

WPOS Manual

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Manager interface

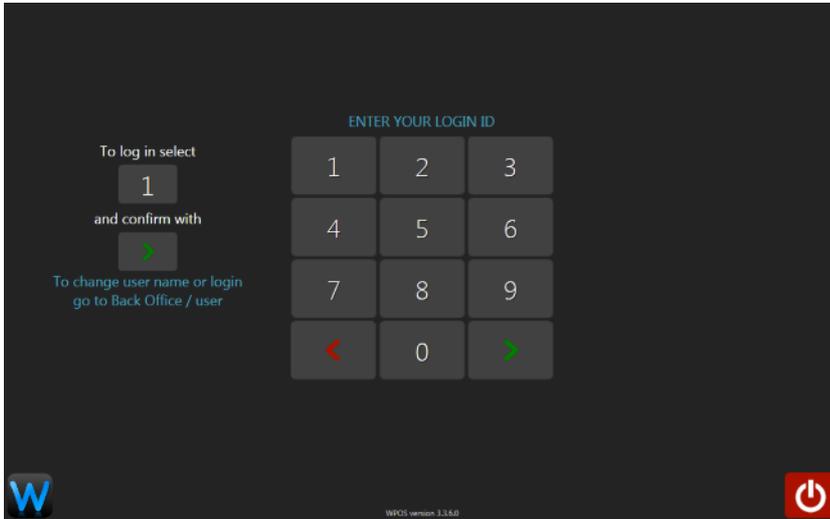
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WPOS Manual

User interface

Login/Logout



Logging In

To start, select the WPOS icon on your device's desktop

This will open the Login Screen where you input your login code

Default login ID is 1

For security purposes, be sure not to let any customers or unauthorised employees know your login code, it is specific to you.

Once code is entered, press the green login button. You can also login using the NFC wristband by placing the wristband on the NFC reader. This brings up the point of sale program's default screen, which is the Home Screen.

Logging out

To log out, use Logout button at the bottom of the screen in Home Screen.

Check in your shift

To check in your shift you have to log in by using your login code and press



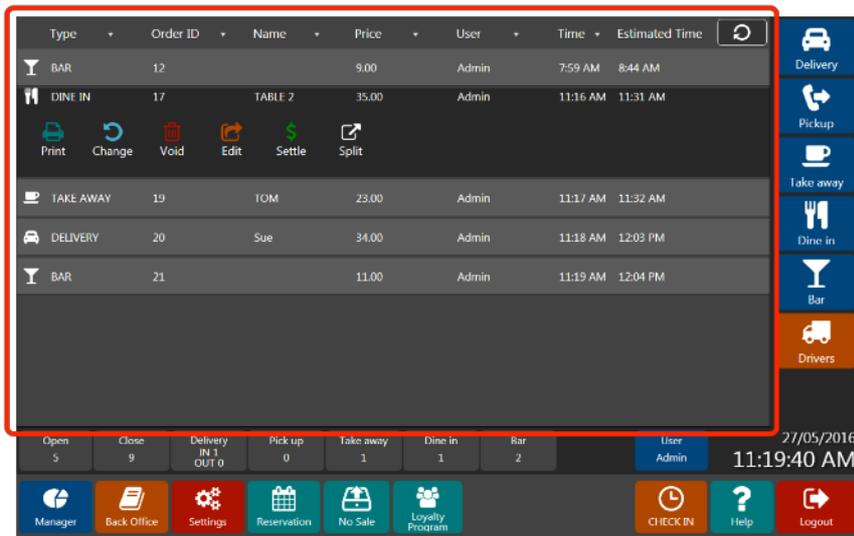
then select green button CHECK IN. After that the Check in button will change to



To check out your shift you have to log in by using your login code and press then select red button CHECK OUT

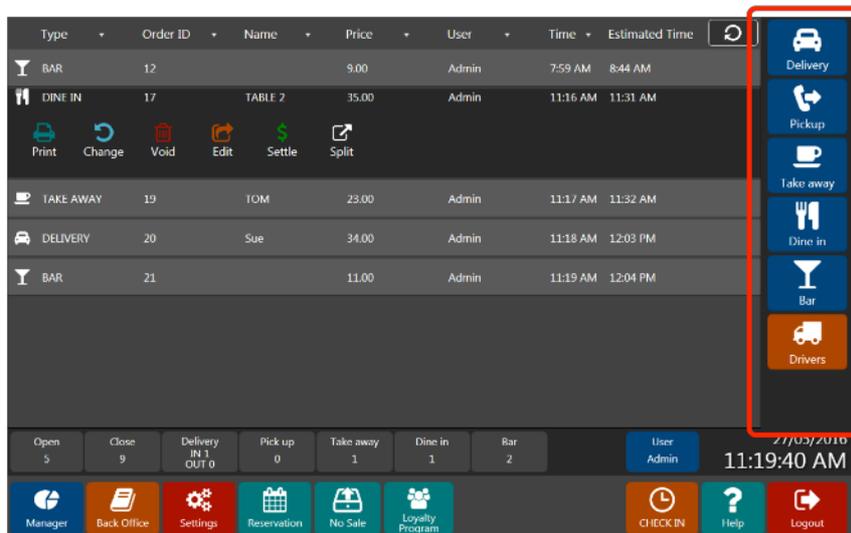


Home Screen



Orders Screen

All open orders can be accessed in Orders Screen in red rectangle. Clicking on the order will open control panel where you can print receipt, change order type, void order, edit order (add more items), settle order or split order into two orders.



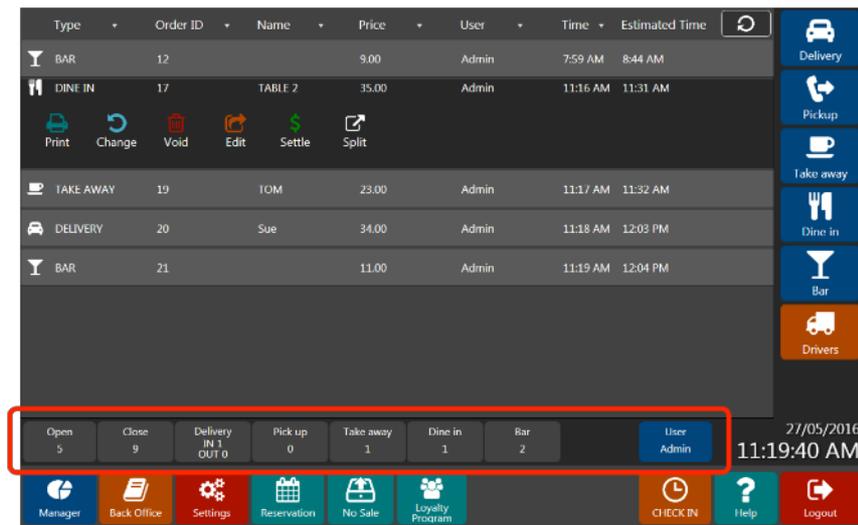
Order Type Panel

To make new order start with order type. Click either on Delivery, Pickup, Take away, Dine in, Bar or whatever is applicable.

Button Drivers will take you to Drivers Menu where you can add driver to order.

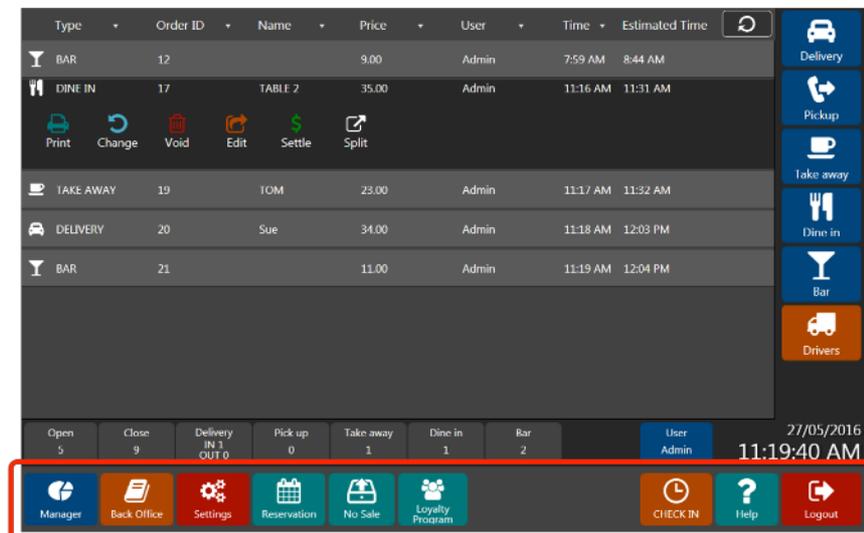
Orders Screen Panel

You can filter your orders by order type, status or active user.

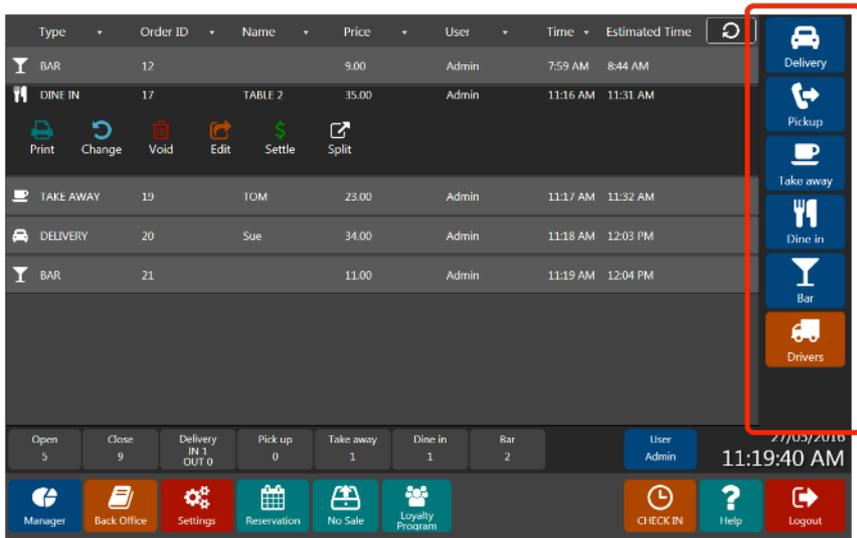


Control Panel

Manager, Back Office, Settings and Reservation is visible only if you are logged in as a manager.



How to make a new order



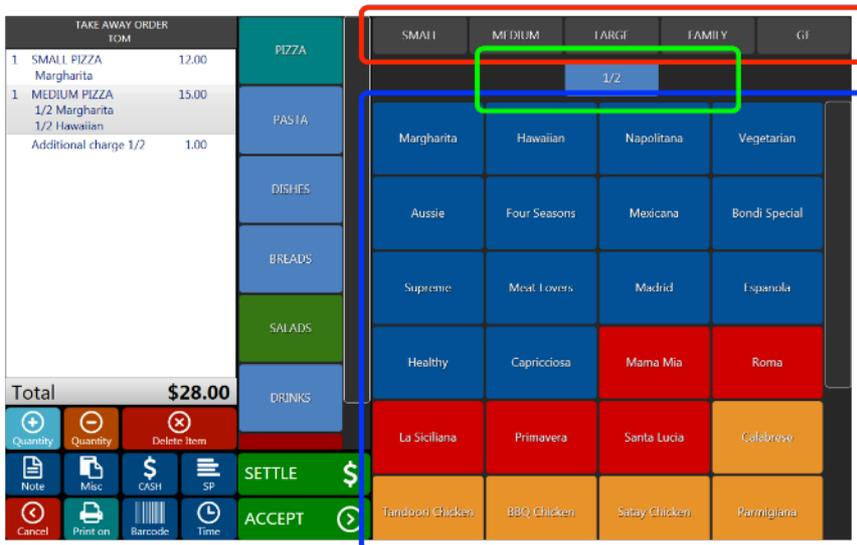
Order Type Panel

Choose type of order, for example Take away



Menu Group

Choose from Menu Group panel, for example Pizza



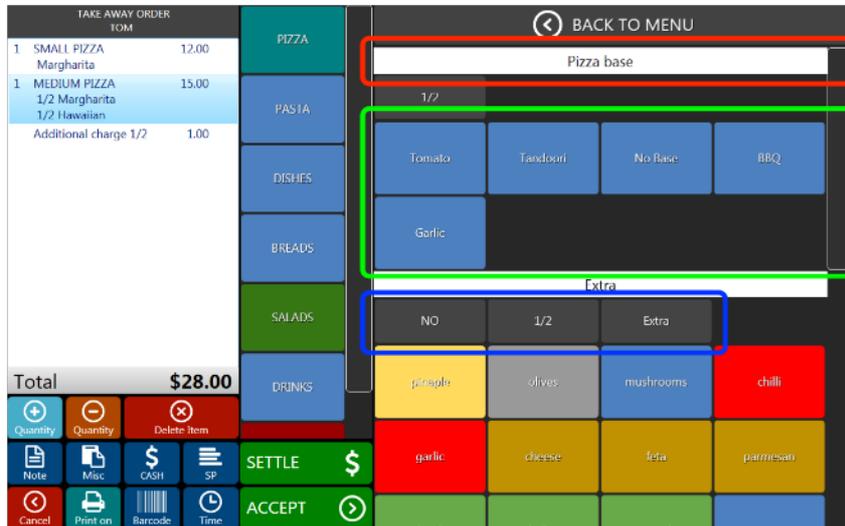
Items Panel

Red rectangle: Menu Options Panel

Green rectangle: Split Menu Panel

Blue rectangle: Menu Item Panel

Example: To order small Margharita press Pizza from Menu Group, Small from Menu Options and Margharita from Menu Item.
 After that the item will be added to the bill on lefthand side and you will be directed to the Modifiers Panel if selected item has active modifiers.



