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Adminsoft Accounts User Guide

Shop/Cafe Manager

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Introduction

The Shop/Cafe Manager module, as the name suggests, is designed for use in shops, cafes, and restaurants. Really, it is orientated more towards cafe/restaurants than it is for shops. But can be used in either environment, and indeed many small businesses operate as both. The software allows

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a receipt printer and cash drawer to be attached, as well as a bar code scanner.

To have access to the Shop/Cafe Manager module, it needs to be selected in the company/organization details. When Adminsoft Accounts starts up, single left click on your company/organization, then click the '**Comp./Org. Details**' button. In the form that appears, in the top righthand corner you'll see a selection of available modules, make sure '**Shop/Cafe Manager**' is ticked, click on it if it is not, then click the '**OK**' button. When the Shop/Cafe Manager module is available, you will see the option '**Shop / Cafe**' on the top menu bar.

Shop/Cafe Manager relies on Stock Control (Inventory). It can only sell items that are in the Stock Control system. However, it does not matter whether the accounts system is running in **Level 1** or **Level 2** mode. You can enter and maintain stock items via the options in Stock Control, or by using the '**Maintain Price List**' option in the Shop/Cafe Manager, this option though treats Stock Control as if it is just a price list (if you create any stock items in this option, the stock will not be controlled, although that setting can be changed from the '**Stock Details**' option in the Stock Control menu). If a stock item is setup to have its stock levels controlled, Shop/Cafe Manager will update the quantity held in stock when a sale is made (or put items back into stock if a refund is issued).

When creating stock items, the Sales Analysis Code is very important. When selecting an item to sell in Cafe/Shop Manager, it's the Sales Analysis Code that is selected first, then all stock items with this Sales Analysis Code are listed. This allows you to categorise your stock into some sort of logical order, to make it easier to locate items at the point of sale. For example, if you're running a cafe, all your breakfast items may come under one Sales Analysis Code, while lunch items may come under another, and drinks under another. If you also sell sandwiches to take out, they could have their own Sales Analysis Code.

As Shop/Cafe Manager can only invoice from stock, you may wish to create some 'stock' items that are not really stock items at all, but exist to allow you to sell a service or some other non-stock related item, such as a repair, or a charge for fitting a battery or some other item, or a charge for accessing the internet via your Wi-Fi, and so on. Although you can set a retail price, this price can be edited at the point of sale. When creating a 'stock item' for this purpose, you would probably want to set '**Stock Controlled**' to '**N**'.

If you have to charge VAT/Sales Tax, then all prices in the Shop/Cafe Manager module will be inclusive of tax. In the stock item details it depends on the setting in the '**Settings**' option in the Stock Control setup menu. There is an input field '**Retail prices incl. VAT**' (or '**Tax**') this is set to '**N**' by default. Which means Sales Tax/VAT will be automatically added to the retail prices shown in the stock item details when selling them. This can be useful if you generally deal with trade sales. If it's set to '**Y**', then any retail prices entered into the stock item details should include Sales Tax/VAT. This is useful if you generally sell to the public, who usually want prices inclusive of Sales Tax/VAT. It makes it easy to set prices to certain levels, such as 9.99, 9.95, 14.95 etc. Whereas if you have to enter retail prices excluding Sales Tax/VAT, it can be difficult getting the Sales Tax/VAT exclusive price to exactly where you want it, as you'd have to always calculate the price. We recommend you set prices to include Sales Tax/VAT. The disadvantage is when the Sales Tax/VAT rate changes. Then you've got to change all your stock item prices! You may be able to use the '**Wholesale Stock Changes**' option in the Stock Control menu. But it's a lot more messing about that you'd have if all your prices were stored without Sales Tax/VAT. Which is best really depends on your business.

Before we get into the business of selling stuff, we'll first go through the setting up of Shop/Cafe Manager. If you do not understand something in the setup, keep reading, as the section on selling may make it clear.

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Setting up Shop/Cafe Manager

Select 'Setup' on the top menu bar, go down to 'Shop / Cafe', and select 'Settings'. At the time of writing (Sept.'20, v4.216), this is the only option. The form that appears will look something like this (taken from v4.194):

Shop/Cafe Manager - Defaults & Variables		
Next receipt number	101	(careful, duplicate numbers will cause a problem)
Next cafe tab number	26	(internal use only, suggest you don't change)
Next voucher number	82	(careful, duplicate numbers will cause a problem)
Voucher payment code	VOUCHER	Vouchers
Voucher analysis code	VOUCHER	Vouchers
Default analysis code	VOUCHER	Vouchers
Default payment code	CSH	Cash
Default N/L Bank A/c.	1210	New bank account
Default N/L Sales A/c.	4025	Other Income
N/L Variance Account	1234	Till Variance
Width of stock code	7	(minimum 3 characters, maximum 20 characters)
Mins before auto logout	0	(Sales Counter, 0=no auto logout)
Cut off time for cash up	09:00	(cash ups before this time are for previous day)
Make COGS postings	Post	(make COGS postings if a/c's are in the S/A code)
Quantity in Receipts	Print quantity if more than 2	(Quantity column n in receipts)
Allow sales on account	No	(allow sales to be made to a customer account)

Message to appear on the sales receipt:
Text to appear on receipt.

Note: a receipt may only be 32 or 40 characters wide. So if you enter a line that needs to appear by itself, please bear that in mind. The notes can be as long as you wish.

The 'Voucher payment code' allows you to set up a specific payment code for vouchers. Treating them, in effect, as currency. The 'Voucher analysis code' allows you to set up vouchers as stock items, using this sales analysis code, the system will recognise them as vouchers.

