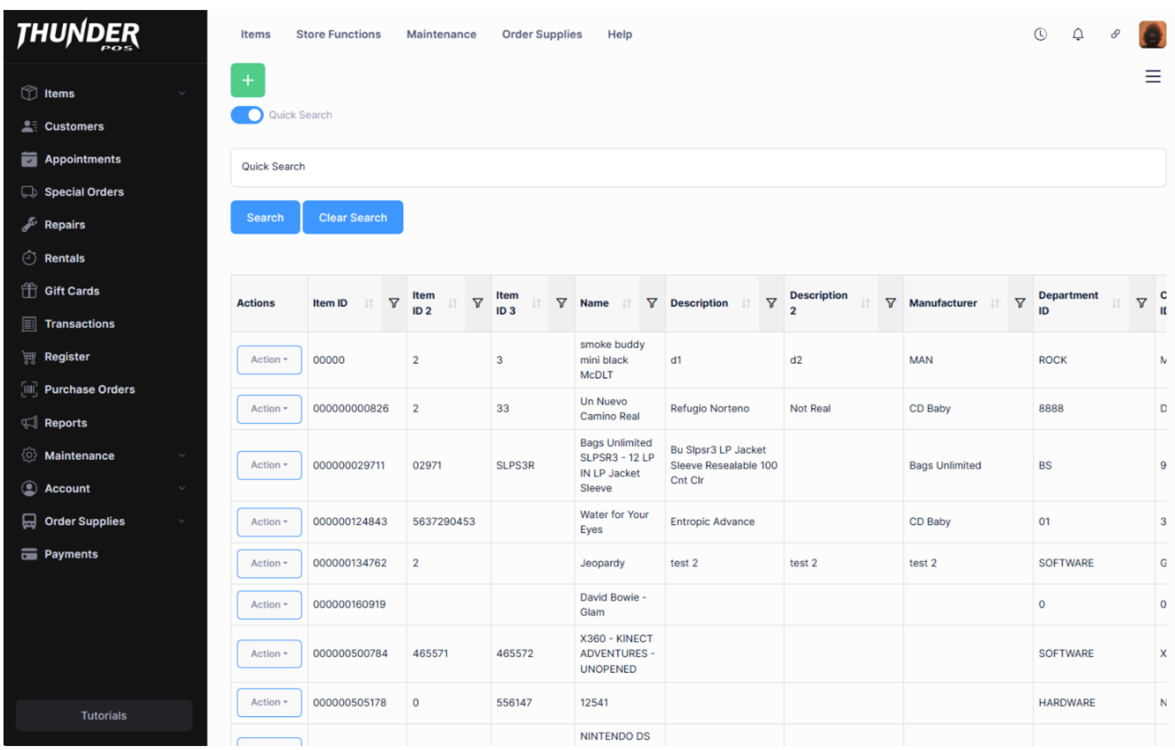
Transactions will let you see the invoices that have been done through the registers.

Reports features a variety of reporting options for your store's contents and performance.

Settings lets you change settings for your store and your register.

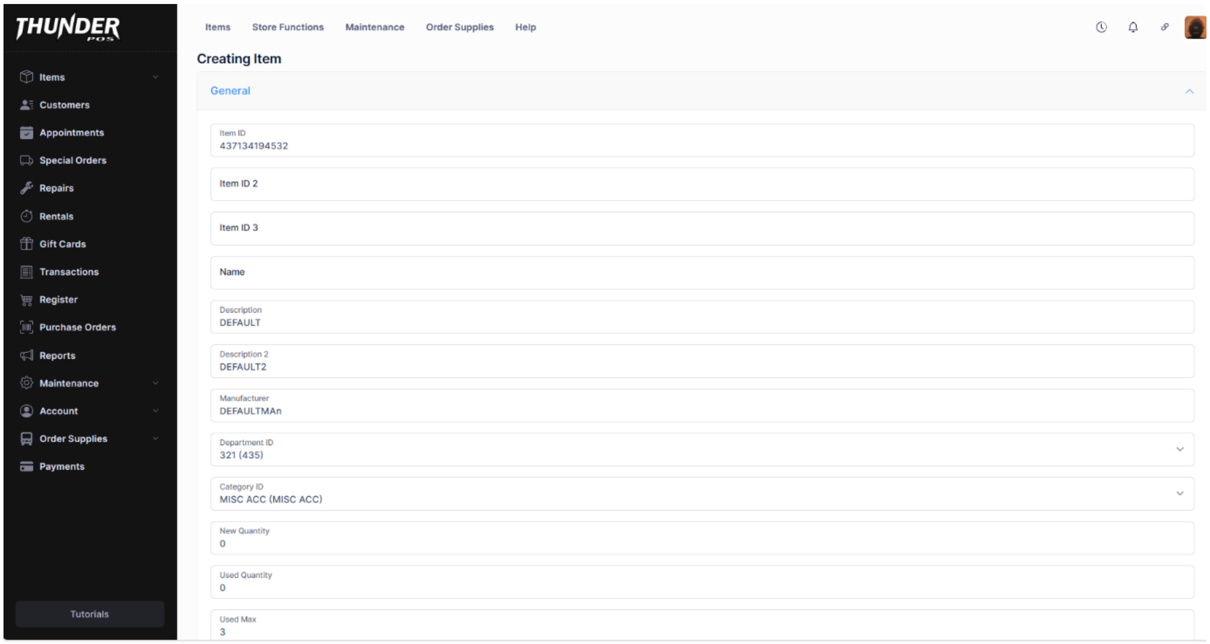
Account allows you to log out, change the password, or switch to a different store if you have multiple stores under this account.

Items



Under items, you can create a new item by clicking the green plus at the top. Below will be the items on the current search. Additional items may be broken across pages.

