



## POS Tips

With the busy festive season arriving Kudos would like to make sure your staff are aware of some of the key processes at POS that translate to efficiency and customer satisfaction.

### Stock Search

When using the **F12-Search** function in POS and searching multiple words place a **+** between each word and the results will only show items which contain all the words being searched for.



#### Search: BOW SHORTS

Search complete - press ESC twice to return to sales screen  
36 hits  
Search in any fields: **bow shorts**  
PLU: 2410  
Code: LOVEBOWSHORTS White S  
Barcode:  
Description: Love bow Shorts White S  
Supplier Code: SALLY  
Supplier Product Code:  
Style: Sally D  
Season:

Sale Totals



PLU	Code	Barcode	Description	Supplier	Suppliers Product	Style	Season	Profile	Brand	Retail Price	Stock Available
001330	LOLLIPOP4INCH		Rainbow-Swirl Lollipop	WONKA						\$10.00	5
002410	LOVEBOWSHORTS	White S	Love bow Shorts White S	SALLY		Sally D				\$35.00	10
002409	LOVEBOWSHORTS	White XS	Love bow Shorts White XS	SALLY		Sally D				\$35.00	9
002411	LOVEBOWSHORTS	White M	Love bow Shorts White M	SALLY		Sally D				\$35.00	9
002412	LOVEBOWSHORTS	White L	Love bow Shorts White L	SALLY		Sally D				\$35.00	10
002413	LOVEBOWSHORTS	White XL	Love bow Shorts White XL	SALLY		Sally D				\$35.00	10
002414	LOVEBOWSHORTS	White XX	Love bow Shorts White XXL	SALLY		Sally D				\$40.00	10
002225	LOVEBOWTOP	Yellow 6	Love Bow Front Top Yellow 6	SALLY		Sally D				\$65.00	20
002229	LOVEBOWTOP	Yellow 8	Love Bow Front Top Yellow 8	SALLY		Sally D				\$65.00	20
002233	LOVEBOWTOP	Yellow 10	Love Bow Front Top Yellow 10	SALLY		Sally D				\$65.00	21
002234	LOVEBOWTOP	Yellow 12	Love Bow Front Top Yellow 12	SALLY		Sally D				\$65.00	21
002235	LOVEBOWTOP	Yellow 14	Love Bow Front Top Yellow 14	SALLY		Sally D				\$65.00	21

#### Search: BOW + SHORTS

Counter Intelligence POS V11.9  
Exit Counter Intelligence POS Other Functions Supervisor Functions Setup Help

Search complete - press ESC twice to return to sales screen  
6 hits  
Search in any fields: **bow + shorts**  
PLU: 2410  
Code: LOVEBOWSHORTS White S  
Barcode:  
Description: Love bow Shorts White S  
Supplier Code: SALLY  
Supplier Product Code:  
Style: Sally D  
Season:

Sale Totals

0 \$0.00



PLU	Code	Barcode	Description	Supplier	Suppliers Product	Style	Season	Profile	Brand	Retail Price	Stock Available
002410	LOVEBOWSHORTS	White S	Love bow Shorts White S	SALLY		Sally D				\$35.00	10
002409	LOVEBOWSHORTS	White XS	Love bow Shorts White XS	SALLY		Sally D				\$35.00	8
002411	LOVEBOWSHORTS	White M	Love bow Shorts White M	SALLY		Sally D				\$35.00	9
002412	LOVEBOWSHORTS	White L	Love bow Shorts White L	SALLY		Sally D				\$35.00	10
002413	LOVEBOWSHORTS	White XL	Love bow Shorts White XL	SALLY		Sally D				\$35.00	10
002414	LOVEBOWSHORTS	White XX	Love bow Shorts White XXL	SALLY		Sally D				\$40.00	10

## Selling Multiples

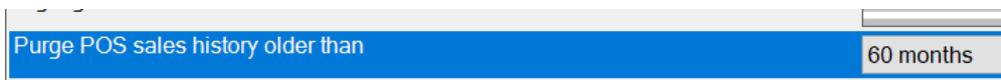
There are a number of ways you can sell multiples of the same item at POS.



