



User Manual

Before plugging, starting or setting up your new terminal for the point of sale,
please read carefully this User Manual

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Revision history

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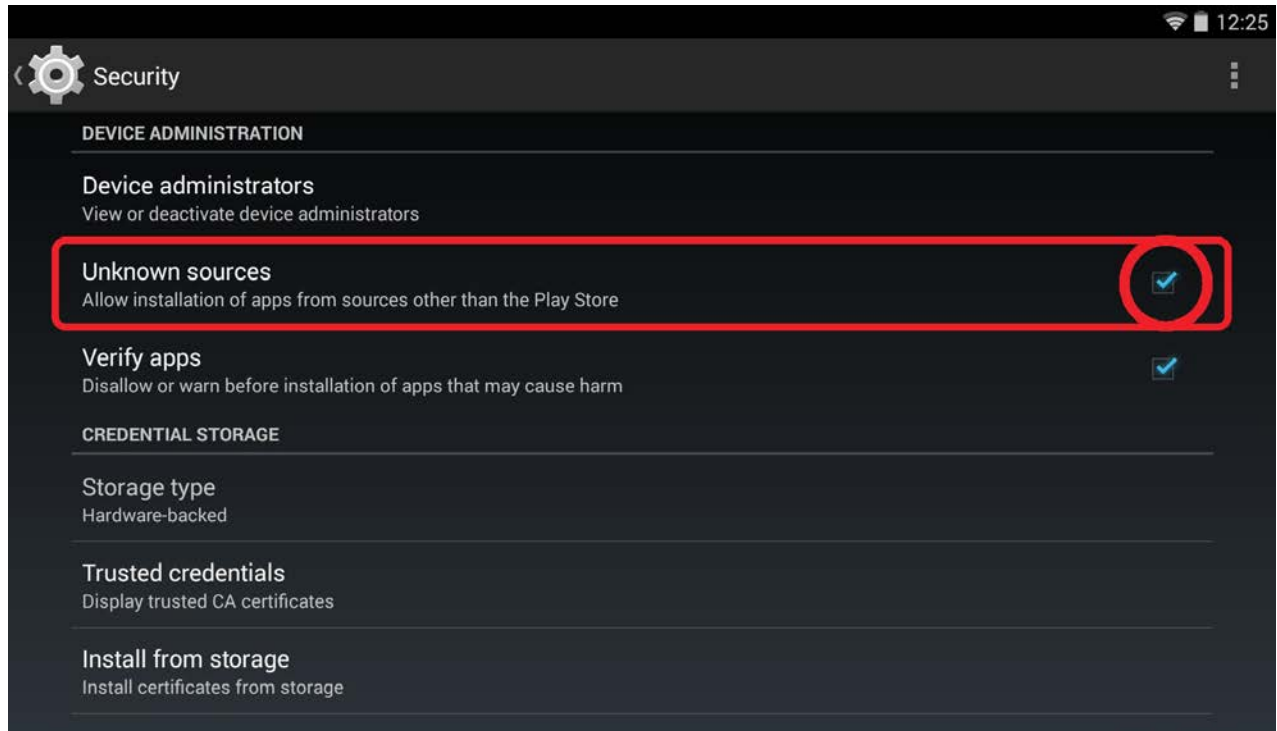
1. Download the HioPOS Cloud

The HioPOS Cloud app can be downloaded in APK format from the following link:

<http://cloudlicense.icg.eu/downloads/HioPOSCloud/HioPOSCloud.apk>

Accept the download and wait for the app to be downloaded.

In order to install app that does not come from Google Play the user needs to enable the feature **Unknown sources** from the Android OS security settings.



Once activated you can start the app installation, it is located in the Downloads folder of your Android device.

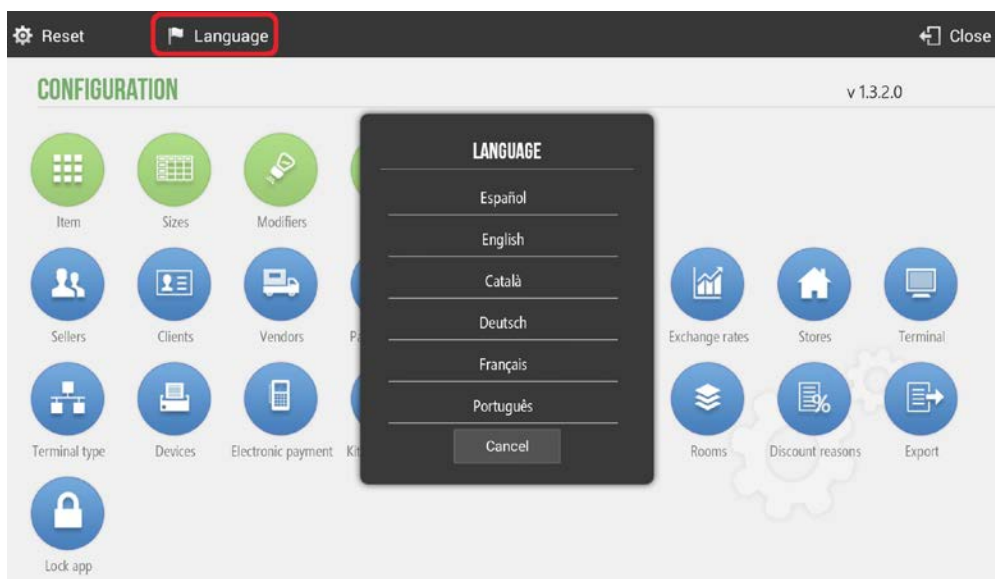
2. First installation

HioPOS Cloud will guide you through setup where you can manage the initial settings.



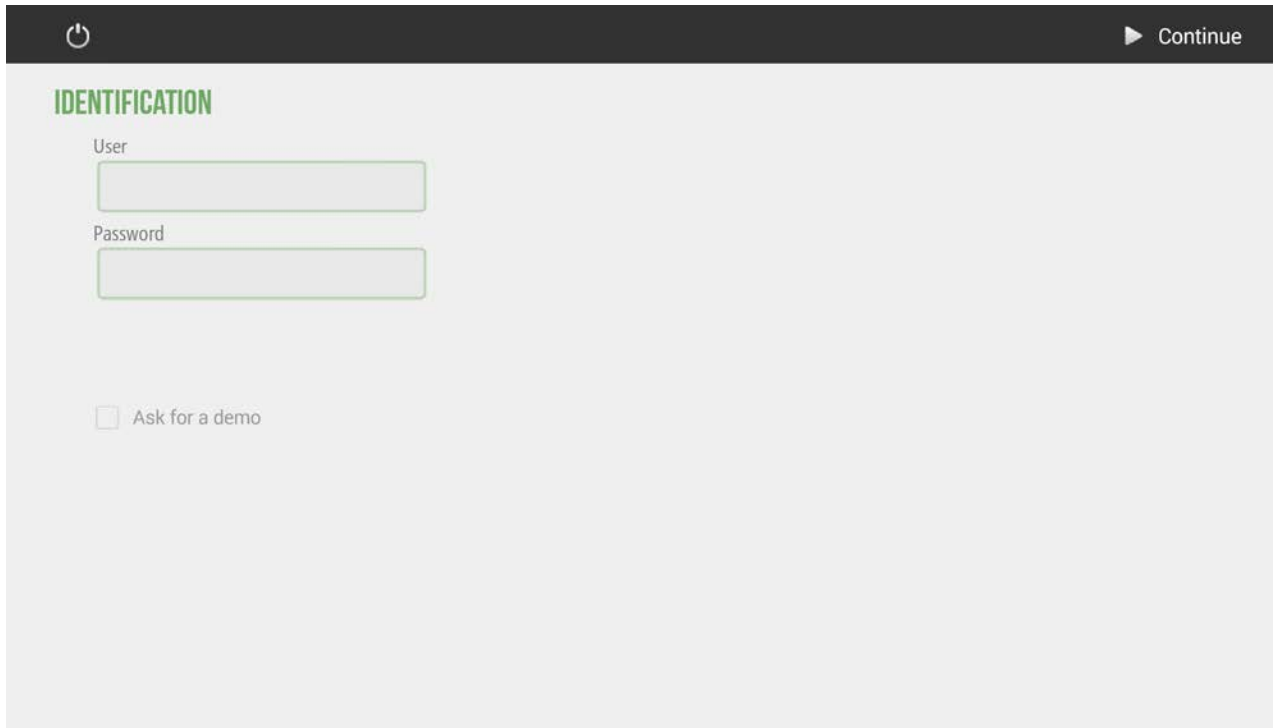
2.1 Choose your language

HioPOS Cloud will be displayed in your language, for this choose it from the list and start with the installation. You can change the language later on from the *Configuration* menu, after you finish the installation.



2.2 Identification

Enter your User and Password to access the terminal, then press Continue. If you don't have a User or Password please contact your Dealer.



The screenshot shows a software interface with a dark header bar containing a power icon on the left and a 'Continue' button with a play icon on the right. Below the header, the word 'IDENTIFICATION' is displayed in green. There are two input fields: 'User' and 'Password', both with light green borders. Below these fields is a checkbox labeled 'Ask for a demo'.

If you don't have a User yet, you can ask for a demo version. Select *Ask demo* and enter the *Promotion Code* provided by your dealer.

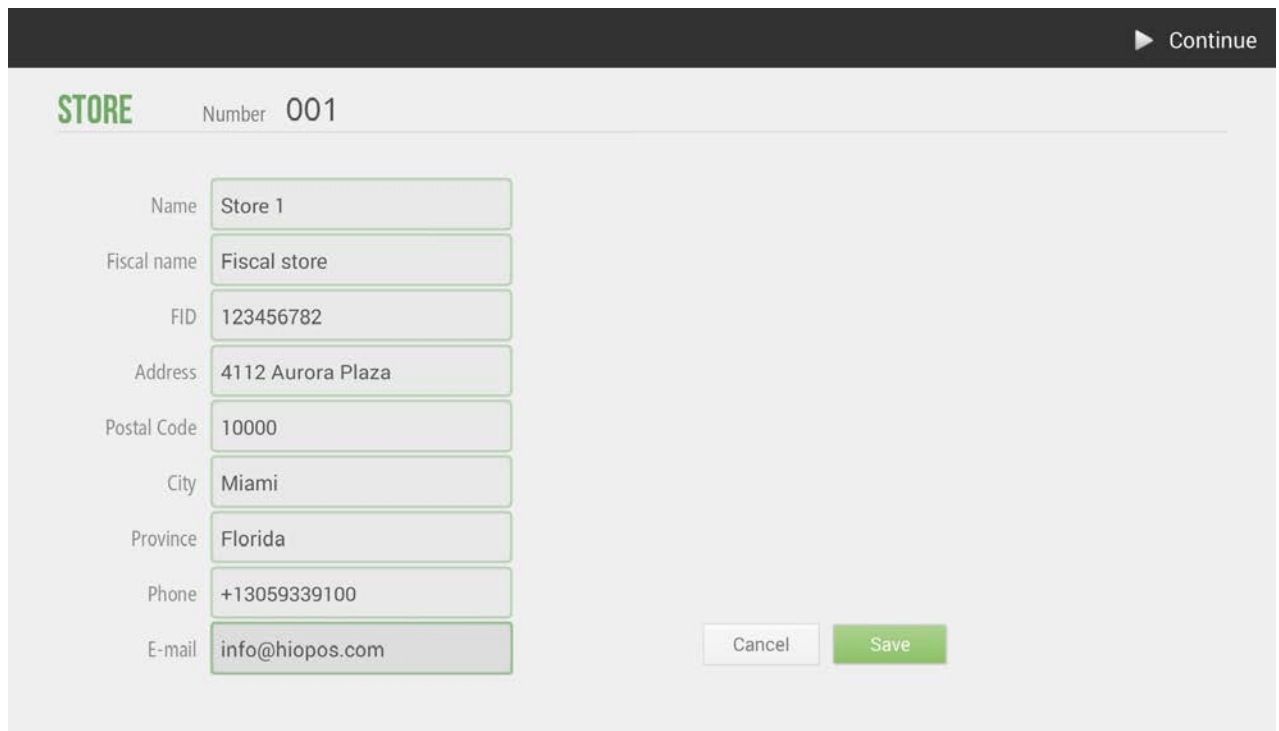


This screenshot is identical to the one above, but the 'Ask for a demo' checkbox is highlighted with a red rectangular border.

Demo versions have a limited duration, you can purchase the service at any time or when the demo expires. If you purchase the service, all data you entered will remain.

2.3 Store

Enter the store information for the terminal you are configuring.



STORE Number: 001

Name	Store 1
Fiscal name	Fiscal store
FID	123456782
Address	4112 Aurora Plaza
Postal Code	10000
City	Miami
Province	Florida
Phone	+13059339100
E-mail	info@hiopos.com

Cancel Save

This information will be printed in your receipts. You can change it after you finish the installation from the *Configuration* menu.

2.4 Taxes

HioPOS Cloud comes ready with your local taxes. You can change them from this window or after you finish the installation, go to *Taxes* from the *Configuration* menu.

The screenshot shows a configuration window for taxes. The title is 'TAX'. On the left, there is a 'Name' input field with a trash icon. Below it is a '+ New tax' button. The main area displays a list of taxes with their respective percentages:

Tax Name	Percentage
Delivery Tax	15 %
Purchases Tax	7 %
Sales Tax	10 %

A search icon is located on the right side of the window.

2.5 Custom configuration

Choose here if prices include taxes or not.

If you have a restaurant, choose if you want to work with a Table Layout or not.

The screenshot shows a configuration window titled 'CONFIGURACIÓN'. The header has a 'Continuar' button. The main area contains two questions with radio button options:

¿Los precios incluyen impuestos?

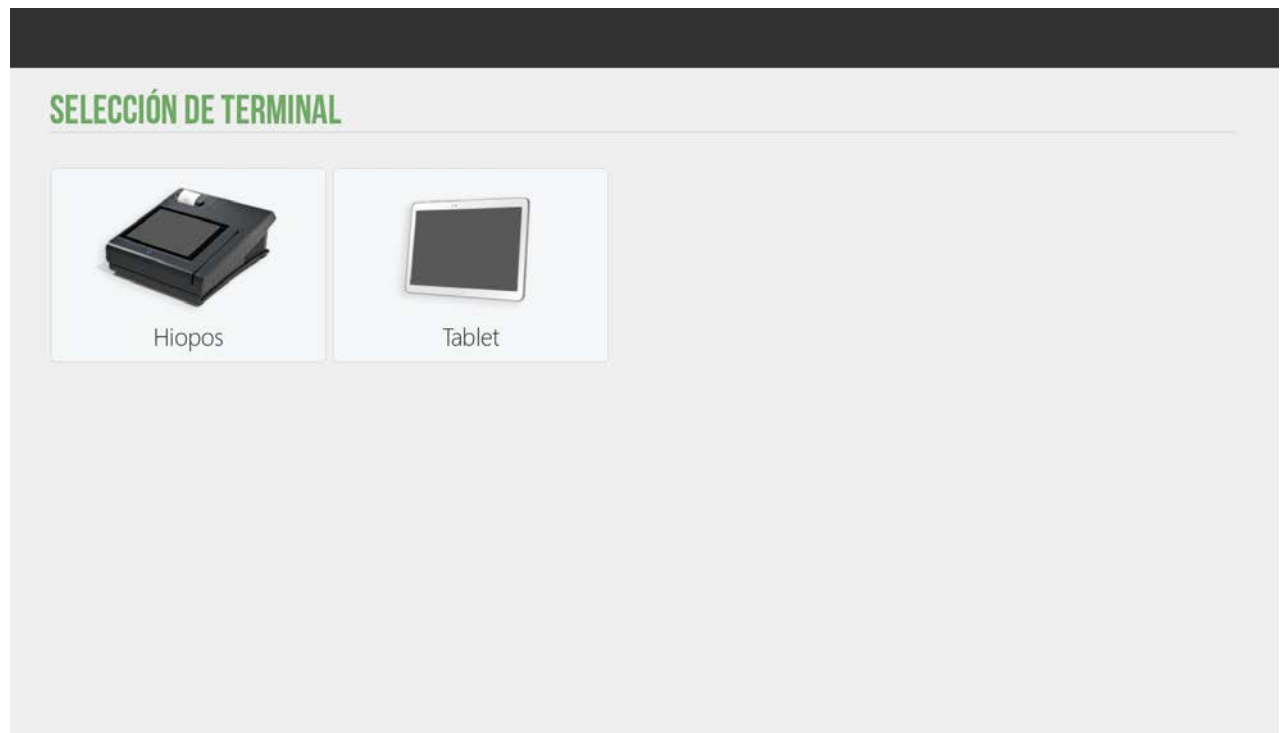
Si
 No

¿Desea utilizar la pantalla de mesas?

Si
 No

You can change these settings later on from the *Configuration* menu.

2.6 Select your terminal



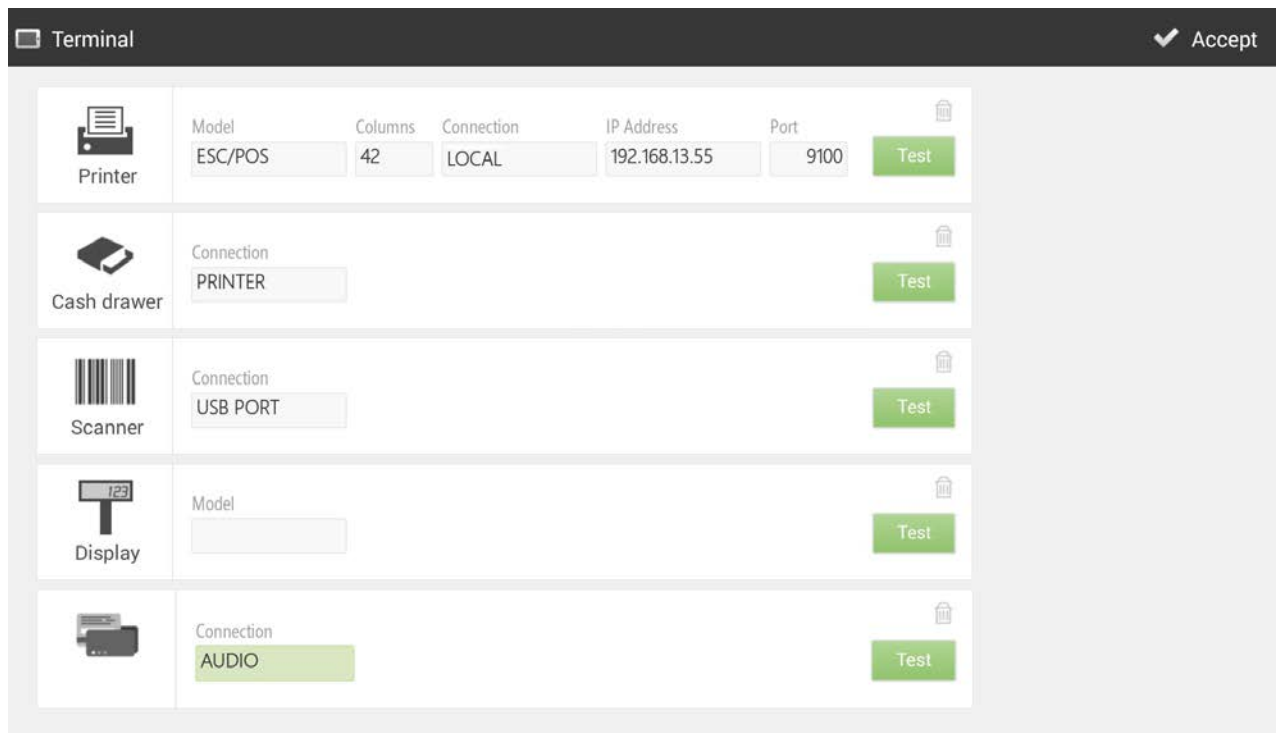
2.6.1 All-in-one terminal

The all-in-one terminals come with all the features already configured, if have one from the list select it. To see if all the features are working fine press the Test button of each of them.



2.6.2 Tablet (or other terminals)

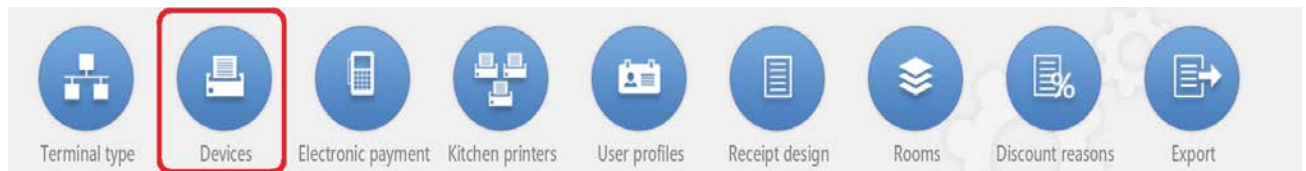
If you don't have an all-in-one terminal, or if your terminal is not on the list, select the option **Tablet**. Now you can configure all parameters from the Printer, the Cash drawer, the Scanner or the Magnetic stripe reader.



After you configure each device, press the Test button to see if it works fine.

According to the device you are configuring and the specifications of your tablet, you can choose between what type of connection to use (Local network, Bluetooth, USB Port, Printer port, Keyboard simulation or Audio port).

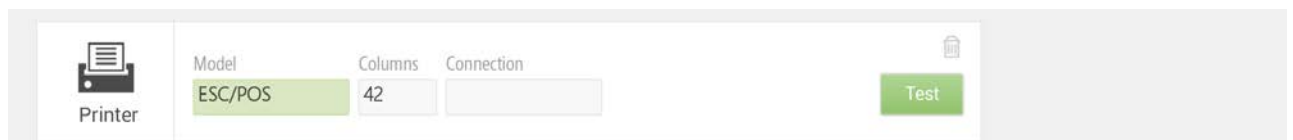
If you want to change the settings of these devices or add new ones go to *Devices* in *Configuration* after you finish the installation.



2.6.3 Printer

The printer you configure here will be the one HioPOS Cloud will use by default to print out receipts.

HioPOS Cloud works with most of the ESC/POS receipt printers. You can also change the number of columns to print out. The standard is 42 columns.



Now choose the Connection. It works with Local network, Bluetooth, or USB Port.

If you have an Ethernet or Wi-Fi printer, choose Local Network and enter the printer IP address. By default the printer port should be 9100, if not check the printer user manual.

If the printer is Wi-Fi choose the Local Network Connection. This time both, printer and tablet, have to be in the same wireless network. Enter the printer IP address and its port. Press *Test* to make sure it works fine.



If you want to connect it by Bluetooth you need to first connect it to the Android OS. Go to the Android Settings and there go to Bluetooth and select the printer from the Bluetooth devices in range. Once connected we'll go back to the HioPOS Cloud to choose the *Device* that will appear automatically on the list. Press *Test* to make sure it works fine.



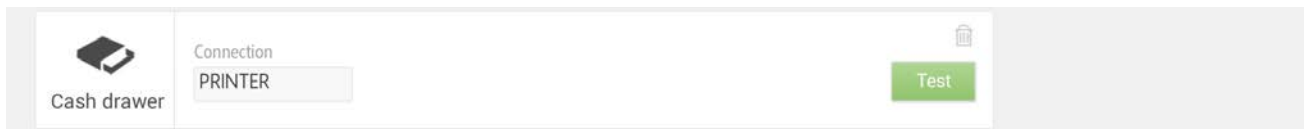
The screenshot shows a configuration panel for a printer. On the left is a printer icon and the label 'Printer'. To the right are four input fields: 'Model' with 'ESC/POS', 'Columns' with '42', 'Connection' with 'BLUETOOTH', and 'Device' which is empty. A green 'Test' button is on the far right.

If you choose USB Port the printer must be connected by cable. In *Device* select the according port and press *Test* to make sure it works fine.

2.6.4 Cash Drawer

For the all-in-one terminal, you may use the cash drawer provided or any 12V cash drawer. (Using any cash drawer that is not 12V may damage the terminal)

If you don't have an all-in-one terminal but the receipt printer is compatible with ESC/POS, then the printer has a DK port to connect the cash drawer. Select Printer from the type of Connection.

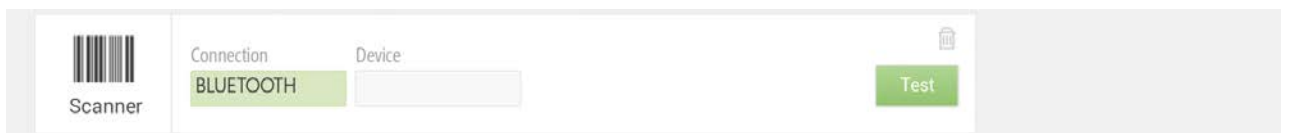


The screenshot shows a configuration panel for a cash drawer. On the left is a cash drawer icon and the label 'Cash drawer'. To the right is a 'Connection' field with 'PRINTER' selected. A green 'Test' button is on the far right.

2.6.5 Scanner

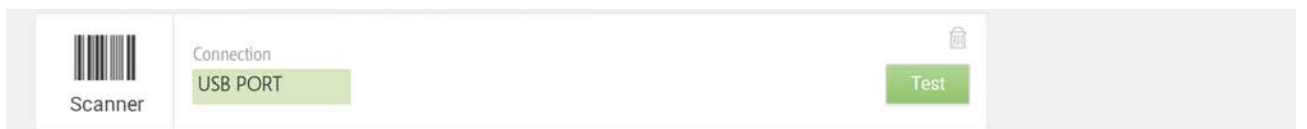
The scanner, or bar code reader, can work by Bluetooth, USB Port or Keyboard Simulation.

If you want to connect it by Bluetooth you need to first connect it to the Android OS. Go to the Android Settings and there go to Bluetooth and select the scanner from the Bluetooth devices in range. Once connected we'll go back to the HioPOS Cloud to choose the *Device* that will appear automatically on the list. Press *Test* to make sure it works fine.



The screenshot shows a configuration panel for a scanner. On the left is a scanner icon and the label 'Scanner'. To the right are two input fields: 'Connection' with 'BLUETOOTH' and 'Device' which is empty. A green 'Test' button is on the far right.

If you choose USB Port the scanner must be connected by cable. In *Device* select the according port and press *Test* to make sure it works fine.

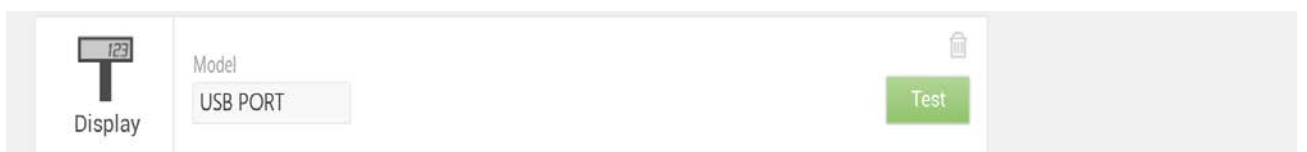


The screenshot shows a configuration panel for a scanner. On the left is a scanner icon and the label 'Scanner'. To the right is a 'Connection' field with 'USB PORT' selected. A green 'Test' button is on the far right.

The entry by Keyboard Simulation doesn't need any device connected to the point of sale. Type in the keypad the item's bar code, and then press enter. HioPOS Cloud will put the item in the receipt.

2.6.6 Display

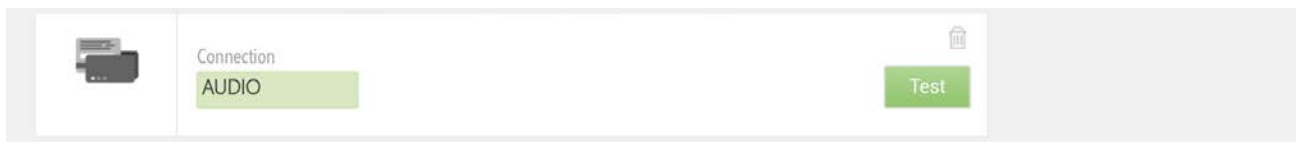
Select the customer display model, as well as the according configuration.



The screenshot shows a configuration panel for a display. On the left is a display icon and the label 'Display'. To the right is a 'Model' field with 'USB PORT' selected. A green 'Test' button is on the far right.

2.6.7 Magnetic Stripe Reader

In a tablet the magnetic card reader is connected to the Audio Port. Plug in the jack to the Audio Port and select the according *Connection*. Press *Test* to make sure it works fine.



2.7 Items quick creation

HioPOS Cloud organizes items at three main levels: Families, Subfamilies and Items. To create new items first click *New family*.



Once a family has been named, you can now create a *New subfamily* or go to *Edit items*. Select the second option.



2.7.1 New items

From the Edit Items window you can create a *New item* and give it a Price, Reference number or Bar Code, also choose if it has stock.

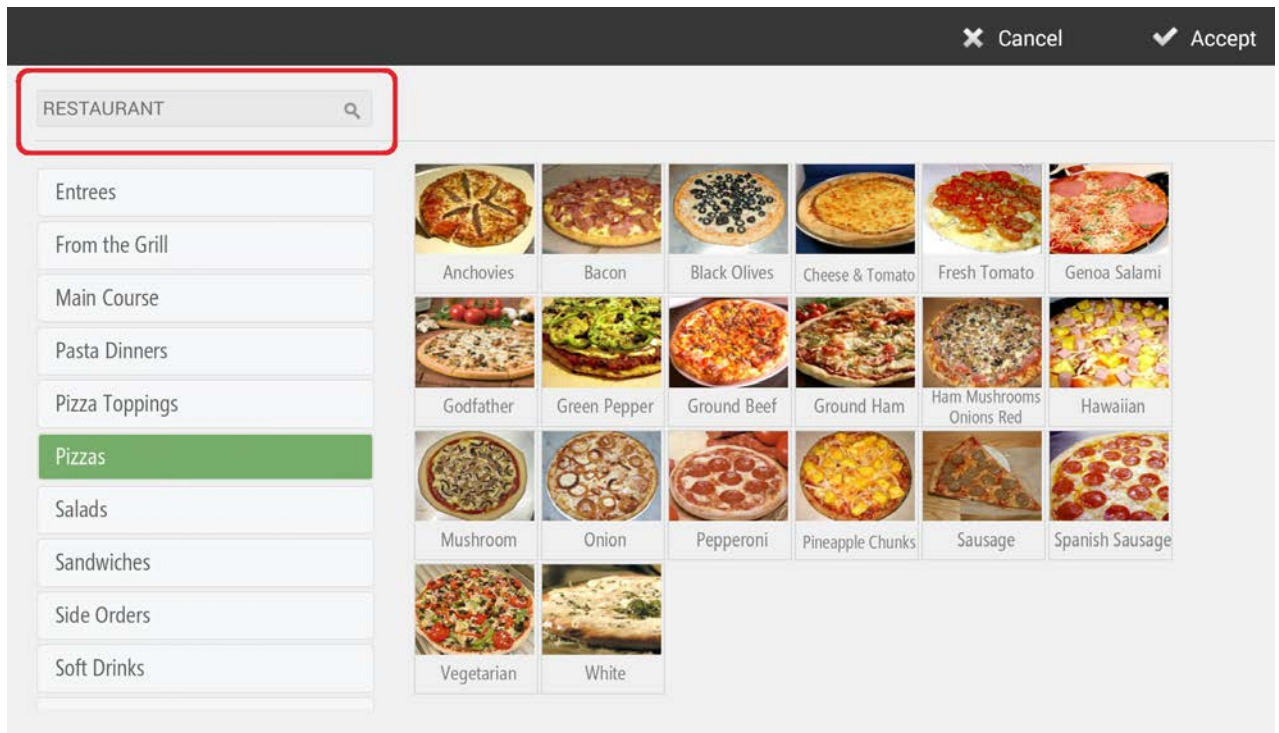
From the Edit Items window, you can select from the top menu the family whose items you want to edit, together with the price rate.



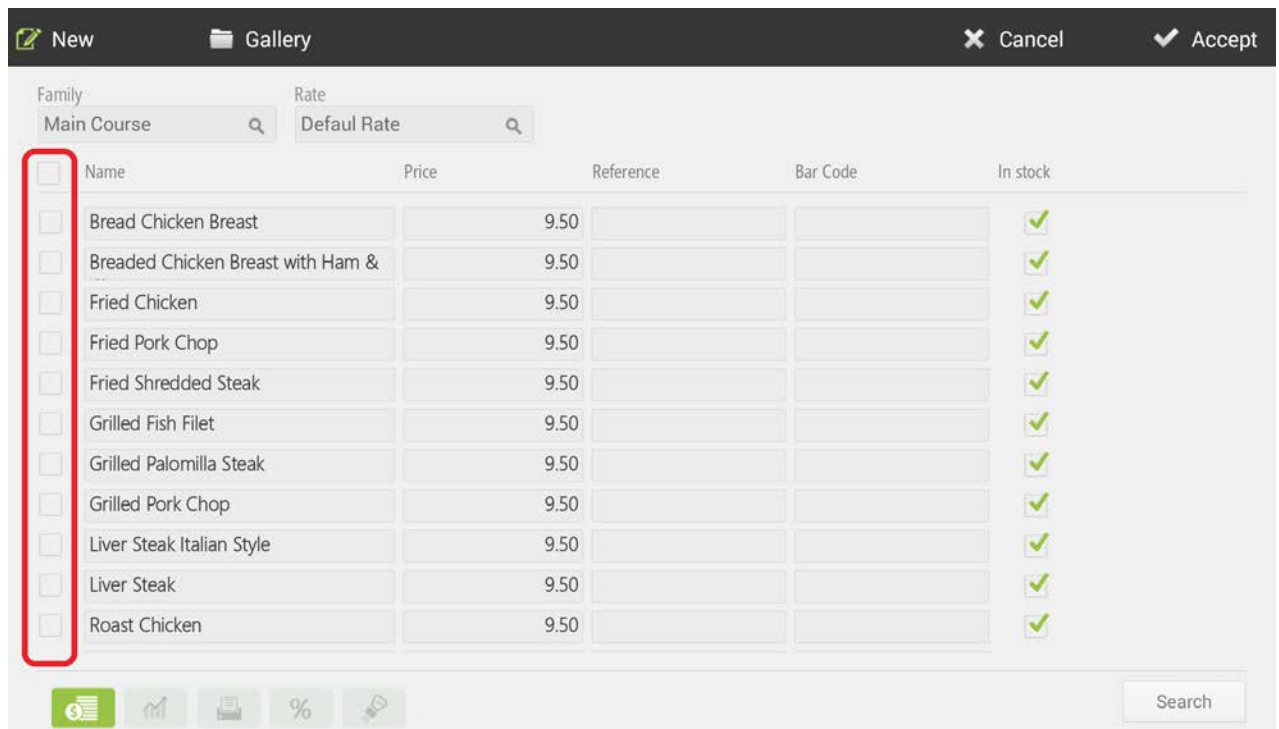
The *Gallery* opens us a database of items with pictures that come ready to use in HioPOS Cloud, this way the installation and start up process is much shorter, it also helps to organize pictures of items that we are updating.



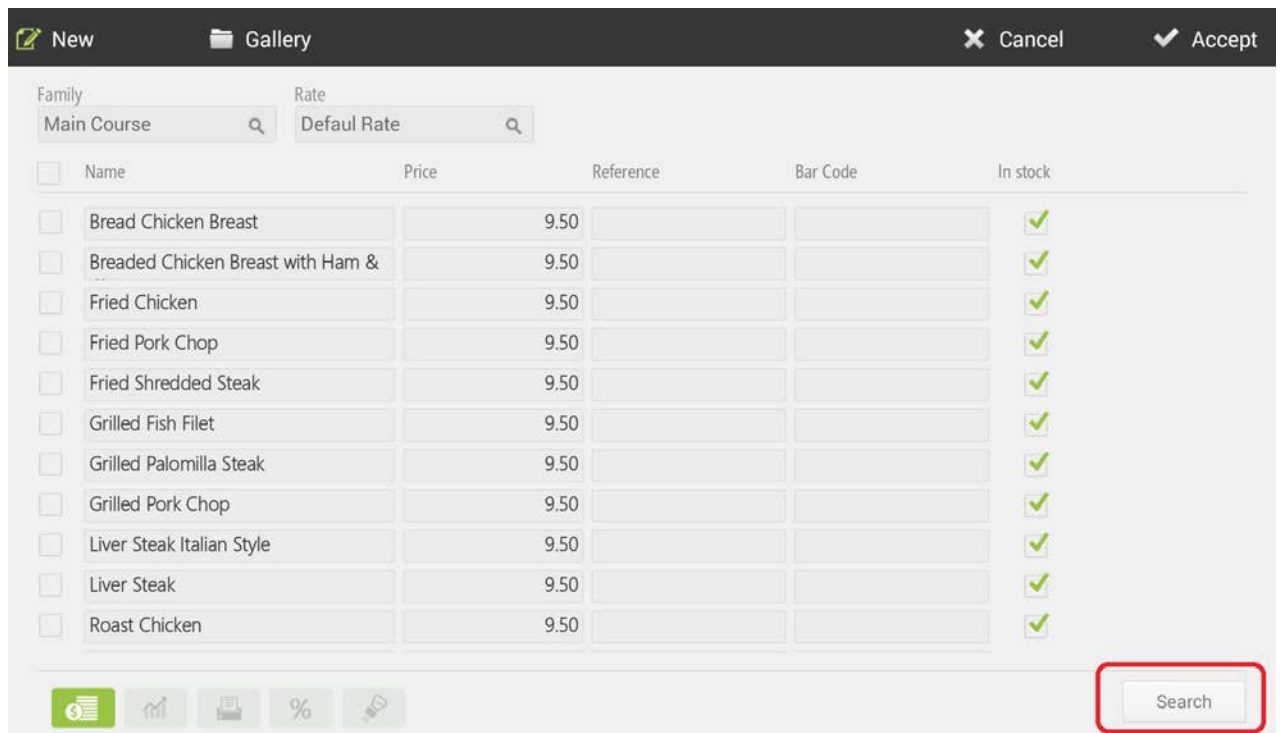
Select your *Business type* where you'll find the specific families to your initial selection, together with its items. Select those items you want to add, HioPOS Cloud includes many business types that will allow you to configure your terminal quick and easy.



To modify more than one item at a time just select them before you make any change and the changes you make will apply to all of them.

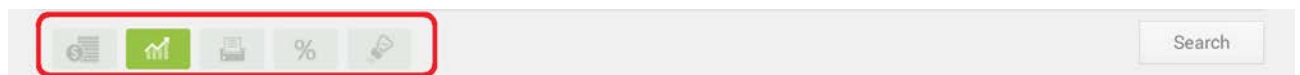


The button *Search* at the bottom right will help you find any item and so select them directly.

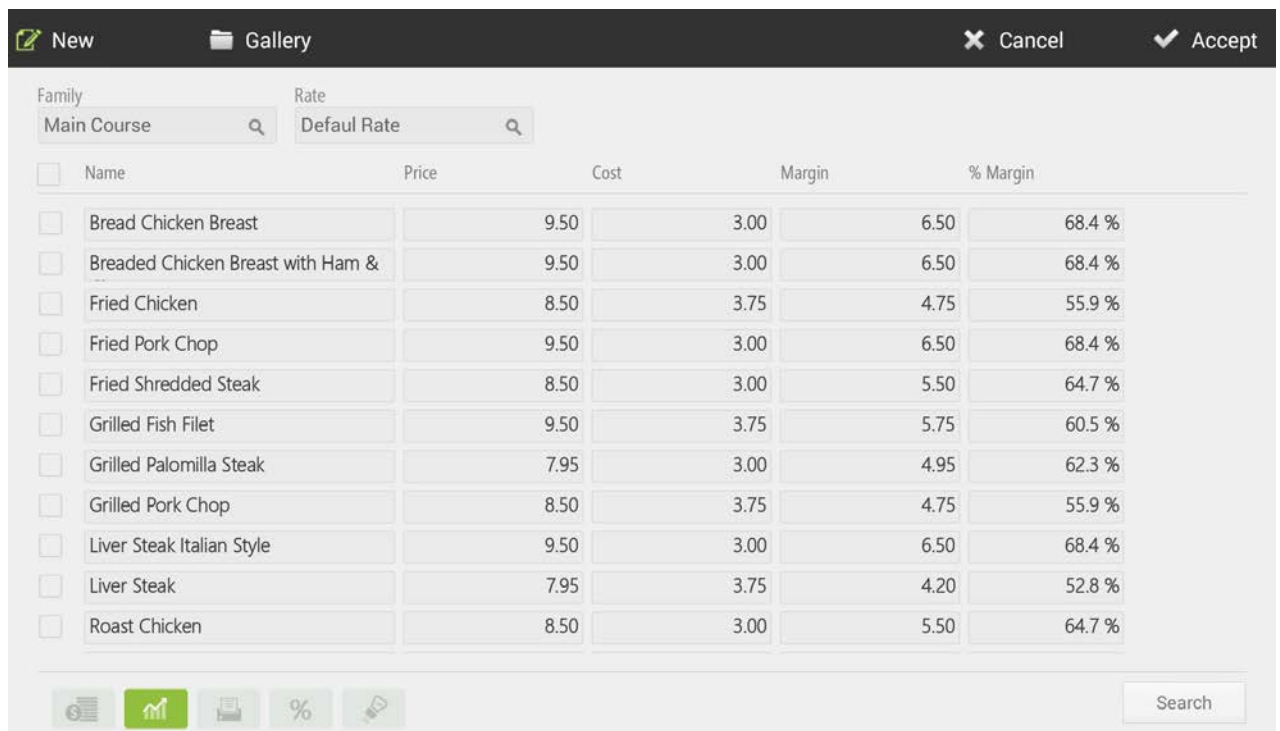


2.7.2 Margins

The second feature from the bottom ones allows the user to calculate margins for each item.



This feature is designed so you can set prices according to its cost and the margin you want to keep. The margin amount will be calculated as a real amount or as a percentage.



First you need to enter the *Cost* of each item and then add the margin amount we want to keep after it's sold, the margin can be a nominal amount or a percentage over the item cost. Once the margin has been set, the software will give us the price we have to sell it for.

This price can be changed, together with the other options, this way we can have a price according to the margins we want to keep.

As you keep making purchases in HioPOS Cloud the cost of these items will be updated.

2.7.3 Taxes

If items have different taxes you can set them from this menu. Choose the sales tax, the take away tax and the purchase tax. You can leave any of these fields blank if it doesn't apply.

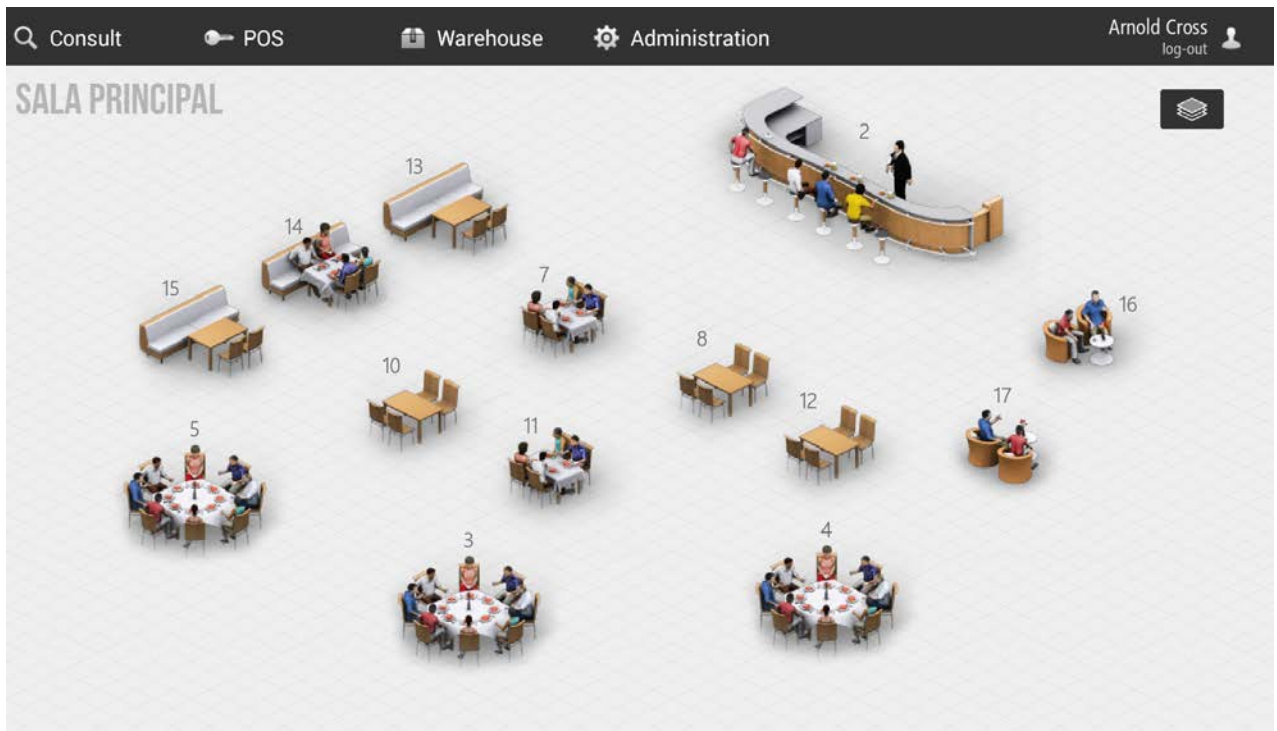
You can also set if an item is EBT, in case you are selling items subsidized by the government. If you don't know the meaning of EBT it means that there's no need for you to use it.

If all the items you have the same tax, it's not necessary for you to go one by one and assign a tax to it. You can set taxes at a store level, go to *Stores* from the *Configuration* menu and set the *Tax by default*.

