

User's Manual
COUGAR V8
FOR
FRONT OPERATION

**THIS IS VERSION 8.0.0.2 OF THIS MANUAL
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NOTE: You may change the configuration used in this manual to adapt to your system needs.

If you need any assistance or support, you are welcome to call our HelpDesk line at 03-6272 8400 or call our Support Personnel or the Authorised Dealers from whom you purchase the software.

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Chapter 1. Starting Cougar V8 For Front Operation

A. Login Screen

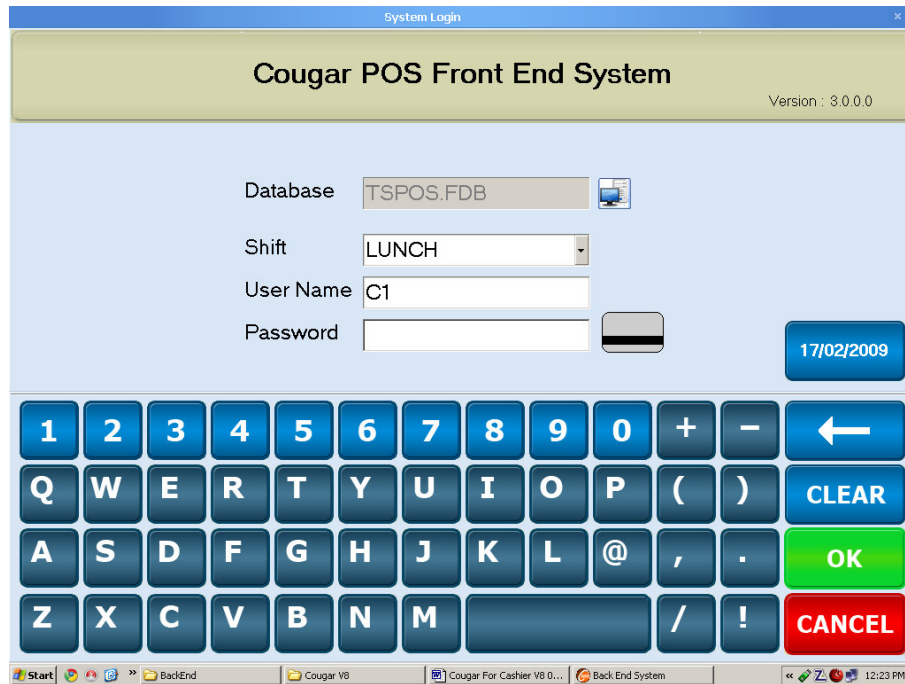


Figure 1-1. Overview of login screen for Cougar POS Front End System

All users must be log-in to use the system. Only authorized Front POS users are allowed to operate the system.

Login Screen description:

- Shift** - Select your shift here. Usually the shift will change with the system time. However, users are allowed to select another shift.
- User Name** - Enter your User ID here. A user is the person who uses the application.
- Password** - Enter your Password here.
Note: You can swipe your magnetic card to login
- Select Database** - Indicate active database in use.
- Select Date** - If your closing date is different, you can click here to select another closing date. The closing date will follow the selected date even though the day has passed midnight.



B. Point-of-Sale Main Menu

After login, you will be taken to the Front POS system's main menu, as below:



Figure 1-2. Overview of Cougar Point-Of-Sales Front End main menu

Main Menu description:

- Point-of-Sale** - Click this button to start the front pos operation. Front POS operation is use to capture all sales transactions.
- Configurator** - To access the POS Setup and screen configuration, click here.
- X/Z Reporter** - To access the Front POS X/Z report, click here.
- Functions** - To logout or login as another user, click functions.
- Day End Closing** - To do Day End Closing during end of day after the last transaction is carried out, click here.
- Close** - To close the Front POS application, click here.



C. Shifts Change

There are 5 shifts, each for Breakfast, Lunch, Tea Break, Dinner and Supper.

