



# Cashier Guide

Recording a sale is the most interactive menu of CoPOS. When recording a sale, type ? in any field to display useful tips.

Type 0 at the main menu to record a sale.

## Keywords

Keywords allow easy item lookup using common words. The item, "Apple, Braeburn" may have "braeburn" as a keyword. Coffee bags or plastic tubs for sale may have keywords "cb" and "pt," respectively. The item "Eggs, Local Organic" may have a "egglo" keyword. Items can have multiple keywords. Item keywords are defined in the menu option "Database > Item" (4.1).

## Hotlist

The hotlist makes quick-changing products easy to ring. Hotlists are often used for the produce department where availability is seasonal. For example, in one year a store may carry 20 varieties of oranges. Instead of changing the product description for a new orange, or deactivating oranges that are not available, available oranges are placed on the hotlist. Hotlists help preserve accurate sales history.

Hotlists and keywords can be combined, i.e. =fuji or =hass.

## Member

- F7** - Enter member
- ####** - Member number
- last** - Search for last name
- ,first** - Search for first name
- \*N** - New member
- .E** - Show/edit member
- .D** - Remove member from sale
- empty* - Non-member sale

## Customer

- \*C** - New non-member customer
- C/name** - Non-member customer search

## Gift Card

- G/####** - Use gift card number
- F4** - Charge Gift Card

## Extras

- .C** - Change cashier initials
- .R** - Print receipt for last transaction
- .S** - Recall a sale placed on hold (**CTRL-C** - Hold sale)
- .V** - Show today's voided sales for quick re-ring

## Payment

- F2** - Enter payment
- F2** - Split payment (press twice)
  - .** - Enter remaining amount due
- F7** - Deduct from Gift Card balance

Tender remaining OTHER amount as:

- C** - Credit Card
- F** - EBT Food Stamps
- G** - Gift Card

IOU availability depends on membership settings.

## Items

- F1** - Enter item
- ####** - PLU, SKU or scanned barcode of item
- apple** - Starts with apple
- +apple** - Name contains apple
- cherry** - Exclude items with cherry in the name
- =avo** - Name starts with avo and is on the default hotlist
- tomato/2** - Starts with tomato in department 2
- +potato/fro** - Name contains potato in frozen department
- peas/1.99** - Starts with peas and costs \$1.99

Search terms can be combined: **+tomato -sauce/grocery**

## Special Items

- +** - Deposit in (i.e. milk bottle)
- - Deposit out (deposit refund)
- .BC** - Bag charge
- .BC** - Bag credit
- .G** - Purchase gift certificate
- .D** - Delete item
- /** - View departments

## Price

- 10%** - Discount item by 10%
- 1.99D** - Apply member discount to this price
- C** - Cost (**C+10** is cost+10%)
- F** - Full price

## Quantity

- +** - Use scale weight
- #** - Use scale weight minus tare weight, i.e. **-.03**
- S** - Single (break pack)
- T-** - Remove tax from item
- T+** - Add tax to item
- C** - Case
- P** - Apply coupon
- ####** - PLU for next line

## Function Keys

- F1** - Items
- F2** - Payments
- F3** - Discounts
- F4** - Other (Special Orders, Dues, IOUs, Gift Cards)
- F5** - Record Sale
- F6** - Quit
- F7** - Member
- F8** - Coupons
- CTRL-C** - Hold sale



## Quick Tips

Answers to frequently asked questions about CoPOS.

### Date Formats

It is easy to enter dates in CoPOS.

**Day** - MMDD, MM/DD, MMDDYY, MM/DD/YY

**Month** - JAN12, MMY, YYYYMM, M, MM

### Relativity

**Y** - Yesterday

**-#** - Days or months in the past

**T** - Today

**+#** - Days or months in the future

**O** - Tomorrow

**F** - First day or month of current year

**L** - Last day or month of current year

## Supplies

View pricing and place orders at [www.copos.com/store](http://www.copos.com/store).

**LPQ03** - Repack Small Label (2" x 2.4" 850/roll - 12/rolls/case)

**LPQ02** - Repack Large Label (2.4" x 3" 550/roll - 12/rolls/case)

**LPQ04** - Shelf Label (1.125" x 2" 900/roll - 12/rolls/case)

**LPQ05** - Shelf Tag (1.125" x 2.25" 980/roll - 6/rolls/case)

**RPP02** - Receipt Printer Paper - Thermal (50/rolls/case)

**RPP03** - Receipt Printer Paper - Impact (50/rolls/case)

**RPR01** - Receipt Printer Ribbons (6/ribbons/case)

## Backup

Backup every night after store close. When all lanes and weigh station terminals have quit, insert the day's backup disk and follow these instructions on the **CoPOS Server**.

**11** - Quit

**Yes** - Return to the Shell

**B** - Save your Database to REMOVABLE Media

**Y** - Save data

**D** - Select the D drive (Zip disk)

**Y** - Verify

When finished, eject the disk and either power off or start CoPOS.

## Troubleshooting

### Blank Screen

Type **CTRL-C** for username prompt. Type **on** to log in.

### Cash Drawer Will Not Open, or Register Session Will Not Start

Check that the receipt printer is on and filled with paper. Power the receipt printer off and on.

### Blank Screen, No Login, or Keyboard Not Working

Power off the logic box and reattach the keyboard. Power on the logic box. Since the keyboard is plugged into the scanner, a broken scanner may stop the keyboard from working. Test for a broken scanner by attaching the keyboard directly to the logic box.

### Scale Not at 0 When Empty

Press and hold the reset button on the scale display.

### Exited to DOS (C:\POS>)

Type **COMAX** and press enter to return to CoPOS.

### Frozen Register Screen

Type **CTRL-C** to put the sale on hold. Type **.s** in the member field to recall the sale. If this doesn't work, power the logic box off and on. Press the **Print Screen** key to restore the screen.

### File Export and Import Not Working

Eject Zip disks, **Quit** all lanes and weigh station terminals, **Quit** the CoPOS Server and restart the CoPOS Server by powering off and on. Remember to eject all disks before starting.

## Upgrade

Frequent updates are made to the CoPOS software.

Download the most recent version of CoPOS at

[www.copos.com/download](http://www.copos.com/download).

**COA.LZH** - Save this file to your "CoPOS Install Disk"

**11** - Quit

**Yes** - Return to the Shell

**E** - Exit to DOS

**D:** - Access Zip disk

**CSETUP** - Follow on-screen instructions

Eject the disk and type **COMAX** to start CoPOS.