Any changes made in this setup form will not take effect until the company / organization has been reselected.

Help Cancel OK

'Next receipt number' is the next number that will be printed on the receipt. It is also used as a unique way of identifying each sale. So, is it VITAL this number does not get duplicated. I suggest you set it once, then never change it again. The maximum size of this number is 99999999 (8 digits), as it's automatically incremented each time a sale is made, I suggest you do not start the number off too high, because you won't want to run out of numbers! Consider, how many sales are you likely to make over a 10 or 20 year period? 50,000 or 500,000 maybe? When the software is installed, this number is set to 1. You can just leave it there if you wish.

'Next cafe tab number' is used by the software to uniquely identify each tab (this is the customers current bill, which then becomes a receipt when they pay). It's VITAL this number does not get duplicated. As they are not presented to the customer at all, I strongly recommend you never change this value, unless instructed to do so by technical support.

'Next voucher number' is the number associated with a voucher. You can issue vouchers for any value you wish. The system keeps track of these vouchers, so you know at any one time what your liability is. It uses this voucher number as unique reference for each voucher. The number does get printed on the voucher. So like receipt numbers, we suggest you leave it as it is, or just change it once and then never change it again. As with all the numbers here, it automatically increments each time a voucher is sold.

'Voucher payment code' is the Payment Type code you will use when your customer presents you with a voucher they wish to redeem. In effect, it treats a voucher as if it were cash. There is no payment type automatically set up for this, so you may want to create your own payment type code to handle vouchers (you would set it up as if it were a bank).

'Voucher analysis code' is the Sales Analysis code you will use for stock items that you have created to be vouchers. For example, if you have two vouchers, one at \$10 and one at \$20, you

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would create a stock item for each, perhaps with stock codes VOUCHER10 and VOUCHER20. The Sales Analysis code you use for these stock items should be entered into this input field. There will be a more detailed discussion of operating vouchers later on.

'Default analysis code' this is the default Sales Analysis code that will be automatically selected when listing items to sell. It can be left blank, but I'd advise you enter the Sales Analysis code of the most frequently sold items. The software will only load up items that are associated with that code. If you leave this blank, it will load up ALL items. Which could slow the system down if your range of stock is extensive.

'Default payment code' is the default Payment Type code that will be used when a customer wants to pay. At one time, I would have advised you set this to your cash payment type. But as other methods of payment are now as common, if not more common than cash in some places, you may want to set it to something else.

'Default N/L Bank A/c' is used when cashing up. Any cash banked will be posted to this account.

'Default N/L Sales A/c' is the Nominal/General Ledger account for sales from Shop/Cafe Manager. Unlike the Sales Ledger (A/c Receivable), or the AutoManager module, when stock items are sold from Shop/Cafe Manager they are not posted to the Nominal Ledger in accordance with the account associated with the Sales Analysis code of that stock item. In fact, no sales are posted until the cash up is done, then all sales are posted as one posting, to the account specified here.

'N/L Variance Account' is used to post the balance of any difference between the takings plus opening till balance, and the till balance as counted as part of the cash up routine. This variance is likely to be due to mistakes in receiving cash, or giving change back to the customer.

'Width of stock code' is the maximum width of the stock you want displayed. Stock codes can be up to 20 characters long. But receipts are not very wide, space is always at a premium, and so you may want to reduce the width of the stock code actually printed. In the Shop/Cafe Manager environment, I recommend you keep stock code sizes to a minimum. The minimum size that can be displayed is 3 characters. This does not affect the size of stock codes you can use. You could use all 20 characters if you wish, but if you set the stock code width here to say 5 characters, then the last 15 characters will not get printed, possibly making it difficult to identify some items on a receipt. You would be relying on the description (and the length of this will vary depending on how much space is being taken by the stock code, but it won't be very long).

'Mins before auto logout' is the time of inactivity in the Sales Counter option before the software freezes, and will not free up again until the user enters their Adminsoft login password. This is to ensure that if the person who is operating the point of sale system walks away without securing it first, it will lock up anyway – after the number of minutes specified here. It doesn't prevent anyone else from accessing the software (only way to do that is for the point of sale operator to lock the software before walking off), but it's something.

'Cut off time for cash up' is the time after which if you cash up, it will be for the current day. If you cash up before this time, it will be for the previous day. This is useful in situations where the previous days takings are not cashed up until the following morning.

'Make COGS postings' if set to 'Y', when the cash up is done, and postings are then made to the sales account, it will also make postings to the associated COGS accounts as setup in the default Sales Analysis code (the **'Default analysis code'** input field).

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'**Quantity in Receipts**' is used to indicate how you want the quantity of an item appearing on the receipt. The default is simply to repeat the item. For example, if 3 units of the same item are sold, that item would simply be displayed three times on the receipt. However, you can get it to print the actual quantity, or just print the quantity under certain circumstances. The reason for this option, is that printing a quantity takes up valuable space on a receipt that has very little space available to it. Note: the options '**Always print the quantity**' and '**Print quantity if more than 1**' effectively mean the same thing.

'**Allow sales on account**' if set to '**Yes**' allows a sale to be posted to an existing customer account. This means no payment will be made at the point of sale, though a receipt will still be printed (the cash draw will not open). An invoice for the sale will sit in the customer's account as outstanding.