Once each shifts end, users are required to print the Shift Closing Report and the SKU Report.
Users are advised to check the money in drawer and cigarettes.

Once everything is in order, then the persons who take over the new shift must login the system.

D. Day End Closing

You must do Day End Closing after the last transaction of the day is recorded. For upstairs closing is after lunch shift is over. For downstairs, closing is after Supper Shift is over and before the canteen closes operation for the day.

Please see Chapter 3 Day End Closing.



Chapter 2. Point-of-Sales Operation

A. Point-of-Sales Operation

Once login to the system is successful, users will be presented with screen below:

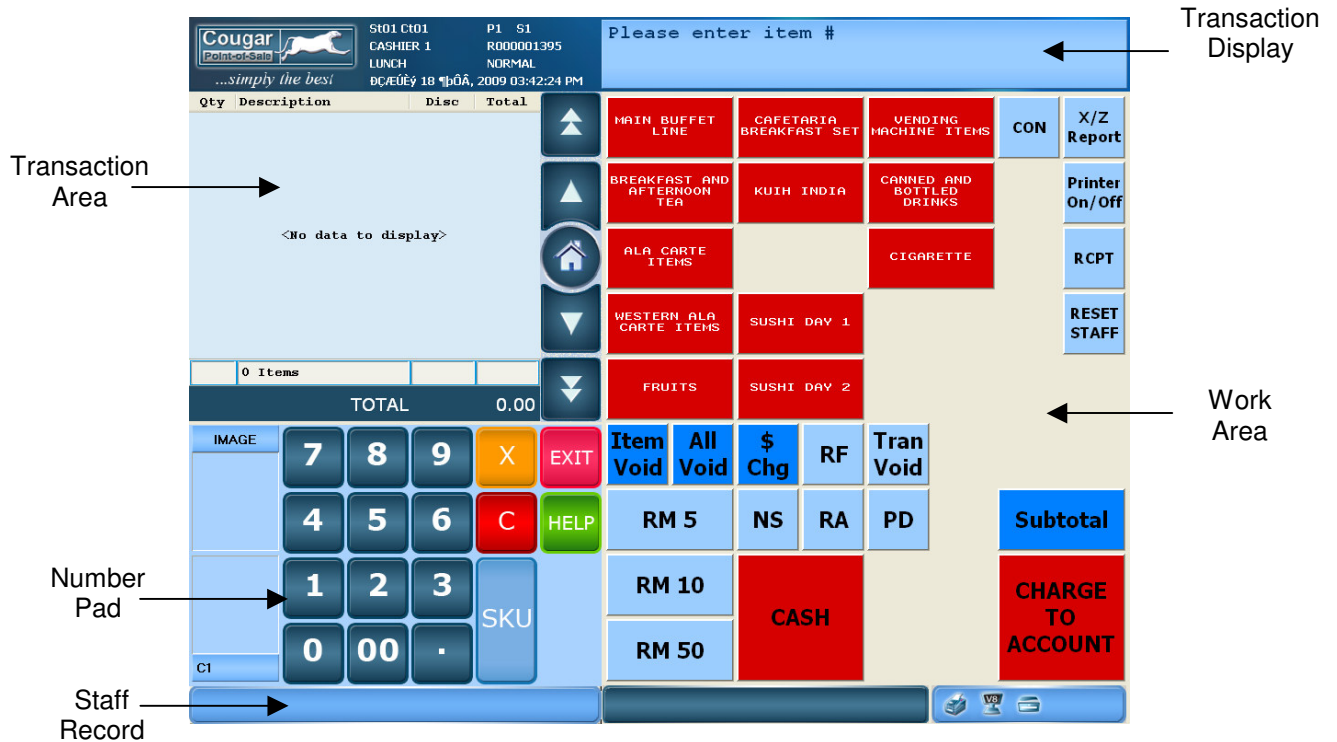


Figure 2-1. Overview of Point-of-Sales screen

Operation screen description:

- Transaction Area** - Display all items selected with quantity, description, discount, total and subtotal.
- Number Pad** - To key in numeric number
- Transaction Display** - Display last selected items/messages. Contents will be pushed to the customer display.
- Work Area** - Contains buttons required to enter the sales transactions. Buttons are defined at Configurator.
- Staff Record** - Shows active staff code and name. Click for more detail.