Family	Rate	Name	Sale tax	Take away tax	Purchase tax	EBT
Main Course	Default Rate					
		<input type="checkbox"/> Bread Chicken Breast	Sales Tax			<input type="checkbox"/>
		<input type="checkbox"/> Breaded Chicken Breast with Ham &	Sales Tax			<input type="checkbox"/>
		<input type="checkbox"/> Fried Chicken	Sales Tax			<input type="checkbox"/>
		<input type="checkbox"/> Fried Pork Chop	Sales Tax			<input type="checkbox"/>
		<input type="checkbox"/> Fried Shredded Steak	Sales Tax			<input type="checkbox"/>
		<input type="checkbox"/> Grilled Fish Filet	Sales Tax			<input type="checkbox"/>
		<input type="checkbox"/> Grilled Palomilla Steak	Sales Tax			<input type="checkbox"/>
		<input type="checkbox"/> Grilled Pork Chop	Sales Tax			<input type="checkbox"/>
		<input type="checkbox"/> Liver Steak Italian Style	Sales Tax			<input type="checkbox"/>
		<input type="checkbox"/> Liver Steak	Sales Tax			<input type="checkbox"/>
		<input type="checkbox"/> Roast Chicken	Sales Tax			<input type="checkbox"/>

2.8 Table Layout

If you chose to work with Tablet Layout at the *Custom Configuration*, HioPOS Cloud will show you the window where you can create your own 3D rooms with common furniture. It supports multiple rooms for each store.



When you select a table the app takes us *Sale* screen, from where we can start a sale by adding items to the receipt and then leave it back *On Hold*. The table will go from being empty/free to be occupied. You can always go back to that sale by pressing on it.



To move around a room press on one spot of the screen and drag you finger around the surface.

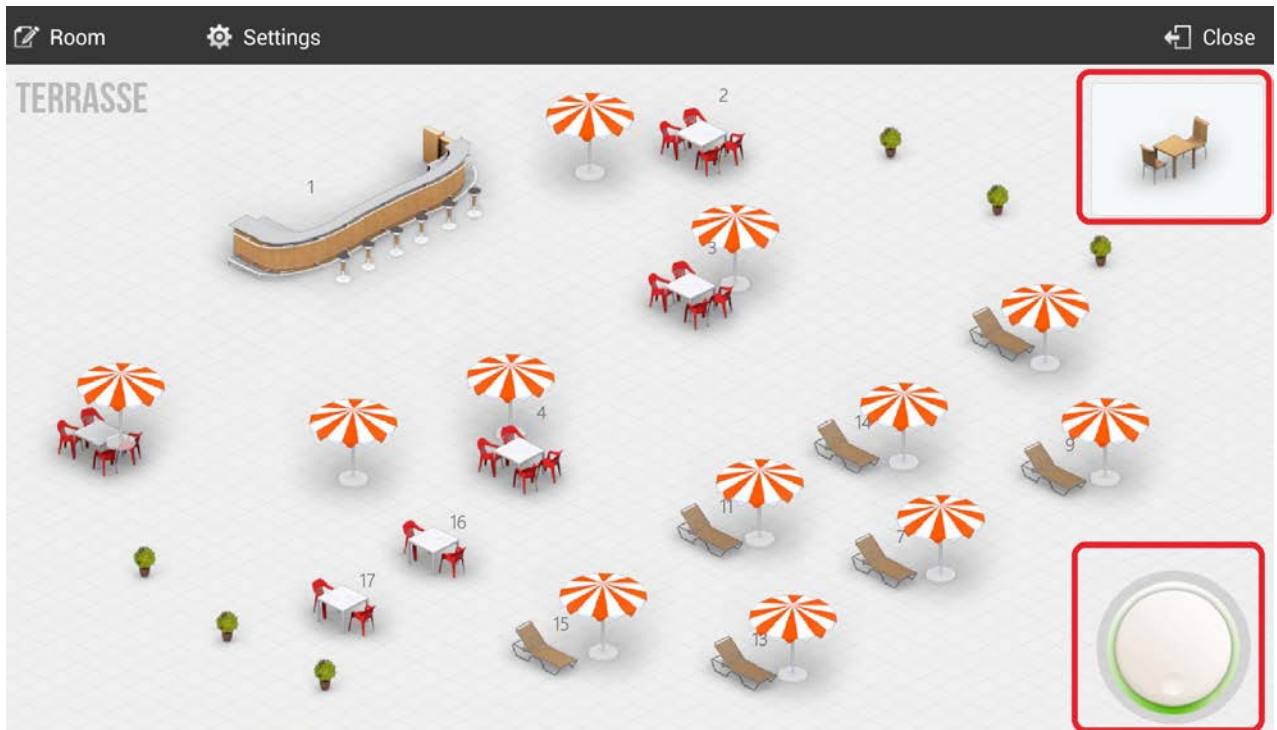
Zoom in and out by pressing on the screen with two fingers and moving them in and out from the middle spot, depending on if you want to zoom in or out.

2.8.1 Modify the Table Layout

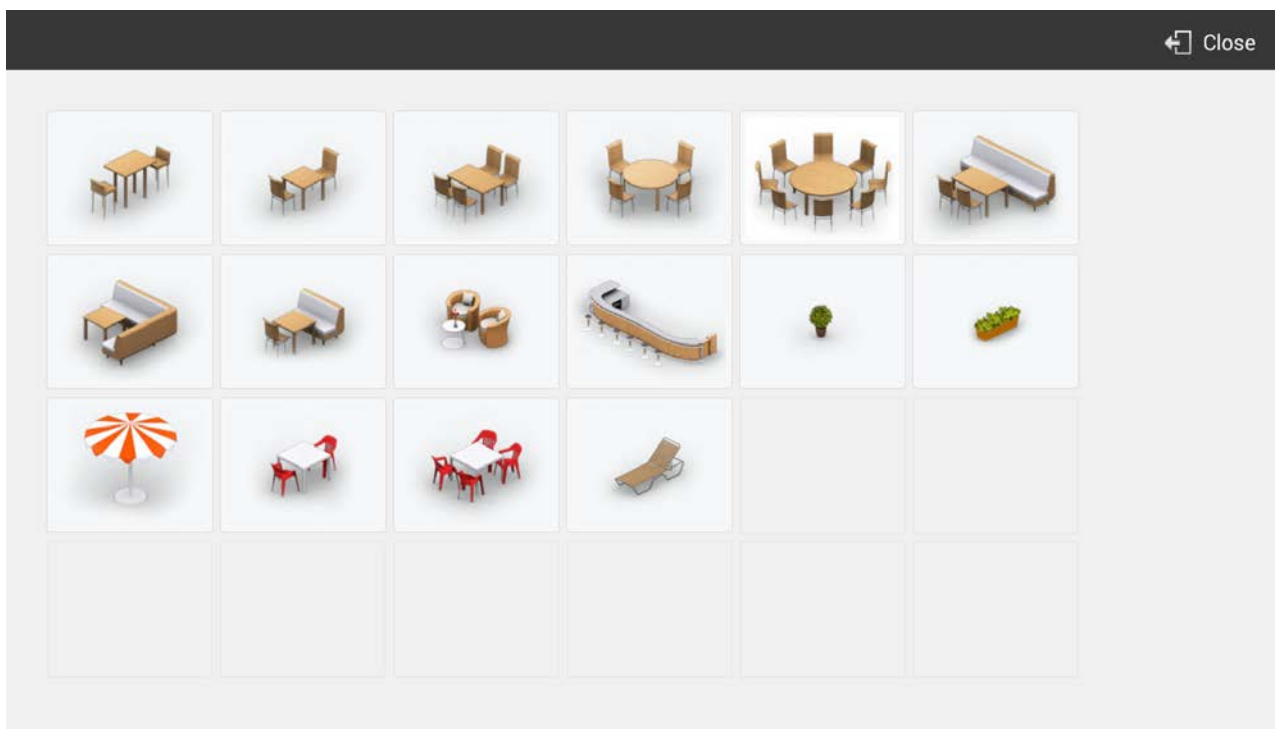
To make changes in the Table Layout go to *Rooms* from the *Configuration* menu.

The position and zoom you set at this screen will be the one that will appear by default at the Table Layout when making a sale.

There are two design tools: the one to pick up the furniture (top right) and the one to change the orientation (bottom right).



To place a new table or any piece of furniture press at the top right spot, where you can choose between all the furniture you can add.



Select the piece of furniture you want to add and then, after it appear at the top right spot, drag it to where you want to place it.

Once in place turn the wheel (bottom left) to change its orientation.

After you finish press *Close* and save all changes.

To add new rooms with different seating, go to *Rooms* from the *Configuration* menu. You can also choose which room to load by default, go to *Terminal* from the *Configuration* menu.

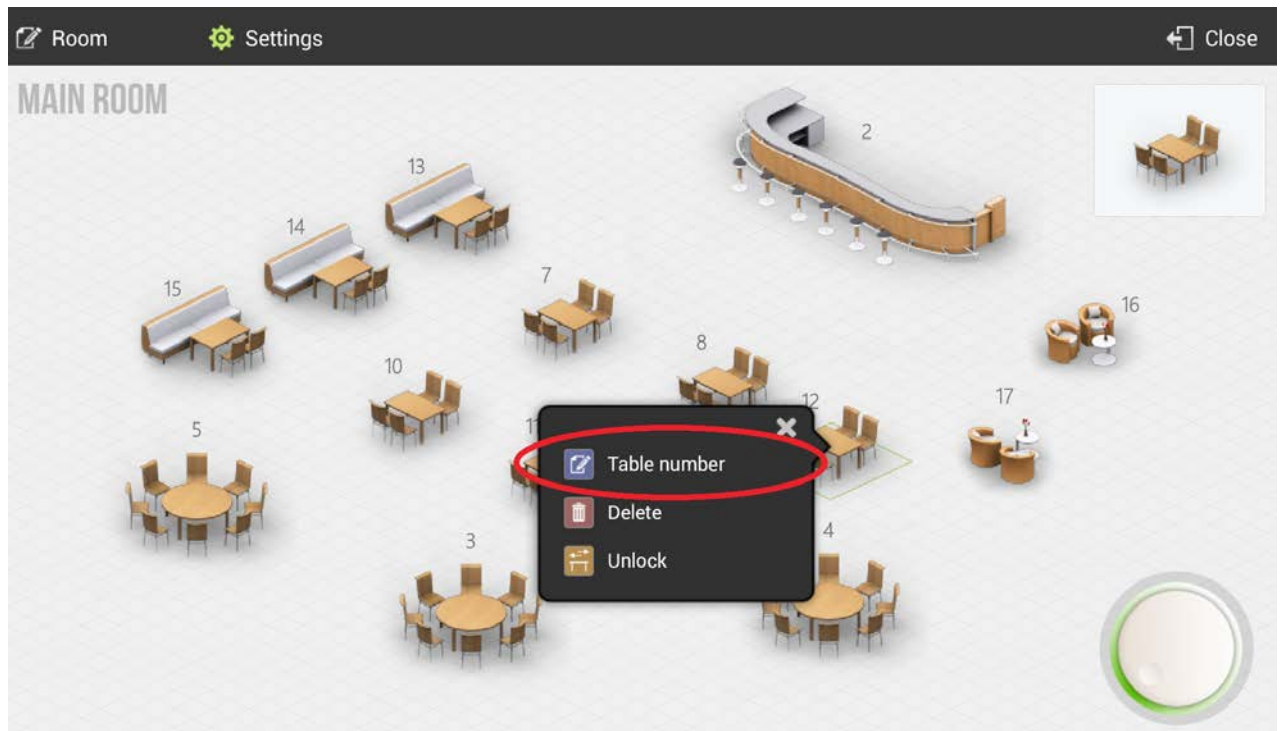
There you need to change the *Room by default* and then select that room that will be loaded each time we go to the Table Layout window.

The screenshot shows a software interface for configuring a terminal. On the left, a sidebar titled 'TERMINAL' lists 'Terminal 01 (This terminal)', 'Terminal 02', and 'Terminal 03'. The main area is titled 'Terminal 01 (Restaurant)' and contains several configuration fields: 'Terminal type' (Terminal Arnald), 'Receipts range' (P01), 'Invoices range' (F000101), 'Voided receipts range' (X000101), 'Voided invoices range' (Y000101), 'Non-printed receipts range' (Z000101), and 'Purchases range' (C000101). Below these is a 'Default values' section with 'Default rate' (Default Rate) and 'Default room' (Main Room). The 'Default room' field is circled in red. A 'Close' button is in the top right corner.

2.8.2 Tables number

The table number is assigned according to the number of the last one that was created.

To change this number go to that room settings window, hold the table for three seconds and select the option *Table number* from the drop down list. Enter then a new number for that table.



You can add any number you want, so different tables can have the same number.

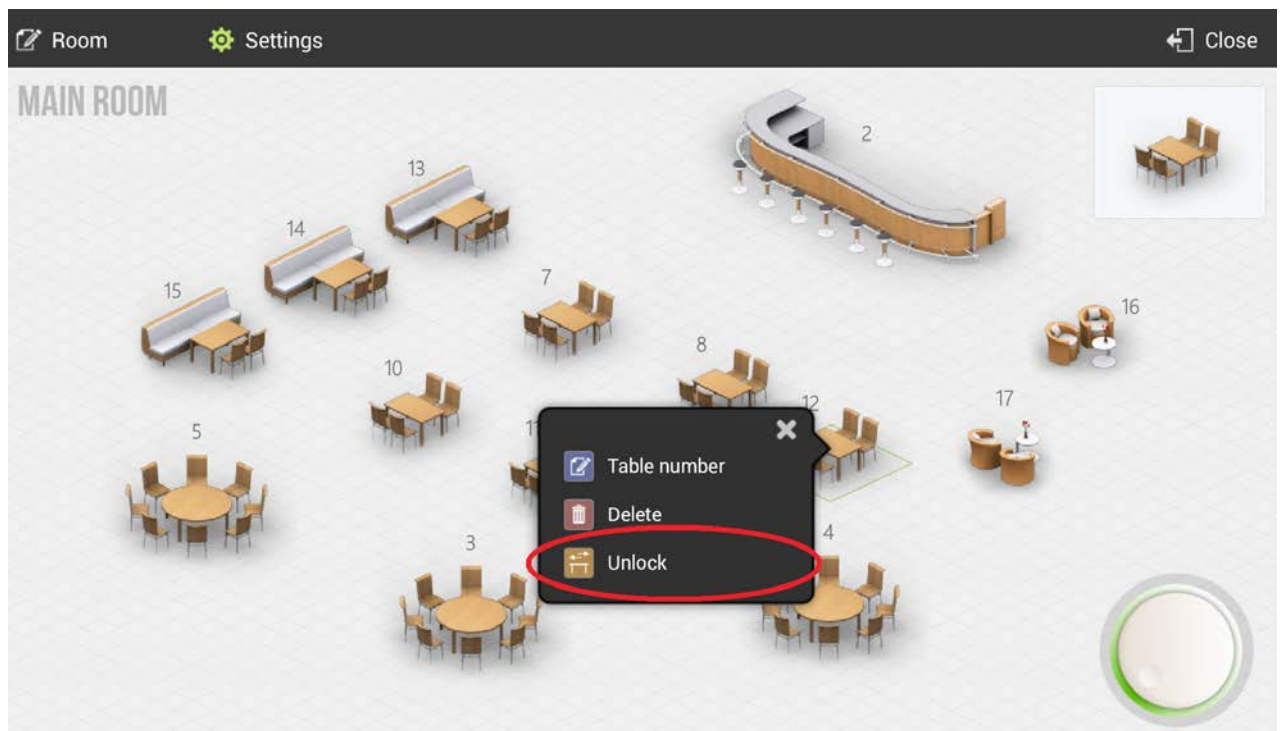
2.8.3 Locked tables

Tables might get locked by different users when working in an environment with more than one HioPOS sharing the database and rooms.

A table is locked when, for example, Terminal 1 opens that table and puts an item on the receipt without finishing the sale and without leaving it on hold either; then Terminal 2 comes in and tries to enter that same table but finds out that it can't since it's locked by another terminal (in our case Terminal 1). When the Terminal 1 finished the sale or puts it on hold, any other terminal can enter that table and make changes on the sale.

It can happen that a terminal enters a table to select some items but, without leaving the sale on hold and without finishing it either, the terminal is turned off and it's not connected any more. In this case the table would be locked indefinitely until that terminal gets back in to put it on hold or to finish it.

To unlock a locked table we have to go to that room settings and press on that table for three seconds, until the drop down list appears, then select the option *Unlock*.



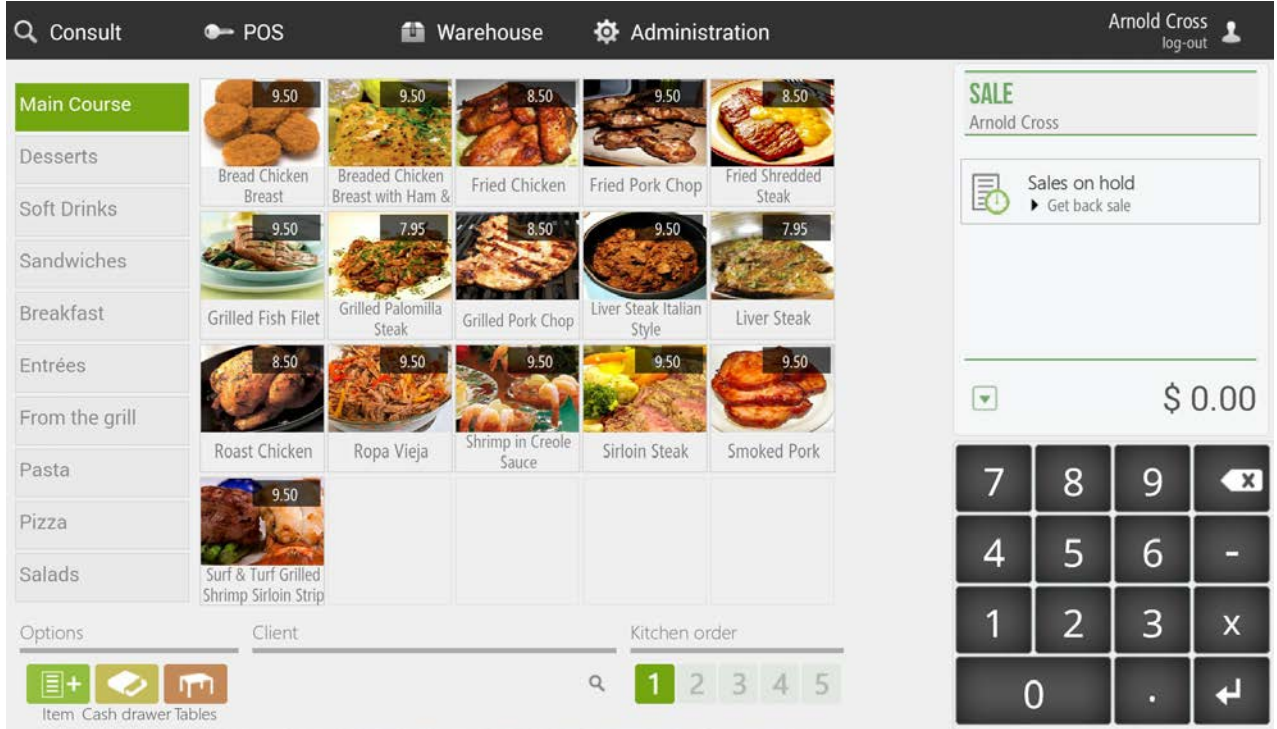
Once the table's been unlocked it becomes available to any terminal.

3. Sales

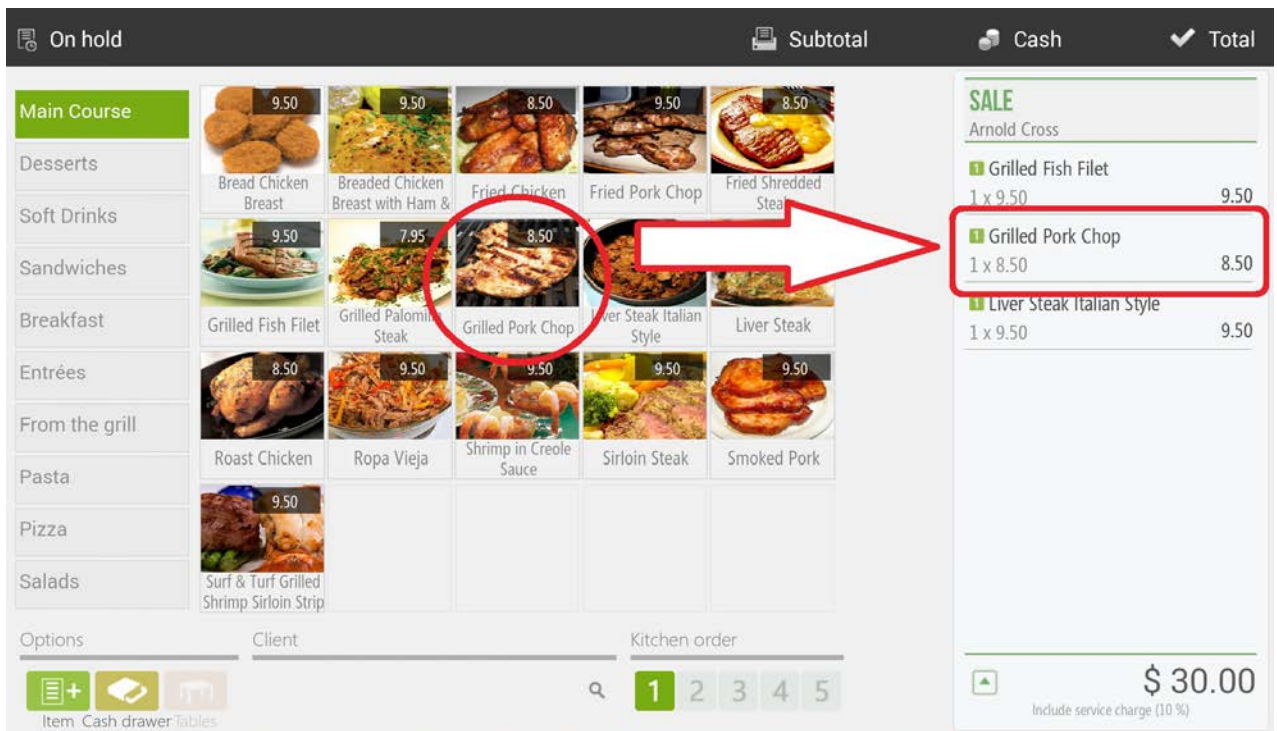
HioPOS Cloud supports sales with different payment types, and to finish sales in different ways.

3.1 The sale screen

The sale screen has three main parts: the families (left), the items (middle) and the receipt (right).



The order in which families and items appear can be set from *Items* in the *Configuration* menu. If we select an item, the item will appear on the receipt.



3.1.1 Changes on the receipt lines

You can make changes on each item you add to the sale. Select the item or items from the receipt and all the available options will appear:

The screenshot shows a POS system interface. At the top, there are buttons for 'On hold', 'Subtotal', 'Cash', and 'Total'. The main area is a grid of food items categorized by course: Main Course, Desserts, Soft Drinks, Sandwiches, Breakfast, Entrées, From the grill, Pasta, Pizza, and Salads. A context menu is open over the 'Entrées' section, listing options: Units (with a '1 2 3' icon), Discount (with a '%' icon), Price (with a '\$' icon), Modifiers (with a 'Modifier' icon), Kitchen order (with a 'Kitchen order' icon), Refund (with a 'Refund' icon), and Delete (with a 'Delete' icon). The right side of the screen shows a receipt for 'SALE' by 'Arnold Cross' with the following items: 1 x Grilled Fish Filet (9.50), 1 x Grilled Pork Chop (8.50), and 1 x Liver Steak Italian Style (9.50). The total is \$30.00, including a 10% service charge. At the bottom, there are buttons for 'Item', 'Cash drawer', and 'Tables', and a 'Kitchen order' section with a search icon and buttons for 1, 2, 3, 4, and 5.

Units: Change the units on the receipt on the selected items.

Discount: Assign a discount as a percentage on the selected items.

Price: Changes the price from the selected items.

Modifiers: Adds a modifier to the selected items. The modifiers have to be created beforehand at *Modifiers* from the *Configuration*.

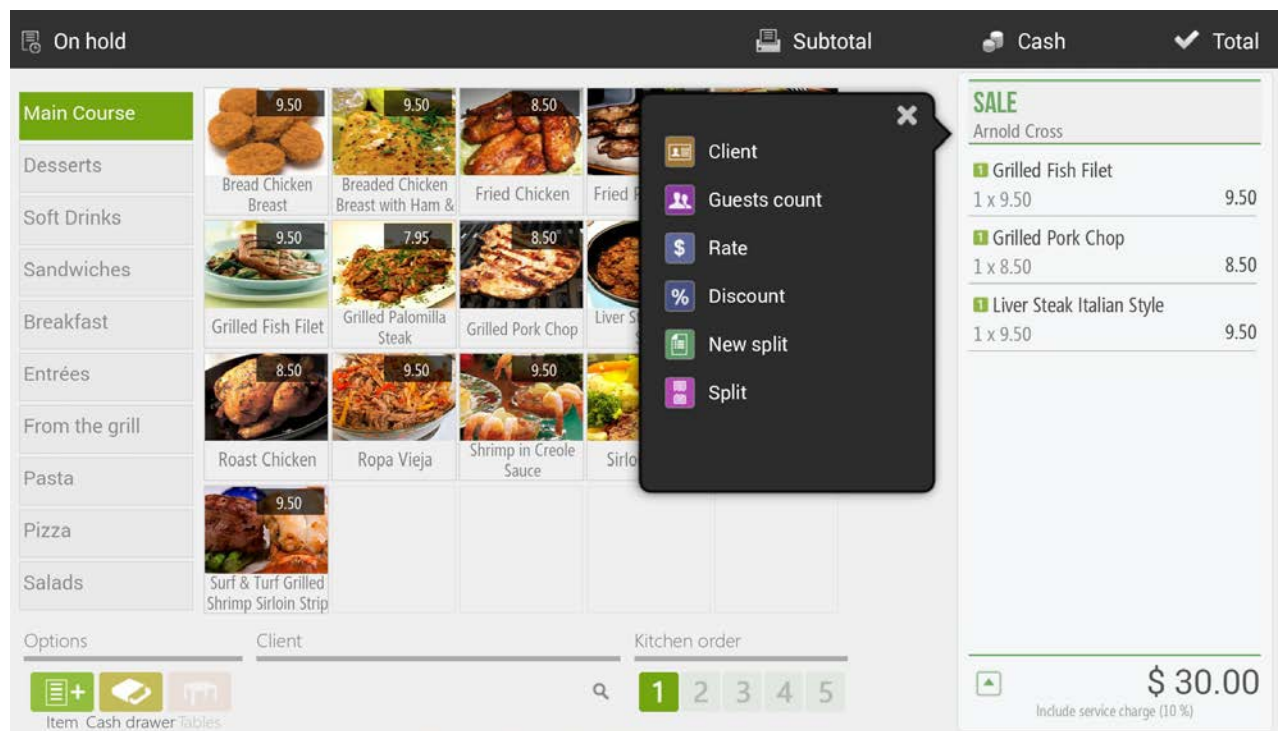
Kitchenorder: Changes the order on which the items will be printed at the kitchen.

Refund: Refunds / Voids the selected items. Refunded items will appear negative on the receipt, showing the negative price.

Delete: Deletes the item from the sale.

3.1.2 Changes over the receipt total

Press on the header of the receipt to see the menu with all the options to make changes on the whole receipt:



Client: Assign a client to the sale so you can make an invoice of it or send it by email.

Guestscount: Enter the number of guests per sale. It's has statistic purposes.

Rate: Change the price rate that's being applied on the receipt.

Discount: Apply a discount as percentage over the sale total.

Newsplit: Creates a second receipt inside the same sale, allowing you to finish two receipts at the same time but to cash them separately.

Split: Divides the sale in two or more of them. Any item can go from one receipt to the other, drag the around to move them.

3.2 The sale in cash

HioPOS Cloud has a special feature for those sales that are paid in cash. This way you automatically choose the payment method and the receipt is automatically printed out.

- First choose the items to sell.

The screenshot shows the HioPOS Cloud interface. At the top, there are buttons for 'On hold', 'Subtotal', 'Cash', and 'Total'. The main area is a menu grid with categories: Main Course, Desserts, Soft Drinks, Sandwiches, Breakfast, Entrées, From the grill, Pasta, Pizza, and Salads. A red circle highlights the 'Main Course' section. On the right, a receipt titled 'SALE' lists the items: Grilled Fish Filet (1 x 9.50 = 9.50), Grilled Pork Chop (1 x 8.50 = 8.50), and Liver Steak Italian Style (1 x 9.50 = 9.50). The total is \$30.00, including a 10% service charge.

- When the items are on the receipt select *Cash* from the top menu. Enter then the amount paid by the client and HioPOS Cloud will show you how much is the change.

The screenshot shows the HioPOS Cloud interface with the 'Cash' button highlighted in a red box. The top bar contains 'On hold', 'Subtotal', 'Cash', and 'Total' buttons.

- Press *Accept* to finish the sale and print the receipt.

The screenshot shows the HioPOS Cloud interface with a 'Tendered' dialog box open. The dialog box has a close button (X) and a numeric keypad. The keypad shows the number 35 entered. Below the keypad, it displays 'Total 30.00 \$' and 'Change 5.00 \$'. The 'Accept' button is highlighted in green.

3.3 The sale with different payment methods

If you are working with different payment methods select any of the ones you have available before finishing the sale.

First choose the items to sell and press *Total*.

The screenshot shows the HioPOS Cloud interface. On the left is a menu with categories: Main Course, Desserts, Soft Drinks, Sandwiches, Breakfast, Entrées, From the grill, Pasta, Pizza, and Salads. The 'Main Course' items are: Breaded Chicken Breast (9.50), Breaded Chicken Breast with Ham & Cheese (9.50), Fried Chicken (8.50), Fried Pork Chop (9.50), and Fried Shredded Chicken (8.50). The 'Entrées' items are: Grilled Fish Filet (9.50), Grilled Palomilla Steak (7.95), Grilled Pork Chop (8.50), Liver Steak Italian Style (9.50), and Liver Steak (7.95). The 'From the grill' items are: Roast Chicken (8.50), Ropa Vieja (9.50), Shrimp in Creole Sauce (9.50), Sirloin Steak (9.50), and Smoked Pork (9.50). At the bottom, there are buttons for 'Item', 'Cash', 'drawer', and 'Tables'. On the right, a 'SALE' summary shows: Arnold Cross, 1 x Grilled Fish Filet (9.50), 1 x Grilled Pork Chop (8.50), and 1 x Liver Steak Italian Style (9.50). The total is \$30.00, including a 10% service charge. A red circle highlights the menu items, and a red box highlights the 'Total' button at the top right.

HioPOS Cloud will then show you the available payment methods. Select the one you want and enter the tendered amount.

The screenshot shows the HioPOS Cloud payment screen. At the top, there are buttons for 'Cancel', 'Don't print', and 'Print'. The 'TOTAL TO BE PAID' is \$30.00. Below this, there is a table for payment details:

Payment type	Tip	Tendered
Cash	0.00	30.00

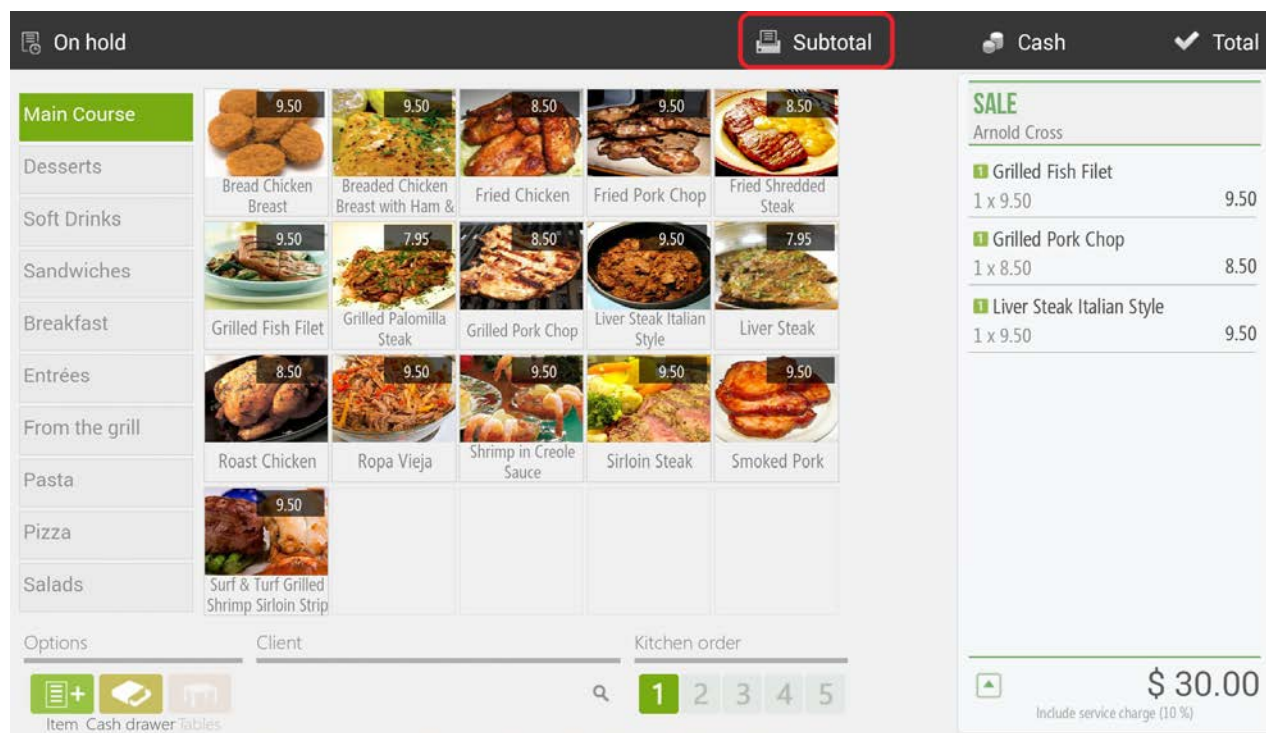
A modal window is open showing three payment options: Cash (with a Euro symbol), Card (with a Visa logo), and Credit (with a clock icon). On the right, a receipt is displayed for HioPos CLOUD, 10001 Mestrals s/n, 25123 Torrefarrera. The receipt includes: ID: 999, Seller: Arnold Cross, Date: 01 Aug 2014, Time: 13:04. The items are: Grilled Fish Filet (\$9.50), Grilled Pork Chop (\$8.50), and Liver Steak Italian Style (\$9.50). The subtotal is \$27.50, and the service charge is \$2.50, totaling \$30.00. Taxes included are 10.0% (Base 25.01, Share \$2.50). The payment method is Cash, and the amount tendered is \$30.00.

To finish the sale press *Print* or *Don't print*, depending on if you want to print the receipt or not.

The screenshot shows the bottom of the HioPOS Cloud interface with three buttons: 'Cancel', 'Don't print', and 'Print'. The 'Don't print' button is highlighted with a red box.

3.4 The subtotal

While you are making a sale you can print a subtotal of it. For example, in a restaurant the waitress can bring the subtotal receipt to the client's table with the amount due.



The screenshot shows a POS system interface. At the top, there are buttons for 'On hold', 'Subtotal' (highlighted with a red box), 'Cash', and 'Total'. Below this is a menu grid with categories: Main Course, Desserts, Soft Drinks, Sandwiches, Breakfast, Entrées, From the grill, Pasta, Pizza, and Salads. Each category has several items with images and prices. At the bottom of the menu grid, there are buttons for 'Options', 'Client', and 'Kitchen order', along with a search icon and a numeric keypad (1-5). On the right side, there is a 'SALE' receipt for 'Arnold Cross'. The receipt lists three items: 'Grilled Fish Filet' (1 x 9.50 = 9.50), 'Grilled Pork Chop' (1 x 8.50 = 8.50), and 'Liver Steak Italian Style' (1 x 9.50 = 9.50). The total amount is '\$ 30.00' with a note 'Include service charge (10%)'.

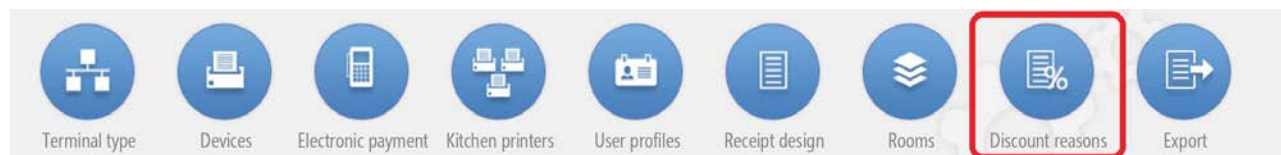
Once they have accepted the Subtotal the waitress can finish the sale by pressing Total, choosing the payment method and printing the receipt.

3.5 Discounts

During the sale process you can make two different discounts: a discount on the total and a discount on a sale line (item or items). Each discount can also have a reason assigned.

3.5.1 Discount reasons

To select a discount reason is mandatory when making a discount over the total. To create or modify a discount reason, go to *Configuration* and select *Discount reasons*.



The screenshot shows a configuration menu with several icons and labels: Terminal type, Devices, Electronic payment, Kitchen printers, User profiles, Receipt design, Rooms, Discount reasons (highlighted with a red box), and Export.

There you can change the name and select the maximum and minimum percentage of discounts that the cashier can apply.

Close

DISCOUNT REASON

Settings

Name
VIP

Minimum percentage
0 %

Maximum percentage
100 %

Can be modified

Delete Cancel Save

The percentage discount can also be set to not be modified during the sale, this means that each time the cashier selects that discount reason a fixed percentage discount will be applied. This fixed amount will be the *Maximum percentage* over the total.

Close

DISCOUNT REASON

Settings

Name
VIP

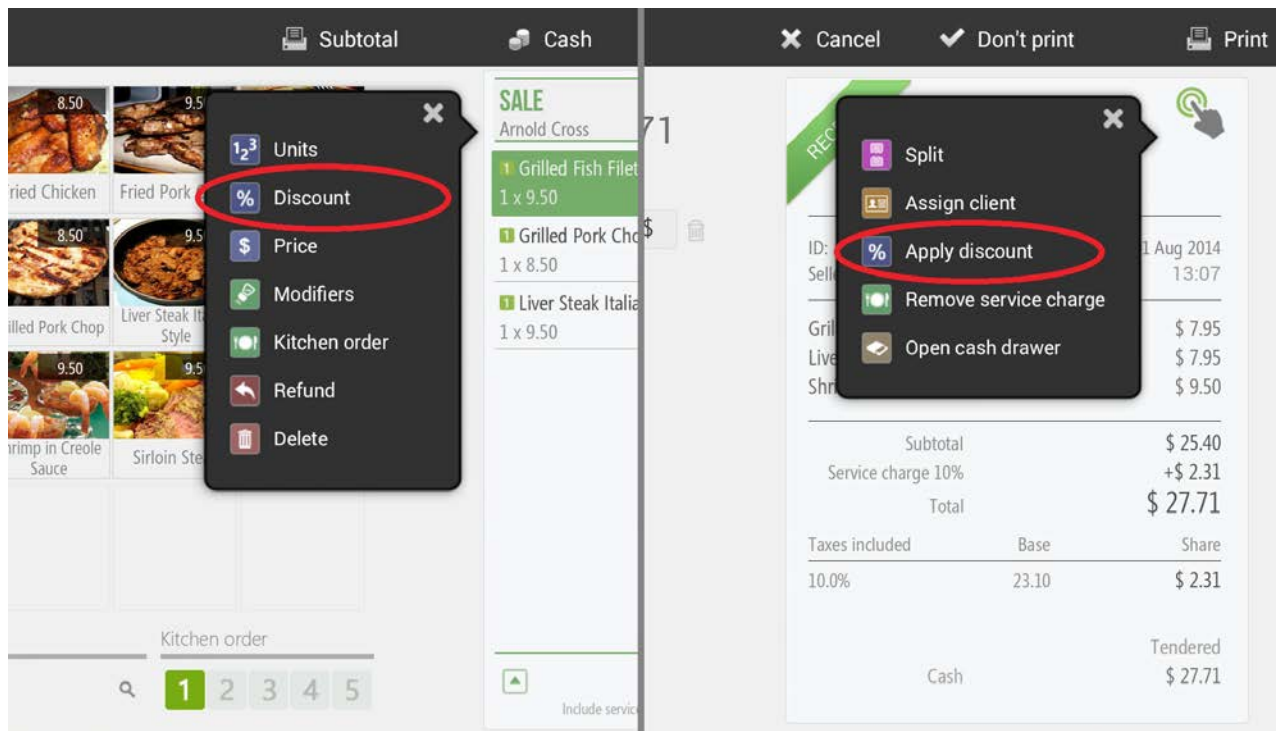
Percentage
100 %

Can be modified

Delete Cancel Save

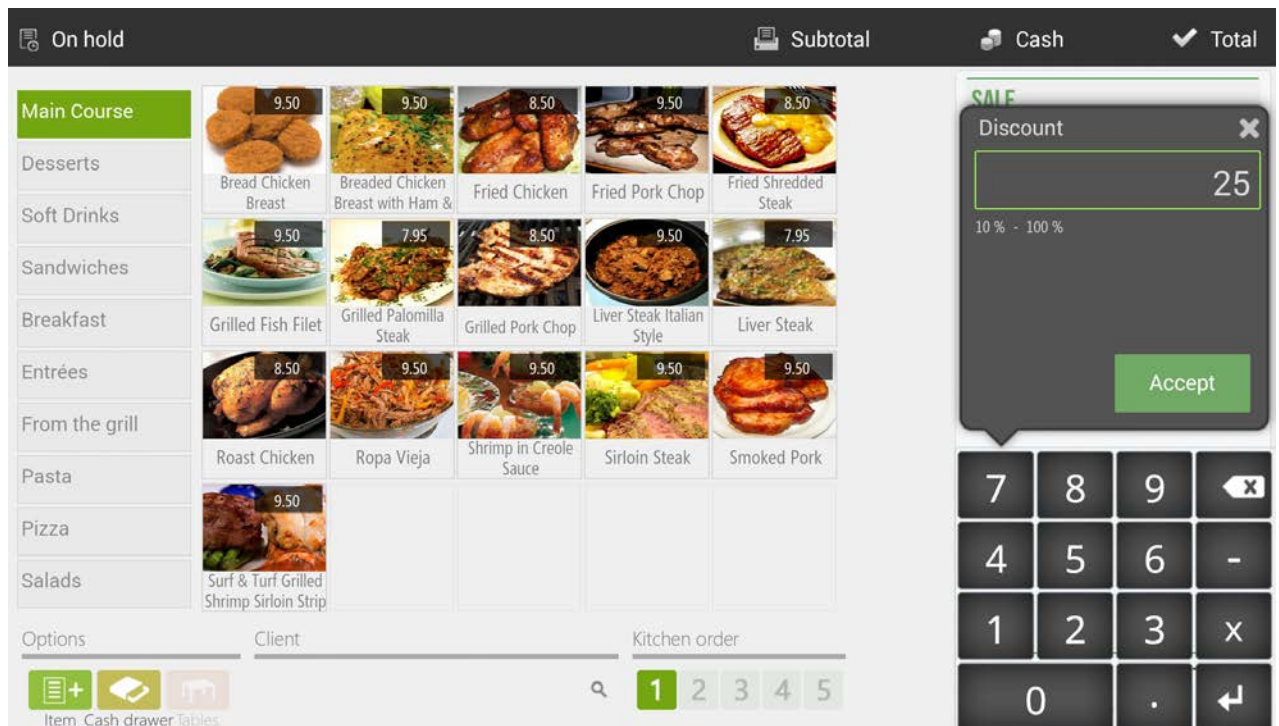
3.5.2 Discount over the total

Apply a discount over the sale total by pressing on the total of the receipt on the sale window or on the receipt at the payment method window. Select *Discount* or *Apply discount*.



The discount over the total will always require a discount reason; select one from the discount reasons list that will pop up.

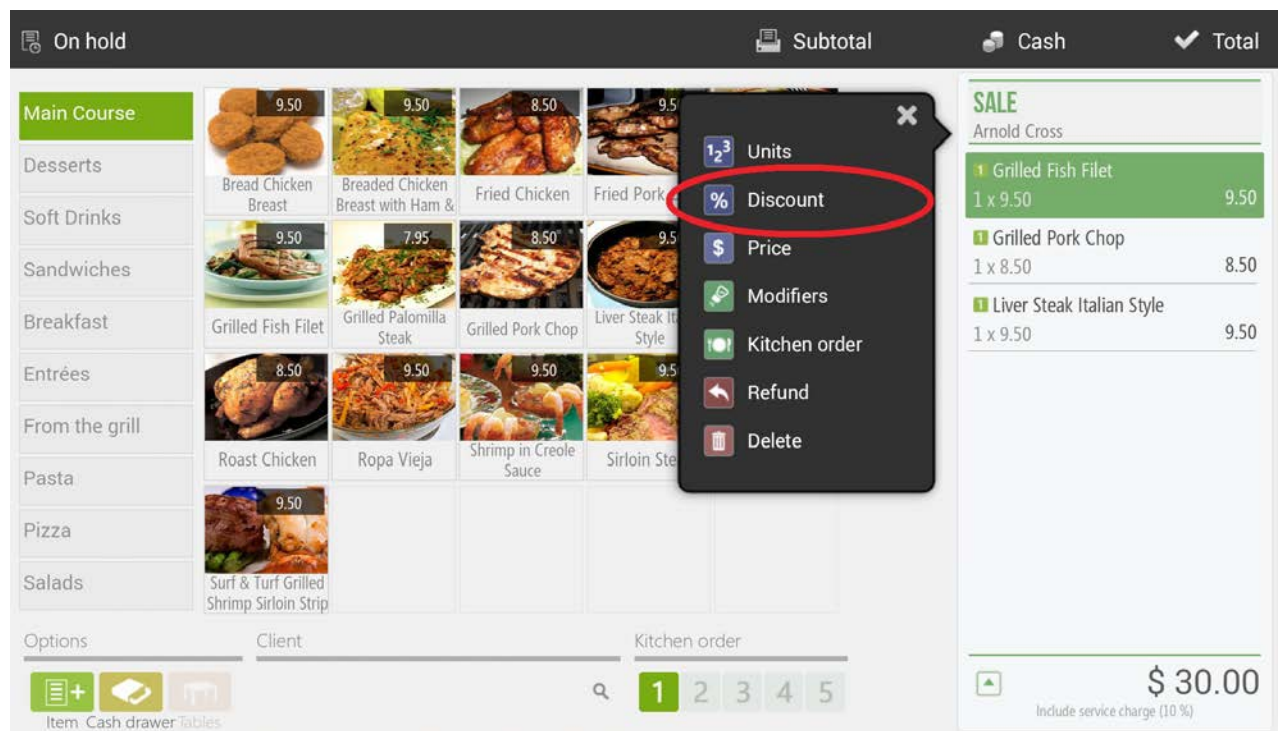
After choosing a discount reason you can enter the discount percentage and press *Accept*.



