

User's Manual

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Resources:

The latest version of this manual is available at http://www.extremepos.com Our video tutorials are available at http://www.extremepos.com A series of screenshot-based tutorials is available at http://www.extremepos.com

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 manufacturerspecific, and so we recommend contacting sales at <u>sales@extremepos.com</u> 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.

Database Server		
Whe	ere will your information be?	
Saved Online In The Cloud	Install SQL Server on this computer	l Have A Local Server Already
ОК		Cancel

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.

ThunderPOS	-		×
Home Register Store Reports Activities System Administration Tools Databases Help Logout			
Global Changes Script Utility Inventory Export IIF Export Label Utility Export Leads Online Report Generator Dashboard Layout Labor Scheduler			
Recent Items Traded Scheduled Hours Special Orders Add Remove Recent Items Sold		Mov	e↓
		Save	e

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.

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Items	Bundles	Rentals	Departments	Categories	Vendors	Customers	Gift Cards	Transactions	Time Clock	Promotions					
0 GC SO-PRO	,					Categ	ny ID								
	Add	Edi	t Merge	•								S	ave	Cance	el

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

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Items	Bundles	Rentals D	epartments	Categories Vendo	rs Customers	Gift Cards Tran	sactions Time	Clock Promotions				
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•	GC			Gift Card				0	0	0	\$0.00	0
	MISC			Miscellaneous Item				0	0	0	\$0.00	0
	SO-PRO			Special/Pre-Order				0	0	0	\$0.00	0
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Se	arch	Add		Edit Dupli	cate Quie	ck Import P	'rint Label	More 🔺	Select	1 of 1	Previous	Next

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".

Home Register Store Reports Activities System Administration Tools Databases Help Logout term Bundles Rendres Departments Categories Categories ASIN Decograd Decograd <td< th=""><th>ThunderPC</th><th>S</th><th></th><th></th><th></th><th></th><th></th><th></th><th></th><th></th><th></th><th></th><th></th><th></th><th>_</th><th>- 🗆</th><th> </th><th>×</th></td<>	ThunderPC	S													_	- 🗆		×
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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.

ThunderPOS Home Re Items Bundles I	egister <mark>Store</mark> Rentals Department	Reports s Categories	: Activit Vendors (ies System Tustomers Gift C	Administration ards Transaction	on Tools s Time Clock Pro	Databases motions Item	Help Logout Options	- 0 X
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Item ID 2	000799102626		Departmen	t ID DVD	∼ Dis	scogs ID 0			
Item ID 3		Discount Level	s						
Name	A WOMAN CALLED								o Select Image
Description		000799	102626 A	WOMAN (CALLED MO	SES			
Description 2		Pric	e Level	Override New	New Price	Override Used	Used Price		
Manufacturer		▶ Who	lesale Custo		\$14.39		\$4.49		
New In Stock	2	Milita	ry Customers		\$5.94		\$3.00	_	ngth 0
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Previous	Next		View Histor	y Print Labe	I	Se L	et Price evels	Save Save a	nd Close Cancel

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.

ThunderPOS			- 🗆 X
Home Register Store	Reports Activities System	Administration Tools Databases	Help Logout
Items Bundles Rentals Departments	Categories Vendors Customers Gift Ca	rds Transactions Time Clock Promotions Item	Options
Search By:			
Item ID		Vendor ID	~
Item ID 2		Department ID	~
Item ID 3		Category ID	~
Name		Manufacturer	
Description		Attribute	~
Description 2		Track Title	
Stock Level: Any Stock Lev	a 🔰 🗌 🤅	Street Date Between: 6/ 3/2022 V -	6/ 3/2022 🗸
Show Rental Copies		Sold Between: 6/ 3/2022 ~ -	6/ 3/2022 🗸
Show only Active		No Activity (PO or Sale) Since:	
Show only Preorder	Sort By:	0/ 3/2022	
	Item ID	\sim Ascending \sim	
		Caus Default	
Search	Clear Search	Search	Cancel

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.

ThunderPC	S												-	đ	×
Home	Register	Store	Reports	Activities	System Ad	ministration	Tools	Databas	ses Help	Logout					
Items Bundl	es Rentals	Departments	Categories V	/endors Consig	nors Customers	Gift Cards T	ransactions	Time Clock	Promotions	Item Options					
New Price		s	elected Design:			Fields to Print									
Vised Price Used Price Used Price 2 Print Label Rem Number To Print TEST			elected Design: Sucion 2 Alternatic Sucion 2 Alternatic Sucion 2 Larger (Arch Sci Sucion 2 Larger (Arch Sci Sucion 2 Spit (Arch Sci Sci Arch Sci Sucion 2 Spit (Arch Sci Sci Arch Sci Arch Sci Sci Arch Sci Arch Sci Sci Arch Sci Sci Arch Sci Arch Sci Arch Sci Arch Sci Arch Sci Arch Sci Arch Sci Arch Sci Arch Sci Arch Arch Sci Arch Arch Sci Arch Arch Arch Arch Arch Arch Arch Arch	emate Design #126n26at mape Aline Style simple Price Standard Standard Standard Standard Standard Standard Standard Inch	er	STORE ANAME FILL ARCOD DESCRIPTION DESCRIPTION CATEGO PARTNU PRICE	DE IPTION TMENT ORY UMBER								
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EAR				Joargin EdDel	Template						Changes	mages		Defaults	

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.

ThunderPOS	- 🗆 ×
Home Register Store Reports Activities System Administration Tools D	<u>Database</u> s Help Logout
Items Bundles Label Toolbox	ck Promotions
Image Design Add Elements Current Elements 000000510875 Design Name Image Design Name Customizable 4x1 Print Label Height (100 = ~1 inch) IO Image Design Name Used Price Width (100 = ~1 inch) IO Image Design Name Image Design Name Image Design Name <t< td=""><td>Preview</td></t<>	Preview
	x to manage elements
Save Load Delete Export Import Show Label E	ixit iample Data
Exit Customizable 4x1 Customizable 4x1 Customizable 4x2 Customizable 4x2.5 Customizable 4x2.5 Customizable 4x2.5 Customizable new fields EPL 1.25x2.25 Hang Tag EPL 2 inch on 4	Price: *Price*

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.

ThunderPO	s													-	Ø	\times
Home	Regis	ter Store	 Reports 	 Activities 	System Ad	ministration	1 Tools	Databases	Help	Logout						
Items Bundle	es Rent	als Departme	nts Categories	Vendors Consi	nors Customers	Gift Cards T	ransactions	Time Clock Pro	motions If	em Options						
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		Line														
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											\$123456789	01				
		Height (100 ~= 1	Inch)													
		50	÷ 🗠	show Item ID on Bar	ode											
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		Add														
		Add														
Exit				Design Label	Import Custom							Cancel	Images		Save /	As
					rempiate							Changes			Defaul	15

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.

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ThunderPOS					- 0 ×
Home Re	gister Store Reports Activities	System Administration Tool	ls Databases	Help Logout	
Items Bundles F	Rentals Departments Categories Vendors Consign	ors Customers Gift Cards Transactions	Time Clock Promot	tions Item Options	
	Selected Design:	Fields to Print:			
Ivew Price					
O Used Price 2	Label looibox				
1	Manage Design Add Elements Current Elements			Label	
	Data field Name Barcode		Up	Use the toolbox to manage elements	
Print Label					
Non-Munches To Day				Sample Data	
TEST				78.1 mm = ¹⁶	
	1			Name	
			Down		
				512345678901	
	Delete Move Edit				
	L				
Exit	Design Label	nport Custom Template		Cancel	Images Save As
		- Criptato		Changes	Derauts

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.

O Thunder	POS									-		×
Home	Register St	ore Rep	orts	Activities	System Adm	ninistration	Tools	Databases	Help Log	jout		
		Nou C						Nou	Durahaaaa			
1	DIT	New 5	ales		D :	-	ID	New	Purchases	V. LID	C 1	
invoice	Date lime	Customer	Quan	tity Cost	Price	Type		Quantity	Date 10 (20 17	vendoriD	Cost	-
86684	10/1//201/ 3:10 PM	2149945295		\$41.67	\$49.99	PO	2443	1	10/30/2017		\$41.28	
83925	8/31/2017 9:08 PM	2142352826		\$41.67	\$44.99	PO	2433	1	10/25/2017		\$39.00	
83808	8/29/2017 11:07 AM	5129680302	1	\$41.67	\$44.99	PO	2359	2	9/14/2017 3:.		\$41.28	
						PO	2332	2	8/28/2017 1:.	1	\$41.28	-
				Pillars of	Eternity (81287	72019482)						
New				Last 30 D	ays: 0 Sold, 0	Bought						
Used				Last 90 D	ays: 0 Sold, 0	Bought 6 Bought						
 Ecommerce 	ce			Total: 35	Sold, 6 Bought	6 Bought					ОК	
0 100	-				3							

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.

Home Register Store Reports Activities System Administration Tools Databases Help Logout Items Bundles Rentals Departments Categories Vendors Customers Gift Cards Transactions Time Clock Promotions NewCost RetailPrice ItemID ItemID3 Name Description Description Taxable1 Taxable2 Taxable1 Description Description Description Description Manufacturer Venderil D1 D1 End <	\sim
Items Bundles Rentals Departments Categories Vendors Customers Gift Cards Transactions Time Clock Promotions NewCost ItemID RetailPrice ItemID2 RecrederCuantity ItemID3 Taxable1 Description2 Taxable2 Manufacturer Taxable3 Description2	
NewCost n RetailPrice ItemID ReorderLevel ItemID3 ReorderQuantity Name Taxable1 Description Taxable2 Manufacturer VenderID1 Description	
Vendor/D2 Vendor/D3 Vendor/D3 Vendor/PatNumber1 Vendor/PatNumber2 VendorCat1 VendorCat2 VendorCat2 VendorCat2 VendorCat3 StataNumbered Rental Location Webstore VendorDiscount1 VendorDiscount1 VendorDiscount2 VendorDiscount3 VendorRetal2 VendorCategoy1 VendorRetal2 VendorRetal2 VendorCategoy1 VendorRetal2 VendorCategoy1 VendorRetal2 VendorRet	2 WN
Save	e

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.

ThunderPO	s									_	×
Home	Register	Store	Reports	Activities	System Administrati	ion Tools	Databases	Help	Logout		
Use Station [Defaults										
Department	0		~		Reorder Leve	I 0					
Category	0		~		Reorder Quan	ntity 0					
Manufacturer	NONE				Item Description	on					
Location					Item Description	on 2					
Cost	\$0.00				Used Price 1	0					
Price	\$0.00				Used Price 2	0					
Retail Price	\$0.00				Trade Price 1	0					
Used Max	0				Trade Price 2	0					
Weight	0				Trade Price C	ash 1 0					
Vendor 1	None		\sim		Trade Price C	ash 2 0					
Vendor 2	None		~		Notes						
Vendor 3	None		~								
🗹 Tax 1											
Tax 2											
Tax 3											
Ecommerce											
Amazon											
Service Item											
Minimum Age	0										
Save	Cance	a									

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.

ThundeROS	0	\times
Home Register Store Reports Activities System Administration Tools Databases Help Logout		
Select the Database to Import From		
AWP & SAMP & SAM		
O AEC Enhanced		
O BRE		
O VGPC		
Import		

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.

Вu	nd	les
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🔘 Thu	underPOS	6												-	×
Hon	ne F	Register	Store	Reports	6 Act	ivities	Sys	stem /	Administratio	n Tools	Database	s Help	Logout		
Items	Bundles	Rentals	Departments	Categories	Vendor	rs Custo	mers (Gift Car	ds Transactions	Time Clock	Promotions				
Bundle	e ID	Name		Descrip	otion	Tax 1 1	Tax 2 T	ax 3 D	epartment ID	Category ID					
630509	2834080	MTG Drag	ons of Tarkir Box (36)				5		CARDS					
630509	298495	MTG Magi	c Origins Booster I	Box						CARDS	-				
630509	304363	MIG Battle	e For Zendikar BU	x				L 5		CARDS					
Ne	w	Edit	Delete	Hist	tory	Print Lab	els								

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

Сору	Attributes	Used	Price	Notes	Transaction Sold		
1	Bad		\$6.99	No case, damaged			
2	Good		\$9.99	Good shape, no case			
				Rayman	2 (008888130079)	Hide Sold	

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 lefthand side.