B. Staff Detail

| CUSTOMER INFO | | |
|---------------|--------------------------|----------------|
| | Code | Card ID |
| | 01000 | 01000 |
| | Name | |
| | Ahmad Fauzi Bin Samsudin | |
| Credit Limit | Credit Usage | Credit Balance |
| 220.00 | 0.00 | 220.00 |
| Sales Limit | Sales Usage | Sales Balance |
| 40.00 | 10.00 | 30.00 |
| | | OK |

Figure 2-2. Customer Information screen

- STEP 1 : Place the staff card on the card reader.
Make sure Staff Code and Name is displayed at the bottom left. If no names are displayed, reread the card again.
- STEP 2 : Press the staff detail to highlight the Customer Information screen.
- STEP 3 : You can check the Credit Limit, Credit Balance, Sales Limit and Daily Sales Balance.
Credit Limit will be updated every day after Day End Closing in Customer Day/Month/Year End closing.



C. New Sales For Staff



Figure 2-3. Sales Transactions

- STEP 1 : Place the staff card on the card reader.
Make sure Staff Code and Name is displayed at the bottom left. If no names are displayed, reread the card again.
- STEP 2 : Enter items.
Example above shows Ahmad Ali has taken White Rice, Kembung Fish, Ulam-Ulaman and Chrysanthemum Tea for his lunch.
- STEP 3 : Press button **Charge To Account**.
Receipt will be printed and sales will be deducted from the staff’s account (optional).



Take a look at the receipt example below:

Receipt Preview

```

<  BAT MALAYSIA  >
=====
WHITE RICE
1101                1 X   1.00   1.00
KEMBUNG FISH
1109                1 X   2.50   2.50
ULAM-ULAMAN
1113                1 X   0.50   0.50
CHYSEMUM TEA
2206                1 X   2.00   2.00

Qtys:                4
-----
<TOTAL          6.00>
CHARGE TO ACCOUNT          6.00
A/C : 24608
      : Ahmad Ali
Balance                194.00
-----

          THANK YOU
          PLEASE COME AGAIN

DĀĀĀĀ, 18-02-2009  Time : 16:01
Cashier : CASHIER 1
W01 S2  OC1  Inv:R000001396
    
```

Annotations:

- Items and Descriptions: Points to the list of items and their prices.
- Total Sales: Points to the <TOTAL 6.00> line.
- Available Account Balance: Points to the Balance 194.00 line.
- Account Code and Name: Points to the A/C : 24608 and : Ahmad Ali lines.

Figure 2-4. Transaction Receipt

For instance, Ahmad Ali has RM200 to use each month. After the sales of RM6 is deducted, the balance will be RM194.



D. Cigarette Sales



Figure 2-5. Cigarette Sales

All Cigarette Sales must be on CASH basis and must be separated from normal item sales (e.g. food and drinks). If the staff buys food and cigarette, then the cigarette sales must be key-in to new receipt, separate from food items.

- STEP 1 : Select the **CIGARETTE** button.
Cigarette list will be populated.
- STEP 2 : Select the cigarette.
- STEP 3 : Press button **SUBTOTAL** to show sales amount.
- STEP 4 : Receive **CASH** payment.
Key in the money amount and select button **CASH**.
You can directly select the **CASH** button if payment received is same as total amount.