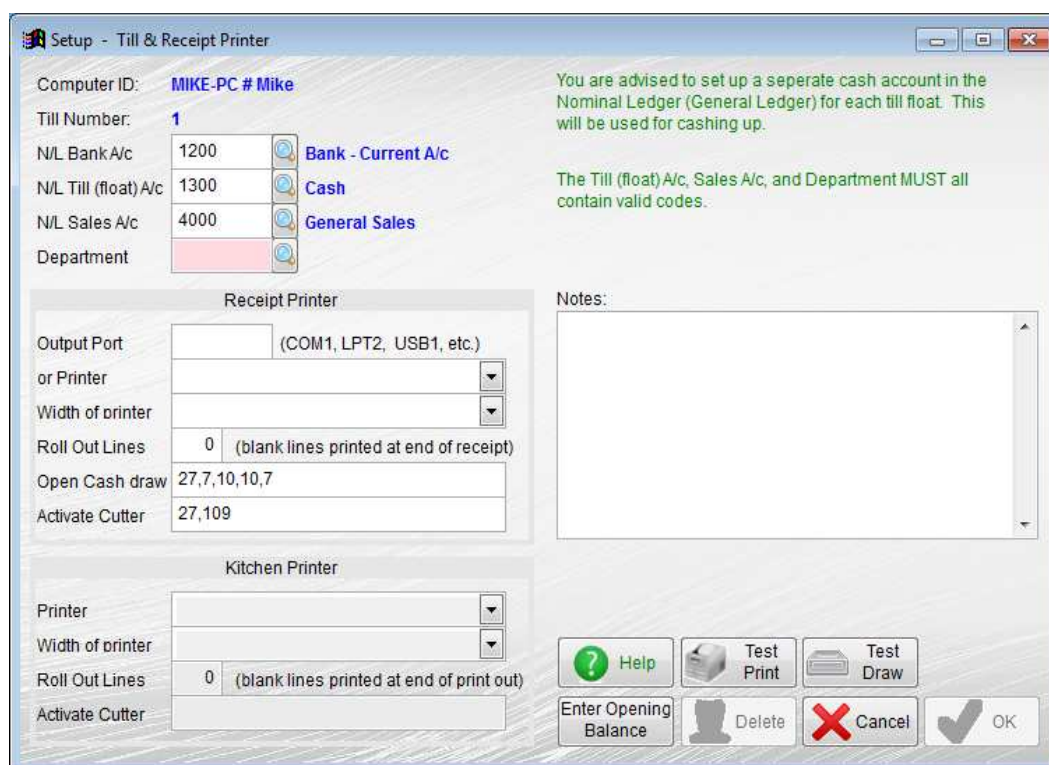
'**Message to appear on receipt**', any text entered here will get printed at the bottom of each receipt. You can type in anything you like, bearing in mind the limited amount of space on a receipt.

Our next job will be setting up the receipt printer and cash drawer. Even if you do not have these items, you will still need to setup as if you did have them, as certain Nominal Ledger/General Ledger accounts can only be specified in this option.

Cash Drawers and Receipt Printers

Usually the cash drawer (if you have one) plugs into the receipt printer. Hence there is only one output port to select when setting them up. The setup for a cash drawer and receipt printer is specific to the PC (and Windows login name if on a network), and NOT to the Adminsoft Accounts user. So for example, if you have two PCs that you're using for point of sale, and both have a cash drawer attached, you will have to do the setup on each PC. To do this, click on '**Setup**' on the top menu bar, go down to '**Miscellaneous**', and select '**Till & Receipt Printer**'. The option is in '**Miscellaneous**' and not 'Shop / Cafe', because the AutoManager module uses exactly the same option. The form that appears will look something like the following screen image:

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Note the **Computer ID** in the top left hand corner. This identifies the PC (in this case 'MIKE-PC') and the network login name (in this case 'Mike'). This is the unique identifier the software will use for this till/receipt printer setup. If someone else uses the same PC, but logs into the network under a different name, this option would need to be run again to create a till/receipt printer set up for them. These set ups are remembered, so only need creating once for each PC and Windows/network user.

Till Number is the automatically generated reference number that will be used in any transactions connected with this till/receipt printer.

'N/L' is short for Nominal Ledger, and so in some countries this will appear as 'G/L' instead (ie. General Ledger). There are three input fields for N/L accounts, and they will all have default values automatically set up for you. These can of course be edited if you wish.

N/L Bank A/c is the bank account that will be posted to when money from the till is banked during the cash up procedure.

N/L Till (float) A/c. Is the account holding the balance in the till.

N/L Sales A/c. Is the account used to post sales. However, this is ONLY used in the Shop/Cafe Manager module. It is not used in AutoManager. The default account for this is set up in the Shop/Cafe Manager Default and Variables option discussed above. You can use that default, or you can use a different account for different PCs (if on a network).

Department requires a department code, even if you only have one set up. There is a default department code of 'ANY'. Note in the image above, this input field is empty and the background is light red. Which means a valid department code needs to be entered before the 'OK' button can be clicked (you'll note it's greyed out in the image).

Output Port allows you to specify which physical computer port your till printer is attached to. Sometimes this will be 'COM1' or 'LPT1'. These are for serial printers or parallel printers. If you

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have an old till printer, it may use a serial port (either COM1 or COM2). Note, you will have to setup the serial port in Windows to match the settings on your printer. This includes the port speed (referred to as the Baud rate), number of data bits, stop bits, etc. Parallel and USB ports are a lot easier!

Modern receipt printers usually connect to the computer via a USB port, or wirelessly and so are available over your local network. Either way, you will need to set up the printer in Windows. Just follow the instructions that come with your printer. In the case of these printers, leave the '**Output Port**' input field blank, and instead select the Windows printer in the input field '**or Printer**' below (click on the little down arrow to select from the list of available Windows printers). In theory, it is possible to enter the USB port directly into the '**Output Port**' input field, such as USB1, or USB2, etc. But the problem is knowing which USB port your printer is actually connected to? There may need to be some trial and error if you want to specify the actual USB port.