To apply a new discount you need to remove first the current discount, press on the header of the receipt (or on the receipt if you are at the payment method window) and then *Remove discount*. Now you can apply a new discount.

3.5.3 Discount on the sale line

The discount to an item is applied by sale line. To apply a discount on one or more items first select them from the receipt and, from the drop down list, choose *Discount*.



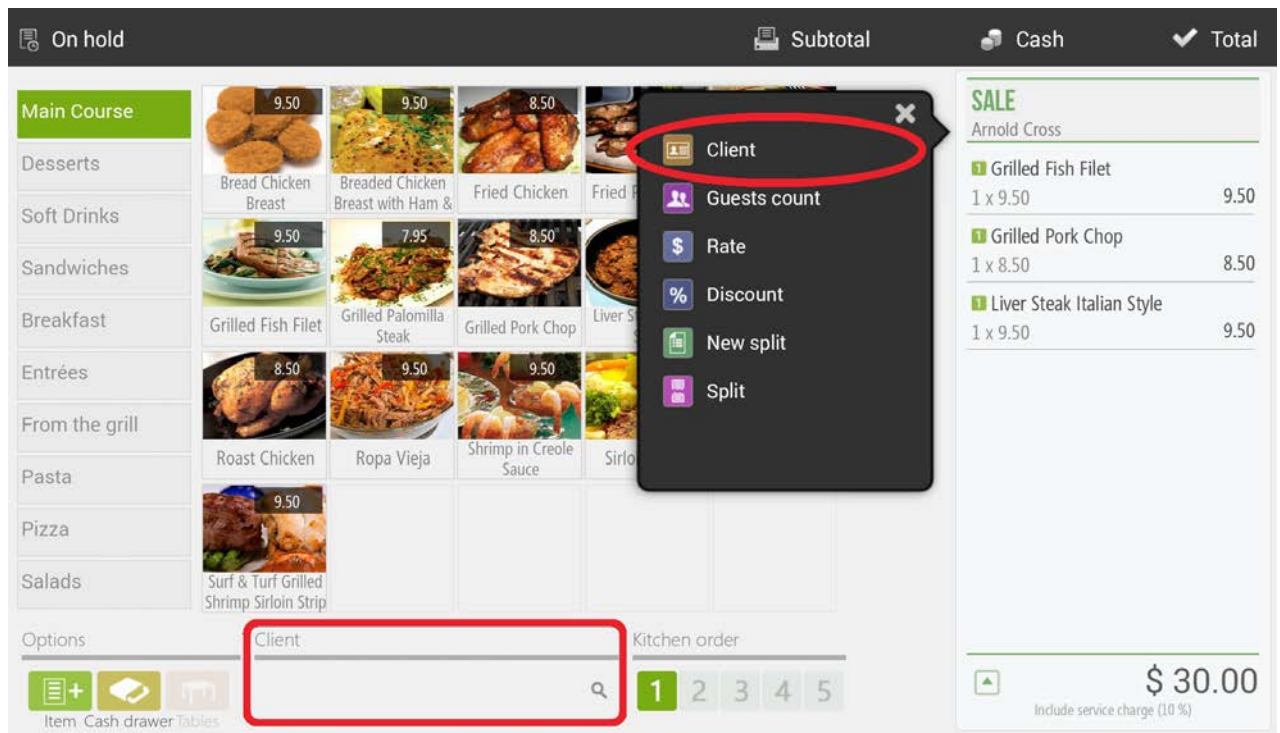
The option *Discount* reduces the price of an item by a percentage. After the discount is set press *Accept*.

3.6 Assign the sale to a client

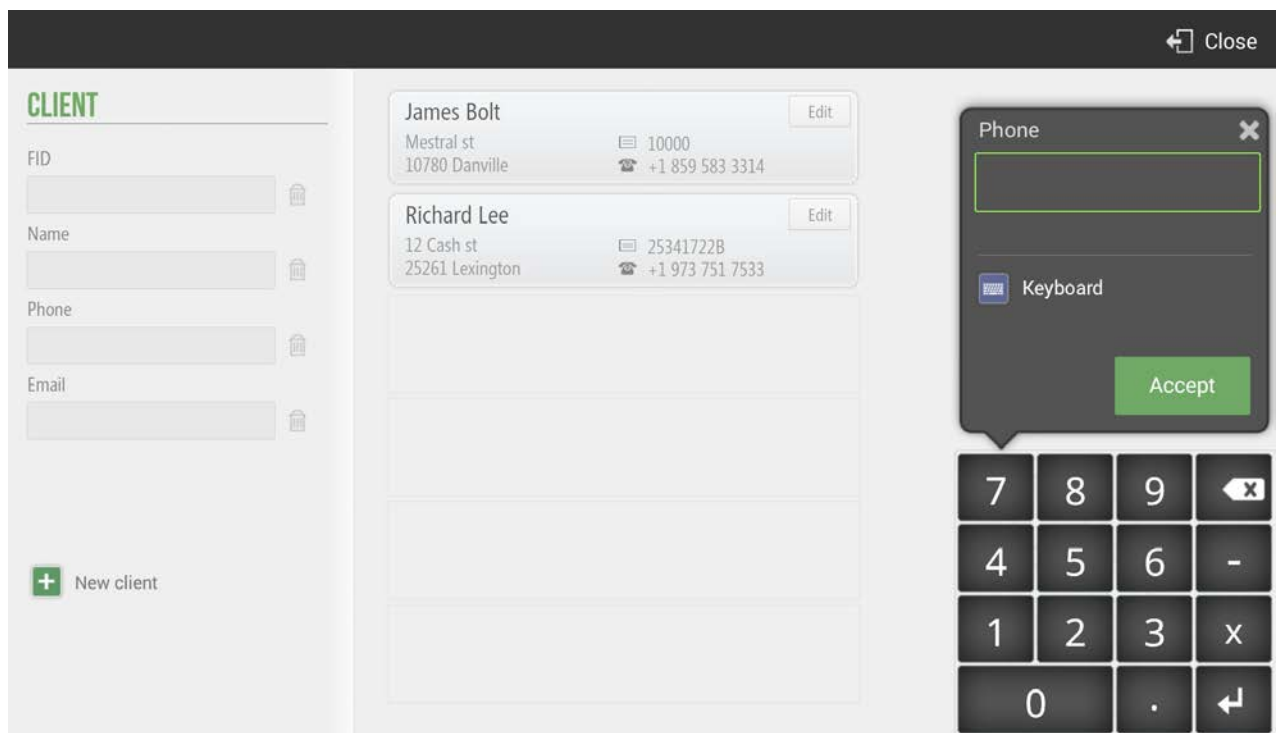
HioPOS Cloud allows you to manage clients and assign them to a sale, this way you can issue invoices, send documents by email and do a follow up of them.

You can assign a client to the sale in three different ways:

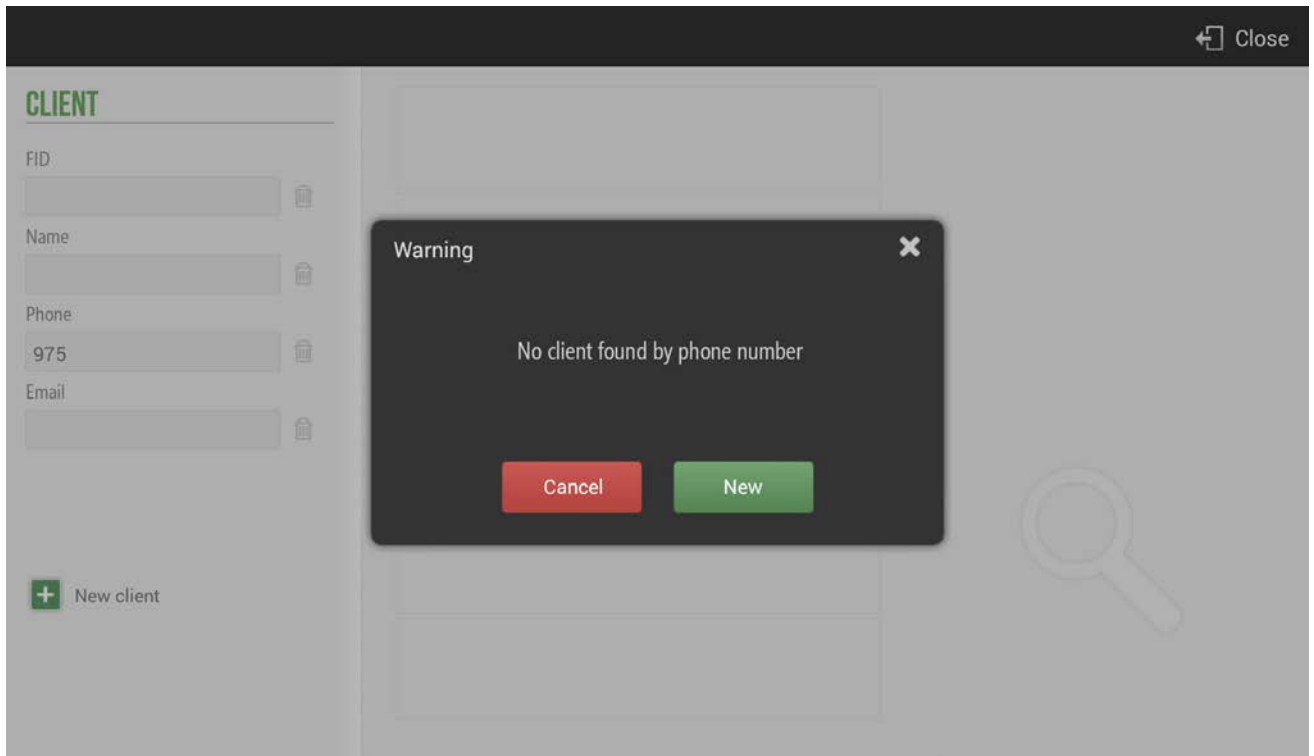
1. Press on the bottom box from the sale screen (where it says *Client*).
2. Press on the receipt header and choose *Client* from the drop down list.
3. Press on the box at the bottom left of the payment method window (where it says *Client*).



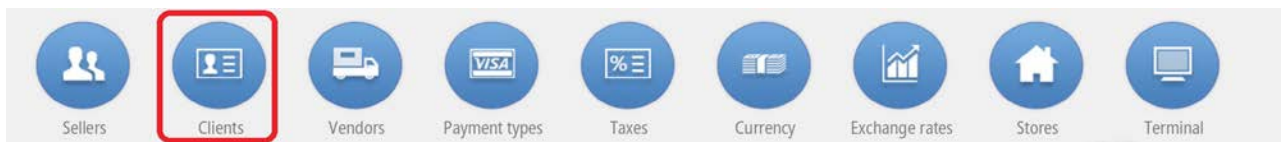
Once you choose to assign a client to the sale HioPOS will take you a window where you can choose between all available clients. Search them by FID, Name, Phone or Email.



The quickest way is to look them up by their phone number. Enter the phone number with the keypad, if it's not available the following message will appear, letting us create a new client.

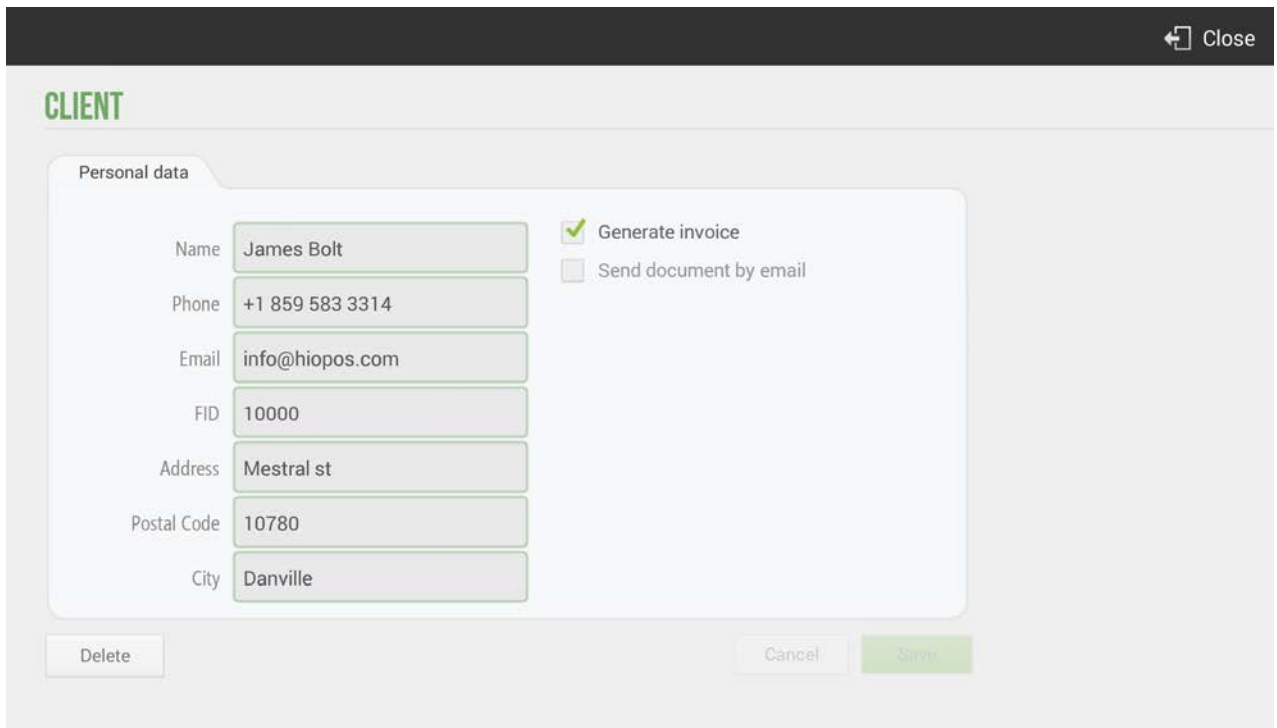


You can also manage your available clients from the *Clients* feature in *Configuration*.



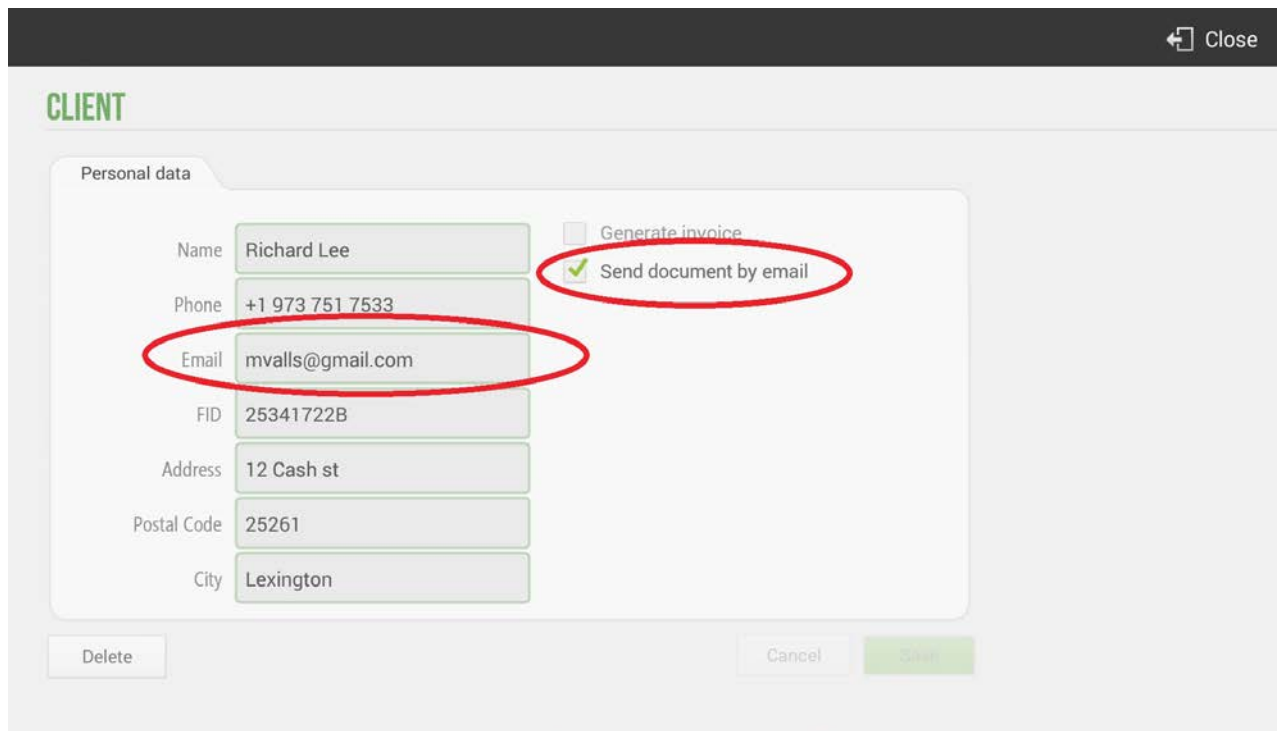
Press *New client* from the bottom left side and a new empty profile will appear for you to fill it.

Enter for each customer all available data you have and choose if you Issue an *invoice* or *Send the document by email* each time you assign that client to a sale.



3.6.1 Send documents by email

HiOPOS Cloud can send documents by email to your clients. First enter a valid email address to the profile and mark the *Send document by email* box.



CLIENT

Personal data

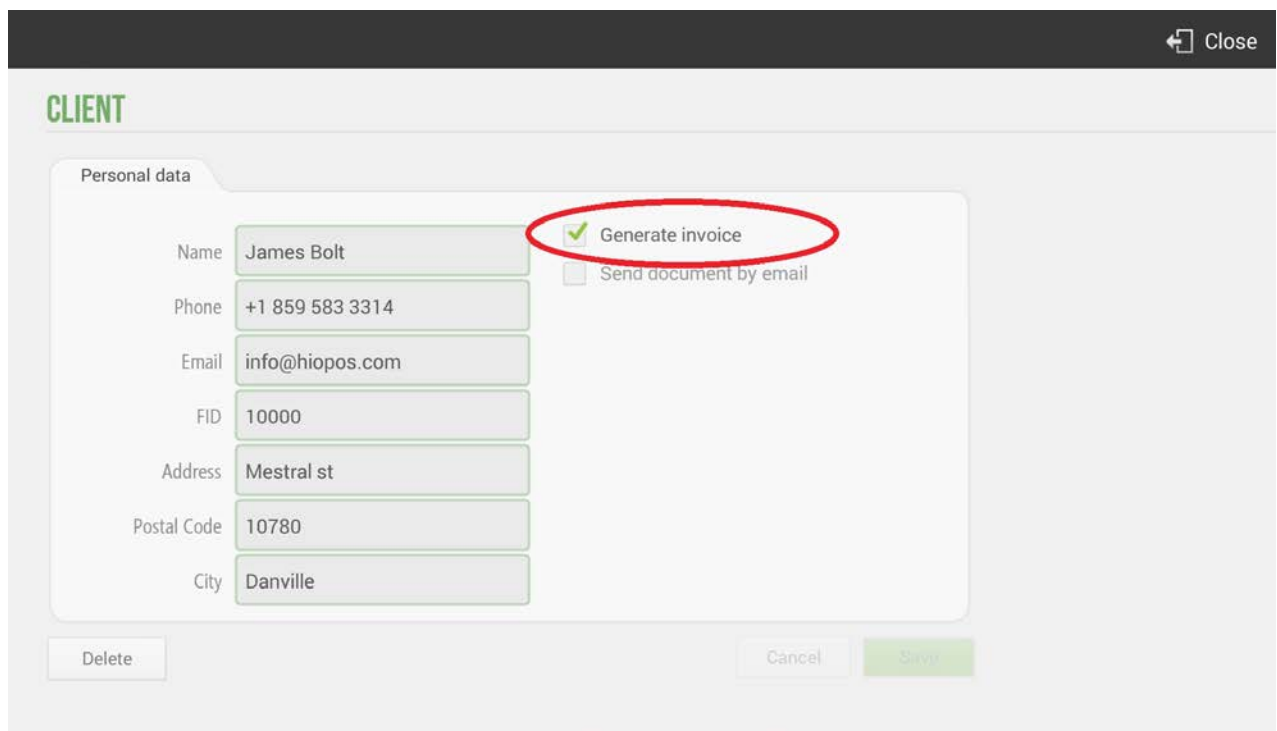
Name	Richard Lee	<input type="checkbox"/> Generate invoice
Phone	+1 973 751 7533	<input checked="" type="checkbox"/> Send document by email
Email	mvals@gmail.com	
FID	25341722B	
Address	12 Cash st	
Postal Code	25261	
City	Lexington	

Delete Cancel Save

If the option *Send document by email* is marked, each time a sale is assigned to that client the document will be sent by email to him from the *no-reply@hiopos.com* address.

3.6.2 Invoices

From the clients' profile you can activate the *Issue invoice* option, so each time a sale is assigned to the client an invoice will be created instead of a receipt.



CLIENT

Personal data

Name	James Bolt	<input checked="" type="checkbox"/> Generate invoice
Phone	+1 859 583 3314	<input type="checkbox"/> Send document by email
Email	info@hiopos.com	
FID	10000	
Address	Mestral st	
Postal Code	10780	
City	Danville	

Delete Cancel Save

Note: HioPOS Cloud uses by default different series for each type of document (receipt, invoice, voided receipt and voided invoice). You can change these series by document and by point of sale from the *Terminal in Configuration*.

The screenshot shows the 'TERMINAL' configuration screen. On the left, there is a list of terminals: Terminal 01 (This terminal), Terminal 02, and Terminal 03. The main area displays the configuration for 'Terminal 01 (Restaurant)'. A red box highlights the following fields:

Terminal type	Terminal Arnald	<input type="checkbox"/> Edit
Receipts range	P01	
Invoices range	F000101	
Voided receipts range	X000101	
Voided invoices range	Y000101	
Non-printed receipts range	Z000101	
Purchases range	C000101	

Below the highlighted section, there are 'Default values' for:

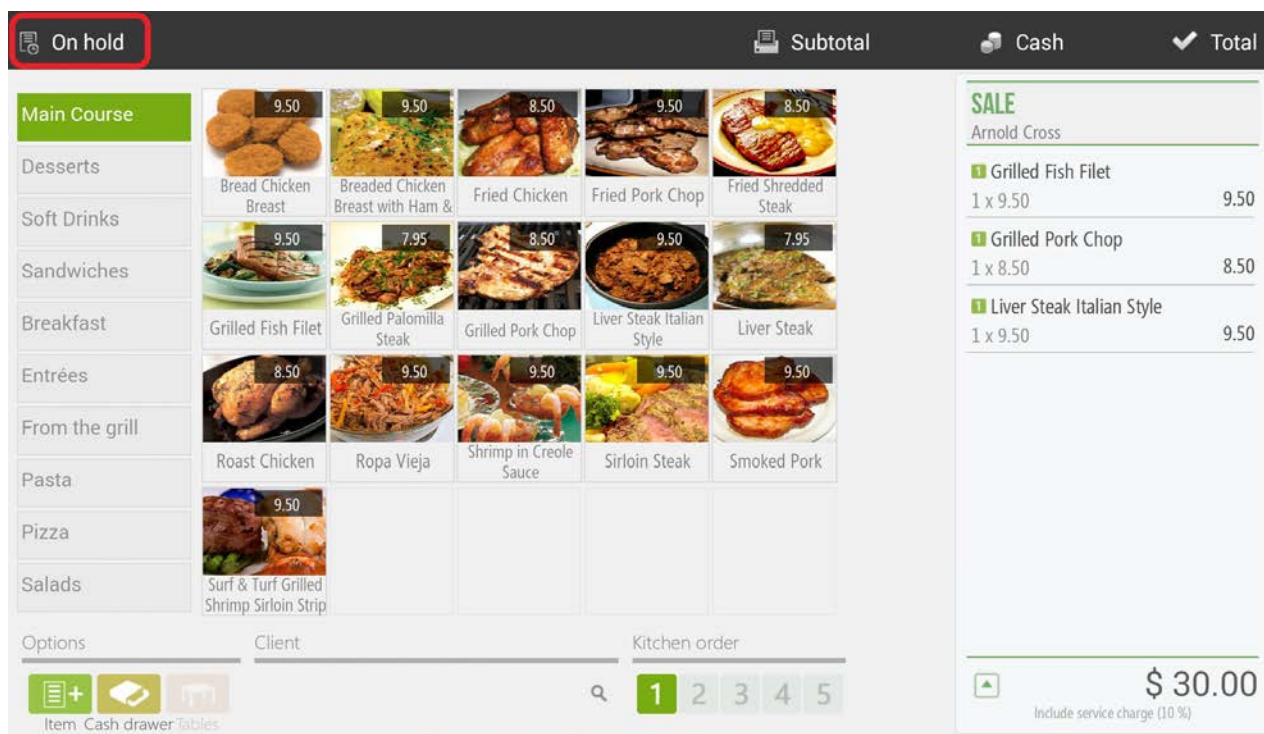
Default rate	Default Rate
Default room	Main Room

3.7 Sales on hold

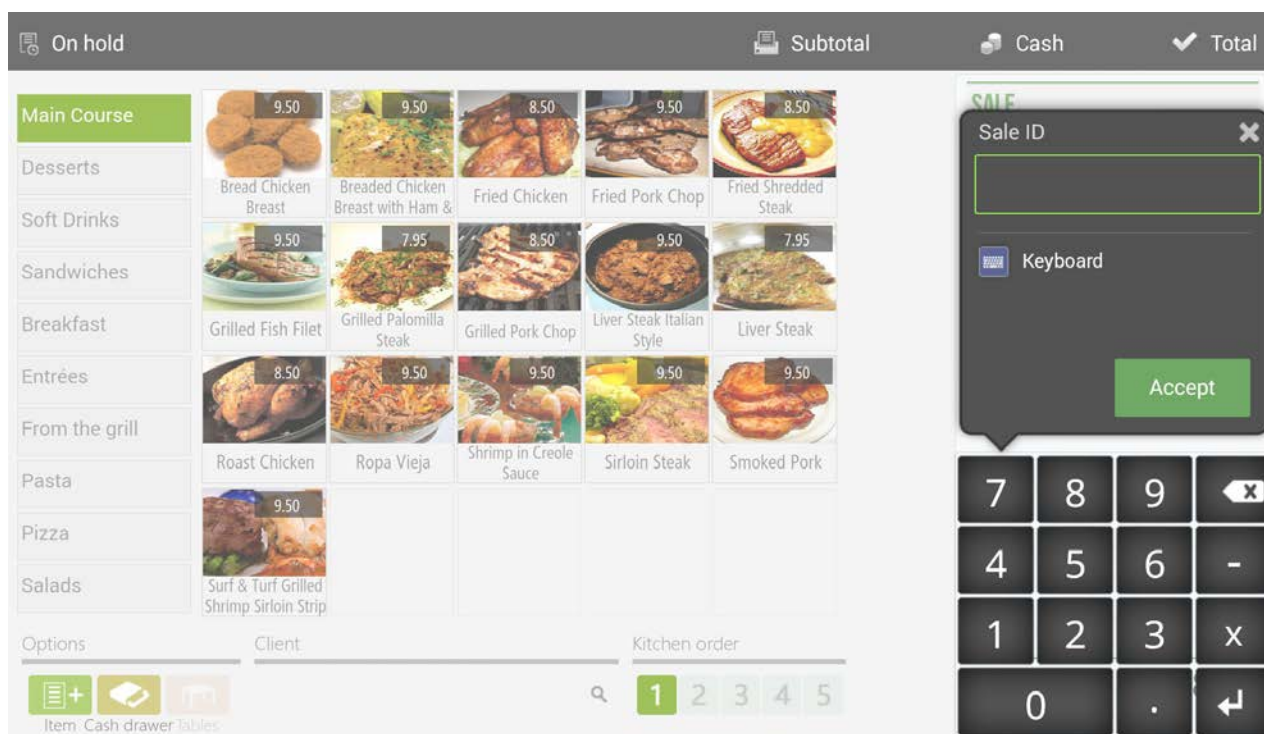
The feature to leave sales on hold will change depending on if we work with Table Layout or not. Here we explain both cases:

3.7.1 Sales on hold without Table Layout (direct sale)

If you are making a sale with items already in the receipt and you leave it on hold, you'll be able to go back to it later on, press the button *On Hold* at the top right of the sale window.



To this sale you'll have to add it a sale ID, it can be either numbers or letters.



If you swipe a card, like working with Open Tab, the card ID will be saved, so when you look search that sale on hold all you have to do is swipe again the same card.

To get back to a sale left on hold press *Sales on hold* from the receipt when there's not a sale in progress.

Select from the list the sale that has the ID we provided. Once you've recovered the sale you can keep adding items to the receipt, leave it back on hold or finish it by pressing *Total*.

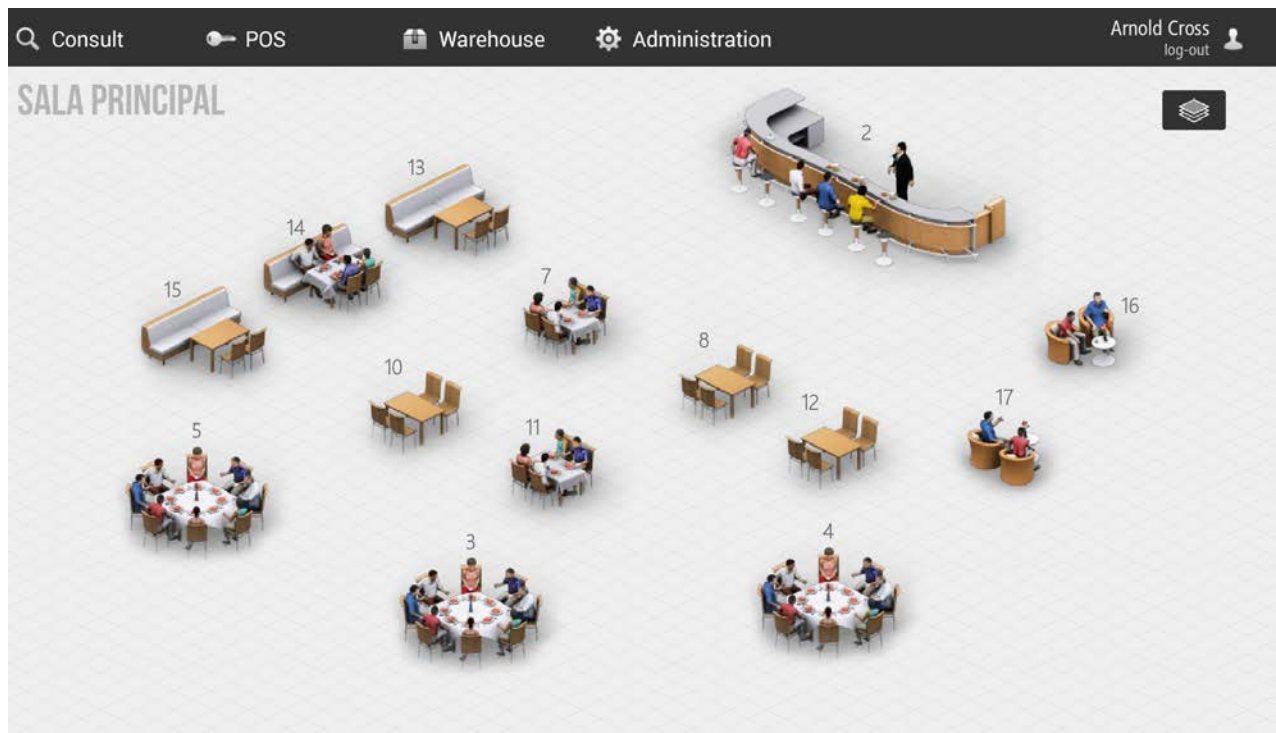
ID	Date	Amount
888	29 Jul 2014	3.84 €
9	18 Jul 2014	15.35 €
9	18 Jul 2014	15.35 €
10	18 Jul 2014	11.51 €
5	15 Jul 2014	98.65 €
Carles	08 Jul 2014	3.84 €
Joan	08 Jul 2014	24.01 €
Claudi	08 Jul 2014	7.67 €

HioPos CLOUD		
10001		
Mestrals s/n		
25123 Torrefarrera		
ID: 888	29 Jul 2014	
Seller: Arnold Cross	17:29	
Hamburguesa al bacon	3.50 €	
Total	3.84 €	
Taxes included	Base	Share
4.0%	3.37	0.13 €

The direct sale on hold feature lets you filter between the sales from all the cashiers available or to just see the ones your user left on hold.

3.7.2 Sales on hold with Table Layout

This sale on hold is much more visual because with one quick look you can see all the tables from the room that are, whether empty or occupied. A table that's occupied is because it already has an open receipt assigned to it, or what's the same, a sale on hold.



Select an empty table or an occupied one, depending on whether you want to go back to an already started receipt or you want to start a new one. How it works is similar to sales on hold, where you first select the items you want to put in the receipt and then you can finish the sale or leave it on hold.

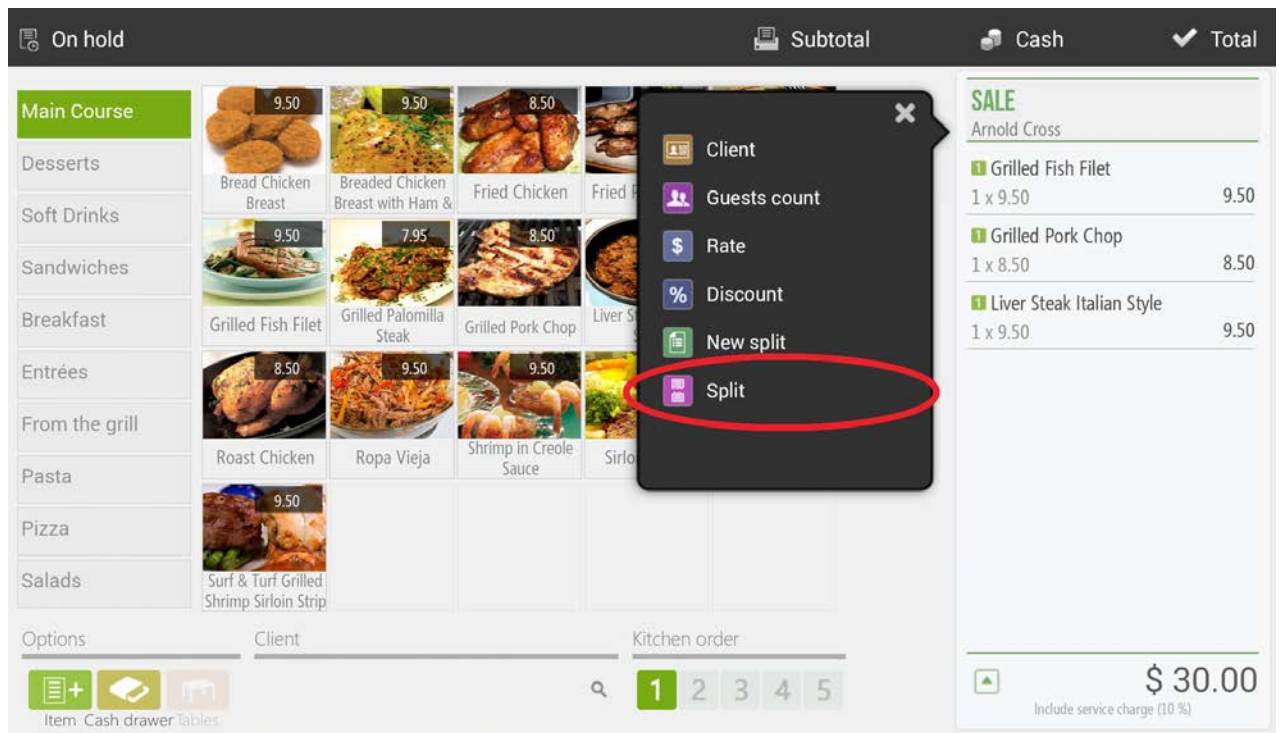
3.8 Split a sale

You can split a sale to divide the receipt between different guests.

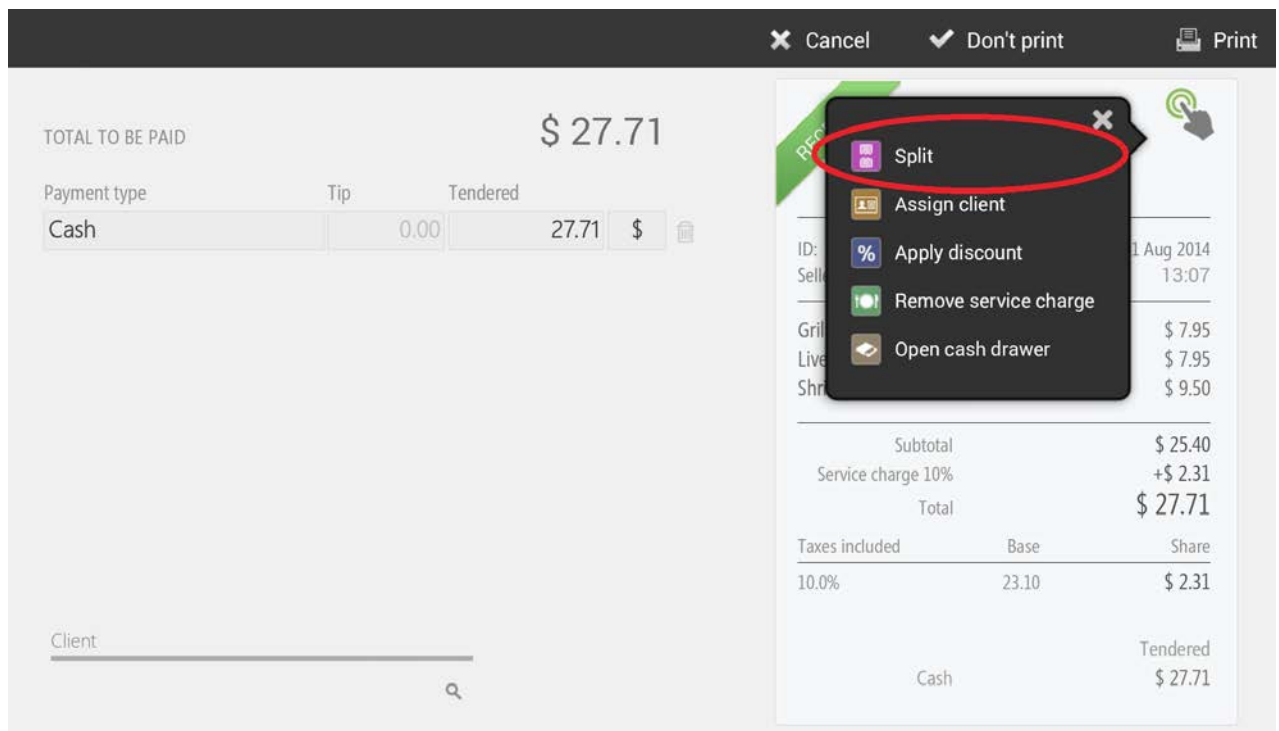
3.8.1 Split an ongoing sale

By splitting a sale the receipt will be divided in two or more, this way you can cash out separately all the guests. There are three ways to split the receipt during the sale process:

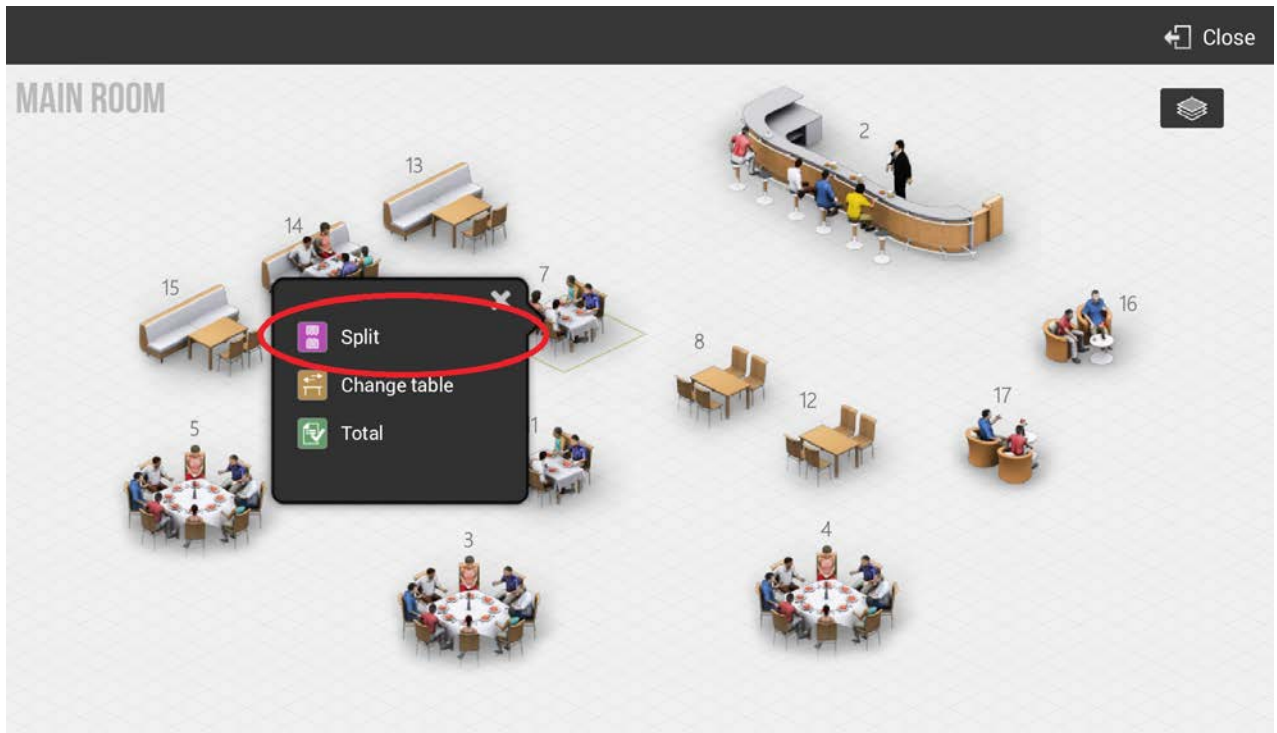
- Press on the header of the receipt from at the sale screen and then press *Split* from the drop down list.



- From the window where you can choose the payment method, press anywhere on the receipt and from the drop down list select *Split*.

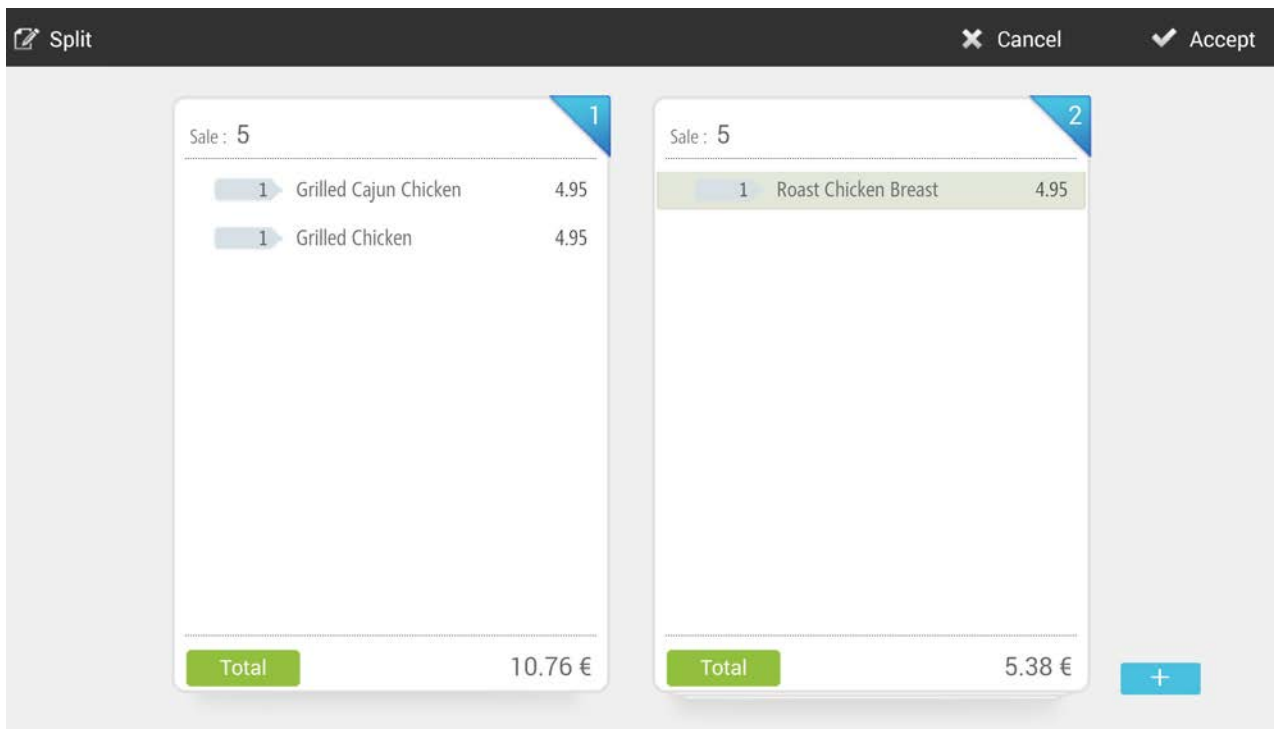


- From the Table Layout window press for three seconds on an occupied table, then select *Split*.