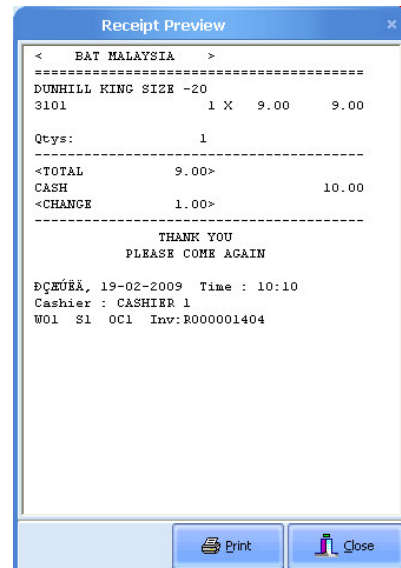


Figure 2-6. Cigarette Receipt



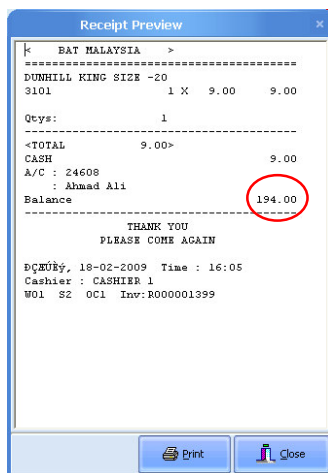
E. Reset Staff With Item Void or All Void

Button RESET STAFF is use to delete staff from transaction when there are no items.

- STEP 1 : Place staff card on reader
- STEP 2 : Select sales item.
- STEP 3 : Select Item Void to void items or All Void if there are more than one item to void.
- STEP 4 : Select button **RESET STAFF**, to delete staff from sales transaction.
- STEP 5 : Select sales item again.
- STEP 6 : Press button **SUBTOTAL** to show sales amount.
Receive CASH payment.
Key in the money amount and select button **CASH**.

You can directly select the **CASH** button if payment received is same as total amount.

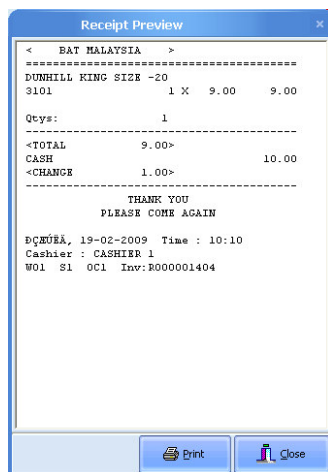
Take a look at the receipt example below:



When the **RESET STAFF** button is selected when there are sales item, the sales will not be calculated into the Account Balance. However, the staff's name will remain.

The receipt show Ahmad Ali still has balance RM194, from previous balance.

Figure 2-7. Receipt With Reset Staff



When the **RESET STAFF** button is selected when there NO sales item, the staff record will be deleted.

The receipt will not show staff record.

Figure 2-8. Receipt With No Staff Record



F. Price Change



Figure 2-9. Item Price Change

After selecting items

STEP 1 : Make sure the item you want to Price Change is highlighted.

Example above shows Chinese Vegetables Price Change from RM1 to 80sen.

STEP 2 : Enter New Price.

STEP 3 : Select button **\$ CHG**, to change the item price.

STEP 4 : Continue with transactions.



G. Condiment Item



Figure 2-10. Select Condiment List

For optional condiment (ALA CARTE)

Condiments for Ala Carte items are optional. After selecting Ala Carte items, follow the step below

- STEP 1 : Make sure the item you want to select Condiment is highlighted
Example above shows Nasi Goreng Kampung.
- STEP 2 : Press button **CON** to call the condiment list.
- STEP 3 : Select the condiment. E.g ADD CHICKEN, ADD NOODLE, etc.
- STEP 4 : Continue with transactions.

For required condiment (BREAKFAST AND AFTERNOON TEA)

Condiments for Breakfast and Afternoon Tea (sandwiches) are required.

- STEP 1 : Select the Item with required Condiment, such as Wholemeal Farmer from Breakfast and Afternoon Tea. You can select up to three condiments for this item.
- STEP 2 : The system will automatic prompt you for the Condiment.
- STEP 3 : Select the condiment. E.g EGG, TUNA, CHICKEN, etc.
- STEP 4 : Continue with transactions.