ThunderPOS									-		х
Home Register Store Repor	s Activities	System	Administra	ation	Tools	Databases	Help	Logout			
Settings Employees Register Layout Change I	Password Quick Iten	ns Licenses	Touch Layout	Import	Register Des	igner Registers					
 Hardware Receipt Store Information Register Information Taxes Used Options Security Register Options Customer Item Maintenance Display Credit Cards Gift Cards Internet Features Vendor Databases Scheduler Enterprise Settings Rear Display Settings Customize 	Hardware/Driver Set Receipt Printer Driver Direct to COM Report Printer Driver OneNote for Window Label Printer Driver OneNote for Window Receipt Printer Port 1	tings r ws 10 ws 10				2					
										Save	

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.

ThunderPOS								_		×
Home Register Store Repor	ts Activities Sy	stem Administ	ration	Tools	Databases	Help	Logout			
Settings Employees Register Layout Change	Password Backup Databas	e Restore Database	Quick Items	Licenses	Touch Layout					
 Hardware Serial Printers Additional Hardware Receipt Store Information Register Information Taxes Used Options Security Register Options Customer Rewards Item Maintenance Display Credit Cards Gift Cards Internet Features Vendor Databases Scheduler Enterprise Settings 	Cash Drawer Port None Cash Drawer Command Cash Drawer Command Receipt Cutter Receipt Cutter Command Logo Logo Logo Command Barcodes On Receipt Receipt Barcode Comma	ts nd								
								S	ave]

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.

ThunderPOS							-		×
Home Register Store R	Reports Activities	System Administr	ation Tools	Databases	Help	Logout			
Settings Employees Register Layout Ch	hange Password Quick Ite	ms Licenses Touch Layout	Import Register De	esigner Registers					
 Hardware Serial Printers Additional Hardware Receipt Notes Coupons Store Information Register Information Taxes Used Options Security Register Options Customer Item Maintenance Display Credit Cards Gift Cards Internet Features Vendor Databases Scheduler Enterprise Settings Rear Display Settings Customize 	Other Hardware Batch Scanner Use Flat File Cipherlab 8000 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Port Port Speed							
								Save	

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.

ThunderPOS								-		×
Home Register Store Repor	ts Activities	System Administ	ration	Tools	Databases	Help	Logout			
Settings Employees Register Layout Change I	Password Backup D	Database Restore Database	Quick Items	s Licenses	Touch Layout					
 Hardware Serial Printers Additional Hardware Receipt Notes Coupons Store Information Register Information Taxes Used Options Security Register Options Customer Rewards Item Maintenance Display Credit Cards Gift Cards Internet Features Vendor Databases Scheduler Enterprise Settings 	General Invoice Not	tes the bottom of each receipt								
									Save	

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

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.

Home Register Store Reports Activities System Administration Tools Databases Help Logout Settings Employes Register Lavout Uncold Resider Tools Databases Help Logout Hardware	ThunderPOS		_		×
Settings Employees Register Layout Change Password Quick Kerns Licenses Touch Layout Import Register Designer Registers Image: Setting Printers Additional Hardware Register I/Sorial Printers Additional Hardware Register I/Sorial Printers Outpoints Store Information Taxes Used Options Scoutify Register Options Open Register On Login Peture Directory: Vulse Options Outpoints	Home Register Store Repor	ts Activities System Administration Tools Databases Help Logou	t		
Hardware Register I/formation Additional Hardware Register ID: Recoipt Notes - Coupons Enable Popup Keyboard and Numpad Where Available Store Information Open Register On Login Taxes Open Register On Login Used Options Peture Directory: Socurity Register I/D: Register Options Open Register On Login Used Options Use Cloud Images Browse Wate Cloud Images Crodit Cards Market Images Offic Cards Market Images Scheduler Enterprise Softings Exercise Market Images Customize Market Images Scheduler Enterprise Softings Exercise Market Images Brade Interprise Softings Image Images Customize Image Images Scheduler Image Image Images Exercise Image Image Images Brade Interprise Softings Image Image Image Image Images Customize Image Im	Settings Employees Register Layout Change	Password Quick Items Licenses Touch Layout Import Register Designer Registers			
Save	 Hardware Serial Printers Additional Hardware Receipt Notes Coupons Store Information Register Information Taxes Used Options Security Register Options Customer Item Maintenance Display Credit Cards Gift Cards Internet Features Vendor Databases Scheduler Enterprise Settings Rear Display Settings Customize 	Register ID: 7 Enable Popup Keyboard and Numpad Where Available Open Register On Login Picture Directory: C:\Users\thund\OneDrive\Documents\ Use Cloud Images Run Database Mgrate Images Cleanup			
				Save	

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.

ThunderPOS								-		×
Home Register Store Repor	ts Activities	System Admini	stration	Tools	Databases	Help	Logout			
 ThunderPOS Home Register Store Report Settings Employees Register Layout Change Hardware Serial Printers Additional Hardware Receipt Notes Coupons Store Information Register Options Security Register Options Customer Rewards Item Maintenance Display Credit Cards Internet Features Vendor Databases Scheduler Enterprise Settings 	ts Activities Password Backup D Tax Options Tax Rate 1 T Tax Rate 2 A Tax Rate 3 X Always Ro Do Not Ch Do Not Ch O Sales Tax O Sales Tax O Deduct Tra	System Admini atabase Restore Databa Description und Tax Up to Next Penny arge Tax 1 on Used Items arge Tax 2 on Used Items arge Tax 3 on Used Items arge Tax 3 on Used Items arge Tax 3 on Used Items	Stration Se Quick Item Re 3.00 0.00 0.00 0.00	Tools is Licenses te % % %	Databases Touch Layout	Help	Logout	-		×
Vendor Databases Scheduler Enterprise Settings										
]							S	Save	

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.

ThunderPOS							-		×
Home Register Store Report	s Activities	System Administration	Tools	Databases	Help	Logout			
Settings Employees Register Layout Change P	assword Backup Da	atabase Restore Database Quick It	ems License	s Touch Layout					
- Hardware	Used Options								
- Serial Printers	Used / Tradein Pric	cing Style:							
Additional Hardware	Extended Pricing	~							
⊟ Receipt	Extended Pricing	Labels							
Notes	Condition 1	Complete		7					
Store Information	Condition	complete							
- Register Information	Condition 2	Incomplete							
Taxes									
	Condition Discour	nts							
Security	Tradein Value Is	s For: Cash \lor 0	🔹 % more fo	r credit					
- Register Options									
Customer Rewards	Use Conditio	on Codes A-E	-						
tem Maintenance		Description Used %	I rade-	in %					
Display	Condition A:	A 0 ≑	0	÷					
Gift Cards	Condition B:	B 0 🗘	0						
terinet Features	Condition C:	C 0 ‡	0	÷					
Vendor Databases	Condition D		0						
Scheduler	Condition E:	E O A	0	¥ 					
Enterprise Settings	Condition E.	5 ¥	U	Ŧ					
	Do Not Accept	Tradeins From Cash Customer							
	Suggest Used \	When Available If New Copy Sold							
,) j									
								Save	

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.

ThunderPOS					-		×
Home Register Store Repor	ts Activities System Administ	ration Tools	Databases Help	Logout			
Settings Employees Register Layout Change	Password Price Tables Quick Items Licenses	Touch Layout Import	: Register Designer				
Hardware Serial Printers Additional Hardware Receipt Notes Coupons Store Information Taxes Used Options Security Register Options Customer Item Maintenance Display Credit Cards Gift Cards Internet Features Vendor Databases Scheduler Enterprise Settings Rear Display Settings Customize	Security Audit Quantity Changes Prompt Cashier ID Require Password for Clock In/Dut Allow Only Current Date for Reports for Non-A Allow "Dry Run" Physical Inventory Allow Negative Price Changes (Not Recomme	dministrators nded)					
					5	ave	

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.

ThunderPOS		- 0	×
Home Register Store Repor	s Activities System Administration Tools Databases Help Logout		
Settings Employees Register Layout Change	assword Price Tables Quick Items Licenses Touch Layout Import Register Designer		
 Hardware Serial Printers Additional Hardware Receipt Notes Coupons Store Information Register Information Taxes Used Options Security Register Options Customer Item Maintenance Display Credit Cards Internet Features Vendor Databases Scheduler Enterprise Settings Rear Display Settings Customize 	Register Options Prompt when selling Out of Stock Item Do Not Sell Out of Stock Items Combine Lines Promotion Prices Automatic Do Not Sell Inactive Items Last Price Automatic Override Default Invoice Items To: New Search Alternate Item ID When Scanning Search Alternate Item ID When Scanning 0.00 % Added to Max Deposit for Preorders and Special Orders Rewards Points Accumulated by: 1 Point Per Item Ø Once Street Date Reached, Continue to Create Preorders For Items Print Label for Trade Ins Ø Print Price 1/A for Trade Ins of Any Condition Ø Show Used Add-on Items Apply Customer Account Payments to Invoices Autogenerate Customer IDs Require Reason For Returns Do Not Allow Override For Used Max Record Tips		
		Save	
	L		

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.

ThunderPOS							-		×
Home Register Store Repor	ts Activities	System Administration	Tools	Databases	Help	Logout			
Settings Employees Register Layout Change R - Hardware - Serial Printers - Additional Hardware - Receipt - Notes - Coupons - Store Information	Password Price Table Item Maintenance Use Price Table Serial Numbers Prefix For New I Prefix For New I Prefix For Used	es Quick Items Licenses Touch Lay es on POs Item Barcodes: N Item Barcodes: U	out Import	Register Desigi	ner				
 Register Information Taxes Used Options Security Register Options Customer Item Maintenance Automatic Pricing Cost Options Display Credit Cards Gift Cards Internet Features Vendor Databases Scheduler Enterprise Settings Rear Display Settings Customize 	Automatically Gi Do Not Perform Disable Editing I After Adding, Au After Editing, Au Double Clicking	enerate Item IDs I Initial Search When Loading Items Screen Items On Grid utomatically Search for Item utomatically Search for Item) Will Select Item Instead of Editing When Av-	ailable						
							S	iave	

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.

ThunderPOS								-		×
Home Register Store Repo	ts Activities	System Admini	stration	Tools	Databases	Help	Logout			
Settings Employees Register Layout Change	Password Backup Da	tabase Restore Databa	se Quick Items	Licenses	Touch Layout					
⊫ Hardware	Automatic Pricing									
Serial Printers	Autogenerate U	sed Prices from New Price:								
Additional Hardware	Used 1 Perce	ent of New:	0							
™ Receipt	Lined 2 Perce	ant of Now:	0							
Coupons	Used 2 Perce	ant of New.	U							
- Store Information	Autogenerate Tr	ade Prices from Used								
- Register Information	Trade 1 Cred	t Percent of Used 1	0							
Taxes	T 1 00 1									
- Used Options	Trade 2 Cred	t Percent of Used 1:								
- Security Register Options	Trade 1 Cash	Percent of Used 1:	0							
Customer Rewards	Trade 2 Cash	Percent of Used 1:	0							
ltem Maintenance										
-Automatic Pricing										
Cost Options										
Display										
teredit Cards										
Internet Features										
Vendor Databases										
Scheduler										
Enterprise Settings										
	1									
									Save	
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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.

Home Register Store Reports Additions Partware Settings Emboyees Register Layout Change Password Backup Database Reckit Resource Touch Layout Hardware -Setting Printers -Additional Hardware -Additional Hardware Additional Hardware Additional Hardware Additional Hardware Additional Hardware Average Cost for New Products Average Cost for Used Products Image Products Im	ThunderPOS								_		×
Settings Employees Register Layout Cod Options Sortial Printers Additional Hardware Cod Options Register Information Average Coaf for New Products Taxes Used Options Secting Printers Automatically Generate Coaf from Retail Price Automatic Pricing Automatic Pricing Coaft Cands Intermet Features Enterprise Settings Settings	Home Register Store Repor	ts Activities S	ystem Administr	ation	Tools	Databases	Help L	.ogout			
Hardware Cost Options Sorial Printers Additional Hardware Additional Hardware Average Cost for New Products Notes Average Cost for Used Products Coupons Store Information Register Information Additional Security Register Options Automaticaly Generate Cost from Retal Price Automatically Generate Cost for New Products Automatically Generate Cost from Retal Price Used Options Socially Security Automatically Generate Cost from Retal Price Outsomer Rewards Internet Freatures Internet Freatures Vendor Databases Scheduler Scheduler Enterprise Settings Store	Settings Employees Register Layout Change	Password Backup Databa	ase Restore Database	Quick Items	Licenses	Touch Layout					
Save	 Hardware Serial Printers Additional Hardware Receipt Notes Coupons Store Information Register Information Taxes Used Options Security Register Options Customer Rewards Item Maintenance Automatic Pricing Cost Options Display Credit Cards Internet Features Vendor Databases Scheduler Enterprise Settings 	Cost Options Average Cost for Ne Average Cost for Us Automatically Gener	ew Products bed Products rate Cost from Retail Price				<u>1</u>				
Save]									
									Sa	ave	

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.