1. Scan the item multiple times.
2. Type the quantity followed by a \* before scanning the item.
3. Use the + key on your keyboard to increase the quantity after the item has been scanned.
4. Click into the **Quantity Sold** box and enter the quantity.

## Sales History

The POS can store up to 60 months of receipts which can be reprinted when required. To check how much history your POS is set to retain check the '**Purge POS sales history order than**' setting in the system settings.

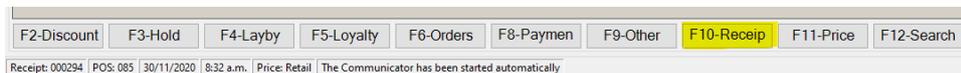


To change this setting select the number of months you would like to retain and press the **OK** button. Note changing the setting will only retain more history from now on.

## Reprinting Receipts

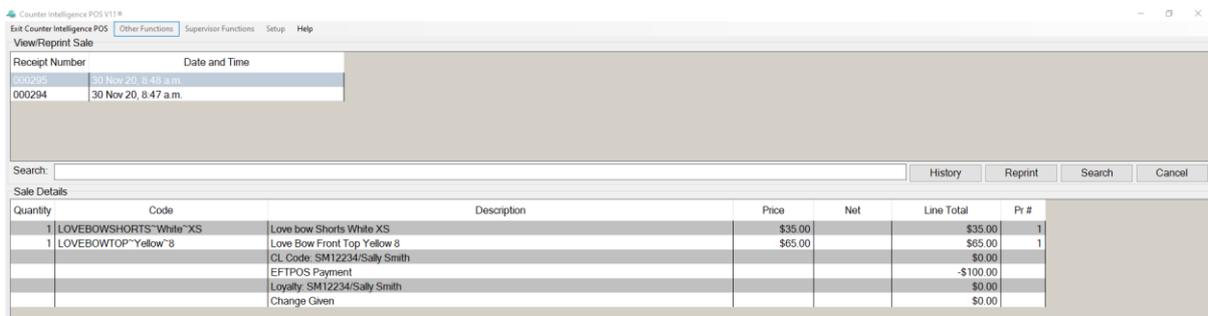
### Last Transaction

If you want to reprint the last transaction you can do so by pressing the **F10-Receipt** button at the bottom of the sales screen. If this button is not active then you will need to set the '**Demand Receipt Printer**' to the same printer as the receipt printer in the system settings.

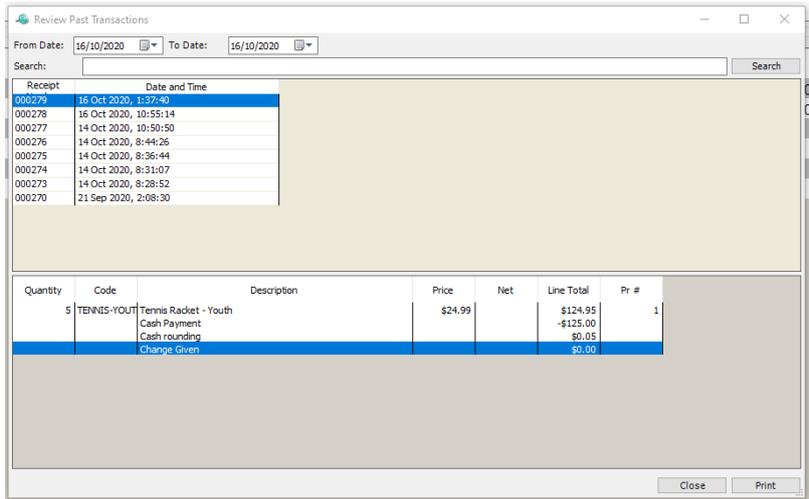


### Historical Receipts

To print historical receipts you will need to use the '**View/Reprint Sale**' option under the Other Functions menu.



The screen will show all transactions since the last z-off. If the transaction you want to print is listed click on the transaction and press the **Reprint** button. To reprint an older transaction press the **History** button, select the date range the receipt is in and press **Search**.



\*\* If you're looking for a receipt for a loyalty customer enter their name in the Search box before pressing Search and only receipts with that name assigned to them will display.