H. Exceed Credit Limit



Figure 2-11. Error Message “Exceed Credit Limit”

When daily/monthly credit limit is exceeded, the system will prompt an error message as below:

Error Customer Sales Exceed Limit _____. System Abort !

When Sales exceed credit limit, you must re-keyin as Cash Sales.

- STEP 1 : Press OK after the error message.
- STEP 2 : Select Item Void to void items or All Void if there are more than one item to void.
- STEP 3 : Select button **RESET STAFF**, to delete staff from sales transaction.
- STEP 4 : Select sales item again.
- STEP 5 : Press button **SUBTOTAL** to show sales amount.
Receive CASH payment.
Key in the money amount and select button **CASH**.

You can directly select the **CASH** button if payment received is same as total amount.



I. Transaction Void

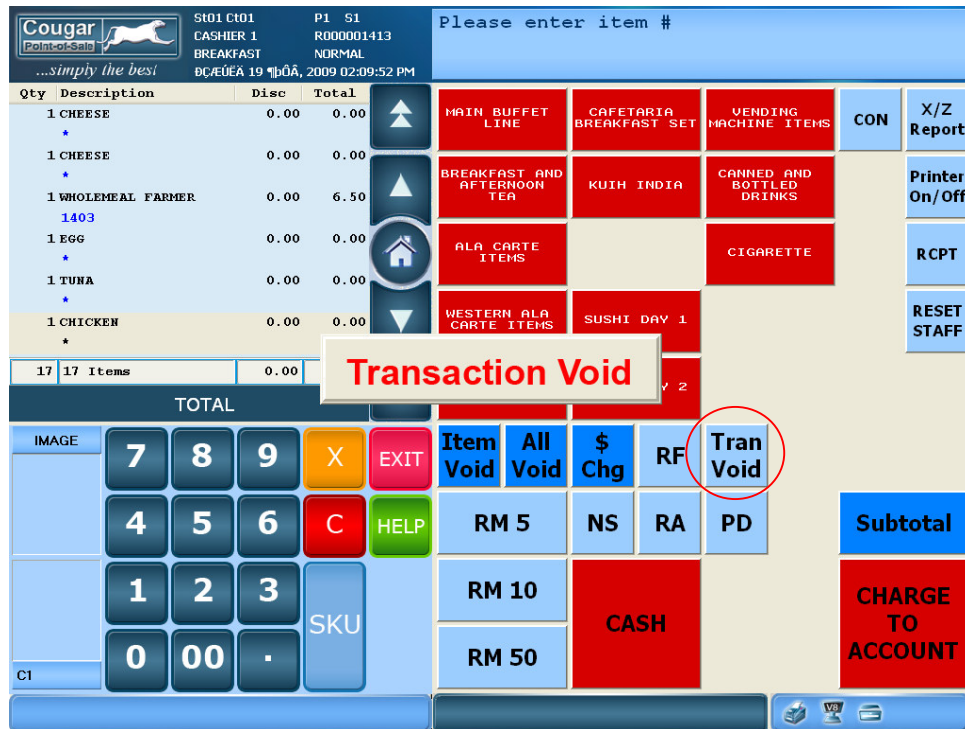


Figure 2-12. Message “Transaction Void”

Transaction Void is use to void/delete whole receipt after settlement.

STEP 1 : Select button **TRAN VOID**.

STEP 2 : Select Receipt to Void.

Or

STEP 1 : Key in the Receipt Number for Transaction Void.

STEP 2 : Press button **TRAN VOID**.



J. Refund



Figure 2-13. Refund screen

Refund is primarily use to return payment to customer.

- STEP 1 : Press the button **RF** for refund.
- STEP 2 : Select item for refund.
- STEP 3 : Select button **CHARGE TO ACCOUNT**.