ThunderPOS					_		×
Home Register Store Repo	rts Activities System Ad	ministration Tools	s Databases	Help Log	gout		
Settings Employees Register Layout Change	Password Backup Database Restore	Database Quick Items Licen	nses Touch Layout				
 Hardware Receipt Store Information Register Information Taxes Used Options Security Register Options Customer Rewards Item Maintenance Automatic Pricing Cost Options Display Credit Cards Gift Cards Internet Features Email Amazon Leads Online Parable Vendor Databases Scheduler Enterprise Settings 	Display Settings	mer Number Number	× ▼				
					S	ave	

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.

ThunderPOS					-		х
Home Register Store Reports	Activities System Adn	ninistration Tools	Databases	Help Logo	ıt		
Settings Employees Register Layout Change Pas Hardware Serial Printers Additional Hardware Receipt Notes Coupons Store Information Register Information Taxes Used Options Security Register Options Customer Item Maintenance Automatic Pricing Cost Options Display Credit Cards Gift Cards Cift Cards Chatman Features Vendor Databases Scheduler Enterprise Settings Rear Display Settings Customize	ssword Quick Items Licenses Touc Gift Cards Allow Gift Certificates Default Gift Card Sales To: Default Gift Cards From Store Credit To: Gift Card Methodology Print Gift Card Information On Receip	h Layout Import Register I Gift Receipts Gift Receipts ExtremePOS Internal Gift Cards t (For Local Transactions)	Designer Registers				
						Save	

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
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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.

O Thun	derPOS					_	o x			
Hom	e Register	Store Reports Activities Syst	em Administration Tools Data	bases Si	tatus He	elp Logou	ut			
Scheduli	ng Purchase Or	ders Vendor Returns Ecommerce Orders Ecommer	rce Syncing Physical Inventory Serial Numb	er Lookup T	ext Messagin	g Closeouts	Surveys			
	Item ID	Name	Description	Dept	Cat	Туре	New ^ Qty			
•	00000	smoke buddy mini black McDLT Hot Side's Hot	d11	ROCK	Manga	BigCommerce	4			
	00000000826	Un Nuevo Camino Real	Refugio Norteno	8888	DJLUONGO	BigCommerce	3			
	00000029711	Bags Unlimited SLPSR3 - 12 LP IN LP Jacket Sleeve	Bu Sipsr3 LP Jacket Sleeve Resealable 100 Cnt Clr	BS	90	BigCommerce	3			
	000000124843	Water for Your Eyes	Entropic Advance	1	364	BigCommerce	3			
	000000134762	Jeopardy	1851	SOFTWARE	GBY	BigCommerce	3			
	00000160919	David Bowie - Glam		0	0	BigCommerce	3			
	000000500784	X360 - KINECT ADVENTURES - UNOPENED		SOFTWARE	X360	BigCommerce	3			
	000000505178	12541		HARDWARE	NDS	BigCommerce	3			
	000000505185	NINTENDO DS LITE PRE-OWNED	changed	BS	NDS	BigCommerce	3			
	00000505208	NINTENDO DSI XL PRE-OWNED		HARDWARE	NDS	BigCommerce	3			
	00000505215	00000505215	bad	HARDWARE	936	BigCommerce	3			
	00000507882	FISHING CONTROLLER - SEGA DREAMCAST (Sega Brand)		CONTROLL	410	BigCommerce	5			
	000000510790	CONTROLLER - DREAMCAST (THIRD PARTY)		CONTROLL	0	BigCommerce	3			
	00000510868	CONTROLLER - GUN - GUNCON		CONTROLL	PS1	BigCommerce	3			
	000000510875	ACCESSORY - SEGA GENESIS MULTITAP		ACCESSOR	SEGA	BigCommerce	3			
	000000512961	POSTER - 51296b - SUPER MARIO CHASE		TOY	POSTER	BigCommerce	3			
	00000528108	PS VITA SLIM		HARDWARE	PSV	BigCommerce	3			
	000000708012	Magic Mirror	Magic Mirror	03	CatNew	BigCommerce	3			
	00000708074	Title Time Matrix	Description Time Matrix	432	HORROR	BigCommerce	3			
	00000708180	Exit the Wild	15	1	927	BigCommerce	3			
	0000013119218	Magician	Paolo Kay	23954	93218	BigCommerce	3			
	000004182436	Duluth EP	Vinnie & Stardsters	1	102	BigCommerce	3			
	000008800930	My Life Is a Movie	Frank White	1	152	BigCommerce	3			
	000010201220	Urban Jungle	Basement Freaks	432	156	BigCommerce	4			
	000334908522	MASTERPIECES FROM THE CHURCH O	VARIOUS ARTISTS	CD	ORCHESTR	BigCommerce	3			
	00045496704346	SWAG - SUPER MARIO GALAXY COIN		MISC	UNI	BigCommerce	3			
0004549689042 CONTROLLER - WII CLASSIC CONTROLLER PRO CONTROLL WII BioCommerce 3										
<							,			
ItemID	~ A:	scending ~ BiaCommerce ~	Edit Failed Items View on Site	1 0	f 12		Next			
All Items		~								

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.

A T + D O		
U ThunderPOS		- L X
Home Register Store Reports Activities	System Administration Tools Databases	lelp Logout
Global Changes Script Utility Inventory Export IIF Export Label U	tility Export Leads Online Report Generator Dashboard Layout	Labor Scheduler FTP Reports
Report Type	Sort By:	
Customer ~	None V Ascending	✓ Manage Sabadulad
Templates	None 🗸 Ascending	Scheduled
New Template	None V Ascending	✓ Header Font Size 10 ♦
		Body Font Size 8
Availible Fields	Shown Helds	
AccountBalance	Field Width	Move to Top
Active	(inches)	
Address1 Address2	1.5 🜲	Peorder &
AtCost		Redder
Birthdate Bonus Points	Add →	
City		Reorder ↓
Company CustomerID		
CustomerSince		
Email 1 Email 2	← Remove	Move to Bottom
EyeColor		
Fax FirstName		Modify
Gender		
Available Filters	Active Filters	
Account Balance Negative		
Account Balance Non-zero Account Balance Positive		Delete Current Template
Active Account Only		Template
Active Customers Only At Cost Customers		
Email Address Exists	$Add \rightarrow$	Cause Are
Rewards Member Rewards Points Above		Save As
Text Messaging Customers		
	← Remove	Save Template
		Show Report
	Match All Filters	

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

ThunderPOS							_		×
Home Register	Store Rep	oorts Activities	System Adminis	tration Tools	Databases	Help Lo	gout		
Global Changes Script Utilit	y Inventory Exp	ort IIF Export Labe	l Utility Export Leads Onli	ne Report Generator	Dashboard Layou	t Labor Scheo	duler FTP Repo	orts	
Changes New Price Retail Price Used Price 2 Used Price 2 New Cost Used Cost Tradein Price 2 Tradein Price Cash Tradein Price Cash 2 Tax 1 Tax 2 Tax 3 Reorder Level Reorder Cuantity Weight Available On Amazon Age Restricted Minimum Age Set Price from Price Tables Lock from Vendor databases Is Service Item Used Max		New Price		Add Change	Change the following.				
Filter By Department Category Rem Number Name Item Desc 1 Item Desc 2 Location Primary Vendor Any Vendor Manufacturer Any Item Number Is Service Item Inactive Street Date Cutout Date		Department Equals	~	Add Filter	on all items matching Delete Selected	g the below:		Clear Sci Apply Ch.	ange

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

🔘 Thunde	rPOS										-		×
Home	Register	Store	Reports	Activities	System /	Administration	Tools	Databases	Help	Logout			
Scheduling	Purchase Order	s Vendor	Returns Eco	mmerce Orders P	hysical Invento	ory							
												7	
	SO-PRO					✓ GC ✓ SO-PI	RO						
		unto											
	Mi Departme	ents				Mi Cat	egones						
										Begin	n 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

ThunderPO	s													-		×
Home I Items Bundles	Register Rentals	Store Departments	Reports Categories	Acti Vendor	ivities 's Custome	System Ad ers Gift Cards	ministr Transac	ation tions Tim	Tools	Data Promotion	bases 15	Help	Logout			
Customer	First Name	Last Name	Comp	any	Address1	Address2	City	State	Zip	Phone	Accour Balanc	nt e				
WI	Walk-In	Customer									\$0.00					
Search	Add	l View	w / Edit	Print L	abel	Transactions		Select		More	•		1 of 1	Previous	N	lext

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.

ThunderPOS		– 🗆 X
Home Register Store Reports Activ	vities System Administration Tools Databa	ases Help Logout
Items Bundles Rentals Departments Categories Vendors	s Customers Gift Cards Transactions Time Clock Promotions	Item Options
Customer ID	Primary Address	Account Active Balance: \$ 0.00
First Name	Address 1	Credit Limit 15.00
Last Name		Date Opened 6/ 3/2022
Company		Rewards Member
Company	City City	Bewards Balance 0
Phone	7-	Exercition 6/ 3/2023
Phone 2	2φ	
Phone 3	Shipping Address	
Fav	First Name	
	Last Name	Click to Select Image
Email	Company	
Email 2	Address 1	
Website	Address 2	
	City	
	State	
Customer Wants Text Messages	Zin	
Customer Since 6/ 3/2022	Phone	
Notes		
^	Misc 1	weight
	Misc 2	Hair Color
		Eye Color
	At Cost Customer	Race
~	Custom Discount Level George's Discount V	Gender
Save Cancel Scan License		

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

ThunderPOS	- 0	×
Home Register Store Re	eports Activities System Administration Tools Databases Help Logout	
Items Bundles Rentals Departments Cat	egories Vendors Customers Gift Cards Transactions Time Clock Promotions	
	Promotion Title	
	Promotion Given To Everyone V	
	Times Promotion Given	
	Always	
	Promotion Gives	
	Percentage Discount	
	0 Store with the second	
	Descrition of	
	All items V Promotion Is Active	
	tems To lockide →	
	tems To Exclude →	
	Cancel Save	
Chaw ank active promotions		
Add Edit Delete Promotion Promotion Promotion		

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 19^{th,} 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

ThunderPOS				- 🗆 X
Home Register Store R	eports Activities S	System Administration	Tools Databases	Help Logout
Settings Employees Register Layout Cha	ange Password Quick Items	Licenses Touch Layout Import	Register Designer Registers	
Settings Employees Register Layout Ch 02 (Jeremy Spencer) 03 (Jeremy Spencer)	ange Password Quick Items Cashier ID First Name Last Name Address Address 2 City State Zip Phone Email Administrator	Licenses Touch Layout Import	Register Designer Registers Tablet Password Hourly Wage Swipe ID Payroll ID Notes Password Confirm Password	□ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □
	Store Management Store Settings Departments / Categori Vendors Physical Inventory Purchase Orders Instant Purchase Order	I Change Prices Change Prices Price Change I Price Change I Delete Items Open Cash Dra Items View rs Add	Jimit	Add Edit Transactions Adjust Rewards Points Miscellaneous
Display Inactive	Vendor Retums Reports All Reports Specific Reports M	Update Update Change Qua Change Cost Update Venc	ntities s for Databases	Print Barcodes Void Past Invoices Adjust Gift Card Balance Save Cancel

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.

