Tender Lessons

On the Register Sales Screen

- Once all the Inventory items have been scanned, hot-button keyed in, or touch-button etc….
1. The Sale Total due will display on the screen in green (see lower right).
2. Cashier should announce to the Customer the Total $$ amount of the Sale
   - **Note: The Display pole will not show the Total $$ due, until you move to Tender Screen**
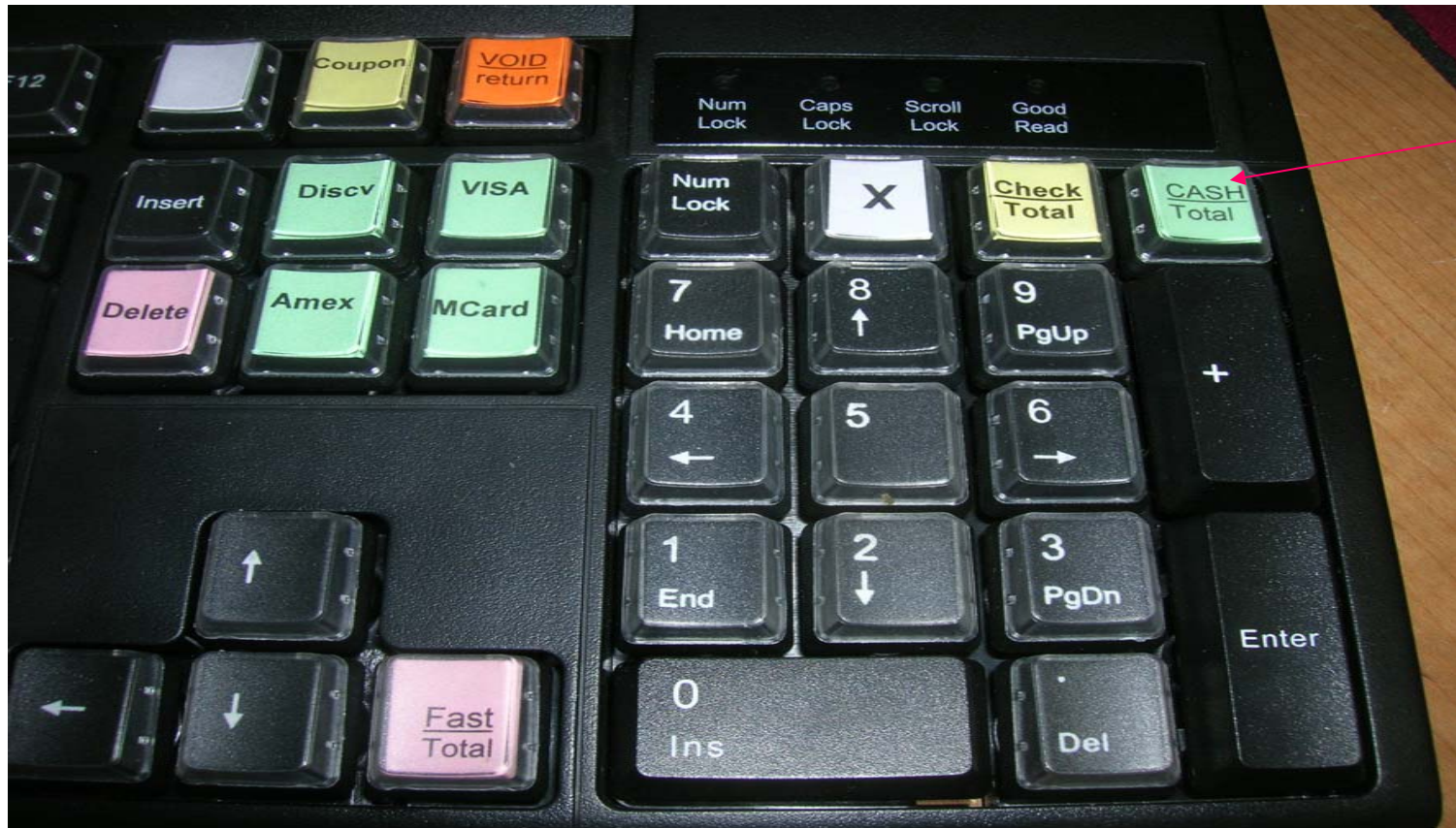
Lessons provided by:

P O S   S y s t e m s   G r o u p

8 7 7 - 2 7 1 - 3 7 3 0

w w w . s c h o o l p o s . c o m

Cash Tender

The easiest way to get to the Tender Screen is to use the Smart keyboard:
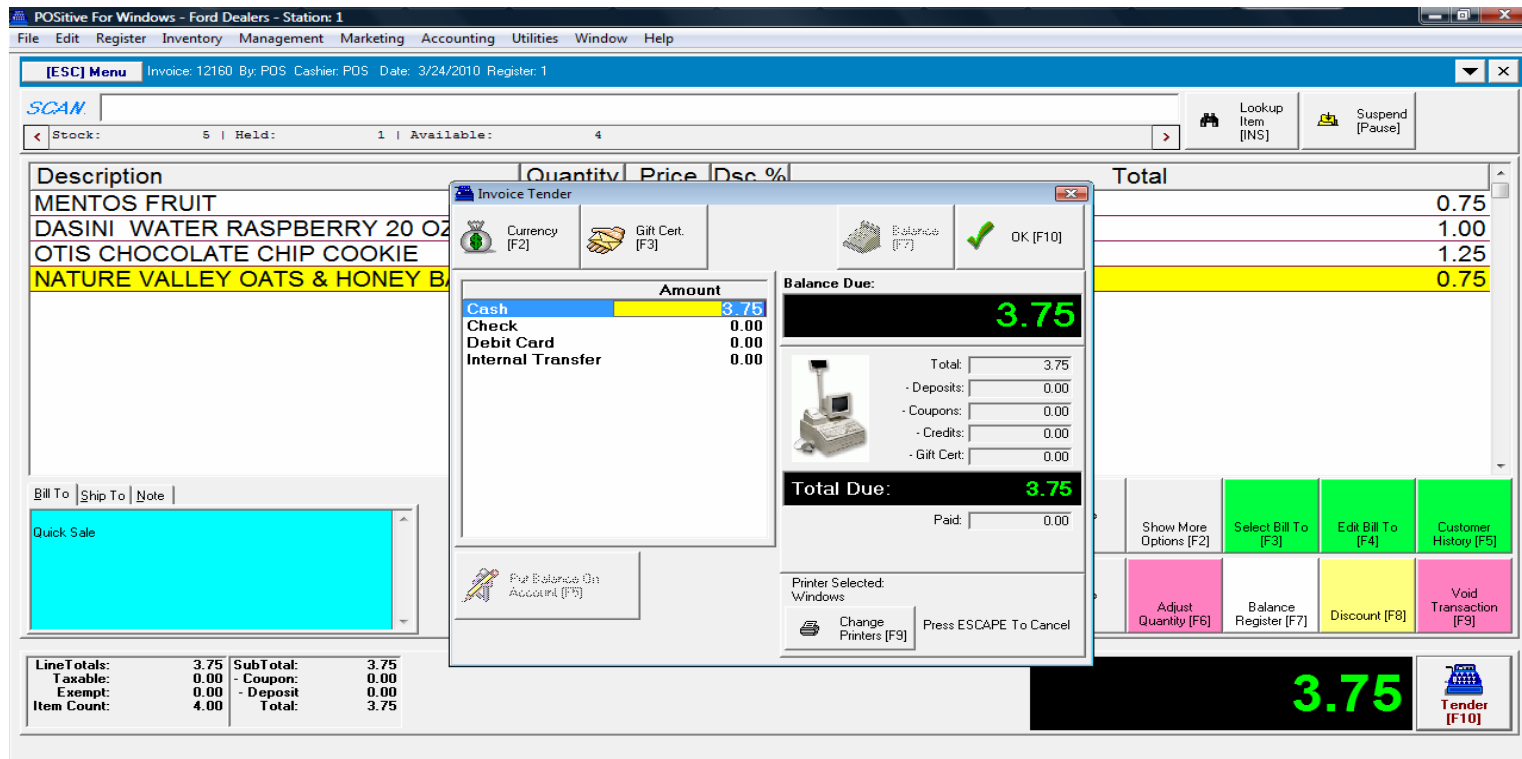If the customer identifies they will pay with CASH, then in the SALES SCREEN...
1. Choose the **Cash Total** hot key
Remember, Only choose a Tender button in the Sales Screen & nowhere else.