If you are just testing the software, rather than waste paper you can leave both the '**Output Port**' and '**or Printer**' input fields blank. Then after making a sale the text of the receipt gets displayed on screen.

You can output the receipt text to a file if you enter a file name in '**Output Port**'. This is very limited though. The file name needs to include a full stop, for example: TEST.TXT The maximum length of the file name is 8 characters, *including* the full stop and extension. No drive or folder can be specified. The file gets written into the '**temp**' folder in the folder that Adminsoft Accounts is running from. The contents of the file will get overwritten each time a receipt is 'printed'. Also, the contents of the '**temp**' folder get cleared each time Adminsoft Accounts starts up.

If no output port or Windows printer has been specified, the cash drawer won't work, as it receives it's commands via the receipt printer.

Width of printer is normally set to '58mm (32 characters)'. This tend to be a standard width for receipt printers. But some printers are 'oversize', and so the other option is '80mm (40 characters)'.

Roll Out Lines allows you to specify a number of blank lines to appear at the end of the receipt. On most receipt printers, because the paper is on a continuous roll, when the receipt is printed the last line will still be in the printer, just above the print head, but probably below the tear off point. So the **Roll Out Lines** feature allows you to force the printer to roll out the receipt for a given number of lines so it's in the correct position to be torn off.

Open Cash Draw allows you to set up the control codes to open your cash draw. This is a series of one to three digit numbers (value must be in the range 0 to 255), separated by a comma. Each number is an ASCII code. The default numbers that appear (27,7,10,10,7) are the most commonly used and may open your cash drawer. If they do not, you will have to get the control codes from your cash drawer user manual or the internet. If searching on the internet, try searching for 'receipt printer control codes'. Some other common control codes are:

Citizen: 27,112,0,50,250 or sometimes just one digit 7

Epson: 27,112,0,25,250 or 27,112,0,64,240 or 27,112,48,55,121

Star: 27,7,11,55,7 or 27,112,49,7 or 27,7,10,50,7

If you don't have a cash drawer attached to the receipt printer, leave this input blank.

Activate Cutter operates in the same way as **Open Cash Draw** above. Except its intended function is of course to activate the paper cutter on the printer. When a receipt is printed, this cuts

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the paper for you. Saves having to tear it off manually. If your printer does not have a cutter, clear out any numbers in this input field and leave it blank. Some common control codes are:

Citizen: 27,105 or 27,109

Epson: 27,105 or 27,109 or 27,121 or 27,112,0,75,250

Star: 27,100 or 27,105 or 27,100,48 or 27,100,51

Kitchen Printer section is for the Shop/Cafe Manager module only. It allows a separate printer to be set up for instructions to go to the kitchen. If you were just using the AutoManager module, this section would be greyed out.

Notes is intended for you to make any notes you wish about the till setup. These notes do not get printed on the receipt, or anywhere else. If you want to create a note that will appear on the receipt each time it's printed, the option to do this is in the Shop/Cafe Manager Setup Settings option. (I'm afraid this option, is not available in the AutoManager module)

Enter Opening Balance does exactly that. It allows you to say how much money you intend to keep in the till (ie. the 'float'). Ideally, you should enter this when you set up the till. But the system will allow you to back date it, and change the opening and closing balances of each cash up that may have been done for this till accordingly.

The **Test Print** button will print a test receipt, so you can check you have set it up correctly.

The **Test Draw** button will attempt to open the cash drawer, so you can check you have set it up correctly.

The **Delete** button will delete the till/cash drawer set up record. You would only use this option if you knew the PC and/or network login were never going to be used again. But the setup record takes up very little disk space, and would not get in the way if it was created and never used. So, it's questionable whether a delete button is even necessary.

One thing I should mention, just in case you're not aware. When I refer to a '**find**' button, it won't usually say '**find**' on it. Instead it'll have a graphic that looks like a magnifying glass, like this:

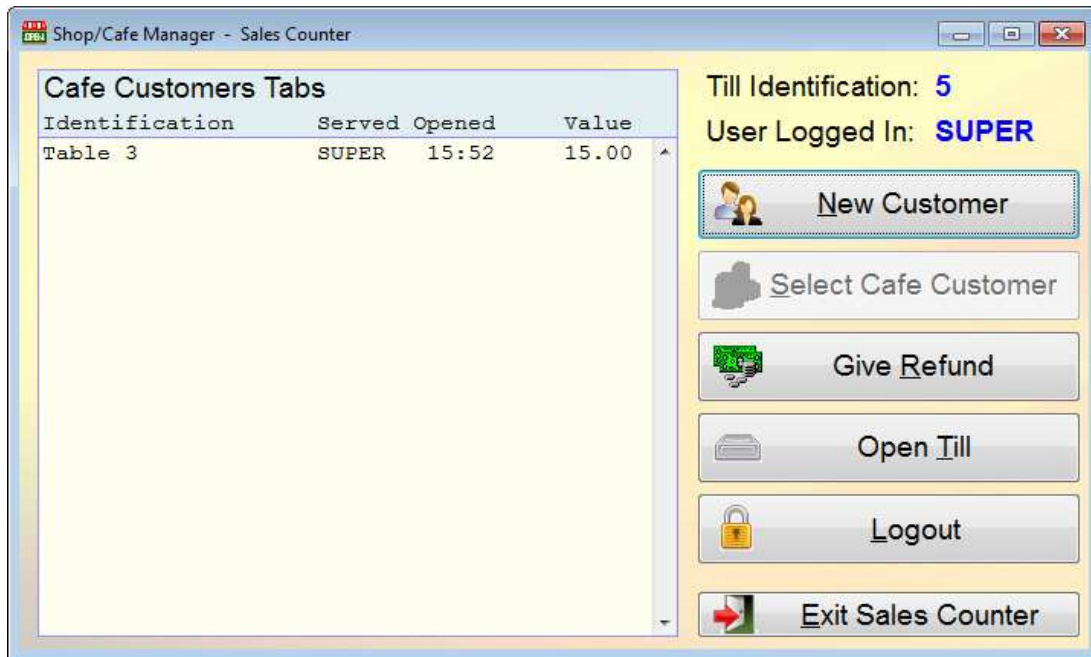


You'll find '**find**' buttons like this throughout Adminsoft Accounts.

Point of Sale

The business end of the Shop/Cafe Manager module is of course handling sales. From the '**Shop / Cafe**' option on the top menu bar, select '**Sales Counter**'. The following form will appear:

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The left hand side shows all currently open tabs. To select a tab to add more items to it, or to print the customer's bill, or enter the customers payment, double left click on the tab, or single left click and then click the '**Select Cafe Customer**' button.

If you need to enter an order from a new customer, you could click the '**New Customer**' button.

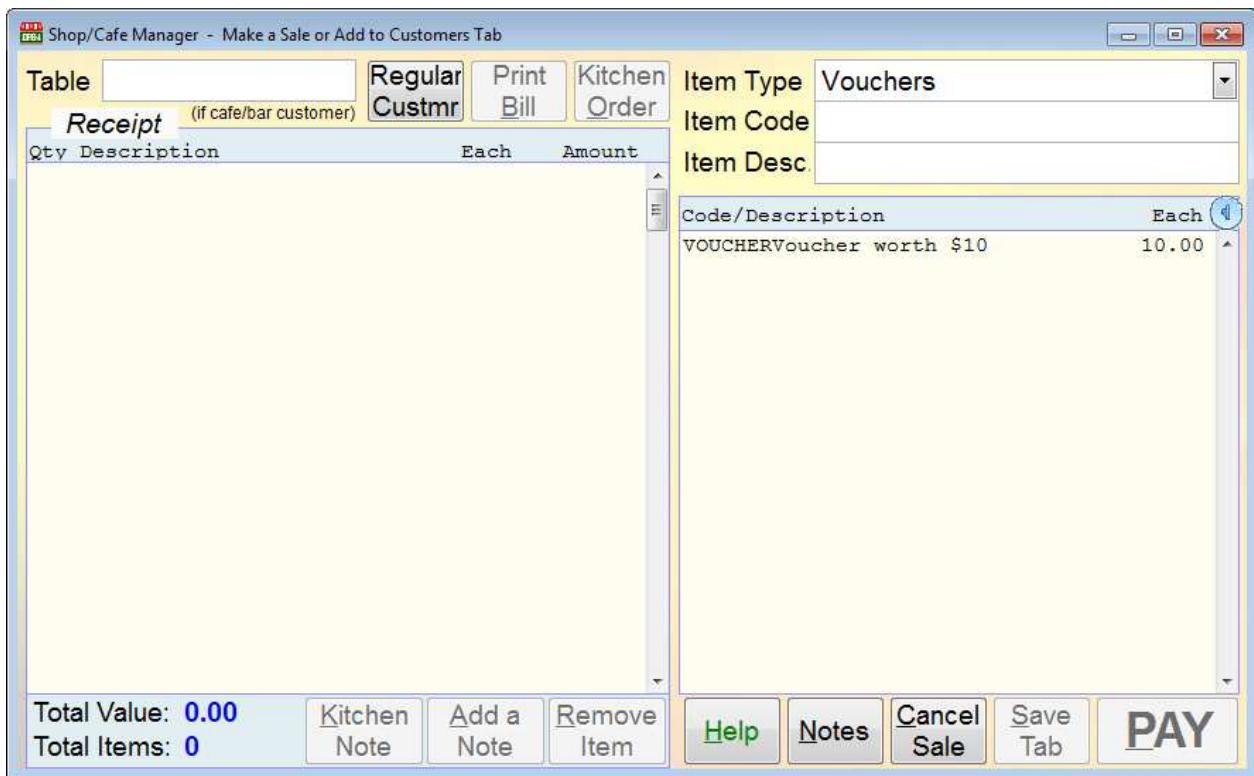
If a customer requires a refund, click the '**Give Refund**' button. This will display a form that allows you to locate the customers original receipt. It will not allow a refund to be processed without a receipt is located. If you're in a situation where you need to give a refund, but the customer does not have the receipt, or you can not locate the receipt, you will have to click the '**Open Till**' button and issue a refund, providing an explanation in the '**Reason**' input selection (of course, whether you allow this is a management decision). The reasons for a till opening can be set up and maintained by clicking on '**Setup**' on the top menu bar, go down to '**Miscellaneous**', and select '**Till Open Reason Codes**'. Each reason has an associated Nominal/General Ledger account for posting the amount taken from the till (or added to the till). If the sale was not paid, but charged to a customer account, then the 'refund' will actually be in the form a Credit Note to that account. The system will not expect any payment to be made to the customer at that time, and so the cash draw will not open. Though a refund receipt will be printed, it will state it has been posted to the customer's account.