\*\* If you're looking for a receipt that contains a specific product enter part of the product description into the Search box before pressing Search and only receipts that contain that item will display.

### Return Validation

Recently we introduced a function into POS that allows you to validate items being returned against the original POS docket number regardless of the store the item was originally purchased from. When enabled the receipt number entered against the return is checked in the CI Office database to ensure the item(s) being returned are on the original docket and that the price they are being returned at matches the original sale price. If you would like to use this function please contact the Help Desk for assistance with enabling it.



### Customer Notes

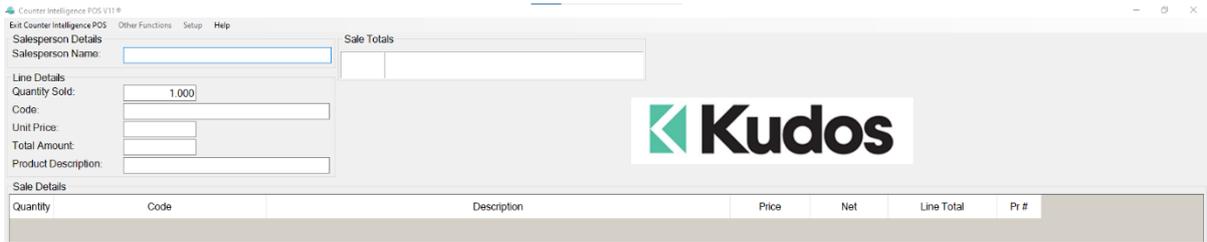
The **Notes** button on the customer details screen allows you to add notes against customer accounts with follow up dates. To check if you have any notes to follow up you will need to select the '**Customer Notes for Follow up**' option under the Other Functions menu.



Customer	Customer Name	Date	Note	Employee	Follow Up Date
SM12234	Sally Smith	23/11/2020	Please advised when the GABY Dress	Full-Time (HAM)	30/11/2020

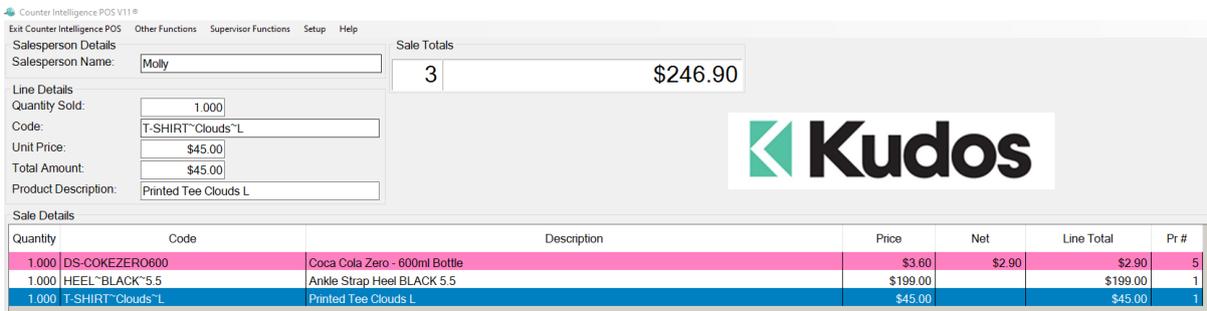
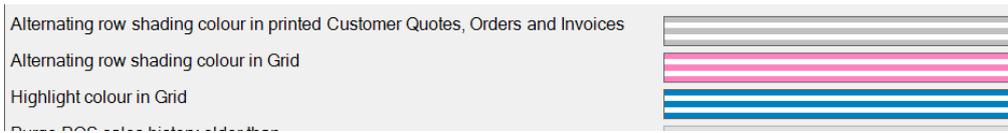
### On Screen Logo

To display your logo on the POS screen you need to save a bitmap copy of the image as logo.bmp in the following folder:  
 C:\ProgramData\Kudos Solutions Limited\Counter Intelligence POS V11



## Change Line Colours

If you would like to change the colour of the lines on your POS screen then you can do so in the system settings.



For any assistance please call the Kudos Help Desk.

## The Kudos Team

[support@kudos.co.nz](mailto:support@kudos.co.nz)