🔘 Thu	inderPOS											-		×
Horr	ne Re	egister Store	Rep	orts Acti	vities Sys	tem Administr	ation To	ols D	Databases	Help	Logout			
Schedu	ling Purcl	hase Orders Vend	or Returns	Ecommerce	Orders Physical	Inventory Serial N	lumber Lookup	Social M	ledia					
	PO #	Date Ordered	Ref	Vendor ID	Cost Ordered	Cost Received	Due Date	Status						
•	10	3/14/2022 4:56 PM		2	\$1.19	\$0.00	3/14/2022	0						
	9	3/14/2022 4:55 PM		1	\$2.08	\$0.00	3/14/2022	0						
	8	3/14/2022 4:54 PM		1	\$2.08	\$0.00	3/14/2022	0						
	7	3/14/2022 3:13 PM		2	\$100,005.84	\$0.00	3/14/2022	0						
	6	3/14/2022 3:02 PM		2	\$18.00	\$0.00	3/14/2022	0						
	5	3/14/2022 2:08 PM		2	\$95.34	\$0.00	3/14/2022	0						
	4	3/14/2022 1:51 PM		2	\$6.75	\$0.00	3/14/2022	0						
	3	3/11/2022 12:21 P	N	0	\$16.69	\$0.00	3/11/2022	0						
	2	1/31/2022 4:45 PM		0	\$0.00	\$0.00	1/31/2022	0	_					
	1	10/18/2021 2:05 P	N	0	\$0.00	\$0.00	10/18/2021	0						
						Status: Onen		Sort: pr						
N	ew	Edit	Delete	Report	Quick	Julius. Upen	~	PU	JU	~			1	
					Receive	Vendor: Any	~	De	escending	\sim			ori	

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:

Thunder	rPOS												_		×
Home	Registe	er S	Store R	Reports A	ctivities	System	Admini	stration	Tools Da	atabases	Help	Logout			
Scheduling	Purchase C	Orders	Vendor Ret	urns Ecomme	ce Orders Phy	, sical Invent	tory					5			
Schedumy	Purchase C Purc Ven Due Ship Refu	chase Or dor ID Date Via erence # ms	der ID 1	Monday , July	9, 2018	~]]]]	Ship To							
Add Item :					Used					Find Ite	m:		_		
			Item ID	Name	Description	Dept	Cat	# Ordered	# Received	Cost Per	Ext. Cos	t Used			
Receive	Delete	Edit	CANDY1	Smartees		CANDY	0	1	0	\$5.00	\$5.00				
Receive	Delete	Edit	CANDY2	Chocolate		CANDY	0	2	0	\$1.00	\$2.00	<u>_</u>			
Receive	Delete	Edit	DRINK1	Small Cola		DRINKS	0	1	0	\$2.00	\$2.00	<u></u>			
Receive	Delete	Edit	DRINK2	Large Cola		DRINKS	0	2	0	\$3.20	\$6.40				
Receive	Delete	Edit	DRINK3	Juice		DRINKS	0	1	0	\$4.00	\$4.00				
Receive	Delete	Edit	POPT	Small Popcom		POPCORN	0	9	0	\$4.50	\$40.50				
Receive	Delete	Edit	POP2	Large Popcom	0.1.1	POPCORN	0	3	0	\$9.00	\$27.00	<u>_</u>			
Receive	Delete	Edit	TEST	Test Item 1	Snack Item	U	U	2	U	\$10.00	\$20.00				
PO #: 1 21 units orde \$106.90 cos	ered, 0 units re st ordered, \$0.	eceived 00 cost r	received	L	ookup	Close Details		History	More	• Can	cel	Finalize		Save	

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.

Item Name	Large Popcom	
Item ID	POP2	
Cost Per		
Quantity		
Vendor	None	~
Used		

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

🔘 Thur	nderPOS											-	×
Hom	e Regis	ter	Store	Reports	Activities	System /	Administration	Tools	Databases	Help	Logout		
Scheduli	ng Purchase	Orders	Vendor I	Returns Ecor	mmerce Orders P	hysical Invent	ory						
	Retum #	Date	Ref	Vendor #	Cost Ordered	Status							
						Status	Anu						
N	ew	Edit		Report		To Ven	dor: Any		~				
						ro ven	Any Any		~				

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

Thunder	os										- 0	×
Home	Register	Store R	eports Activit	ies S	ystem Adr	ninistration	Tools	Databa	ases He	elp Logou	ut	
Items Bund	les Rentals	Departments Cat	egories Vendors	Customers	Gift Cards	Transactions	Time Clock	Promotions	Item Opti	ons		
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	
<			·								·	>
Search	View Deta	ails Records 1	- 25 of 159	Red	call	Email	Previous	Next		Void		

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:

🔘 Trans	action									-	· [X
Line	Item ID	Quantity	Name	Description Pric	e Cate	egory Dep	artment Dis	scount Use	ed Trade In	Cash Trade	Conditio	on Prom
1	TEST	1	Test Item 1	\$5.3	90	0	0.00	0%			1	
2	TEST	1	Test Item 1	\$5.3	9 0	0	0.00	0%			1	
T				Total Dian	010 70			Cash America	611.00			/
Transacti	on ID 🔮			Total Price	\$10.78		(Cash Amount	\$11.63		P	rint Receipt
Employee	ID 01	1		Total Tax	\$0.85		(Check Amount	\$0.00		P	rint Receipt
Customer	W	/I		Grand Total	\$11.63		(Credit Amount	\$0.00		1	N/O Prices
Date And	Time 7/	/6/2018 11:04 A	N	Payment Method	Split		(Gift Amount	\$0.00		S	Return elected Item
Register I	D 1			Amount Tendere	d \$32.00		1	Account Amount	\$0.00			and another month
Discount	0.	00%		Change	\$20.37		I	Prepaid Amount	\$0.00			Back

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

🔘 Thun	derPOS											_	×
Home	e Regis	ter Store	Reports	Activities	Syste	em Adminis	tration	Tools	Databases	Help	Logout		
Settings	Employees	Register Layout	Change Pass	word Backup D	atabase	Restore Databas	e Quick Iten	ns Licenses	Touch Layout				
					1	Back Up Dat	abase						
		Backup Loc	ation:										
									Evente				
					nowse				Execute				

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

ThunderPOS	_		×
Home Register Store Reports Activities System Administration Tools Databases Help Logout			
Global Changes Script Utility Inventory Export IIF Export Label Utility Export Leads Online Report Generator Dashboard Layout Labor Scheduler FTF	P Reports		
Purchase Orders Filter By Date:			
O Price Changed Through Inventory Since 6/ 3/2022			
O Queued Labels Sort Queued By: Item ID V For Queued Used Items, Print: Used Price V			
ItemID Name Department Category NewQuantity UsedQuantity Description Description2			
		_	
Clear Selected Clear All		Print	

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

Thunder	OS										-	×
Home	Register	Store	Reports	Activities	Syster	n Administratior	n Tools	Databases	Help	Logout		
Items Bund	les Rentals	Departments	Categories	Vendors Custor	mers Gift	Cards Transactions	Time Clock	Promotions				
Gift Card ID	Store	Date Created	Invoice Created	Balance	Printed							
Mercury	1	6/1/2010	1	\$0.00								
Search					Adju	ıst History	Reprin Rece	t Gift eipt				

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

Register	- D >
Items	Add Items Enter Item ID Quantity Used Condition Tradeln Tradeln Type Misc Item Gift Card
Customers	1 Add 1-Complete V Credit V Special Order Items
Transactions	Selected Item Customer WI, Walk-In Customer
Special Orders	Change Price Change Quantity Change More Delete Lookup By ID Lookup By ID Show Selected
Store Maintenance	Line Item ID Name Description Quantity Price Ext Price
Rentals	
Reports	
Repairs	
Schedule	
Suspend	
Recall Suspended	
All Trade-Ins Credit	C S S S S S S S S S S S S S S S S S S S
All Trade-Ins Cash	# of items: 0 Tax Exempt: No Change Cash Account Complete Transaction Tax \$0.00 Tax \$0.00
Register Actions	Discount: 0.00% Promotions: No Credit Check Cancel Transaction Total: \$0.00

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								
Add items								
Enter Item ID	Quantity	Add	Used	Condition	TradeIn	TradeIn Type	Misc Item	Gift Card
		, 64		1-Complete V		Credit ~	Special	Quick
							Order	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.

Selected Item								
POP2: Large Popc	om, 3 NEW, 0 USE	ED						
Change Price	Change Discount	Change Quantity	Change More	Delete				

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:

Transaction
Tax Exempt
Promotions
0 % Discount
OK Cancel

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

Customer WI, Walk-In Custo	omer	
Lookup By ID	Lookup Discount Card	Show Selected

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:

Gift Card		
Gift Card Type	Store ~	
Gift Card ID		Generate
Amount		
ОК		Cancel

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:

Special Order											
Enter Deposit: Minimum \$0.00, Maximum \$2.00 2 Estimated Pickup Date											
Friday ,	July	6, 2018									
ОК				Cancel							

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.

Payments							
Amount Due	\$2.00		7	8	9		
Cash	\$2.00		4	5	6		
Check	\$0.00		1	2	3		
Credit	\$0.00		-	0	+/-		
Account	\$0.00		CLR	Cancel	ОК		
Gift	\$0.00	т	otal Paid	\$2.00			
Prepaid	\$0.00	Remaining		\$0.00			

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.

Register			- 🗆 ×
Items Customers	Add Items Enter Item ID	Quantity Used Condition TradeIn TradeIn Type Misc 1 Add A-A Credit Specific Specific	Item Gift Card
Transactions	Selected Item	Ord Log Cash for Shift	er Items
Special Orders	Change Price Change Discount	Cashier: All Register: 7 Lookup By ID Lookup Discount Card	Show Selected
Store Maintenance	Line Item ID	Wednesday, December 21, 2022 V 12:00:00 AM	Quantity
Rentals		through Wednesday, December 21, 2022 V 10:46:03 AM	
Reports		Starting Bank: 100	
Repairs		Ending Bank: 100 Ending Cash: 71.20	
Schedule		Ending Check: 0.00	
Suspend			
Recall Suspended		\$0.00 cash discrepency	
All Trade-Ins Credit		Finalize Show Sales Report Cancel	
All Trade-Ins Cash	٢		>
Register Actions	Transaction # of Items: 0 Tax Exempt:	No Change Cash Account Complete Transaction Tax	\$0.00 \$0.00
SETUP OFFLINE MODE	Discount: 0.00% Promotions: Employee: ID 01	No Credit Check Cancel Transaction Total:	\$0.00

Touch Layout

🔘 Thun	derPOS														-		×
Home	Regist	ter Sto	ore	Reports	Acti	vities S	ystem	n Administ	ratio	on	Tools	Databases	Help	Logout			
Settings	Employees	Register La	ayout C	Change Pass	sword	Backup Datab	ase Res	store Database	Quic	k Ite	ms Licenses	Touch Layout					
										Grou	p						
										Displ	lav As:						
										TES	а, та: 6Т				Select Co	olor	
						_											
				_		_					ist of Itoms						
										01	LISE OF ILEMIS						
					Add					S	earch By:						
										۵	Department ID			\sim			
										E	quals -						
										5	5			\sim			
					Edit												
										S	ort By						
										h	tem Name			\sim			
					DOWN					Sa	ave Group				Cano	el	
											-				Grou	ıp	
Sa																	

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

🔘 Thun	derPOS												-		×
Home	e Regist	ter Store	Reports	Activities	Syste	em A	dministi	ration	Tools	Databases	Help	Logout			
Settings	Employees	Register Layout	Change Passv	vord Backup [Database	Restor	e Database	Quick Items	Licenses	Touch Layout					
							Add Item								
							Remove Selected								
							Up								
							Down							Save	

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.