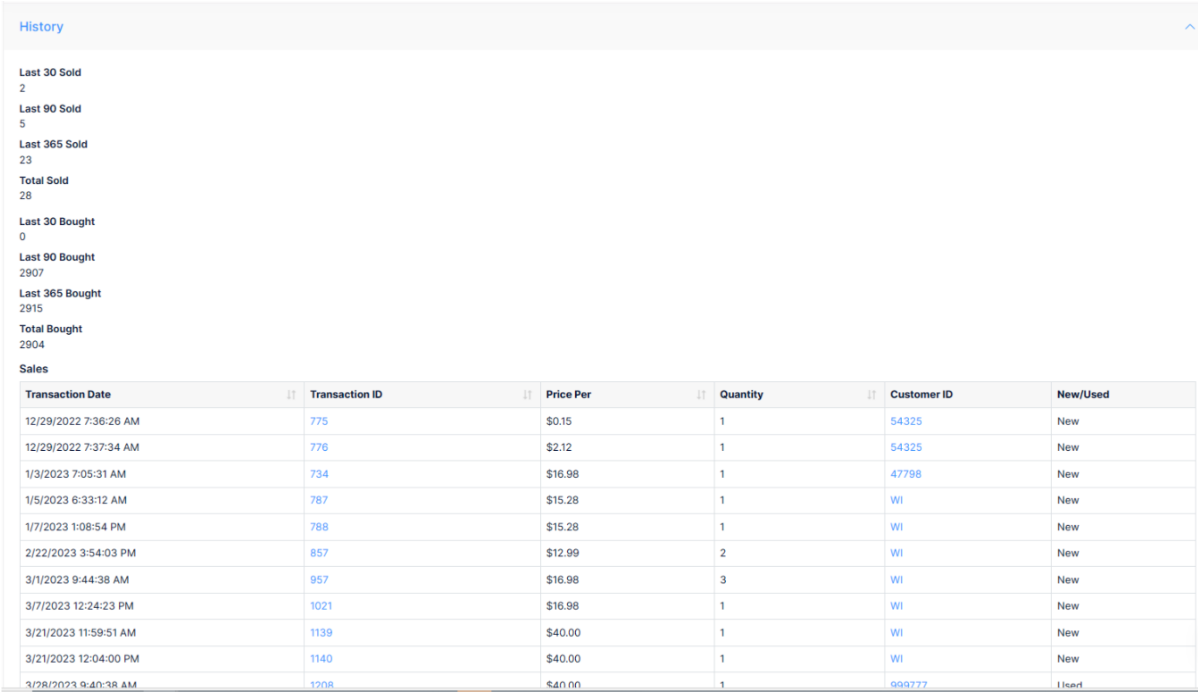
Searching using the search box on items will look for matches in Item ID, Item ID 2, Item ID 3, Name, Description, Department ID, or Category ID. Unchecking quick search will allow searching by specific fields.



When creating, editing or viewing details of an item, the fields are broken across several tabs based on general usage. This is to allow for a much shorter screen when managing an item, particularly on a phone. As within the Windows client, only a small number of fields, primarily Name and Item ID, are required.

When editing an item, an additional tab is available for the item's history.

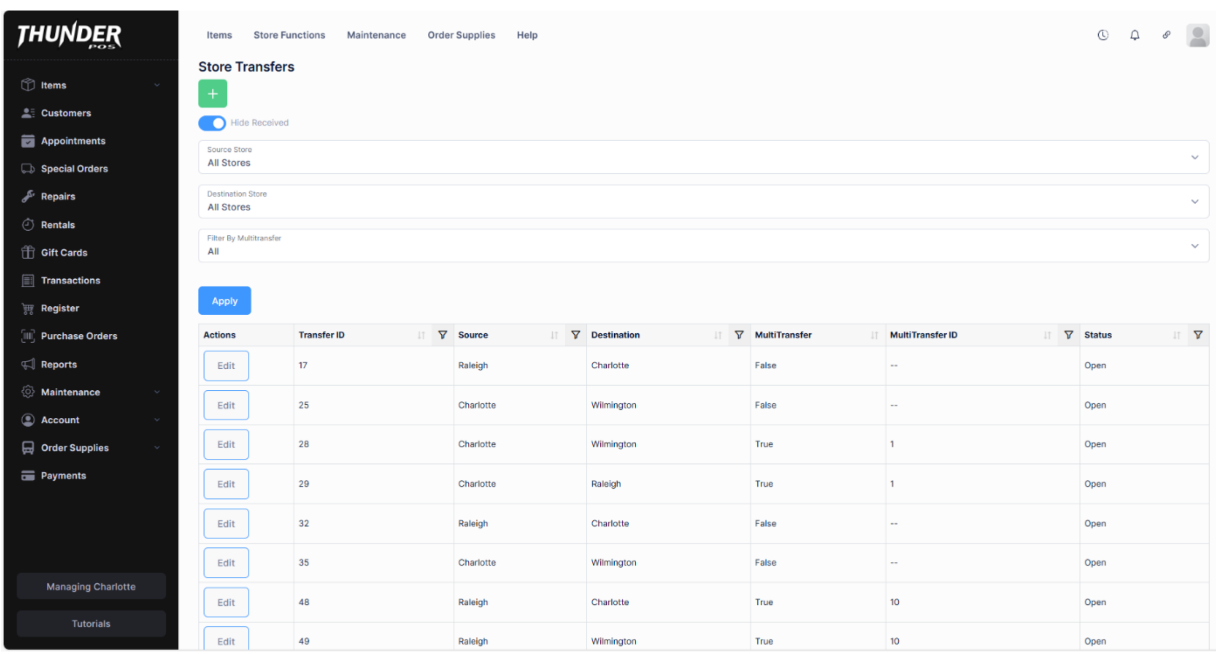
Under the details of a particular item, you can receive that item on an instant purchase order, duplicate it, or delete it.



Transaction Date	Transaction ID	Price Per	Quantity	Customer ID	New/Used
12/29/2022 7:36:26 AM	775	$0.15	1	54325	New
12/29/2022 7:37:34 AM	776	$2.12	1	54325	New
1/3/2023 7:05:31 AM	734	$16.98	1	47798	New
1/5/2023 6:33:12 AM	787	$15.28	1	WI	New
1/7/2023 1:08:54 PM	788	$15.28	1	WI	New
2/22/2023 3:54:03 PM	857	$12.99	2	WI	New
3/1/2023 9:44:38 AM	957	$16.98	3	WI	New
3/7/2023 12:24:23 PM	1021	$16.98	1	WI	New
3/21/2023 11:59:51 AM	1139	$40.00	1	WI	New
3/21/2023 12:04:00 PM	1140	$40.00	1	WI	New
3/28/2023 9:40:38 AM	1208	$40.00	1	999777	Used

This will show sales, trades, purchase orders, and vendor returns. Clicking the transaction id will take you to the transaction details for that purchase.

If you are an enterprise user, you can initiate a **Store Transfer** by clicking the menu option within the items menu.