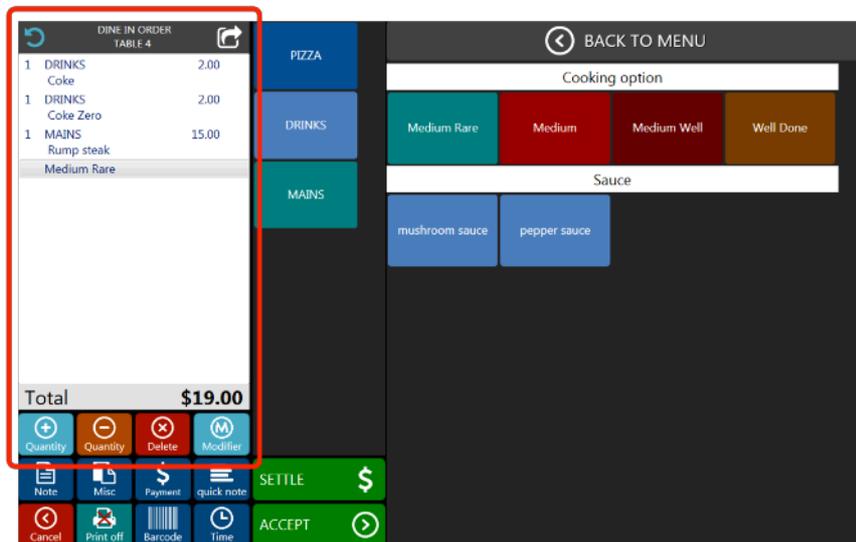
Modifiers Panel

Red rectangle: First Modifier Group Name

Green rectangle: First Modifier Item Panel

Blue rectangle: Second Modifier Options Panel

Example: If you don't want olives on Large Supreme, after selecting the item press NO in second Modifier Option Panel and press olives in second Modifier Item Panel



Ordered Items Screen

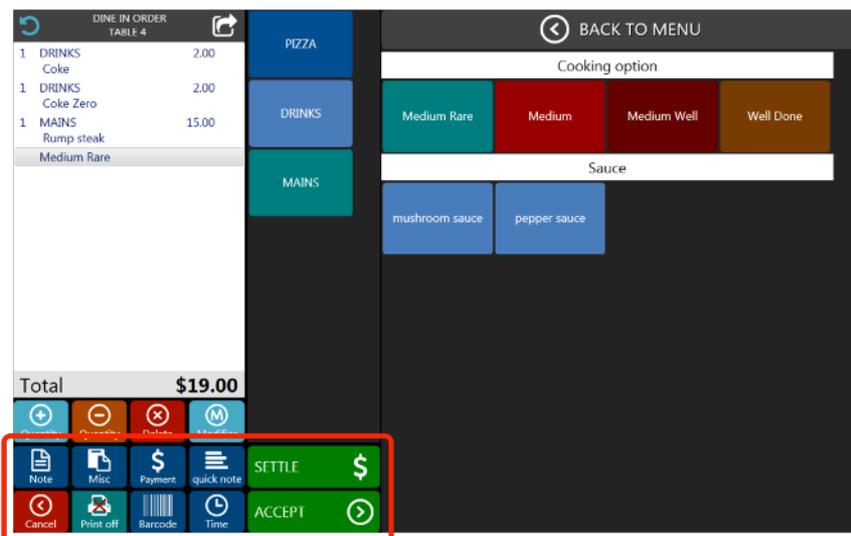
Here you can see all ordered items and total amount that will appear on the bill.

By pressing grey top heading you can change order type, customer name or table.

You can also change quantity of highlighted items by pressing plus or minus, or delete item from the bill.

Modifier: You can manually add modifier to any item to the order. It will be printed on preparation printer with particular item.

Delete button: Pressing this button will delete selected item. If you delete item from already accepted order the item will print on preparation printer as a deleted item



Control Panel

Clicking on Accept button accepts (saves) the order. It will also send particular items to preparation printer and print the receipt on receipt printer if the printer button is on. Pressing Settle button accepts the order and directs you to Settle Screen where you can Settle the order (receive payment and close the order) and apply discount. It will also send items to preparation printer.

Print button ON:  Receipt will be printed on receipt printer after Accept or Settle

Print button OFF:  Receipt will not be printed on receipt printer after Accept or Settle

Note: You can write a note that will be printed only on preparation printer. If you have more than one preparation printer it will be printed on all of them

Misc: You can add Miscellaneous items that you don't have in the menu. It can be with or without price. Every Miscellaneous item will be printed on all preparation printers

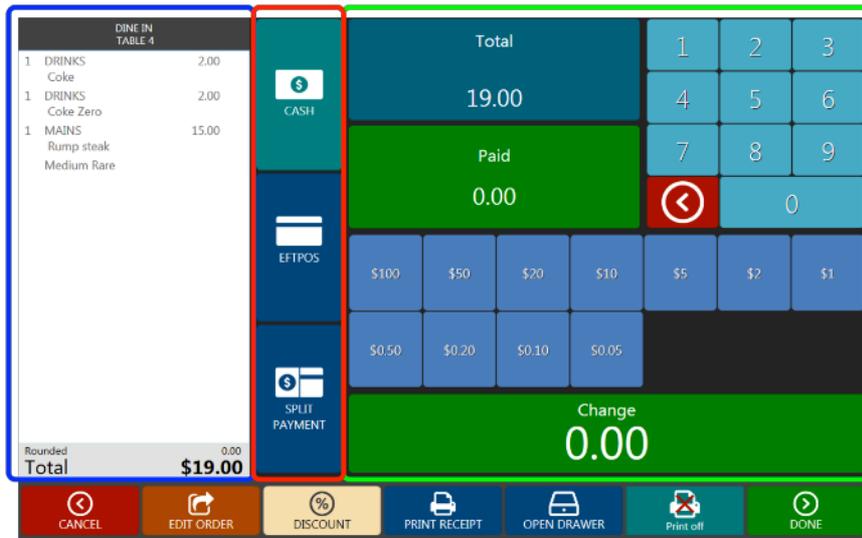
Payment: You can pre select form of payment before going to Settle Screen

quick note: Pre-set notes that will be printed on particular preparation printer. To pre-set quick notes go to Back Office/Settings/Quick Notes

Barcode: You can manually type item barcode without scanning it

Time: There are pre-set times for different order types that can be changed in settings menu or you can manually change it for particular order by pressing Time button

Settle Screen



Blue rectangle: Ordered items screen

Red rectangle: Form of payment panel

Green rectangle: Payment panel

Cash payment:

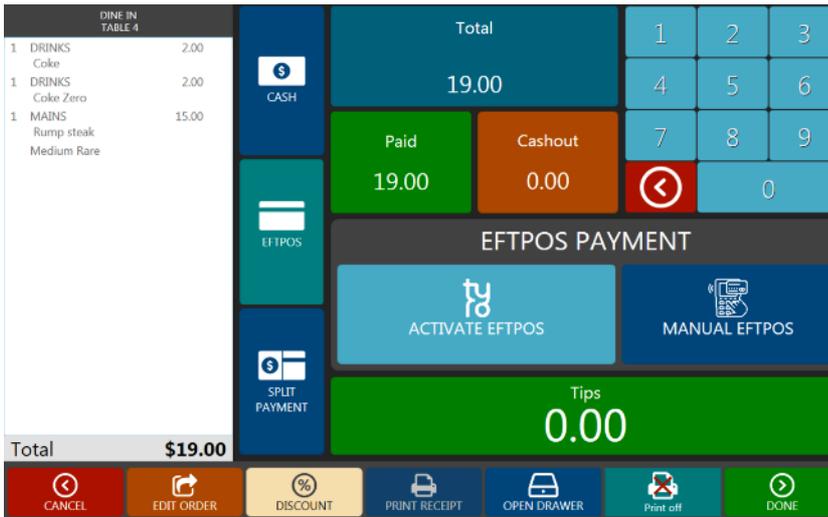
- 1) Check Ordered items screen to see all ordered items are correct
- 2) Select cash payment in red rectangle
- 3) Type amount paid by customer on Numbers Pad or press the note or coin button
- 4) Press DONE
- 5) Cash drawer will open and change money will be displayed on the screen.

Non-integrated Eftpos payment:



- 1) Check Ordered items screen to see all ordered items
- 2) Select EFTPOS
- 3) Choose card type
- 4) If customer would like to give a tip, type the total amount on the Numbers Pad
- 5) Press DONE

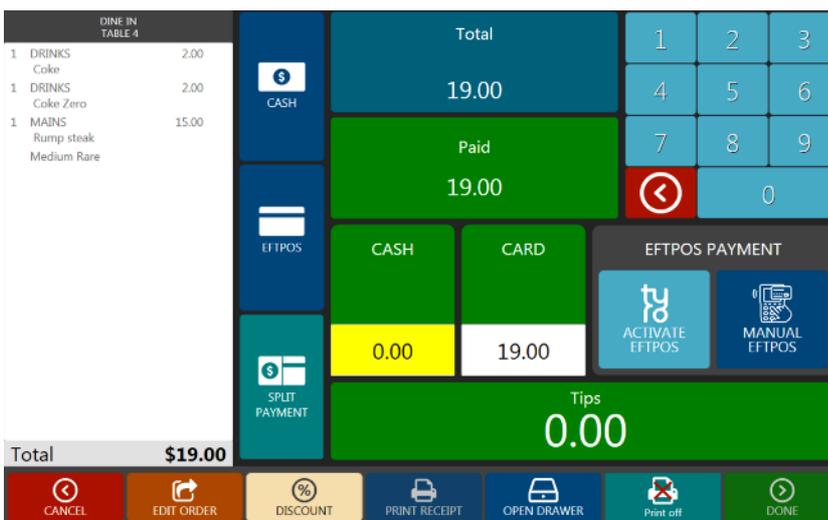
Integrated Eftpos payment and Cash-out:



- 1) Check Ordered items screen to see all ordered items are correct
- 2) Select EFTPOS
- 3) If customer would like to give a tip, type the total amount on the NumPad
- 4) If customer asks for Cash-out press Cash-out button and enter cash-out amount
- 5) Press ACTIVATE EFTPOS button
- 6) Follow instructions on the screen

Note: If there is a problem with connection between POS system and Eftpos terminal you can press MANUAL EFTPOS button and enter the Total amount manually on the EFTPOS terminal.

Split payment:



- 1) Check Ordered items
- 2) Select Split Payment
- 3) Type cash amount on the Numbers pad. The cash amount will be visible in CASH table
- 4) Card payable amount (difference from total amount) is calculated in CARD table
- 5) Select type of the card or Activate Eftpos and follow the instructions
- 6) Press DONE

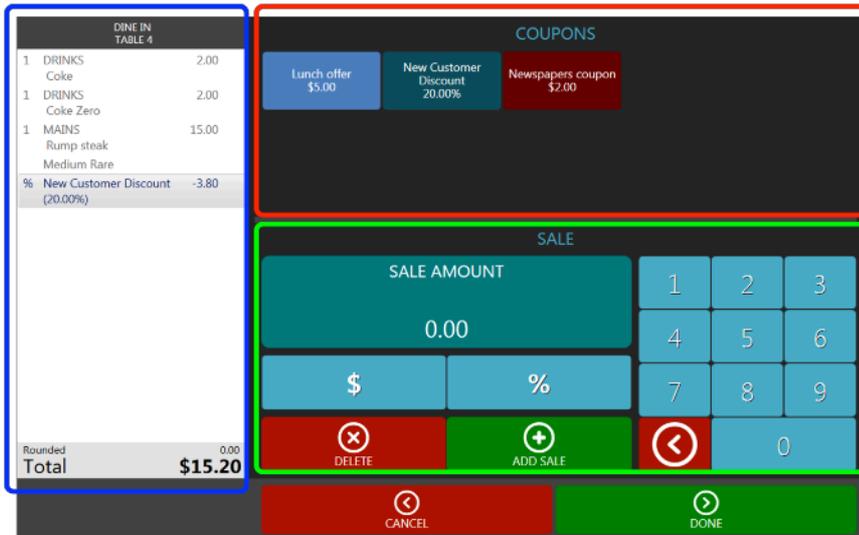
Discount Screen

Discount Screen is accessible only from Settle Screen. There are two options how to add discount. First by preset coupons. Second by manual discount panel witch is accessible only by managers.