Cash Tender

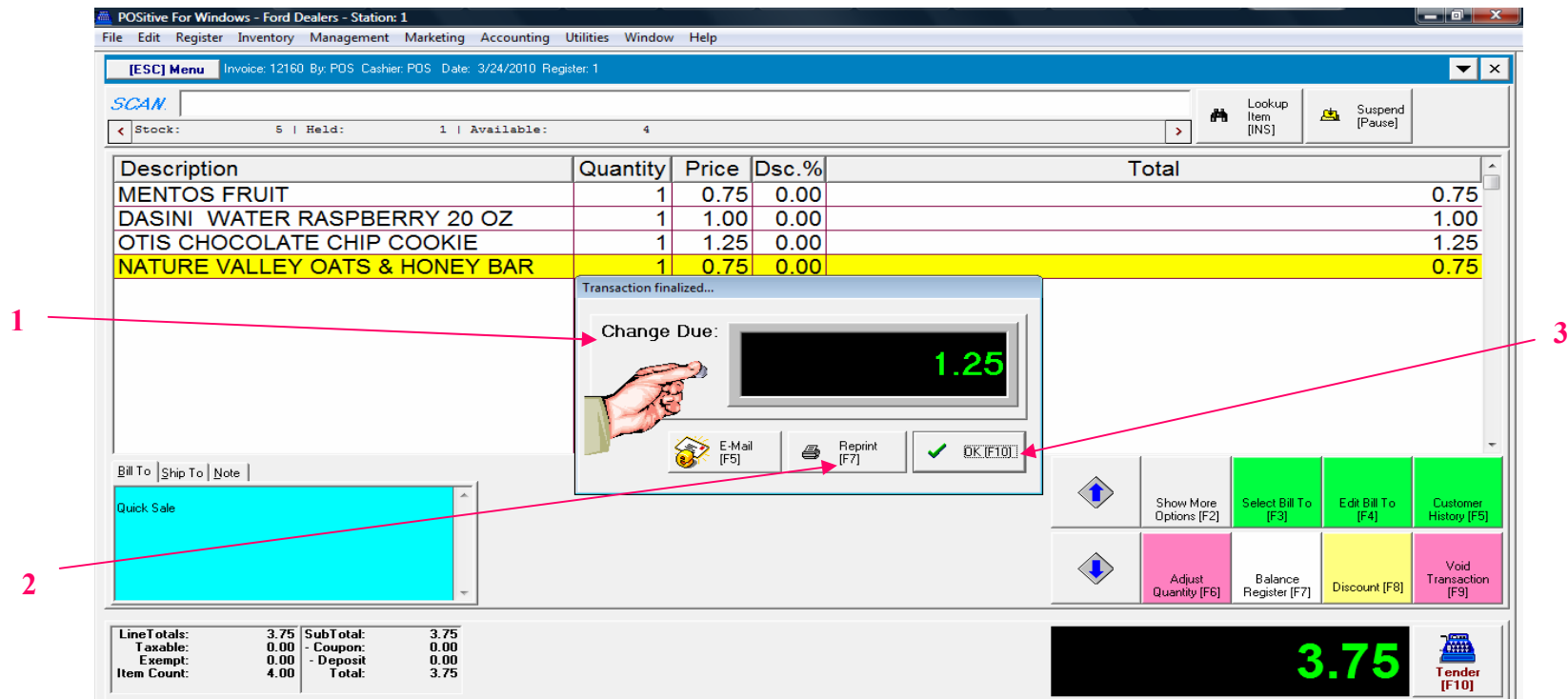## Once you have chosen a Tender Button……

- A Tender Screen will pop up over the Invoice Screen
- If you selected the **Cash-Total** key, the Cash Tender line will have a blue highlighted line.
- Using the **keyboard number pad,** enter a **$ amount** (amount tendered) that the Customer is giving you. Type over the highlighted Cash Tender line. To complete the sale, Choose the Enter button on your keyboard.
  - **Hint: Let the Smart Keyboard do all the work. Don't be tempted to use your mouse**
  - **Result: The Smart Keyboard is always faster than your mouse click..!**
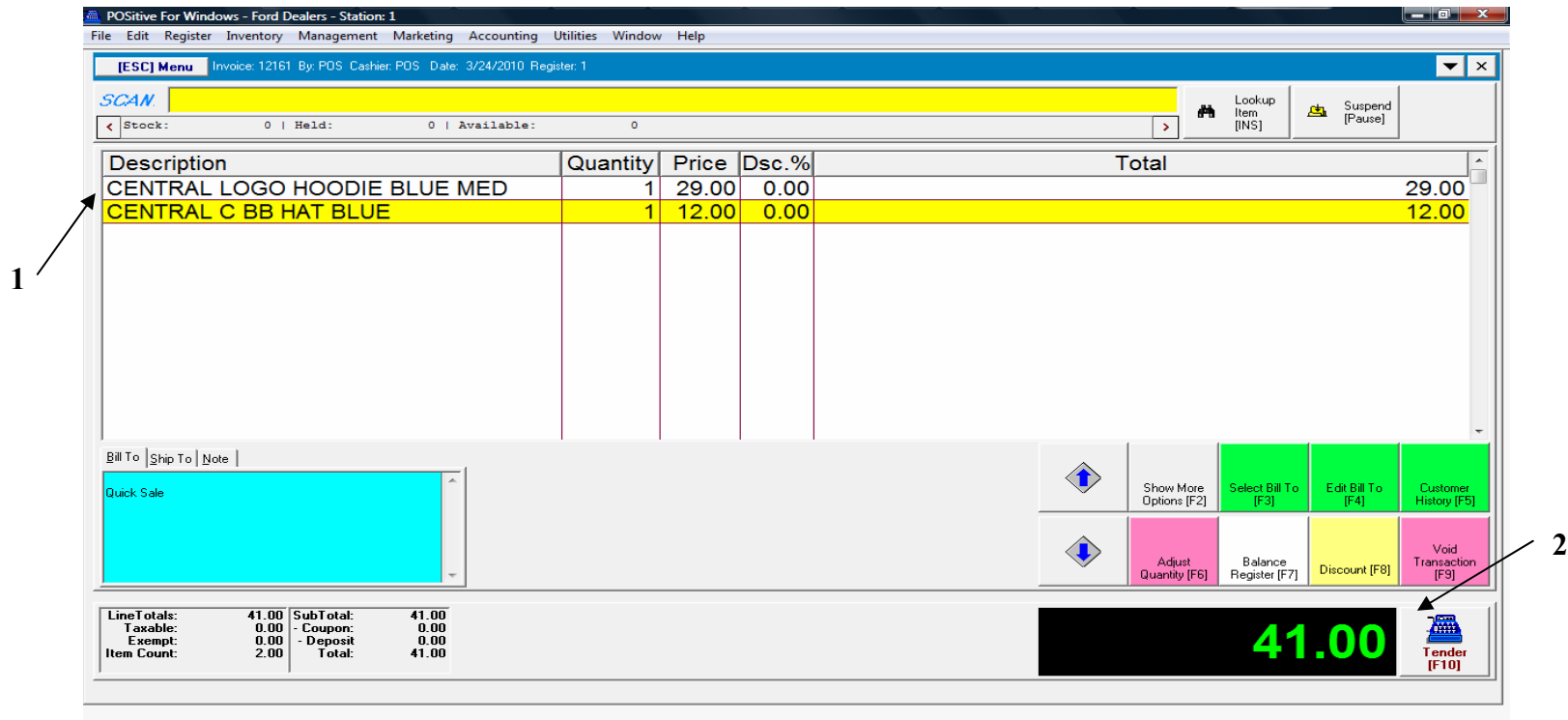
Cash Tender

Once Enter is selected…...

1. A **Change Due** screen will appear listing any cash change to be given back to the customer. The cash drawer will open with a ringing sound clip. Remove the proper change and count back to the customer to complete the money handling process. Remember to Close the drawer.