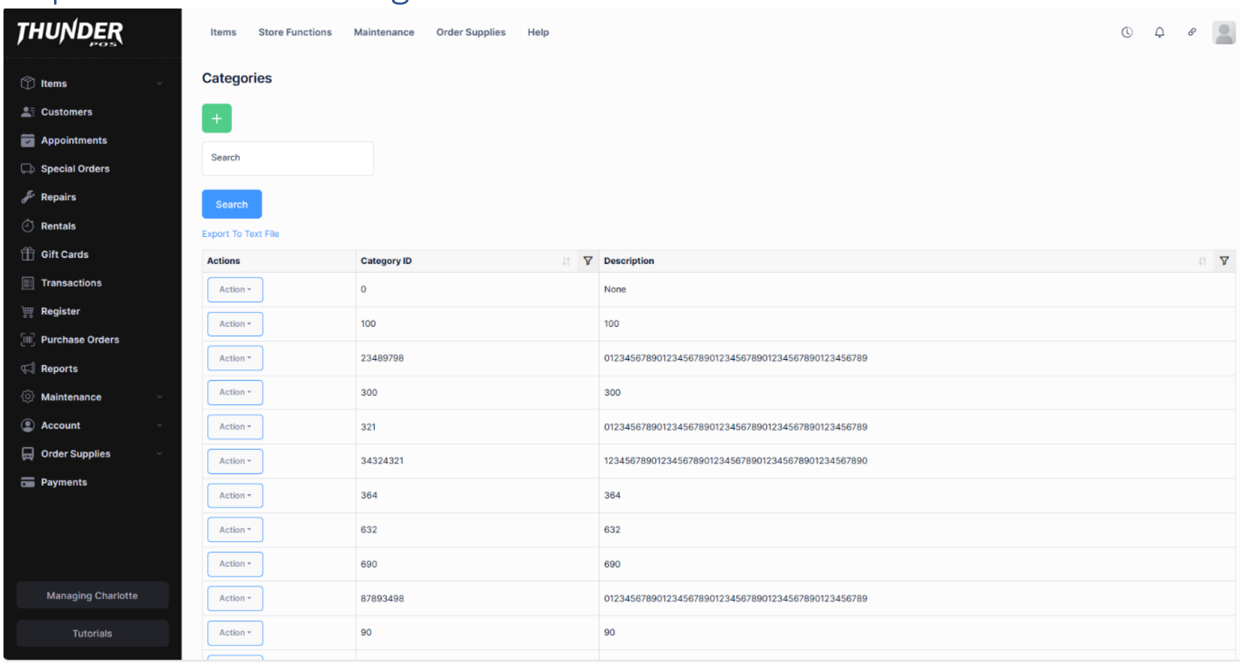


Actions	Transfer ID	Source	Destination	MultiTransfer	MultiTransfer ID	Status
Edit	17	Raleigh	Charlotte	False	--	Open
Edit	25	Charlotte	Wilmington	False	--	Open
Edit	28	Charlotte	Wilmington	True	1	Open
Edit	29	Charlotte	Raleigh	True	1	Open
Edit	32	Raleigh	Charlotte	False	--	Open
Edit	35	Charlotte	Wilmington	False	--	Open
Edit	48	Raleigh	Charlotte	True	10	Open
Edit	49	Raleigh	Wilmington	True	10	Open

This will take you to the list of all store transfers. Open or Filled transfers may be edited; once a transfer has been received, it is permanently closed, and a further change of inventory levels requires a new transfer.

When a transfer is marked filled, the quantities are immediately removed from the items on that transfer at the sending store. When a transfer is marked received, these same quantities are added to the receiving store. Users should be aware that inventory that has been sent but not received is considered in transit and will not be part of any individual store's inventory for reporting purposes during this time.

Departments and Categories



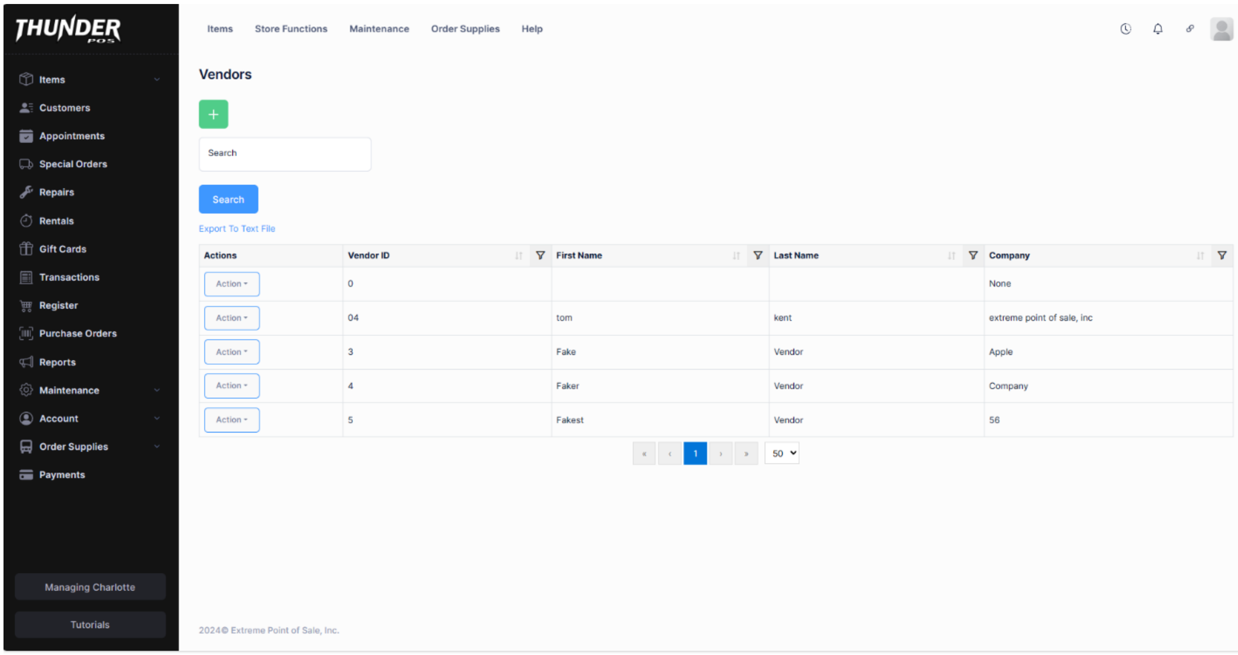
The functionality of the department and category screens are identical; for brevity's sake departments are described here, but the same functions will work for the categories section.

To create a new department, click "Create New" above the search section. To edit one, click "Edit" to the right of the one you want to change.

If you want to get rid of a department or category, this is done via a merge. All items from the department will be moved into another department, and the department you are merging will be deleted. For this reason, you cannot merge from the system departments or categories, though you can merge into them.

As an example, in the screenshot above we could merge Department 10 into Department 2. This would move all items in Department 10 to Department 2, and then delete Department 10.

