

ArmPOS (Touch Hospitality)

Quick Start Manual

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The data and specifications of the manual can be changed without further notice.

Each new version of the program POS has been fully tested before delivery to our customers.

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1.0 INSTALLATION

1.1 Hardware Requirement

- 1.5 GHz processor equivalent or faster
- 1GB DDR2 RAM
- 64 MB video integrated video card with DirectX 9 running at 1024 x 768 or higher display resolution
- 20 GB hard disk space
- One serial port RS232 or parallel port for receipt printer that is compatible with EPSON Receipt printers
- Two USB 2.0 port
- Ethernet LAN (RJ45) or WLAN

1.2 Software Requirement

- Microsoft Windows XP with Service Pack 2 or better (Embedded, Home, Professional), Windows Vista (64-bit not compatible), Windows 7 (64-bit not compatible).
- Microsoft .NET Framework Service Pack 2 or better.
- Microsoft SQL Server Desktop Engine 2000 (MSDE) or Microsoft SQL Server 2005 Express with 32-bit support only (64-bit not compatible).
- Windows Installer 3.1 or better.
- Microsoft SQL Server 2005 32-bit System Requirements
This table shows hardware requirements for installing and running SQL Server 2005 on the 32-bit platform:

SQL Server 2005 Version	Processor type	Processor speed	Memory (RAM)
SQL Server 2005 Standard Edition	Pentium III-compatible processor or higher	Minimum: 600 MHz Recommended: 1 GHz or higher	Minimum: 512 MB Recommended: 1 GB or more
SQL Server 2005 Express Edition	Pentium III-compatible processor or higher	Minimum: 500 MHz Recommended: 1 GHz or higher	Recommended: 512 MB or more

1.3 Network Requirement

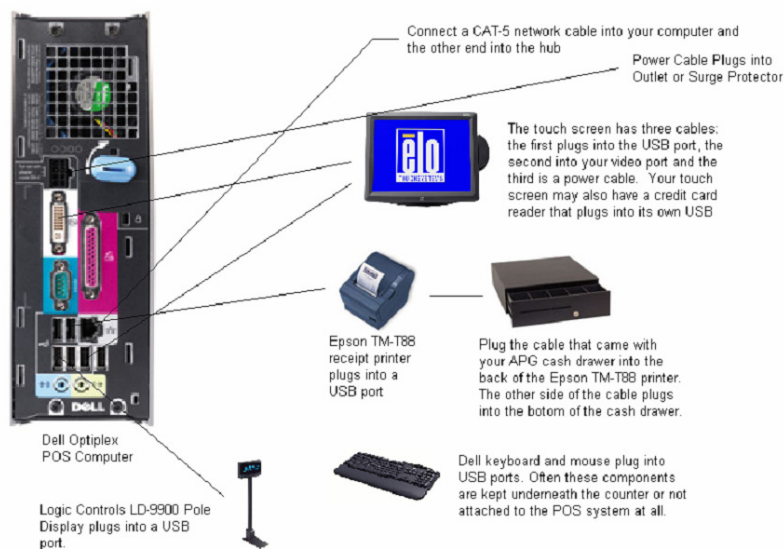
- Software
If you have more than two terminals in your shop, you must purchase additional client software licenses for additional terminals.
- Network Hardware
Make sure each computer has an Ethernet connection. If you are networking more than two computers, then you should purchase an Ethernet Switch or hub. All computers that are going to be networked should be connecting to this switch or hub. We recommend that you have an experienced network technician help you network your computers if cabling is required as well.

- **Other Requirement**
If you want to manage your chain stores in different location, ArmPOS Retail needs to work with Business Manager Software running in the central office. This requires full time Internet connection in each store and Virtual Private Network (VPN) between each location

1.4 Installation & Configuration

■ Hardware

The first step of setting up your point of sale system is plugging in the equipment. The diagram below shows you where each device plugs in. Some of the devices require 'hardware drivers' which is what your computer uses to talk to each piece of equipment. Instructions of how to install these drivers are included below



■ Software Environment & ArmPOS Software

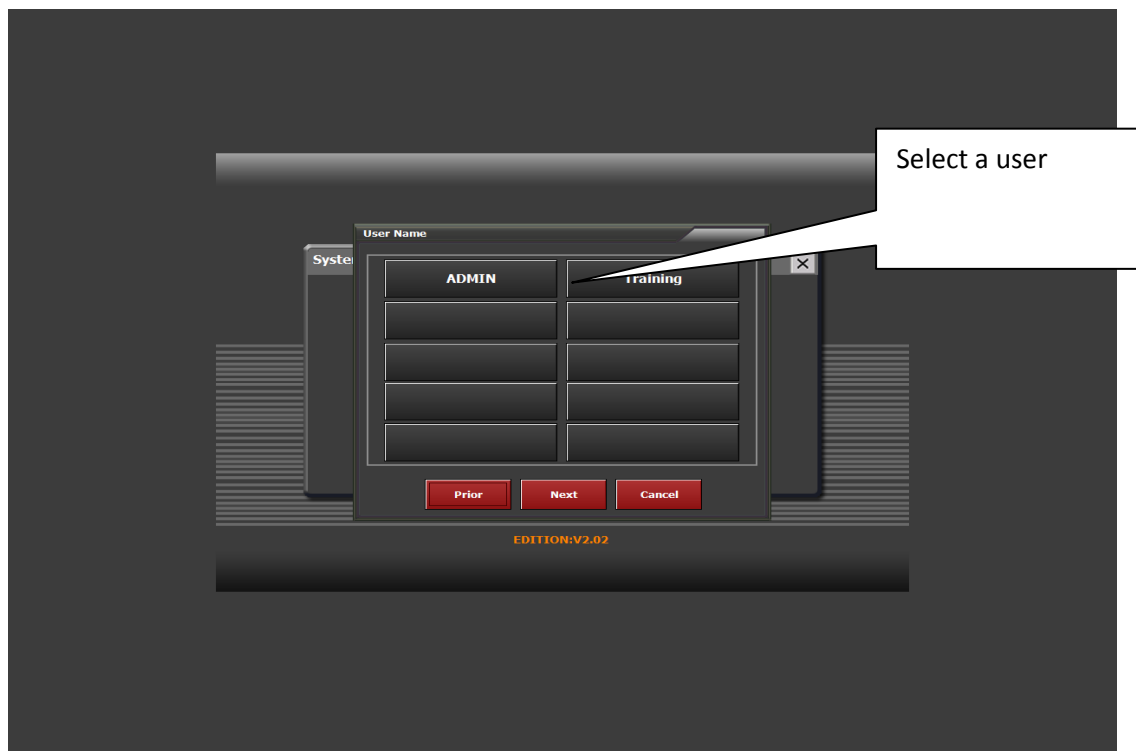
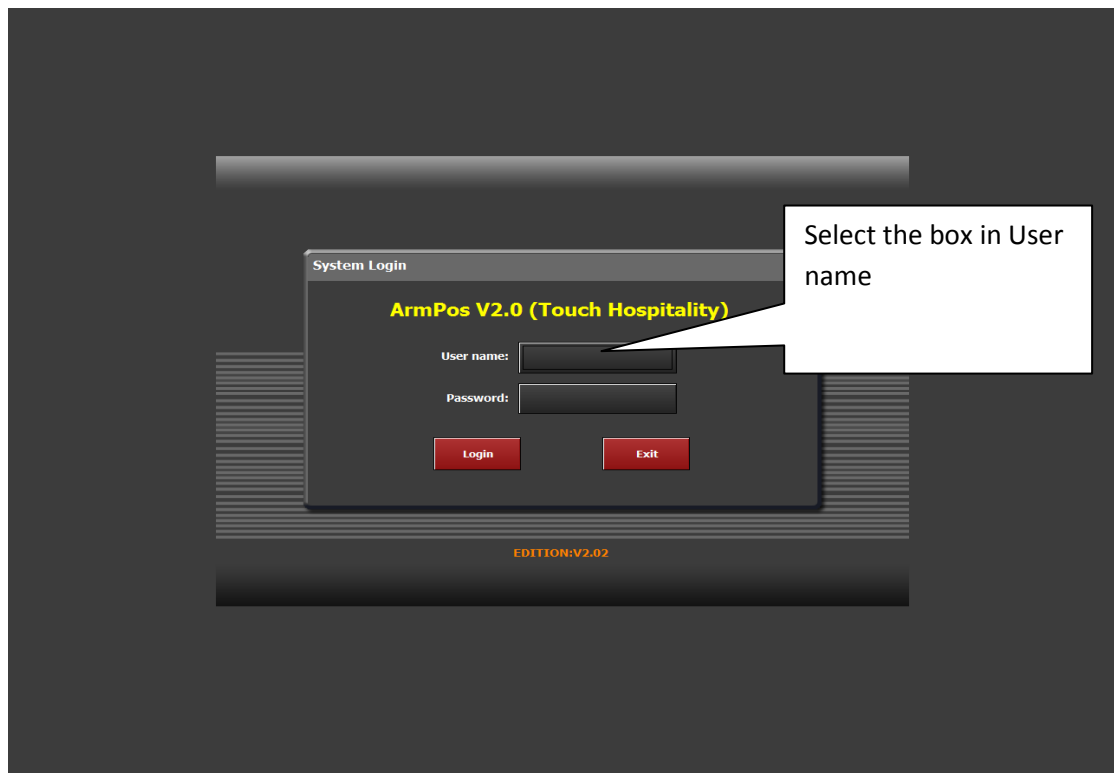
Below are instructions on installing ArmPOS Retail and starting it for the first time. You must be logged onto your computer as an Administrator with full access rights in order to properly install our software.