Coupons: Red rectangle

To add Discount Coupon to the order press desired coupon. You can add only one coupon at the same time.

Manual Discount: Green rectangle



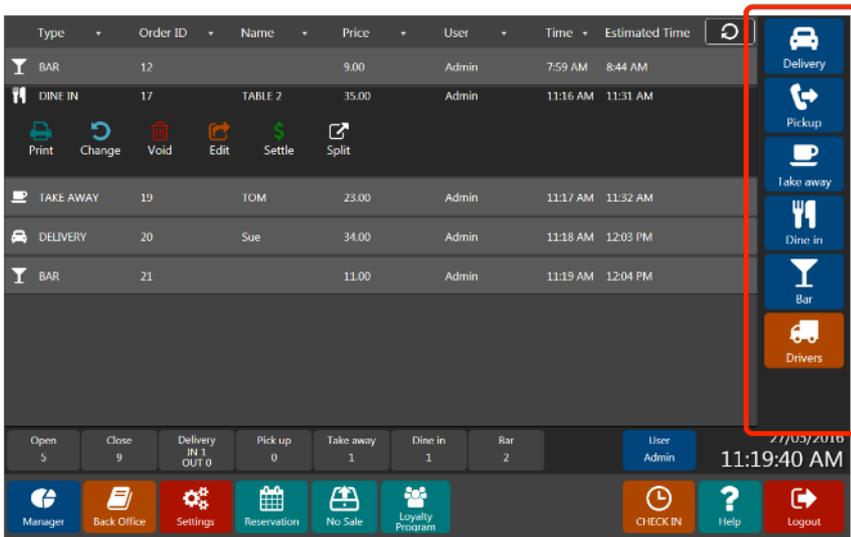
1) Type the value of the discount

2) Select type of the discount by pressing \$ button for exact amount or % button for percentage discount

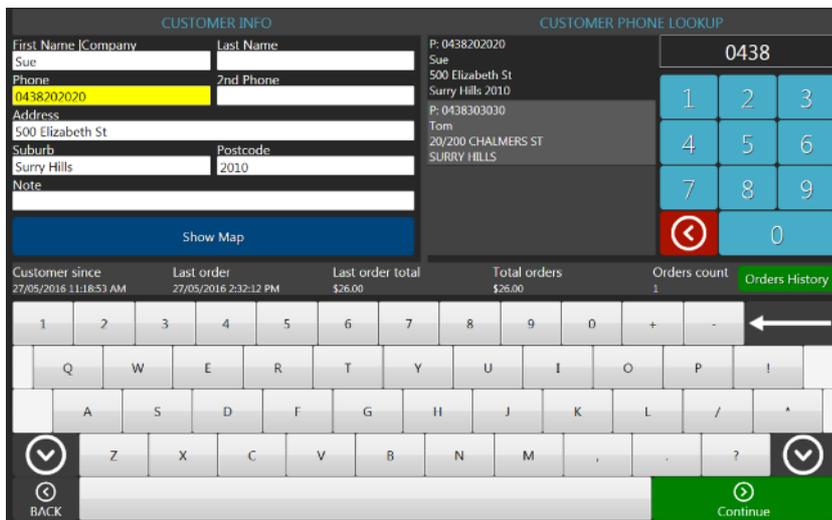
3) Press ADD SALE

All added discounts will be visible in the Ordered items screen in blue rectangle. You can delete the discount by selecting it in the Ordered items screen and pressing DELETE button.

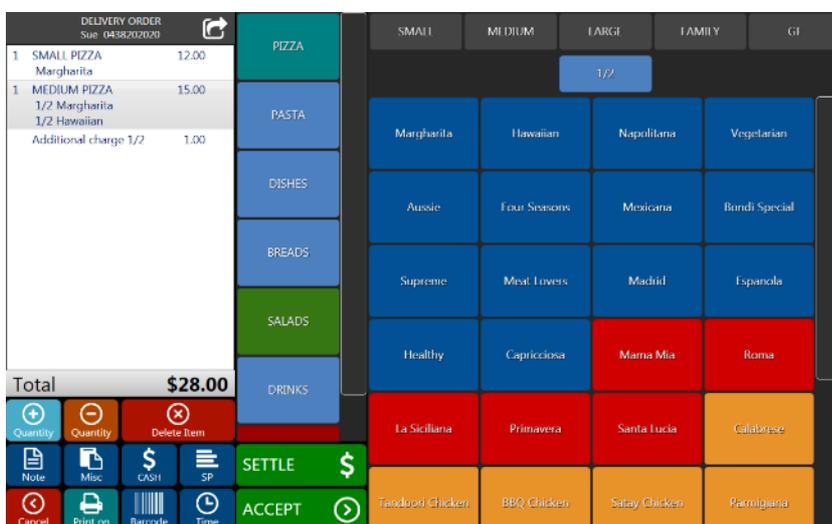
How to make a new delivery order



Choose Delivery in order type panel.



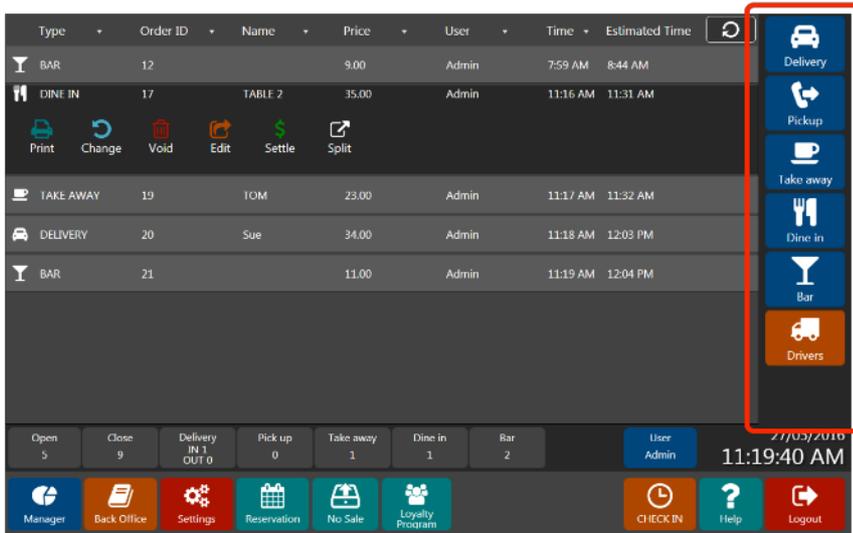
Type customer phone number on the blue numeric pad. If the customer made order previously you can select them from the Customer lookup. If it is a new customer you have to fill in their name and address. Than press "Continue" to go to Order menu.



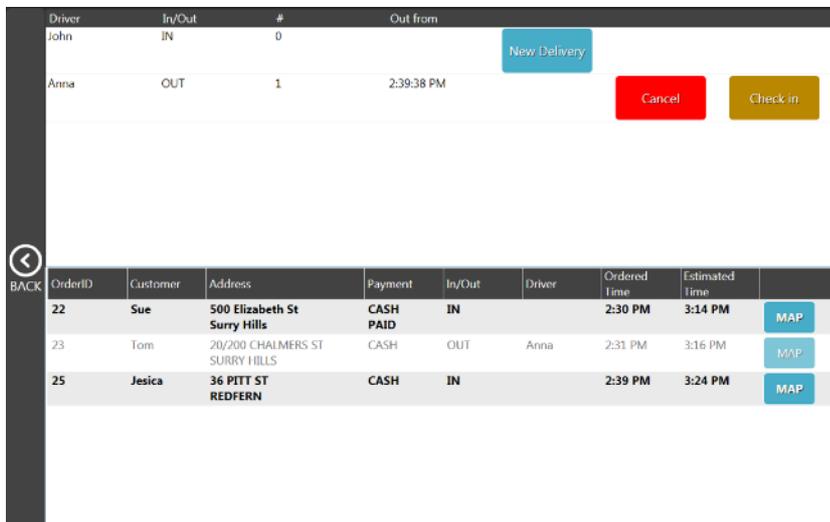
Insert ordered items and press "Accept" if the customer will pay on delivery or press "Settle" and accept the payment over the phone.

You can also advise driver to take mobile EFTPOS on delivery by pressing "Cash" button and selecting "EFTPOS" if customer would like to pay by card on delivery.

You can come back to Phone menu by pressing 



When the order is ready press “Drivers” in order type panel.

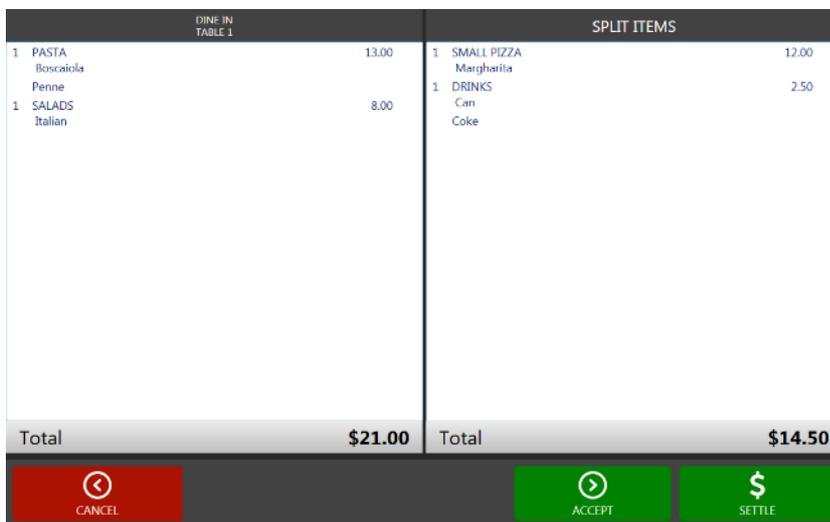


Select order that is ready for delivery and press “New Delivery”.

When the driver comes back, press “Check in”.

If the delivery was paid by cash, you can chose to pay now or at the end of the driver’s shift. Driver delivery report is in Manager Menu, section Employees.

Split Order Screen



To split one bill into two. In the left panel is the original order with all items. In the right panel is the new bill. Click on the item that you want to move to the new bill and system will delete it from the original bill and paste it to the new one. Press ACCEPT button to save the transaction and go back to Home Screen. Or press SETTLE to save it and go to Settle Screen where you can close the new order.

No Sale Screen



No Sale Screen is used for cash transactions without settling any order. Access is from Home Screen control panel. Any interaction with cash drawer is saved in No Sale Report.

Add Funds is used for adding extra cash (change) to the cash drawer.

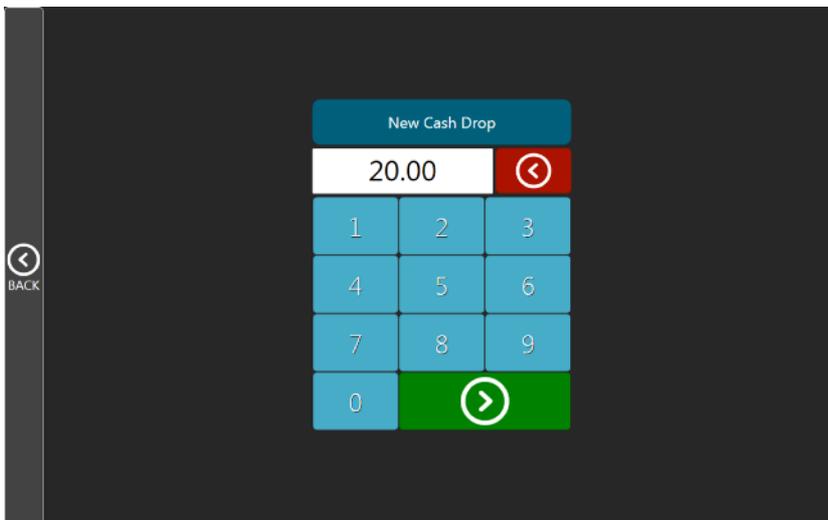
Remove Large Bills can be used for removing cash from the cash drawer for safety reasons.