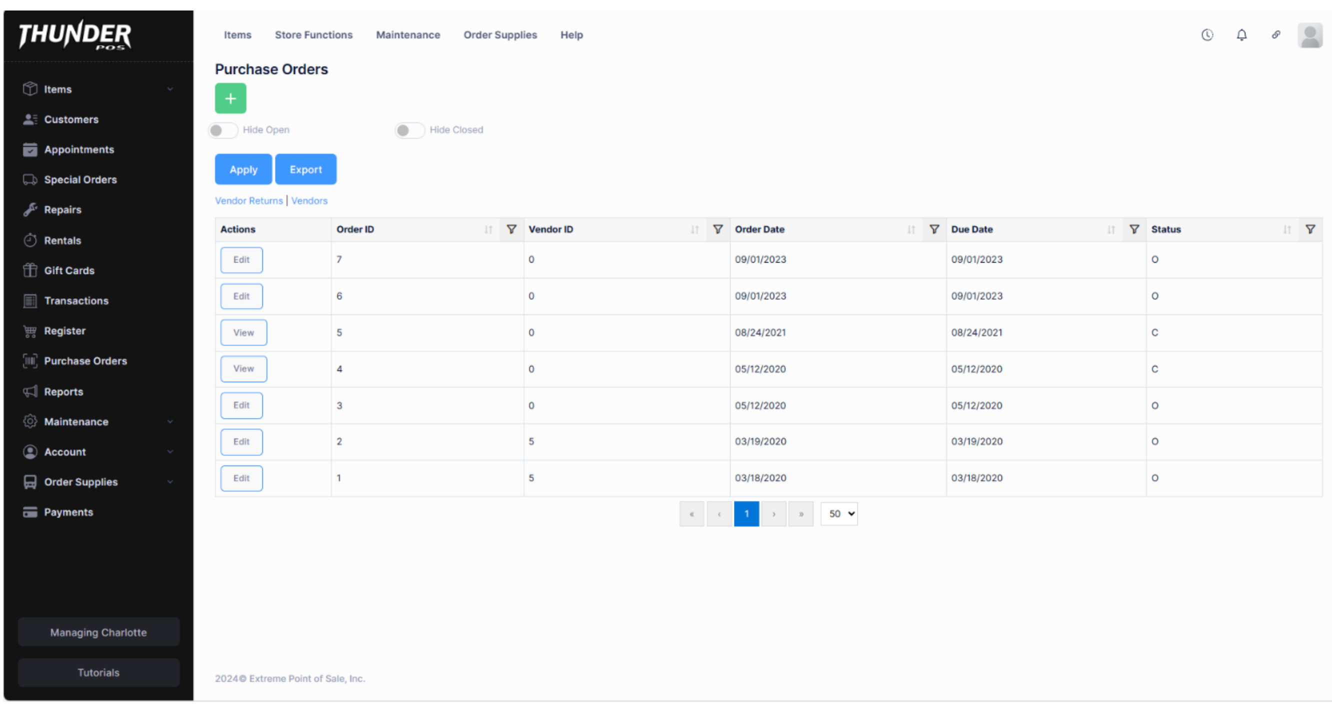
Vendors



The vendors screen works very similarly to departments and categories, but there is no option to merge or delete vendors. Otherwise, you can perform the same functions as with those screens, including creating and editing.

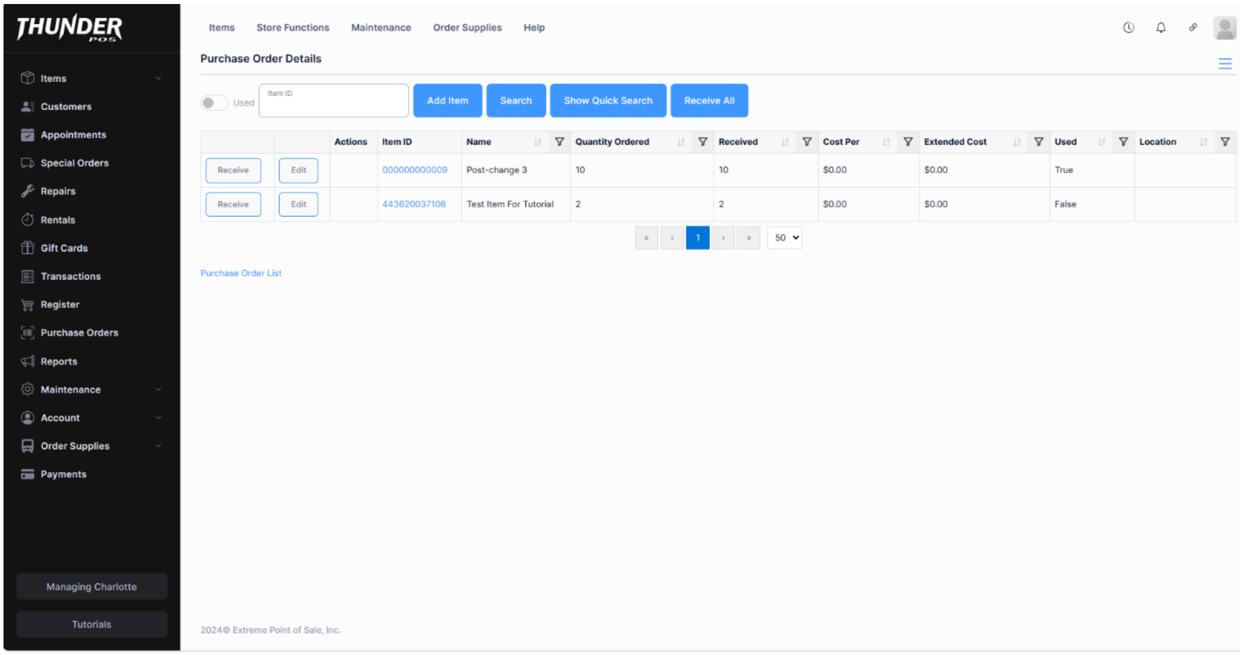
While every item must have exactly one department and one category, they can have anywhere from zero to three vendors associated with them.

Purchase Orders



Purchase orders are the most complete way to bring inventory quantities into the system if ordered through a vendor (as opposed to taken in trade from a customer). If you want to just order a single item, an instant purchase order can be done in items under the details for that item.

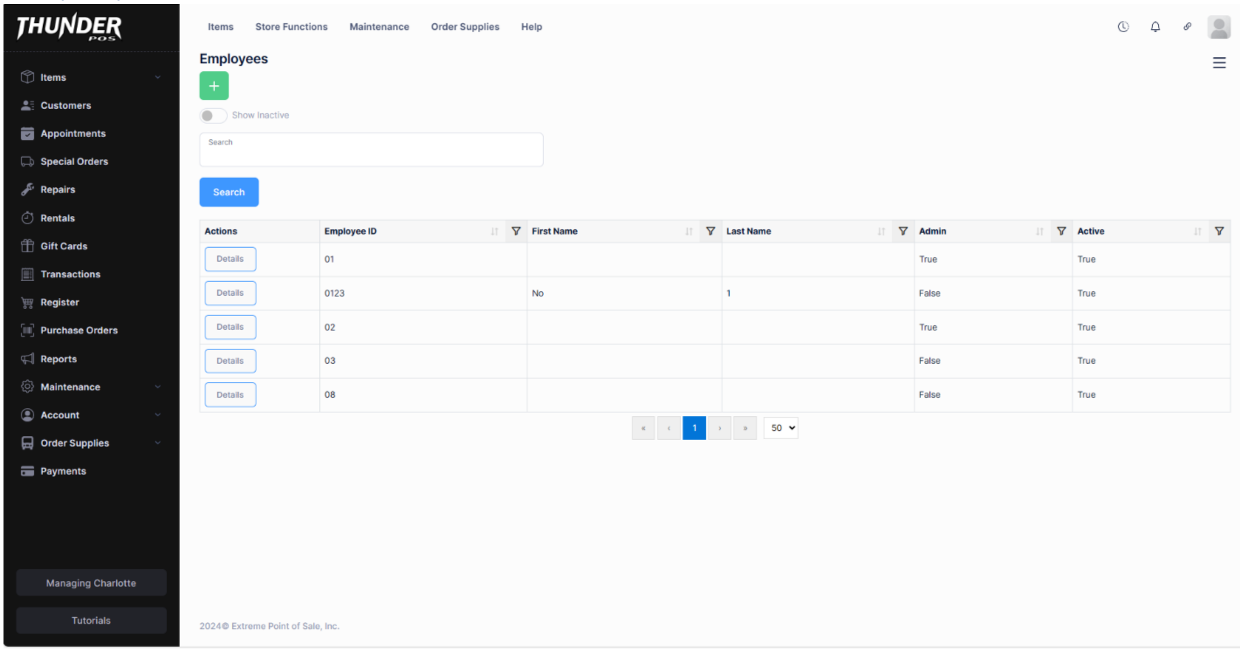
When you create a purchase order, you must select a vendor ID and may fill in other informational fields. Once you do, you will be presented with the purchase order edit screen:



From this screen, you can add items, either through the add item box or by searching for them. Once on the purchase order, you can delete them or receive them.