🔘 Thu	nderPOS								_	\times
Hom	e Register Store	Report	s Activities	System Administration	Tools	Databases	Status	Help	Logout	
	AlertType	Status	Message							^
•	BigCommerce	Error	5 Items are Fai	iling to Sync to BigCommerc	e					
	Shopify	Error	43 Items are F	ailing to Sync to Shopify						
	Items	Error	2 Items are ou	t of range						
	Gift Cards	Error	3 gift cards ha	ve a balance out of range						
	Open Shifts	Error	1 time clock sh	nifts have been open for mo	re than 12	2 hours				
	Transaction Totals	Error	7 transactions	are out of price limits in last	t 700 days	S				
	WooCommerce	Good	No WooComm	nerce Errors						
	Customers	Good	All Customers	within Limits						
	Streetpulse	Good	Streetpulse no	t enabled	_					
	Ingram Reports	Good	Ingram not en	abled		_				
	Broadtime	Good	Broadtime not	enabled		_				
	Transaction Costs	Good	All transaction	s in last 700 days are within	cost limit	ts				
	Item Count	Info	39829 items ir	n system		_				
	Customer Count	Info	91 customers	in system		_				
	Transaction Count	Info	3003 transacti	ions in system		_				
	Scheduled Reports	Info	0 Scheduled R	eports due to Send						
	Scheduled Reports	Info	0 Scheduled R	eports Sent		_				
	Cash Logs	Info	1 cash logs in	last 30 days		_				
	Purchase Orders	Info	17 purchase o	rders in last 30 days		_				
	Vendor Returns	Info	10 vendor retu	urns in last 365 days						
	Gift Card Activity	Info	41 gift card tra	ansactions in last 500 days		_				
	Rentals Past Due	Info	6 rentals are p	ast due		_				
	Voided Transactions	Info	89 transaction	s voided in the last 700 days	s					
	Special Orders	Info	24 open specia	al orders						
	Account Transactions	Info	2 account tran	sactions in last 30 days						
	WooCommerce Orders Info 2 WooCommerce Orders in last 500 day					_				
	BigCommerce Orders	Info	2 BigCommer	ce Orders in last 500 days		_				
	Shopify Orders	Info	1 Shopify Ord	ers in last 500 days		_				
	Last Reindex	Info	Last reindex ru	un on 9/25/2024 9:08:44 AM	1					
	New Customers	Info	34 customers	added in last 365 days		_				~
Det	tails	lus			Con	figure Alerts				
	Show Ignored Ale	erts				-				

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:

Configure Alerts		
Configure Alerts WooCommerce Failures BigCommerce Failures Shopify Failures Items Count Customers Count Transactions Count Items Out of Range Costs 0 Qtys -10 -10 -	 ✓ Purchase Orders Days to Go Back 30 ♀ ✓ Vendor Returns Days to Go Back 365 ♀ ✓ Gift Card Activity Days to Go Back 500 ♀ ✓ Gift Card Balances Balances 0 ♀ - 1000 ♀ ✓ Shifts Left Open 	 ✓ Account Transactions Days to Go Back 30 ↓ ✓ WooCommerce Orders Days to Go Back 500 ↓ ✓ BigCommerce Orders Days to Go Back 500 ↓ ✓ Shopify Orders Days to Go Back 500 ↓ ✓ Last Reindex Date
 ✓ Customers Out of Range Account 1000 ÷ · 10000 ÷ Rewards 10 ÷ · 10000 ÷ ✓ Scheduled Reports Due ✓ Scheduled Reports Sent ✓ Streetpulse ✓ Ingram ✓ Broadtime 	Hours Left Open 12	✓ Cash Logs Days to Go Back 30 ✓ Recent Items Added Days to Go Back 300 ✓ Recent Customers Added Days to Go Back 365 ✓ Traded Items Days to Go Back 365 ✓ Returned Items Days to Go Back 250
Save		Cancel

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.

ThunderPOS	- 🗆 X
Home Register Store Reports Activities System	n Administration Tools Databases Help Logout
Items Bundles Rentals Departments Categories Vendors Customers Gift	Cards Transactions Time Clock Promotions
Clocked Out	Clocked In
01 / John Managara	
01 (Jonn Manager) 02 (Joe Employee) 03 (Joe Charling)	
U3 (Jane Cashier)	
	Admin Functions
Clock In	Clock Out

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.

ThunderPOS												<u>1910</u> 5		×
Home R	Register	Store	Reports	Activ	ities S	ystem Ac	Iministration	n Tools	Databases	Help	Logout			
Items Bundles	Rentals (Departments	Categories	Vendors	Customers	Gift Cards	Transactions	Time Clock	Promotions					
Employee ID	Shift Start	Sł	hift End	Shift II	D									
01	7/31/2018	12:32 PM		3										
03	7/31/2018	12:32 PM 7/3	31/2018 12:32	PM 2										
02	7/31/2018	12:32 PM 7/3	31/2018 12:32 I	PM 1	1									
		10										1		
Add Shift	Edit	Shift	Delete Shift										Back To	Time
													CIUCK	

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

👩 Thur	rderPOS	_	 ×
Hom	e Register Store Reports Activities System Administration Tools Databases Help Logout		
Scheduli	ng Purchase Orders Vendor Returns Ecommerce Orders Physical Inventory Serial Number Lookup Social Media		
	Date Number of Days Zoom Hours		
	Monday , January 11, 2021 🖉 🔹 1 🔹		,
	11 Monday		^
o AM	Resource 1		-
8			
9 ^{AM}			 _
10 ^{AM}			
11 AM			
12 PM			-
A PM	WI/Walk-In Customer)		
	\$0.00		
2 PM			
3 PM			
4 PM			
5 PM			-
C PM			
6			
7 PM			 _
8 PM			_
9 PM			
10 PM			
A A PM			
11			 ~

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 rightclicking the appointment and hitting 'Invoice'. This will automatically select the customer and add the items to that invoice.

Vendor Databases

ThunderPOS		– 🗆 X
Home Register Store Reports	Activities System Administration Tools D	Databases Help Logout
BRE VGPC Ingram Entertainment AEC Superfile	AMS Vendor Database Search	
BRE 🗢 Database		
	Search Parameters	
	SKU	
	Title	
	Category	
	Sort By: UPC ~	
	Search Cancel	
Import Search Price Comparison	Display Inventory Information	Previous Next

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.

ſ		Image	Artist	ItemName	MSRP	Brand	ItemForm	ItemFormatDesc	GenreCo	GenreDescription	Barcode	Catalog ^
	Þ		Refugio Noteno	Un Nuevo Canino	\$16.98	CD Baby	02	COMPACT DISCS	936	Drama	00000000826	5637445598
		макото	Makoto	Makoto	\$13.98	CD Baby	02	COMPACT DISCS	ectangula 300	r Snip Jazz	00000002011	5638245494
		Makoto		Naide	\$13.98	CD Baby	02	COMPACT DISCS	149	Urban	00000002028	5638249491
		Bu S4525 45 Rpm LP Outer Sleeve 100 Crt Clear		Bags Unlimited S4525 - 7 Inch 45 RPM Record	\$11.99	Bags Unlimited	BS	BAGS / SLEEVES	90	Gifts	00000025768	02576
		1 2 100 Kings	Bu Sipsr3 LP Jacket Sleeve Resealable 100 Cnt	Bags Unlimited SLPSR3 - 12 LP IN LP Jacket Sl	\$42.99	Bags Unlimited	BS	BAGS / SLEEVES	90	Gifts	00000029711	02971
	<											×
			Title	Format All Formats	~							
			Artist	Genre All Genres	~	Search		Import		Next		
			Track	Filter By Street Date								
			Brand	5/24/2022 🔍 Through 5	6/24/2022]-		Page 1 of 459	62			
			Barcode	Show Images Show Notes	Show Tra	icks		Sort By Barcode		✓ Ascending ✓		

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.

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.

BRE

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:

î
Ļ

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:

itle: Funk enre: Ro eleased:	kadelic ock, Funk 1970	/ Soul			Mommy, Whi I Bet You Music For My I Got A Thing Good Old Mu Quality & Sat What Is Soul	at's A Funkadelic? • Mother • You Got A Thing, Everybody's Got / sit aty	A Thing
≀eleases			Format 🧹 🧹	Country	→ Lab		ply Filters
Title	Country	MajorFormats	Format	Label	Released	Catno	
unkadelic (Canada	Vinyl	LP, Album	Westbound Records	1970	WB 2000	
unkadelic l	US	8-Track Cartridge	Album, Stereo	Westbound Records	1970	8098-2000	
unkadelic l	US	Vinyl	LP, Album	Westbound Records	1970	WB 2000, WESTBOUND 2000	
unkadelic J	Japan	Vinyl	LP, Album, Promo	Janus Records	1970	YS-2385-JN	
iunkadelic J	Jamaica	Vinyl	LP, Album	Janus Records	1970	WB 2000, WESTBOUND 2000	
^r unkadelic (Germany	Vinyl	LP, Album	Bellaphon	1970	BLPS 19022	
unkadelic l	US	Vinyl	LP, Album, Promo	Westbound Records	1970	WB 2000, WESTBOUND 2000	
unkadelic \	Venezuela	Vinyl	LP, Album	Janus Records	1970	JLS 2003, LP 2003	
ⁱ unkadelic l	US	Vinyl	LP, Album	Westbound Records	1970	WB 2000, WESTBOUND 2000	
'unkadelic l	UK	Vinyl	LP, Album	PYE International	1970	NSPL 28137	
unkadelic l	US	Reel-To-Reel	3 ¾ ips, ¼", 4-Track Stereo, 7" Cine Reel, Album	Westbound Records	1970	WB 0098-2000	
unkadelic F	France	Vinyl	LP, Album	Stateside	1970	2 C 062-92034, 2C 062-92.034	
unkadelic l	US	Vinyl	LP, Album, Stereo	Westbound Records	1970	WB 2000, WESTBOUND 2000	
unkadelic /	Australia	Vinyl	LP, Album	Westbound Records	1971	WB 2000	

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.

Import Options			Title: Funkadelic Label: 4 Men With Beards Format: Vinyl Country: US Released: 2014 Genre: Rock., Funk / Soul Style: Psychedelic Rock. Funk	^	AND CARE
Item ID	646315160116		A1 Mommy What's A Funkadelic? 9:08		10000
Department ID	Vinyl	~	A21 Bet You 6:10 A3 Music For My Mother 6:19		
Category ID	Funk / Sou	~	A4 I Got A Thing, You Got A Thing, Everybody's Got A Thing 3:50 B1 Good Old Music 8:01	Condition	Amount
New Price	37.73	~	B2 Quality & Satisfy 5:16 B3 What Is Soul 8:40	'Mint (M)'	\$37.73
Used Price 1	25.82		Single sleeve. Limited to 1000 copies in two color swirl	'Near Mint (NM or M-)'	\$33.76
Used Price 2	9.93			Very Good Plus (VG+)'	\$25.82
_	0.00		Barcode and other identifiers Barcode 646315160116	Very Good (VG)	\$17.87
Include Disc	cogs Notes in Notes		1	'Good Plus (G+)'	\$9.93
Include Trai	ck List in Notes			'Good (G)'	\$5.96
Vendor Part #				'Fair (F)'	\$3.97
Vendor 2 Part #			~	'Poor (P)'	\$1.99
Vendor 3 Part #					
	1				
Import					Cancel

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.

٦ 🌀	hund	erPOS									-	×
He	ome	Register	Store Rep	orts Activitie	es Syste	em Administra	tion 7	Tools	Databases	Help	Logout	
Sett	ngs	Employees Regis	ster Layout Chang	e Password Back	up Database	Restore Database Q	uick Items	Licenses	Touch Layout	Import	Register Designer	
	Bro	wse				Next					1	
		Item ID	Name	Description	Column3	Cat ID	Dept ID	1	New	Used	Price	L^
		000001903202	10 Yard Fight			NES	0	0)	0	\$0.00	\$5
		045496630270	10 Yard Fight			NES	0	0)	7	\$0.00	 \$1
		00000700344	1942			NES	0	0)	0	\$0.00	\$ 5
		013388110032	1942			NES	0	0)	0	\$0.00	\$3
		000004639913	1943			NES	0	0)	0	\$0.00	\$1
		013388110100	1943 Battle of Mi			NES	0	0)	1	\$0.00	\$2
		000009550201	3-D World Runner			NES	0	0)	0	\$0.00	\$5
		021481102014	3-D World Runner			NES	0	0)	3	\$0.00	\$2
		000008680955	4 Quattro Arcade			NES	0	0)	0	\$0.00	\$E
		069667074083	4 Quattro Arcade			NES	0	0)	0	\$0.00	\$5
		813048015055	72 PIN CONNEC			NES	0	0)	0	\$11.99	\$C
		050047103158	720			NES	0	0)	5	\$0.00	\$1
		040886308593	8 Eyes			NES	0	0)	2	\$0.00	\$1
		000005144058	A Boy and His Blob			NES	0	0)	0	\$0.00	\$5
		047875700130	A Boy and His Blob			NES	0	0)	1	\$0.00	\$3
		000003573713	A Nightmare On			NES	0	0)	0	\$0.00	\$5
		023582051598	A Nightmare On			NES	0	0)	2	\$0.00	\$5
		032244040887	Abadox			NES	0	0)	1	\$0.00	\$2
		000004830614	Abadox			NES	0	0)	0	\$0.00	\$7
		21362257888602	Ac Adaptor			NES	0	0)	0	\$8.99	SC
		000003503993	Action 52			NES	0	0)	0	\$0.00	\$7
		030669188801	Action 52			NES	0	0)	0	\$0.00	\$7
		020295010034	Addams Family			NES	0	0)	0	\$0.00	\$2
		039854000010	Adventure Island			NES	0	0)	2	\$0.00	\$2
		040458011081	Adventure Island 2			NES	0	0)	0	\$0.00	\$3 v
<												 >

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			
ItemIDThe 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
Tauahla2	source data for rows where it is on; either U or faise is valid if it is off.
Taxablez	whether tax rate 2 is applied to the item. Either 1 or true is valid on the
Tayahla?	Source data for rows where it is on; either 0 or faise is valid if it is on.
Taxables	source data for rows where it is one either 0 or false is valid if it is off
Sorvico	Whether the item is a service item. Either 1 or true is valid in it is on.
Service	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. Fither 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 denosits 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.