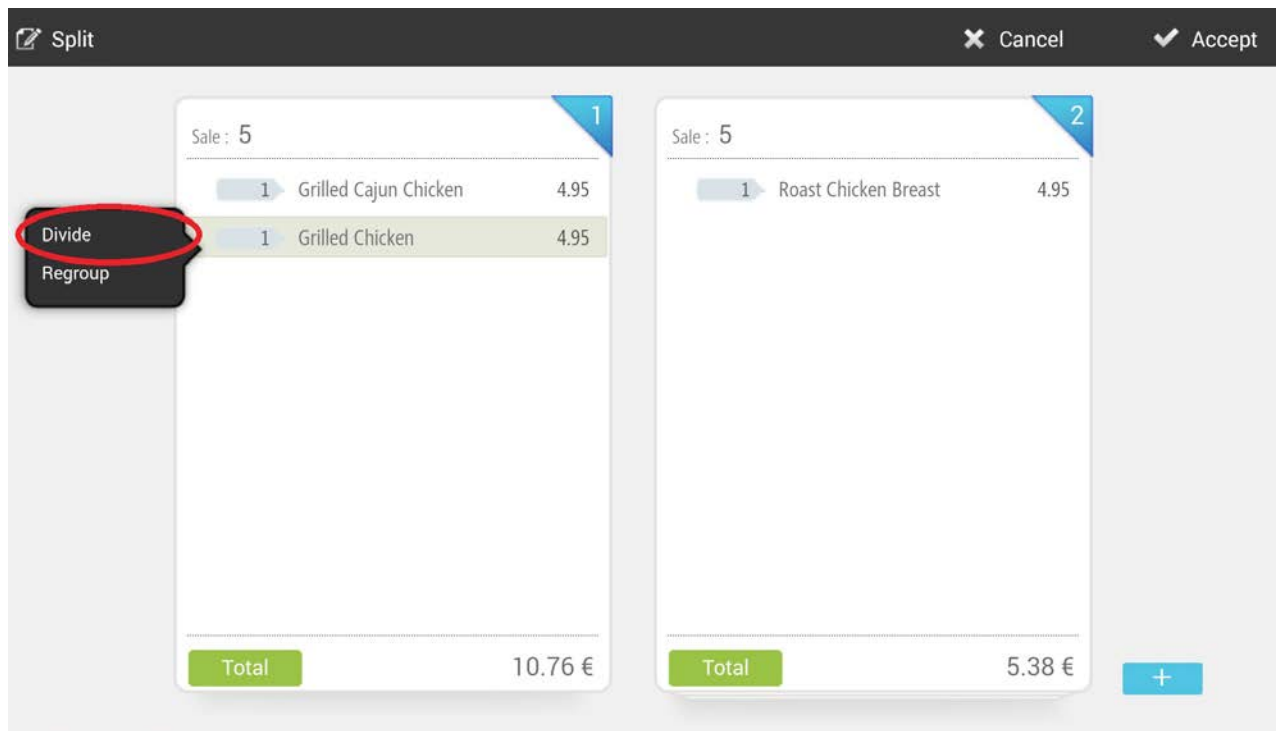


The result will be the same, no matter where you start it from.

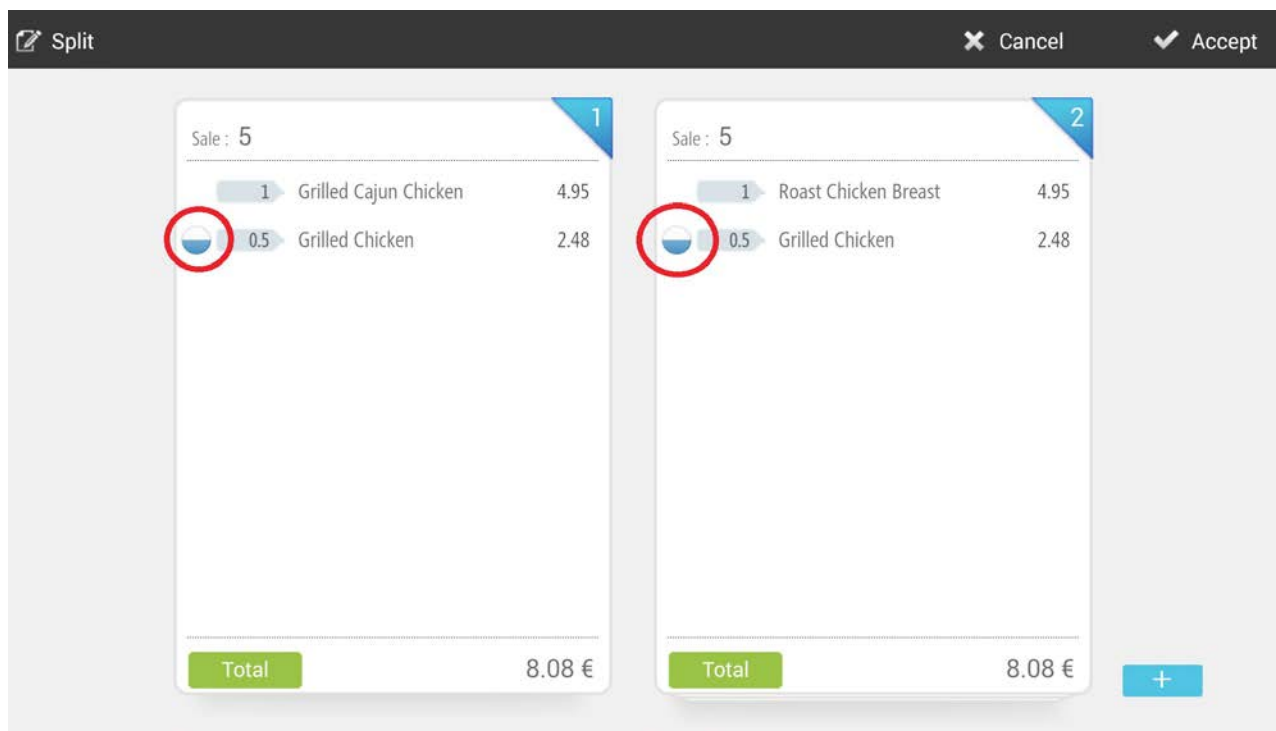
When splitting a sale the HiOPOS will show two, or more, receipt on the screen, the current one and the new ones, where we can send the items from the original one so we split the sale. To move items from one receipt to the other drag them with your finger.



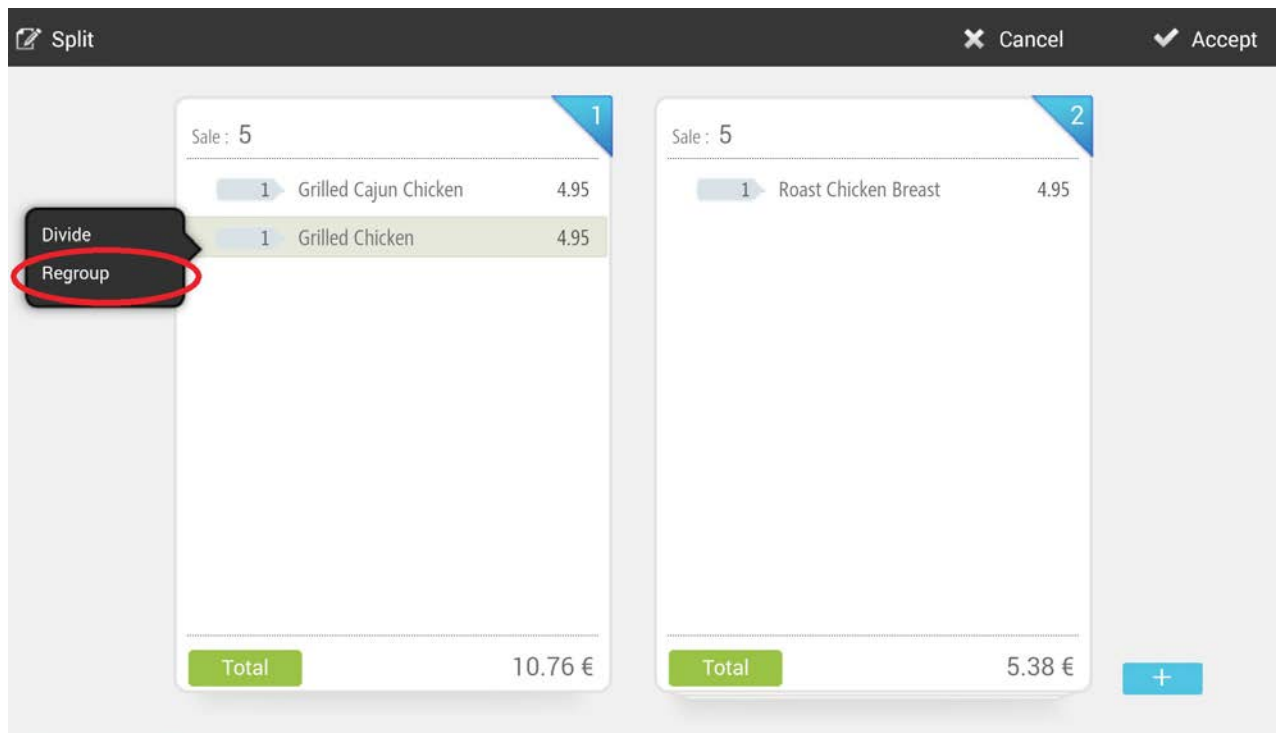
You can also divide a single item so this will appear by the divided amount on each receipt you put it in. Press on the items and then select *Divide*.



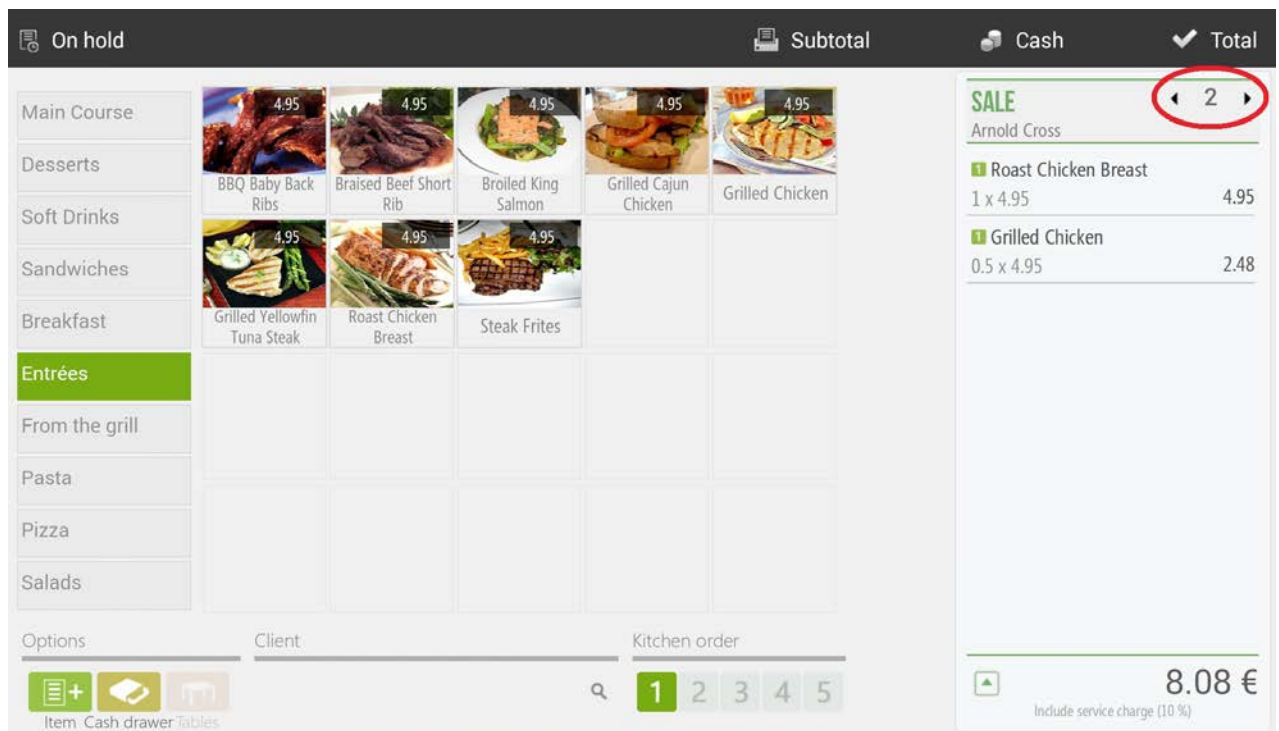
Now each divided item can go from one document to the other press on the rounded figure with wedges. Each wedge is one unit of division that you can send to another document.



To undo a division press on the item and select *Regroup*.



When there is a sale that's been split, you can still see all the receipts from the sale screen. See the arrows that appear at the receipt header, jump from one to the other with them.

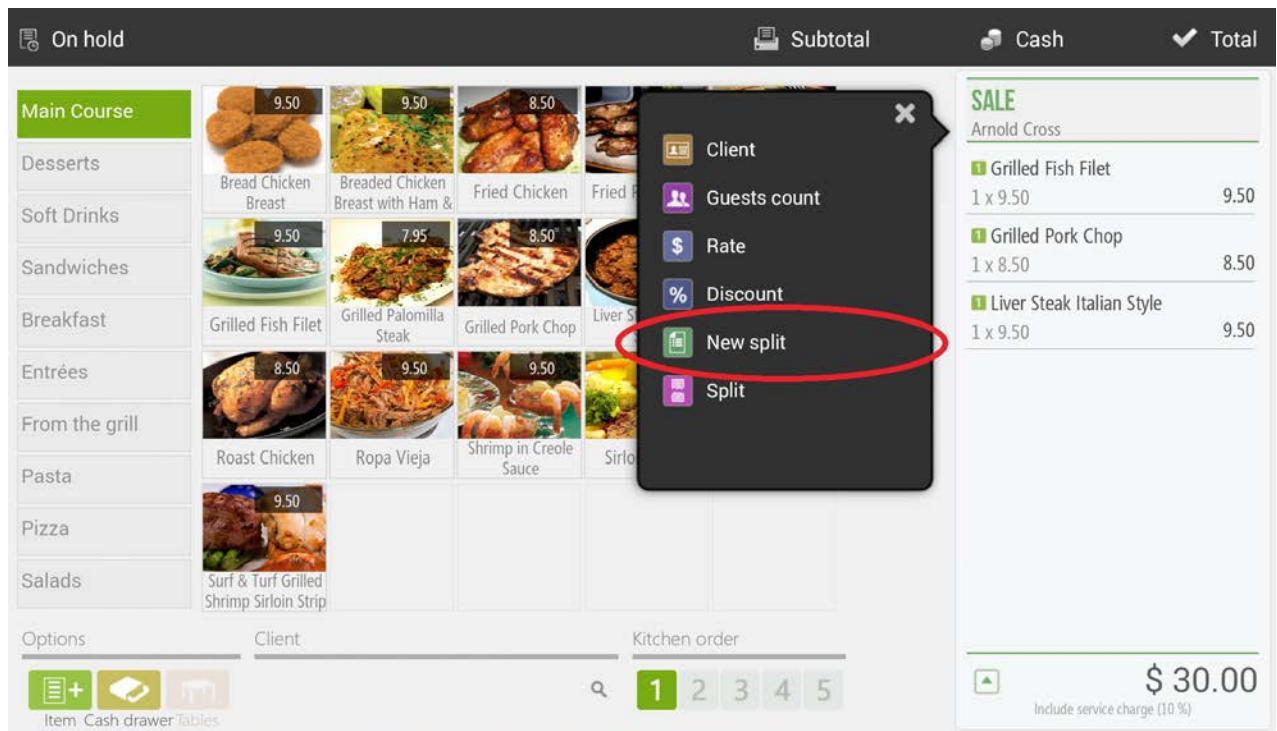


To cash out each receipt follow the usual sale process, like you do when there's just one receipt. You'll finish them one at a time.

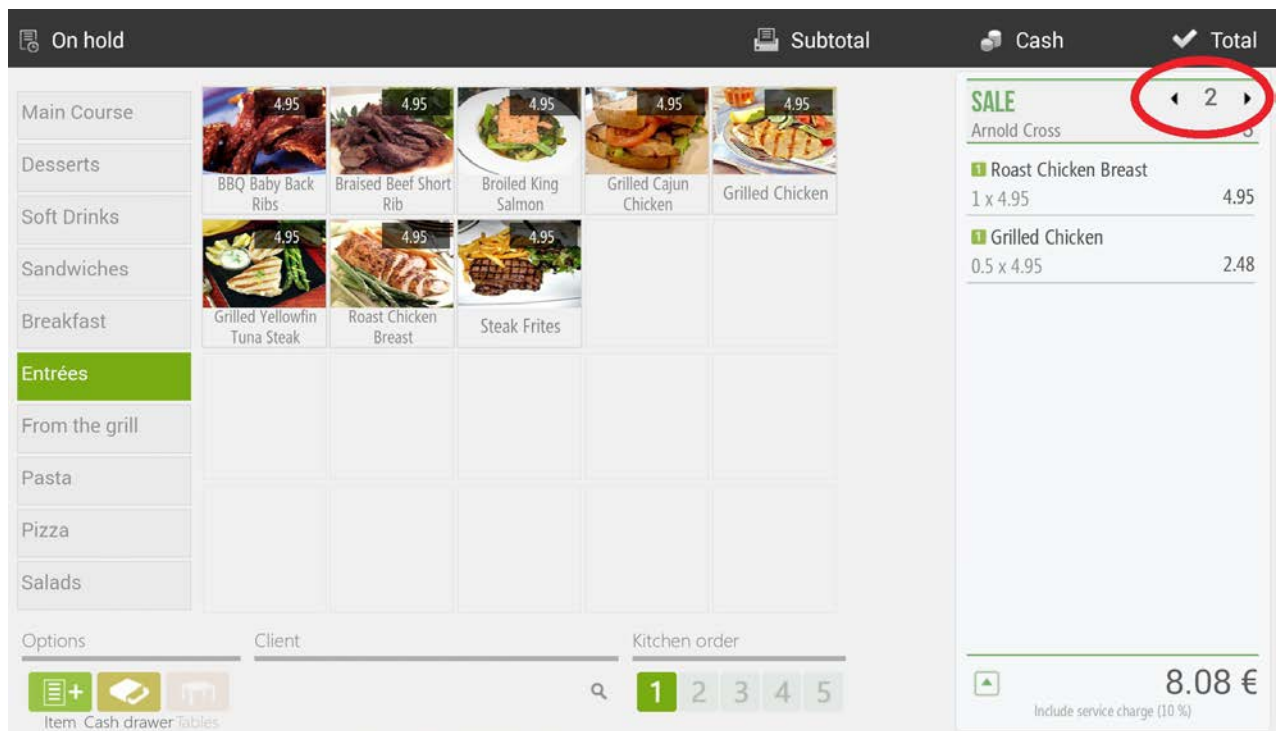
3.8.2 New split

HioPOS Cloud can also start a new receipt on the same sale without having to finish or leave on hold the previous one.

Press on the header of the receipt and select *New split* from the drop down menu.



You'll see how the receipt goes to zero and a number appears at the header, this means that this a new receipt, to go back to the previous one press the left arrow.



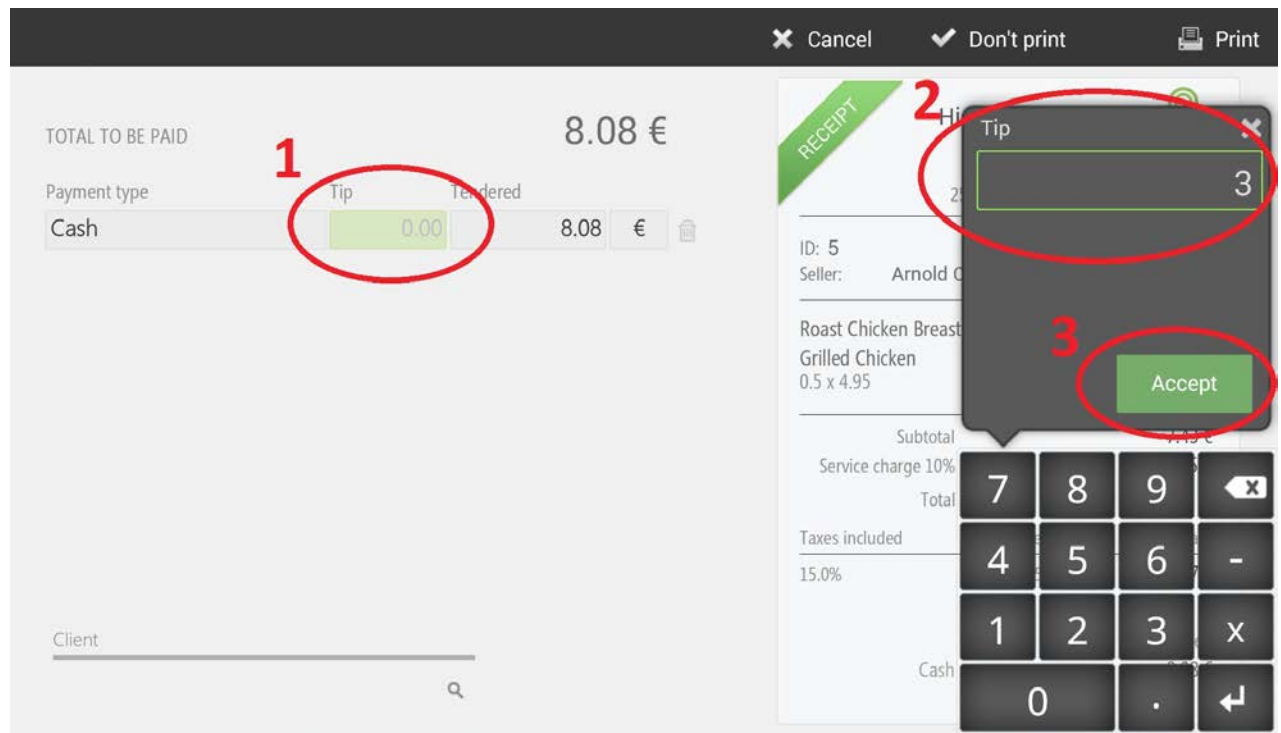
To cash out each receipt follow the usual sale process, like you do when there's just one receipt. You'll finish them one at a time.

3.9 Tips and Service charge

Tips and Service charges can be configured from the *Terminal type* in the *Configuration* menu.

3.9.1 Tips

Tips can be freely modified when finishing a sale; this means that the tipped amount is not linked to a percentage or a certain amount of the sale.

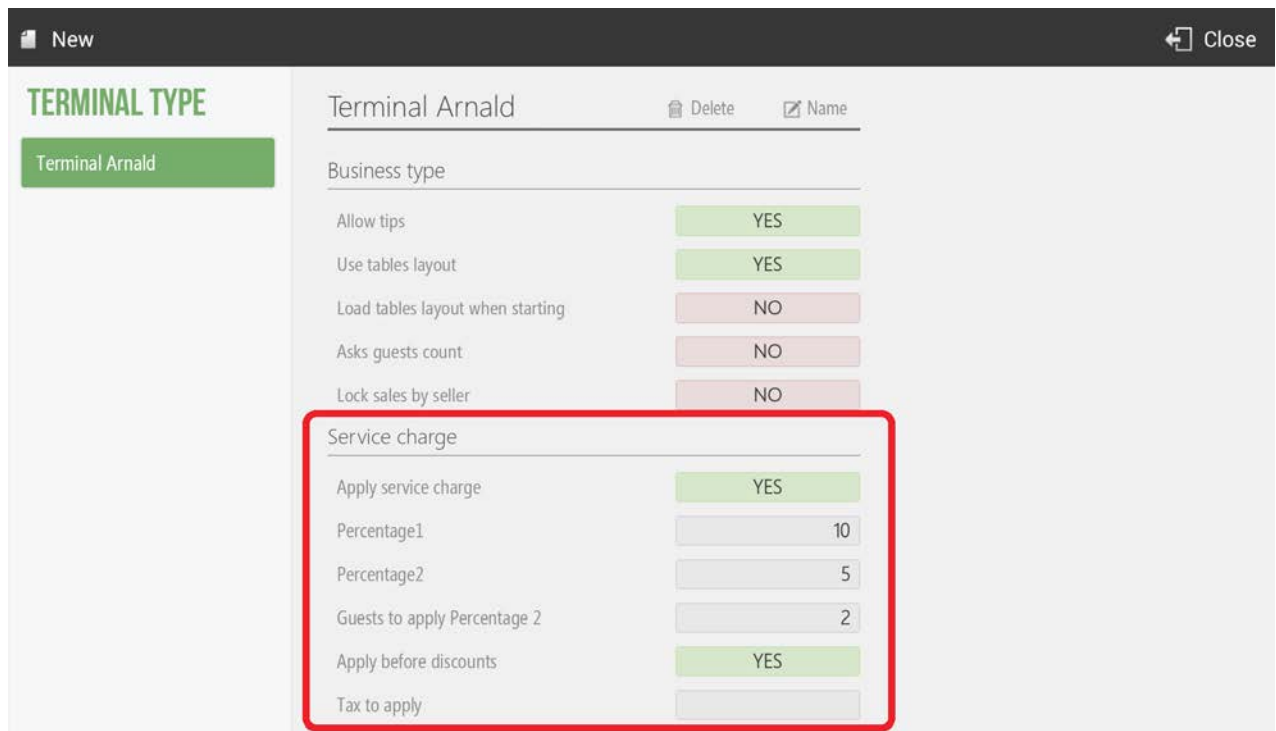


To enter a tip, go to the payment method window, after the receipt has been totalized. Press on the box *Tip* and enter the according amount. Finish the sale with or without print out.

3.9.2 The service charge

The service charge, unlike the tip, is always applied to the sale total.

In *Terminal type*, from the *Configuration* menu, select the percentage to apply to each sale.



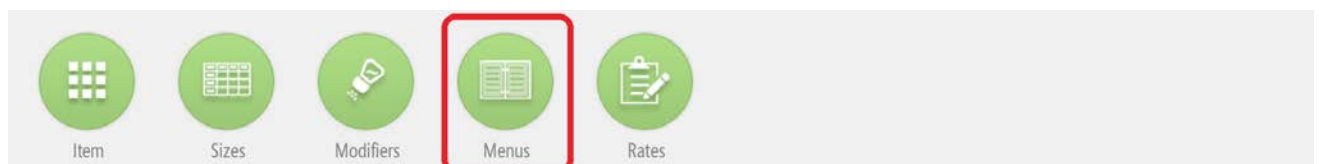
Once there's a minimum number of guests you can apply a different percentage as service charge. Configure it from *Terminal type* in *Configuration*.



This second service charge replaces the first one, so you only apply one at a time.

3.10 Menu like items

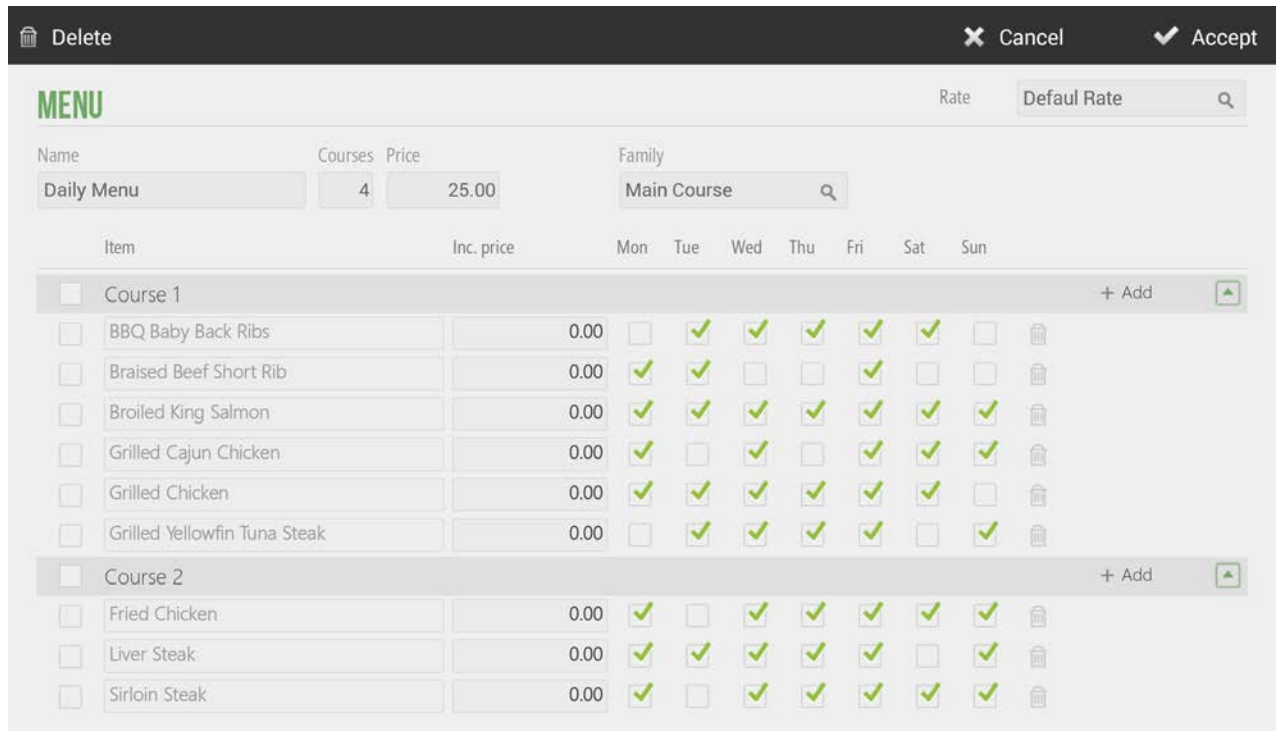
By creating menus you are grouping similar items, for example, if they are entrées, main courses, desserts, or drinks, this way you can sell items as a combo.



To create new menus or manage the existing ones go to *Menus* from the *Configuration* window. Here you can create new menus or edit the ones you already have.

3.10.1 Menus creation and management

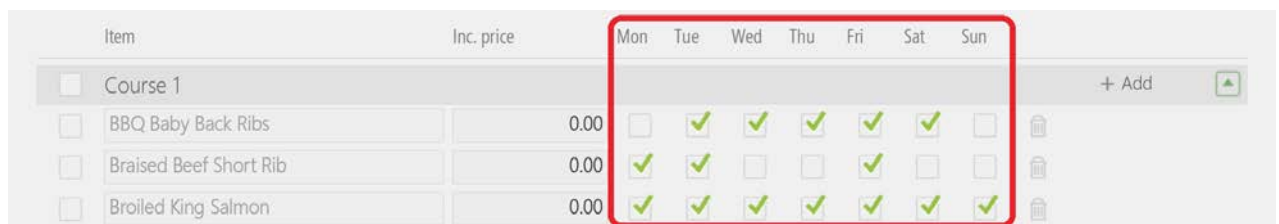
This is the main window from the menus module:



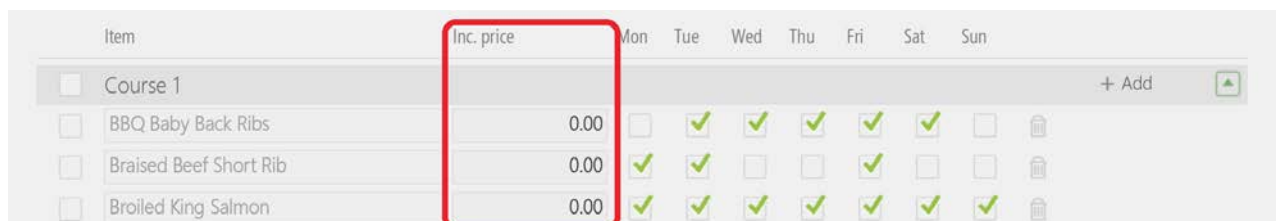
From the main options of the menu you can change the name, number of courses to offer, the price of the whole combo and the family where the menu item will be created (a menu on the sale screen will look like any other item).



Each course can have as many items as you want and you can choose the days of the week it will be available.

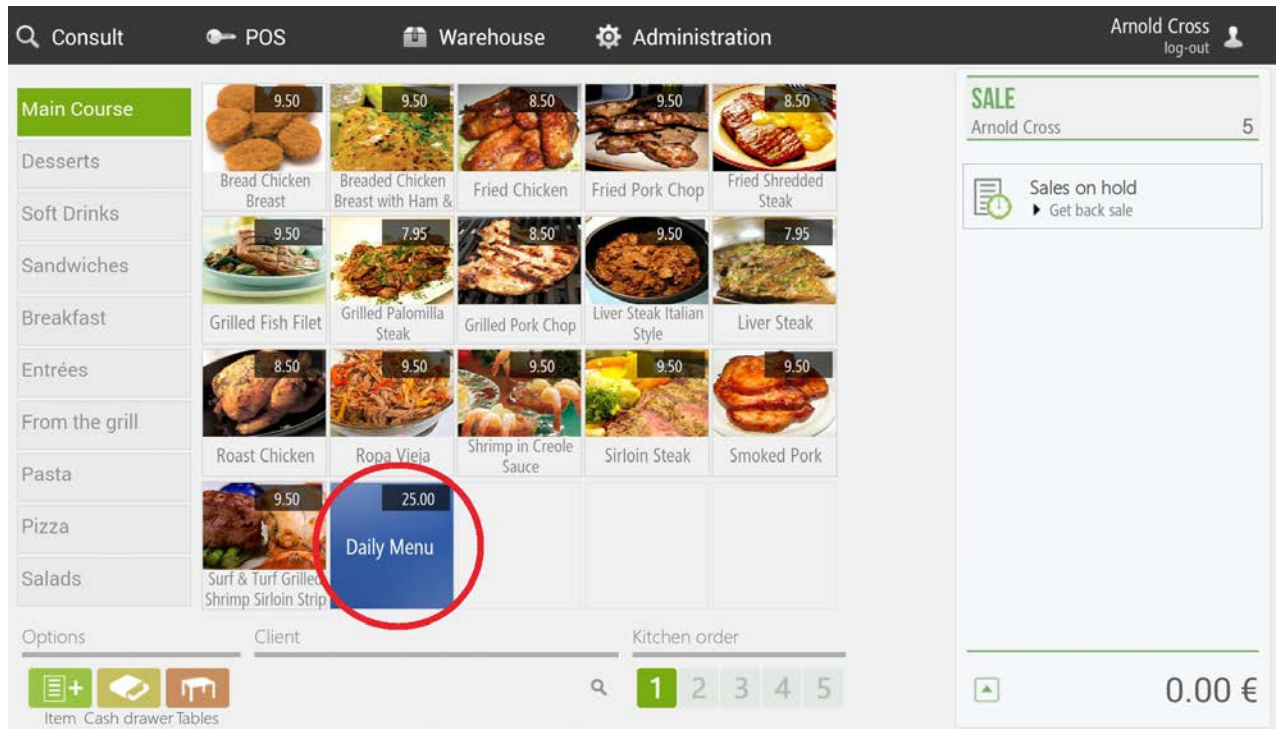


Each item can also have an extra price that will be added to the total of the combo.

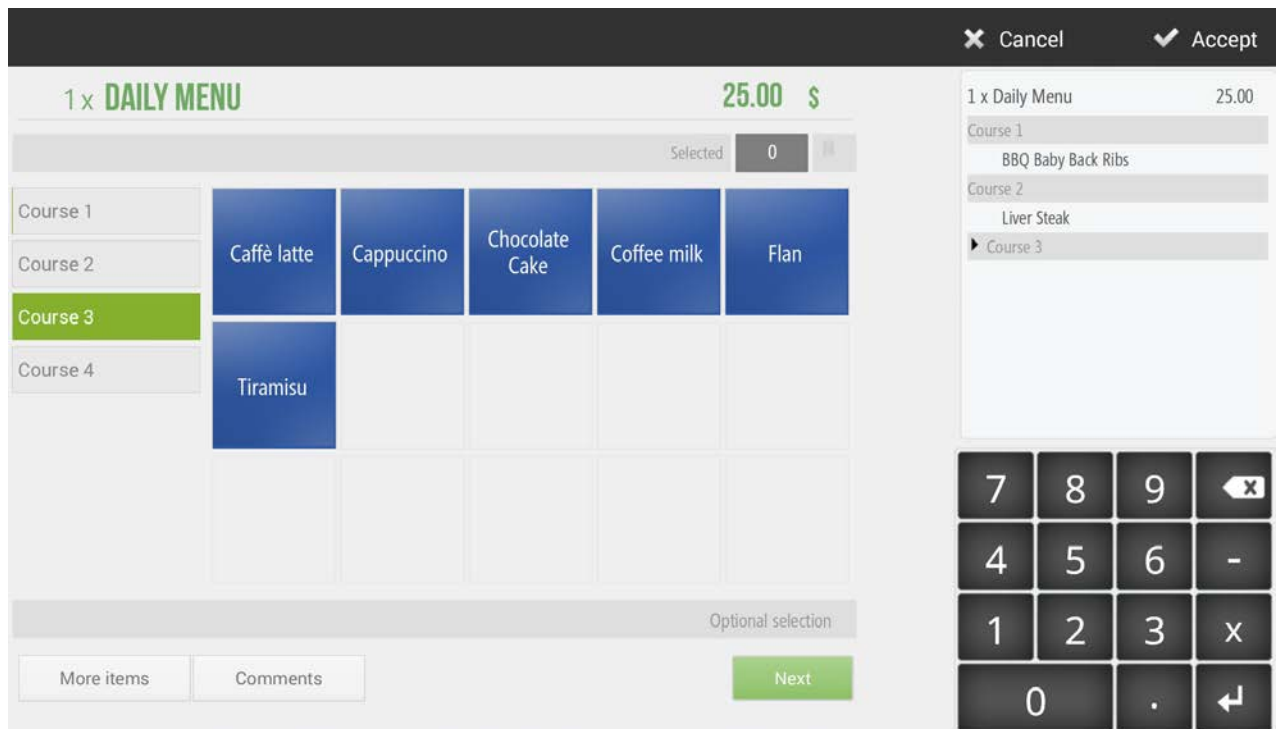


3.10.2 Selling a menu

First you have to have a combo menu already created and available, as explained in the last paragraph, and this menu has to be assigned to a family.



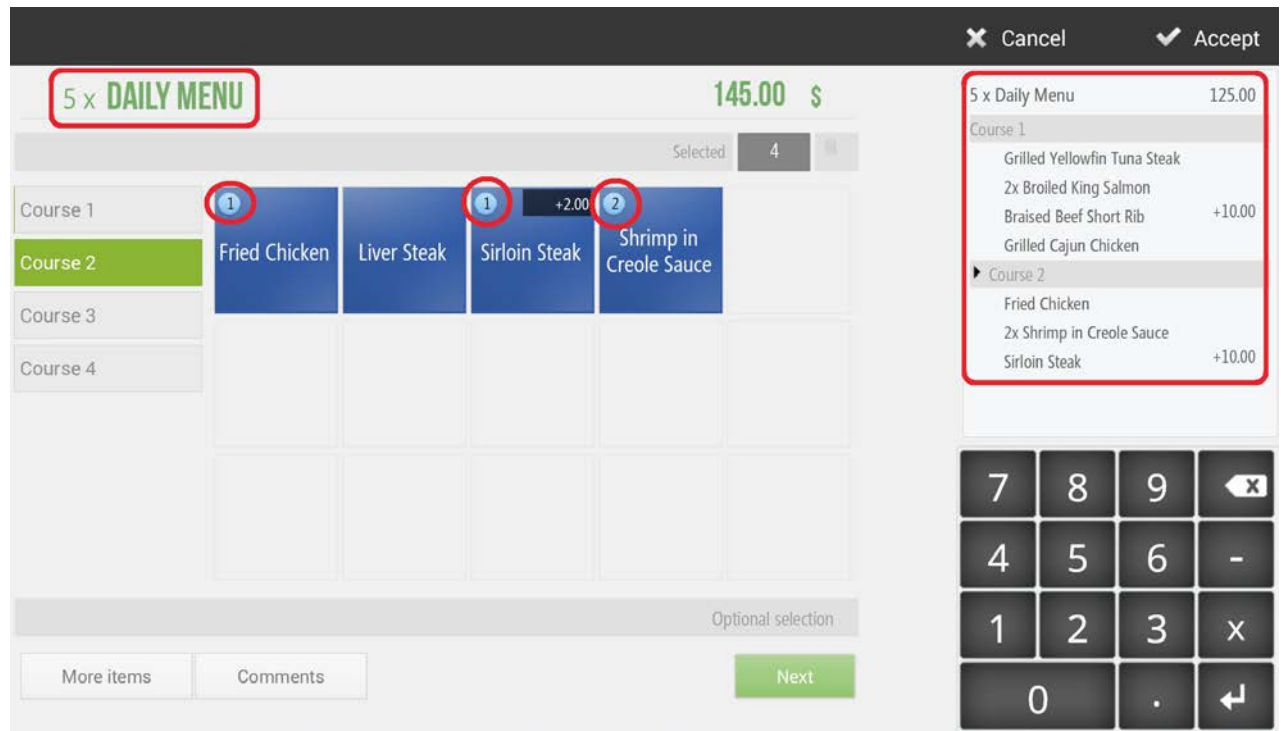
On the sale screen first select the family that has the combo menu item in it and then select the item from the list. All courses that compose the menu will then appear together with the items each course has (items can be set to be available only certain days of the week).



Select the items from the first course and press *Next*. Do the same for each course until you've selected an item from each course.

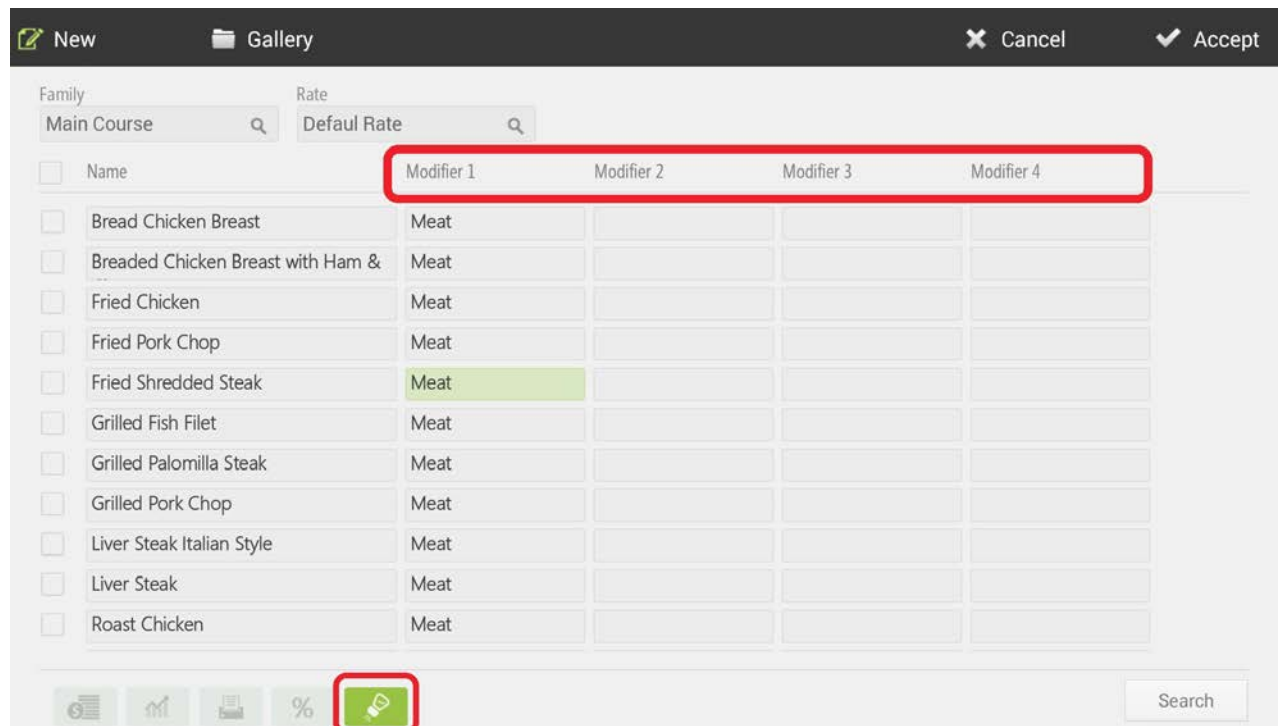
If you want to finish without having selected all the courses press *Accept*.

HioPOS Cloud lets you sell multiple combo menus at a time. First enter in the keypad from the sale screen the number of menus to sell, and then press on the item like menu. For example: if you select three menus you'll have to enter three items of each course, they don't have to be the same though.