2. If a receipt is required to be printed, choose the **[F7]** keyboard button.

3. Choose the **ENTER** or the **[F10]** button on your keyboard to move to the next sale.

Congratulations, you have completed a POS Sales without using your mouse..!
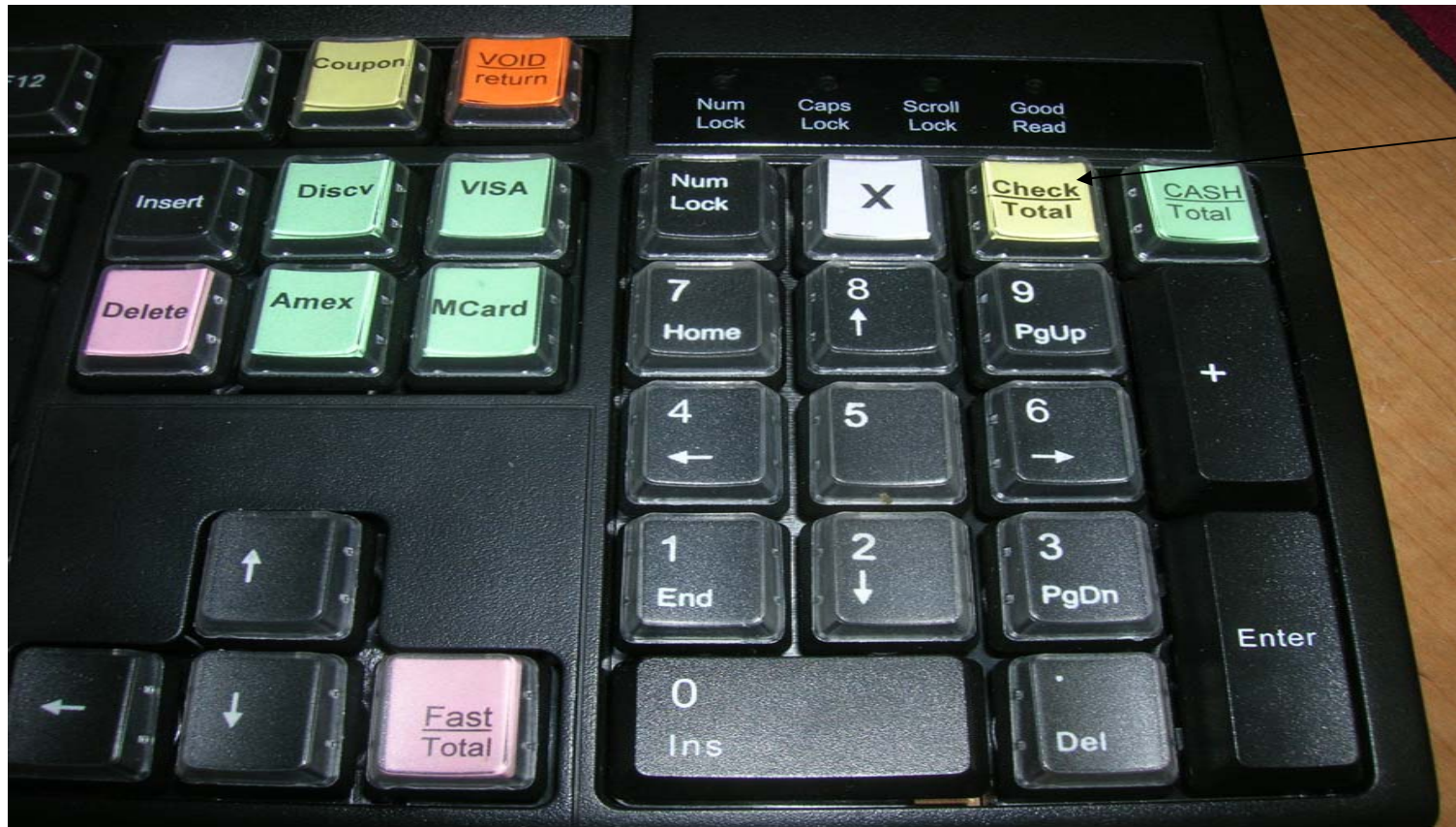
Check Tender

On the Register Sales Screen
Once all the Inventory items have been scanned, hot-button keyed in, or touch-button etc….

1. Enter or Scan new inventory item for a new invoice.
2. With a larger dollar amount due, the customer may choose alternative methods of payment. Many schools will accept is a check tender.

To process a CHECK TENDER……..

Check Tender
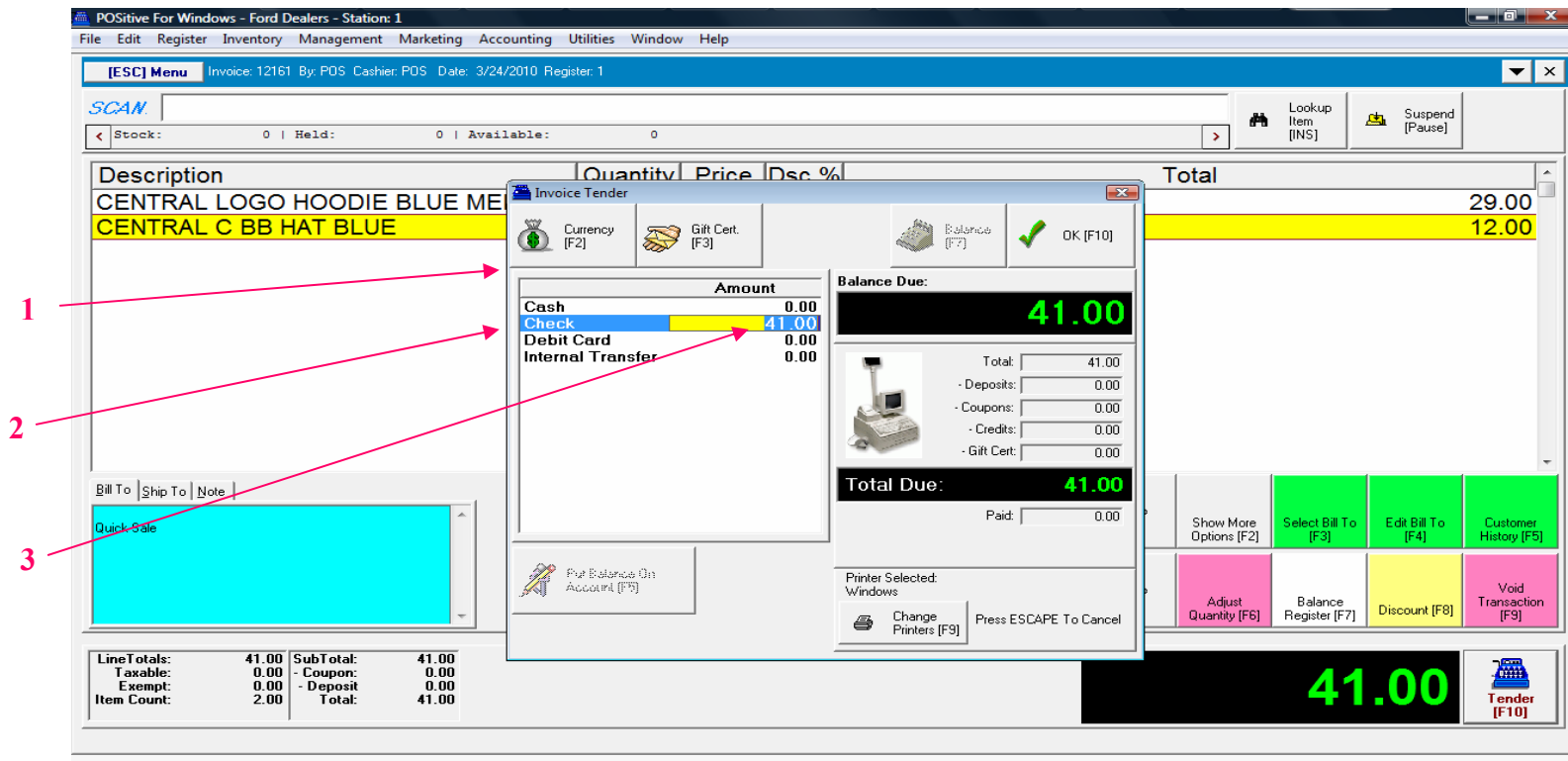

Use your **Smart keyboard** when the customer identifies they will pay with a check.