If you have multiple terminals within your shop, it is very important that you install the server first! We also recommend you read the Configure Multiple Stations section later in this manual.

If you have multiple shops communicating to a corporate office, it is recommended you talk to our technical support to ensure you fully understand the process.

2.0 Login

Before commencing into the program, login in into the system as shown:





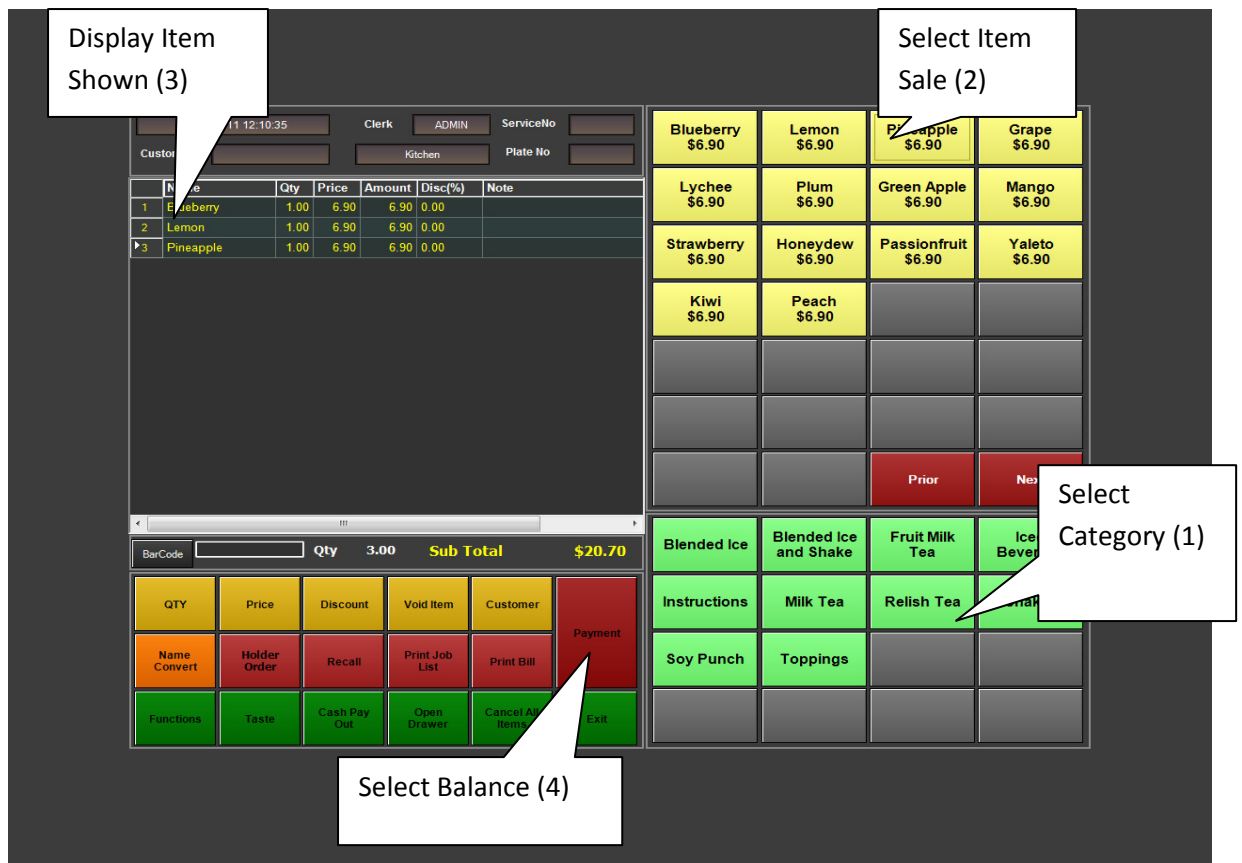
3.0 DAILY OPERATION

3.1 Take away

First, to initiate a sales transaction, do the following steps:



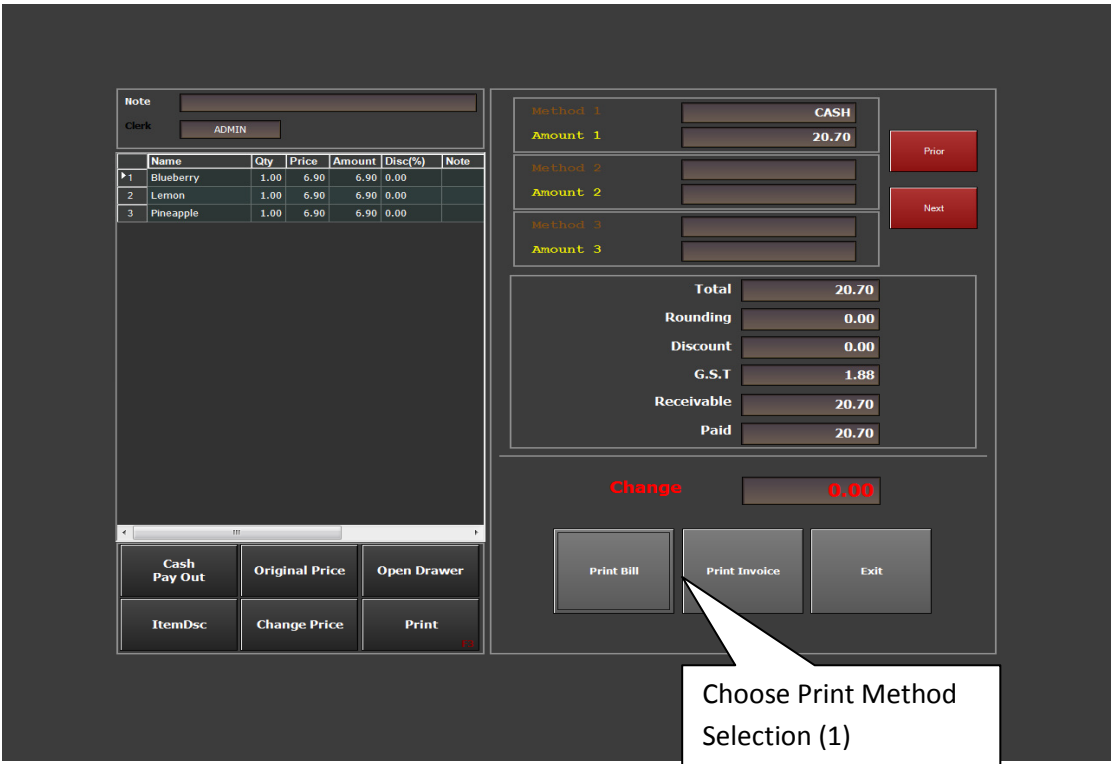
Next, after selecting a category and item from the list, a complete sale transaction is made by completing the payment as illustrated:



In the payment window, you will have to choose your transaction type and amount to complete the sale agreement by using the following guidelines:

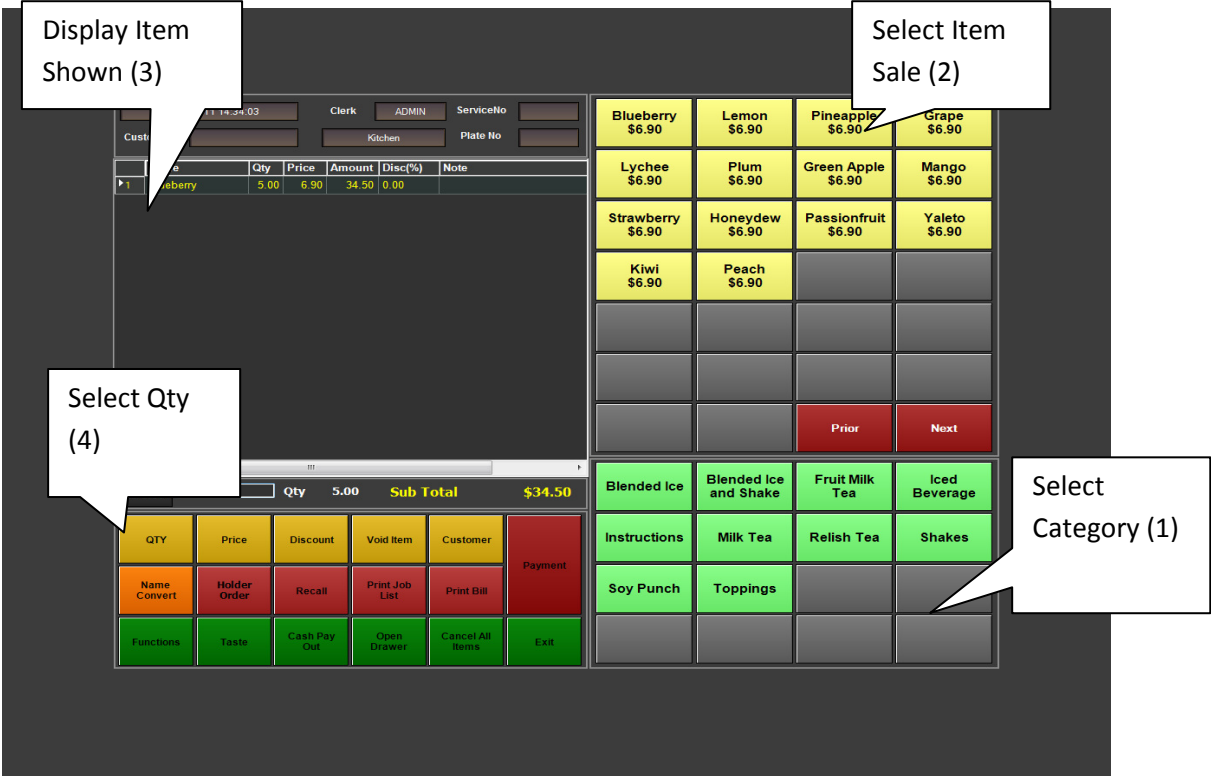


Next, the final payment will be displayed on the screen as shown:

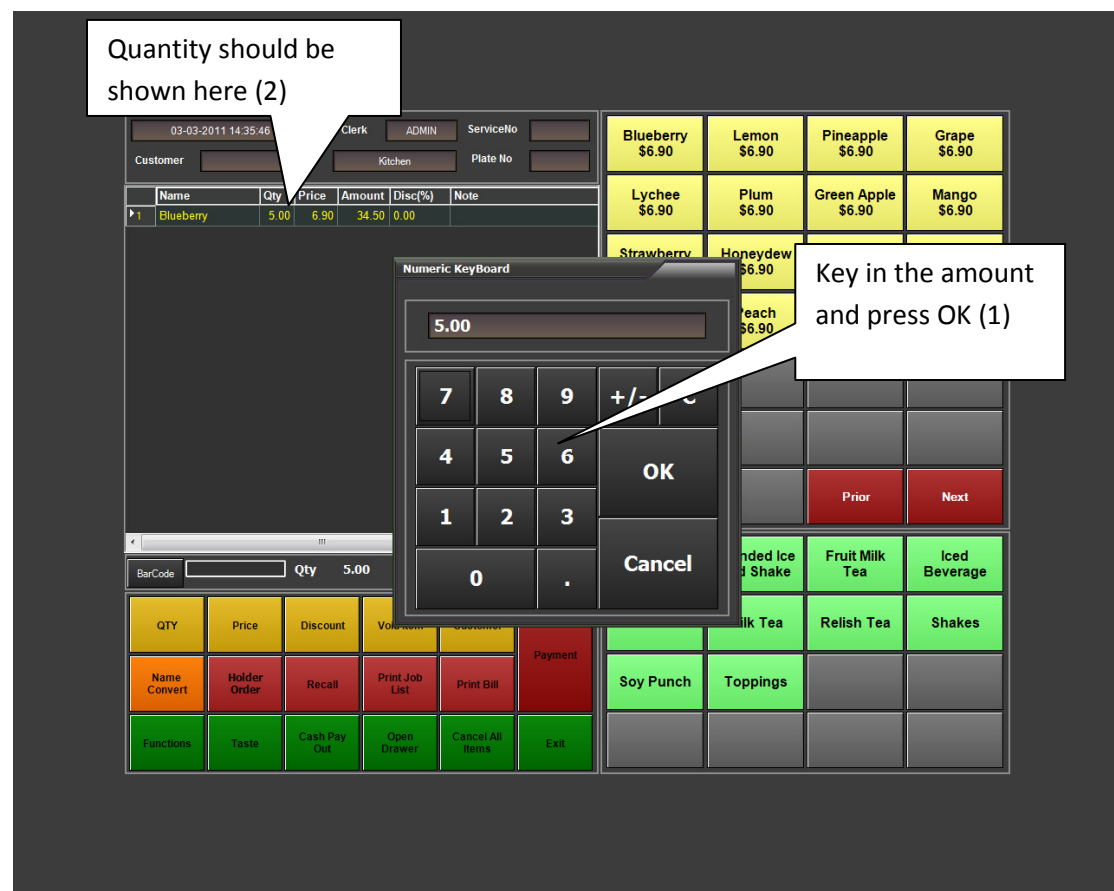


Qty

To change the quantity of any items do the following steps:

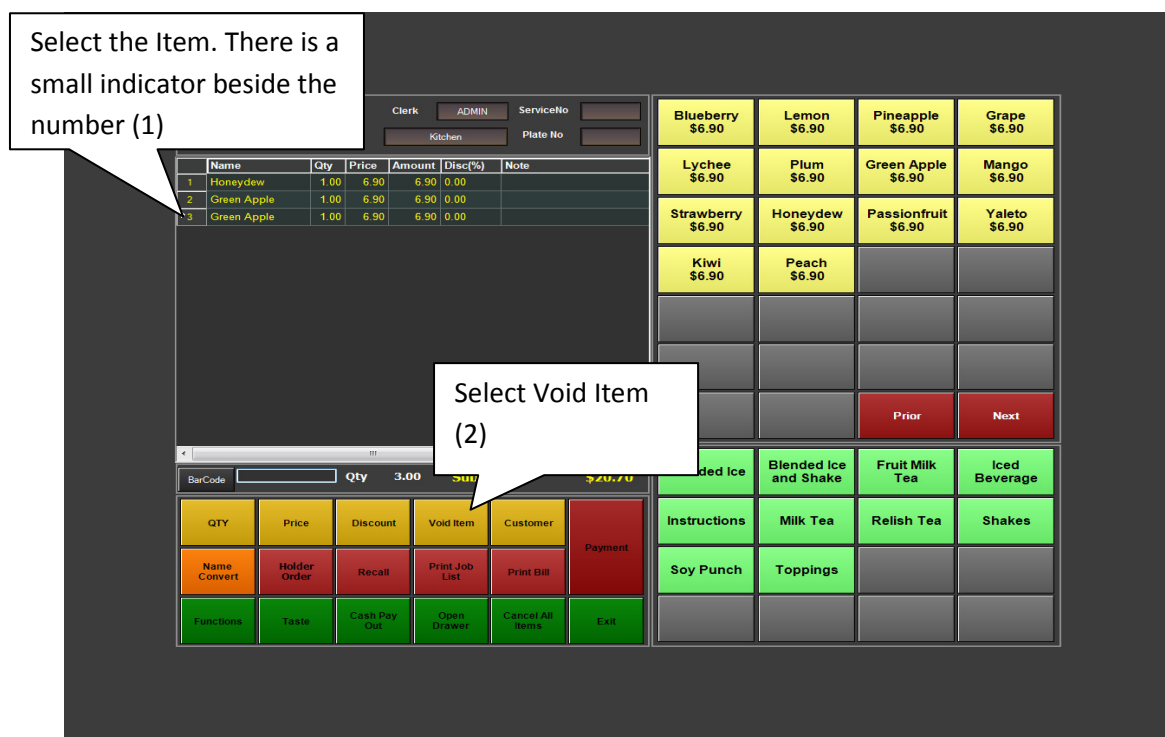


Next, key in the amount using the key pad as illustrated:

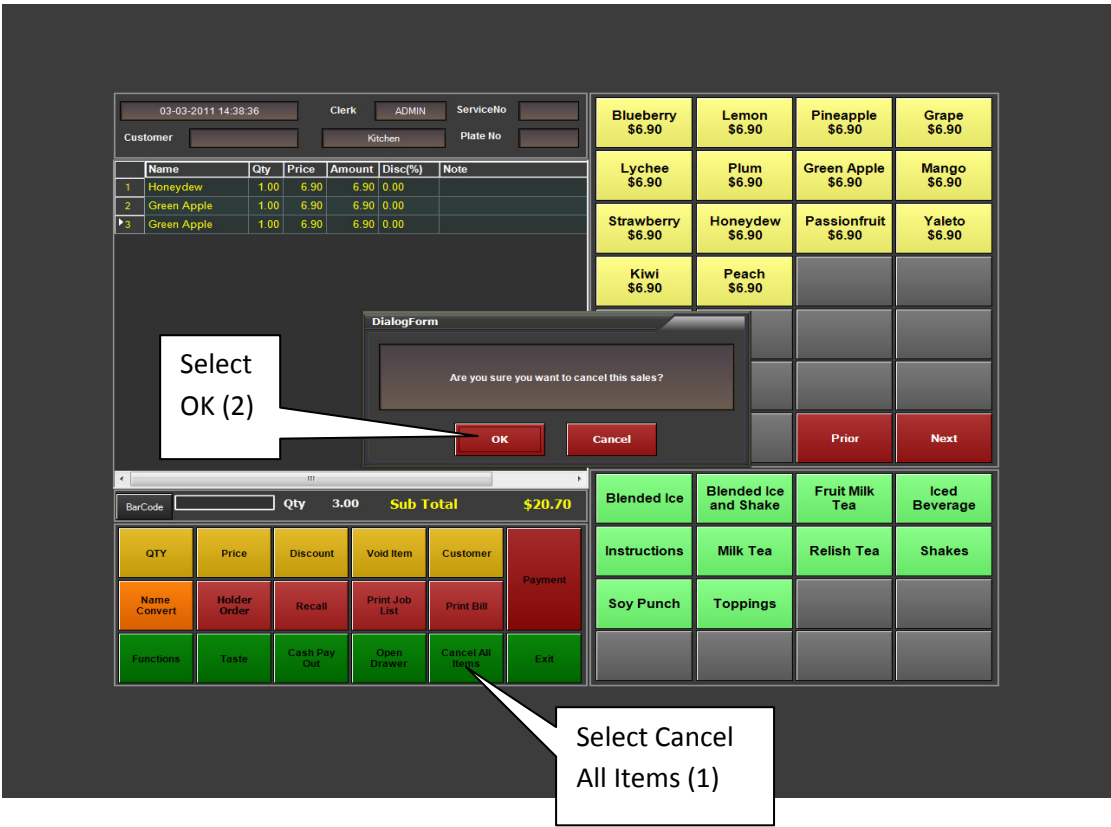


Void Single/ Void All

To remove an item on the order list select the following steps:

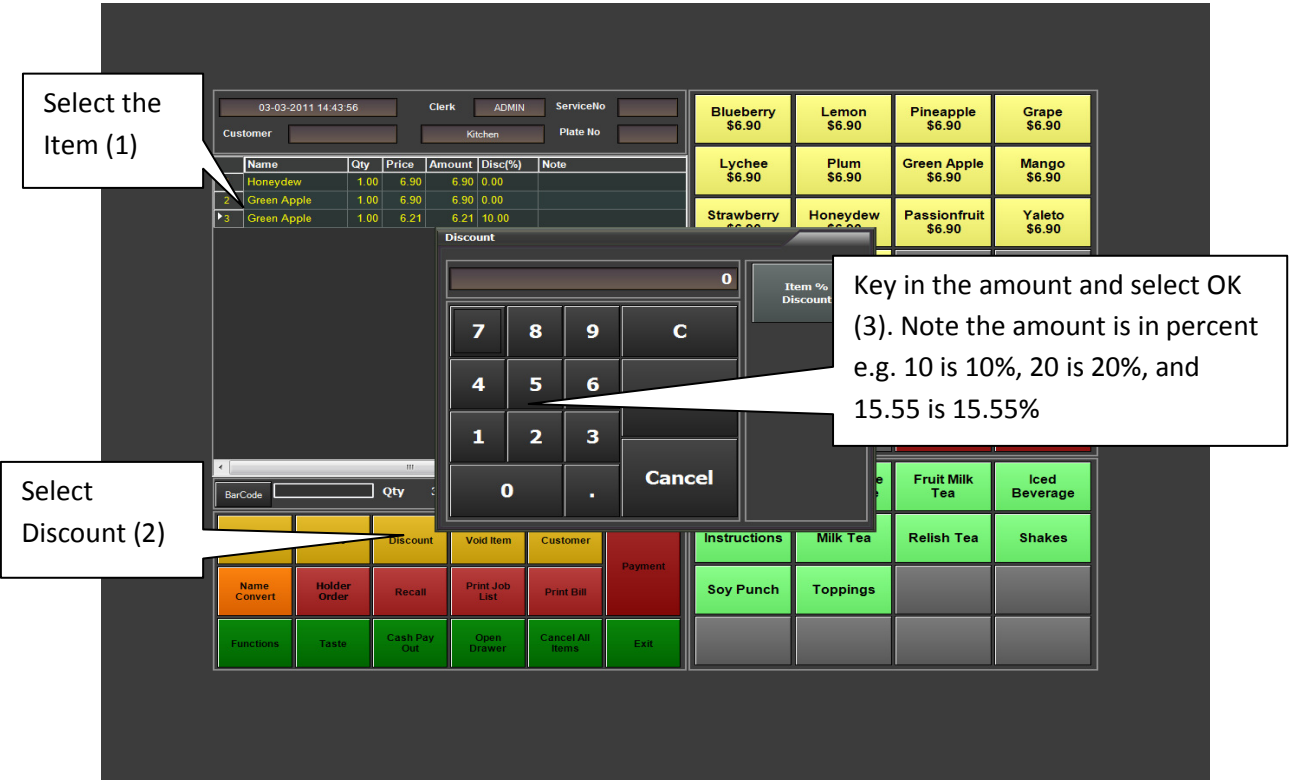


However, if you want to do a all void transaction do the following:



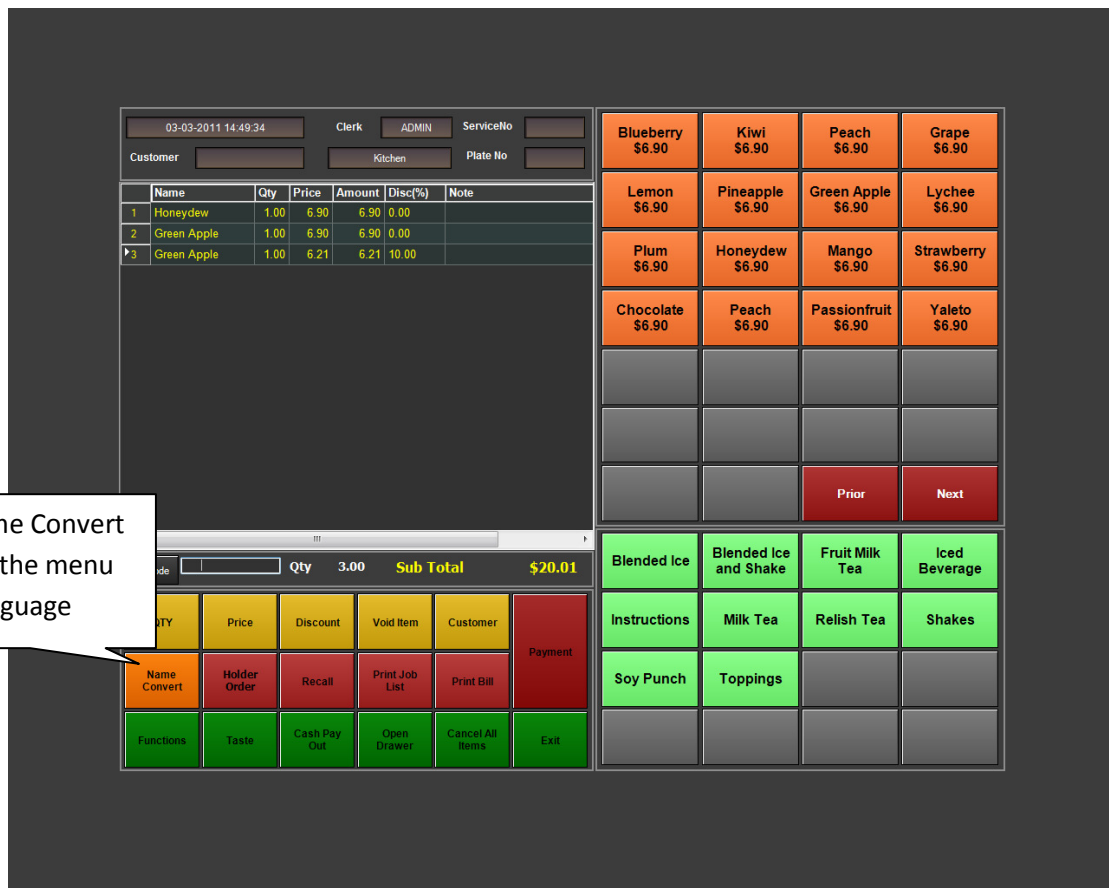
Discount

If the client wants to give a discount to an item, do the following process:



Name Convert

This interface is for interchanging between 2 languages of your preference in the menu display. The changes would take effect immediately as shown:

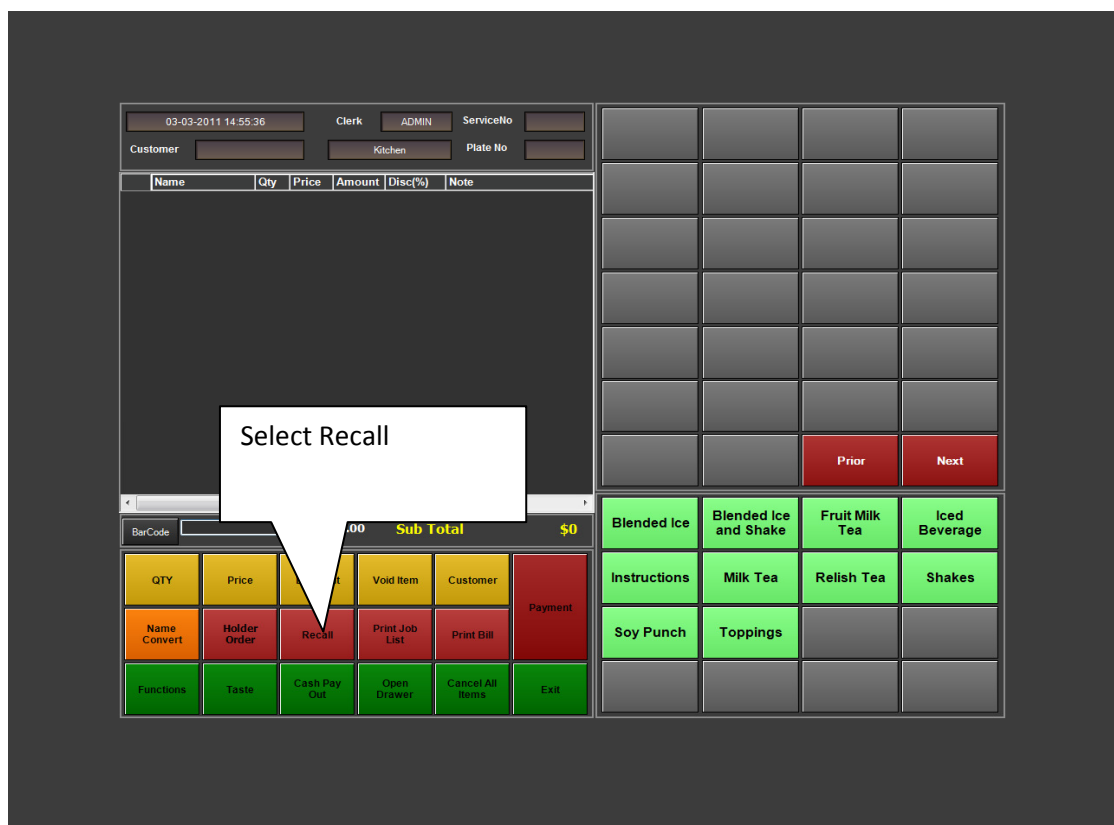


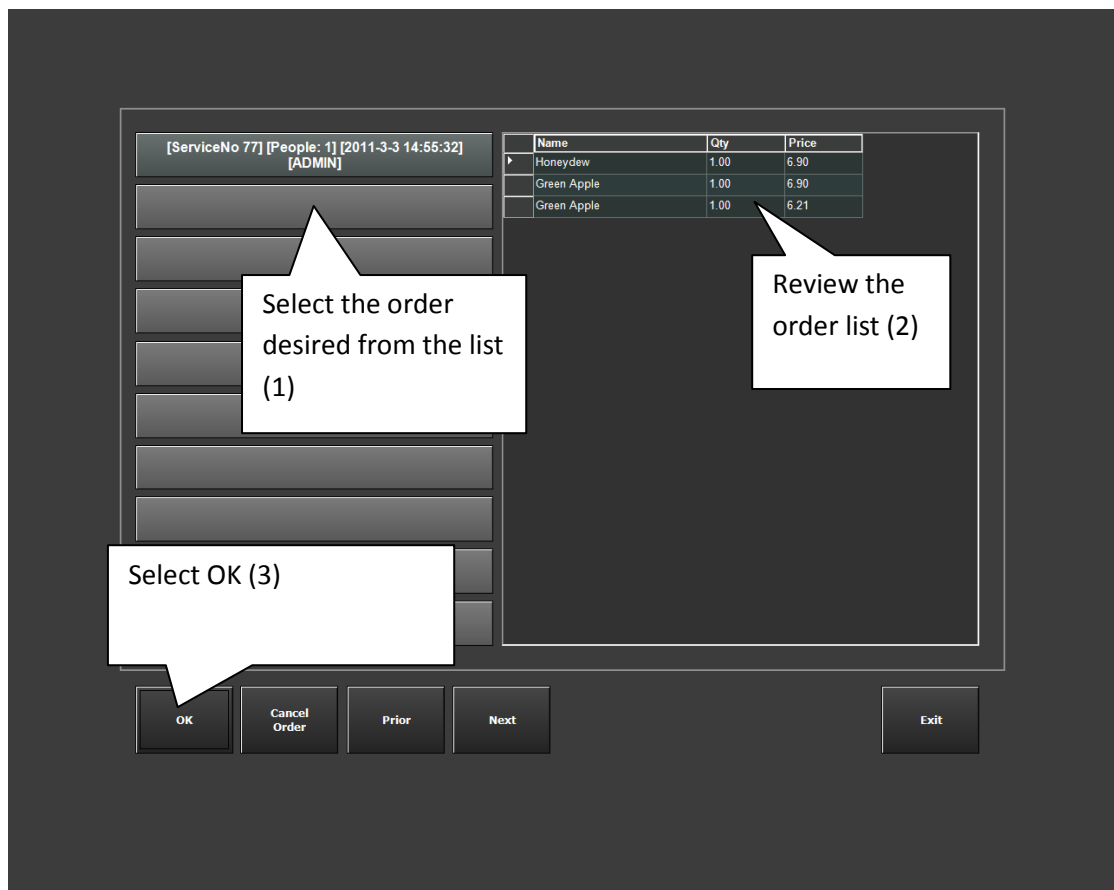
Hold and Recall Order

There are times where the sales person would require making a sale on hold to keep the sale transaction for future recall purposes. Thus, this is done by doing the following steps:

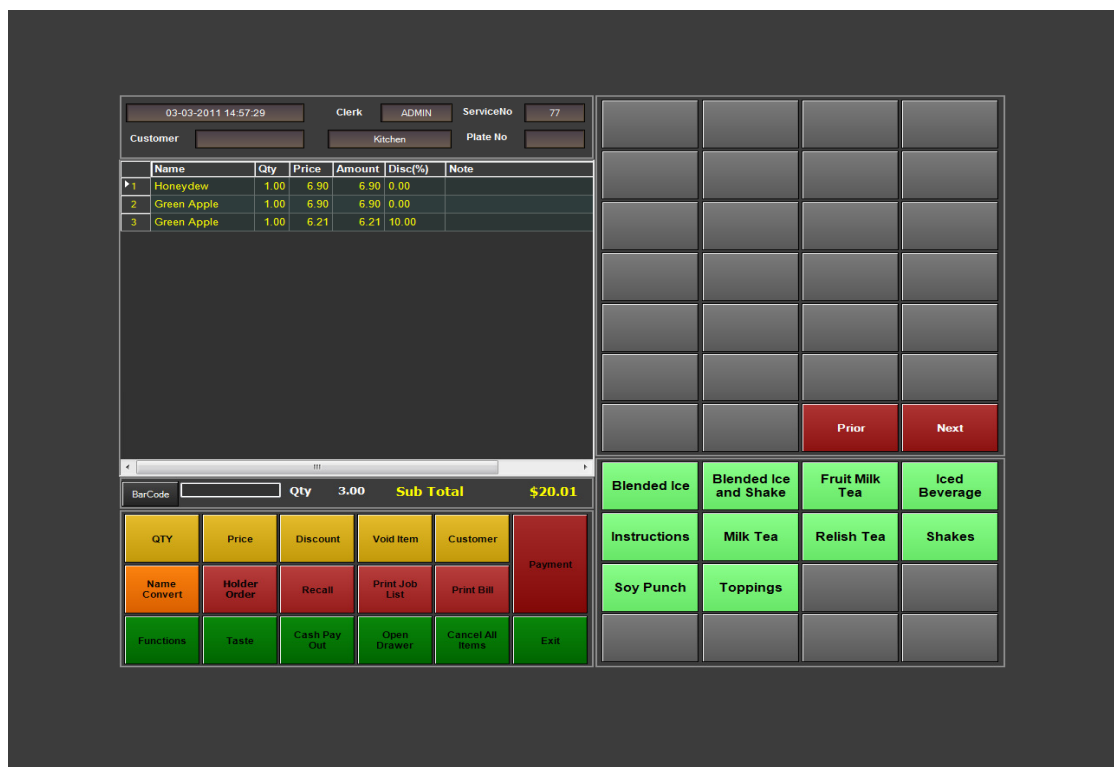


To recall the on hold order, do the following steps to recall the menu that was left on hold:





Next, the on hold sale details would reflect on the current sale transaction to be finalized or voided:



Functions

The functions button is a button which is kept for additional function that is uncommonly used during a transaction. Please contact us for any further information about other function buttons:



Customer Membership

Our software is allowed to store customer database into the software system as shown. This feature could be used during a sale transaction as shown:

03-03-2011 15:03:22

Clerk ADMIN

ServiceNo 77

Customer

Kitchen

Plate No

	Name	Qty	Price	Amount	Disc(%)	Note
1	Honeydew	1.00	6.90	6.90	0.00	
2	Green Apple	1.00	6.90	6.90	0.00	
3	Green Apple	1.00	6.21	6.21	10.00	

BarCode

Qty 3.00

Sub Total \$20.01

QTY	Price	Discount	Void Item	Customer	Payment
Name Convert	Holder Order	Recall	Print Job List	Print Bill	
Functions	Taste	Cash Pay Out	Open Drawer	Cancel All Items	Exit

Blended Ice	Blended Ice and Shake	Fruit Milk Tea	Iced Beverage
Instructions	Milk Tea	Relish Tea	Shakes
Soy Punch	Toppings		

Prior

Next

Select Customer

Search customer membership number by telephone or by other method

VIP NO.	VIP Name	VIP Name1
223344	qwerty2	
4444	qwer	

Search by telephone

Option

Only List Balance Due Customer

BirthDay

Only Month

Month/Day

Date/Month/Year

New	Edit	View
Delete	Visit History	Reward Point
Deposit History	Payment	Payment History
OK	Close	

7	8	9
4	5	6
1	2	3
0	C	

Select existing customer from the list or by search (1)

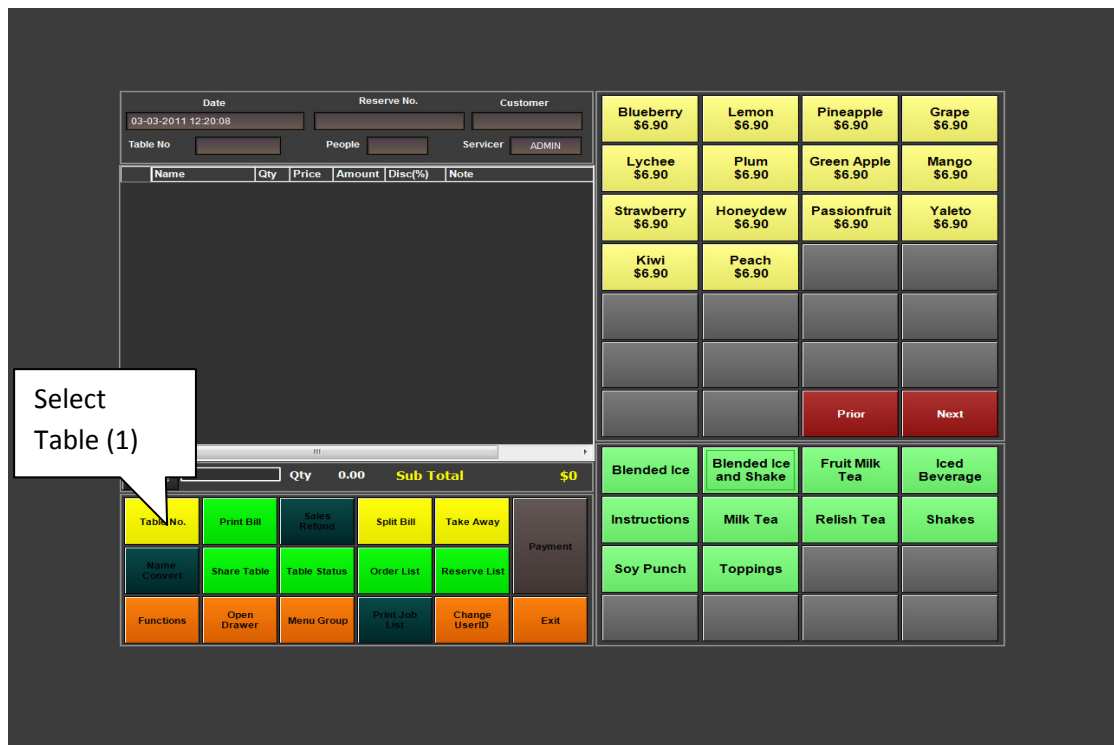
Create a new customer membership (2)