The '**Logout**' button should ALWAYS be clicked before the operator walks away from the PC. This locks up the software. Preventing anyone from gaining access to the Shop/Cafe Manager module or anything else within Adminsoft Accounts. When logged out, the '**Logout**' button turns into a '**Login**' button. When clicked, the user has to enter their Adminsoft login user name and password.

To exit the Sales Counter option, just click the '**Exit Sales Counter**' button. Note, any/all open tabs will remain. So, if you go back into the Sales Counter option later on, the tabs will still be there. If you're using a network, the tabs will be visible on all PC's on the network. So, a tab can be created on one PC, but the bill printed out on another, for example.

Anyway, lets click the '**New Customer**' button. A form something like this will appear:

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In the top righthand corner, there's an input field '**Table**'. If you're in a retail environment, you can ignore this. In a cafe or restaurant, you will need to enter the table number or some other way of identifying the table, even if the customer will not be opening a tab but intends to pay on order, you may still want to do this.

You will not be able to save a tab if the '**Table**' input field is empty. The '**Save Tab**' button will be greyed out.

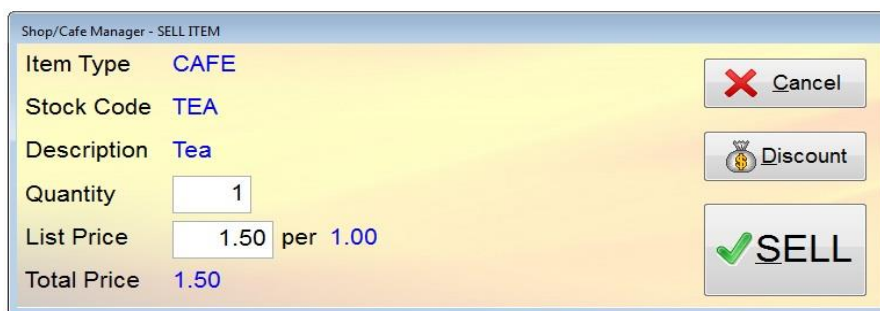
On the righthand side there are three lines, the first is '**Item Type**'. This is the Sales Analysis code. If you recall from the setup '**Settings**' form above, I set up 'VOUCHERS' as the default, and so here it is displayed in '**Item Type**'. In practice, you may want to select a more practical default, perhaps for drinks, as they're often the first thing ordered, and in a cafe or restaurant are usually ordered more frequently than anything else. In the list below these three lines, all matching stock items will appear. In my case I just have one voucher set up for \$10.00. In a cafe or restaurant, you can probably ignore the '**Item Code**' and '**Item Desc.**' input fields. These are useful where there are a lot of items. If you type something into one of these fields, the software will position the cursor bar in the list over any item it has located that matches what you typed in.

A **bar code scanner** can be used. But it must be a keyboard wedge type, or if it's USB (and most are now) it must have keyboard wedge emulation software. If your scanner does not have this software, it may be available off the internet, do a search for something like 'bar code scanner keyboard emulation software'. Bar codes can be set up in stock item details (only when the software is running in **Level 2**). You don't need to worry about selecting an Item Type, simply scan the bar code, and the item details will appear ready for sale, asking you to confirm the quantity and price, as if you had clicked on an item (see below).

Note: the cursor cannot be sitting in one of the input fields (such as '**Table**', '**Item Type**' etc.) when scanning a bar code. Otherwise the digits scanned in will appear in the input field, instead of selecting the stock item. If necessary, click anywhere in the left hand list (even if the list is empty), to take the cursor out of an input field.

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To sell an item from the righthand list, simply left click on it. A small form will appear:



Item Type	CAFE	<input type="button" value="Cancel"/>
Stock Code	TEA	
Description	Tea	
Quantity	<input type="text" value="1"/>	<input type="button" value="Discount"/>
List Price	<input type="text" value="1.50"/> per <input type="text" value="1.00"/>	<input type="button" value="SELL"/>
Total Price	1.50	

You may want to change the quantity, but most of the time you'll leave the price as it is. You can edit the price if you wish. If you have any special offers, perhaps customers can get a discount if they bring in your leaflet or advert, or something like that, you can set up the discounted prices in the stock item details and then in the above form you would click the '**Discount**' button and select the relevant price. Alternatively, clicking the '**Discount**' button allows you to enter a discount as a percentage. So, if a customer is due 10% off, say, it makes it very easy to do. Once you click the large '**SELL**' button, the item will appear in the list on the left hand side. You can keep selecting items and selling them, and they'll keep appearing on the left hand side, building up a list. The bottom left hand corner shows the total outstanding at any one time.

If you add an item by mistake, or your customer changes their mind, select the item in the left hand list, and click the '**Remove Item**' button.

You can add a note about an item, that will appear under the item in the list and on the receipt. Select the item and click the '**Add a Note**' button. Due to a lack of space on receipts, notes can only consist of one short line. Though after adding one note, you can add more by selecting the note and then clicking the '**Add a Note**' button again. The new note line will then appear below the original line.

There is another type of note, that's for your kitchen only. Select an item and click the '**Kitchen Note**' button. This allows you to enter multiple lines. These will be displayed in the list below the item, however they will NOT appear on the customers receipt. But they will appear on the order that goes to the kitchen. When you are ready to place the order with your kitchen, click the '**Kitchen Order**' button at the top of the form. The kitchen order will be printed out on your receipt printer, or from a different receipt printer, depending on your till/receipt printer setup. You could, for example, locate a printer actually in your kitchen.

There is a third way of inputting notes. Click the '**Notes**' button at the bottom of the form. This allows you to enter extensive notes about this sale. However, these notes do not get printed anywhere, they are purely for your reference.