Customer Change, Server Change, Drawer Error and Unlisted Reason is for opening cash drawer without changing the cash amount.

Cash drops and Payout is used for withdrawing cash for specific reason. For example pay to supplier for goods.

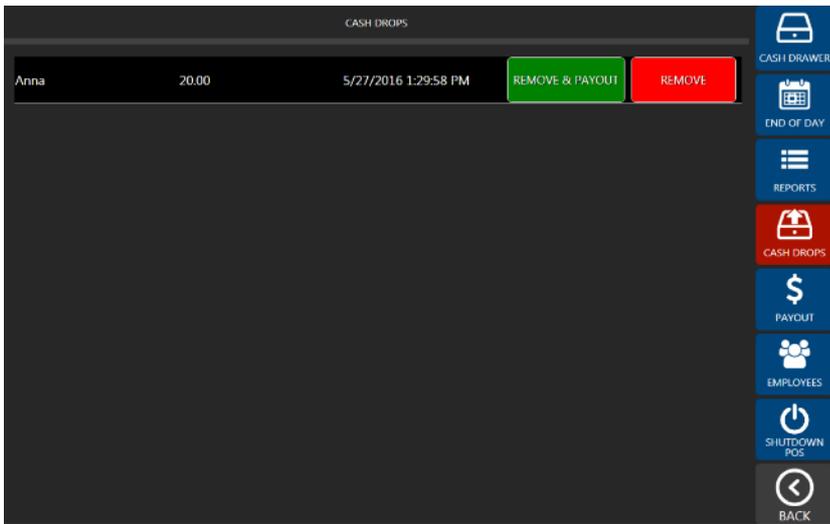
Cash drops & Payout

Cash drops allow borrowing cash from the cash drawer. This cash amount has to be returned to the cash drawer or used for Payout before running End of Day process.

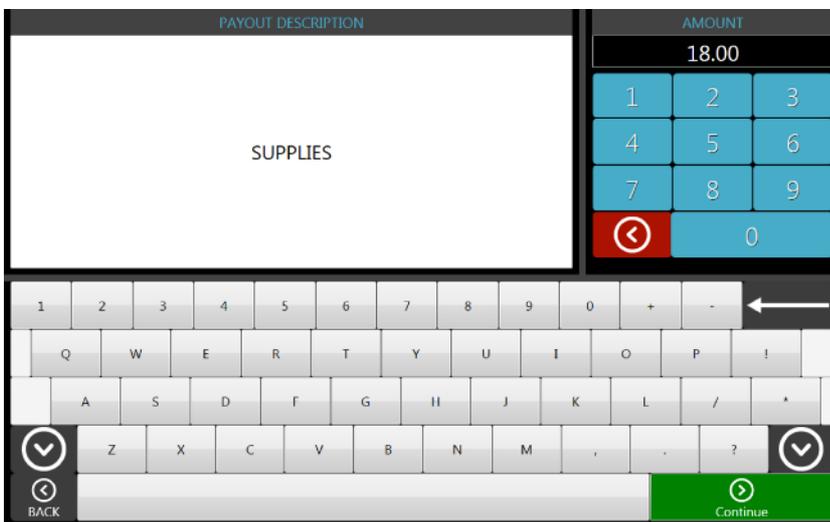


Example of Cash drops use:

Anna is sent by Manager to buy missing supplies. Supplies expected price is around \$18. Anna will log in using her login ID. She will select Cash drops in No Sale Screen and enter \$20. Than she can take \$20 from cash drawer and go to buy supplies.



When she returns she will hand in the supplies with receipt and change of \$2 to Manager. Than Manager can login and select Remove & Payout in Manager Menu. This will settle Anna's debt of \$20 and request Payout.



Manager should enter description such as Supplies and price \$18. The supplies price of \$18 will be removed from total in cash drawer. Remaining \$2 will be returned into cash drawer.

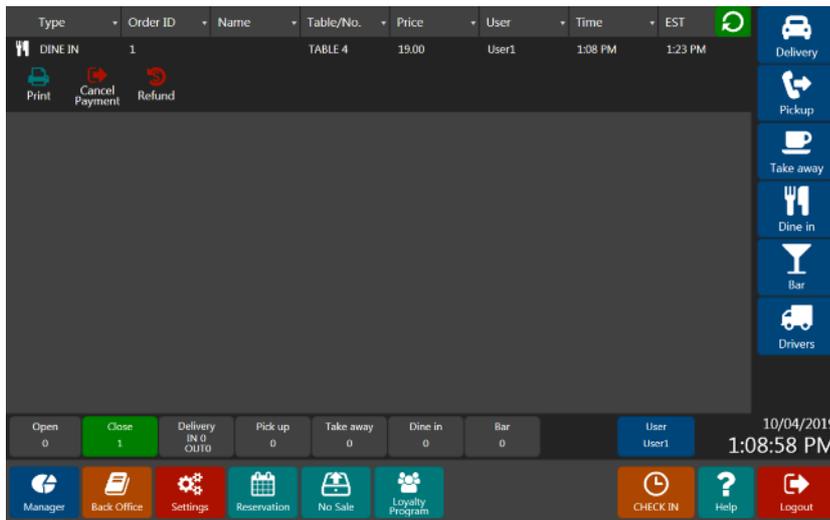
Example of Payout use:

Supplier is asking for \$200 in cash for delivered stock. Any user who will receive and pay for the stock can login and type the description and cost of stock by selecting Payout in No Sale Screen.

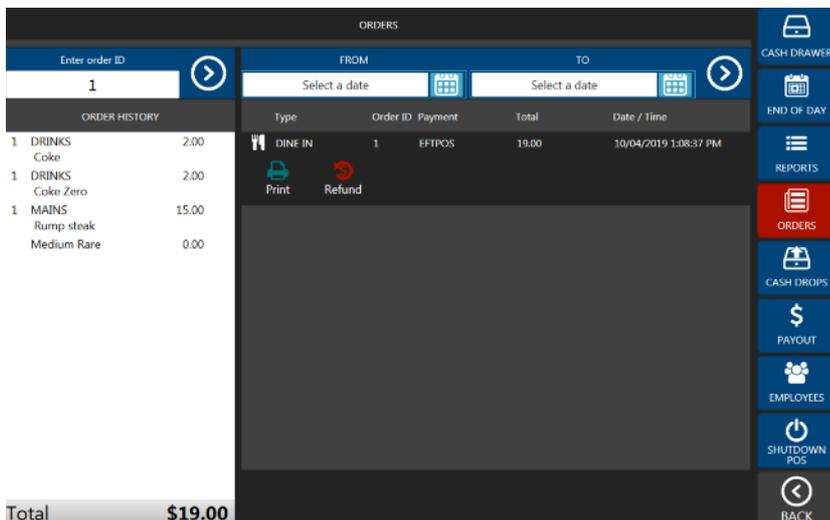
All Cash drops and Payout transactions are saved in No Sale report for the record.

Refunds

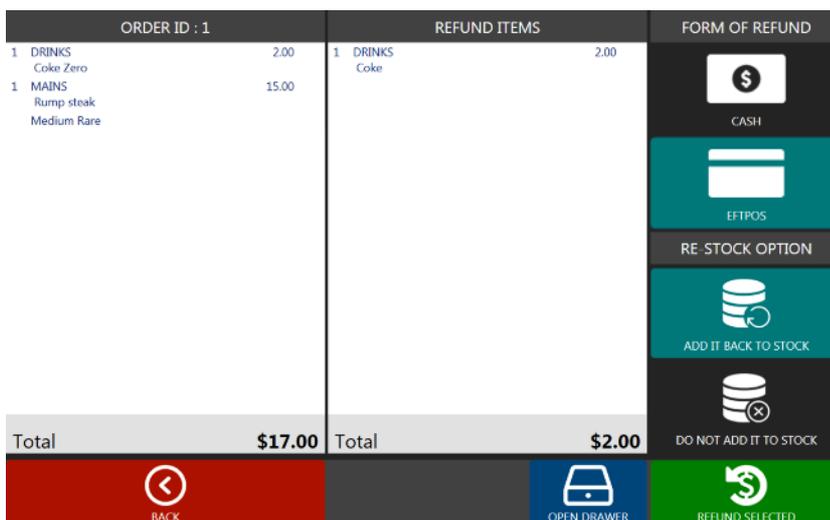
There are two ways how to access refund screen.



First is from Main screen. Press close button to display closed orders. Select order that needs to be refunded. Press Refund button.



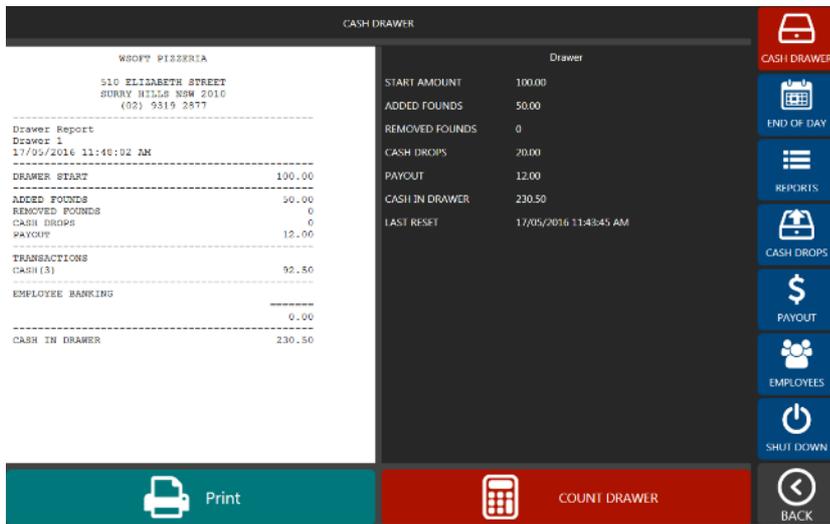
Second is from Orders screen under Manager interface. You can enter order number directly or find it on the list of orders for particular date. Then press Refund button.



Refund screen
It is possible to do partial refunds by selecting items that need to be refunded or you can refund whole order by pressing Refund all button. Cash orders can be refunded by cash only. If the order was paid by card it is possible to refund it by cash or by using eftpos.

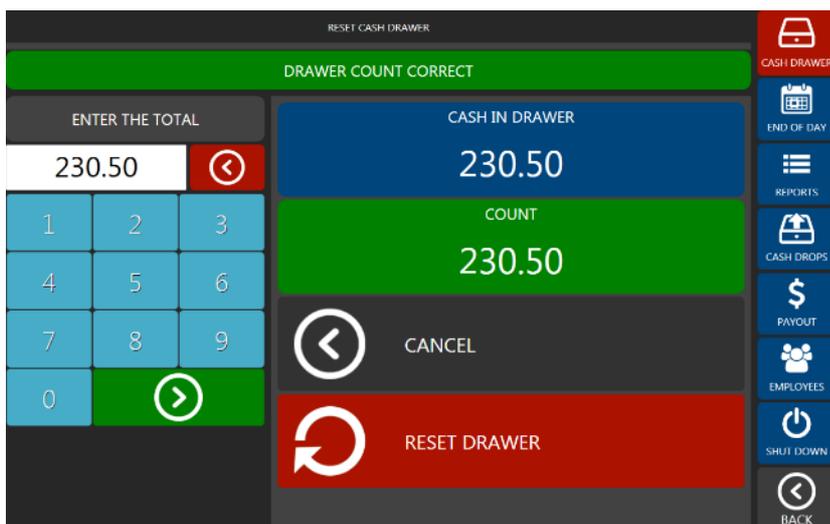
Manager interface

Cash Drawer Screen



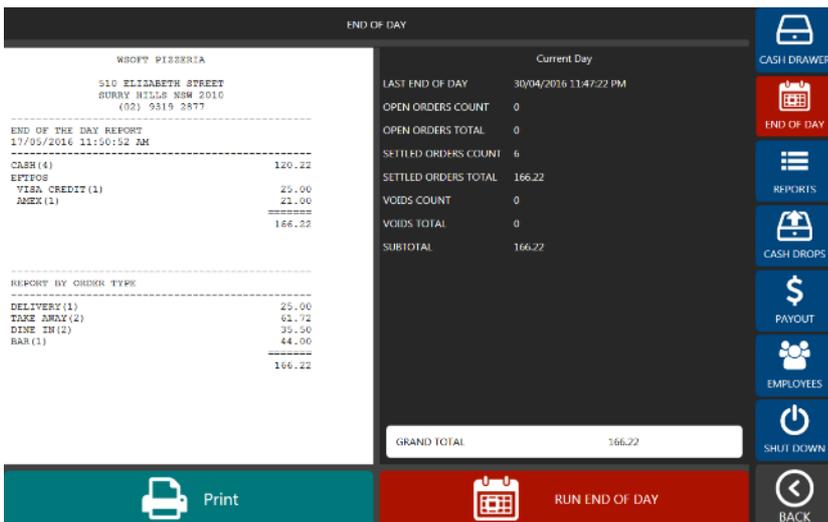
At the end of the day you should count cash in the cash drawer. On the left screen you can see drawer start amount, No sale transactions, number of cash transactions and total amount of all cash transactions. Any amount that is owed by employee, for example driver is still on delivery or didn't settle their cash deliveries, will be displayed but will not count in total until it is settled in Employees tab.