Key in the phone number

3.2 Table Order

To commence a table sale order, you need to start by selecting the table order sale:

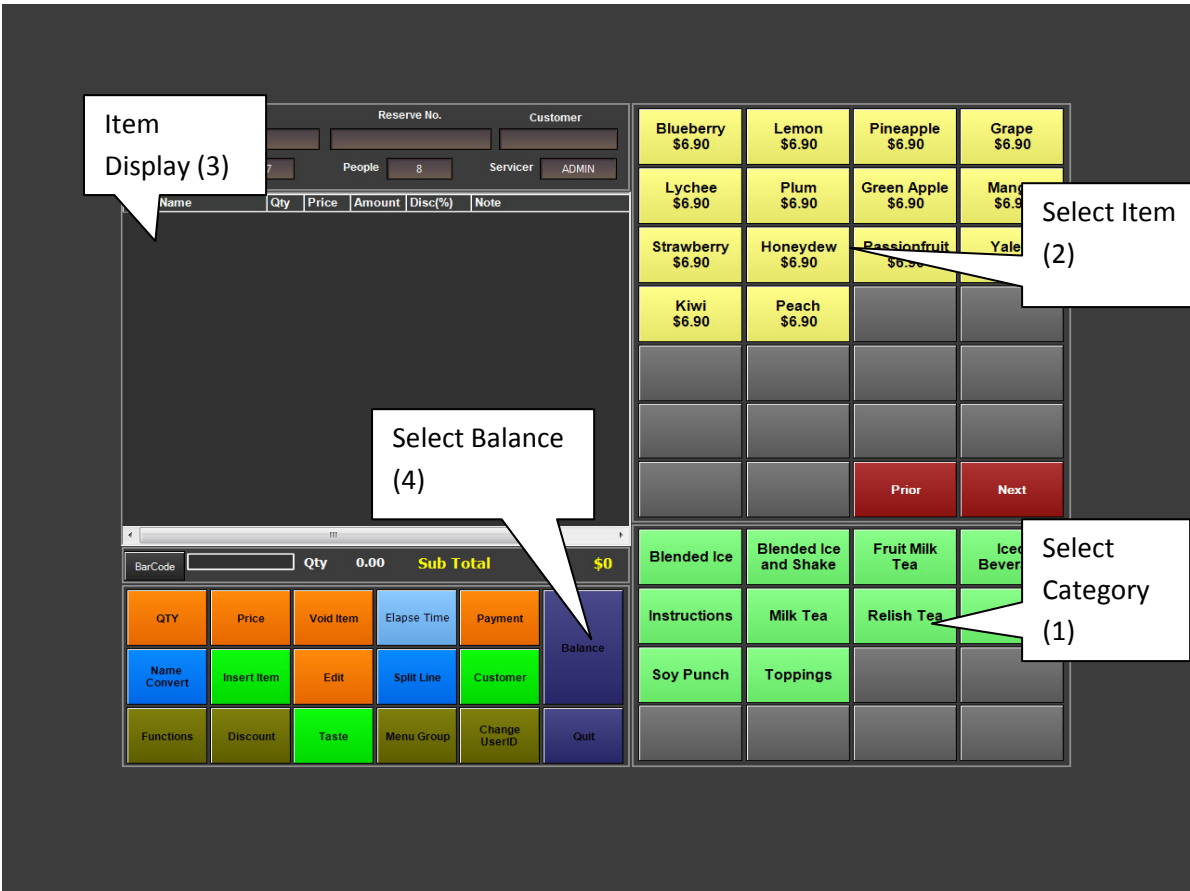




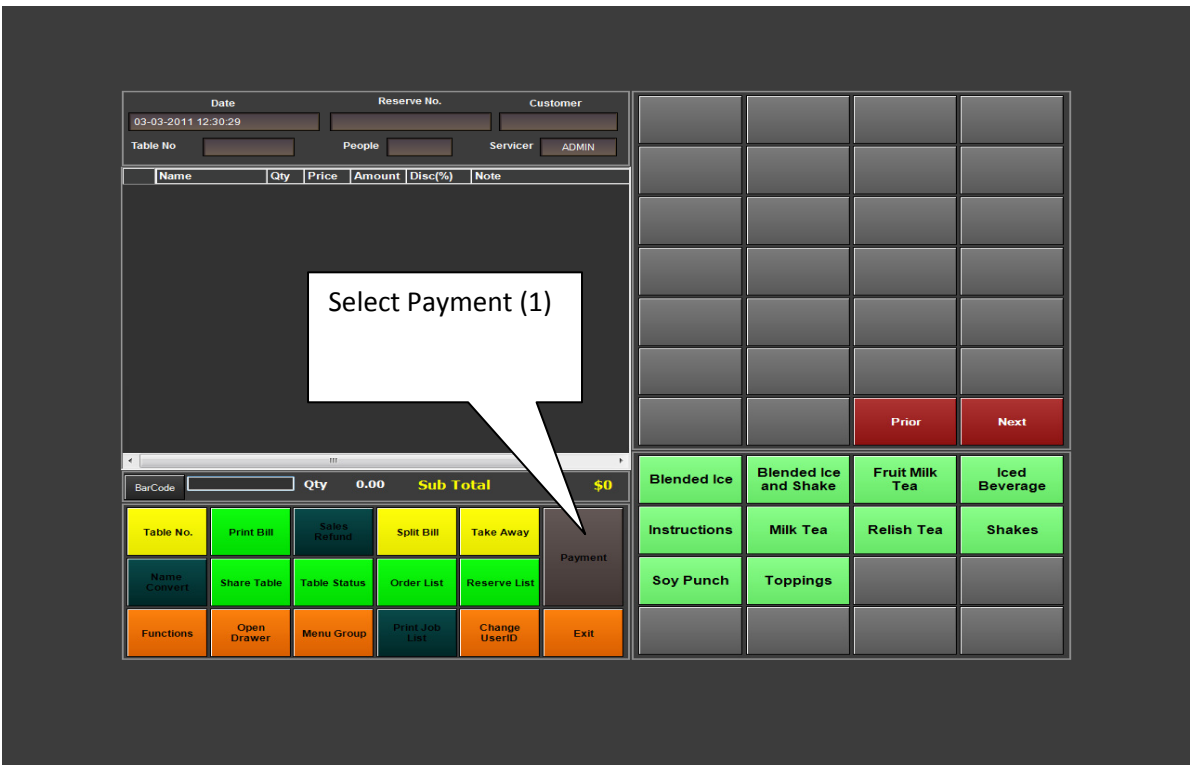
Next, select the table that you want to choose:



Then choose the category and item sale:



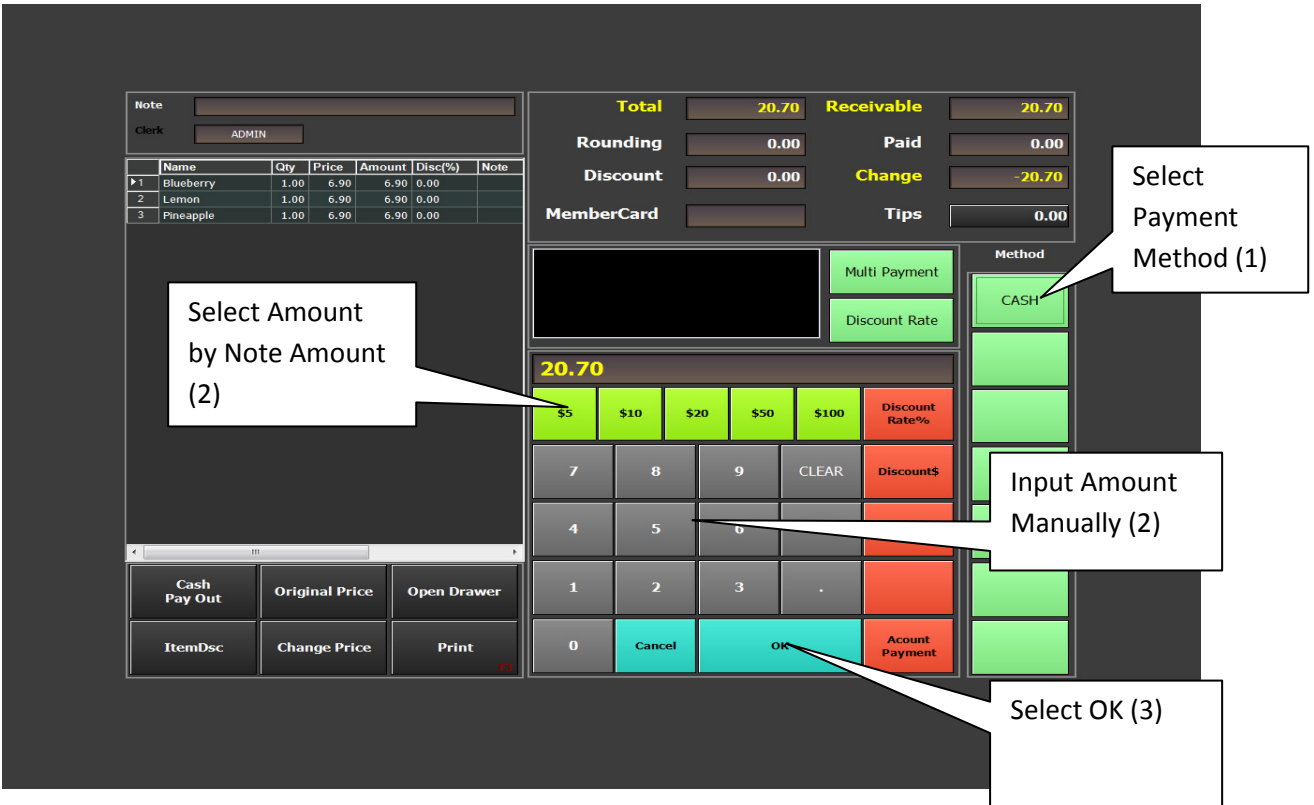
After the sale had been made, the next stage is the payment:

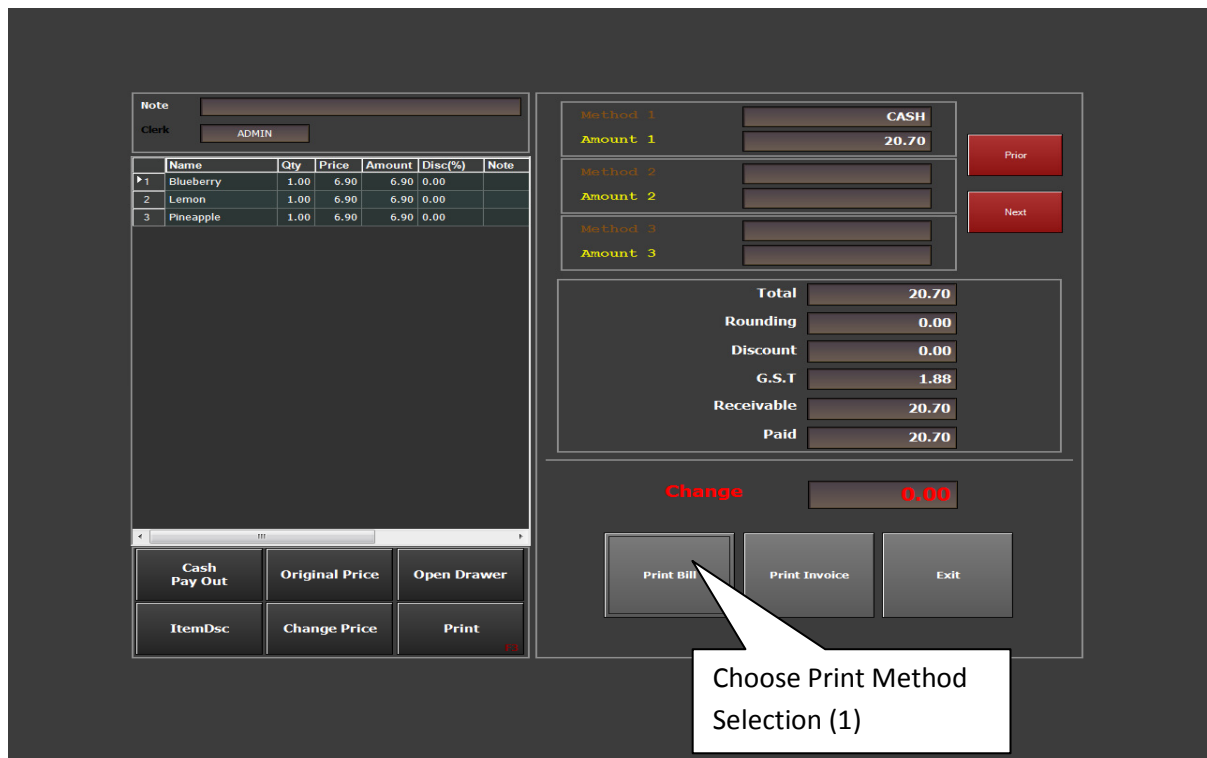


Choose the table that wants to make a payment:



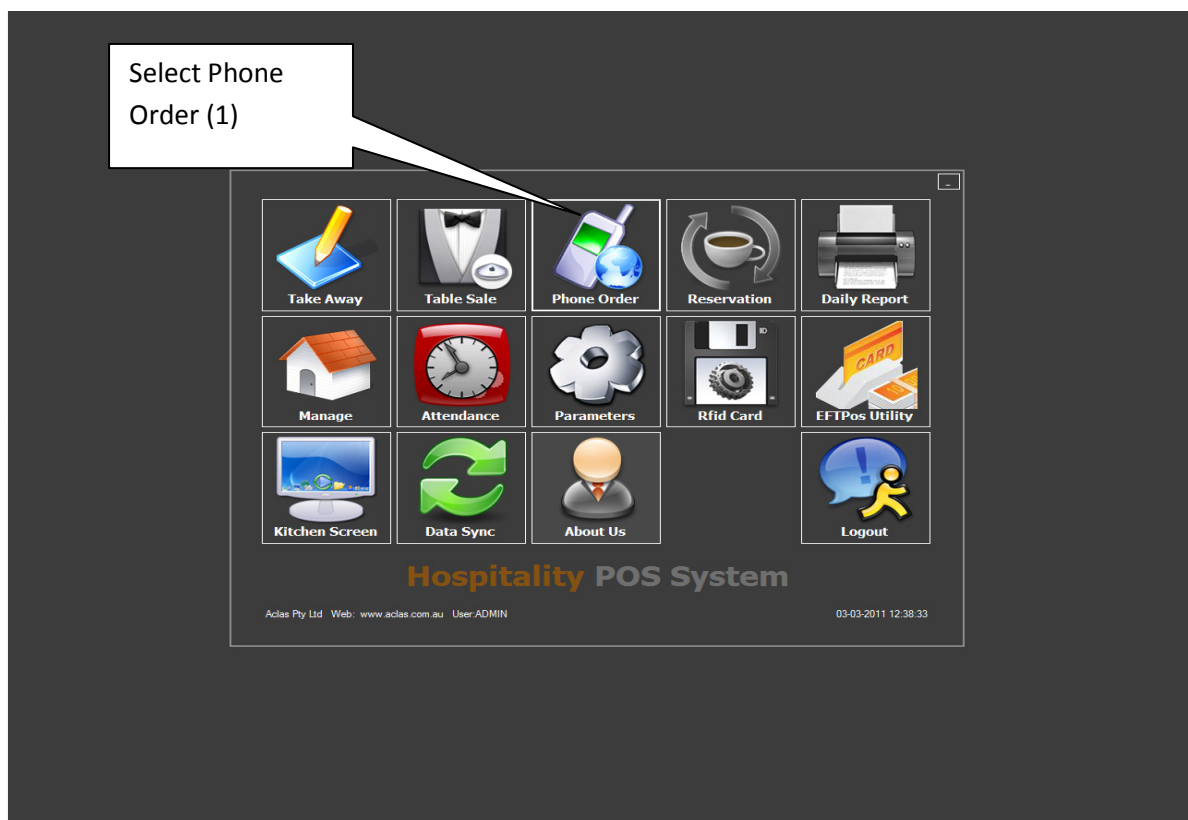
Finalise the payment:





3.3 Phone Order

To make a phone order, you need to do that following process:



Make a new phone order request:

The screenshot shows a software interface for making a new phone order request. It features a grid of buttons for selecting order types and a bottom row of action buttons. A callout box points to the 'New Order' button.

Select New Order (1)

Outstanding Order Num		Outstanding Order Amt	
0		\$0.00	

Pickup Order	Delivery Order	Prior
All Order	Search by Driver	Search by Telephone
		Next

New Order	Modify	Delete	Print JobList	Assign Driver	Print Delivery	Payment	Report Delivery	Report PickUp	Exit
-----------	--------	--------	---------------	---------------	----------------	---------	-----------------	---------------	------

Select existing customer or create new customer database:

The screenshot shows a software interface for selecting an existing customer or creating a new one. It includes a table for customer data, a search section, and a numeric keypad. Callout boxes provide instructions for each part of the interface.