If you have regular customers, you may want to monitor how much they spend. If the customer you are serving is a regular, click the '**Regular Custmr**' button. You can select the customer from the list, or add a new customer.

When the customer is ready to pay, click the '**Print Bill**' button at the top to print off the customer's bill. You can print the bill as many times as you wish, so it doesn't matter if after having received their bill, your customer starts ordering more food or drink.

When your customer pays, click the large '**PAY**' button in the bottom right hand corner of the form.

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CUSTOMER PAYMENT

Payment required: **1.50**
Change required: **0.00**

Payment type	Amount tendered
Cash	0.00
	0.00
	0.00

Total: **0.00**
Short: **1.50**

This assumes any change given is in cash.

Notes: card number, address, etc.

Buttons: Help, Cancel, Account, Pay

The form on the left will then appear.

As you can see, it displays the payment that is required from the customer. \$1.50 in this case. You can select up to three different types of payment. So, in theory, your customer could pay some in cash, some by credit card, and some with a voucher, for example. In the 'Settings' option in setup, I had 'CSH' as the default Payment Type code. So, in the form above you can see 'Cash' has appeared under 'Payment type'. If the customer gave me a \$5 note, I would enter a 5 in the input field under 'Amount tendered' and the software would then tell me the customer requires \$3.50 in change.

If the customer is paying by check (or 'cheque'), you may want to enter the check details in the 'Notes:' section.

When enough has been entered in the 'Amount tendered' column, the 'Pay' button will be enabled. Click this button to complete the sale. The receipt will be printed, and if you have a cash drawer, it will open (even if the customer paid by credit/debit card, so be wary of this). The sale is now done, the form will close, and the tab will vanish from the 'Cafe Customers Tabs' list in the 'Sales Counter' option.

As from v4.194, there is also an 'Account' button. Instead of the customer paying you right away, you can click this button, select an existing customer account (in Account Receivable/Sales Ledger) and an invoice will be created in that account, with a status of outstanding. A receipt will still be printed, indicating the charge was made to the account. As no payment is expected at that time, the cash draw will not open. If the 'Account' button is greyed out, it will be because a payment amount has been entered in the 'Amount tendered' column, or the 'Account' option has been disabled in the Cafe/Shop Manager setup. Note: when charging a sale to an account, no account settings such as discounts, overriding Sales Tax/VAT code, etc. are used. This is because the sale is already complete by the time the account is selected.

Let's step back a little. If you have opened a customer's tab to add items to it, or print a bill, payment will not be immediate. So, to exit the tab, click the 'Save Tab' button. This will save the information, close the form, and return you to the 'Sales Counter' option. The customers tab will be displayed in the 'Cafe Customers Tabs' list. Note: if the 'Save Tab' button is greyed out, it will be because the 'Table' input field is empty. The software needs a table reference before it will allow you to save a tab.

The 'Cancel Sale' button will do exactly that. Regardless of whether any items are listed in the 'Receipt' list, or whether a kitchen order has been printed, the sale/tab will be cancelled. If an order was printed out in the kitchen, you will have to contact the kitchen to cancel it. This is not done automatically.

Vouchers

As mentioned previously, you can issue vouchers. A voucher is basically an IOU. The customer gives you say \$10, and you give the customer your IOU (voucher) worth \$10. They are often purchased as gifts. Shop/Cafe Manager handles vouchers as stock items, and when you receive a

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voucher back, it is handled as a payment.

To set up a voucher system, first thing to do is to create a Sales Analysis code for vouchers. Click on **'Setup'** on the top menu bar, select **'Sales Ledger'** (or it may be **'A/c Receivable'** depending on where in the world you are), then select **'Sales Analysis Codes'**. Click the **'New Code'** button to create your new Sales Analysis code. I tend to use the code **'VOUCHERS'** as it's pretty obvious what it is. But you can create any code you wish. You may want to use several vouchers of different amounts, but you still only need to create one Sales Analysis code. Enter an account code for sales, but not for stock or COGS, because they won't be used. You may want to create an account specifically for vouchers in your Nominal / General Ledger, as the balance in this will reflect your liability for outstanding vouchers. The account will also be needed for the Payment Type. Don't forget, the sale of a voucher is not actually a sale, as the voucher is really just an IOU. So, the type account should be a **'Liability'**.

Next you need to set up a Payment Type code for handling vouchers when they come back in. Click on **'Setup'** on the top menu bar, go down to **'Miscellaneous'**, and select **'Payment Types'**. We're interested in the **'Payment types for Sales'** section. Click on the **'New'** button, and select **'Sales'** as the type. Again, I tend to use the code **'VOUCHERS'** as the payment type code. Set the **'Cash'** input field to **'N'**, as we're not actually dealing with cash here. In the **'Bank'** input field, enter the liability account you set up (as discussed above) for vouchers.

Next, click on **'Setup'** on the top menu bar, select **'Shop / Cafe'** and select **'Settings'**. Enter the Payment Type code and Sales Analysis codes you have just set up in the relevant input fields. This set up option was discussed earlier on, so you may wish to re-visit that section.