1. Choose the **Check Total** hot key.

Check Tender

1. A Tender Screen will pop up over the Invoice Screen
2. If you selected the **Check-Total** key, the Check Tender line will have a blue highlighted line.
3. If you want to accept the dollar value showing as due, just choose the ENTER keyboard button

   Most schools & businesses do not allow a customer to write a check for over the amount due.
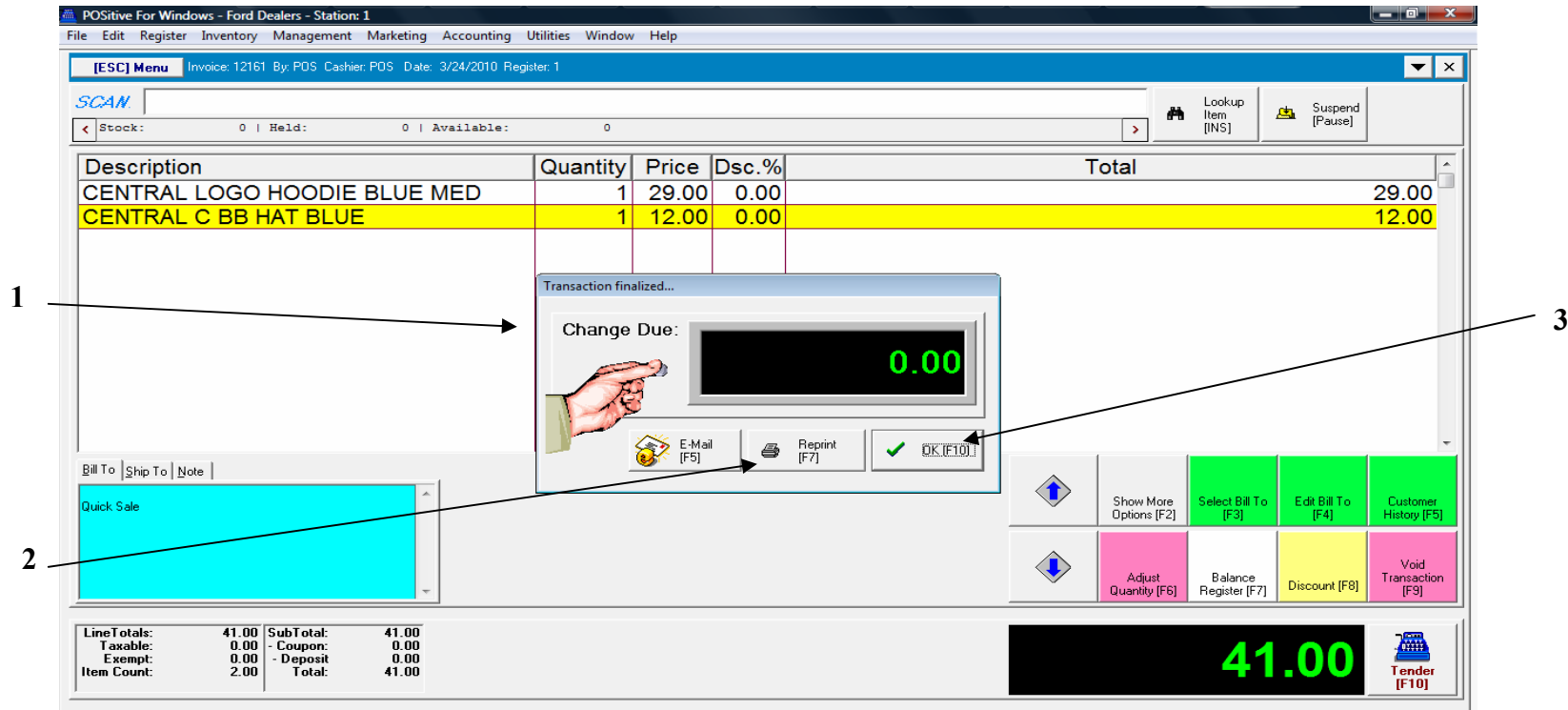
Check Tender

Once Enter is selected……

1. A **Change Due** screen will appear listing any **$0.00 change** to be given back to the customer. Check Tender, the cash drawer won't open, so just slip the Check into a cash drawer front slot.
2. If a receipt is required to be printed, choose the **[F7]** keyboard button.
3. Choose the **ENTER** or the **[F10]** button on your keyboard to move to the next sale.

Congratulations, you have completed a POS Sales without using your mouse..!

Alternative Tender Procedures

On the Register Sales Screen

1. Once all the Inventory items have been scanned, hot-button keyed in, or touch-button etc….
2. The Sale total due is displayed..
3. Ask the customer what tender type do they wish to use?
4. Instead of selecting a Tender hot key, Choose the [F10] keyboard button.
F10 button is chosen only when customer wants to split a Tender (2 or more tenders)
or…….F10 button is chosen when you **do not** have a Smart POS Keyboard
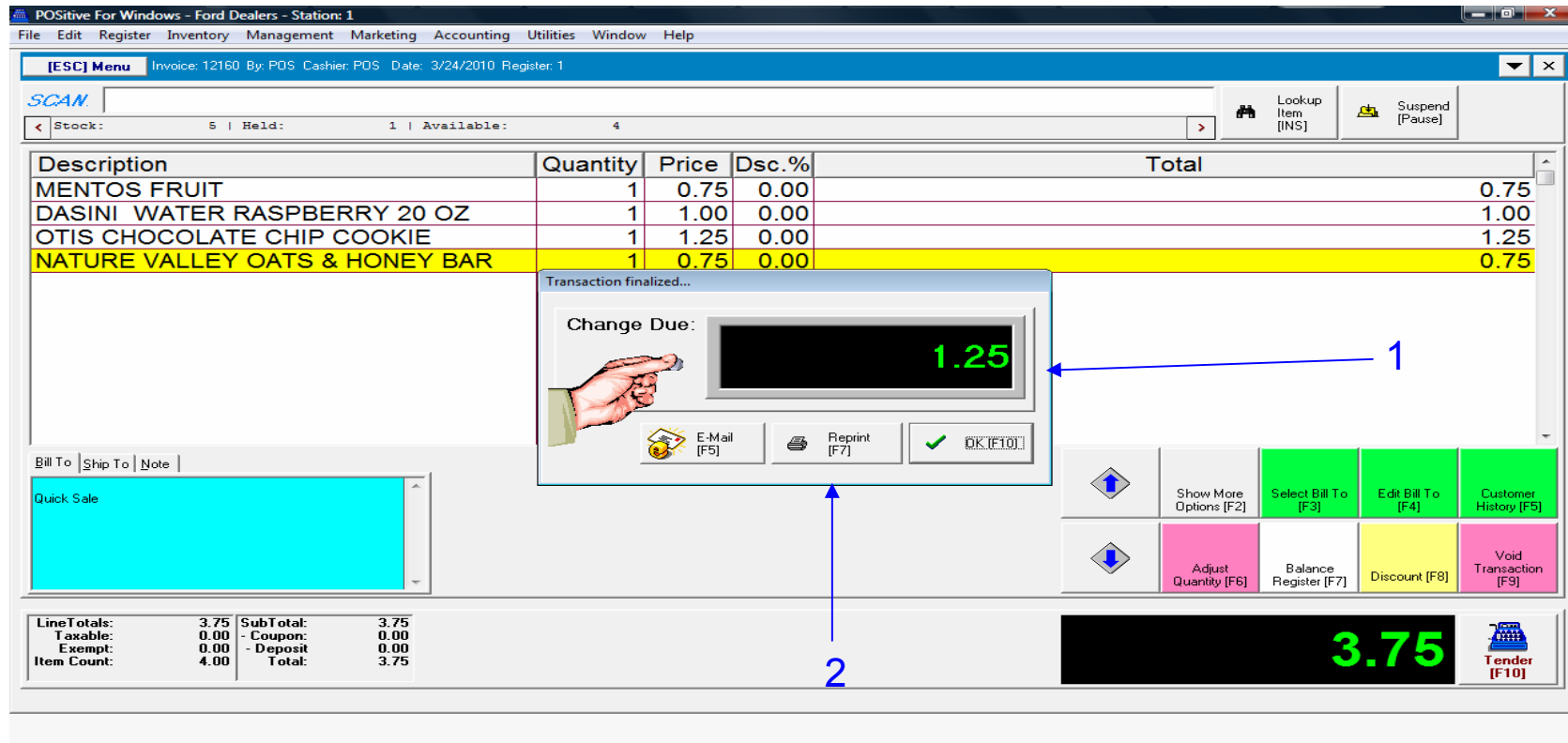
Alternative Tender Procedure
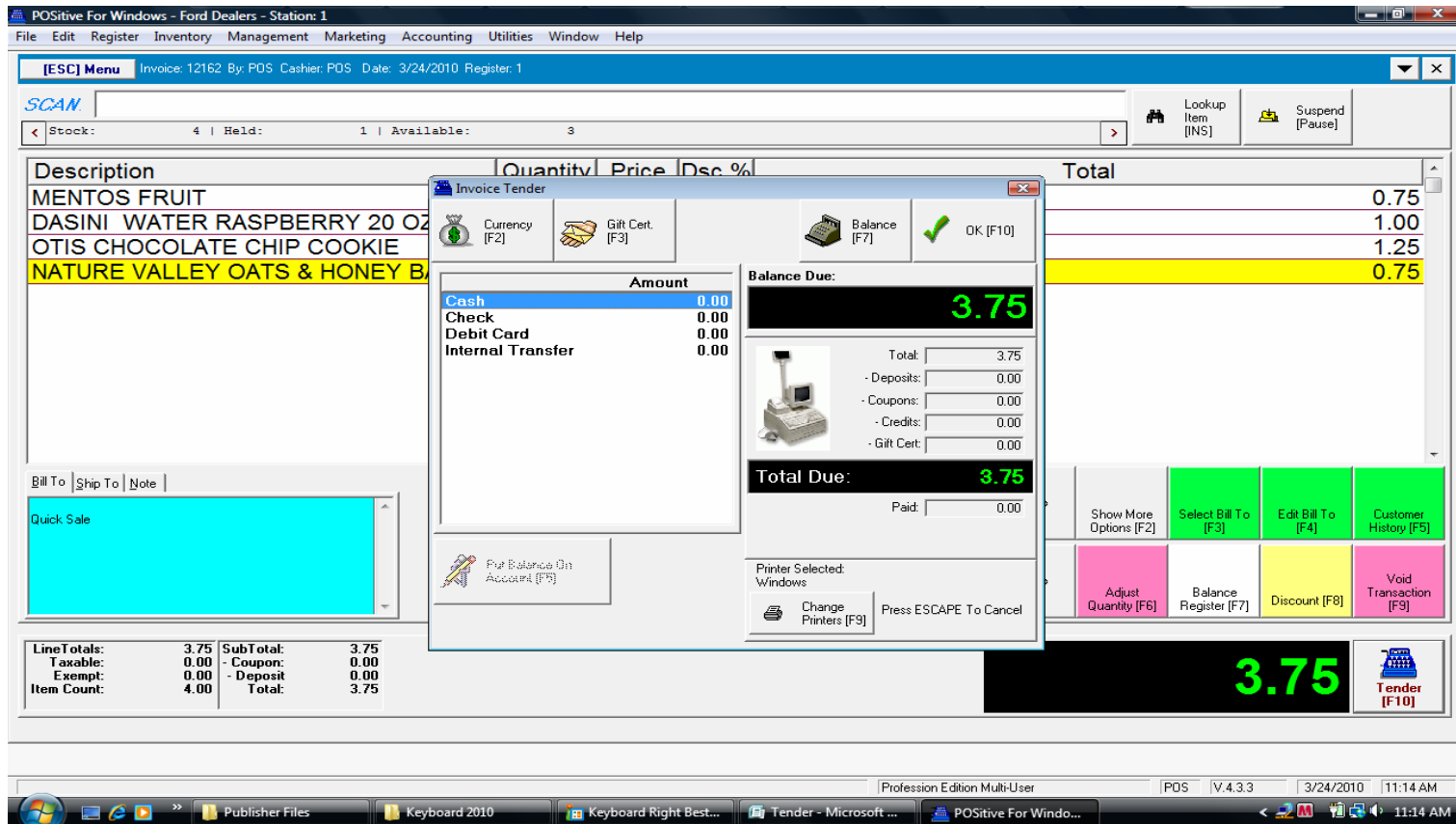
A Tender Screen will pop up over the Invoice Screen with no Specific Tender Highlighted
By default the 1st tender line, CASH is highlighted in blue…..