Please note that due to the nature of a web service, in contrast to the windows client, the purchase order is saved automatically at every change. However, it can be changed until the point where you finalize the order by clicking ‘finalize’ within the hamburger menu in the top right.

Employees



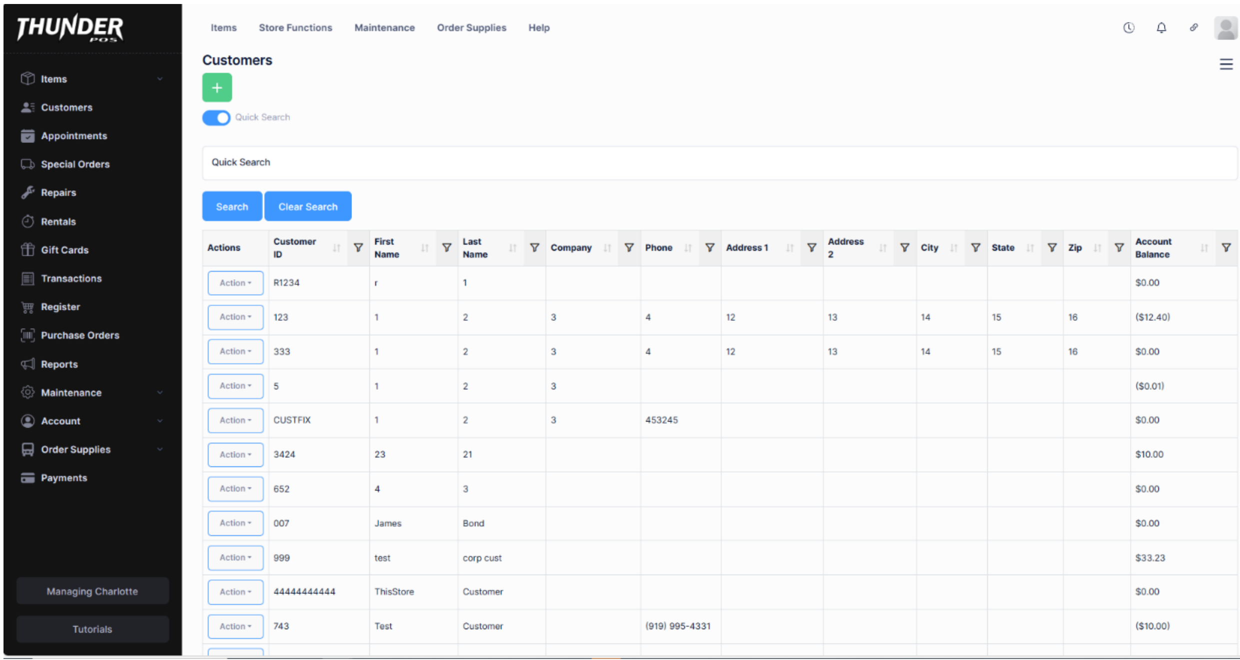
The employees screen will allow you to create and manage employees, web users, and api keys. Only administrators can access this screen.

Creating an employee does not automatically give them access to the Backoffice website. If you want to grant them this permission, once they are created, go to their details page.

If you want to revoke access to the Backoffice site from a user, click “Manage Web Users” in the hamburger menu in the top right.

In addition to the initial creation, you will want to grant permissions to an employee, as the default permissions set for a new employee do not allow them to do very much. This is done through the details page.

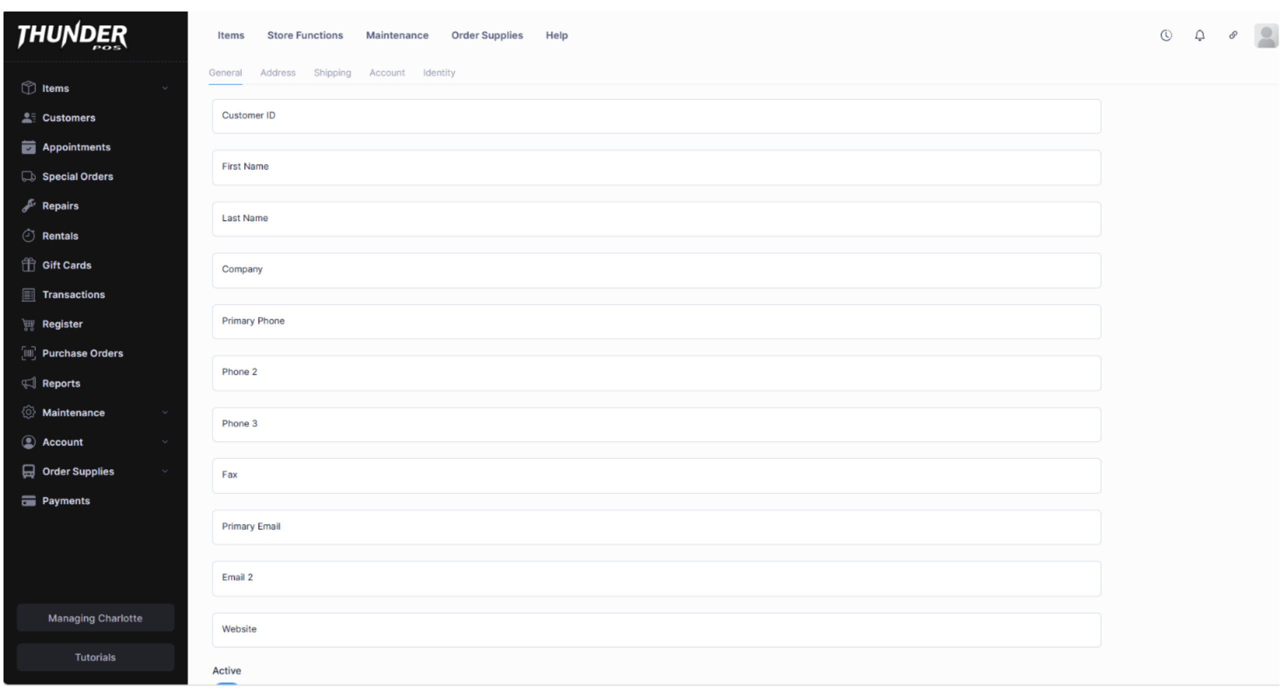
Customers



The customers screen will allow you to create new customers, edit existing ones, or perform adjustments against the customer's account.