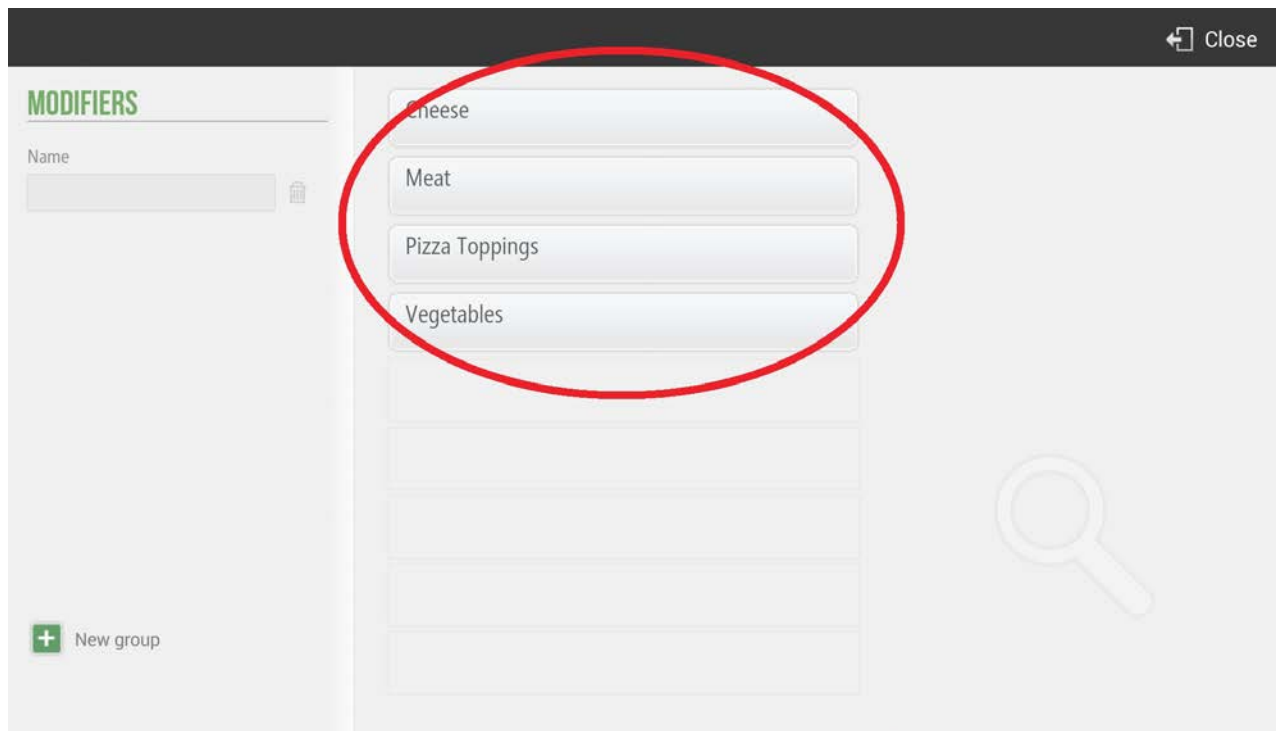
3.11 Modifiers

The modifiers are items added to the original item, in a way that customize the order. These modifiers can also add an extra price to the total amount.



First thing you have to do to create these modifiers is to go to *Modifiers* from the *Configuration* menu. Modifiers are created by groups, so you have to add a group of modifiers to an item, this means that when you select that item for a sale you can choose between all the modifiers that family has.

Select an item, press on the modifiers box and then select one of the modifier's families that available.



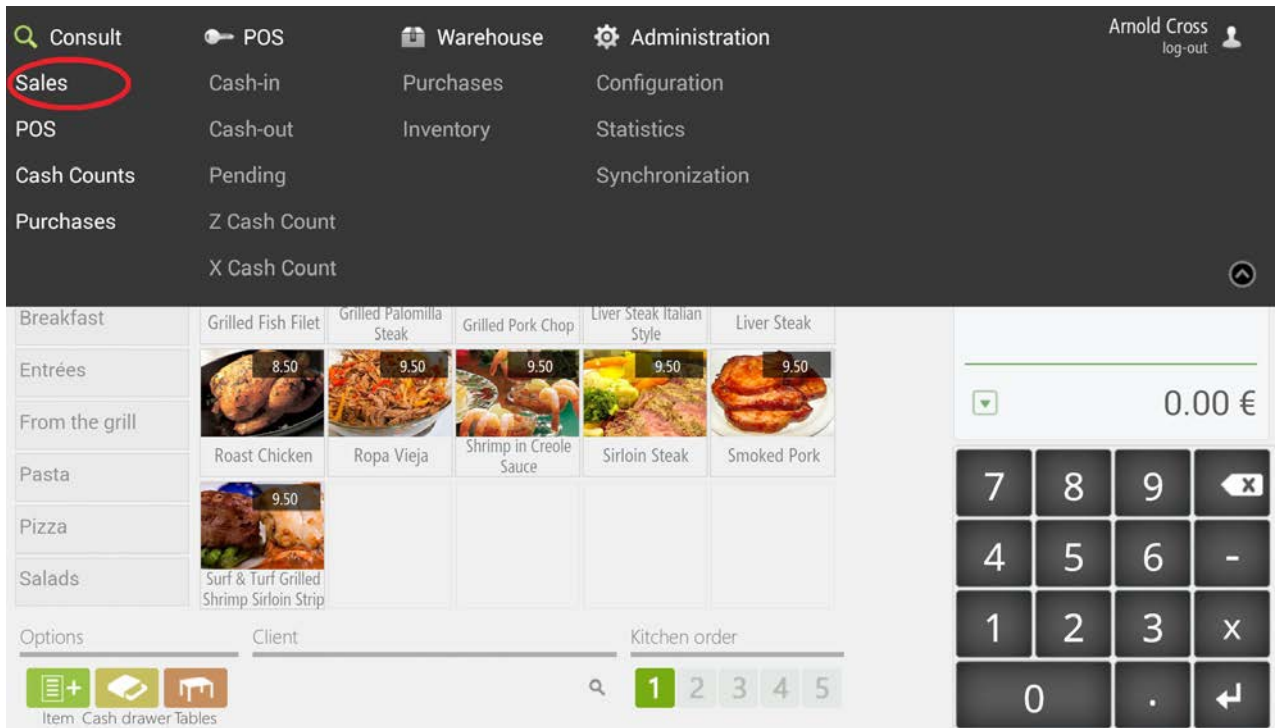
Each time you sell this item it will make you choose between the modifiers assigned to it.

Examples of modifiers:

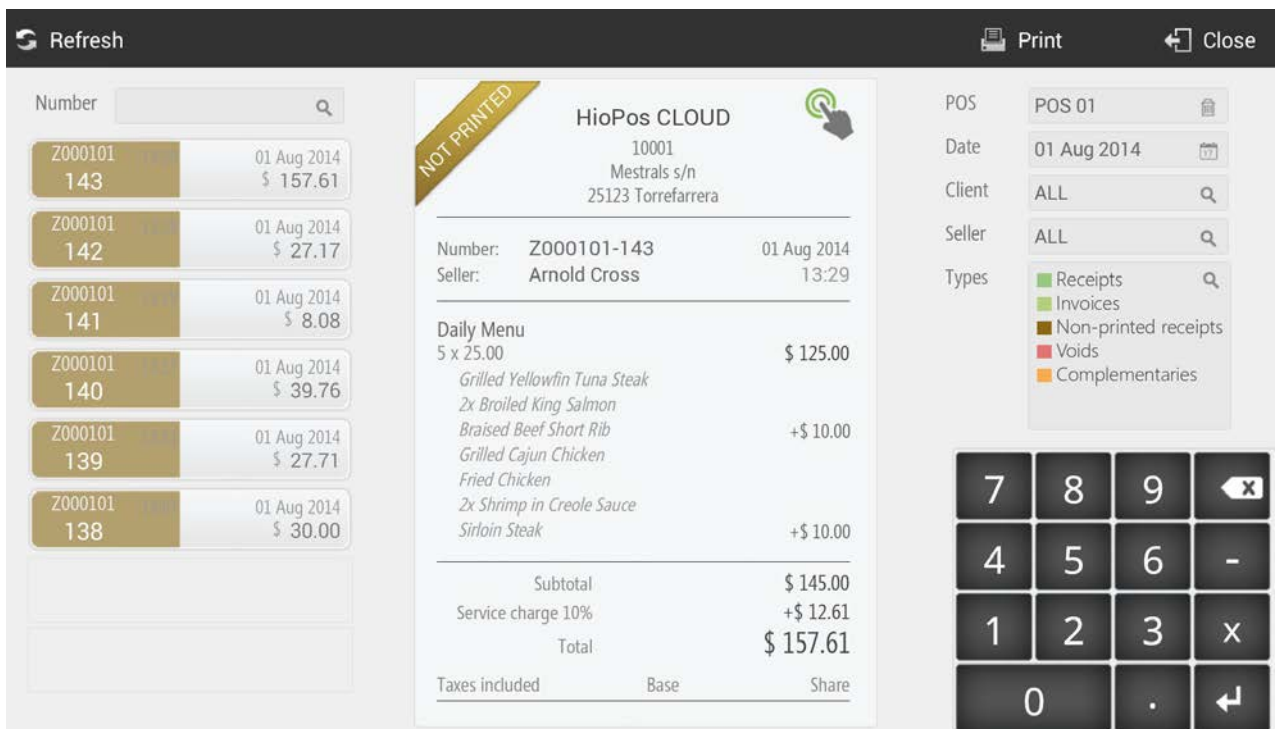
- Cook time: rare, medium or well done.
- Garnishing: with potatoes, with vegetables.
- Pizza ingredient: extra cheese, anchovies, ham, olives.

4. Consult sales

To consult the documents already issued, you consult sales. Go to *Consult* from the top main menu and then *Sales*.

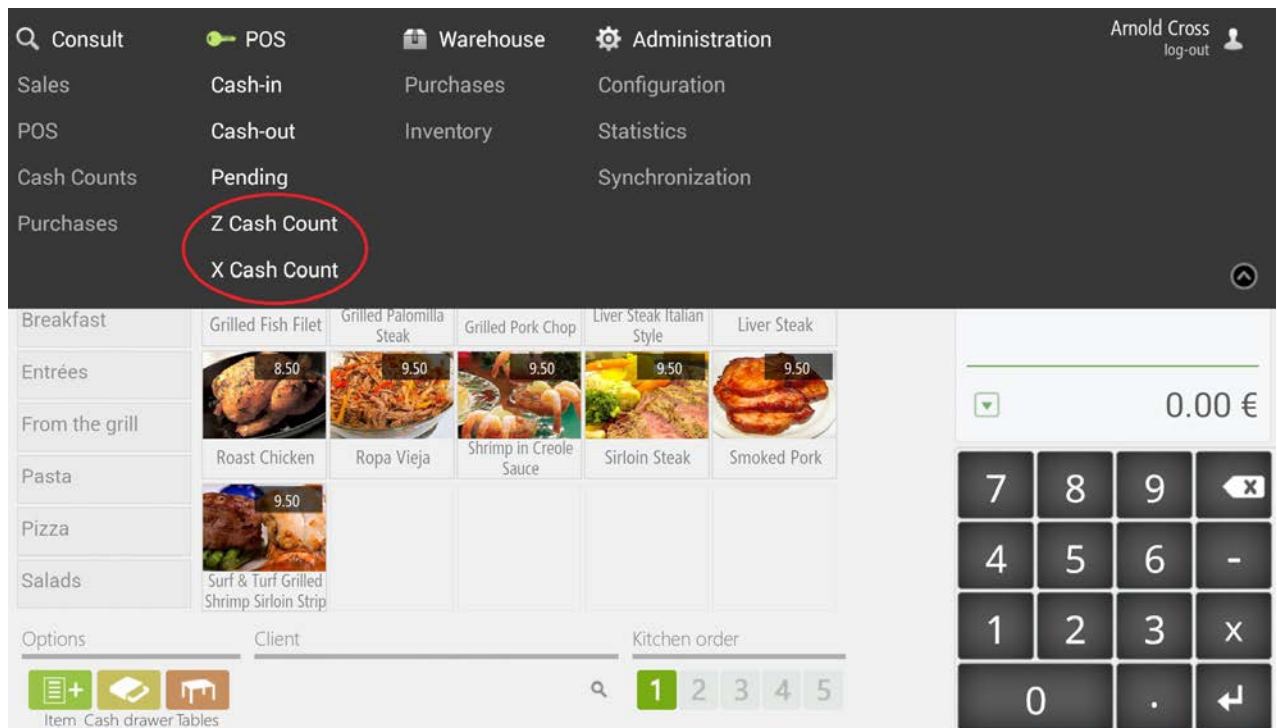


Enter the sale number in the top left box to search for a sale, or filter by *POS*, *Date*, *Client*, or *Seller* from the top right side.



5. Cash counts

The cash count of cash closing gives us a picture of the transactions done from the last cash count issued. There are two types of cash closing: the Z Cash count (to issue a final cash count) and the X Cash count (it only shows us what a Z cash count at that moment).



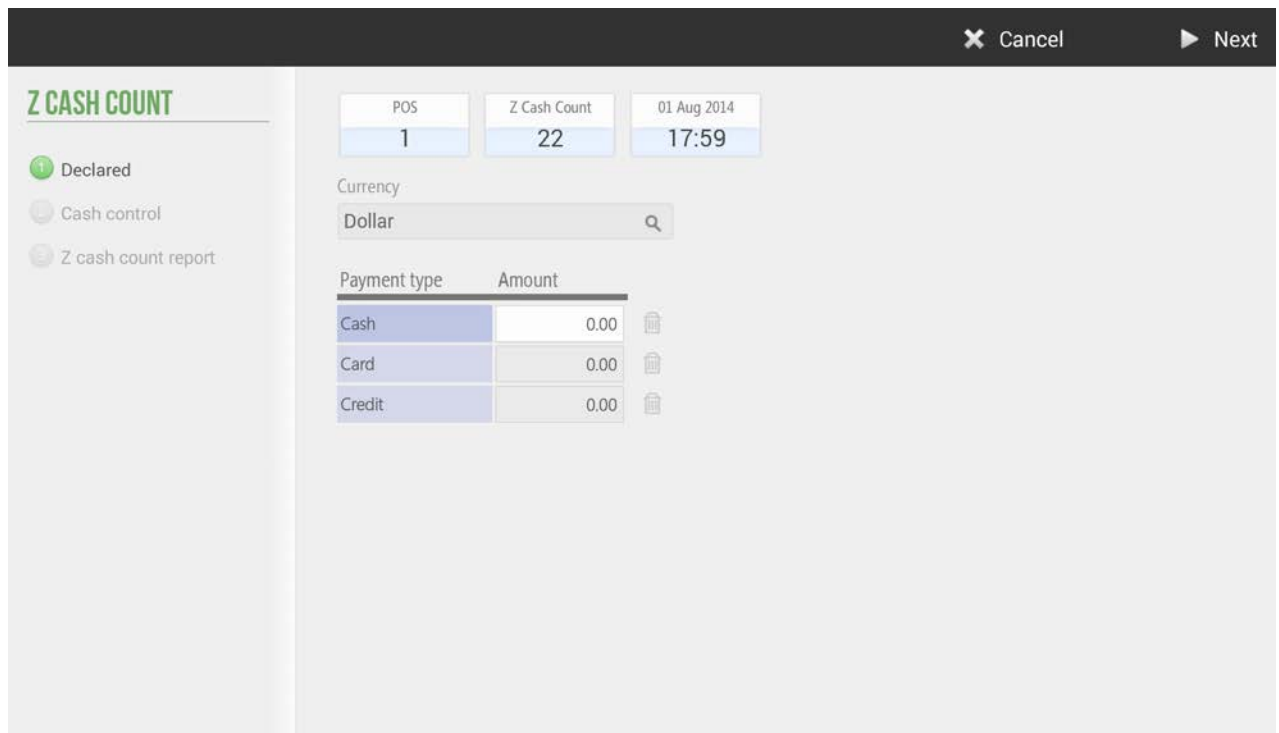
5.1 Z Cash count

The Z cash count is a permanent and final cash count. Once done it can't be modified and from then on any other transaction you make will become part of the next Z cash count.

The Z cash count is made up of three parts, the declared amount, the cash management, and the Z cash count report.

5.1.1 Declared amount

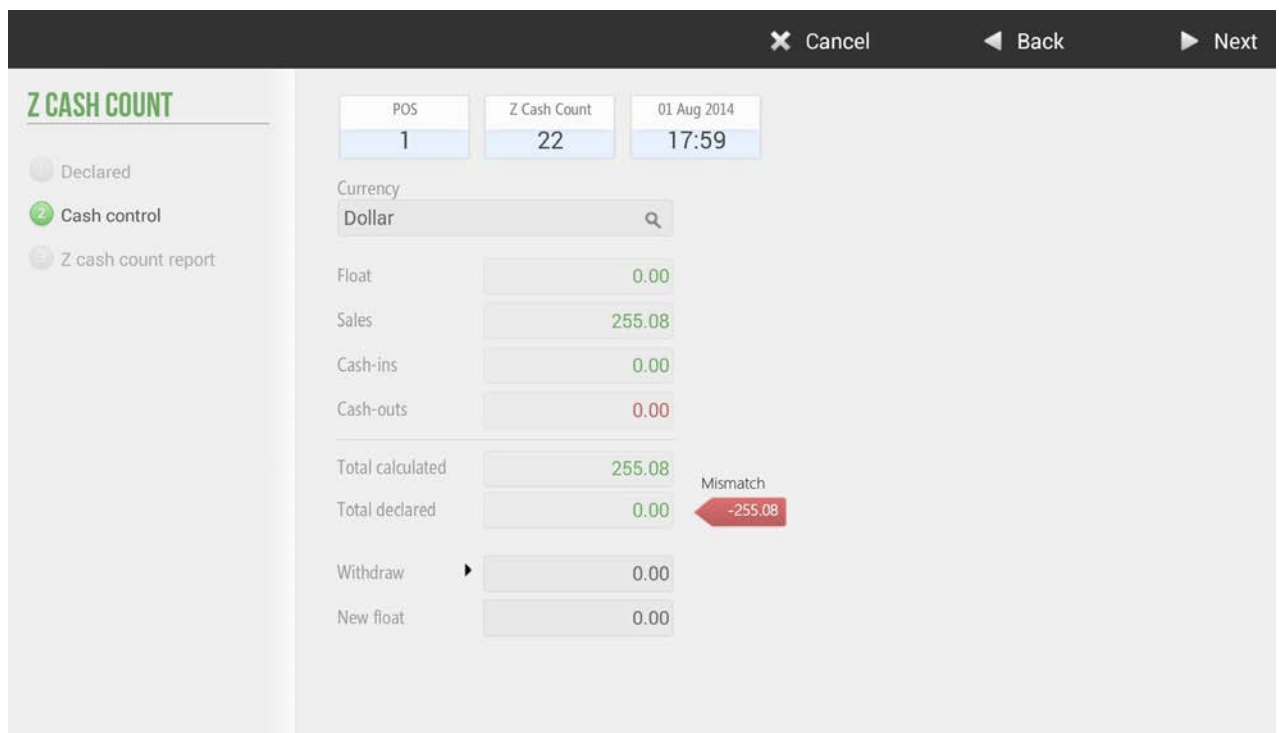
Enter the total amount of each payment method used during that period of time from the last cash count until now.



This is useful to see if there is any cash discrepancy. If there's a discrepancy HioPOS will warn you when you press *Next*.

You can also choose the currency you want to do the cash count with.

5.1.2 Cash management



For a proper cash management you need to enter the amount to withdraw from the cash drawer and the *New float* (amount to start the day with) that will be available the following day to start selling.

The first box shows the float amount from the previous day, it can't be modified.

Float	0.00
Sales	255.08
Cash-ins	0.00
Cash-outs	0.00

The next three boxes show the sales, cash-ins and cash-outs done during current Z cash count time period.

Float	0.00
Sales	255.08
Cash-ins	0.00
Cash-outs	0.00

If there's any discrepancy between the total amount (float + sales+ cash-ins + cash-outs) and the total declared, HioPOS will warn us with a red message and the discrepancy.

Total calculated	255.08	Mismatch
Total declared	0.00	-255.08

5.1.3 Z Cash count report

Shows the total amount of the transactions done during the period of time you select, distinguishing between:

- Cash control

Print
Close

Z CASH COUNT

- Declared
- Cash control
- Z cash count report

HioPos CLOUD
 10001

POS	Z Cash Count	01 Aug 2014
1	22	17:59

CASH CONTROL (Dollar)

Float	\$ 0.00
Sales	\$ 255.08
Cash-ins	\$ 0.00
Cash-outs	\$ 0.00
<hr/>	
Total calculated	\$ 255.08
Total declared	\$ 0.00
Mismatch	\$ -255.08
Withdraw	\$ 0.00
New float	\$ 0.00

CASH CONTROL (Euro)

- Summary by currency

SUMMARY BY CURRENCY (Dollar)			
	Calculate	Declared	Mismatch
Cash	\$ 255.08	\$ 0.00	\$ -255.08
TOTAL	\$ 255.08	\$ 0.00	\$ -255.08

- Sales by user

SALES BY SELLER			
	Sales	Amount	%
Arnold Cross	6	\$ 290.33	
TOTAL	6	\$ 290.33	

- Sales by family

SALES BY FAMILY			
	Units	Amount	%
Main Course	16	\$ 259.35	
Entrées	1.5	\$ 7.43	
Charges and discounts	0	\$ 23.55	
TOTAL	17.5	\$ 290.33	

- Sales by series

SALES BY RANGE			
	Sales	Amount	Average
Z000101	6	\$ 290.33	\$ 48.39
TOTAL	6	\$ 290.33	\$ 48.39

- Sales summary

SALES SUMMARY	
Sales value	\$ 266.78
Discount amount	\$ 0.00
Charges amount	\$ 23.55
Voided sales value	\$ 0.00
TOTAL	\$ 290.33

You can exit with or without printing the document. To see any cash count again, go to *Cash counts* from *Consult* at the top menu.

5.2 X Cash count

Pictures what a Z cash count would look like at that precise moment, calculating from the last Z cash count.

The X cash count becomes more useful, for example, when working with shift jobs, with different cashiers or day and night shifts.

HioPOS doesn't keep track of the X cash counts.

5.3 Consult cash counts

After a Z cash count has been issued, to see it again you'll have to go to *Cash counts* from *Consult*.

The screenshot shows the main POS interface. At the top, there is a navigation bar with 'Consult' (circled in red), 'POS', 'Warehouse', and 'Administration'. Below this, there are sub-menus for 'Sales', 'POS', 'Cash Counts', and 'Purchases'. The 'Cash Counts' menu item is circled in red. The main area displays a grid of food items with prices, such as 'Grilled Fish Filet' for 8.50 and 'Grilled Palomilla Steak' for 9.50. On the right, there is a numeric keypad and a display showing '0.00 €'. At the bottom, there are icons for 'Item', 'Cash drawer', and 'Tables', along with a search bar and a row of buttons labeled '1' through '5'.

Here you can find any Z cash count you've made. Find them by the cash count number from the top left or filter by *Date* or by *POS* from the top right.

The screenshot shows the 'Z Cash Count' report for POS 1. The report is titled 'HioPos CLOUD' and includes the following information:

- POS: 1
- Z Cash Count: 22
- Date: 01 Aug 2014
- Time: 17:59

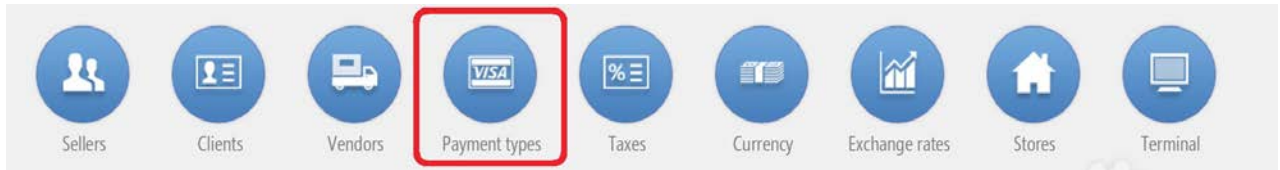
The report is divided into two sections: 'CASH CONTROL (Dollar)' and 'CASH CONTROL (Euro)'. The 'CASH CONTROL (Dollar)' section shows the following values:

Category	Value
Float	\$ 0.00
Sales	\$ 255.08
Cash-ins	\$ 0.00
Cash-outs	\$ 0.00
Total calculated	\$ 255.08
Total declared	\$ 0.00
Mismatch	\$ -255.08
Withdraw	\$ 0.00
New float	\$ 0.00

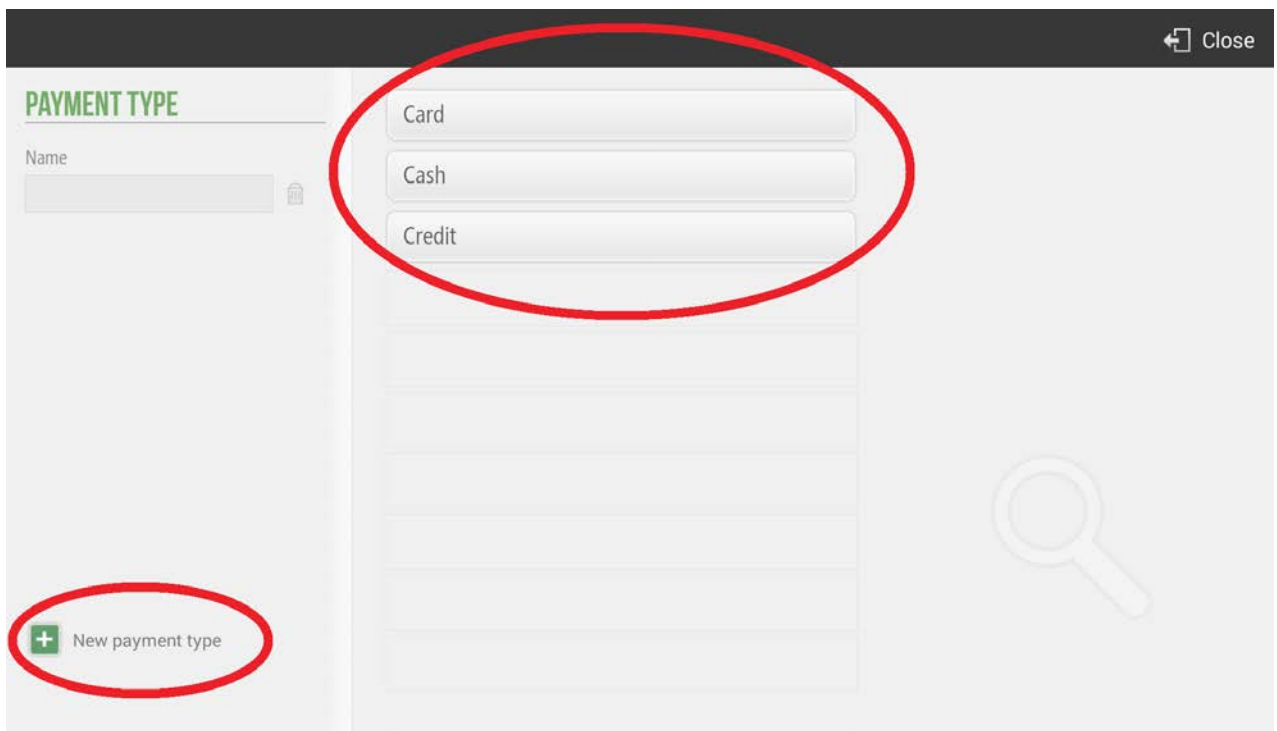
The 'CASH CONTROL (Euro)' section is currently empty. On the right side of the report, there is a numeric keypad.

6. Payment methods

By default the HioPOS includes three payment methods: *Cash*, *Card* and *Credit*. Configure them or create new ones from *Payment methods* at the *Configuration*.

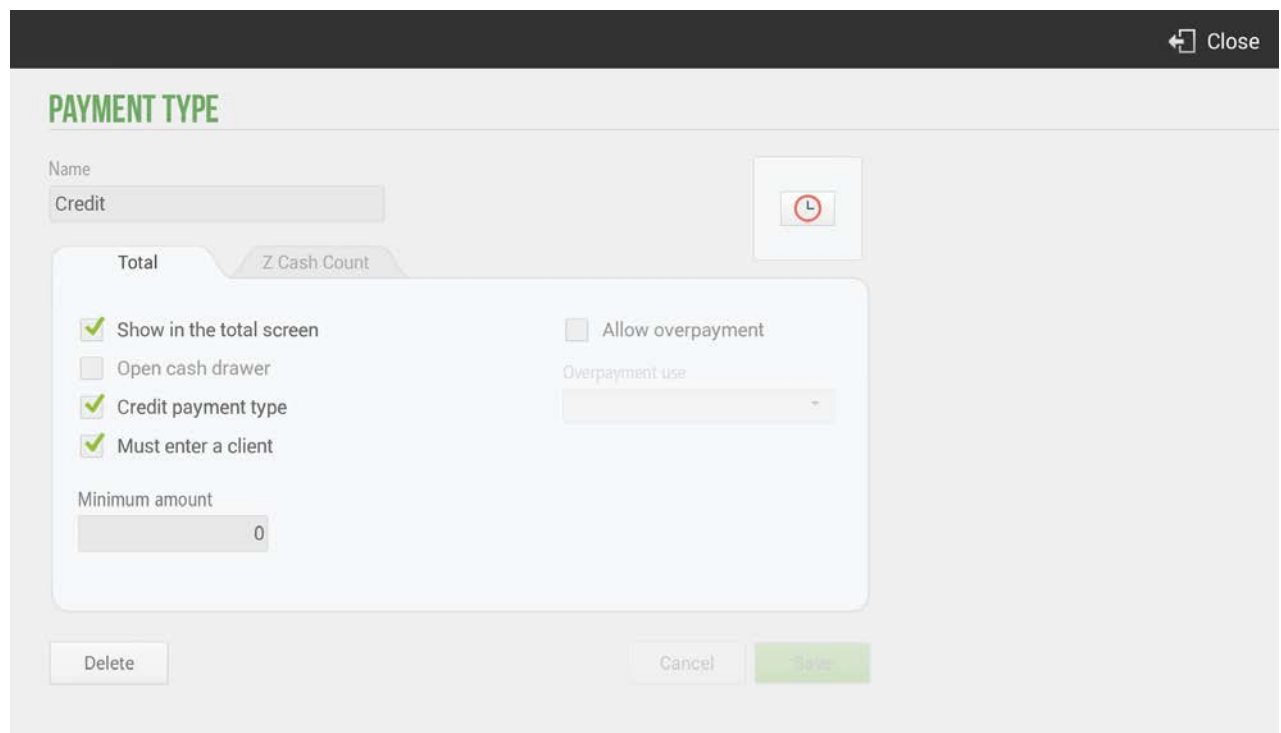


This is where you can configure them, select one of the available ones or create a *New payment method*:



6.1 Payment method configuration

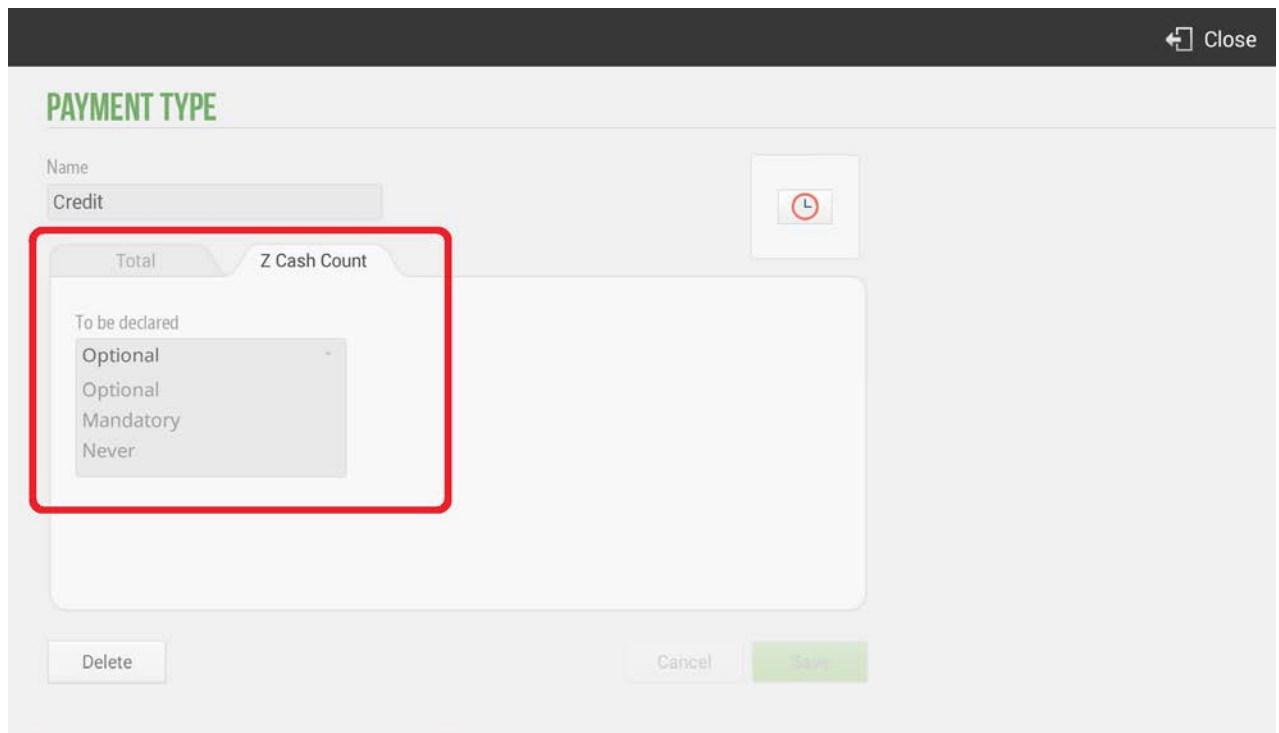
Each payment method can be configured separately from the others.



The screenshot shows a software interface for configuring a payment type. At the top right, there is a 'Close' button with a back arrow icon. The main title is 'PAYMENT TYPE' in green. Below it, the 'Name' field is set to 'Credit'. There are two tabs: 'Total' (selected) and 'Z Cash Count'. The 'Total' tab contains several settings: 'Show in the total screen' (checked), 'Open cash drawer' (unchecked), 'Credit payment type' (checked), 'Must enter a client' (checked), 'Allow overpayment' (unchecked), and 'Overpayment use' (a dropdown menu). The 'Minimum amount' field is set to '0'. At the bottom, there are 'Delete', 'Cancel', and 'Save' buttons.

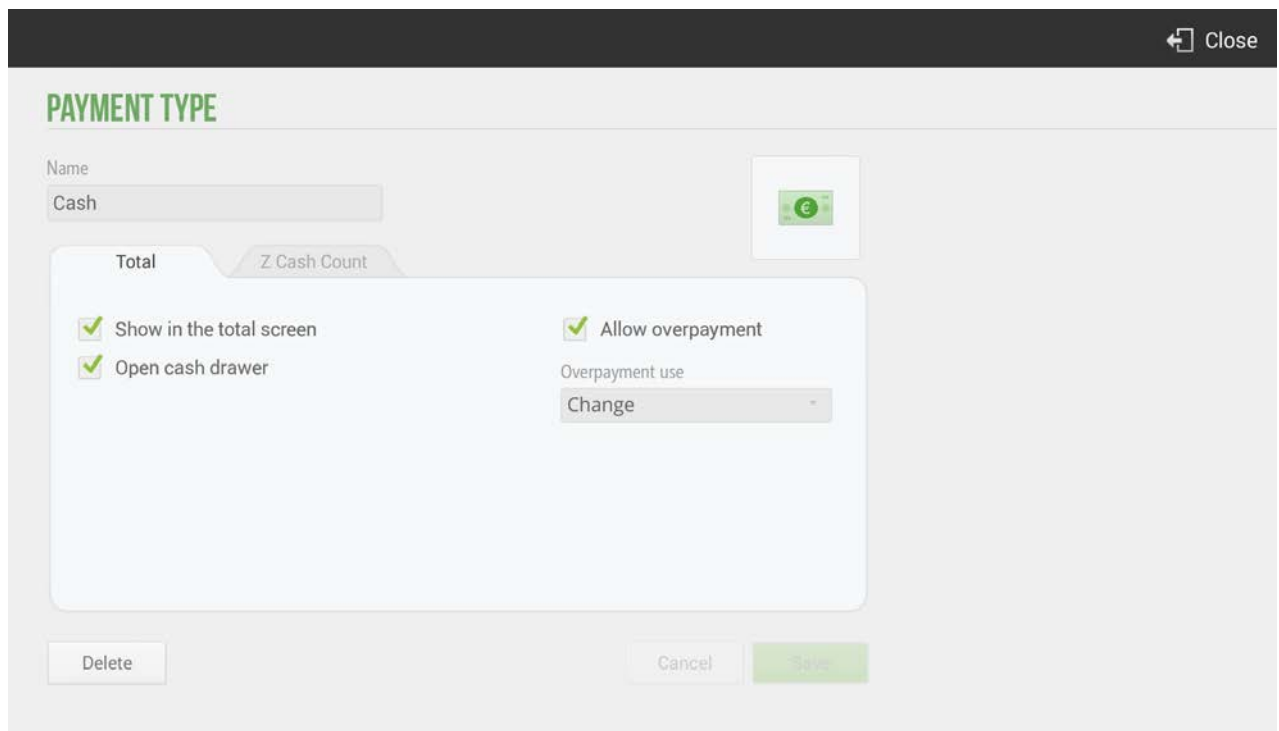
- Show in the total screen: the payment method will appear in the payment method window when finishing a sale, so the user can choose to cash in the sale.
- Open cash drawer: Once the sale is one the cash drawer will open (to configure your cash drawer go to *Devices* in *Configuration*).
- Credit sale: When making a credit sale you'll need to assign a client to that sale, this way you'll be able to manage those credits. Go to *Credit sales* from the *POS* at the top main menu.
- Must assign a client: The document will have to be assigned to a client, their data will be printed on the receipt, and, if set, the document will be invoiced or sent by email.
- Allow overpayment: If enabled you'll be able to choose if the extra amount will be used as *Change*, *Tips* or *Surplus*, and will appear like this on the receipt.
- Minimum amount: Enter the minimum amount required to use this payment method.

From the *Z Cash Count* tab choose if this payment method will have to be declared during the Z cash count. Choose the payment it's *Optional*, *Mandatory* or if it's *Never* declared.



6.2 The Cash payment method

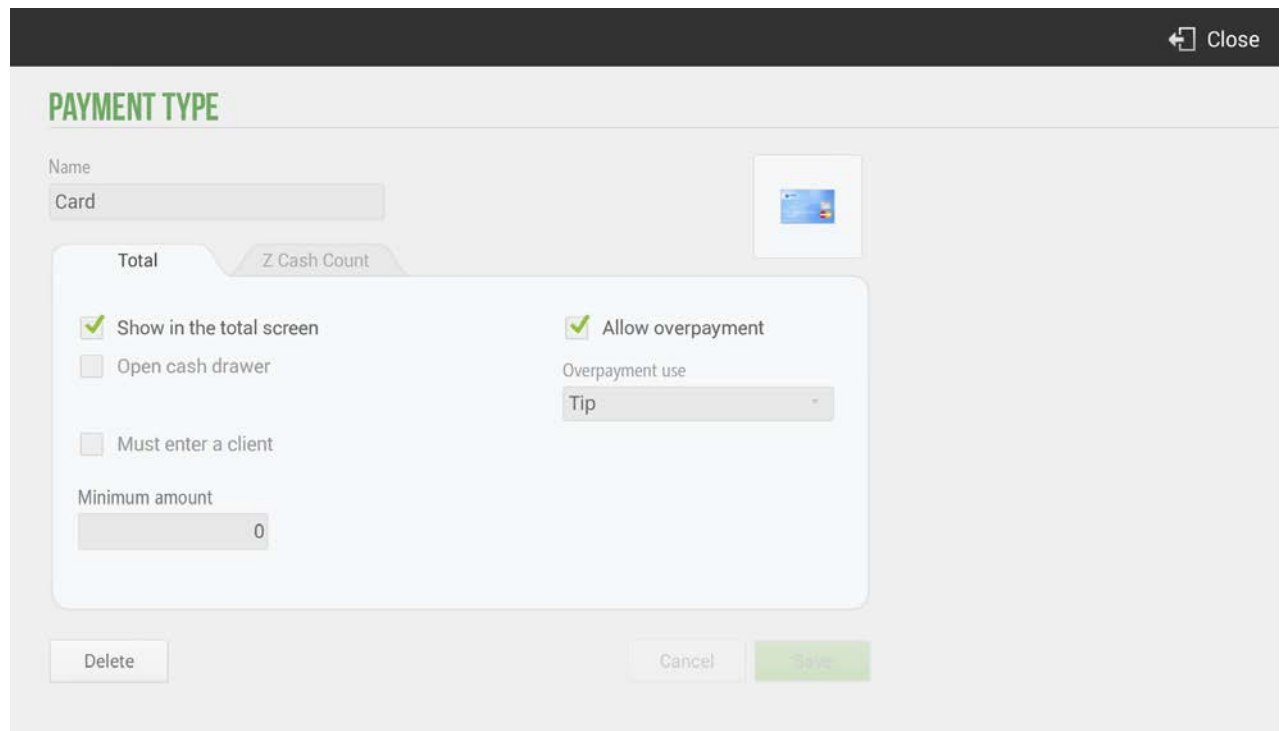
This payment method has limited options because of its nature, and it can't be removed.



From the regular options there are only those related available for the cash payment method.

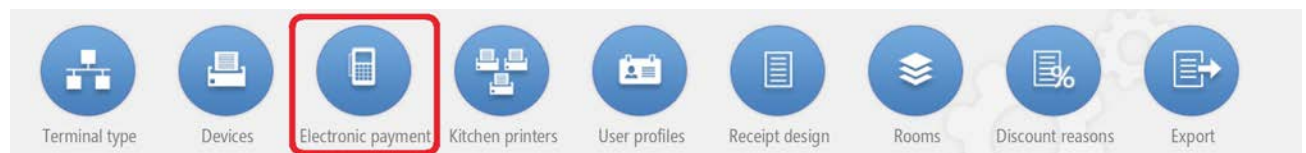
6.3 The Card payment method

This payment method also has a singular configuration and it can't be removed either.



The screenshot shows the 'PAYMENT TYPE' configuration interface. At the top right, there is a 'Close' button. The main title is 'PAYMENT TYPE' in green. Below it, the 'Name' field is set to 'Card'. There are two tabs: 'Total' (selected) and 'Z Cash Count'. The 'Total' tab contains several settings: 'Show in the total screen' (checked), 'Open cash drawer' (unchecked), 'Must enter a client' (unchecked), 'Minimum amount' (0), 'Allow overpayment' (checked), and 'Overpayment use' (Tip). At the bottom, there are 'Delete', 'Cancel', and 'Save' buttons.

This payment method is also special because it's linked with another module from *Configuration*, the *Electronic payment*.



The configuration of the *Electronic payment* depends on you provider, enter only the data you can modify, the rest will be by default.

The electronic payment device can be connected by *Bluetooth* or *USB Port*. If it's connected by USB port, the HioPOS will find it automatically and all you'll have to do is select the port it's connected to. If you are connecting it by Bluetooth, make sure first that the device is on and connected to the Android OS from the *Android Settings*.

The way to manage tips can be configured. Select from *Enter tips* if you will accept them *Before the payment* or *Never*.

Depending on the electronic payment device the signature can be done on the HioPOS screen or on the Receipt, select yours from *Signature*.