🔘 Thu	nderPOS											_		\times
Hom	e Regis	ter Store	Reports	Activities	Syste	em Ad	ministi	ration	Tools	Databases	Help	Logout		
Settings	Employees	Register Layout	Change Passw	ord Backup D	atabase R	Restore I	Database	Quick Items	Licenses	Touch Layout	t Import	Register Designer		
	FROM: Sour	ce Columns	-	TO: Des	tination Co	lumns	?					Mapped Columns		
Item ID Name Descript Column: Cat ID Dept ID New Used Price Used Pr Used P Trade C Trade C Trade C	tion 3 icce iredit cedit 2 ash ash 2			temID Vame Vame Jescription Description Description Description Description Description Description Description JeadPrice IsedQuantity IsedPrice IsedPrice IsedPrice IsedPrice IsedPrice IsedPrice IsedPrice IsedCost JsedNax	1		*	Мар	=> Columns Delete N	lapping				
	Item ID	Name	Description	Column	13	Cat ID		Dept ID	Nev	N	Used	Price	Use	d ^
▶ (00001903202	10 Yard Fight				NES		0	0	0)	\$0.00	\$9.95	5
0	45496630270	10 Yard Fight				NES		0	0	7	,	\$0.00	\$16.9	9!
0	00000700344	1942				NES		0	0	0)	\$0.00	\$9.95	5
0	13388110032	1942				NES		0	0	0)	\$0.00	\$39.9	9!
0	00004639913	1943				NES		0	0	0)	\$0.00	\$14.9	9!
0	13388110100	1943 Battle of M	i			NES		0	0	1		\$0.00	\$25.9	9!
0	00009550201	3-D World Runn	er			NES		0	0	0)	\$0.00	\$9.95	5
(21481102014	3-D World Runn	er			NES		0	0	3	,	\$0.00	\$20.9	9!
(00008680955	4 Quattro Arcade				NES		0	0	0)	\$0.00	\$6.95	5
(69667074083	4 Quattro Arcade				NES		0	0	0)	\$0.00	\$9.95	5
	10040015055					ыле		n	0	0	1	e11.00		~ ×
Upda	ite Existing Reco	ords Save Ma	ppings	Load	Mapping File	e						In	port	

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

ThunderPO	S								_		×
Home F	Register Stor	re Reports	Activities	System Administratio	n Tools	Databases	Help	Logout			
Scheduling Pu	rchase Orders Ven	idor Returns Eco	mmerce Orders	Physical Inventory Serial Numb	er Lookup Soci	al Media					
Activity		Date	Messa	age			Activity		Medi	а Туре	
Twitter		1/18/2019 3:30	PM Test h	https://t.co/5SzylZn6sF			Receive	d DM	Twitt	er	
I witter		1/18/2019 3:13	PM @pos	extreme This is a test			Mention		Twitt	er	
🔰 Viev	v Latest	1/18/2019 3:13	PM This i	s another test			Receive	d DM	Twitt	er	
N Son	d Now	1/16/2019 6:26	PM @Pos	Extreme Does this include sy	/stems		Mention		Twitt	er	
Seno	unew	1/16/2019 6:20 6	PM Resp	onse to test			Receive	d DM	Twitt	er	
🔰 Histo	ory										
😏 Sche	edule										
- rexing											
Twitter and the Tv	vitter logo are										
trademarks of Tw affiliates	itter, Inc. or its										

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.

Thunde	rPOS												-		×	
Home	Register	Store	Reports	Activiti	es	System A	dministratio	on T	ools Da	tabases He	elp L	Logout				
Scheduling	Purchase Orders	Vendor	Returns Econ	nmerce Orde	ers Phys	ical Inventor	ry Serial Numb	er Looku	p Social Med	dia						
		Me	entions and Res	sponses												
Activi	ity	Di	ate		Text			Screen N	Name		Replying To					
🔰 Twitte	er	1/1	18/2019 3:13 PM	6	@posextre	me This is a te	est	jbspencel	NCSU	Jeremy Spencer						
View Latest 1/16/2019 6:26 PM			6	@PosExtre	eme Does this i	include systems	jbspenceNCSU Jeremy Spencer Te thu				Check out this promotion at Extreme Test Store - 10% off everything on thursdays! https://t.co/g4kmU0luss			eme on luss		
S S	Send New	1/1	/15/2019 3:56 PM @Pos picture			eme Reply to a	a reply with a	jbspencel	NCSU	Jeremy Spencer	(e p	@jbspenceN picture https:	CSU Test //t.co/gc	of a reply N0TyYZg	with a d	
💆 н	listory	1/1	15/2019 1:35 PM	6	@PosExtre	eme Test of a r	response	jbspence	NCSU	Jeremy Spencer	ť	@jbspencena through the d	:su Test o evelopm∉	of a norma ent tools	l tweet	
🔰 S	Schedule	11/	/30/2018 1:00 PM	1 🤅	@PosExtre	me Testing ar	n incoming reply	jbspencel	NCSU	Jeremy Spencer	1	TEST POST	FROM T	HE API		
😨 Textir	ng	Dir	act Massages													
			ect Messages		Tev								Semen N			
		1/1	ate 18/2019 3-30 PM		Test	https://t.co/5	i	ibspanceNCSU								
		1/1	18/2019 3:13 PM		This	This is another test										
		1/1	16/2019 6·20 PM	PM Resonance to test								i	ibspenceNCSU			
		1/1	15/2019 5:09 PM		Test	Test number two								ibspenceNCSU		
		1/1	15/2019 2:06 PM		Tha	Thank you!								ICSU		
		1/1	15/2019 1:40 PM		Your	Your cashier was super rude to me today, and they should be fired								ICSU		
7			Potroch		R	eply to	Banhu ta Di	A Tw	veet about	Tweet about	: 7	Schedule				
trademarks of affiliates.	f Twitter, Inc. or its		Refresh		٦	weet	Reply to Di		an Item	a Promotion	a	a Promotio	n			

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:

 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.

ThunderPOS						-	٥	×
Home Register Store Reports Activities System Admin	nistration	Tools Databases He	elp Logout					
Items Bundles Rentals Departments Categories Vendors Consignors Customers Gi	ift Cards Tra	nsactions Time Clock Promotion	s Item Options					
GG (Extreme Software Corporation)	Consignor ID	FURNITURE	Commission Type	Percentage of Selling Price	¥.			
JBS (Extreme Point of Sale) TSHIRT (Sam's Print Shop)	Company Name	Apex Fumishings	Default Percent	65.00				
F	First Name	Bob	Default Amount	0.00				
L	Last Name	Bobson		🖂 Active				
	Address 1	7309 East West Street						
1	Address 2		Payout Balance	\$0.00				
c	Dity	Raleigh						
5	State	NC						
2	ðp.	27523						
	Phone	(919) 999-8888						
E	Email	bob@bob.com						
Search Search Show Inactive								
Add Edit Selected Delete						Save	Can	cal

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.

ThunderPOS	- 0 X
Home Register Store Reports Activities System Ac	Iministration Tools Databases Help Logout
Items Bundles Rentals Departments Categories Vendors Consignors Customer	s Gift Cards Transactions Time Clock Promotions Item Options
FURNITURE (Apex Fumishings) GG (Extreme Software Corporation)	Consignor ID JBS Commission Type Percentage of Selling Price ~
UBS (Extreme Point of Sale) TSHIRT (Sam's Print Shop)	Company Name Extreme Point of Sale Default Percent 60.00
	First Name Jeremy Default Amount 0.00
	Last Name Spencer
	Consignor Payout
	225.00 Consignor: JBS Extreme Point of Sale Jeremy Spencer Payout Balance: \$25.00
	Payout Full Amount
	Entered Payout Amount Adjust and Increase Balance Adjust and Decrease Balance
	OK Cancel
Search Show Inactive	
Receive Return Consignor Items Items History	
Add Edit Selected Account Delete	Sere

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.

ThunderPO	IS												>
Home	Register	Store	Report	s Activiti	es S	System A	Admin	istration	Tools D	atabases	Help	Logout	
Items Bundle	s Rentals	Department	s Categorie	Vendors C	onsignors	S Custom	ers Giff	t Cards Transa	ctions Time	Clock Promot	ions Item	n Options	
Item ID	TEST456			Consignme	nt 🗌 I	tem Is Inact	ive	ASIN]	
Item ID 2				Department ID	0		\sim	Discogs ID	0]	
Item ID 3				Category ID	0		\sim	Display Pole 1]	
Name	Test Item						1	Display Pole 2				Click to S	Select Image
Description							i	Label Studio]	
Description 2							i l	Location]	
Manufacturer							1	Tablet Display]	
								Notes				Length	0.0000
New In Stock	-3		Us	ed in Stock	0							Width	0.0000
New Cost	0		Us	ed Cost	0			Street Date	10/28/2022			Height	0.0000
New Price	\$200.	00	Us	ed Price 1	\$150.00)		Cutout Date	12/31/2099				
Retail Price	\$0.00		Us	ed Price 2	\$0.00								
Reorder Level	0		Tra	de Credit 1	\$0.00			Consignor ID					
Reorder Quantit	ty O		Tra	de Credit 2	\$0.00			JBS	~				
Profit %: 0% Retail Disc: 0%		🗹 Tax 1	Tra	de Cash 1	\$0.00			Commission I Percentage	of Price V				
Gross %: 100.0	0%	Tax 2	Tra	de Cash 2	\$0.00			Commission	Percent				
		Tax 3	Us	ed Max	0]	60.00					
Autogen Pric	cina		Preorder Item	Minimum De Preorder	eposit g	\$0.00 10/28/2022							
Use Serial N	lumbers	Г	Enforce Minin	um Age of:	[0	=1						
Lock Prices	From Databa	ases	Local Only							On Amazo	n New	Online Price	\$0.00
Service Item	n] Discount Car	ł			ions			On Websi	te Use	d Online Price	\$0.00
Add-on Item			Schedulable							Lock eCor Descriptio	mmerce n/Name	Weight	0.0000
Previous	Ne	ot		View History	Print	Label				s	ave	Save and Close	Cancel

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.