Now you're ready to create the vouchers themselves. Select **'Shop / Cafe'** on the top menu bar, and then select the **'Maintain Price List'** option. Click the **'New'** button to create the first voucher. In the example below, I've created a voucher for \$10. I used a very memorable stock code, put 10.00 into the **'Our Price'** input field, and most importantly, I entered **'VOUCHERS'** in the **'Sales Analysis'** input field. I could ignore the **'Purchasing'** tab, as we don't purchase vouchers. In fact most of the input fields are not required, as you can see:

Stock Item Details for None Controlled Stock (Basic)

Stock Code/SKU: VOUCHER10 Find Prev Next Chge

Description: Voucher worth \$10

Extra Desc.:

Bin Location: 1 2 3

Item Type: Goods Show Full Details

Unit: (eg. kg, lbs, litres, hours, may be blank)

Item Weight: 0.0000 grams

Solvent Content: 0.00

Selling Purchasing Sales Graph Sales Data Notes

Our Price: 10.00 (include VAT)

Price Per: 1.00 Surcharge: 0.00

Unit of Issue: 1.00 Commission: 0.00

OK to Sell: Y (Y/N) Comm Type: Fixed Amnt

Value Added Tax: 1 STANDARD RATE

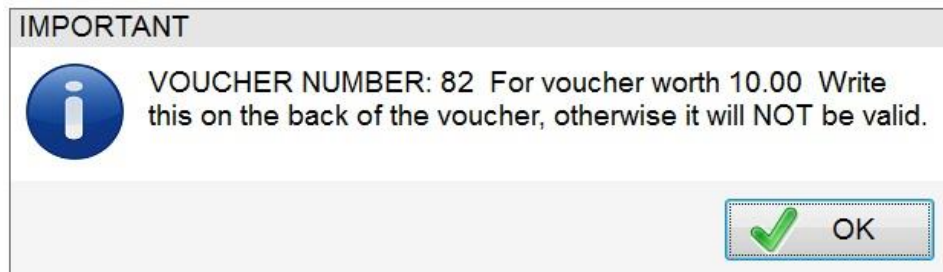
Sales Analysis: VOUCHER Vouchers

Enter a description for the stock item. This can be anything you like, if you need two lines you can use the 'Extra Desc' line below.

Help New Delete Clear Save OK

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I've created one stock item: VOUCHER10 for a \$10 voucher. You can of course create as many as you wish. Anyway, now we're ready to actually sell a voucher. So, via the Sales Counter option in Shop/Cafe Manager, we create a customer tab, select '**Vouchers**' in the '**Item Type**' input selection field, and click on our \$10 voucher that will be listed below it. It's sold just like any other stock item. However, when the customer pays, and you enter their payment, a small window will appear showing the voucher number and the value of the voucher, like so:



The voucher number, 82 in this example above, will be unique. You can set the number of the first voucher to be used in Cafe/Shop Manager setup, and it's probably a good idea to start at a high number (probably in the tens of thousands, certainly much higher than the number used in this example). The maximum number is 99999999. No voucher is printed, it is assumed you will have your own pre-printed vouchers. You will need to write the voucher code on the voucher. This is very important, because when the voucher is presented to you in payment of goods/services, you need to validate the voucher using this number. This is to make sure a voucher can only be used once. Otherwise, unscrupulous customers could simply copy them!

There is an option that lists all vouchers issued. Click on the '**Shop / Cafe**' option on the top menu bar, and in the '**Lists**' section, click '**List Vouchers**'. You can see at a glance exactly where you stand with them. You can select a voucher in this list and redeem it. But this simply marks the voucher as '**Redeemed**', it does not process a payment. The option exists for cases where you know a voucher has been lost or destroyed, or expired if you give them an expiry date.

When you are presented with a voucher for payment, process the sale as you would do normally. But right at the end of the sale process, where the system is asking for payment, select '**Vouchers**' (or whatever you called the payment type for vouchers) as the '**Payment Type**'. A small form will popup asking for the voucher number. Actually, you can enter up to five voucher numbers at once. The software will check to make sure the voucher number is valid, and has not already been redeemed. If it's satisfactory, you can click '**OK**' and the amount of the voucher will be entered into the payment form as if it were a cash payment. The voucher record in the system will be automatically updated to reflect that it's been redeemed (it will record when and who processed it).

Cashing Up

Each workstation (if you have a network) will have it's own till number, and so needs to be cashed up separately. In the '**Shop / Cafe**' menu, select the '**Cash Up Till**' option. A form will be displayed looking something like the next screen image:

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The Days Trading	
Opening Balance	0.00
Total Cash Sales	49,792.69
Total Cash Refunds	58.23
Added To Till	0.00
Taken From Till	0.00
Amount Banked	0.00
Closing Balance	49734.46
Variance	0.00

Code	Value
CSH	12,225.99
AMX	118.09
MAS	5,488.16
VIS	3,522.44
CHQ	14,248.16
DD	290.94
CASH	-8,068.31
MAESTRO	16,510.75
BACS	1,472.29
NBT	200.00

In this case, it's the first time the cash up has been run for this workstation/till, and it's been running a while. So, you can see the various figures for takings are quite substantial! Don't pay too much attention to the actual figures shown here. Normally, you'd run this option every day. But you can run it over any period you wish, we'd recommend no longer than a week, even if you don't do many retail sales.

You'll need to enter the '**Amount Banked**'. When using the Shop/Cafe Manager module, it's this cash up option that will post the payments into the Nominal Ledger (General Ledger) accounts. You'll also need to confirm the '**Closing Balance**'. If the amount in the till varies, enter the amount you have in the till. The software will ask you why there is a difference (you may or may not know), and will post the variance into the Nominal Ledger (General Ledger). The postings will be made once you click the '**OK**' button, so you can edit the figures if you realise you've made a mistake. But once you clock '**OK**', they're effectively written in stone. You could still make corrections via posting directly into the Nominal Ledger (General Ledger), but the cash up records themselves cannot be edited.

Note: sales charged to a customer's account will not appear at all in the '**Cash Up**' option.

*** end of document ***