- You may choose another Tender line by selecting the Down Arrow key on your keyboard.
- Once you have found the desired Tender line, select the ENTER button on your keyboard.
- By Default, the Total $$ amount of the sale will populate the selected Tender.
- Using the numeric keys, you may enter a different dollar value. (less or higher than Total due)
- If you enter an amount less than the Total, you will have to select another Tender to complete sale.
  - A split Tender is when 2 or more Tender types are used to complete a sale
- If you select an amount more than the Total, choose the ENTER button on your keyboard.
  - The Cash Drawer will open upon the completion of the sale

Once Enter is selected……

1. A **Change Due** screen will appear listing any cash change to be given back to the customer. The cash drawer will open with a ringing sound clip. Remove the proper change and count back to the customer to complete the money handling process. Remember to Close the drawer.

2. If a receipt is required to be printed, choose the **[F7]** keyboard button.

- Choose the **ENTER** or the **[F10]** button on your keyboard to move to the next sale.

   Congratulations, you have completed a POS Sales without using your mouse..!

Fast Total Tender

If you are looking to speed your sales process and you are selling simple exact change items, consider using the Fast Total hot key on your Smart Keyboard.

Use the FAST TOTAL only if……
- Your employees can accurately make change.
- Your total amounts will always end in a 0 or a 5
- Your tender will always be CASH
- You are very busy and want to move your customers in & our FAST!
- Your customer does not want to study the display pole & see Change Due $.
- Your customer does not want a receipt
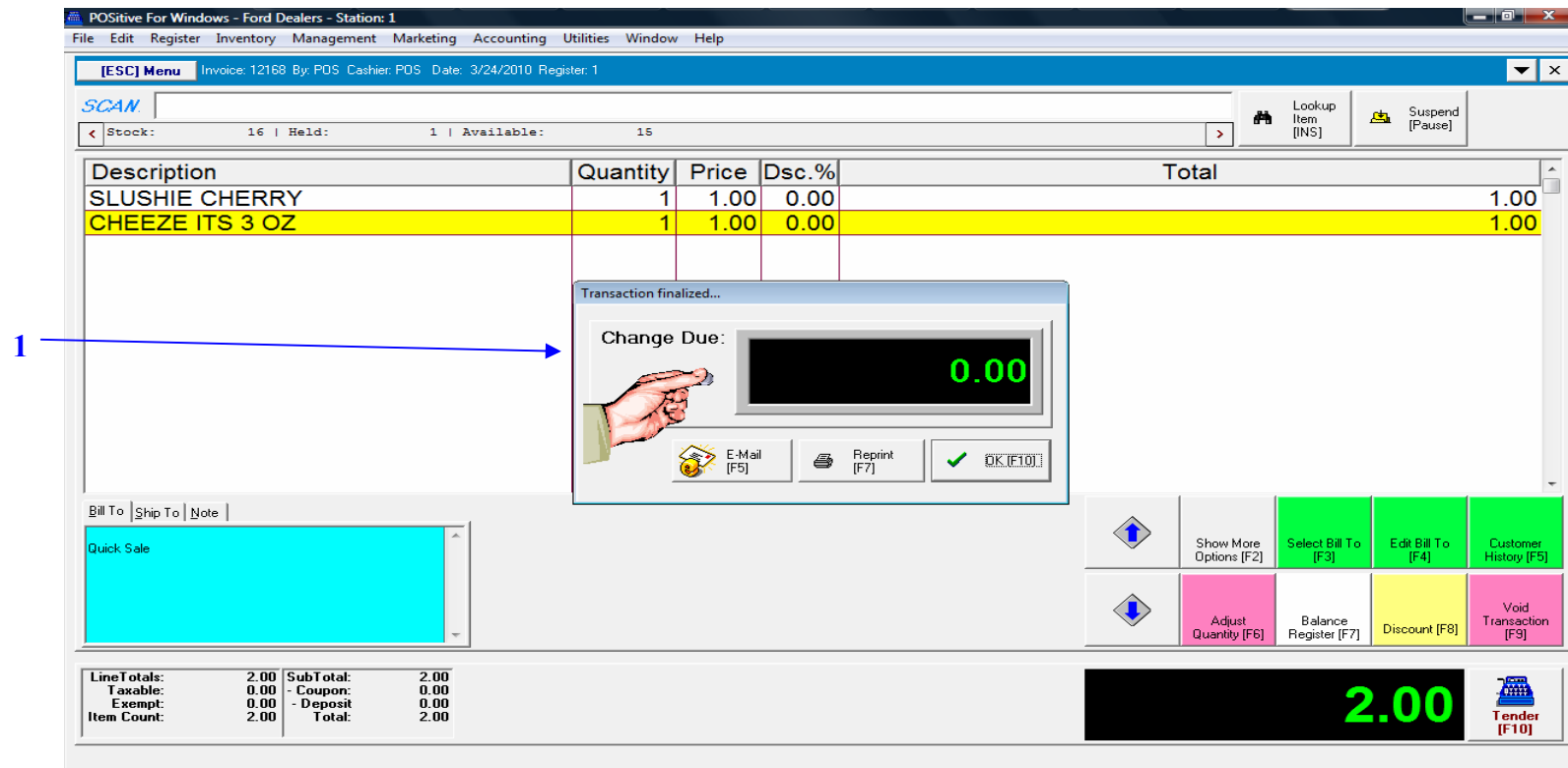
Fast Total Tender

Fast Total Key is conveniently located near the Numeric Keypad on your Smart Keyboard.

If your employees can accurately make change for even dollar amounts, click the Fast Total hot key on the Smart keyboard..

Fast Total Tender

Remember, when choosing the FAST TOTAL hot key…..

The Change Due Screen will only appear for a split second and then will disappear.
- There will be no opportunity to make change using the Change Due screen.
- There will be no opportunity to print a receipt.