Item ID	Name	Description	Dept	Cat	New In Stock	New Received	Used In Stock	Used Recieved		
009119940412	Time Cop		0	snes	0	0	0	0		
009119950428	Big Sky Trooper		0	snes	0	5	0	0		
009119950435	Emmitt Smith Football		0	snes	0	0	0	4		
013252011014	Joe and Mac		0	snes	0	5	0	0		
013252011038	Dragon's Lair		0	snes	0	0	0	0		
013252011076	Side Pocket		0	snes	0	0	0	2		
013252011083	Joe and Mac 2 Lost in the Tropics		0	snes	0	0	0	1		
013388130092	Capcom's MVP Football		0	snes	0	0	0	0		
013388130115	Final Fight 2		0	snes	0	0	0	0		
013388130214	Capcom's Soccer Shootout		0	snes	0	0	0	0		
013388130245	Bonkers		0	snes	0	0	0	0		
013388130269	Captain Commando		0	snes	0	0	0	0		

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			278 Aug 278	28.00		1.2010111000		
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Jeremy Sp Extreme P 1001 Pemb Suite 204 Apex, NC 2	encer oint of berton H 27502	Sale Hill Road						
	SI	atement for 11	/1/2022 - 11/1/2022					
arting Balance: \$	50.00							
Date	Trans	Item ID	Name	e Price Per	Quantity	Ext Price	Comm Type	Commisson
11/1/2022	1	01338813024	Bonker	\$136.99	1	\$136.99	60%	\$82.19
11/1/2022	1	01325201108	Joe and Mac 2 Lost in the Tropic	\$300.99	1	\$300.99	60%	\$180.59
11/1/2022	1	00911995042	Big Sky Troope	r \$46.99	1	\$46.99	60%	\$28.19
11/1/2022	1	00911995043	Emmitt Smith Footba	\$29.99	1	\$29.99	60%	\$17.99
11/1/2022	1	01325201107	Side Pocke	t \$37.99	1	\$37.99	60%	\$22.79
11/1/2022	3	01325201101	Joe and Ma	c \$22.99	1	\$22.99	60%	\$13.79
11/1/2022	3	00911995042	Big Sky Troope	r \$27.99	10	\$279.90	60%	\$167.94
11/1/2022	3	00911994041	Time Co	p \$21.99	1	\$21.99	60%	\$13.19
11/1/2022	4	01338813024	Bonker	\$439.99	1	\$439.99	60%	\$263.99
Total Sales					18	\$1,317.82		\$790.66
	Payou	t Date	Amount	Type				Notes
11/1/2022	2 8:57:4	18 AM	\$250.00	Payout			5	250 Payout
11/1/202	2 8:58:0	07 AM	(\$20.00) A	djustment	Co	mpensation	for damaged r	nerchandise
11/1/2023	2 8:58:	18 AM	\$560.66	Payout				Full Payout
			8700 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.

Register					$ \Box$ \times				
Quantity Item ID 1 Misc		Customer	All Trade-Ins	Print	Thunder Point of Sale Register Designer – X Setue Add Controls Edit				
Used	adeln Add Gift Card	Lookup By ID Lookup Discount Card	Credit	Receip	Template Name LowerResolutionDarkTheme				
Tradeln Type	Condition Special Quick Items	Show Selected Gift Card Balance	All Trade-Ins Cash	Open Cash Drawe	Title Bar Text Register				
Items				Register Form Design Size					
Customers				Back Color Popups and Payments					
Transactions		Transaction		Online Functions Load Save Make Template Publicly Viewable Description For Online Exchange Alower resolution dark theme, this was designed at 1360x768					
Special Orders		Tansacioni							
Rentals									
Reports	- Transaction	L - Selected Item-			Create Load File Save File Save As Load From Save To Fit				
Repairs	0 Items Tax Exempt: No Discount: 0 % Reprodicions: No	Item Information Goes Here			File Database Database Lik				
Schedule	Employee Information Goes Here Employee	Change Change Change Price Discount Quanti	je Change ity More	De	Nove Edit C C C C C C C C C C C C				

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.

Thunder Point of Sale Register Designer	-		\times	
Setup Add Controls Edit				
Group By: O Control Function Control Type				
 Advanced Register Functions Back Office Gift Cards Information Layout Elements Modify Lines Orders Orders Promotions Register Function Rentals Rentals Button Reports Show Report Command Button Transaction Function Used and Trade Functions 				
Place a button onto your design that launches a report. By default, it's the sales totals report for the current day for all cashiers and all employees, but this can be changed through the advanced section of edit	Back Color Fore Color	Ch	nange]
Name ShowReportCommandButton	Font	Ct	nange	
Text Show Report				
Select Initial Font and Color			Add	
Move Edit 🦻				

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:

Thunder Point of Sale Reg	ister Designer	_	×
Setup Add Controls Edit			
Editing: GiftCardBalance	eButton Select		
Text	Gift Card Balance		
Font	Change		
Width	130		
Height	60		
Back Color	Change		
Fore Color	Change Top		
Anchoring 🖂 Left	□ Right		
Horizontal Position	☐ Bottom 142 💼		
Vertical Position	124		
Advanced			
Move Edit	٢		

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,'%%USEDPRICE2%%'</USEDPRICE2>
</Section 2.23,105,6,1,1,0,0,N,B,'%%USEDPRICE2%%'</USEDPRICE2>
</format>
</formats>
</formats>
</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 <u>http://www.thunderpos.net</u> 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:

THUNDER	Items Store Functions Maintenance	Order Supplies Help	© 4 ø 👩
 Items Customers Appointments Special Orders 	THUN	DERO	
F Repairs	Manage your store from anywhere		
Rentals	1 Items	Imi Purchase Orders	
☐ Gift Cards	Les Customers	€ Reports	
Transactions	Appointments	Employees	
ेस्सु Register	Special Orders	settings	
IIII Purchase Orders	Repair	% Promotions	
⊂ Reports	Rental Ren	Global Changes	
🔅 Maintenance 🗸	Gift Cards	Price Tables	
Account ~	Transactions	[iii] Physical Inventory	
📮 Order Supplies 🛛 🗸	ेस्स Register	Shift Closeouts	
Payments			
Tutorials	2024@ Extreme Point of Sale, Inc.		

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

ΠΟΙΝΟΕΙζ		Items S	tore Functions		Maintenan	ce	Order Su	ipplie	es Help							Q	9 Ú 8)
🕤 Items	~	+																Ξ	=
Lustomers		Quick S	Search																
Appointments		Quick Search	1																
D Special Orders				_															
🖉 Repairs		Search	Clear Search	ı															
 Rentals 																			
👚 Gift Cards		Actions	Item ID	V	Item	V	Item	V	Name 11	V	Description	V	Description	V	Manufacturer	v (Department	V	с
Transactions					ID 2		ID 3	-					2			. 1	ID		IC
`₩ Register		Action +	00000		2		3		smoke buddy mini black	/	d1		d2		MAN	F	ROCK		N
Purchase Orders		Action	0000000083	6	2		22		Un Nuevo		Pofugio Nortono		Not Pool		CD Paby		0000		
Reports		Action	0000000002	·	-		55		Camino Real		Keragio Norteno		Not Near		CO Daby	`			
🚯 Maintenance	~	Action -	000000029711		02971		SLPS3R		Bags Unlimite SLPSR3 - 12	ed LP	Bu Slpsr3 LP Jack Sleeve Resealable	et 100			Bags Unlimited	6	BS		9
Account	~								Sleeve		Cnt Clr								
🕞 Order Supplies	~	Action *	000000124843	3	56372904	53			Water for You Eyes	ur	Entropic Advance				CD Baby	0	01		3
Payments		Action -	000000134762	2	2				Jeopardy		test 2		test 2		test 2	5	SOFTWARE		G
		Action *	000000160919	•					David Bowie Glam	-						(0		0
		Action *	00000500784	4	465571		465572		X360 - KINE ADVENTURE UNOPENED	CT S -						4	SOFTWARE		x
Tutorials		Action *	00000505178	3	0		556147		12541							ł	HARDWARE		N
Tatonuis									NINTENDO D	s									

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.

THUNDER	Items Store Functions Maintenance Order Supplies Help	04) <i>0</i>	0
Items	Creating Item General			^
Appointments	Item ID 437134194532			
بَنْ Repairs ⊘ Rentais	Item ID 3			
Gift Cards Gift Cards Transactions Register	Name			
jiii] Purchase Orders ⊄] Reports	Description DEFAULT Description 2 DEFAULT2 DEScription 2			
 Maintenance Account 	Manufacturer DEFAULTMAn			
💭 Order Supplies 🗸	Department ID 321 (435) Gategory ID MICE Loc (MICE Loc)			~ ~
	New Quantity 0			
Tutorials	Used Quantity O Used Max			
	3			

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.

History					^
Last 30 Sold 2 Last 90 Sold 5 Last 365 Sold 23 Total Sold 23 Last 30 Bought 0 Last 90 Bought 2907 Last 365 Bought 2907					
Sales	Terreschier ID	Drive Dec	Quantita	Quality ID	Newfileed
12/20/2022 7:36:26 AM	775	\$0.15	Quantity 1	54325	New/Used
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		\$40.00	1	WI	
	1139	\$40.00	1		New
3/21/2023 12:04:00 PM	1139 1140	\$40.00	1	wi	New

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.

THUNDER	Items Store F	unctions Maintenance	Order Supplies Help				© Ą	ø	
Items	Store Transfer	3 5							~
 <i>№</i> Repairs <i>№</i> Rentals <i>⊕</i> Gift Cards Transactions 	Destination Store All Stores Filter By Multitransfer All								~
भूग Register िमों) Purchase Orders ⊄्री Reports	Actions	Transfer ID IT	Source	7 Destination □ ▼ Charlotte	MultiTransfer	MultiTransfer ID 7	Status Open		V
 Maintenance Account 	Edit	25	Charlotte	Wilmington	False	••	Open		
🖵 Order Supplies 🗸 🗸	Edit	29	Charlotte	vismington Raleigh	True	1	Open		
	Edit	32	Raleigh Charlotte	Charlotte Wilmington	False False		Open Open		
Managing Charlotte Tutorials	Edit	48	Raleigh Raleigh	Charlotte	True True	10	Open 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.

THUNDER	Items Store Functions	Maintenance Order Supplies Help		0	Q	Ø	
🕥 Items 🗸	Categories						
Appointments	+ Search						
💭 Special Orders 🖋 Repairs	Search						
 Rentals Gift Cards 	Export To Text File Actions	Category ID	Description				7
Transactions	Action -	0	None				
Jung Purchase Orders	Action -	100	100				
Reports	Action -	300	01234567890123456789012345678901234567890123456789 300				
Account	Action -	321	01234567890123456789012345678901234567890123456789				
Order Supplies	Action *	34324321	12345678901234567890123456789012345678901234567890				
Payments	Action -	364	364				
	Action *	632	632				
	Action *	690	690				
Managing Charlotte	Action -	87893498	01234567890123456789012345678901234567890123456789				
Tutorials	Action *	90	90				

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

THUNDER	Items Store Functions	Maintenance Order	Supplies Help			© ¢ &
🗇 Items 🗸 🗸	Vendors					
Customers	+					
Appointments	Search					
Special Orders	Search					
🖉 Repairs	Search					
Rentals	Export To Text File					
📅 Gift Cards	Actions	Vendor ID	11 7	First Name	Zast Name ⊥⊺ ⊽	Company It 🗸
Transactions	Action ~	0				None
ेल्ल Register	Action -	04		tom	kent	extreme point of sale, inc
[IIII] Purchase Orders	Action *	3		Fake	Vendor	Apple
C Reports	Action -	4		Faker	Vendor	Company
Account	Action -	5		Falcat	Vender	50
Order Supplies	Actor	3		rakesi	vendor	30
Payments				≪ < 1 → ≫	50 🗸	
Managing Charlotte						
Tutoriale						
Tutonais	2024© Extreme Point of Sale, Inc					

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.

	rucis												
THUNDER	Items Store Func	tions Maintenance Order Suppl	lies Help			© ¢ ø	2						
🔊 Itama	Purchase Orders												
e outernare	+												
	Hide Open	Hide Closed											
	Apply Export												
L. Special Orders	Vendor Returns Vendors												
	Actions	Order ID	Vendor ID	Order Date	Due Date	Status	lt V						
Rentals	Edit	7	0	09/01/2023	09/01/2023	0							
🛗 Gift Cards						-							
Transactions	Edit	6	0	09/01/2023	09/01/2023	0							
े∰ Register	View	5	0	08/24/2021	08/24/2021	с							
III Purchase Orders	View	4	0	05/12/2020	05/12/2020	с							
🛒 Reports	Edit	3	0	05/12/2020	05/12/2020	0							
Maintenance ~	Erdia	2	5	03/19/2020	03/19/2020	0							
Account ~	Edit	2	3	03/18/2020	03/18/2020	0							
🛱 Order Supplies 🗸 🗸	Edit	1	5	03/18/2020	03/18/2020	0							
Payments			- « · · · · · · · · · · · · · · · · · ·	1 → ≫ 50 ∨									
Managing Charlotte													
Tutorials	2024@ Extreme Point of 5	Sale Inc											
	20240 Externe Point of S	3010, H.G.											

