

# CoPOS

## 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 an "**egglo**" keyword. Items can have multiple keywords. Item keywords are defined in the menu option 4.1) Database > Item.

### Hotlist

The hotlist makes quick-changing products that are lacking UPCs 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 e.g. =**fuji** or =**shiitake**.

### For Members

- F7** - Go to member field
- ####** - 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

### For Customers

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

### With a Gift Card

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

### Extras

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

### Payment

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

Tender remaining OTHER amount as:

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

IOU availability depends on membership settings.

Member Field

### Items Field

- 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 hotlist
- tomato/2** - Starts with tomato in department 2
- +potato/fro** - Name contains potato in frozen dept
- peas/1.99** - Starts with peas and costs \$1.99
- s/####** - SKU is ####

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

### Special Items

- + -** Deposit in
- -** Deposit out
- .BC** - Bag charge
- .BC** - Bag credit
- .G** - Purchase gift certificate
- .D** - Remove item from sale
- /** - View departments

### Price Field

- 10P** - 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, e.g. **-.03**
- S** - Single (break pack)
- C** - Case
- T-** - Remove tax from item
- P** - Apply coupon
- T+** - Add tax to item
- ####** - 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

# CoPOS

## Quick Tips

### Date Formats

It is easy to enter dates in CoPOS.

**Day** - JAN 2, JAN 2 19, MMDD, MM/DD, MM/DD/YY, MMDDYY

**Month** - JAN 19, MMY, YYYYMM, M, MM  
*Current year is assumed if not otherwise stated.*

### Relative Dates:

**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

### Backups

Back up every night after store close. All lanes and weigh stations should be logged off. Next, insert a USB storage device. From the Controller, choose 2 for Backup, then 1 for Backup Now. Performing a backup will shut down CoPOS. Choose Backup to begin backing up. When finished, the backup will be copied to an available USB storage device. (Backups can also be set up to run automatically.) **DO NOT PERFORM A BACKUP WHILE YOUR STORE IS UP AND RUNNING.**

### Upgrade

From the Controller, choose 4 for Upgrade, then 1 for Upgrade CoPOS. Performing an upgrade will shut down CoPOS. Choose Upgrade to begin the upgrade. If a USB storage device is plugged into the server, CoPOS will automatically attempt to download a COA.LZH file saved on the device. If a USB storage device is NOT plugged into the server, CoPOS will attempt to upgrade by downloading the latest version from the CoPOS Cloud. This is only possible if the Internet is available.

### F10 Help

If at any point you are unsure how an option works, or would like helpful tips, press F10. Pressing the F10 key within any screen brings up directions on how to use the option you're in and tips to make it easier. Help screens can also be easily printed. F10 help may be updated with each release. This tool is especially helpful for those new to CoPOS.

### Basic 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 terminal box and reattach the keyboard. Power on the terminal 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 terminal box.

#### Scale Not at 0 When Empty

Press and hold the reset button on the scale display.

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

Type **copos** 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 terminal box off and on. Press the **Print Screen** key to restore the screen.

#### File Export and Import Not Working

Remove all USB storage devices and insert again.

**If you continue to have problems, contact CoPOS. 855.772.6767**

### Supplies

View pricing and place orders at [copos.com/purchase-food-store-labels](http://copos.com/purchase-food-store-labels) and tags

#### Shelf Tags & Labels

**LPQ04** - Shelf Label - 2" x 1.125" 900/roll - 12 rolls/case  
**LPQ13** - Small Shelf Label - 1.25" x 1.25" - 1900/roll - 3 rolls/case  
**LPQ05** - Shelf Tag - 2.25" x 1.25" -980/roll - 6 rolls/case  
**LPQ06** - Shelf Tag - 2.25" x 1.25" - 1800/roll - 3 rolls/case  
**LPQ12** - Small Shelf Tag - 1.25" x 1.25: 1900/roll - 3 rolls/case

#### Repack Labels

**LPQ03** - Small Repack Label - 2.4" x 2" 850/roll - 12 rolls/case  
**LPQ02** - Large Repack Label - 3" x 2.4" 550/roll - 12 rolls/case  
**LPQ07** - Dual-Perf Repack Label - 3" x 4" 550/roll - 12 rolls/case  
**LPQ08** - Single-Perf Repack Label - 3" x 3" 550/roll - 12 rolls/case