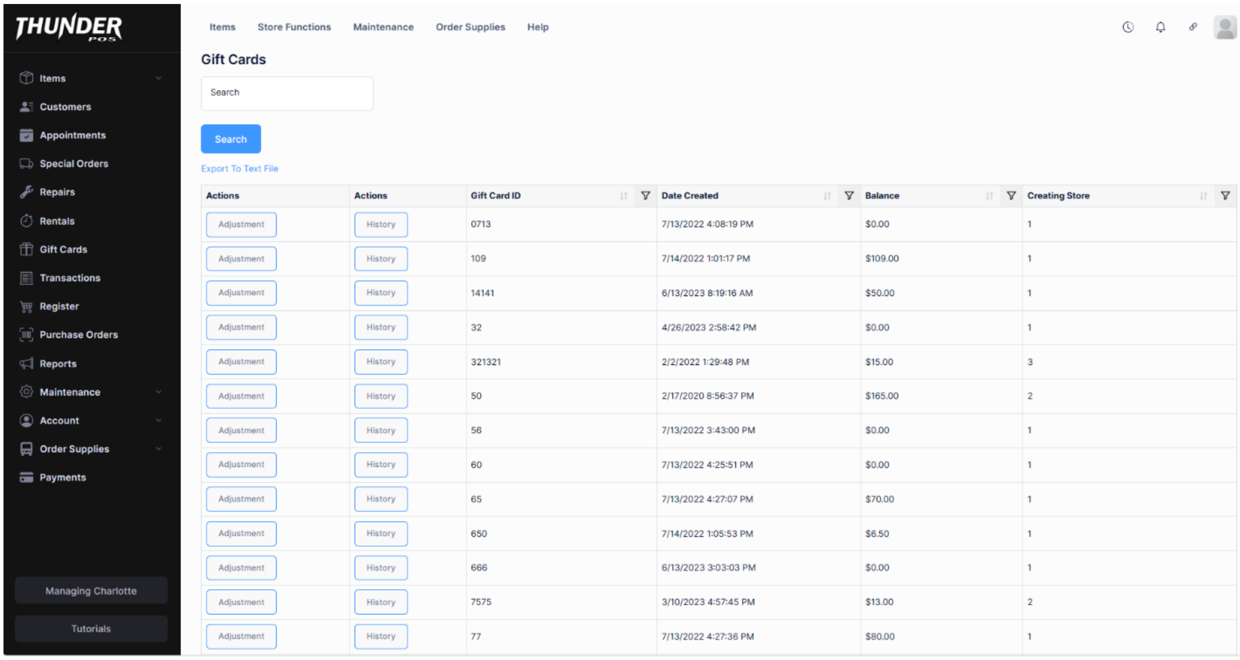
If a customer wishes to make a payment, rather than an adjustment being made to the account, that should be done through your register client.

Searches of the customer screen search the customer id, first and last name, and company.



Much like items, customer fields when adding or editing a customer are split across several tabs. This is primarily to make the form shorter vertically, to avoid having to scroll overly far on a mobile device.

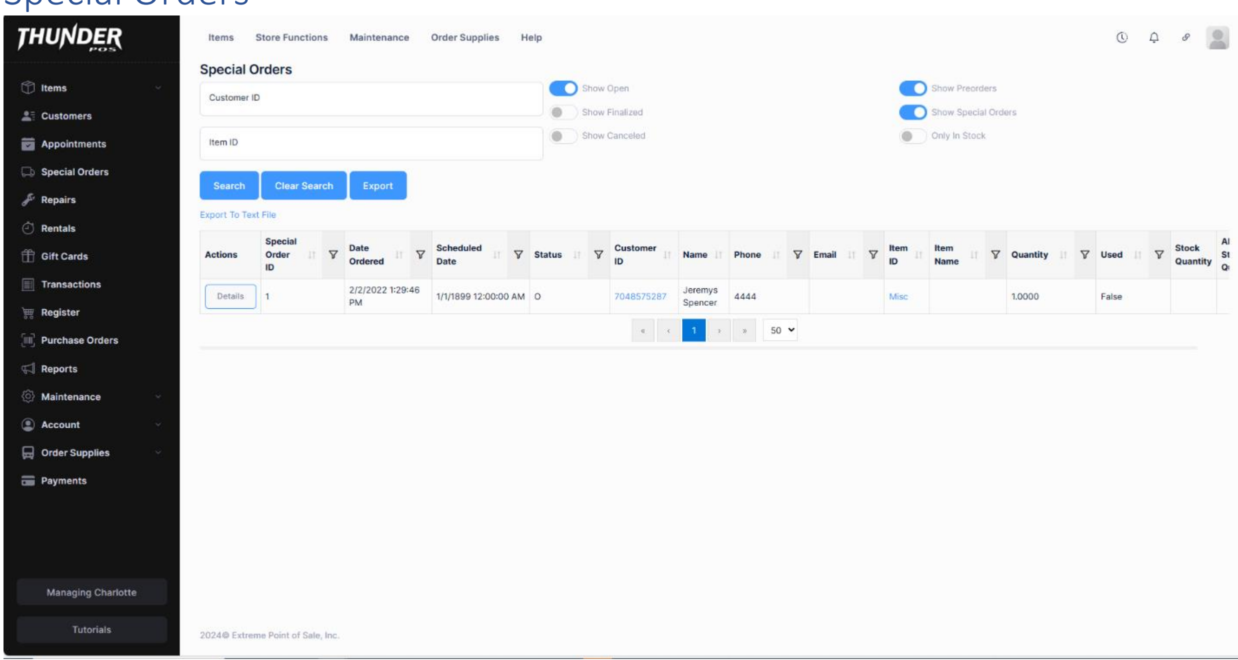
Gift Cards



The functionality for gift cards is relatively simple: You can view them, view a history of transactions against one, or you can make an adjustment to one.

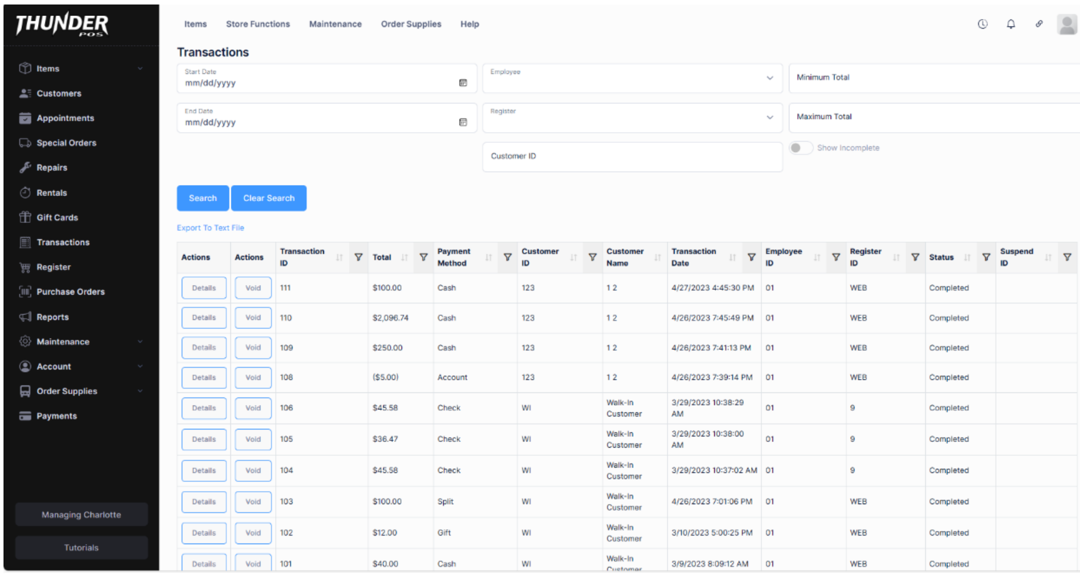
Searches for gift cards are solely based on the gift card id.