ELECTRONIC PAYMENT

Source key

123456789

Pin

1234

Client IP

192.168.0.156

Enter tip

Never

Signature

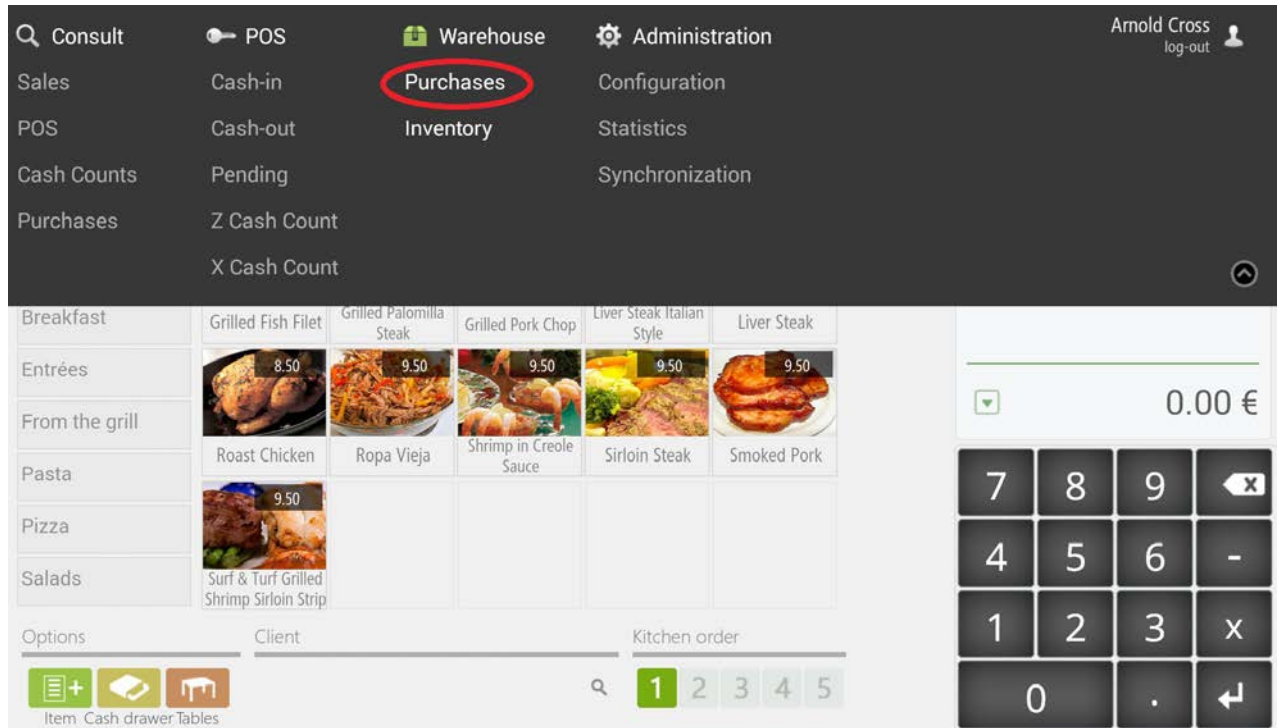
Printed receipt

7. Warehouse and providers

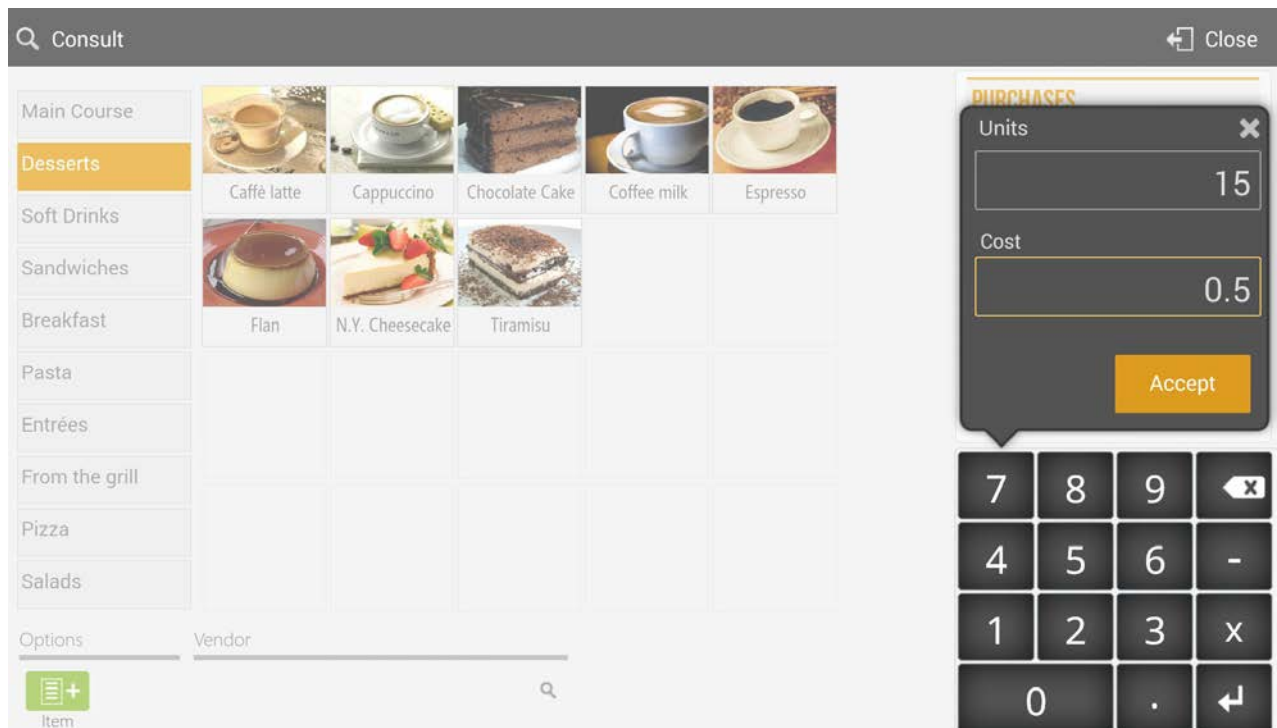
At the top menu there's the *Warehouse*, including the *Purchases* and the *Inventory* modules. With these you'll be able to manage the stock you have, make better forecasts or avoid running out of stock.

7.1 Purchases

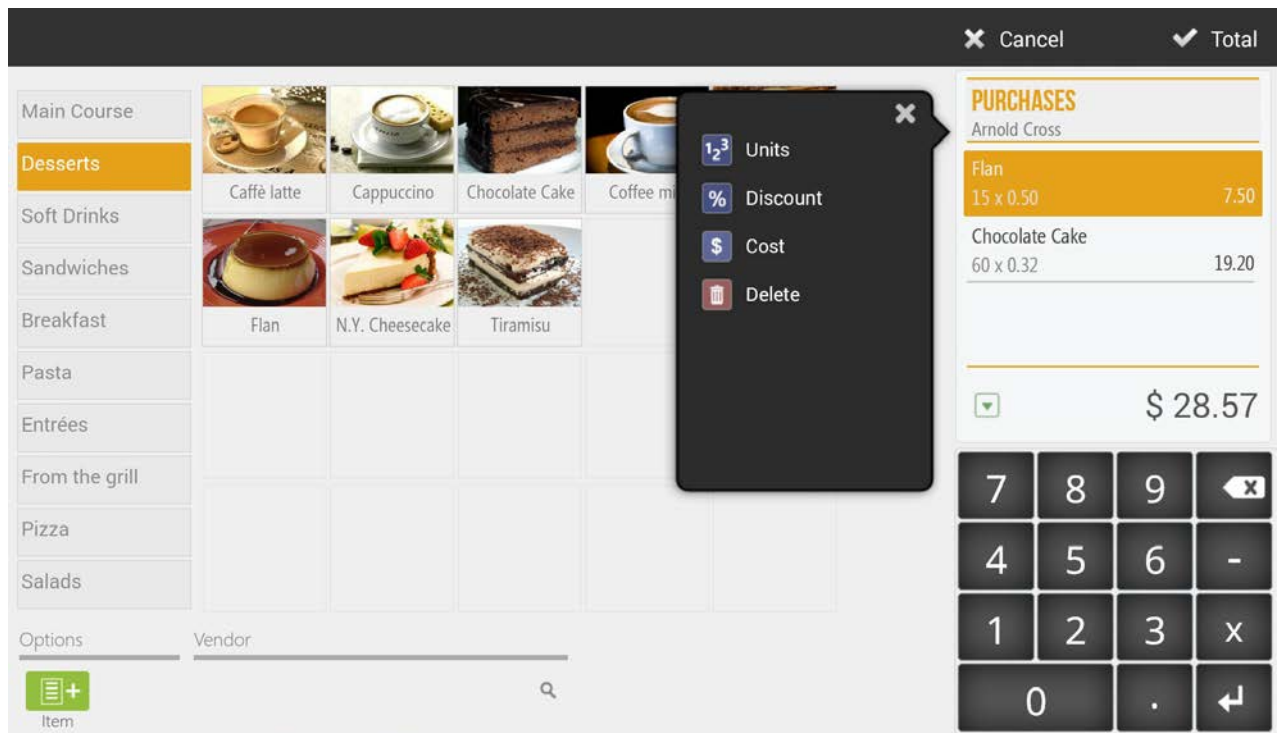
Register any purchase of items from here. Go to *Purchases* from the *Warehouse* top menu.



Enter the items to purchase, together with the quantity and the cost of it. The quantity you purchase will be added to the stock you have, and the cost of the purchase will update the previous cost.



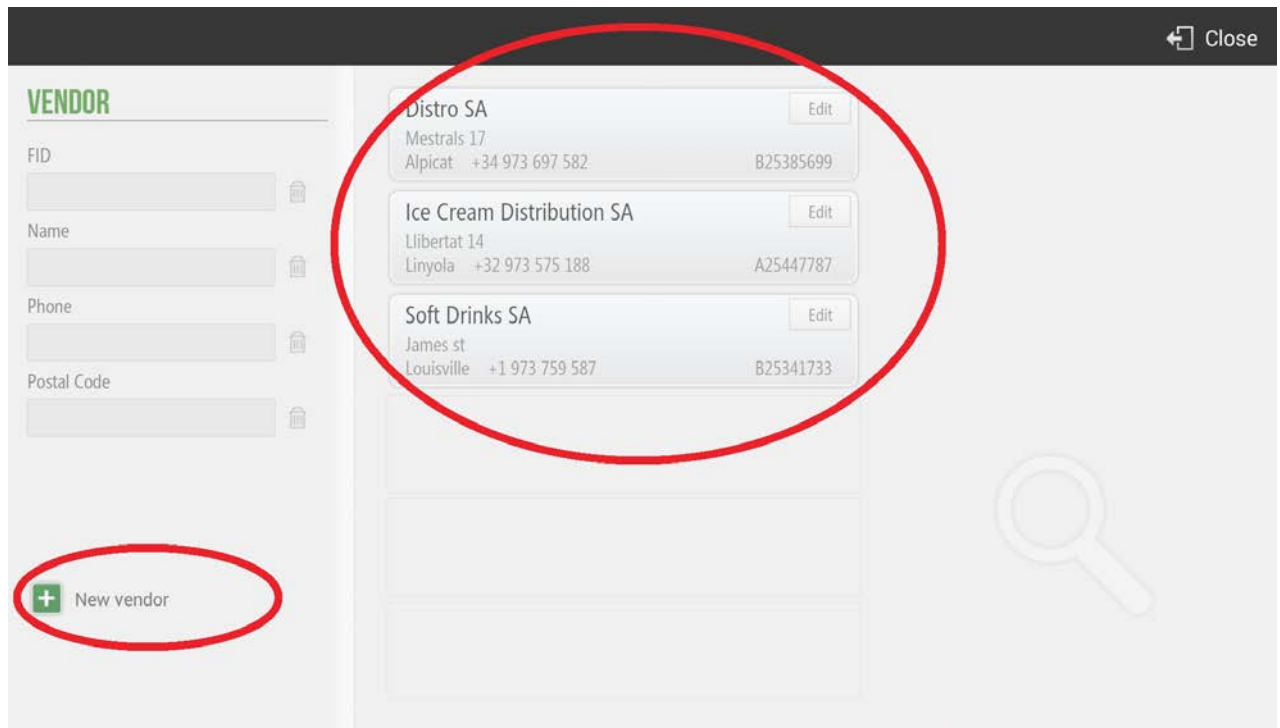
If you select one, or more, of the items in the receipt you can change the *Units*, make a *Discount* as a percentage over the cost, change the *Cost by unit* of it or *Delete* the selected lines.



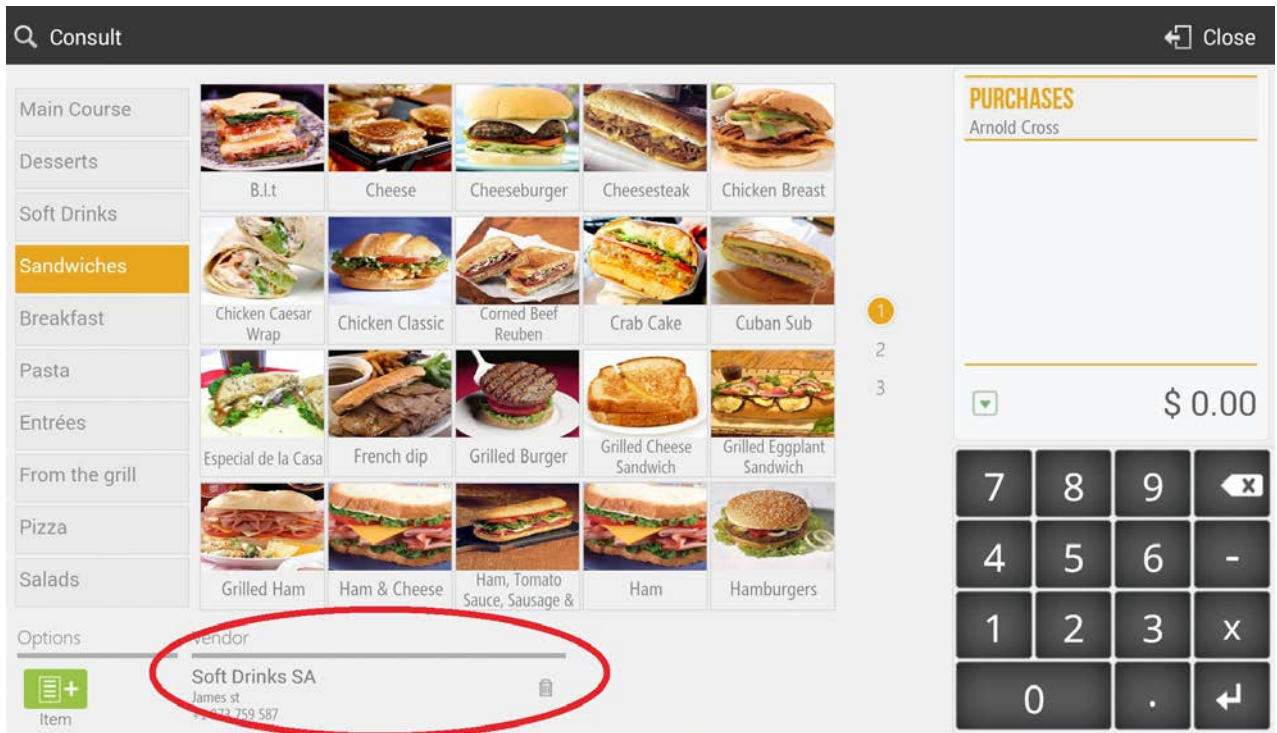
From the top menu you can see any waybill you've done, select the module *Purchases* from *Consult*.

7.1.1 Purchases by provider

From the purchases module go to where it says *Providers* at the bottom and pick one from the list.

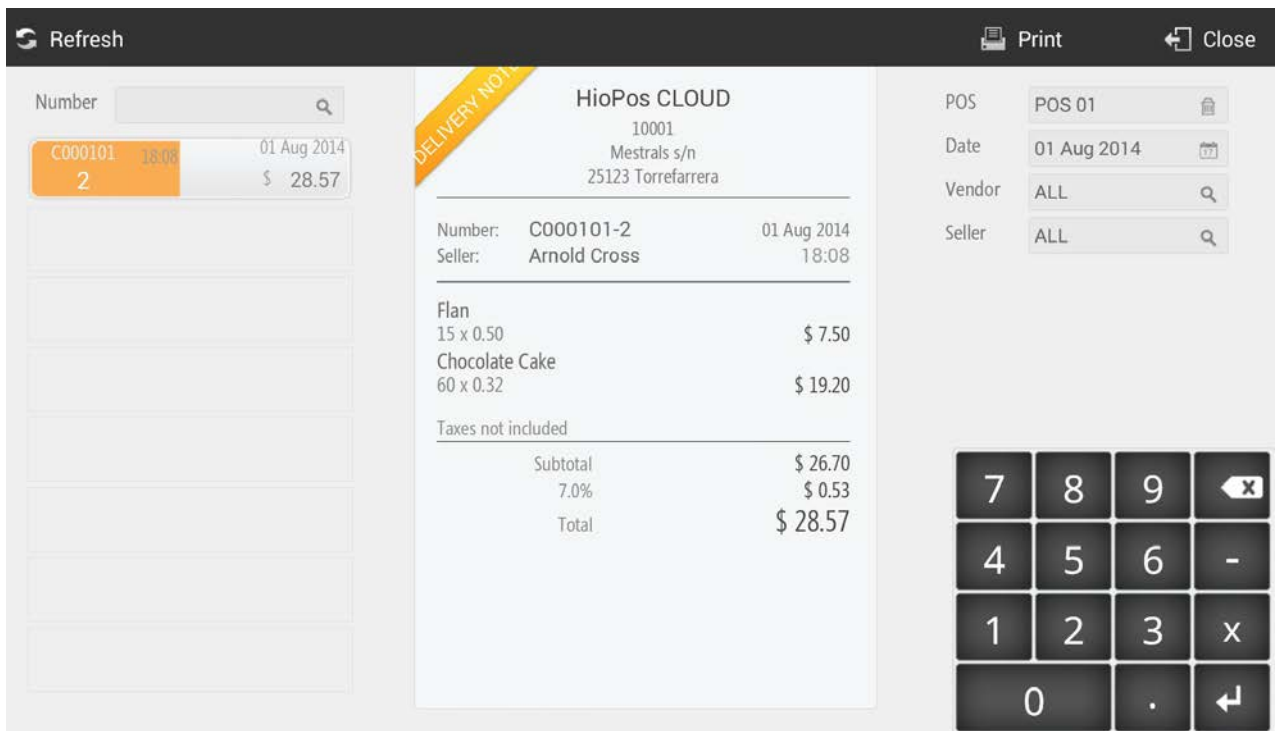


The waybill you issue when finishing the purchase will have the provider data printed on it.



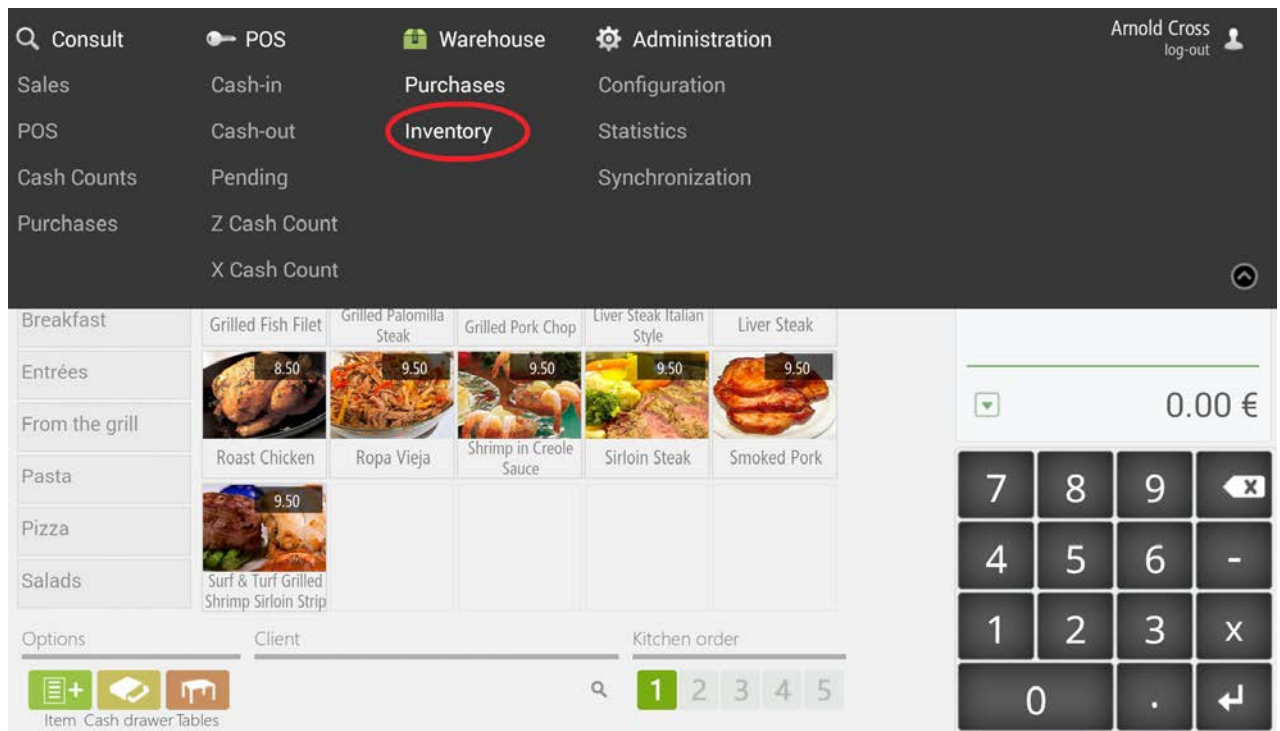
7.1.2 Consult purchases

You can search for any waybill by the *Number* or filter by *POS*, *Date*, *Provider* or *Seller*. You can reprint any waybill.

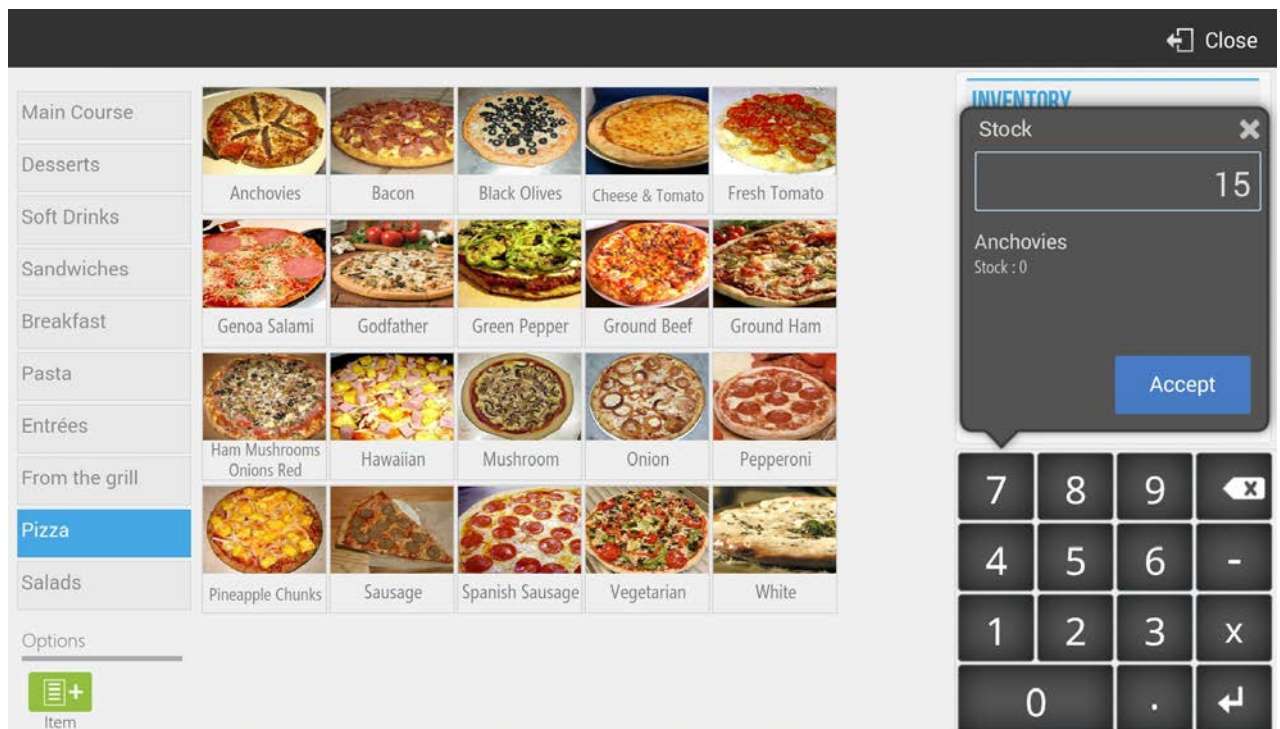


7.2 Inventory

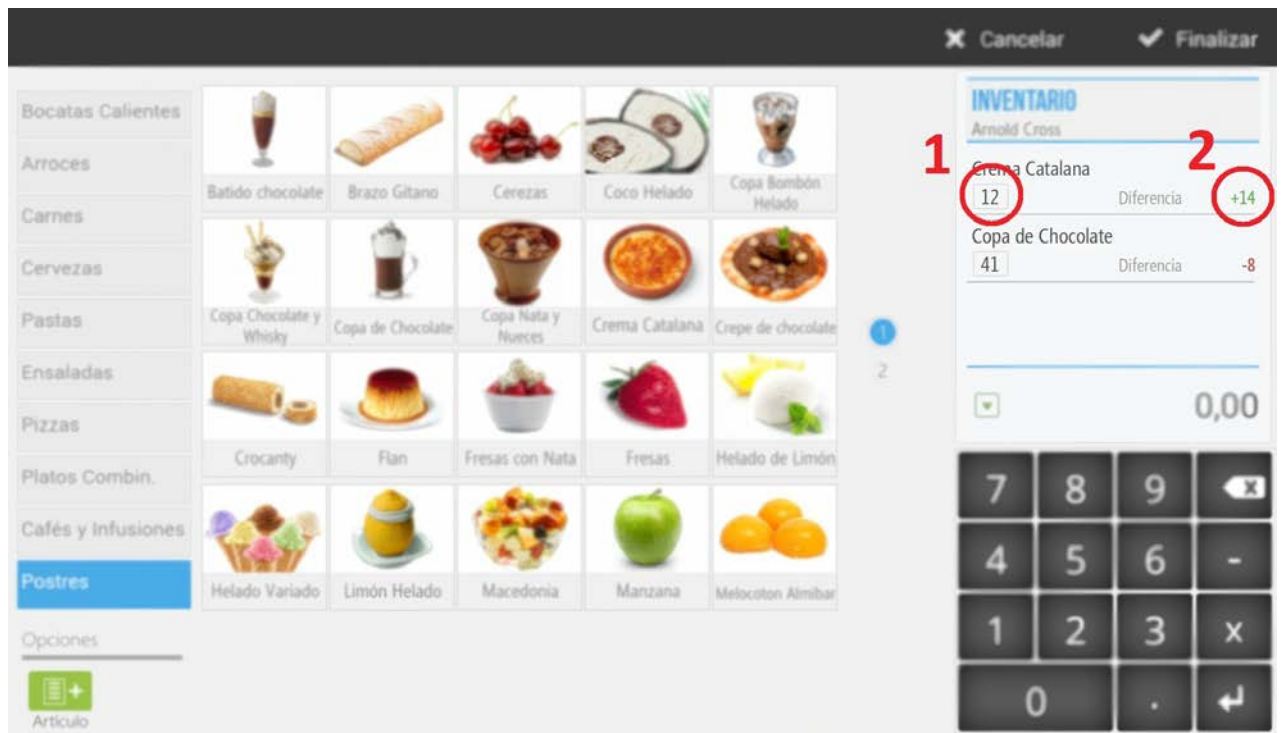
From the inventory you can modify the available stock. Go to *Consult* and select *Inventory*.



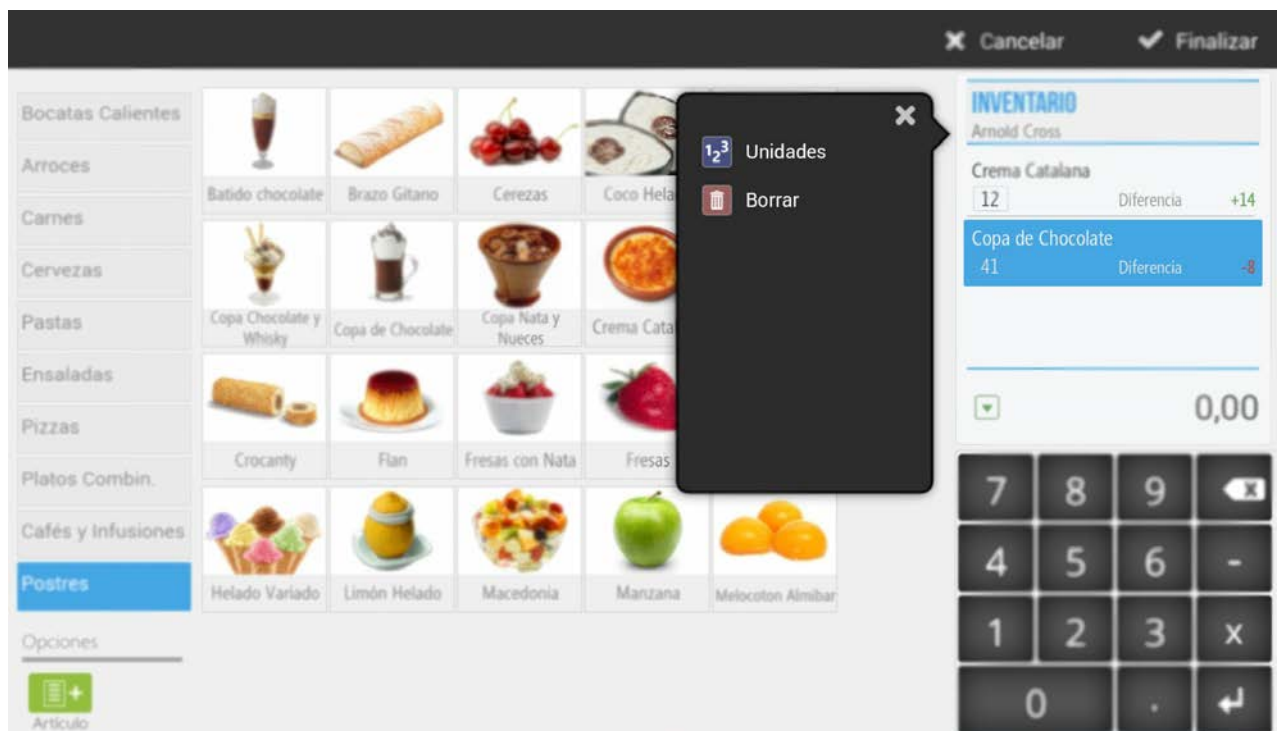
Select the items that you want to modify their stock. Enter a new quantity and *Accept*. When you are about to modify the stock, HiOPOS shows you the current stock of it.



The receipt will show you the items you are making changes on, the description on the receipt includes the new stock amount [1] and the difference [2].



If you select one or more items of the receipt you'll be able to change the *Units* of it, and to *Delete those lines*.

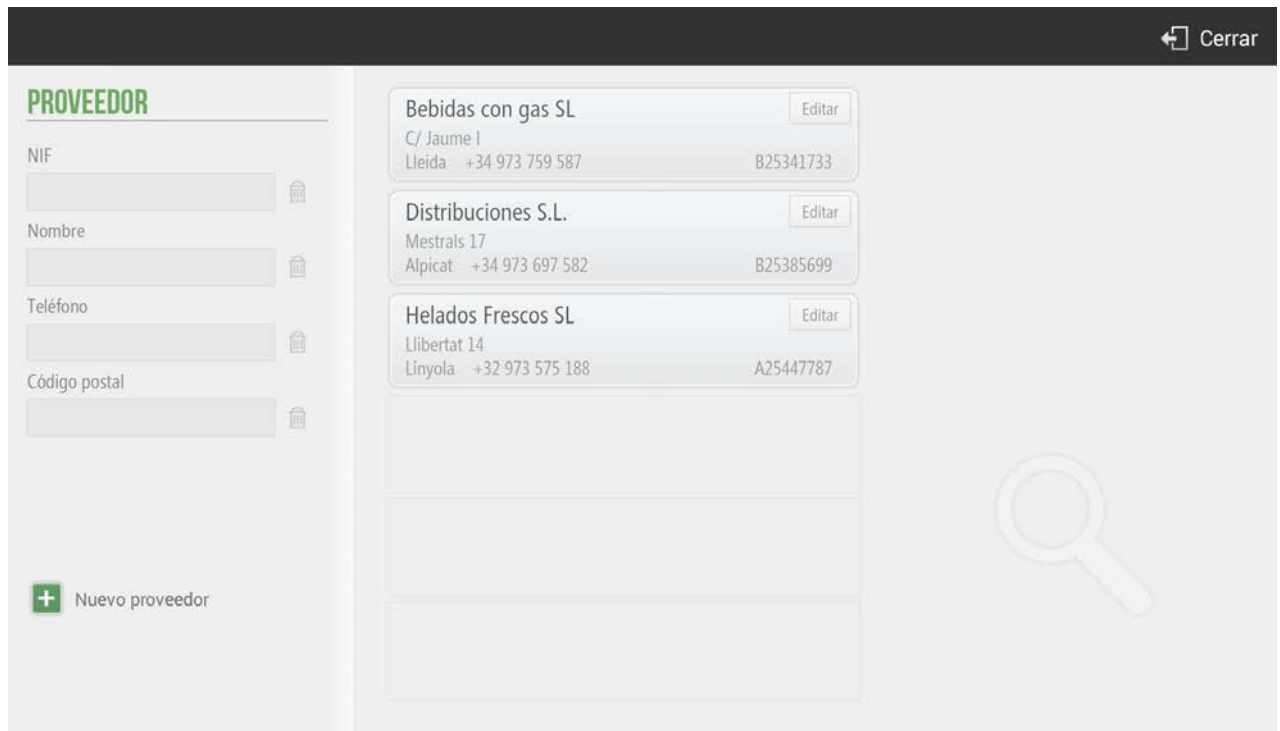


7.3 Providers

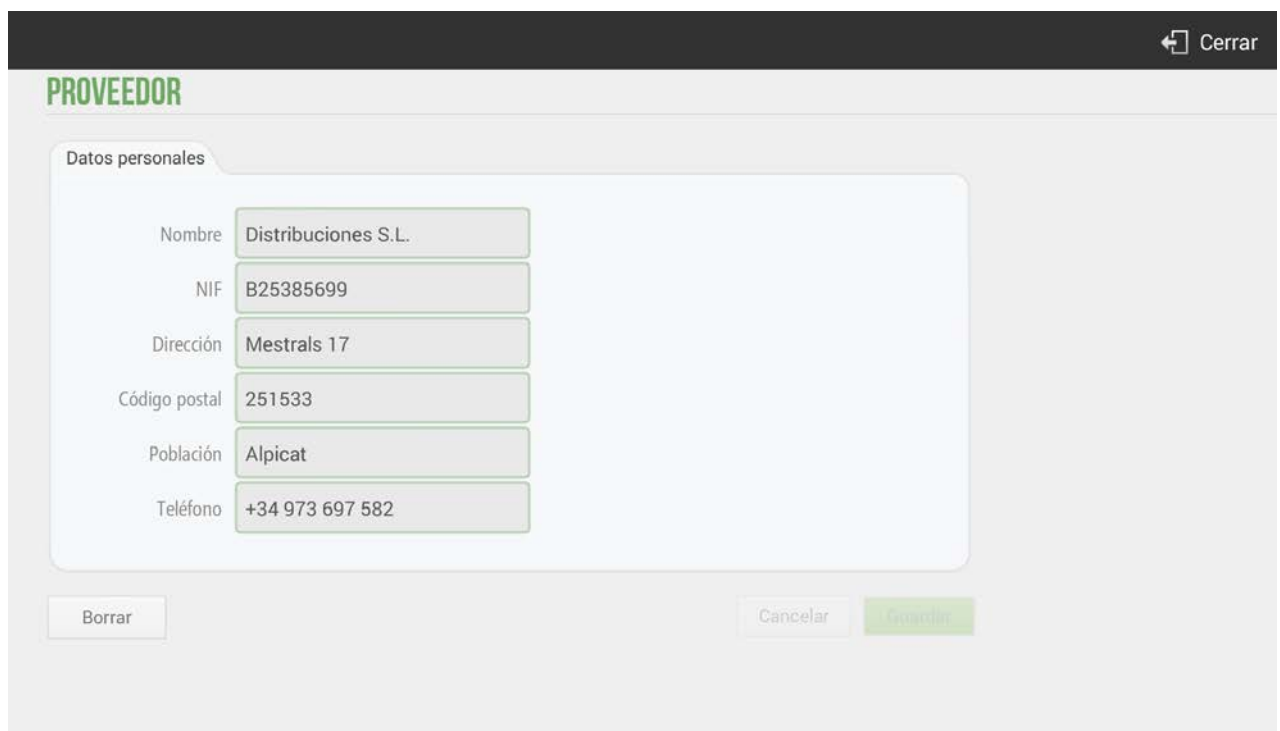
The data of your provider will be added to the purchase document and registered in the waybill. To create a new provider or modify an existing one go to *Providers* from the *Configuration* menu.



Pick one of the available providers or create a *New provider*.



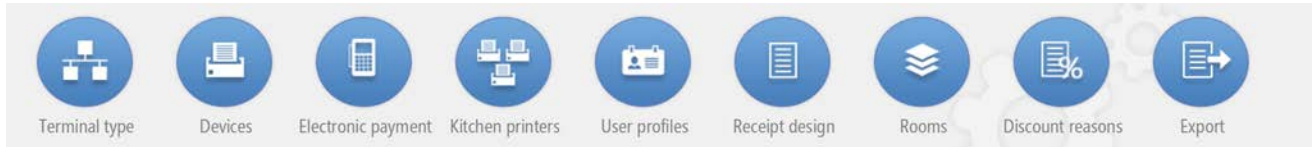
Enter the basic data of your provider.



8. Kitchen printers

8.1 Kitchen printers

HioPOS Cloud can work with up to five kitchen printers. Configure them from the *Kitchen printers* module in *Configuration*. If this feature is not available in your HioPOS consult your dealer since it's an extra feature.



Each printer needs to be configured according to its print out situation. A print out situation is the kitchen printer where the order to prepare will be printed. You can also choose which items to be prepared in each kitchen situation from the *Edit items* feature within the *Items Configuration*.

Kitchen printers can only be configured in local network (by cable or wireless), this means any device will have to be in the same network.

Aceptar

IMPRESORAS COCINA

Situación	Modelo	Dirección IP	Puerto	Estado	Test
Situación 1	ESCPOS	192.168.11.33	9100	ON	Test
Situación 2	ESCPOS	192.168.11.44	9100	ON	Test
Situación 3	ESCPOS	192.168.11.33	9100	OFF	Test
Situación 4	ESCPOS	192.168.11.33	9100	ON	Test
Situación 5	ESCPOS	192.168.11.33	9100	ON	Test

First select the *Printer model*, then enter the printer *IP Address* and its *Port* (by default 9100). Press *Test* to make sure everything is working fine.

Situación 2	Modelo ESCPOS	Dirección IP 192.168.11.44	Puerto 9100	ON	Test
-------------	------------------	-------------------------------	----------------	----	------

Each printer can be turned *ON* and *OFF*.

Situación 3

Modelo: ESCPOS Dirección IP: 192.168.11.33 Puerto: 9100 OFF Test

8.2 Print out situations

Printing situations lets you manage from which kitchen printer each item will be printed.

To assign a situation to each item or group of items go the *Items* module in *Configuration*.

Nuevo Galería Cancelar Aceptar

Familia: Arroces Tarifa: Tarifa General

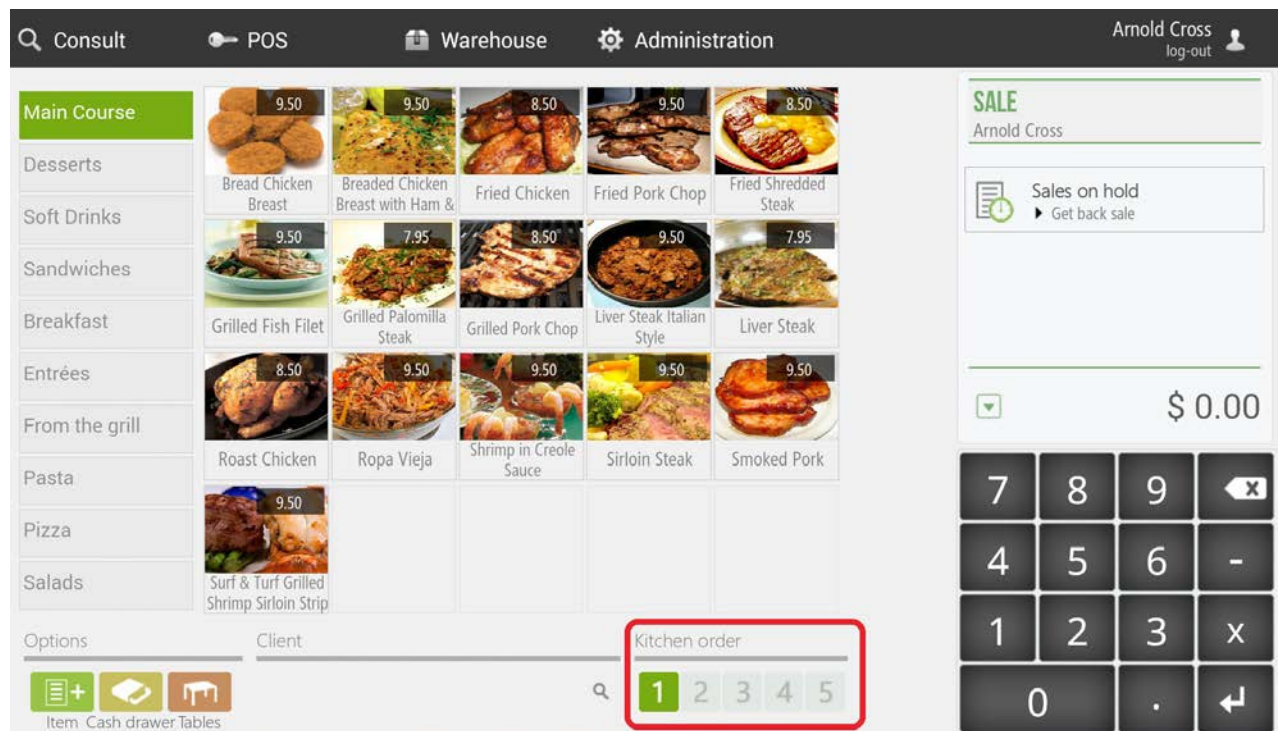
Nombre	Sit. 1	Sit. 2	Sit. 3	Sit. 4	Sit. 5
<input type="checkbox"/> Arroz a Banda	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Arroz a la Cubana	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Arroz Blanco	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Arroz Negro	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Fideuá	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Paella de Carne	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Paella de Marisco	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Paella de Verduras	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Paella Mexicana	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Paella Mixta	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/> Risotto con Verduras	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Buscar

This lets us use different areas to prepare each product, for example: the bar printer for drinks and the kitchen printer for hot meals.

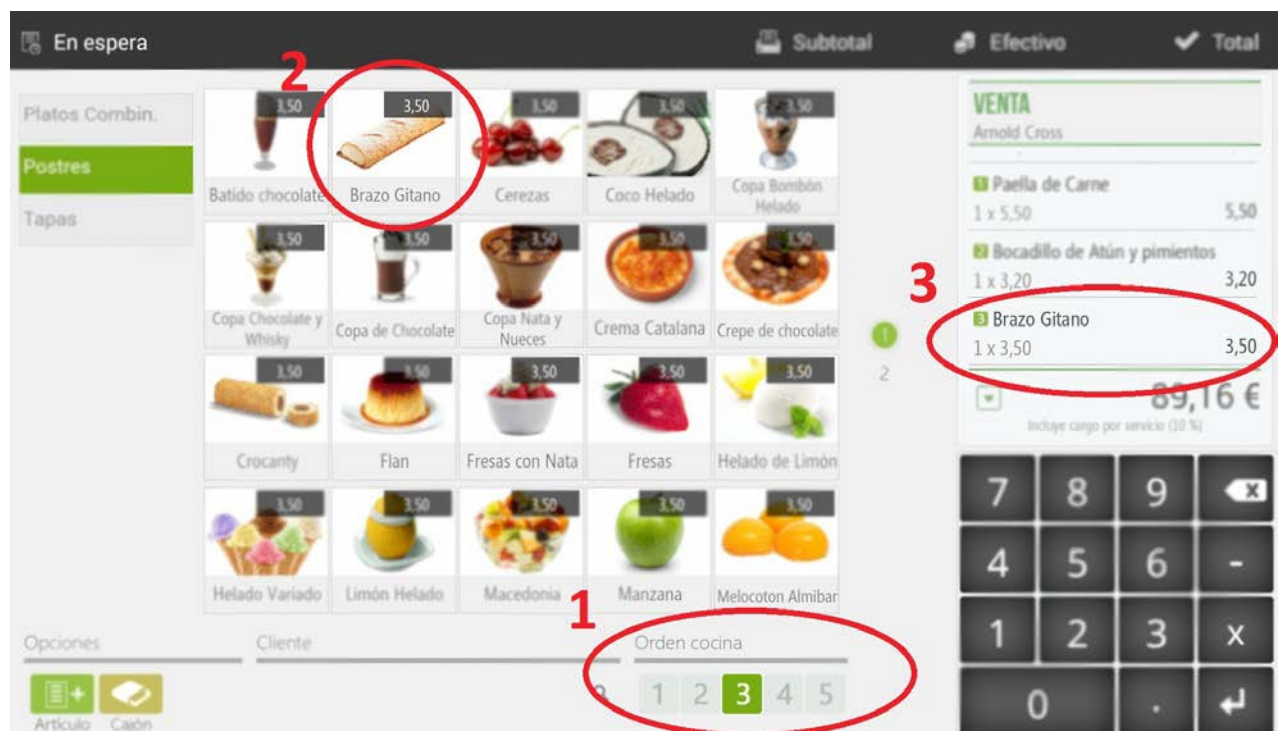
8.3 Kitchen order

The seller can freely choose the preparation order in a receipt, this way each item will be printed to the kitchen following the appropriate preparation order.



The feature *Kitchen order* is available at the bottom of the sale screen, and lets you select from one to five according to the preparation order they have to follow.

First select an order number and then the items that are going to be printed out in the kitchen following this order. When the item is put in the receipt, a small number with green borders appears at the beginning of the description, it tells you the kitchen print out order.



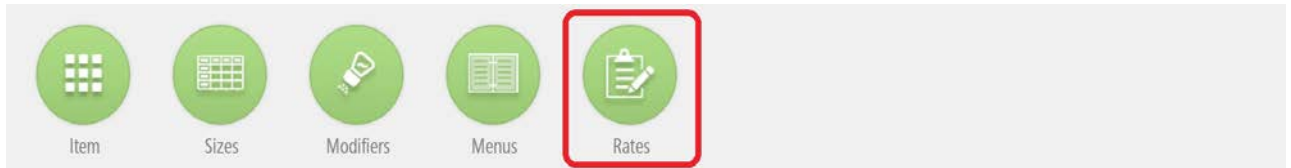
To change the order of an item that's already in the receipt select the item, or items, and from the drop down list, select *Kitchen order*. You'll have to then enter a new order for it.

The screenshot displays a POS system interface. At the top, there are buttons for 'On hold', 'Subtotal', 'Cash', and 'Total'. The main area is a menu grid with categories: Main Course, Desserts, Soft Drinks, Sandwiches, Breakfast, Entrées, From the grill, Pasta, Pizza, and Salads. A context menu is open over the 'Grilled Fish Filet' item, listing options: Units, Discount, Price, Modifiers, Kitchen order (highlighted with a red circle), Refund, and Delete. The receipt on the right shows a 'SALE' for 'Arnold Cross' with items: Grilled Fish Filet (1 x 9.50), Grilled Pork Chop (1 x 8.50), and Liver Steak Italian Style (1 x 9.50). The total is \$30.00, including a 10% service charge. At the bottom, there are buttons for 'Options', 'Client', and 'Kitchen order', along with a numeric keypad and a search icon.