We recommend to print the report before counting money in the drawer.



Press COUNT DRAWER button to reset the drawer. Then you can compare actual amount in drawer with the one in the system. Then you will be asked to insert new start amount.

End of Day



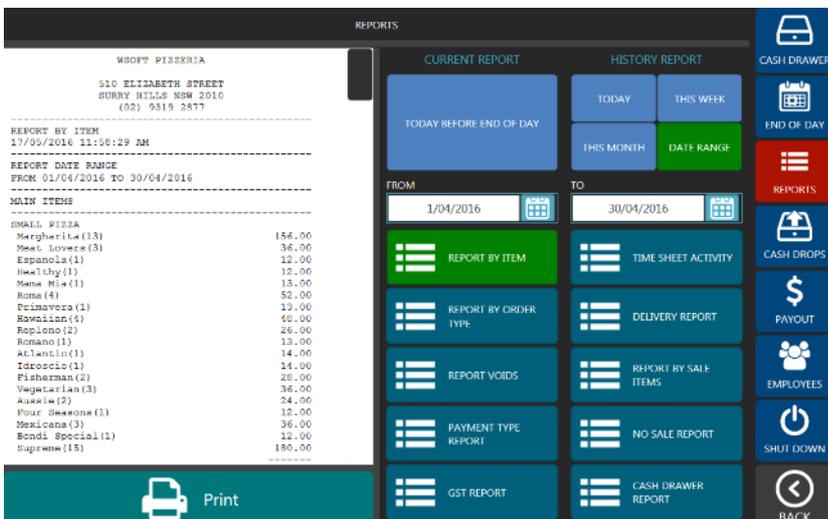
Left part of the screen shows Transaction Summary, Sales by Order Type and optional Sales Report by Item, Delivery Report, Order Voids, Time Sheet Activity. All these reports are for period from last End of Day until now. Pressing Run End of Day will save this period to history and reset all actual statistics to zero. You should run End of Day at the end of each day.

You can not run End of Day if there are open orders, or any employees are checked in.

Every Run of End of Day will back up data to C:\Wsoft\Reports and to the online Cloud.

End of Day process will also clean the memory and help to keep the system running fast and smooth.

Reports



To access any report select date and the desired report type.

To see today's report during the day before performing End of Day press TODAY BEFORE END OF DAY button.

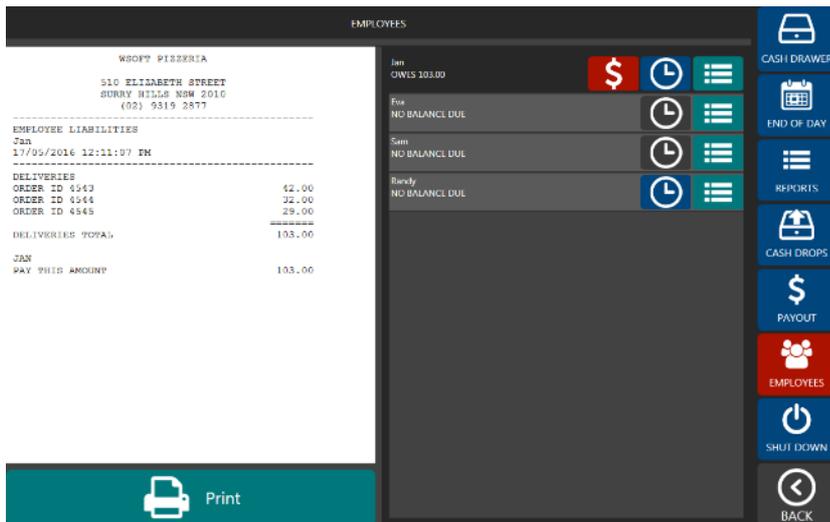
After running End of Day, report is saved and can be accessed by pressing any historical button.

Any report can be printed by pressing Print button.

There are two basic types of reports:

- Current (period from last End of Day to now before running End of day)
- History (all saved data from previous End of Day reports)

Employees

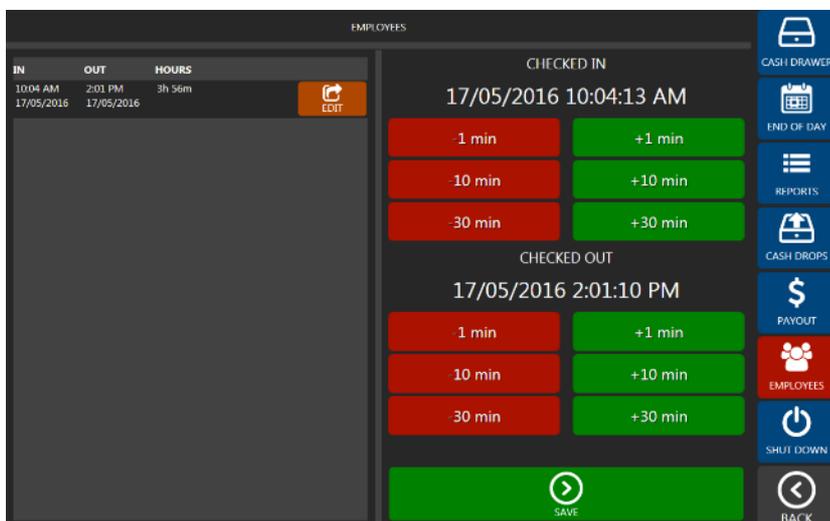


In this menu you can see employee's hours worked and all drivers liabilities.

 Employee is checked out. You can adjust employee's worked hours by pressing this button.

 Employee is checked in. You can adjust their worked hours by pressing this button.

 This button is visible when driver is owing money to cash drawer. Press the button to settle all deliveries.



Press Edit to adjust employee's worked hours. Then you can set check in/out time. Press save to save changes. You can adjust hours only before you run End of Day.

Settings

Company

Type Company name, phone, address and additional info and press “Save” to save it. All informations will be printed on customer receipt. Press “Upload” and select file with your logo image to add company logo. Image file has to be black and white Bitmap image (.bmp). Recommended resolution is 640x480 pixels.

Printer	Name	Main	Cutter	Number of copies
Printer 1	Receipt	<input checked="" type="checkbox"/>	<input type="checkbox"/>	1
Printer 2	Kitchen	<input type="checkbox"/>	<input type="checkbox"/>	1
Printer 3		<input type="checkbox"/>	<input type="checkbox"/>	1
Printer 4		<input type="checkbox"/>	<input type="checkbox"/>	1
Printer 5		<input type="checkbox"/>	<input type="checkbox"/>	1
Printer 6		<input type="checkbox"/>	<input type="checkbox"/>	1

Printer

WPOS can use up to six printers. To Add printer type the printer name as is in Windows, tick “Main” if it is for customer receipts and is connected to the cash drawer. Preparation printers can’t have “Main” tick in. Tick “Cutter” if the printer support auto cutter function. You can also choose number of copies for each printer. To automatically print customer receipt after pressing “Accept” in order menu tick in “Order menu button enable”

To automatically print customer receipt after settling the order tick in “Settle menu button enable”

General

You can set approximate preparation times for each order type. Also enter delivery and Split item fee and minimum delivery price. Auto log off time can be adjusted or turned on or off. Press “SAVE” to save it.

Back Office

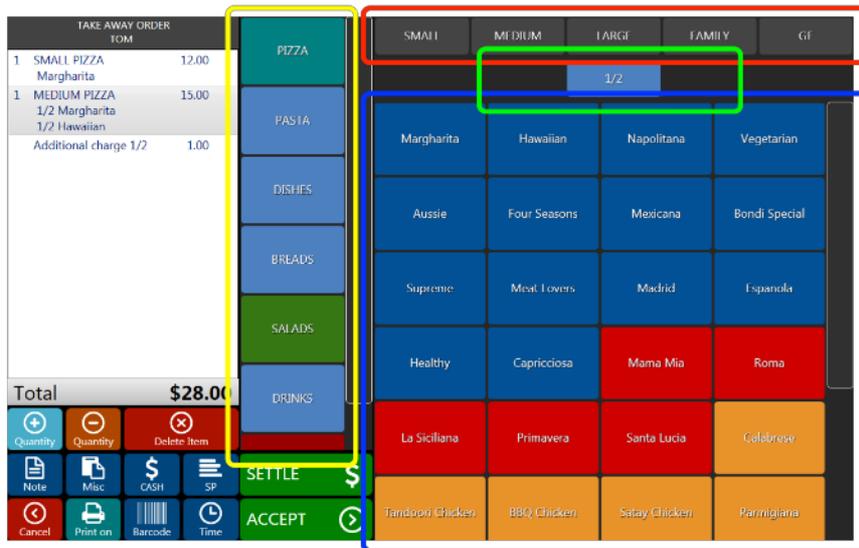
Terms

To understand terms used in Back Office menu we recommend having a good look at below example. This is a pizzeria set up, it may not be relevant to your business but it is an easy to understand example.

All items can be divided into groups called Menu Group (yellow rectangle)

You can add Menu Options (red rectangle) and Modifiers (second picture below) to any item.

Items that has Menu Options (red rectangle) can have Split Menu (green rectangle)

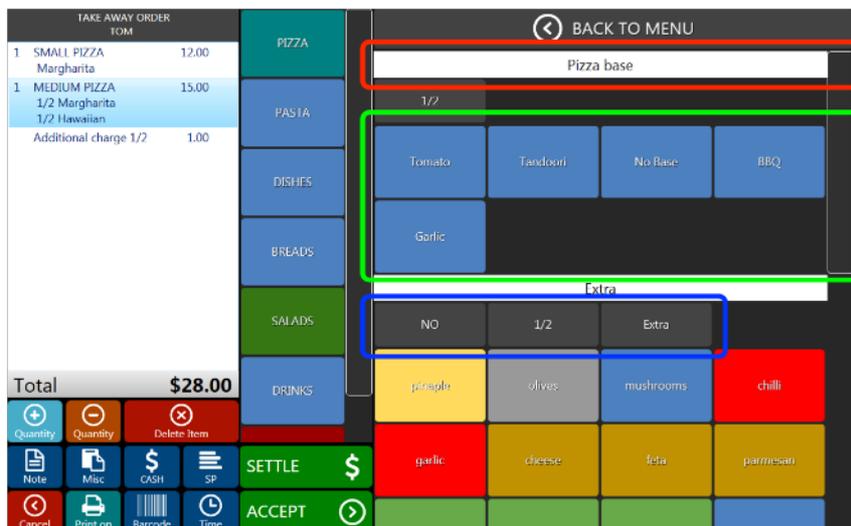


Yellow rectangle: Menu Group Panel

Red rectangle: Menu Options Panel

Green rectangle: Split Menu Panel

Blue rectangle: Menu Item Panel



Red rectangle: First Modifier Group Name

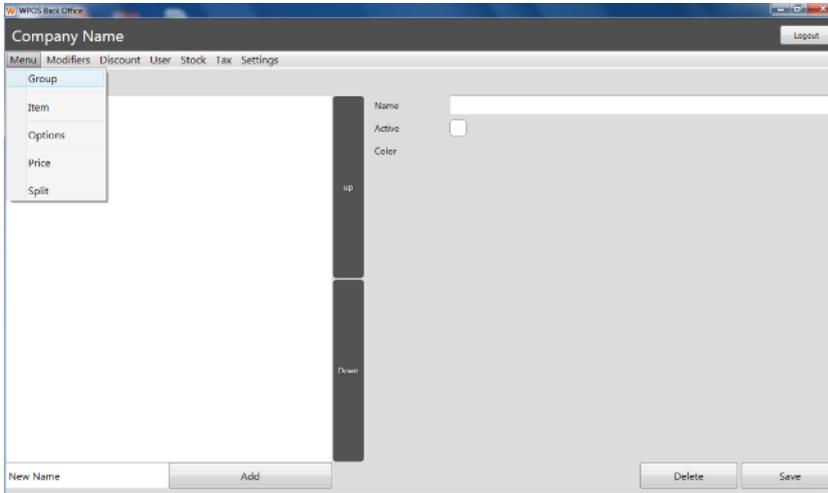
Green rectangle: First Modifier Item Panel