Fast Total transactions move through the tender process lightning fast and return the Cashier to a New Sales Screen….ready for another customer.
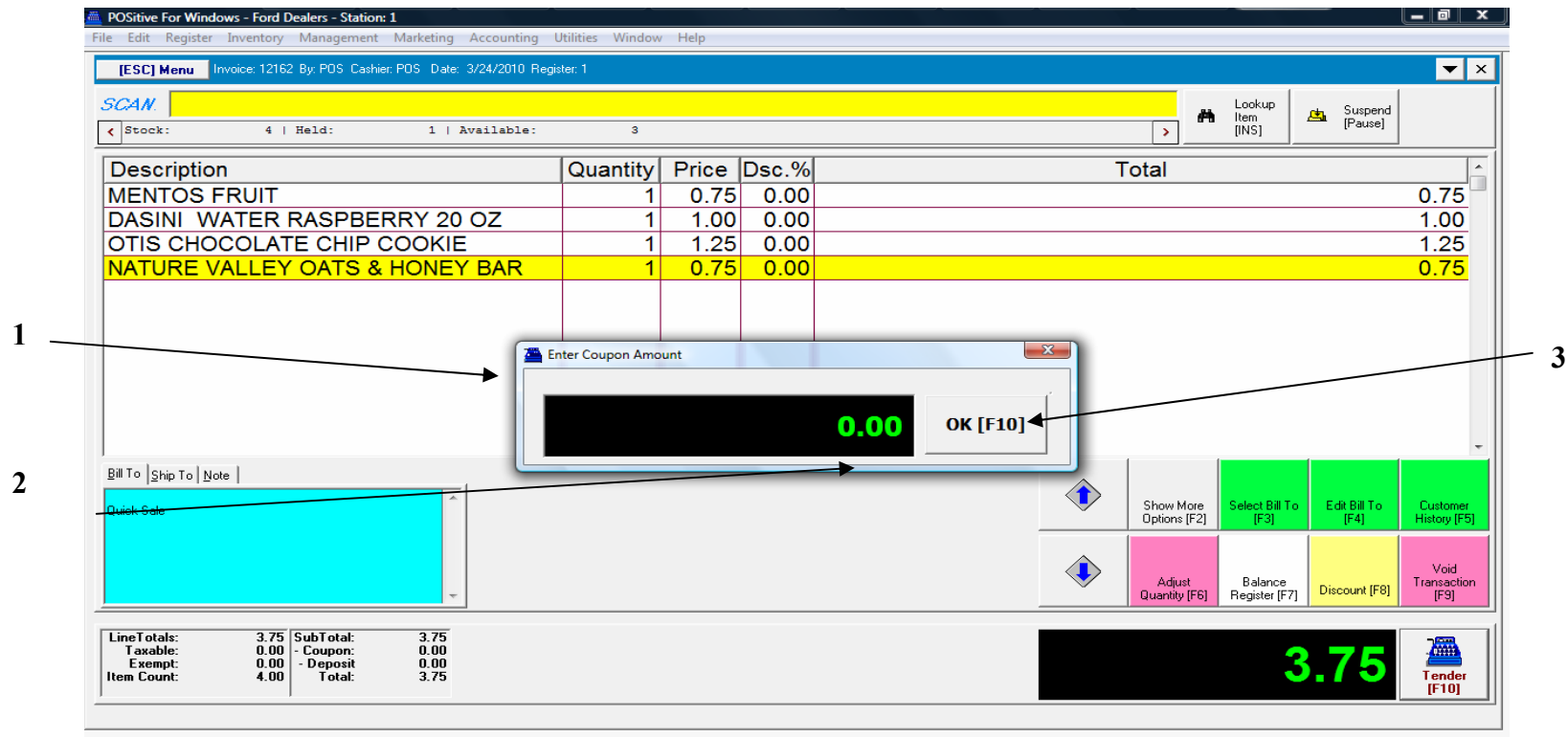
Coupon Tender

A customer identifies they have a coupon to tender for a sale amount.
For generic coupon,

1. Choose the **Coupon hot key** on the Smart keyboard
   For non-Smart Keyboard users: An alternative is to click the CTL C command keys for the coupon prompt.

Coupon Tender

1. A Coupon Screen appears and prompts for an amount

2. Enter the dollar amount of the coupon and click the Enter key.
   *Remember, Do not use your mouse here.
3. Choose ENTER key or [F10] on your keyboard to proceed with your Sale.

Lessons provided by:
P O S   S y s t e m s   G r o u p
8 7 7 - 2 7 1 - 3 7 3 0
w w w . s c h o o l p o s . c o m

Coupon Tender

For a POS Smart coupon (could be a SKU# or bar-code),
Once the Inventory items have been entered on the SALES SCREEN.

1. Enter or Scan the POS Smart Coupon

**Did you know that POS Smart coupons can be programmed to work only with
Certain Skus, or Departments, or Categories? See Coupon Manager to learn more!**

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POS Systems Group
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www.schoolpos.com
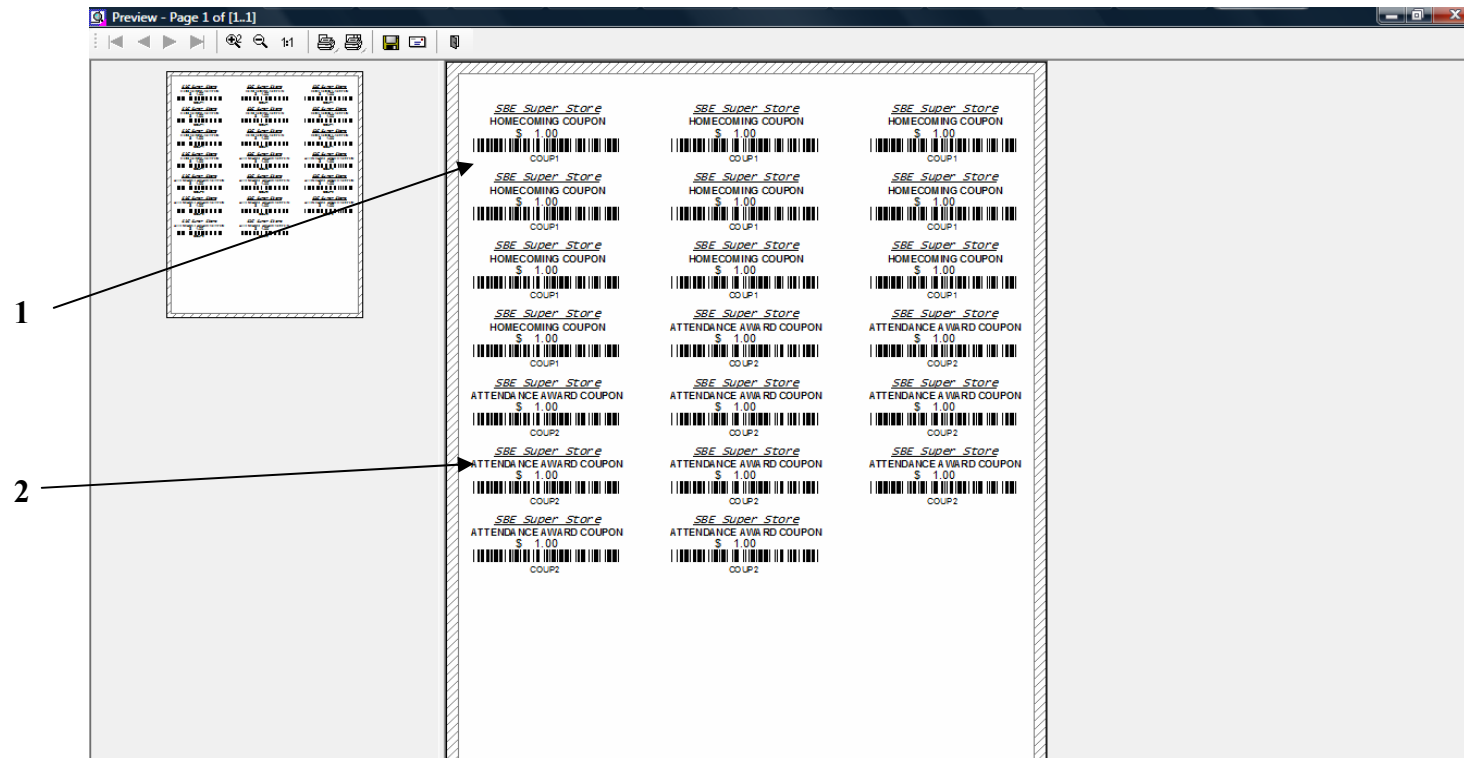
Coupon Tender

The Smart Coupon differs from a Generic Coupon because:

1. The coupon description and exact, negative -$ amount will appear
2. The net amount due will be reflected at the bottom of the Invoice Screen.

Did you know that Smart Coupons can be programmed to credit a % off certain merchandise?