Special Orders

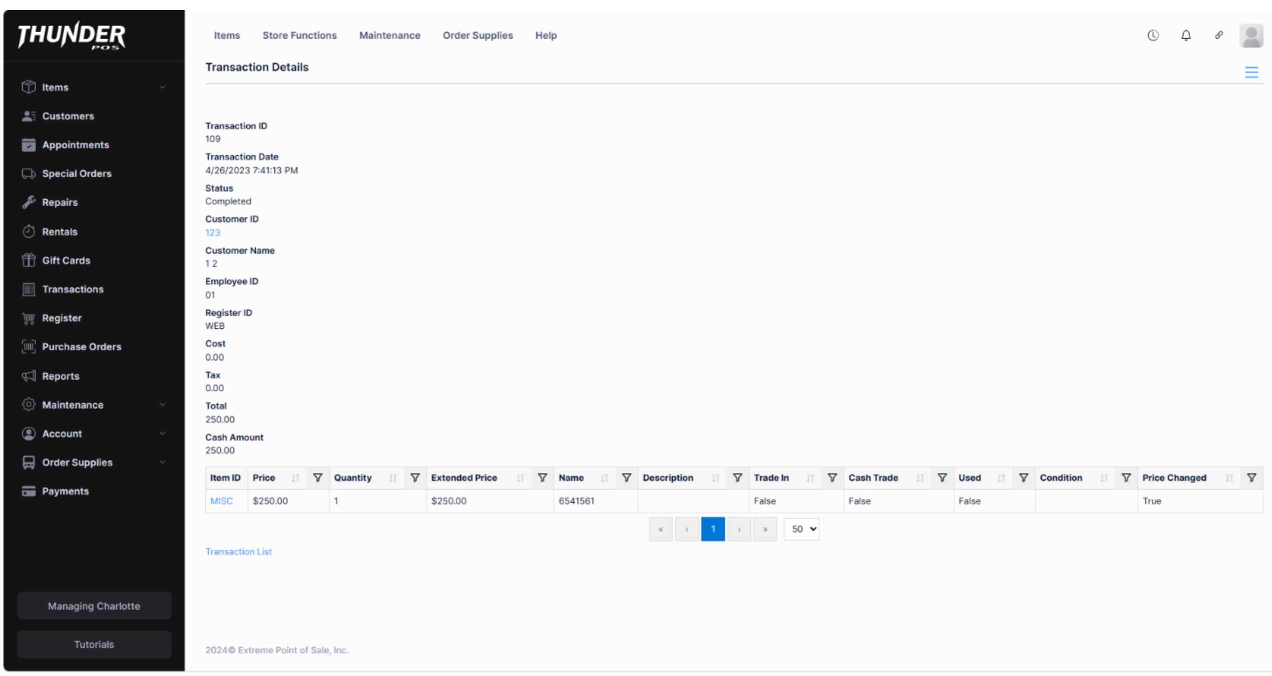


Special Orders allows you to view the special orders and preorders that have been done through the system. This section is purely informational, and while you can view details of the order, you cannot make any action against it here. To do that, you will need to utilize one of the register clients.

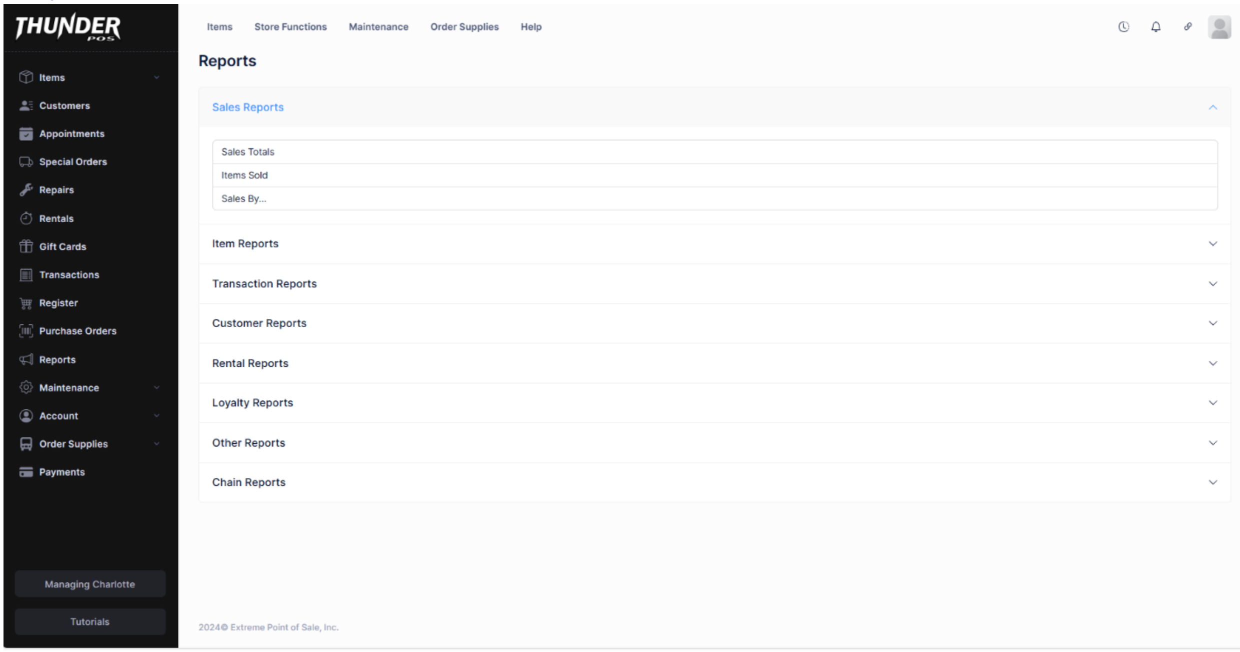
Transactions



Transactions is like special orders in that it is solely for information purposes. The main transactions screen has a variety of search options and will show the totals for the transaction. Going into details will allow you to get a line-item level view of the transaction.



Reports



Reports can be one of the most useful sections of the site for a store manager or an owner when they are away from the store. Allowing you to pull data on the store from wherever you are, the reports section has many different reports on your sales, items, and other information.