You can issue then a *Subtotal* or leave the sale *On Hold*, so this one will be printed in the kitchen.

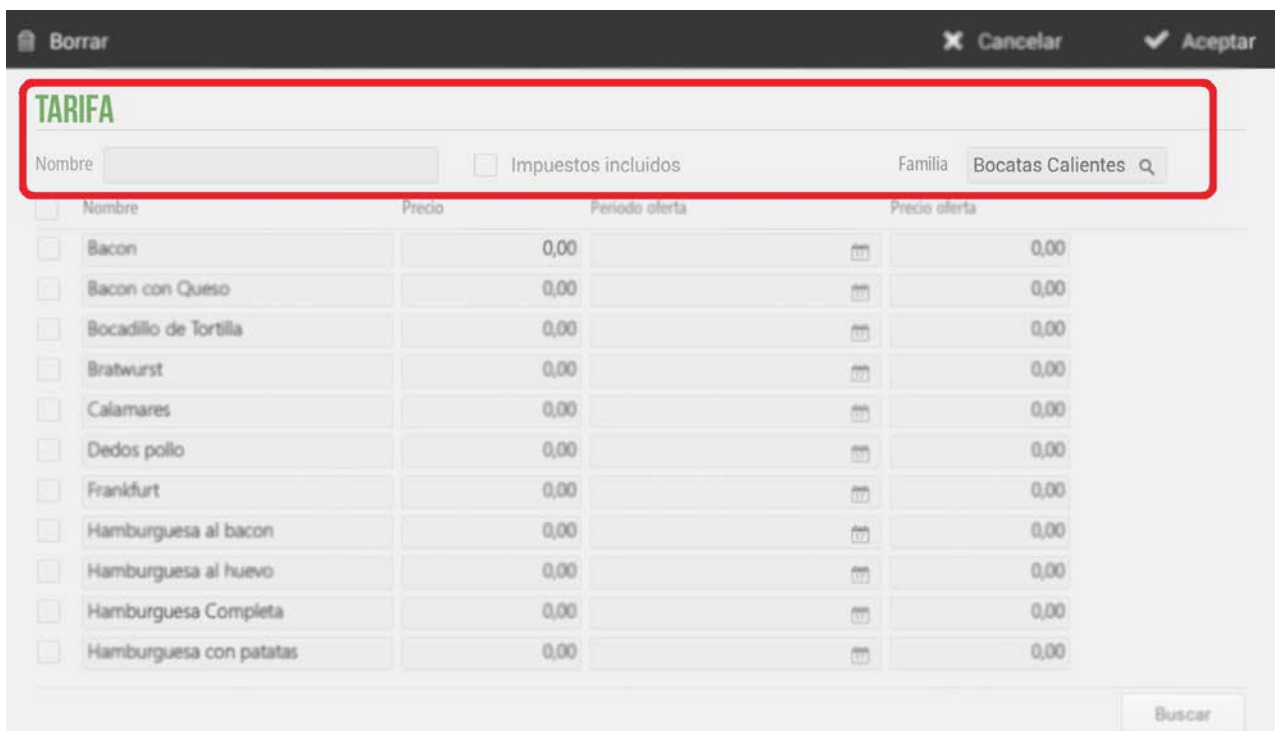
9. Price rates and promotions

In *Configuration* there's the module *Rates* that shows items by price rates and families. It also allows you to make special offers or promotions, with special prices and for a certain time period.



9.1 Creating new price rates

Go to *Rates* and select *New rate*. All items will appear by families. Enter in the menu above the *Name* of the new rate and select if prices include taxes or not. Select also the family of items that will be displayed below.

A screenshot of a web application interface for creating a new rate. At the top, there are buttons for 'Borrar', 'Cancelar', and 'Aceptar'. Below is a form titled 'TARIFA' in green. The form has a 'Nombre' input field, a checkbox for 'Impuestos incluidos', and a 'Familia' dropdown menu currently set to 'Bocatas Calientes'. Below the form is a table with columns: 'Nombre', 'Precio', 'Periodo oferta', and 'Precio oferta'. The table contains 11 rows of items, each with a checkbox in the first column and a price of '0,00' in the 'Precio' column. A 'Buscar' button is at the bottom right.

<input type="checkbox"/>	Nombre	Precio	Periodo oferta	Precio oferta
<input type="checkbox"/>	Bacon	0,00		0,00
<input type="checkbox"/>	Bacon con Queso	0,00		0,00
<input type="checkbox"/>	Bocadillo de Tortilla	0,00		0,00
<input type="checkbox"/>	Bratwurst	0,00		0,00
<input type="checkbox"/>	Calamares	0,00		0,00
<input type="checkbox"/>	Dedos pollo	0,00		0,00
<input type="checkbox"/>	Frankfurt	0,00		0,00
<input type="checkbox"/>	Hamburguesa al bacon	0,00		0,00
<input type="checkbox"/>	Hamburguesa al huevo	0,00		0,00
<input type="checkbox"/>	Hamburguesa Completa	0,00		0,00
<input type="checkbox"/>	Hamburguesa con patatas	0,00		0,00

Enter a price for each item. If multiple items share the same price you can select the boxes at the start of each line and then select one of the empty boxes so all the items you selected will have the same price.

Borrar X Cancelar ✓ Aceptar

TARIFA

Nombre: Tarifa General ✓ Impuestos incluidos Familia: Bocatas Calientes 🔍

Nombre	Precio	Periodo oferta	Precio oferta
<input type="checkbox"/> Bacon	3,50		0,00
<input type="checkbox"/> Bacon con Queso	2,95		0,00
<input type="checkbox"/> Bocado de Tortilla	4,95		0,00
<input type="checkbox"/> Bratwurst	3,50		0,00
<input type="checkbox"/> Calamares	2,95		0,00
<input type="checkbox"/> Dedos pollo	4,95		0,00
<input type="checkbox"/> Frankfurt	3,50		0,00
<input type="checkbox"/> Hamburguesa al bacon	2,95		0,00
<input type="checkbox"/> Hamburguesa al huevo	3,50		0,00
<input type="checkbox"/> Hamburguesa Completa	4,95		0,00
<input type="checkbox"/> Hamburguesa con patatas	2,95		0,00

Buscar

9.2 Create a promotion or special offer

Promotions are created by time periods, this means that the promotion will be available during those days. Next to the items description and the price, within the same line, you can find the *Promotion period*, to enter the days it will last, and the *Promotion price*, to set a new price for the days this promotion will be available.

✓ Aceptar

FECHA

1 jul 2014 - 31 jul 2014

julio	agosto	septiembre
2014	2014	2014
lun mar mié jue vie sáb dom	lun mar mié jue vie sáb dom	lun mar mié jue vie sáb dom
1 2 3 4 5 6	1 2 3	1 2 3 4 5 6 7
7 8 9 10 11 12 13	4 5 6 7 8 9 10	8 9 10 11 12 13 14
14 15 16 17 18 19 20	11 12 13 14 15 16 17	15 16 17 18 19 20 21
21 22 23 24 25 26 27	18 19 20 21 22 23 24	22 23 24 25 26 27 28
28 29 30 31	25 26 27 28 29 30 31	29 30

octubre	noviembre	diciembre
2014	2014	2014
lun mar mié jue vie sáb dom	lun mar mié jue vie sáb dom	lun mar mié jue vie sáb dom
1 2 3 4 5	1 2	1 2 3 4 5 6 7
6 7 8 9 10 11 12	3 4 5 6 7 8 9	8 9 10 11 12 13 14
13 14 15 16 17 18 19	10 11 12 13 14 15 16	15 16 17 18 19 20 21
20 21 22 23 24 25 26	17 18 19 20 21 22 23	22 23 24 25 26 27 28
27 28 29 30 31	24 25 26 27 28 29 30	29 30 31

2008 2009 2010 2011 2012 2013 **2014** 2015 2016 2017 2018 2019 2020 2021

After you select the promotion period you'll need to enter the price those items will have during those days.

Borrar Cancelar Aceptar

TARIFA

Nombre: Tarifa General Impuestos incluidos Familia: Bocatas Calientes

Nombre	Precio	Periodo oferta	Precio oferta
Bacon	3,50	01 jul 2014 - 31 jul 2014	2,00
Bacon con Queso	2,95	01 jul 2014 - 31 jul 2014	2,00
Bocadillo de Tortilla	4,95	01 jul 2014 - 31 jul 2014	2,00
Bratwurst	3,50	01 jul 2014 - 31 jul 2014	2,00
Calamares	2,95	01 jul 2014 - 31 jul 2014	2,00
Dedos pollo	4,95	01 jul 2014 - 31 jul 2014	2,00
Frankfurt	3,50	01 jul 2014 - 31 jul 2014	2,00
Hamburguesa al bacon	2,95	01 jul 2014 - 31 jul 2014	2,00
Hamburguesa al huevo	3,50	01 jul 2014 - 31 jul 2014	2,00
Hamburguesa Completa	4,95	01 jul 2014 - 31 jul 2014	2,00
Hamburguesa con patatas	2,95	01 jul 2014 - 31 jul 2014	2,00

Buscar

To remove a price rate press the button *Delete* at the top menu.

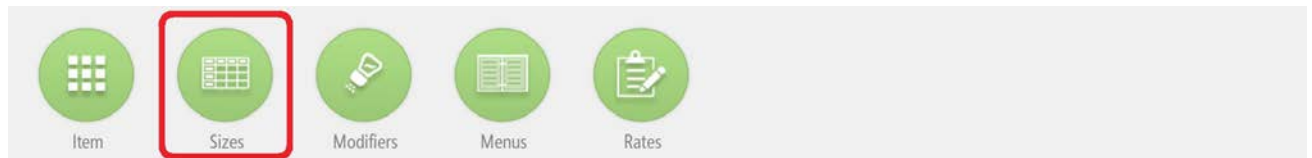
10. Items by sizes

HioPOS Cloud has a *Sizes* module, find them in the *Configuration* menu.

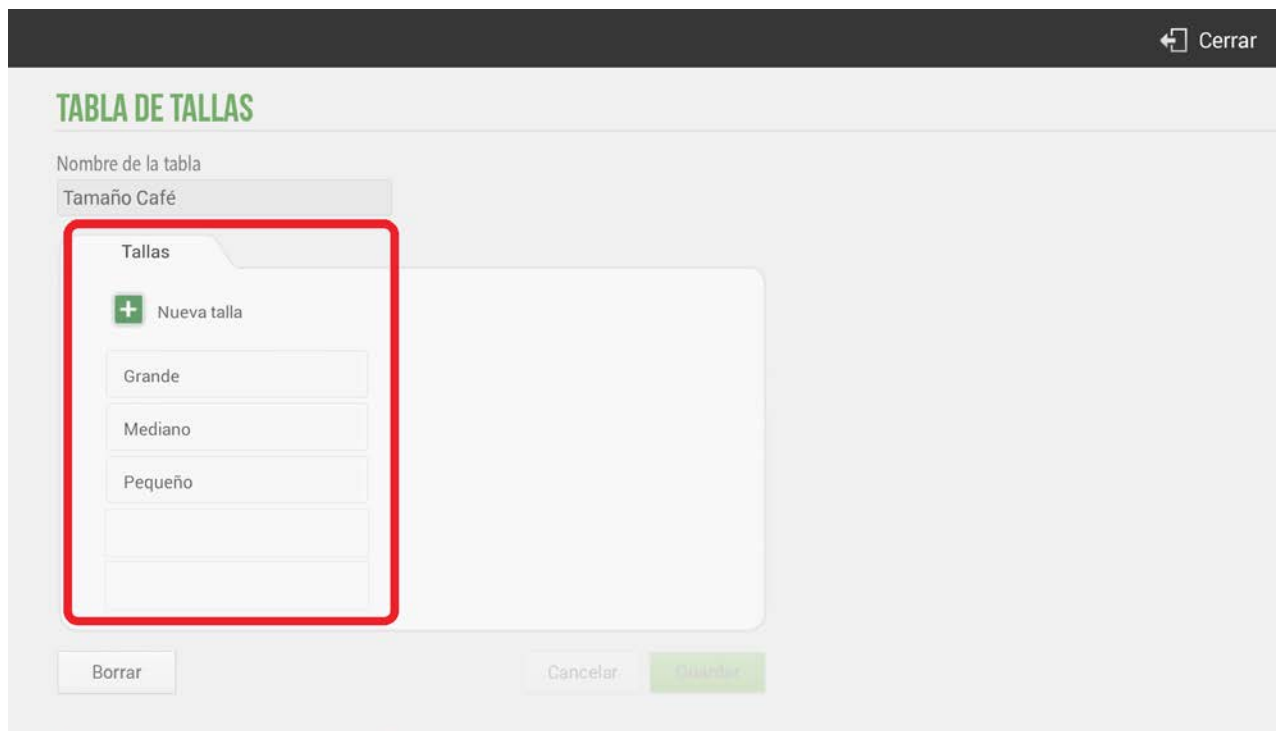
Working with size charts lets you select a different size from the chart each time you pick up an item with sizes assigned to it. It's also useful to keep account of stocks and purchases since these can also handle items by sizes.

10.1 Creating new sizes

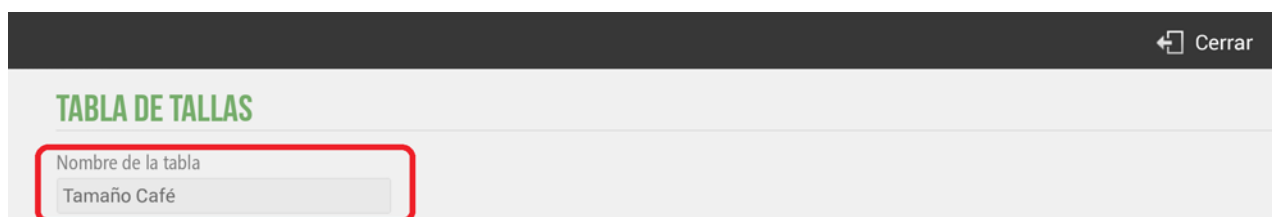
Go to *Sizes* in the *Configuration* menu, there select *New chart*.



There appears the sizes chart configuration, select *New size* and add as many as you want.

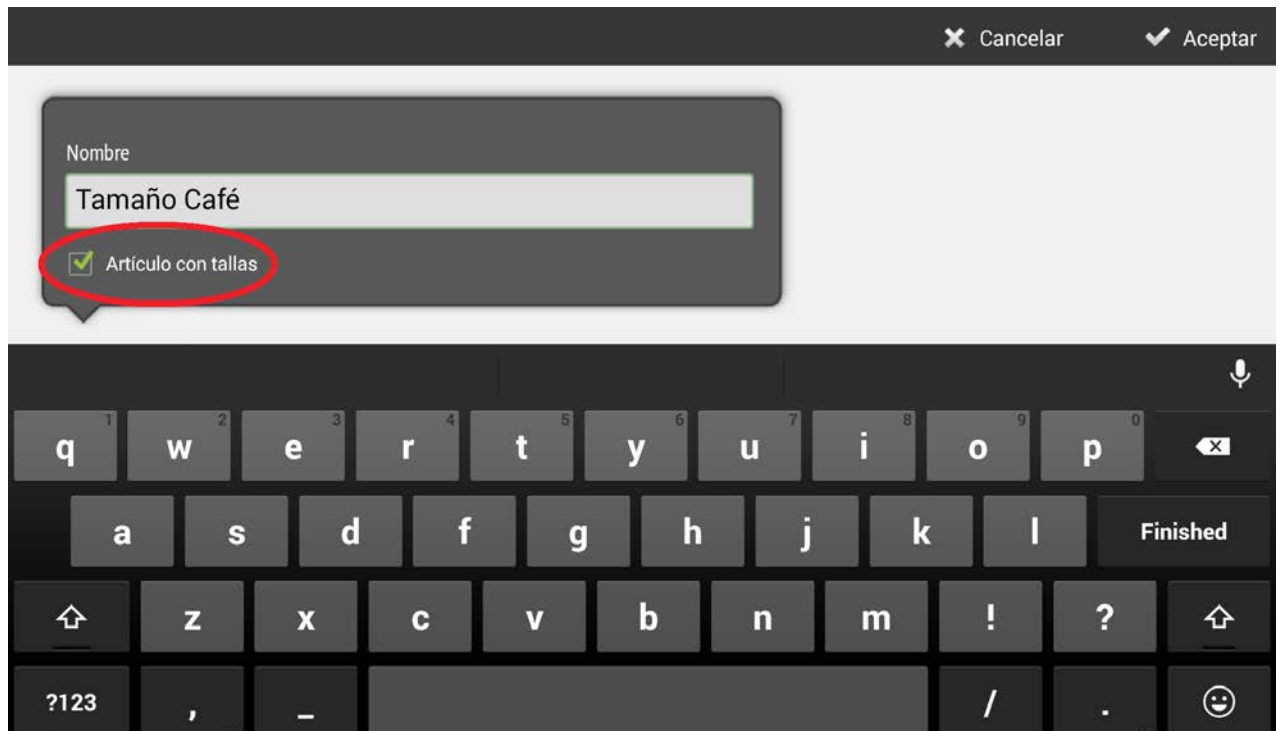


There you can also name this new size chart.

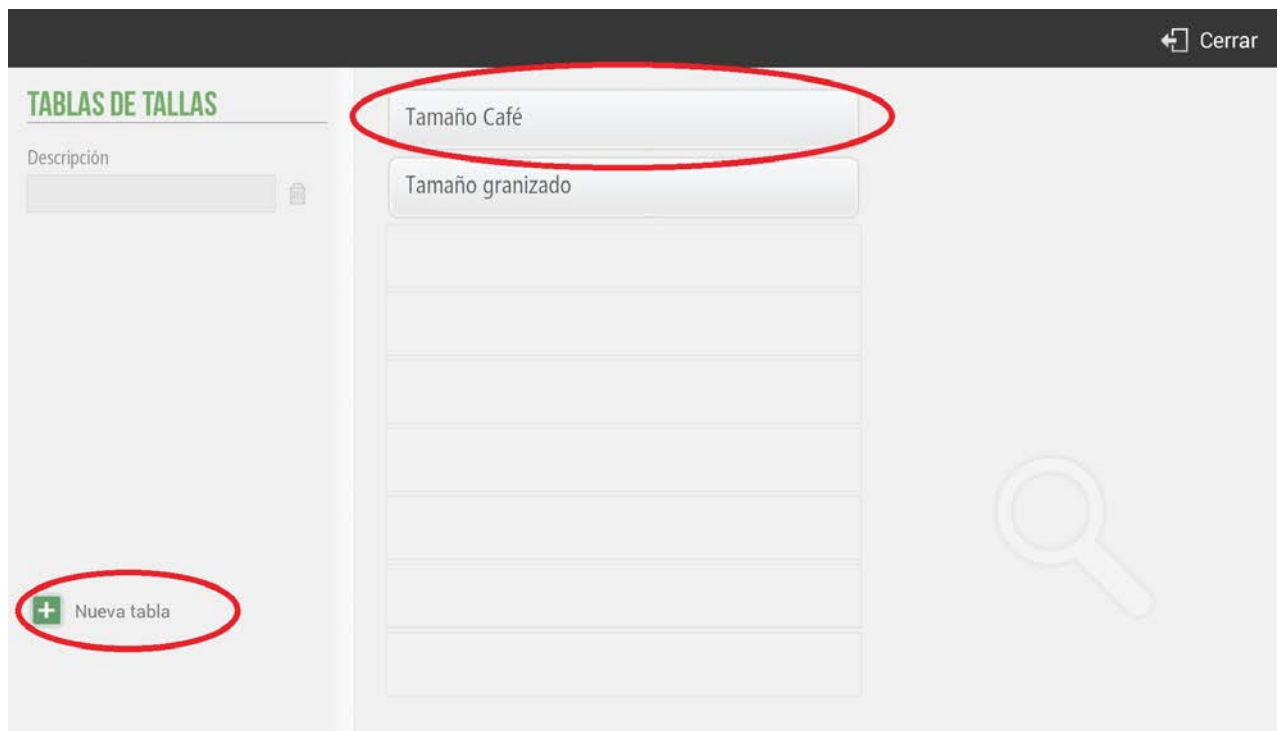


10.2 Assign sizes to items

Go to *Items* in *Configuration*. There select the family and create a new item, while you name it check the option below the text box that reads *Items by size*.



After you select the item go to the size chart that applies to the item. You can create a new chart here too.



After you enter the price, a new item by sizes will be created. After you create a new item by sizes you'll see that at the end of the item line appears a small chart, this means that this item is sold by sizes

Nuevo Galería Cancelar Aceptar

Familia: Cafés y Infusiones Tarifa: Tarifa General

Nombre	Precio	Referencia	Código de barras	Tiene stock
<input type="checkbox"/> Café americano	2.50			<input checked="" type="checkbox"/>
<input type="checkbox"/> Café con Leche Condensada	1.50			<input checked="" type="checkbox"/>
<input type="checkbox"/> Café con Leche	1.50			<input checked="" type="checkbox"/>
<input type="checkbox"/> Café Cortado	1.50			<input checked="" type="checkbox"/>
<input type="checkbox"/> Café Corto	1.50			<input checked="" type="checkbox"/>
<input type="checkbox"/> Café Solo	1.50			<input checked="" type="checkbox"/>
<input type="checkbox"/> Capuccino	1.50			<input checked="" type="checkbox"/>
<input type="checkbox"/> Carajillo	1.50			<input checked="" type="checkbox"/>
<input type="checkbox"/> Chocolate Caliente	1.50			<input checked="" type="checkbox"/>
<input type="checkbox"/> Infusión	1.50			<input checked="" type="checkbox"/>
<input type="checkbox"/> Irlandés	1.50			<input checked="" type="checkbox"/>

Buscar

Press on the chart to change the prices of those sizes, together with the cost, margin, barcode and price rates. You can also create a new size.

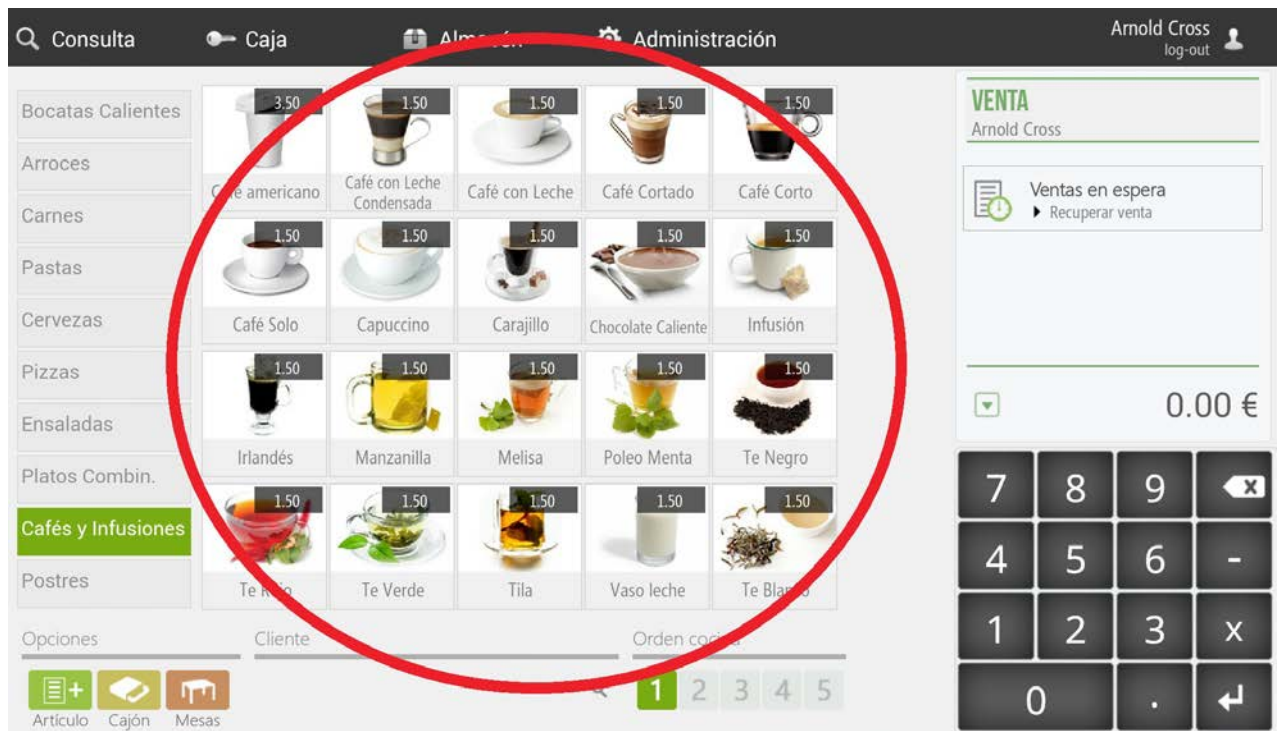
CAFÉ AMERICANO Tarifa: Tarifa General

Talla	Precio	Coste	Margen	% Margen	Código de barras
<input type="checkbox"/> Grande	3.50	0.50	3.00	85.7 %	
<input type="checkbox"/> Mediano	2.50	0.40	2.10	84.0 %	
<input type="checkbox"/> Pequeño	1.50	0.35	1.15	76.7 %	

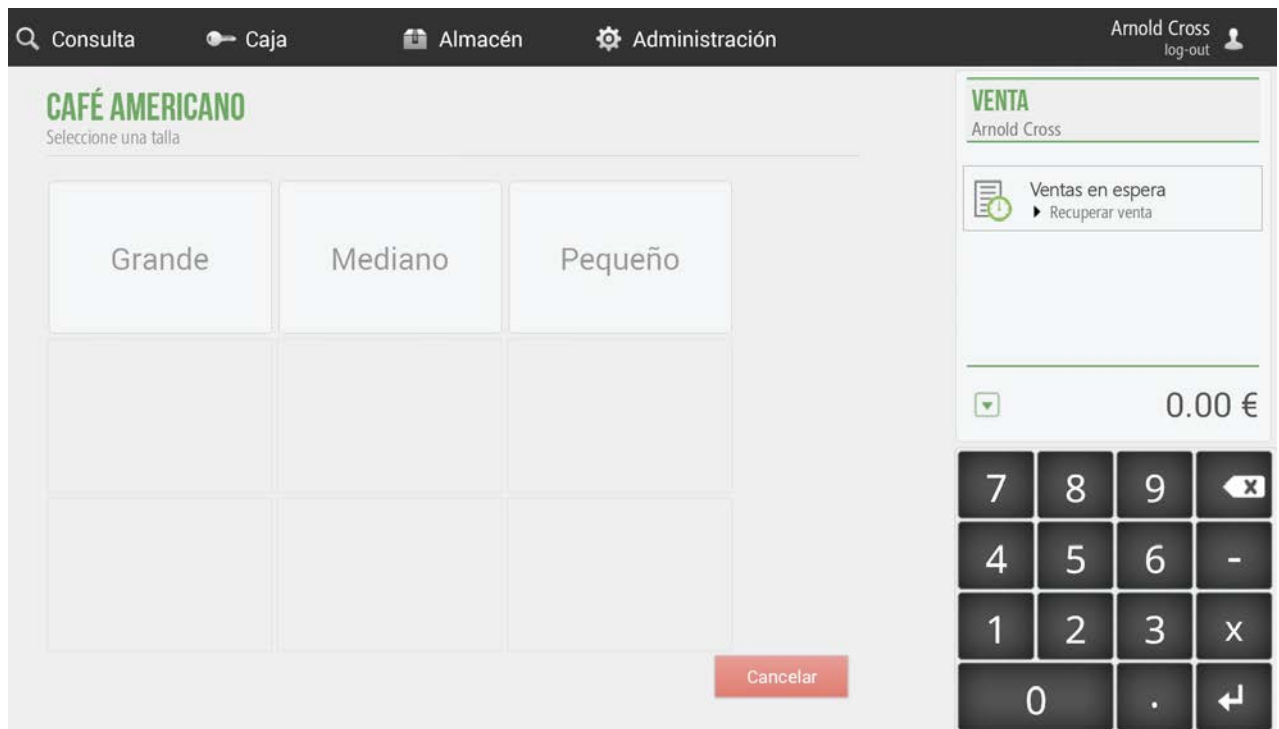
Nueva talla

10.3 Sell items by sizes

Go to the sale screen and choose an item to sell.



HioPOS knows it's an items sold by sizes and will show the windows with all the available sizes.



After you choose a size, the item will go to the receipt, including the description of it and its size at the end of the description. You can add other items to the receipt and cash the sale like you usually do.

En espera Subtotal Efectivo Total

Bocatas Caliente	Café americano 3.50	Café con Condensado 1.50	Café Solo 1.50	Capuccino 1.50	Carajillo 1.50	Chocolate Caliente 1.50	Infusión 1.50
Arroces							
Carnes							
Pastas							
Cervezas							
Pizzas							
Ensaladas							
Platos Combin.							
Cafés y Infusiones							
Postres							

Opciones Cliente Orden cocina

Artículo Cajón Mesas 1 2 3 4 5

VENTA
Amplia Cross
Café americano Grande 1 x 3.50 3.50

3.84 €
Incluye cargo por servicio (10 %)

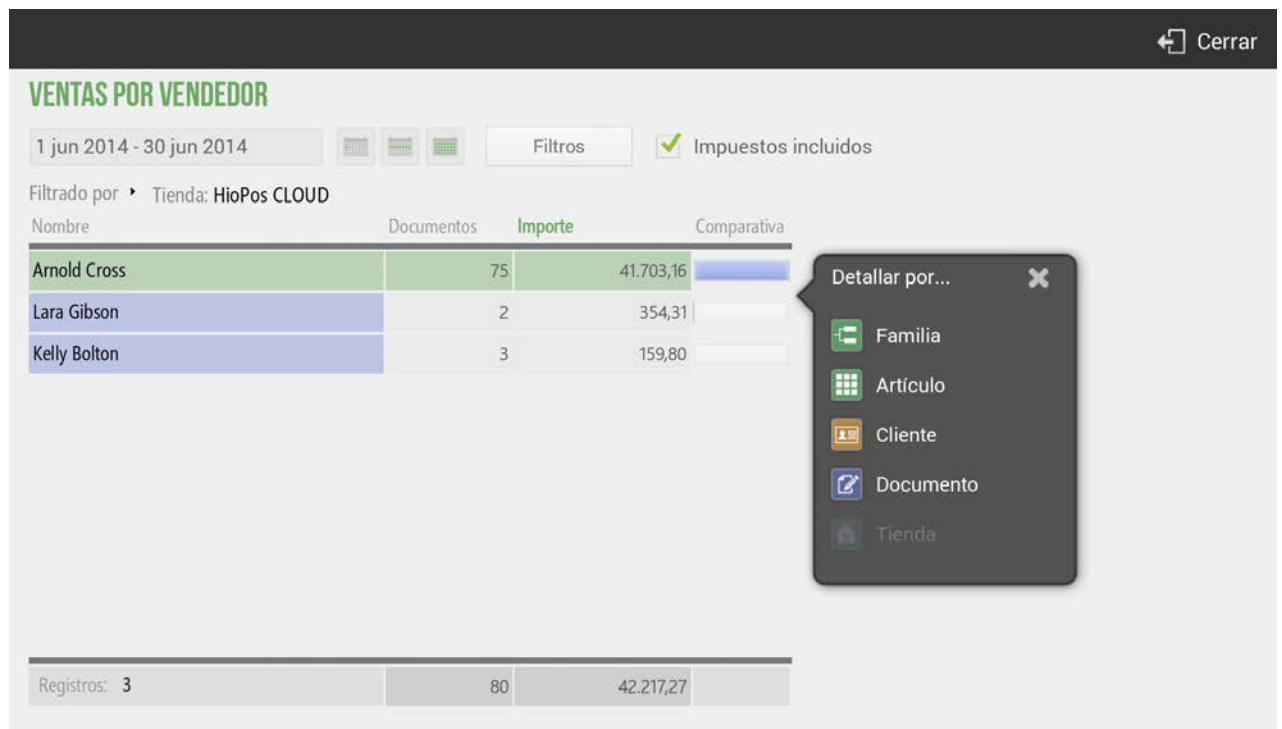
7 8 9 x
4 5 6 -
1 2 3 x
0 . ↵

11. Statistics

HioPOS Cloud comes with a complete set up of Status Charts and Reports. Go to *Statistics* from *Administration* at the top main menu.



Each report will be displayed on the HioPOS screen. Select the time period by choosing: current Day, Week or Month, or filter by Store, Client, Family or Item. Select a line from the output you get and choose between the drop down list.

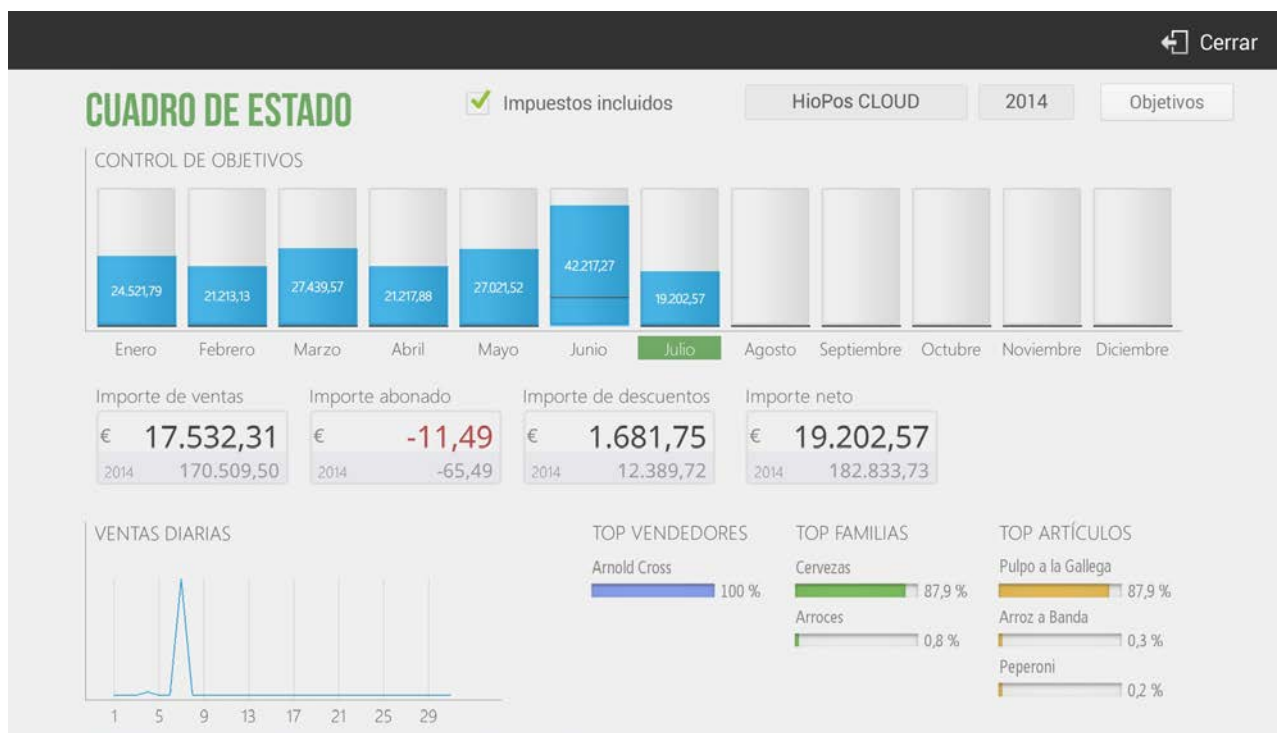


HioPOS Cloud also includes friendly charts to see all basic details in one quick look. Select from the three available charts.



11.1 Status charts

The status charts include general data about all the transactions, to see how the point of sale is doing with just one look.



On the top menu there are the filter options to get the output you want. See the value with or without taxes, choose the store you want to see and the year.

From the features at the top you can set sales *Goals* that will presented as black lines in the column diagrams placed below, allowing for a quick comparison between what's been sold and what the goal was.

Cancelar Aceptar

OBJETIVO DE VENTAS

Tienda Año

Mes	Importe
<input type="checkbox"/> Enero	9000,00
<input type="checkbox"/> Febrero	12000,00
<input type="checkbox"/> Marzo	15000,00
<input type="checkbox"/> Abril	16000,00
<input type="checkbox"/> Mayo	16000,00
<input type="checkbox"/> Junio	20000,00
<input type="checkbox"/> Julio	20000,00
<input type="checkbox"/> Agosto	23000,00
<input type="checkbox"/> Septiembre	19000,00
<input type="checkbox"/> Octubre	13000,00
<input type="checkbox"/> Noviembre	8000,00
<input type="checkbox"/> Diciembre	9000,00

The *Sales & Goals* displays, by columns, the monthly sales, together with the amount and the black line to have a reference of the monthly goal.

Cerrar

CUADRO DE ESTADO Impuestos incluidos HioPos CLOUD 2014 Objetivos

CONTROL DE OBJETIVOS

Mes	Importe
Enero	24.521,79
Febrero	21.213,13
Marzo	27.439,57
Abril	21.217,88
Mayo	27.021,52
Junio	42.217,27
Julio	19.202,57
Agosto	
Septiembre	
Octubre	
Noviembre	
Diciembre	

Importe de ventas

€ **17.532,31**

2014 170.509,50

Importe abonado

€ **-11,49**

2014 -65,49

Importe de descuentos

€ **1.681,75**

2014 12.389,72

Importe neto

€ **19.202,57**

2014 182.833,73

VENTAS DIARIAS

TOP VENDEDORES

Arnold Cross 100 %

TOP FAMILIAS

Cervezas 87,9 %

Arroces 0,8 %

TOP ARTICULOS

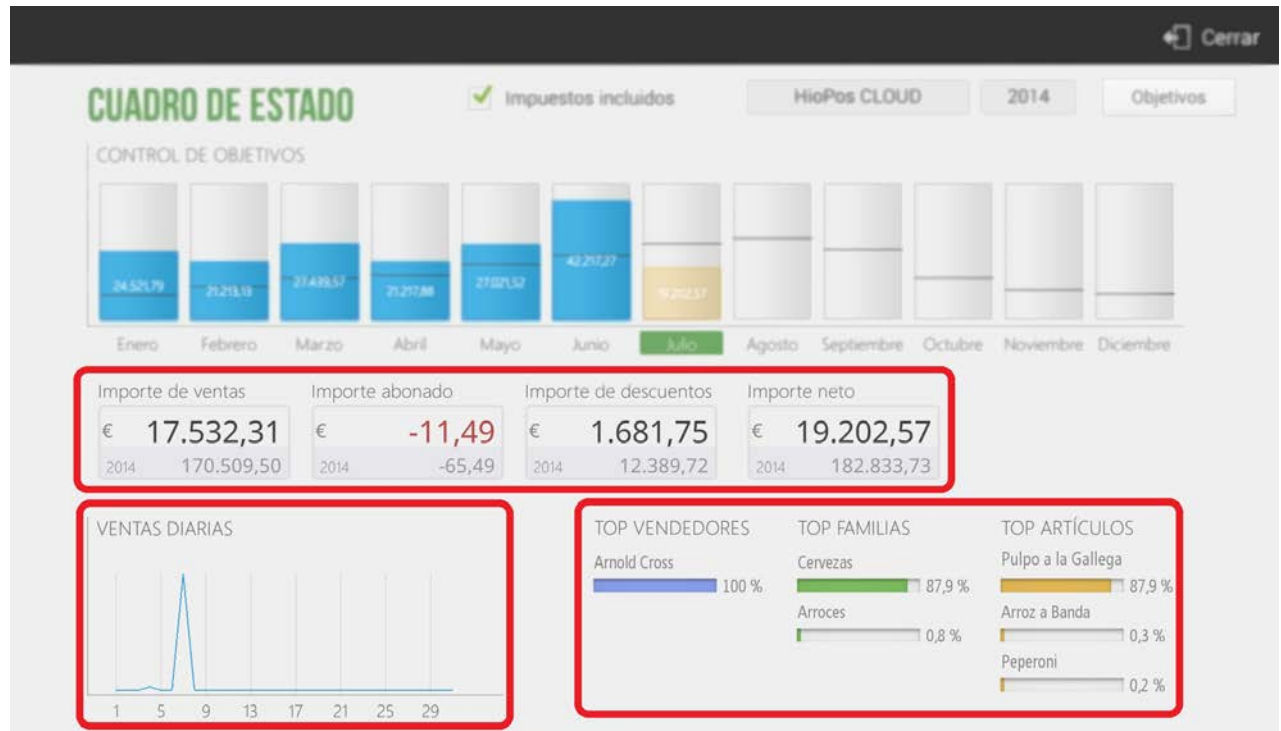
Pulpo a la Gallega 87,9 %

Arroz a Banda 0,3 %

Peperoni 0,2 %

Below the *Sales & Goals* there are the total amounts of *Sales value*, *Voided sales value*, *Discounts value*, and *Net value*.

The *Daily sales* diagram represents the total monthly sales by days. Next to it there are the percentages over the total, with *Top sellers*, *To families*, and *Top items*.



11.2 Previous year comparative

Using this module you can compare a year with the previous one.

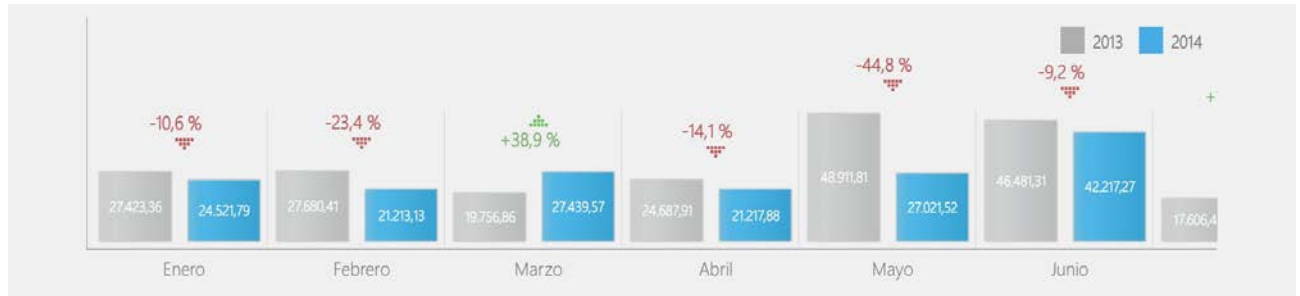


Choose to see data by *Sales amount* or by *Sales number* from the menu above. Select the store and choose to see amounts with *Taxes included* or not. The third box at the top shows the current year, select a different year to see data from that year; the comparative will be done between the year you select and the previous one.

COMPARATIVA AÑO ANTERIOR

Importe de ventas: HioPos CLOUD 2014 Impuestos incluidos

The columns diagram displays in blue the selected year and in grey the previous one, allowing you to compare at sight, together with the amount. Between columns there's the percentage of change that occurred.



Right below the diagram there's the total amount by years and the change over the total, and below these there's the *Difference by seller* and the *Difference by family* between these years.

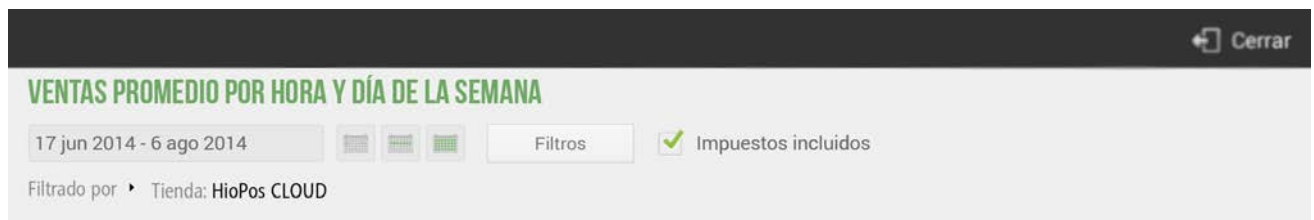


11.3 Sales average

The sales average analysis is done by hours and week days.



From the top menu select any time period or choose between the three short cuts that are *today*, *the current week* or the *current month*. Choose if data will include taxes or not.



The button *Filters* will let you see data by *Stores* and by *Sellers*.

FILTRAR INFORME

Tienda: HIOPOS CLOUD

Vendedor: KELLY BOLTON

The top graph shows sales by hours. HioPOS analyses all sales for the selected time period and divides them by the number of days, to then display an average for that period.



The columns below include the sales average by days of the week. These average sales are calculated making an average of each day you select, for example the average of every Monday within the selected time period, and the same for the other days.



12. Advanced options

12.1 Export data

HioPOS Cloud can export sales, items and clients by email, choose between two formats: XML or CSV. Go to the *Export* module in *Configuration*.