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:

THUNDER	Items Store F	Items Store Functions Maintenance Order Supplies Help										
🕥 Items 🗸	Purchase Order I	Purchase Order Details									:	=
Appointments		Actions	Item ID	Name 🗄 🏹	Quantity Ordered	Received 11 V	Cost Per ↓↑ 🏹	Extended Cost	Used 🗄 🏹	Location		7
Special Orders	Receive	Edit	00000000009	Post-change 3	10	10	\$0.00	\$0.00	True			
🔏 Repairs	Receive	Edit	443620037108	Test Item For Tutorial	2	2	\$0.00	\$0.00	False			
Rentals					a (1	> > 50 ¥						
Gift Cards												
Transactions	Purchase Order List											
👾 Register												
Purchase Orders												
Maintenance												
Account												
🖵 Order Supplies 🗸 🗸												
Payments												
Managing Charlotte												
Tutorials	2024© Extreme Point	t of Sale, Inc.										

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

THUNDER	Items Store Function	ons Maintenance Order Supplies	Help			© 4 ø 🚬
 Pitems Customers Appointments Special Orders Sepairs 	Employees + Show Inactive Search Search					=
 Rentals Gift Cards 	Actions	Employee ID		11 Y Last Name	Admin	11 🗸 Active 11 🗸
📰 Transactions	Details	0123	No	1	False	True
[배] Purchase Orders 때 Reports	Details	02			True	True
 Maintenance Account 	Details	08		s (1) > 50 ¥	False	True
💭 Order Supplies 🤍 🗸						
Managing Charlotte						
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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

THUNDER	Items S	Store Functions	Maintenance C	rder Supplies He	эlp						C	Ģ Q	0
 Items ✓ ▲: Customers ☑ Appointments 	Customer + Quick S	Customers + Cuick Search											
Special Orders	al Orders Quick Search R Search Clear Search												
 Rentals Gift Cards 	Actions	Customer ID	▼ First It Name	▼ Last Name It ▼	Company 👉 🏹	Phone It V	Address 1 💠 🏹	Address 2 ↓↑ ▼	City 🗄 🏹	State 🕼 🏹	Zip 🕼 🏹	Account Balance	11 7
Transactions	Action *	R1234	r	1								\$0.00	
र्भ Register जि. Purchase Orders	Action +	123	1	2	3	4	12	13	14	15	16	(\$12.40)	
Reports	Action -	333	1	2	3	4	12	13	14	15	16	\$0.00	
Maintenance ~	Action *	5	1	2	3							(\$0.01)	
Account ~	Action -	CUSTFIX	1	2	3	453245						\$0.00	
🛱 Order Supplies 🗸 🗸	Action *	3424	23	21								\$10.00	
Payments	Action +	652	4	3								\$0.00	
	Action +	007	James	Bond								\$0.00	
	Action -	999	test	corp cust								\$33.23	
Managing Charlotte	Action ~	444444444	ThisStore	Customer								\$0.00	
Tutorials	Action -	743	Test	Customer		(919) 995-4331						(\$10.00)	

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.

THUNDER	Items Store Functions Maintenance Order Supplies Help	© ¢ ø 🙎
🗊 Items 🗸 🗸	General Address Shipping Account Identity	
Let Customers	Customer ID	
Appointments		
Special Orders	First Name	
🖧 Repairs	Last Namo	
Rentals	KARL HALLY	
👚 Gift Cards	Company	
Transactions		
`₩ Register	Primary Phone	
III Purchase Orders		
🖾 Reports	Phone 2	
💮 Maintenance 🗸	Phone 3	
Account ~		
🛱 Order Supplies 🗸 🗸	Fax	
Payments		
	Primary Email	
	End 0	
	Ellaw 2	
Managing Charlotte	Website	
Tutorials		
	Active	

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											
THUNDER	Items Store Functions	Maintenance Order	Supplies Help			© ¢ ø 🙎					
🗇 Items	Gift Cards										
La Customers	Search										
Appointments	Appointments Country										
🖵 💭 Special Orders	Export To Text File										
ر Repairs	Actions	Actions	Gift Card ID	Date Created	Balance	Creating Store					
Rentals	Adjustment	History	0713	7/13/2022 4:08:19 PM	\$0.00	1					
📅 Gift Cards	Adjustment	History	109	7/14/2022 1:01:17 PM	\$109.00	1					
Transactions	Adjustment	History	14141	6/13/2022 9:10:16 AM	\$50.00	1					
'∰ Register	Pajasmon	matory		010/2020 01010 AM	\$50.00						
III Purchase Orders	Adjustment	History	32	4/26/2023 2:58:42 PM	\$0.00	1					
📢 Reports	Adjustment	History	321321	2/2/2022 1:29:48 PM	\$15.00	3					
Maintenance	Adjustment	History	50	2/17/2020 8:56:37 PM	\$165.00	2					
Account ~	Adjustment	History	56	7/13/2022 3:43:00 PM	\$0.00	1					
Gamma Order Supplies	Adjustment	History	60	7/13/2022 4:25:51 PM	\$0.00	1					
Payments	Adjustment	History	er.	7/19/2022 4:27:07 04	\$70.00						
	Aujustniem	HISTORY	05	7/13/2022 4-27-07 PM	\$70.00	1					
	Adjustment	History	650	7/14/2022 1:05:53 PM	\$6.50	1					
	Adjustment	History	666	6/13/2023 3:03:03 PM	\$0.00	1					
Managing Charlotte	Adjustment	History	7575	3/10/2023 4:57:45 PM	\$13.00	2					
Tutorials	Adjustment	History	77	7/13/2022 4:27:36 PM	\$80.00	1					

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

THUNDER	Items Store Functions	Maintenance	Order Supplies H	lelp										0	Ģ	9	2
⑦ Items ▲= Customers	Special Orders			Sho	Show Open Show Preorders												
Appointments	Item ID	Sho	Show Canceled Only In Stock														
🕞 Special Orders	Search Clear Search	Export															
Rentals Bits Carde	Export To Text File Special Actions Order II 5	Date .	Scheduled V	Status	Customer	Name	Phone	▼ Email II ▼	Item	Item	V	Quantity	V	Used	V	Stock	AI
Transactions	Details 1	2/2/2022 1:29:46	Date 1/1/1899 12:00:00 AM	0	7048575287	Jeremys	4444		Misc	Name		1.0000		False		Quantity	Q
`₩ Register Purchase Orders		P 10			e c	1 →	» 50 ¥										
Reports																	
Account																	
💭 Order Supplies 🛛 🗸																	
Managing Charlotte																	
Tutorials	2024@ Extreme Point of Sale, In	c.															

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.

Trans	sactions																	
	THUNDER	Items Store Functions Maintenance Order Supplies Help ()											φ	9 🙎				
	@ n	Transacti	ons															
	U items	Start Date mm/dd/yyyy					Employ	00			 Minimum Tot 	tal						
	Letomers	Ford Data						_										
	Appointments	mm/dd/yyyy									 Maximum To 	tal						
	Special Orders										Show I	incomplete						
	∯′ Repairs						Custo	mer ID										
	Pentals																	
	👚 Gift Cards	Export To Text	File															
	Transactions			Transaction		Payment		Customer	Customer	Transaction	Employee	lovee Register Suspend						
	🛒 Register	Actions	Actions	ID II V	Total 💠 🏆	Method	TL A	ID II V	Name	Date II V	ID II V	ID II V	Status 11	D	11 A			
	[III] Purchase Orders	Details	Void	111	\$100.00	Cash		123	12	4/27/2023 4:45:30 PM	01	WEB	Completed					
	🗐 Reports	Details	Void	110	\$2,096.74	Cash		123	12	4/26/2023 7:45:49 PM	01	WEB	Completed					
	💮 Maintenance 🗸 🗸	Details	Void	109	\$250.00	Cash		123	12	4/26/2023 7:41:13 PM	01	WEB	Completed					
	Account ~	Details	Void	108	(\$5.00)	Account		123	12	4/26/2023 7:39:14 PM	01	WEB	Completed					
	🛱 Order Supplies 🗸 🗸																	
	Payments	Details	Void	106	\$45.58	Check		WI	Customer	AM	01	9	Completed					
		Details	Void	105	\$36.47	Check		wi	Walk-In Customer	3/29/2023 10:38:00 AM	01	9	Completed					
		Details	Void	104	\$45.58	Check		WI	Walk-In Customer	3/29/2023 10:37:02 AM	01	9	Completed					
	Managing Charlotte	Details	Void	103	\$100.00	Split		WI	Walk-In Customer	4/26/2023 7:01:06 PM	01	WEB	Completed					
	managing charlotte	Details	Void	102	\$12.00	Gift		wi	Walk-In Customer	3/10/2023 5:00:25 PM	01	WEB	Completed					
	rutonais								Walk-In									

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.

THUNDER	Items Store Functions Maintenance Order Supplies Help (3 4 ø 🙎
🗇 Items 🗸	Transaction Details	≡
Le Customers	Transaction ID	
Appointments	109 Transaction Date	
💭 Special Orders	4/28/2023 7:41:3 PM	
🖉 Repairs	Status Completed	
Rentals	Customer ID 123	
👚 Gift Cards	Customer Name 12	
Transactions	Employee ID 01	
ो्∰ Register	Register ID WEB	
[III] Purchase Orders	Cost 0.00	
📢 Reports	Tax	
Maintenance ~	Total	
Account ~	ZSUUU Cash Amount	
🖵 Order Supplies 🛛 🗸	250.00	
Payments	Item ID Price II 🗸 Guantity II 🗸 Extended Price II 🖓 Name II 🖓 Description II 🖓 Trade II 🖓 Cash Trade II 🖓 Used II 🖓 Condition II 🖓 Pr	ice Changed 💷 🏹
	MSG \$250,00 I \$250,00 \$41361 Pate Pase Pase II	ue
	c c 1 3 5 50 V	
Managing Charlotte		
Tutorials	2024@ Extreme Point of Sale, Inc.	

Reports

THUNDER	Items Store Functions Maintenance Order Supplies Help	0	Ą	S	
 Process Process Process Customers Account Payments Payments 	Sales Reports Sales Totals Item Sold Sales By Item Reports Customer Reports Loyatity Reports Other Reports Chain Reports Chain Reports				
Managing Charlotte Tutorials	20240 Extreme Point of Sale, Inc.				

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

THUNDER	Items Store Functions Maintenance Order Supplies Help	©	Φ	e 🙎
🗊 Items 🗸	Store Settings You should have all Windows and iPad stations closed when making changes to settings			=
Appointments	Security			^
D Special Orders	Warn Out of Stock			
لمَّن Repairs	Sell Out of Stock			
Pentals	Do Not Sell Inactive Items			
ff Gift Cards	No Trades For Walkin Customer			
Transactions	Do Not Override Used Max			
₩. Register	Allow Gift Carts			
[III] Purchase Orders	Prompt Employee ID			
C Reports	Require Reason for Returns			
Maintenance ~				
Account	Register			~
🛱 Order Supplies 🗸 🗸	Labels			\sim
Payments	Receipts			~
	Taxes			~
Managing Charlotte	Pricing			~
Tutorials	Credit Cards			~

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.

Register		- a ×
Items	dd bens ter tem D Quantity Ued Condition Tradein T	
Customers	1 Add I Complete v Cledt V Social Odd Here	
Transactions	elected tem Customer Wil Walk-In Customer	
Special Orders	Change Price Dasourt Quartity Change Mine Delete Lookup By D Lookup Seberted Seberted	
Store Maintenance	Live ben 10 Name Decostron Codegoy 10 Quarty Pice EP Pice Decort Used Tasks in Tar Servey Cash Tasks Condition Promotion Presided	Gross Discount
Rentals	Loof Backup Ontaises	
Reports	You are configured to use the local backup server DESKTOP-H93K797\EXTREMEPOS	
Repairs		
Schedule		
Suspend		
Recall Suspended		
All Trade-Ins Credit		
All Trade-Ins Cash		
Register Actions		
CLOUD	Change existing server Exit	
	anadan Sakhotai	\$0.00
	d here 0 Tas General 10 Cash Account Tas C	\$0.00
	Cool Total:	\$0.00

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.