A few reports worth highlighting:

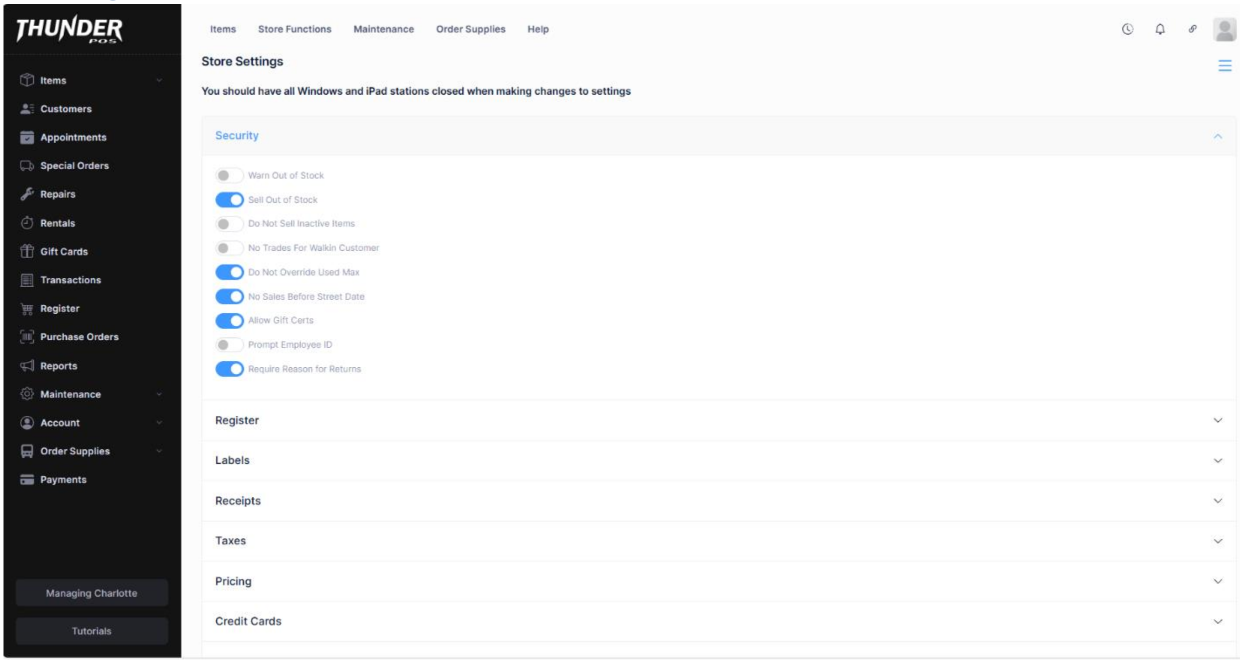
Sales Totals and Items Sold are the two components of the ThunderPOS Sales Totals report, divided here for ease of use.

Sales By… allows you to run sales reports divided between categories, departments, employees, the hour, the day of the week, the customer, the primary vendor, or to get the totals for each payment type for each day within your range.

Employee Metrics gives you a great deal of information on what is happening while a specific employee is clocked in.

There are many other reports, most of which are similar to their counterparts in the ThunderPOS client.

Settings



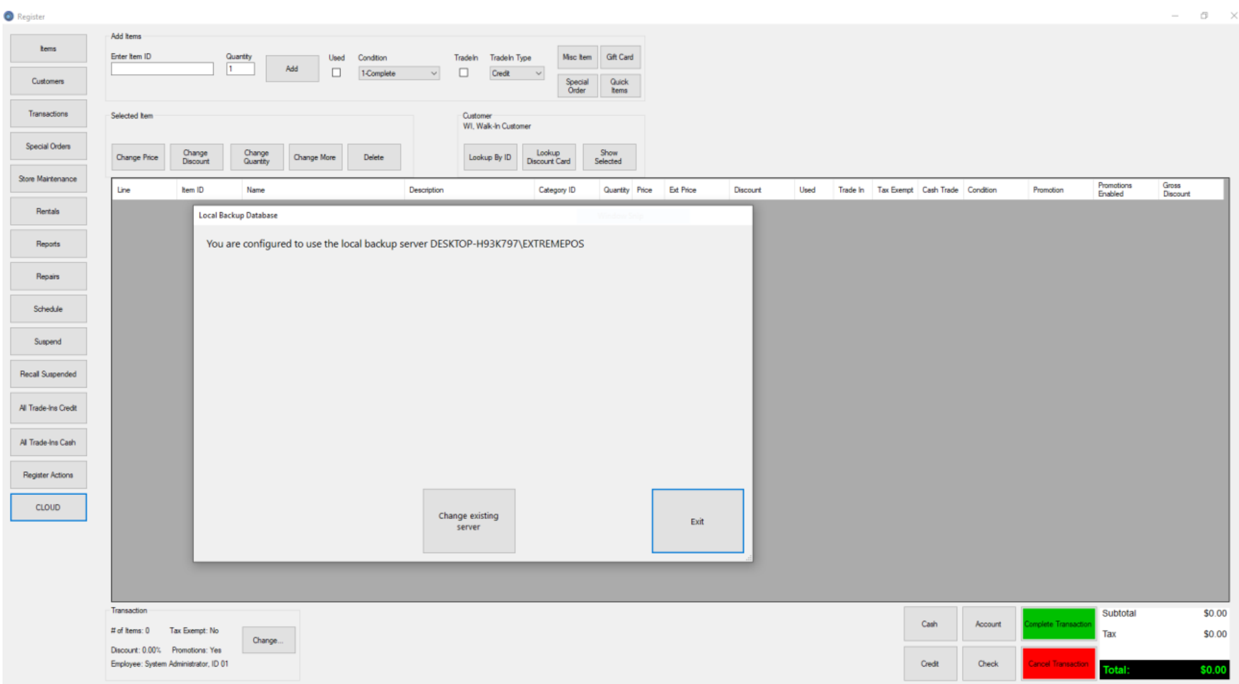
The store settings screen gives you a variety of options that affect the behavior within both the website and the client register. Most of them are split into tabs for convenience's sake. A few specific ones are in links in the hamburger menu in the top right.

Note that settings that are very specific to a particular client or register will still be configured through that program, such as printer settings or the windows client customization.

Appendix: Offline Mode Backup for ThunderPOS Cloud users

For cloud users, the offline mode is an option that will allow you to have an on-premise backup server for the event that the cloud server goes down or the store's internet becomes unavailable. This is something that must be configured in advance of the loss of connection, and typically will take a half hour or so before becoming accurately synchronized.

In order to set up the local server, you'll need to go through the "CLOUD" button on the register. This button will show the status of the cloud or offline connection and allow you to manage your settings. Install the server onto the station that you most need to keep online; other stations will attempt to connect through that station.



Please note that while the local server will be synchronized regularly, it may still not have precisely up to the second information, and so you should be cautious about using gift card balances or customer balances. You may also still need to resolve the transaction that was in progress when the system went offline.

While in offline mode, you'll be restricted from a large number of functions of the software. You won't be able to add new items, departments, categories, or vendors for example. Register functionality and adding customers will both be allowed.

Once your server becomes available, restarting the software will attempt to reconnect to your live server and reconcile the database, sending information about transactions and other activity you did in offline mode to the cloud server, then preparing for the next time that the offline backup server is needed. It is important that you not close the program or turn off the computer during this reconciliation process or you may lose some of those transactions. Note that it may take several minutes for the reconciliation process to complete, depending on your connection and how many operations you did in offline mode.

Cloud enterprise users will be pushed to offline mode if either the database server or the cloud enterprise service is down.

While this will make the service more useful for customers with unreliable internet, those using internet based credit card processing will still want to seek out the best internet connection available at their store, and we recommend that all users attempt to have reliable internet connections. This service is intended as a backup, not a primary operating mode.