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Coupon Tender

Smart POS coupon s with a bar code can be generated using the label printer utility:

1. Special Coupons can be produced for various activities or student awards
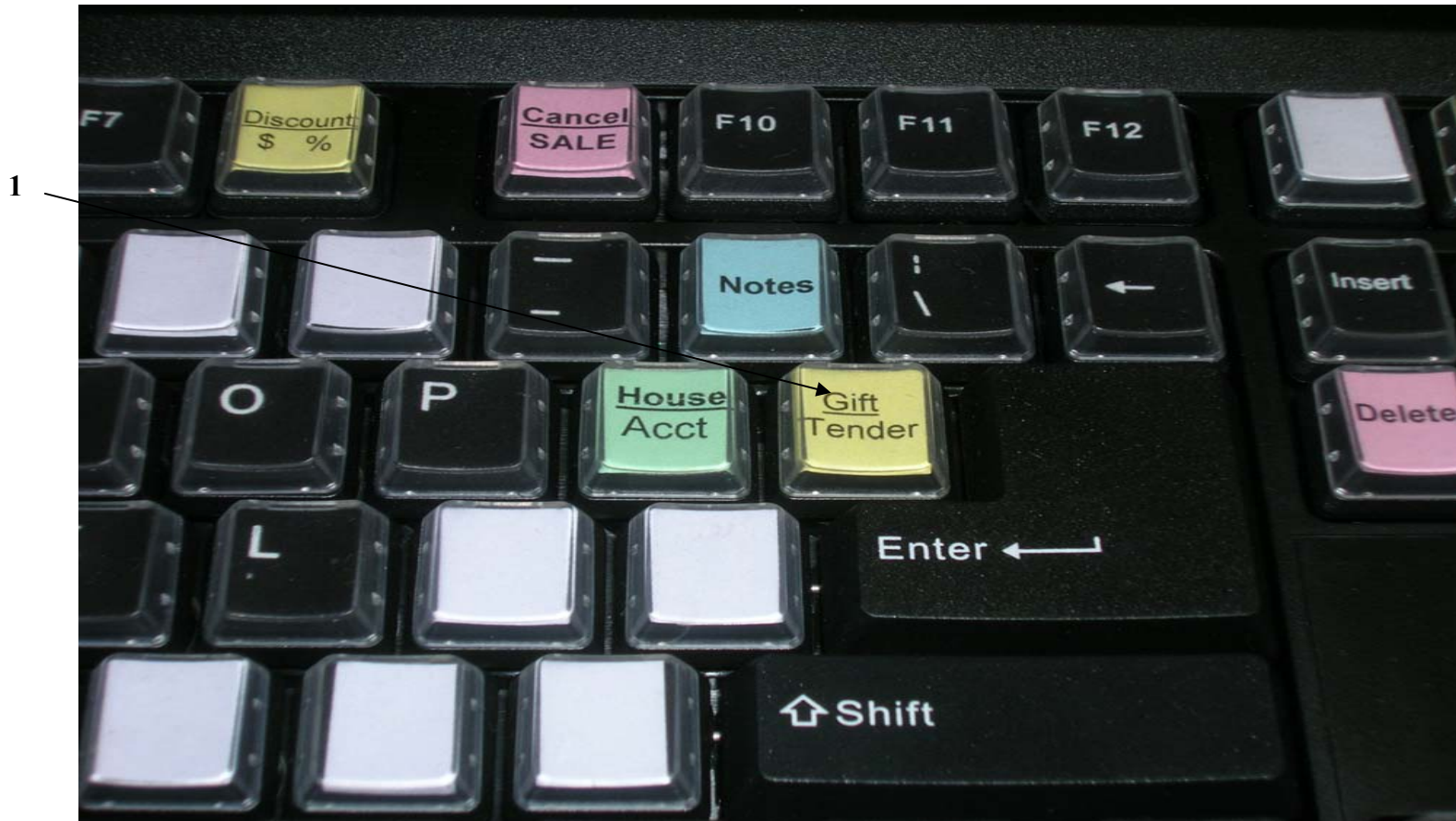
- Example A is a Homecoming Coupon $1.00 off for use with any item
- Example B is an Attendance Award Coupon $1.00 off for use with Otis Cookies only

Use the same Avery-Type labels that you use for your Apparel Labels (1 x 2 5/8")
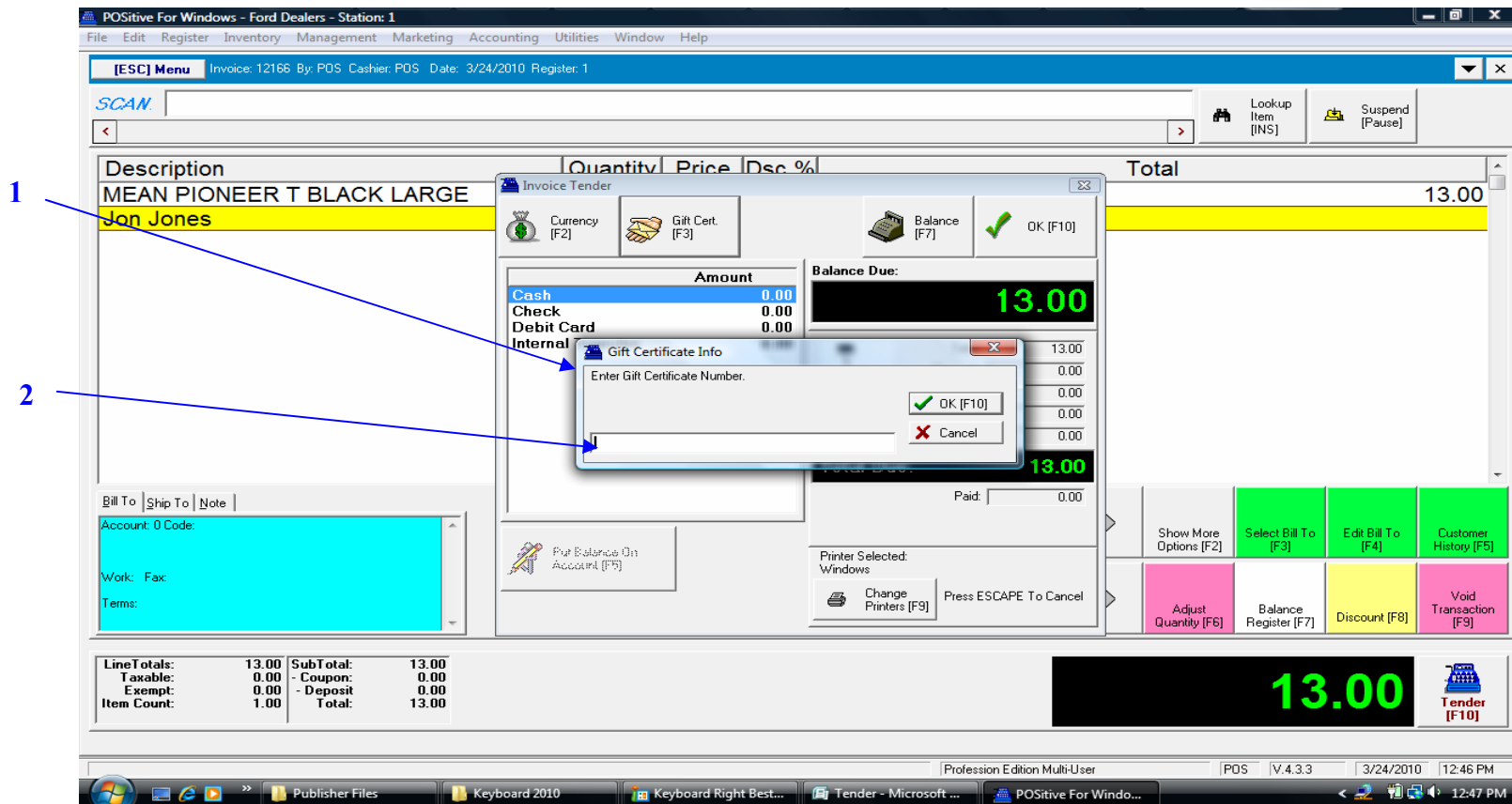
Gift Card Tender

Using the Smart keyboard
The customer identifies they will pay with **gift card** that has been previously charged up with $$.