Blue rectangle: Second Modifier Options Panel

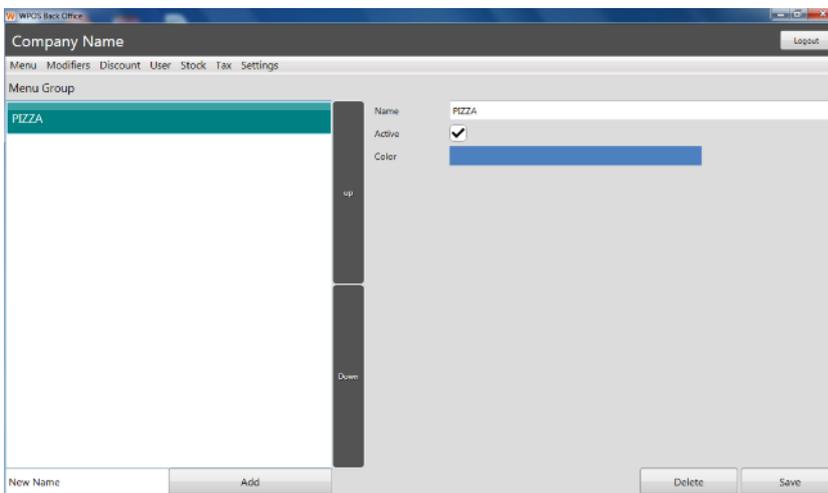
Creating menu

Go to Home Screen, press Back Office on Control Panel

Make new Group



Go to “Menu/Group”
Type the name of your new
Menu Group (for example
PIZZA)
Press “Add”



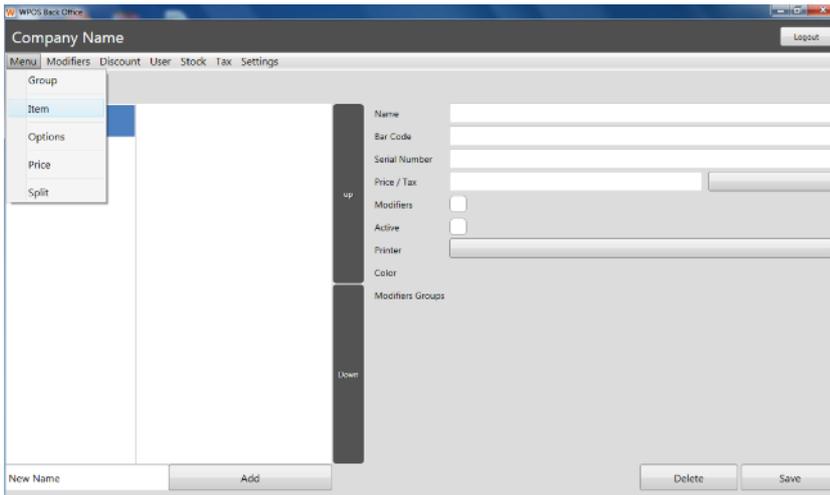
Select the new Group “PIZZA”
Click in Active tick box to
activate it

You can change the colour of
the button

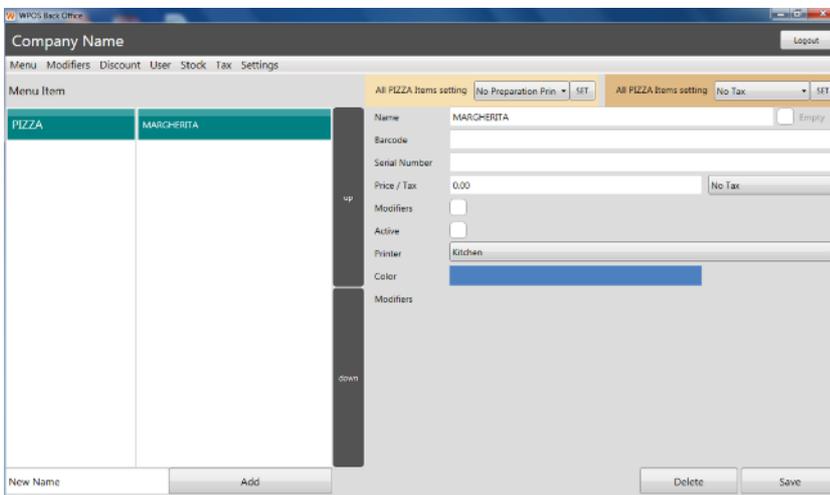
For any changes you have
made press “Save” to save it

You can also change position by
pressing buttons UP or DOWN

Add new Item



Go to “Menu / Item”
Select Group that you set up in step 1 (PIZZA)
Type the name of your new item (for example MARGHERITA)
Press “Add”



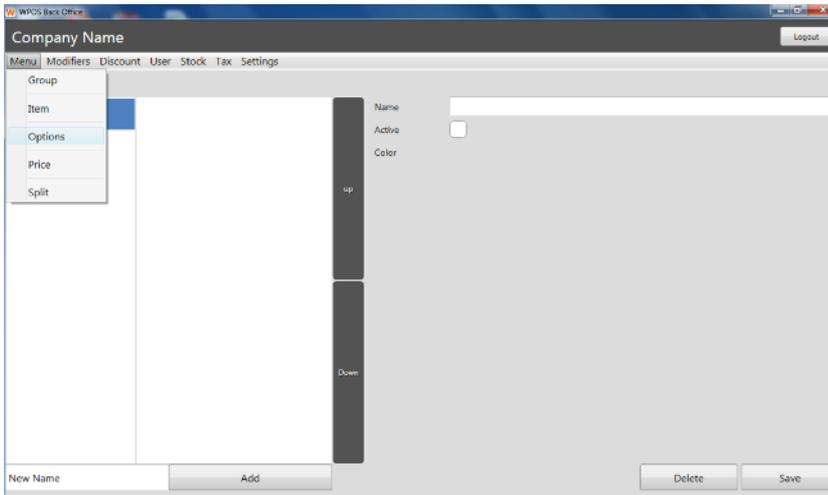
Select the new Item “MARGHERITA”
Click in Active tick box to activate it.
You can change the button colour, set the preparation printer, tax, barcode or activate the modifiers.
If the item has more than one size option (for example small, medium or large pizza), keep prize as \$0, this will be set up later.

For any change you have made press “Save” to save it

You can also change position by pressing buttons UP or DOWN

Note: You can add empty space between Items for easier navigation in Order menu. To enter empty space add new Item, click in Empty tick box and press “Save”.

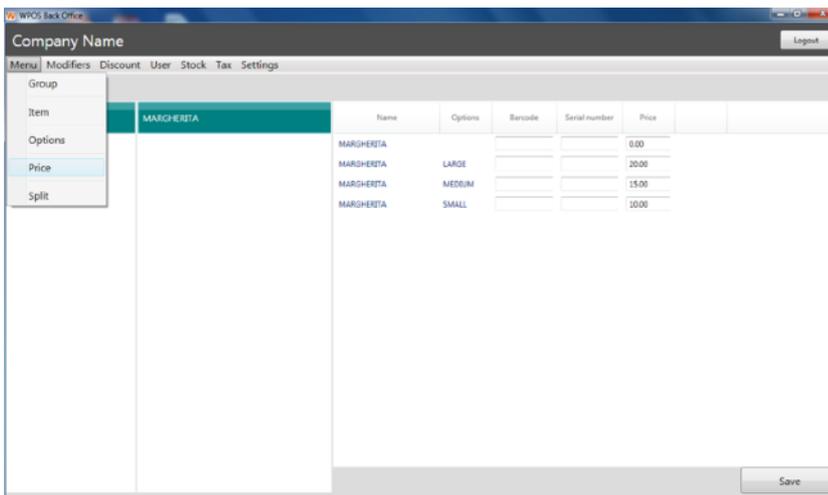
Add Options (Sizes) to Items



To add Option or Size for Group go to “Menu / Options”
 Select Group (PIZZA)
 Type the name of your new Option (for example SMALL) and press “Add”

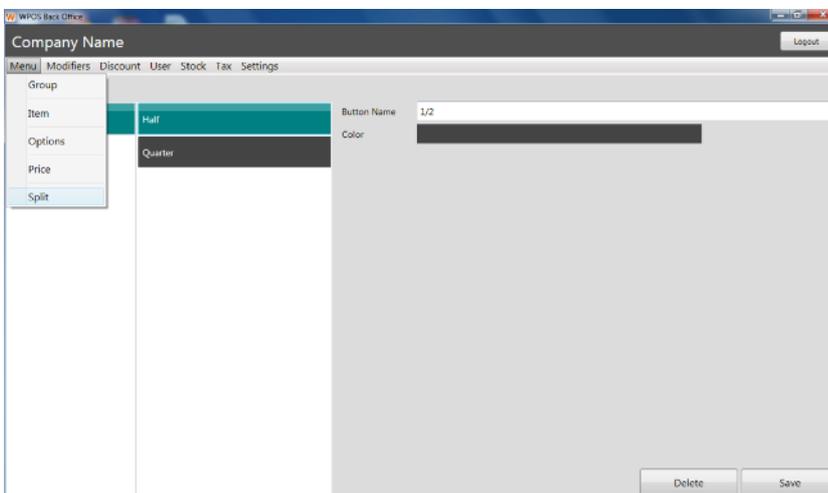
Select the new Option “SMALL”
 Activate it by ticking the activate field
 You can also change the colour
 Press “Save”

Set price for each Item Option



Go to “Menu / Price”
 Type the price for each Item and each Option and press “Save”

Add Split Menu option

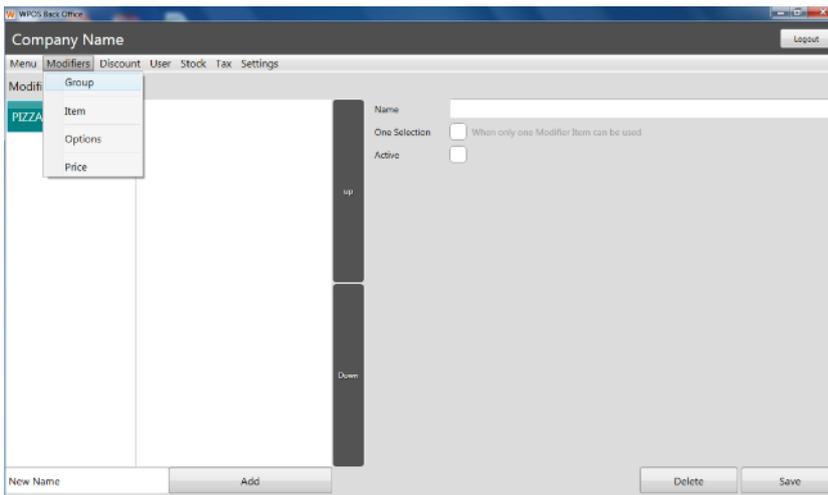


Here you can merge two items together (for example half & half Pizza)

1) To make split option go to “Menu / Split”
 Type Button Name (1/2) set colour and press “Save”

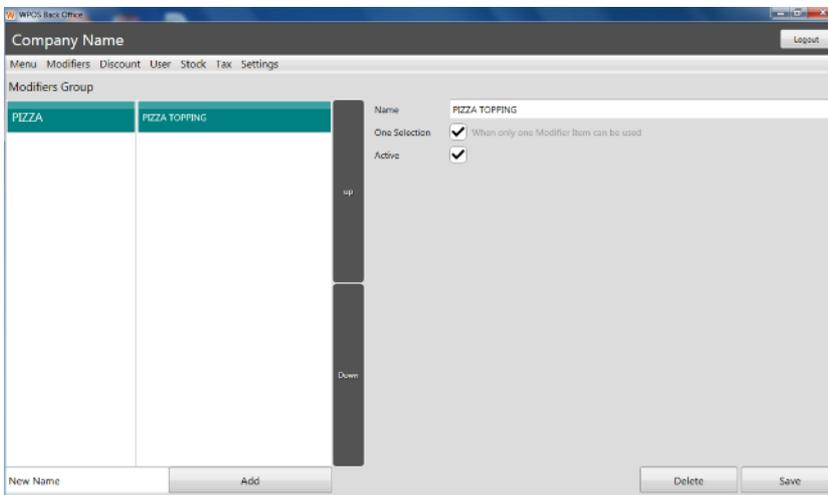
2) Set the extra surcharge for (1/2) pizza in Settings/General “Split Item Extra” (Merged Item price will be Sum of 1/2 price of each Item plus Split Item Extra charge)