EXPORTACIÓN

Ventas
Fecha: 21 jun 2014
Tienda: HioPos CLOUD
Caja: POS 01

Clientes
 Artículos

Tipo de fichero
 CSV
 XML

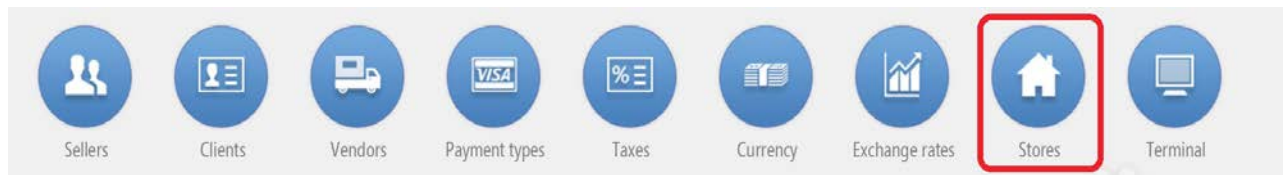
Enviar a: _____

Exportar

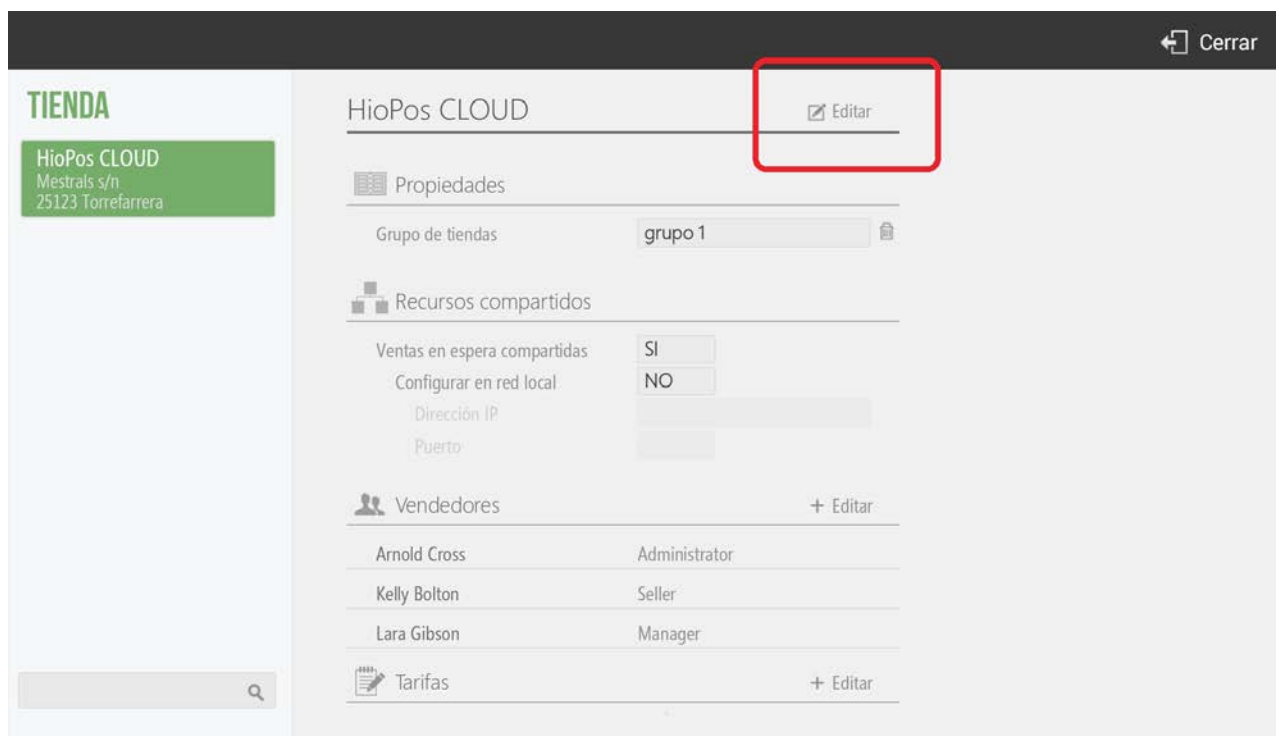
To get a periodic and automated data export for you to import to an ERP software, or for any other purpose, please contact your dealer.

12.2 Multiple stores configuration

Go to *Stores* from the *Configuration* menu, there you can manage the stores or point of sales that are linked with yours.



From the available features there are the ones you configure during the installation process, go to *Edit* next to the name of the store.



The *Settings* lets you choose between the groups of stores to apply the changes to. By grouping stores you'll be able to apply changed to all the stores of the same group at the same time, this way you don't have to go point of sale by point of sale and apply the same changed.



The *Shared resources* shares details from other points of sale with yours, like sales on hold, as long as they are in the same local network.

In *Sellers* you can share the users you have between the other linked points of sale. Press *Edit* to select between the stores you want to share them with.



Vendedores		+ Editar
Arnold Cross	Administrator	
Kelly Bolton	Seller	
Lara Gibson	Manager	

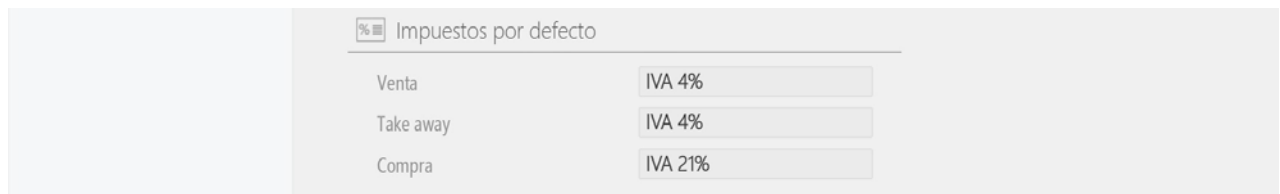
In *Rates* choose between the available price rates the one that will be used by default in your point of sale. Press *Edit* to share the price rates with other linked points of sale.

In the *Currency* feature you can choose the default currency to use in the point of sale from all the available ones. Press *Edit* to share the currency rates with the other linked points of sale.



Monedas		+ Editar
Dollar	<input type="checkbox"/> Por defecto	
Euro	<input checked="" type="checkbox"/> Por defecto	
Pound	<input type="checkbox"/> Por defecto	

The feature *Default taxes* lets you choose the tax to apply by default according to each type of transaction.



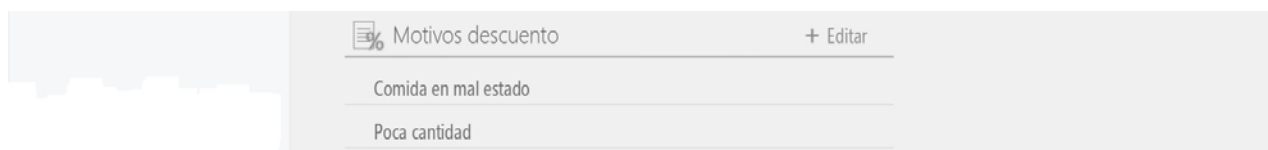
Impuestos por defecto		+ Editar
Venta	IVA 4%	
Take away	IVA 4%	
Compra	IVA 21%	

The *Payment methods* feature lets you share the one you have between any store of the group you select. Press *Edit* to share the payment methods with the other linked points of sale.



Medios de pago		+ Editar
Crédito		
Efectivo		
Tarjeta		

The feature *Discount reasons* lets you share your available discount reasons with the other points of sale of the group.

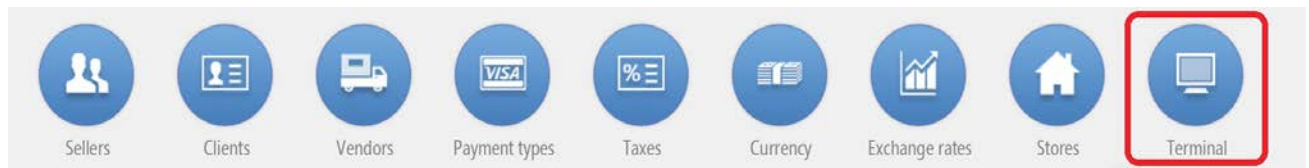


Motivos descuento		+ Editar
Comida en mal estado		
Poca cantidad		

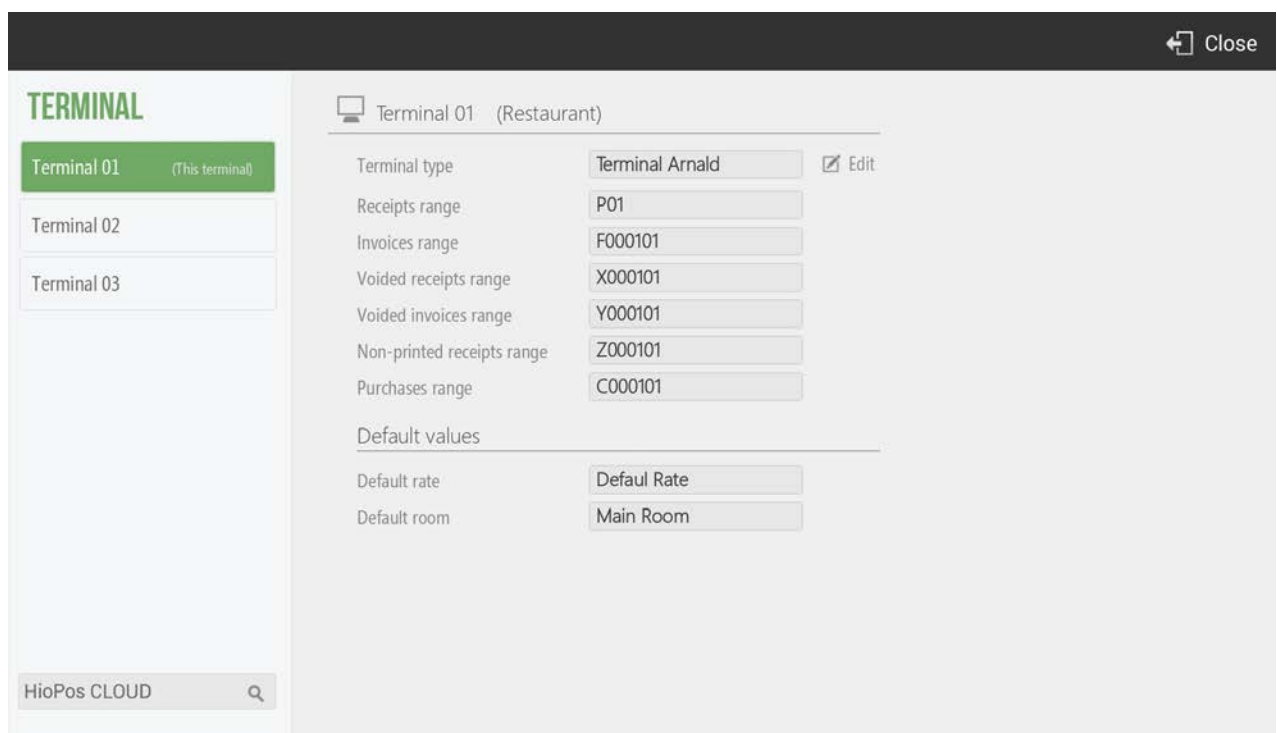
12.3 Change series of documents

The series are the initials that each document HioPOS issues has. These are used to distinguish between documents.

To change the series of your documents go to *Terminal* in *Configuration*.



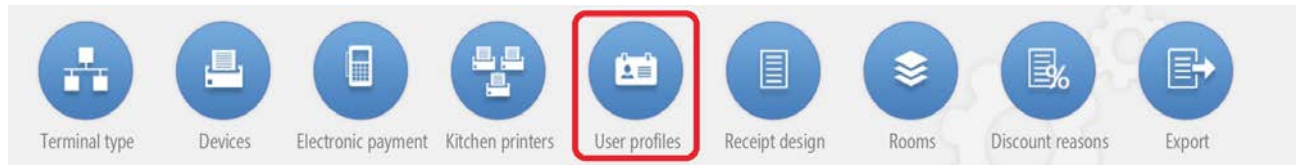
There you can change the series as you want, as long as they are not already in use. Select from the left menu another terminal to make changes on it as well.



The series you use will be printed on its documents followed by a dash and the document number, starting always by number one.

12.4 User profiles

The user profiles allow you to create groups of sellers that will share the same allowances and permissions to allow or deny the access to certain HioPOS features.



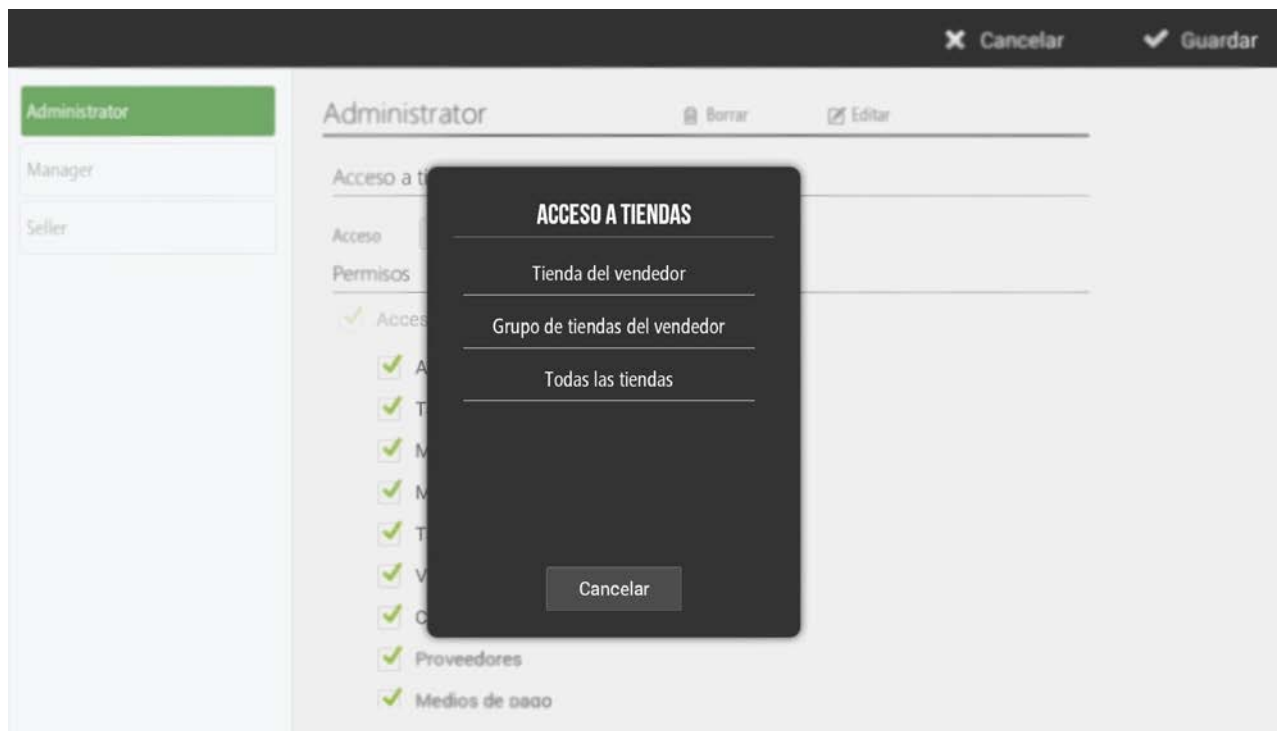
Each HioPOS user is linked with a profile. The profiles that come by default are Administrator, Manager and Seller.

12.4.1 New profile

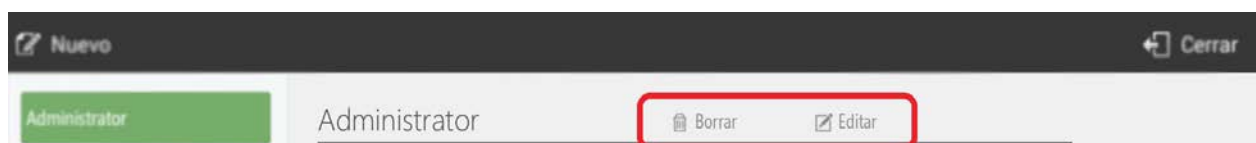
To create a new profile go to *New* from the menu above.



The new profiles are created according to the existing ones; this means that a new profile will have by default the same permissions as the ones you selected. Select the profile you want it to be based on and name it. Once created, all the options and permissions can be changed.



To *Delete* or *Edit* a profile press the according button next to the profile name.

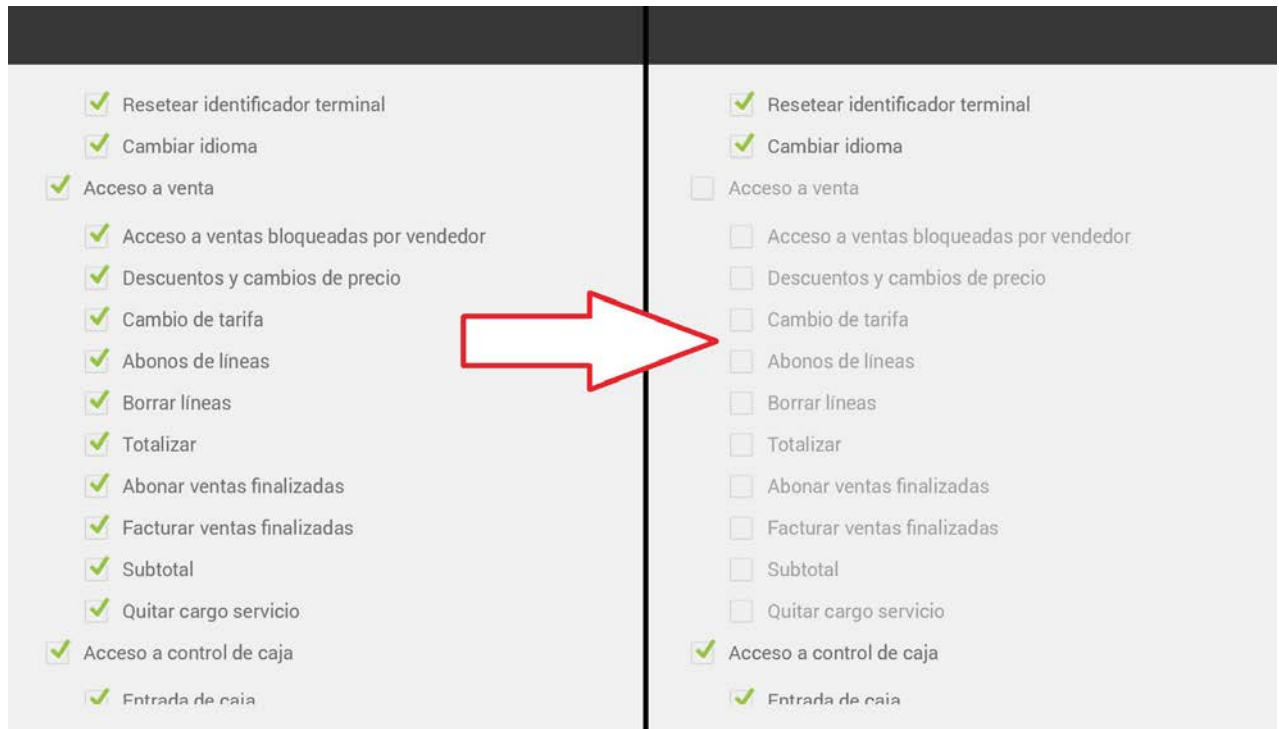


12.4.2 Permissions according to profiles

The distinctions between profiles are done so you can group sellers. These permissions allow or deny access to any functionality HioPOS has.

In the permissions by default, for example, there's the *Administrator*, who has all of them; the *Manager*, who has all the permissions except *Configuration* and *Statistics*; and the *Seller*, who is only allowed to issue basic sales.

Mark or unmark any box to activate or deactivate that permission for the profile you are making changes on. If it's marked, the user will be allowed to operate that function, if it's unmarked the user won't be able to do it.



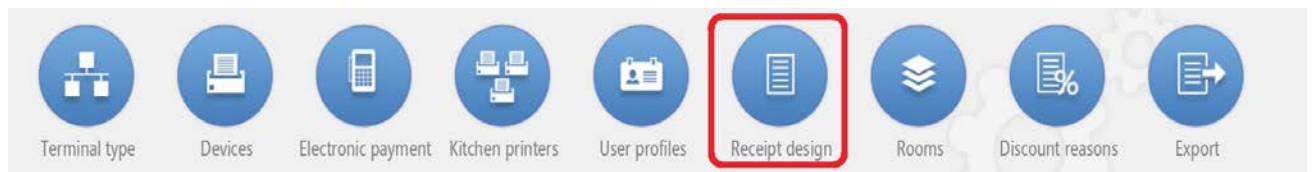
12.4.3 Access stores

User profiles can be configured so from any configuration menu you can apply changes to the other stores. To do so choose between: *Seller store*, to apply changes only in this terminal; *Group of stores of the POS*, to apply changes to any of the stores of the group; and *All the stores*, to apply changes on any store the POS is linked to.

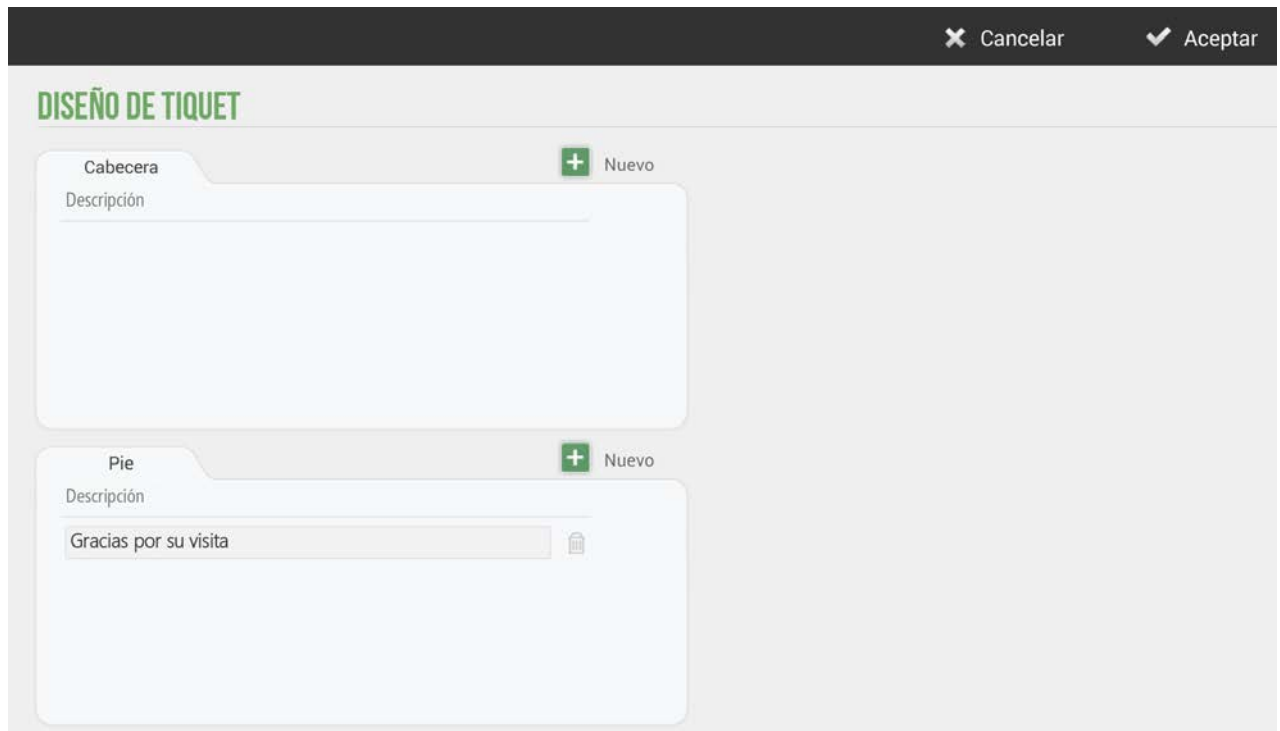


12.5 Receipt design

From the *Receipt design* module in *Configuration* you can add headers and footers on the sale receipt.



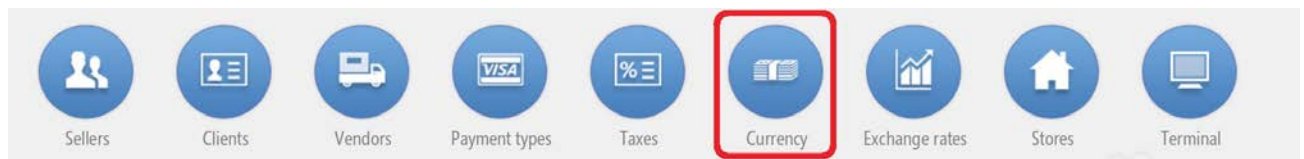
The receipt design window is divided in two parts, the one above is for you to enter the headers, and the one below is for you to enter the footers. Press *New* to add a note on the receipt.



The notes you add will appear centered on the receipt, following the creation order.

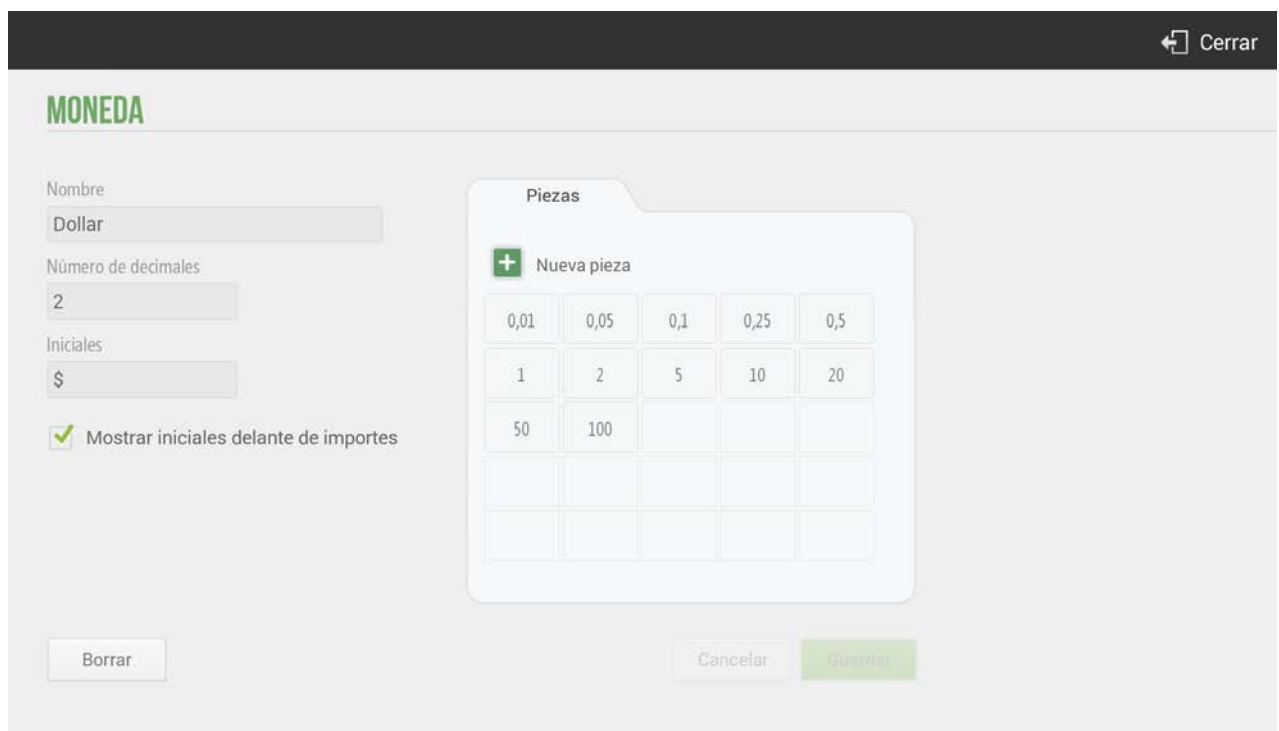
12.6 Currency

The *Currency* module from *Configuration* lets you change between currencies to use during the payment.



After you choose a currency to modify or you select *New currency*, you'll be able to name them, choose how many decimals it has, choose the currency sign and initials, and configure these initials to go after of before the amount.

You can also create new denominations according to the denominations this currency has.



MONEDA

Cerrar

Nombre
Dollar

Número de decimales
2

Iniciales
\$

Mostrar iniciales delante de importes

Borrar

Cancelar Guardar

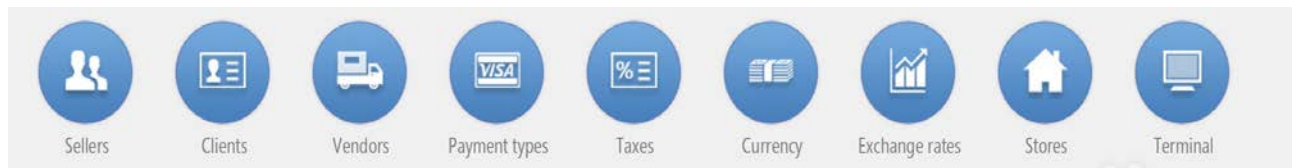
Piezas

+ Nueva pieza

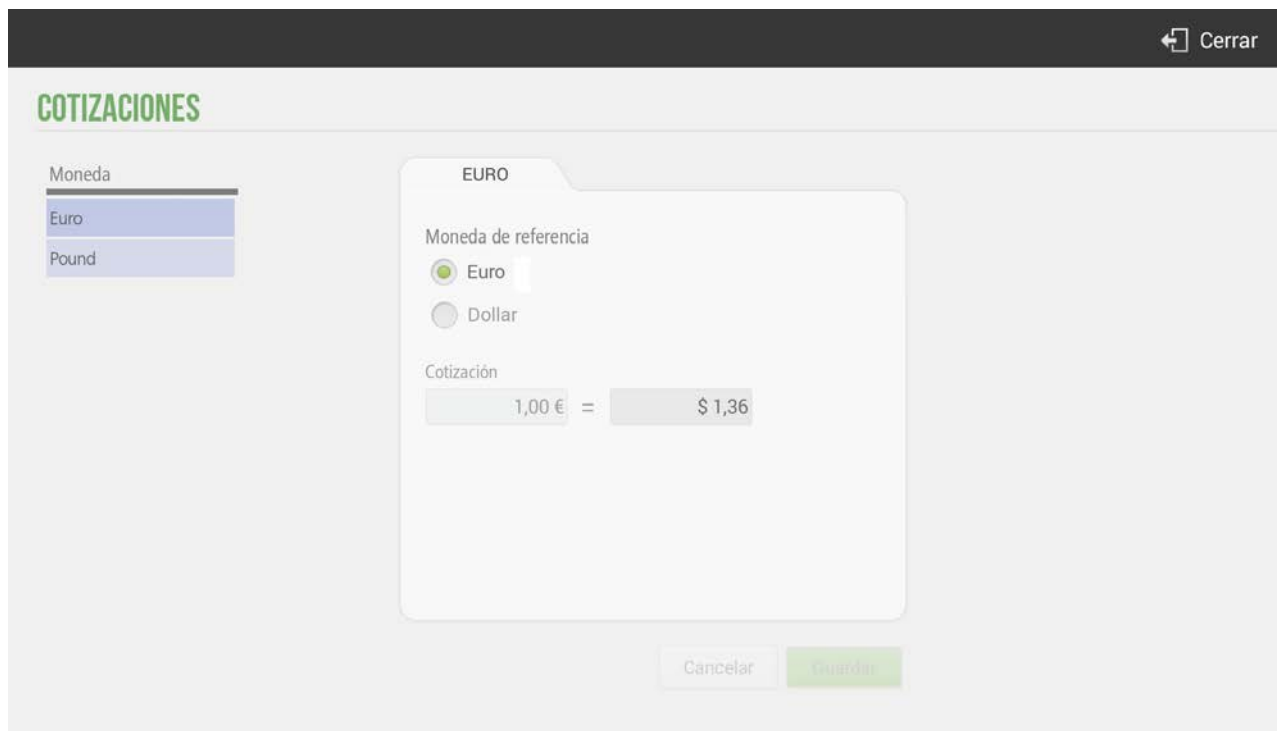
0,01	0,05	0,1	0,25	0,5
1	2	5	10	20
50	100			

12.7 Exchange rates

The *Exchange rates* module from *Configuration* lets you add the current exchange rate according to the *Reference currency*.



Select a reference currency, that will appear by default as 1.00, then enter the exchange rate of the second currency.

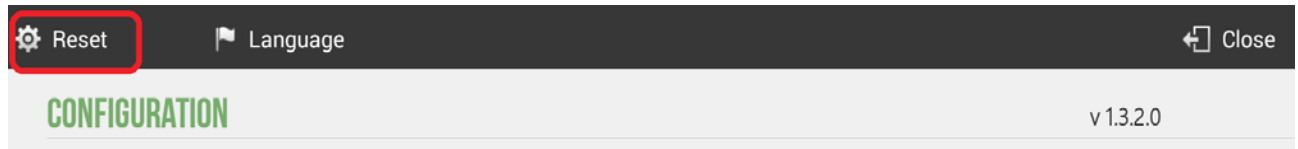
A screenshot of a software interface for configuring exchange rates. The window title is 'COTIZACIONES'. On the left, there is a 'Moneda' (Currency) dropdown menu with 'Euro' and 'Pound' as options. The main area is titled 'EURO' and contains a 'Moneda de referencia' (Reference currency) section with radio buttons for 'Euro' (selected) and 'Dollar'. Below this is a 'Cotización' (Exchange rate) section with a text input field showing '1,00 € = \$ 1,36'. At the bottom right, there are 'Cancelar' (Cancel) and 'Guardar' (Save) buttons. A 'Cerrar' (Close) button is located in the top right corner of the window.

After you save it, any sale you make with any currency will be calculated according to the set exchange rate.

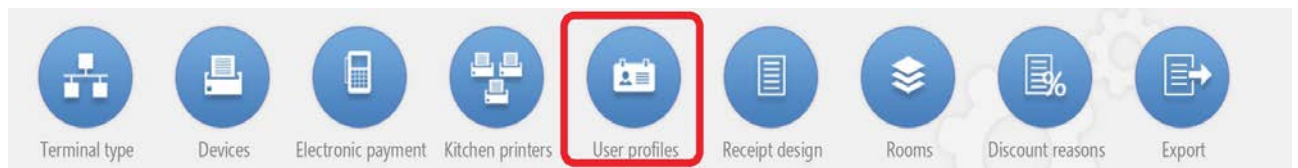
12.8 Reset the app

The option *Reset* allows the user to delete all the data stored in the terminal. After you reset the app, the software will be like new, this means that the next time you run it, it will ask you to choose the language and to enter the User name and Password, as if it were a new installation.

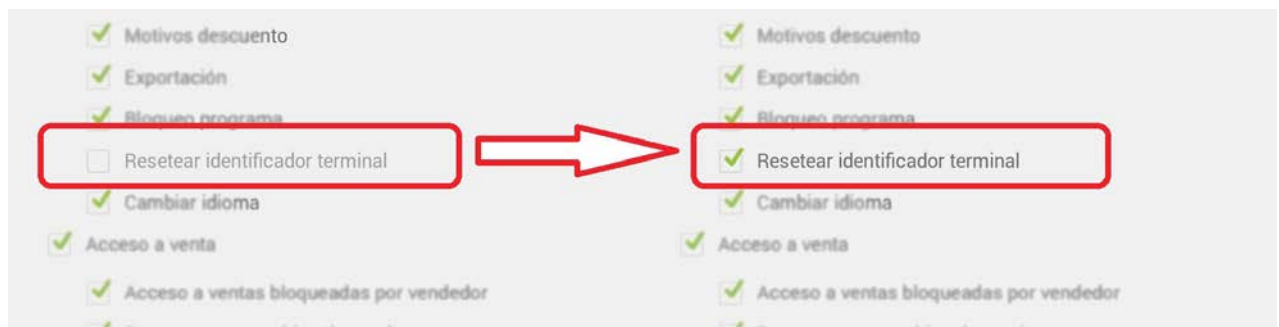
The *Reset* button is at the top left side of the *Configuration* screen. Press *Reset* and confirm to the following message to reset the app.



By default the reset feature is not activated for any user profile. To activate it go to *User profiles* in the *Configuration* menu.

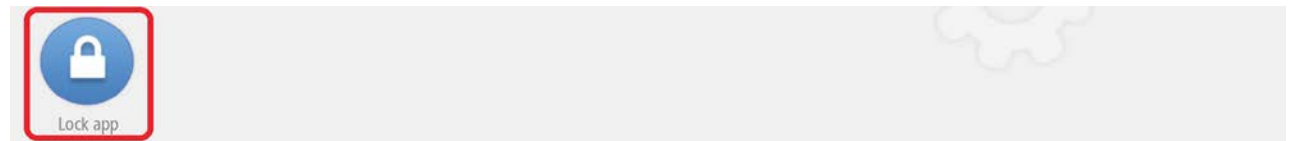


The option you have to activate is *Reset terminal ID*.

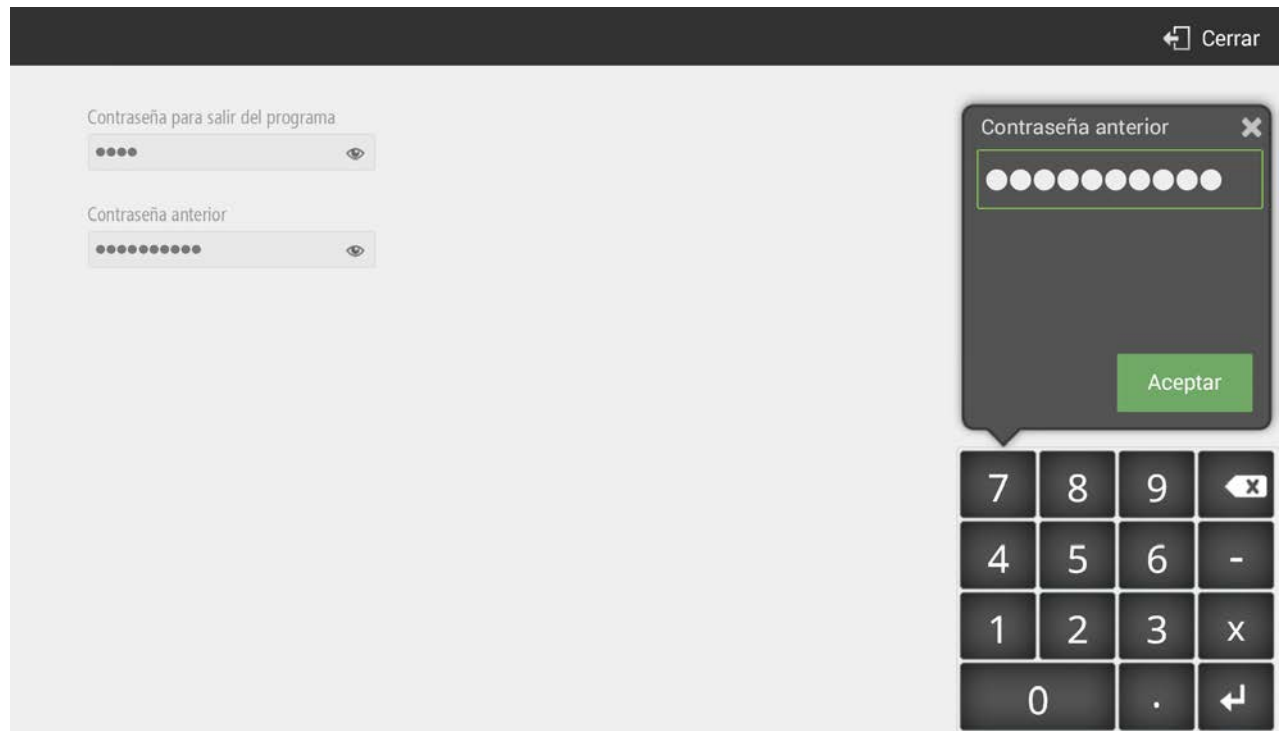


12.9 Lock app

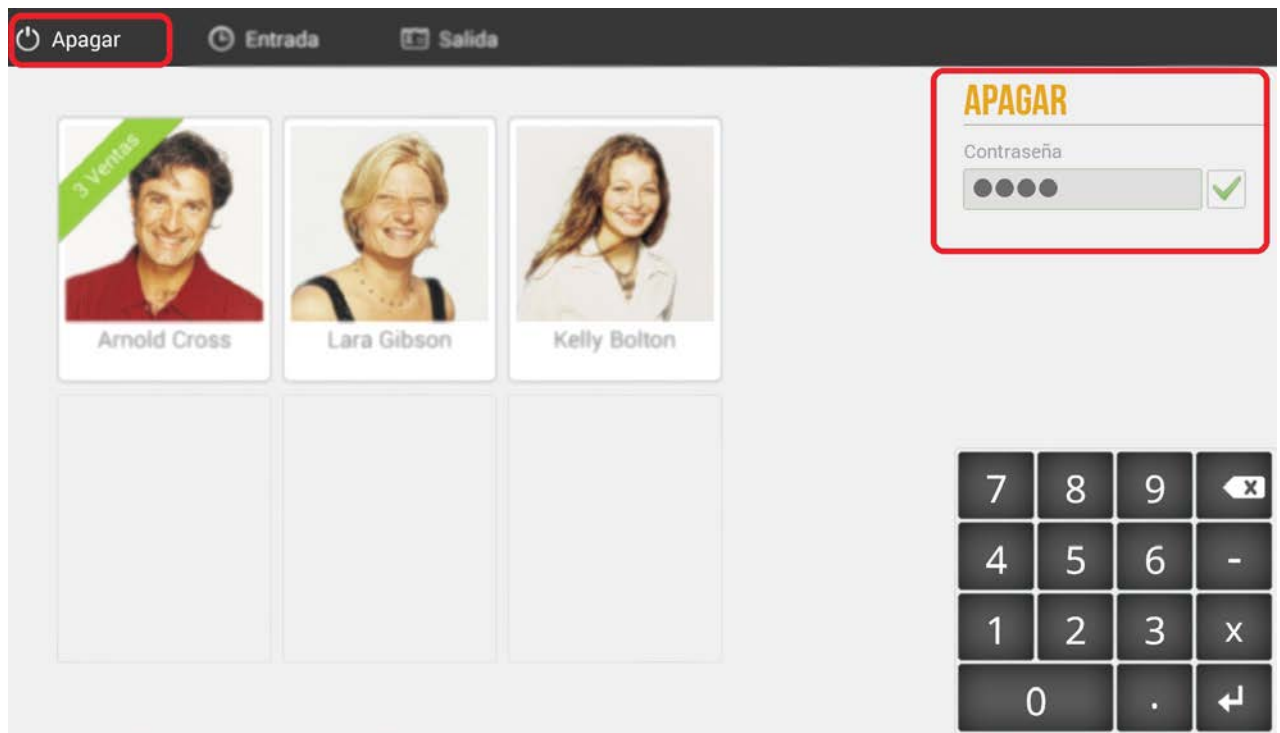
This module will put a password to exit the software, it's called *Lock app* in the *Configuration* menu



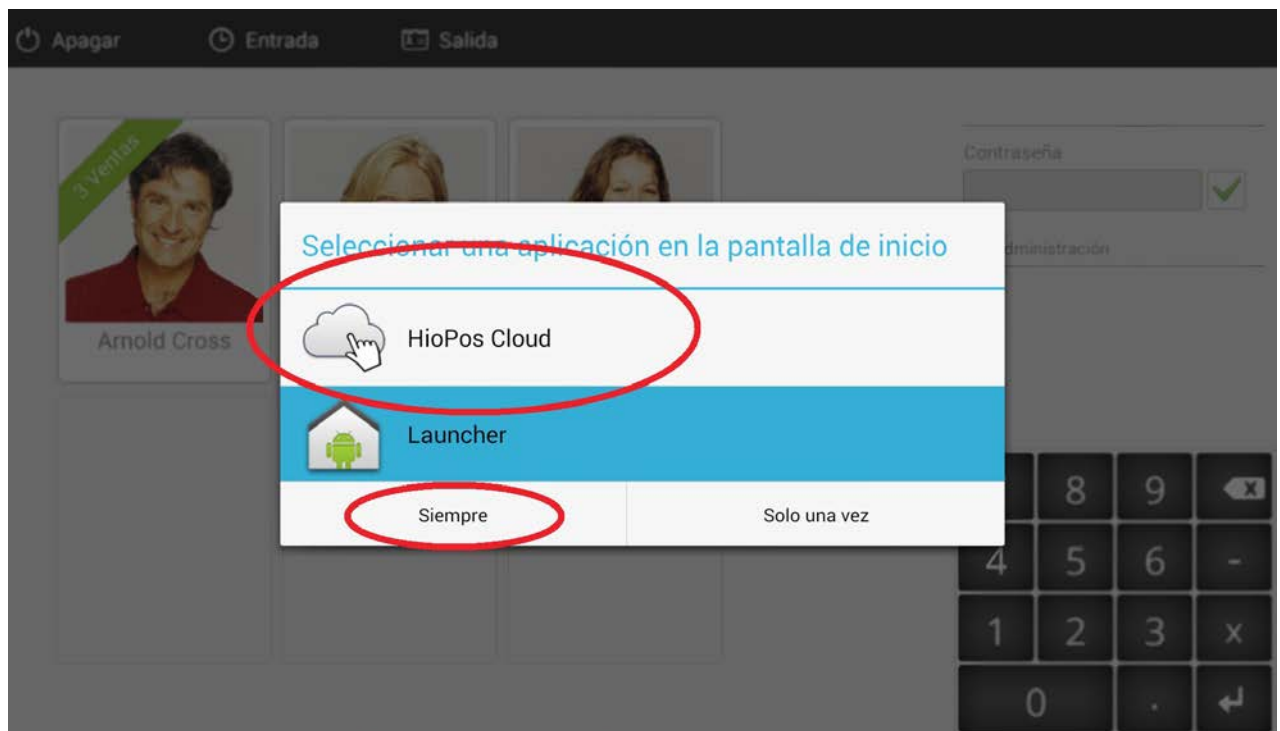
When you put a password to exit the app users will have to enter a password every time they want to turn off the app.



To exit the app go to the users screen and press *Turn off* to the top menu. Enter then the password you set.



If you have set a password to exit the app and you press the Android *Home* button, the Android OS will show a message like the following one:



This message lets you choose what to do when pressing the *Home* button. If you don't want users to go to the Android OS, select *HioPOS Cloud* and press *Always*. Every time you press the *Home* button you will now relaunch the HioPOS Cloud. Moreover, every time you turn on your terminal, the HioPOS software will be the first thing to be launched.



For more information about HioPOS Cloud
go to the following web site:

www.hioposcloud.com