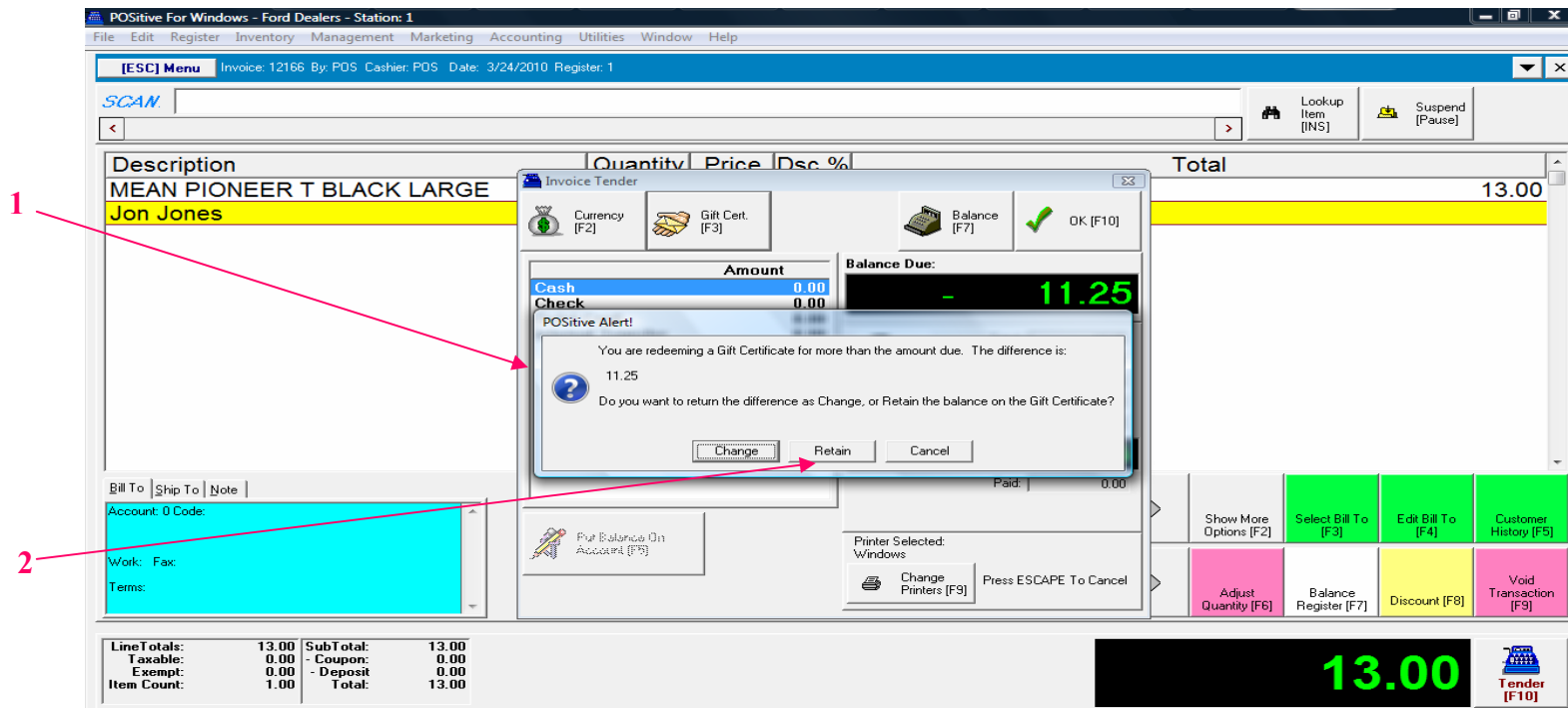1. Choose the **Gift Tender** hot key to initiate the Tender.

Gift Card Tender

1. **By Choosing the Gift Tender** hot key on the Smart Keyboard, a Gift Cert. Info Screen prompts for the Gift Card number.
2. Scan the Gift Card or enter the number manually.

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Gift Card Tender

1. After entering the number, an Alert Screen appears asking what to do with the remaining balance left on the card (if any).
2. Be sure to choose Retain & not Change.
3. If the Gift Card doesn't have enough to cover the Sale, a $ Balance due will appear
   - Select a Tender to pay-off the balance owed (Split-Tender)
4. Remember, to print 2 receipts
   - Customer receipt will have the $ balance left on the Card
   - The 2nd receipt place in drawer (so you can account for it when you balance drawer)
5. Remember, if the Gift Card is exhausted save it….you can recycle it and sell again!

Split Tender
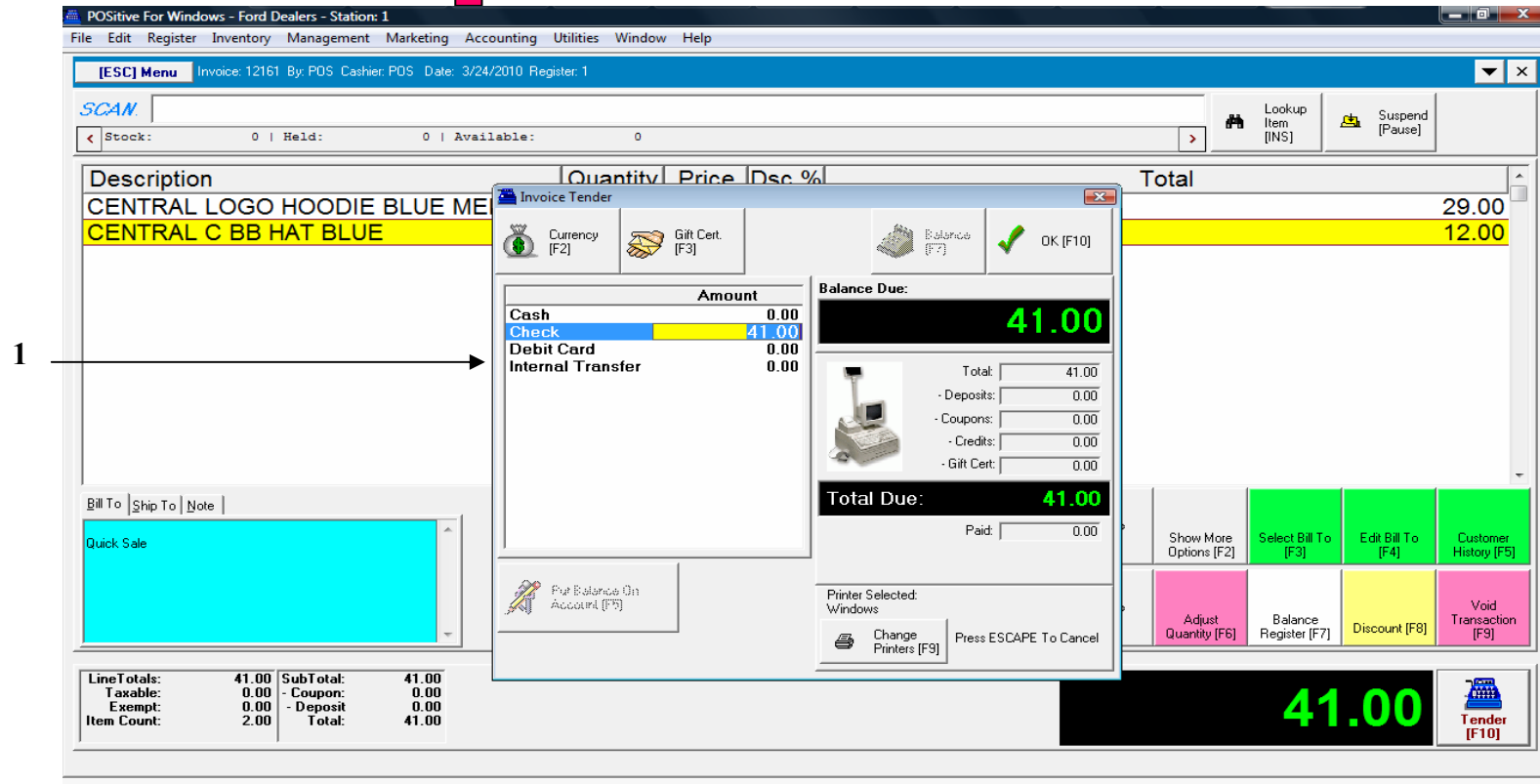
Assume the customer does not have enough in their check-book and wishes to split-pay with check and cash (Split tender).
This could also occur with Gift cards and cash to make up a balance due.
Always enter the CHECK tender first

1. When using the Check Total hot key, POS will default the total check dollar amount. ($41.00)
2. **You will need to manually enter the check amount first. (try entering: $24.00)**

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Split Tender

1. **After entering the check amount to be tendered ($24.00)** ...the BALANCE DUE: is $17.00.

2. Using your **up arrow, keyboard button** go to the **cash tender line** and select the **ENTER button** on your keyboard the **BALANCE Amount DUE of $17.00 will appear**.

-   **Choose Enter again and the Split Tender SALE will Complete.**
    -   **$24.00 Check Total**
    -   **$17.00 Cash Total**