The Credit Usage and Sales Usage will be updated with latest refund amount.



Important Note:

If Charge to Account is set not to allow refund (Back Office).
 Refund does not affect the Total Credit Usage for the month.
 Only Sales Usage for the day is taken into account.

CUSTOMER INFO

| | | |
|------------------------|------------------------------|--------------------------|
| | Code 04961 | Card ID 04961 |
| | Name Polnibang Anak Jambi | |
| Credit Limit 110.00 | Credit Usage 0.00 | Credit Balance 110.00 |
| Sales Limit 40.00 | Sales Usage -2.00 | Sales Balance 42.00 |

OK

Figure 2-14. Customer Info with refund

As such, once items are sold on credit, it cannot be refunded back into the credit, but must be refunded in cash. All items sold on credit will affect the credit usage for the month but refund will only affect the sales usage for the day.

K. Printer ON/OFF

You can set the Receipt Printer On/Off during transaction.

Just press on the button **PRINTER ON/OFF**.

Note: Kitchen Printer will still print when printer is set to off.

PRINTER ON



PRINTER OFF





Chapter 3. Day End Closing, X/Z Reports and Customer Day/Month End

A. Day End Closing

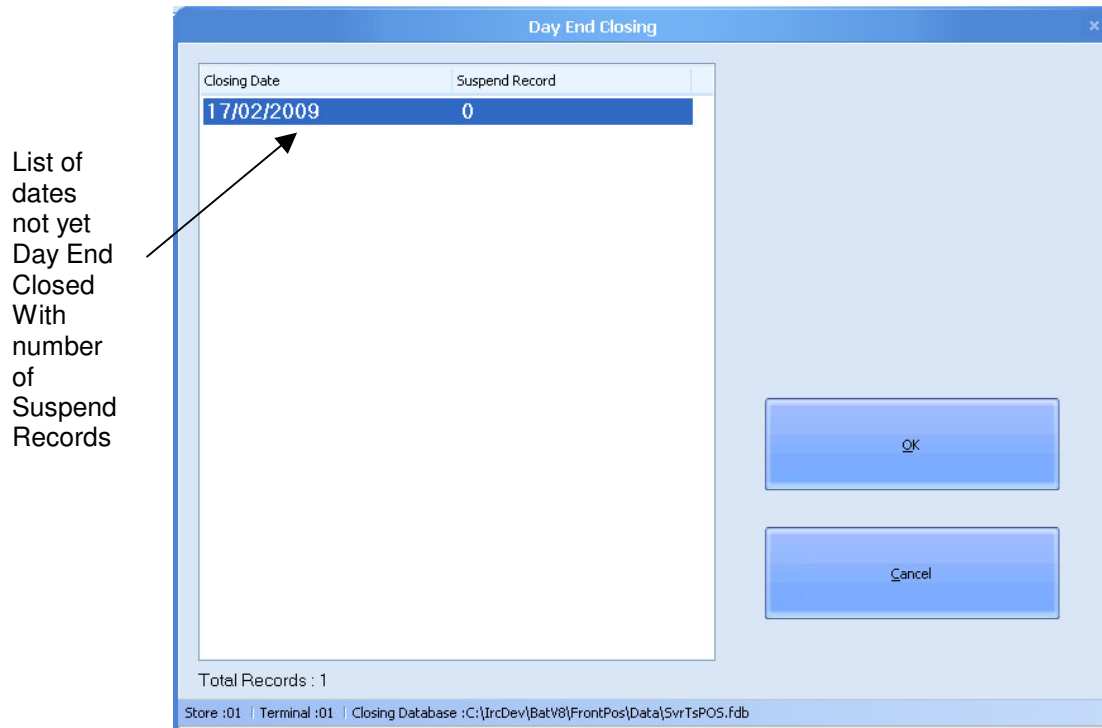


Figure 3-1. Day End Closing screen

- STEP 1 : Select button Day End Closing from Main Menu.
- STEP 2 : Select the Closing Date from the list above.
- STEP 3 : Select button **OK** to proceed with DAY END CLOSING.
- STEP 4 : After closing, the list of selected day will be removed from the screen.