Add Modifier to item

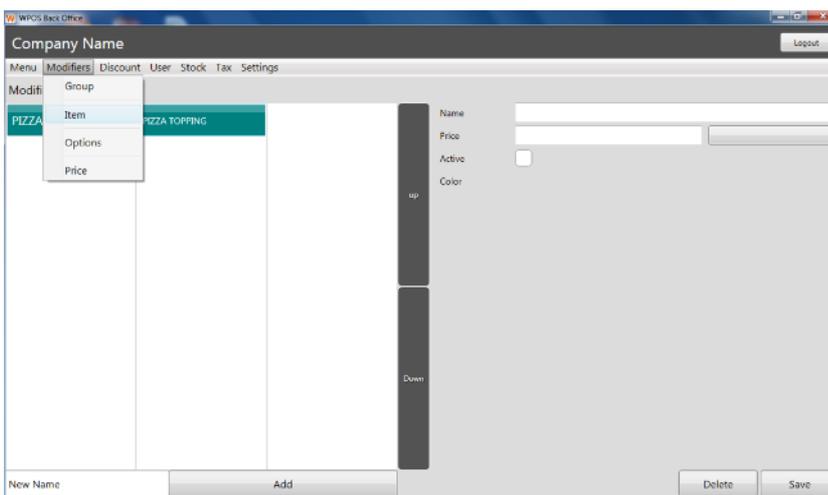


1) Make new Modifiers Group

Go to “Modifiers / Groups”
Select Menu Group where is the item you want to add modifiers to (PIZZA)
Type the name of your new modifier group (example PIZZA TOPPING) and press “Add”

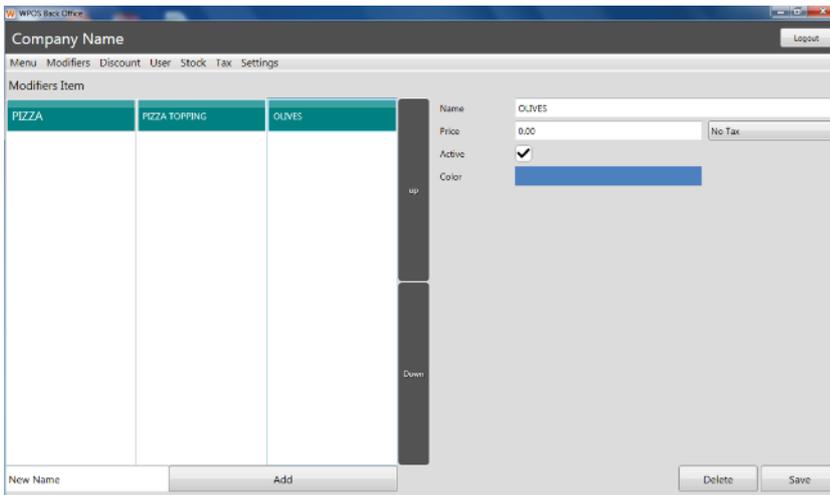


Select the new Modifier “PIZZA TOPPING”
Click in Active tick box to activate it
You can also activate One Selection option If you will have two or more modifiers items in one group and you want to allow only one modifier to be selected in order menu at a same time for one item
Press “Save” to save it

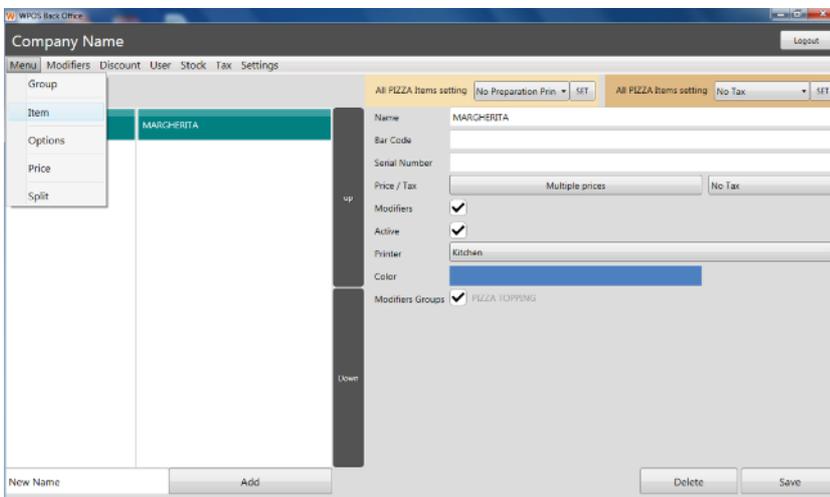


2) Set up new Modifier Item

Go to “Modifiers / Items”
Select modifier group (PIZZA TOPPING)
Type the name of your new modifier (example OLIVES) and press “Add”

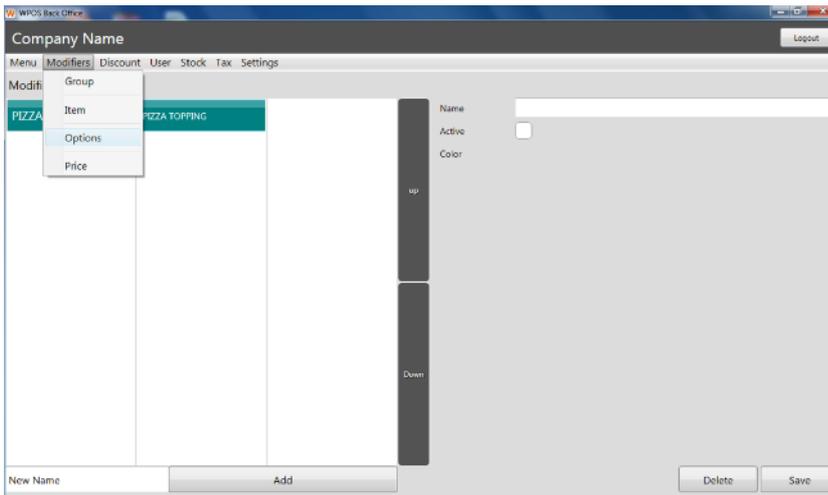


Select the new Modifier Item
“OLIVES”
 Click in Active tick box to
 activate it
 You can also set the price or
 change the button colour
 Press **“Save”** to save it



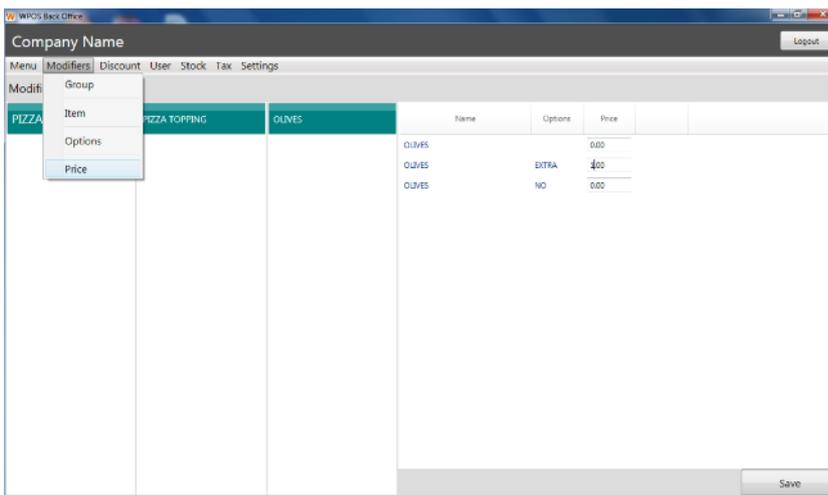
3) Activate Modifier
 Go to **“Menu / Item”**
 Select Group (**PIZZA**) and Item
 (**MARGHERITA**)
 Activate modifiers by ticking the
 Modifiers field and ticking the
 desired Modifier group field
 You can also change the button
 colour
 Press **“Save”** to save it

Add Option to Modifier



To set new option for modifiers go to “Modifiers / Options”
Select modifier group (PIZZA TOPPING)
Type the name of your new modifier option (for example NO) and press “Add”
Select the new Modifier Option “NO”
Click in Active tick box to activate it You can also change the colour
Press “Save” to save it

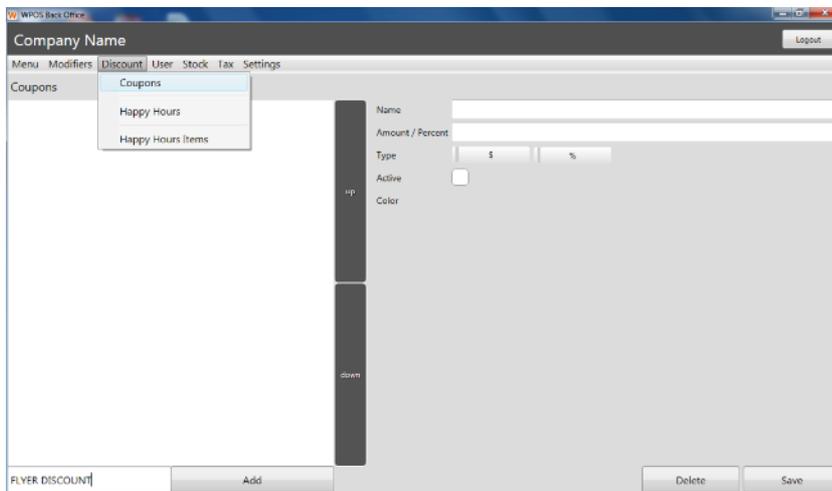
Set Modifier Price



To set Modifier price go to “Modifiers / Price”
Select Modifier Group
Type the price for each Modifier
Press “Save” to save it

Discounts

Coupons

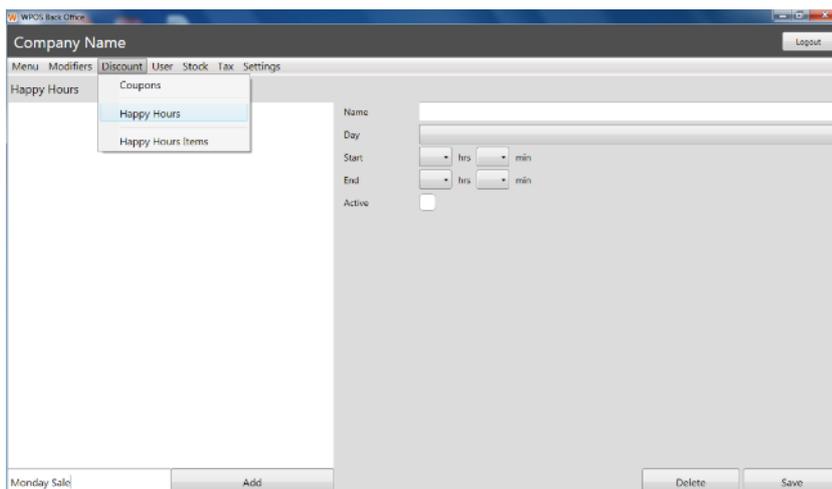


To add pre-set discounts, for example Flyer discount of 10%, go to “Discount / Coupons” Type the name of your new Coupon (FLYER DISCOUNT) and press “Add”

Then you can type the amount (10), select type (%), change colour, activate it by ticking the activate field and press “Save” Note: All active Coupons will be visible for all users in Discount Screen.

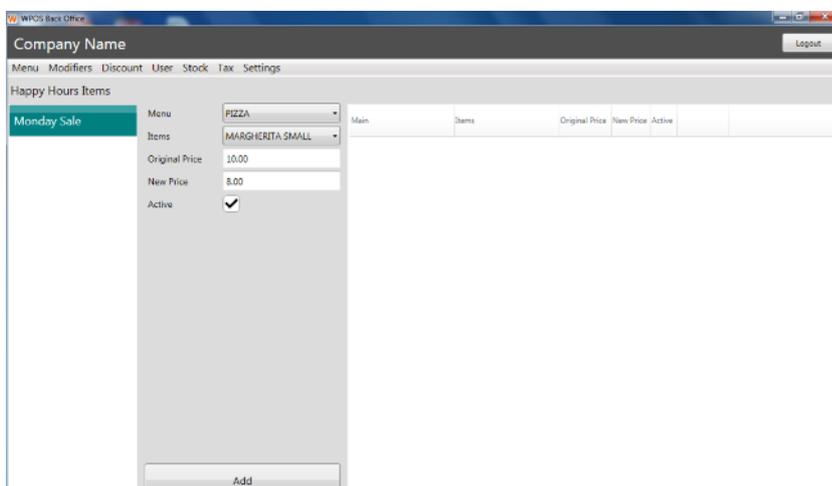
Only users with manager access can add manual discount in Discount Screen.