B. SKU Report

The screenshot shows a software dialog box titled "SKU Report". It contains several input fields and controls. At the top, there are "From Date" and "TO" fields, both set to "17/02/2009". Below these are "From Store" and "TO" fields, both set to "01". The next row has "From Workstation" and "TO" fields, also set to "01". There is an "Enter Shift" dropdown menu and a checked "ALL" checkbox. In the center, there is a "Sort By" section with four radio button options: "STOCK CODE" (selected), "BAR CODE", "QTY", and "AMOUNT". To the right of the sort options is a "Filter" section with a "Filter" checkbox and four dropdown menus labeled "Brand", "Category", "Group", and "Department", each with a "To" field containing "zzzzzzzzzz". At the bottom of the dialog, there are three buttons: "Preview", "Print", and "Close".

Figure 3-2. SKU Report

After Day End Closing, users can proceed to view the SKU Report.

- STEP 1 : Select button X/Z Reporter from Main Menu.
- STEP 2 : Select the SKU Report.
- STEP 3 : Select Date range, Store range, workstation range and Shift. If you want to print report for all shifts, tick the ALL checkbox.
- STEP 4 : Press button Preview.



Below shows sample of the SKU Report:

```

DAILY SKU REPORT
From Date : 17/02/2009 To 17/02/2009
STORE : 01 To 01
W.STATION : 01
Shift : ALL
WEEK DAY : 01
STOCK CODE          QTY          TOTAL
-----
WHITE RICE
1101                204          204.50
FLAVOUR RICE
1102                 4            6.00
GRAVY CHICKEN
1103                18           47.10
FRIED CHICKEN
1104                83          166.00
INDIAN VEGETABLES
1106                 1            1.00
CHINESE VEGETABLES
1107               103          103.00
PALL MALL MENTHOL 20
3117                 1            7.50
PALL MALL LIGHT 20
3118                 1            7.50
PALL MALL MENTHOL 14
3121                 1            5.50
-----
TOTAL:              416          548.10
=====
    
```

Figure 3-3. SKU Report - All Items



You can also filter the SKU Report to show Cigarette sales:

```

DAILY SKU REPORT
From Date : 17/02/2009 To 17/02/2009
STORE : 01 To 01
W.STATION : 01
Shift : ALL
WEEK DAY : ĐÇÆÚÈý
STOCK CODE          QTY          TOTAL
-----
DUNHILL KING SIZE -20
3101                2           18.00
DUNHILL KING SIZE -14
3102                1            6.50
DUNHILL LIGHT -20
3103                2           18.00
DUNHILL MENTHOL -20
3104                1            9.00
KENT 9 -20
3113                1            9.00
PALL MALL MENTHOL 20
3117                1            7.50
PALL MALL LIGHT 20
3118                1            7.50
PALL MALL MENTHOL 14
3121                1            5.50
-----
TOTAL:              10           81.00
=====
    
```

Figure 3-4. SKU Report – Filter by Cigarette



C. Customer Day/Month End Closing

Function for Customer Day/Month End Closing is found at Back Office > Housekeeping.

Figure 3-3. Customer Day End Closing

Everyday after Day End Closing, users are required to do the Customer Day End Closing.
 Every last day of the month, users are required to do the Customer Month End Closing.
 Day End Closing allows for the Sales Limit for the day to be initialize and use for next day.
 Month End Closing allows the monthly limit to be initialize and use for next month.
 If Day/Month End is skipped, the daily/monthly credit limit will be carried forward to next day/month.

Automated Day/Month/Year End Closing

To automate the closing period, tick on the box Automated Processing.
 Your next Closing Date will be displayed beside the Day End Closing. You can set the time for automated closing each day. Tick Next day continuous to enable daily continuous closing.