Time discounted Items (Happy hours)



To automatically discount item at selected time and day, for example on Monday between 5pm and 10pm discount Margherita from \$10 to \$8.

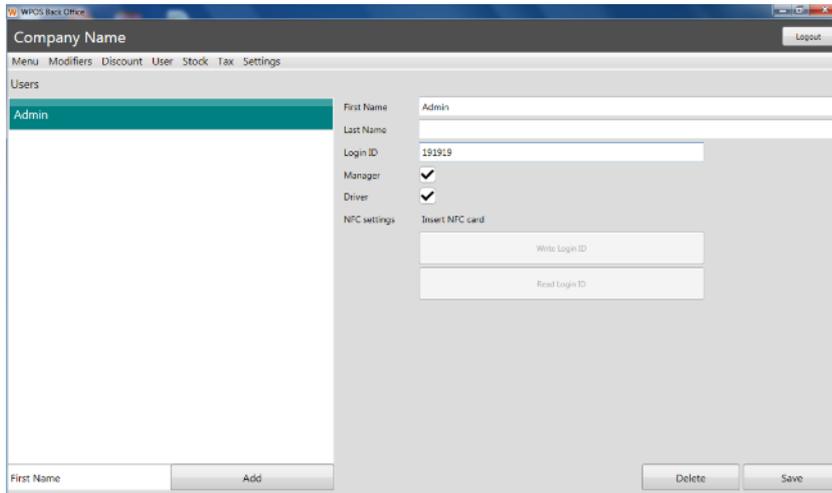
1) To set up Happy Hour go to “Discount / Happy Hours” Type the name of your new Happy Hour (Monday Sale) and press “Add” Select Day (Monday), Start (17:00), End (20:00), activate it by ticking the activate field and press “Save”



2) Add Items to Happy Hour Go to “Discount / Happy Hours Items” Select the Happy Hour (Monday Sale) Select Group (PIZZA), Item (MARGHERITA SMALL), type the new price (8.00), activate it by ticking the activate field and press “Add”

Users

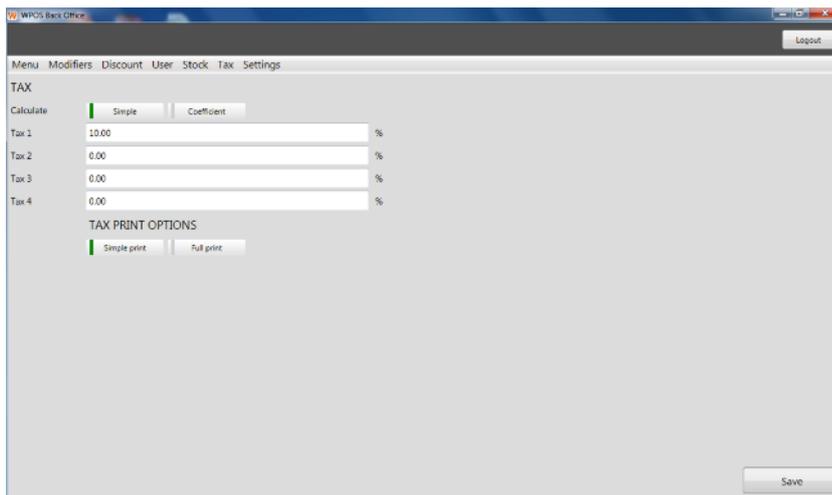
Preset user's login ID with administrator privileges is 191919.



To add new user go to “User”
Type the new user name and
press “Add”
Select the user you just added.
Type their Login ID, set up their
privileges and press “Save”

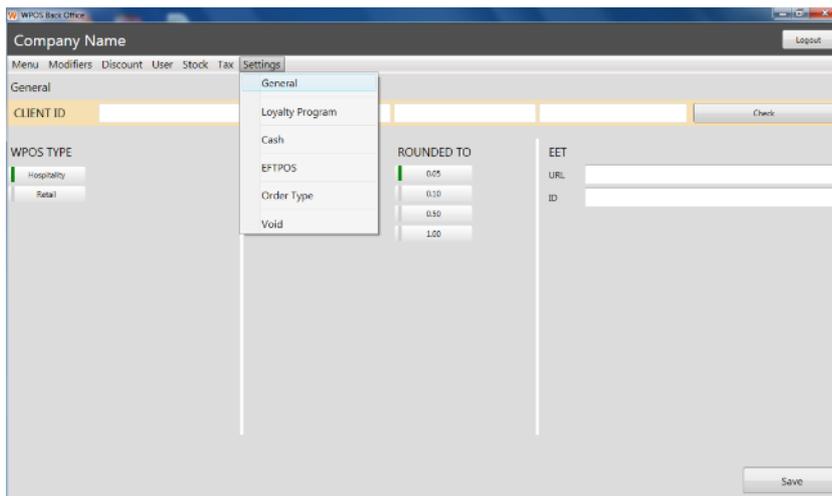
Managers privileges:
Managers can access Manager
Menu, Back Office,
Reservations and Settings.
Managers can void orders,
delete items from order and add
manual discount.

Tax



To edit or add new tax go to
“Tax” Select Calculation method
(most countries Simple) and
enter tax amount into one of
four boxes. You can choose
printing format of the receipt by
selecting either Simple or Full
print and press “Save” to save
it.

Settings

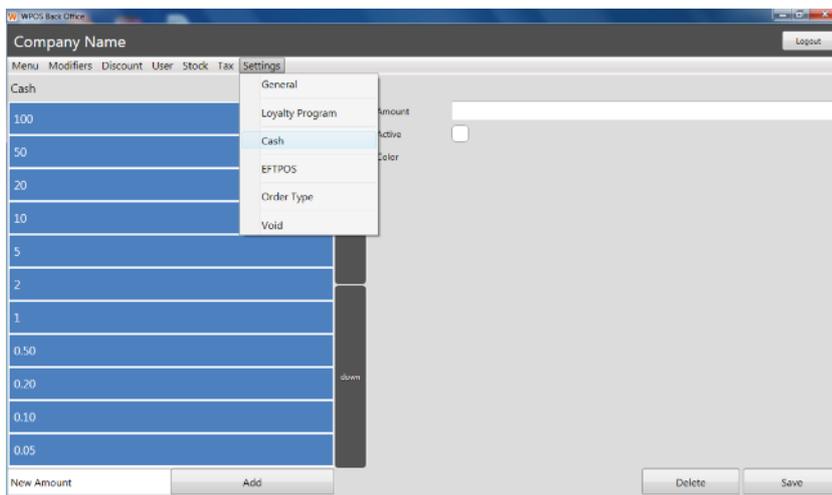


General

To Change Client ID go to “Settings / General”. You have to be connected to the internet to be able to change Client ID. Enter your Client ID and press “Check”. Colour of the input fields will change to green if the Client ID is correct.

To select type of industry where you want to use the WPOS system go to “Settings / General”. Changing WPOS type

will affect printer settings and order types in Home Screen. To set up rounding go to “Settings / General”. For any changes you have made press “Save” to save it.

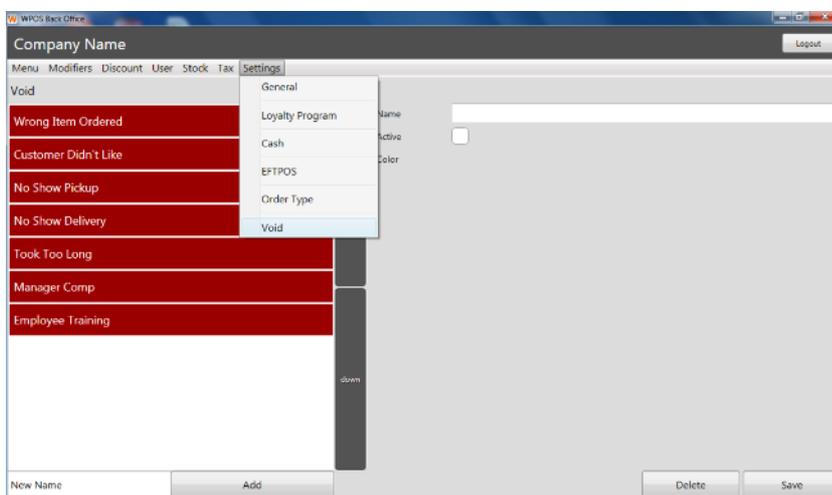


Cash

To change or add banknotes and coins used in Settle Screen go to “Settings / Cash”.

Select “New Amount”, type the value of your new banknote or coin and press “Add”. Select new value added, click in Active tick box to activate it. You can change the colour of the button. You can also change position by pressing buttons UP or DOWN.

For any changes you have made press “Save” to save it.



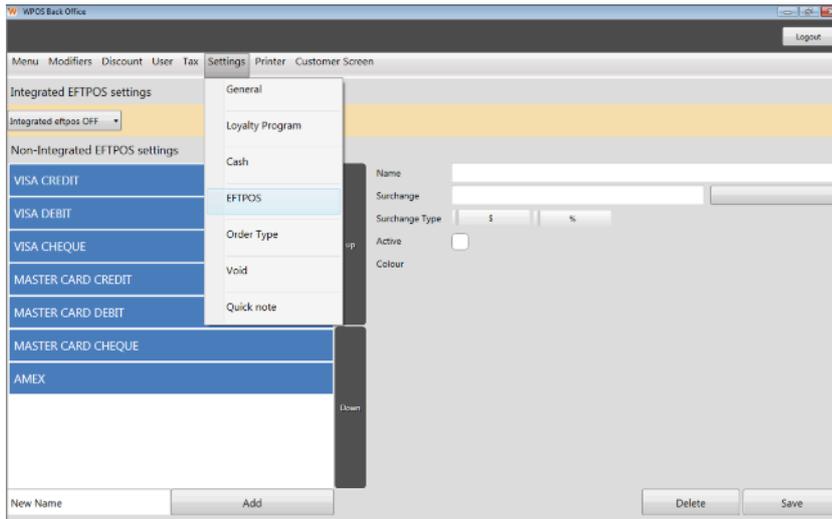
Void

To change or add preset void type go to “Settings / Void”. Type the void name and press “Add”.

Select the new void name and click in Active tick box to activate it. You can change the colour of the button. You can also change position by pressing buttons UP or DOWN.

For any changes you have made press “Save” to save it.

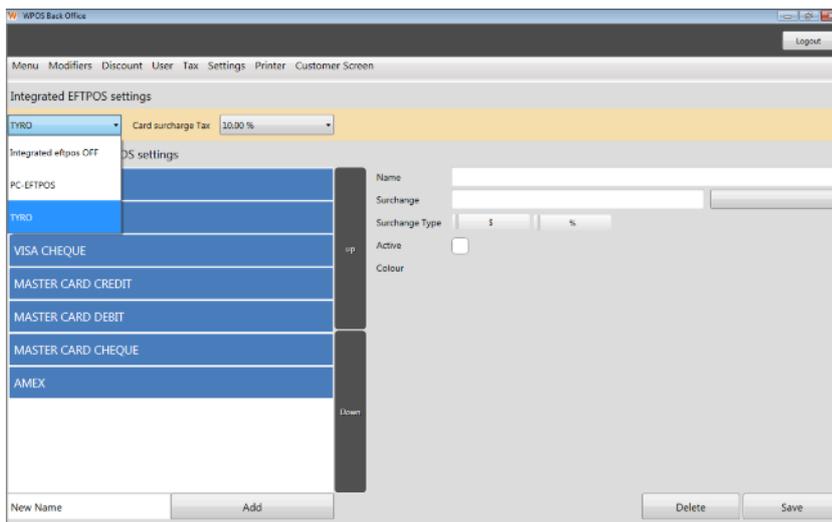
Non-integrated EFTPOS



To change or add new type of credit card used in Settle Screen go to “Settings / EFTPOS”. Select “New Name” to type in the name of your new card and press “Add”. Select the new card and click in Active tick box to activate it. You can change the colour of the button and set surcharge. You can also change position by pressing buttons UP or DOWN.

For any changes you have made press “Save” to save it.

Integrated EFTPOS



Select your Eftpos provider from drop-down menu. For EFTPOS from major banks select PC-EFTPOS. For Tyro select TYRO.

When using Tyro integrated terminals you can select tax on card surcharges (Consult with your accountant). Card surcharges can be set on Tyro terminal.

For any changes you have made press “Save” to save it.

All integrated terminals have to be installed in Windows.
How to install Eftpos terminal on Windows please refer to links below

PC-EFTPOS - <https://pceftpos.com/documentation/>

Tyro - <https://help.tyro.com/s/>