Select Existing Customer (2)

VIP NO.	VIP Name	VIP Name1
4444	qwerty	

Select New Customer (1) or

Search customer membership number by telephone or by other method

Search By Telephone

☐ Only List Balance Due Custom

☐ Birthday

Only Month: To:

Month/Day: Date/Month/Year:

New	Edit	View
Delete	Visit History	Reward Point
Deposit History	Payment	Payment History
OK	Close	Skip

Key in the phone number

7	8	9
4	5	6
1	2	3
0		C

If the new customer was selected key in the customer information such as the name, VIP number, Address and other contact details as shown:

Key In Contact Details (1)

Use the soft keyboard to enter customer details (2)

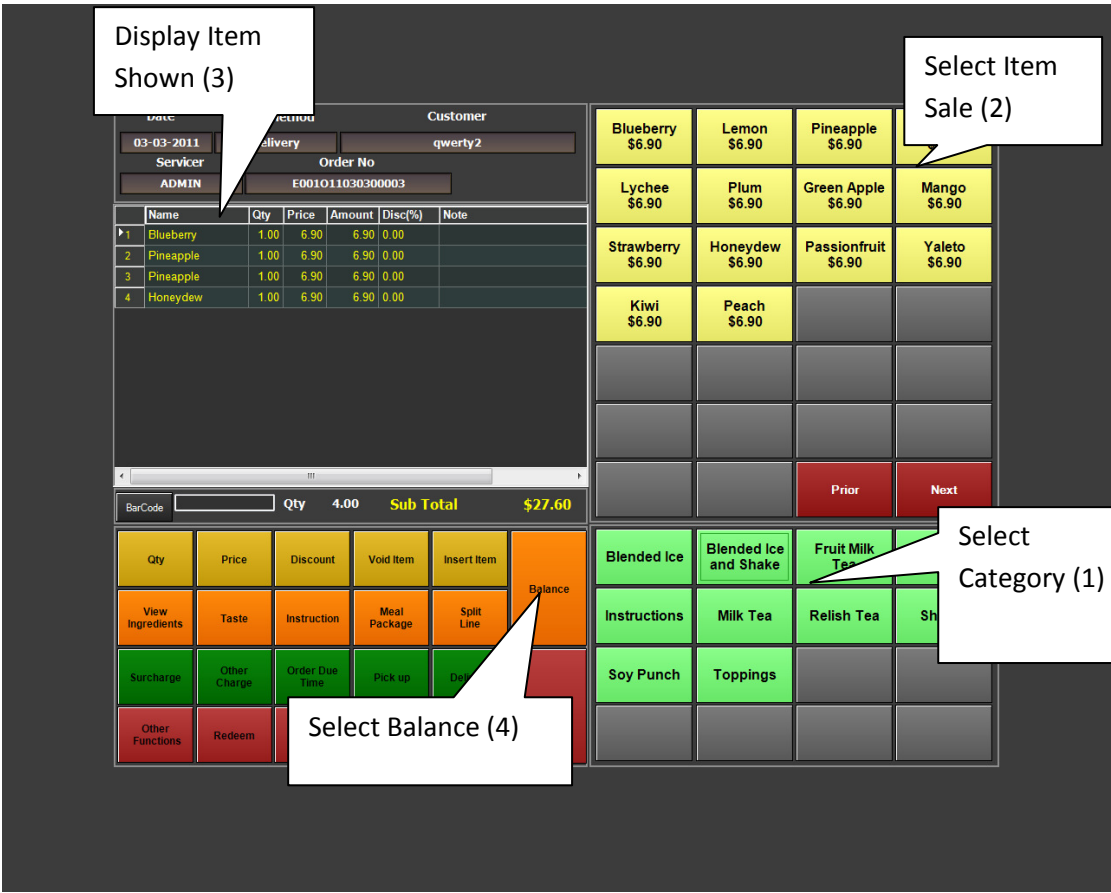
The screenshot shows a form for entering customer details. The form has the following fields: VIP Name, VIP Name1, VIP NO., Redom (0), Telephone, Address, Mobile, Email, Fax, Zip, Company, Birthday (03-03-2011), SerialNo, Map Reference, Operator, CreateDate (03-03-2011), and CreditLimit (0). There are Save and Cancel buttons on the right. A soft keyboard is overlaid at the bottom, with a callout pointing to the asterisk key.

Hence, if the existing customer or the new customer was selected, choose the order type in the next screen as shown:

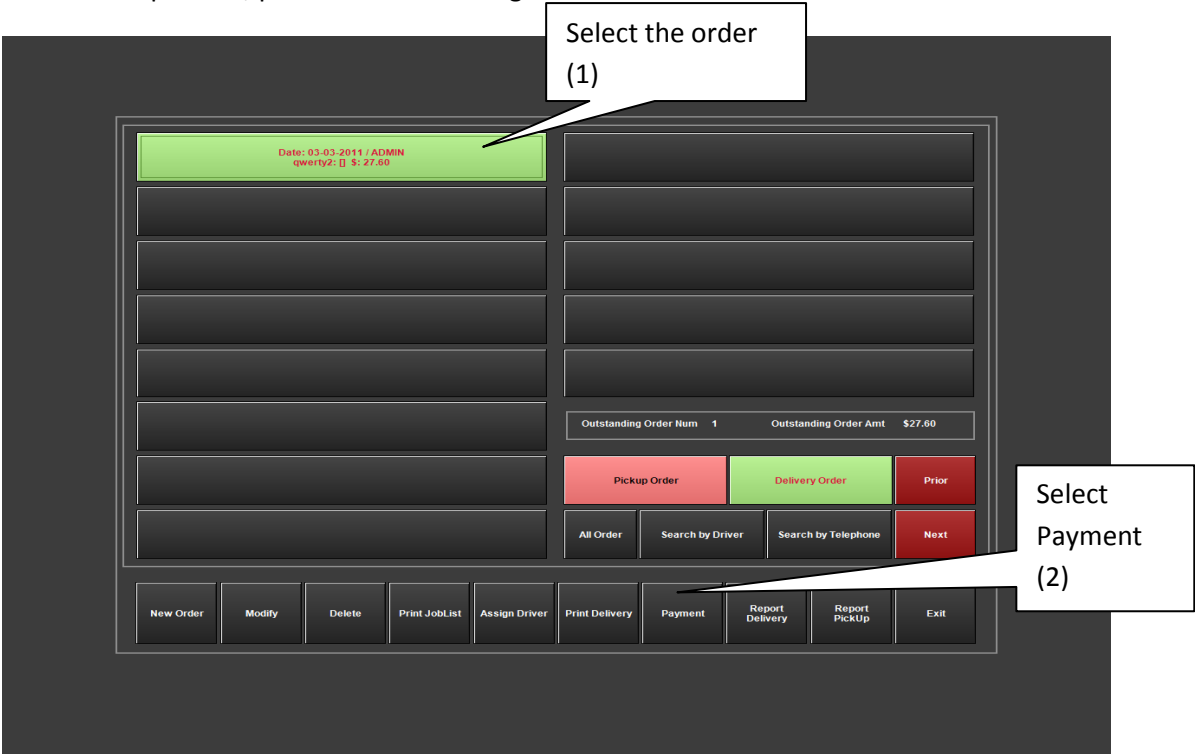
Select one of the two options in Pickup Order or Delivery Order (1)

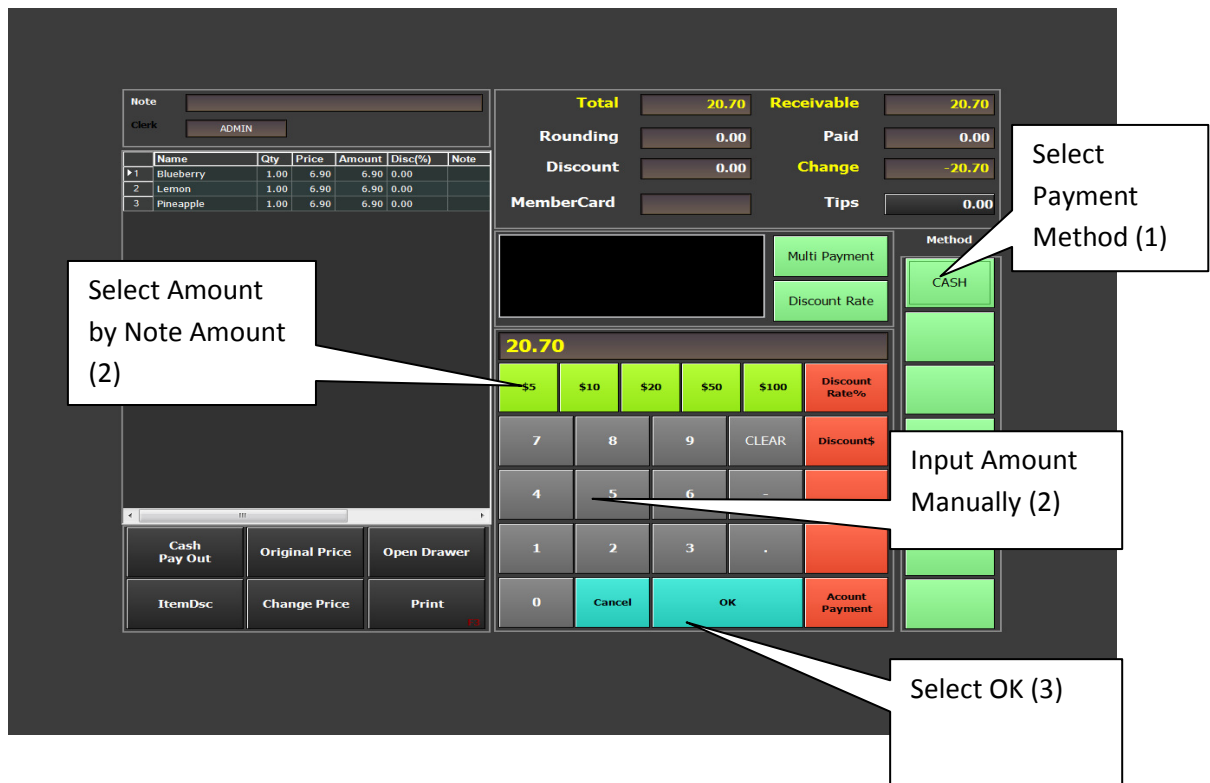
The screenshot shows a screen for selecting an order type. It has a central menu with Pickup Order, Delivery Order, and Cancel options. Below this menu are buttons for Pickup Order (red), Delivery Order (green), and Prior (red). At the bottom are buttons for New Order, Modify, Delete, Print JobList, Assign Driver, Print Delivery, Payment, Report Delivery, Report Pickup, and Exit. The screen also displays Order Num 0 and Outstanding Order Amt \$0.00.

Next, proceed into a sale transaction which is similar to the take away sale process as shown:



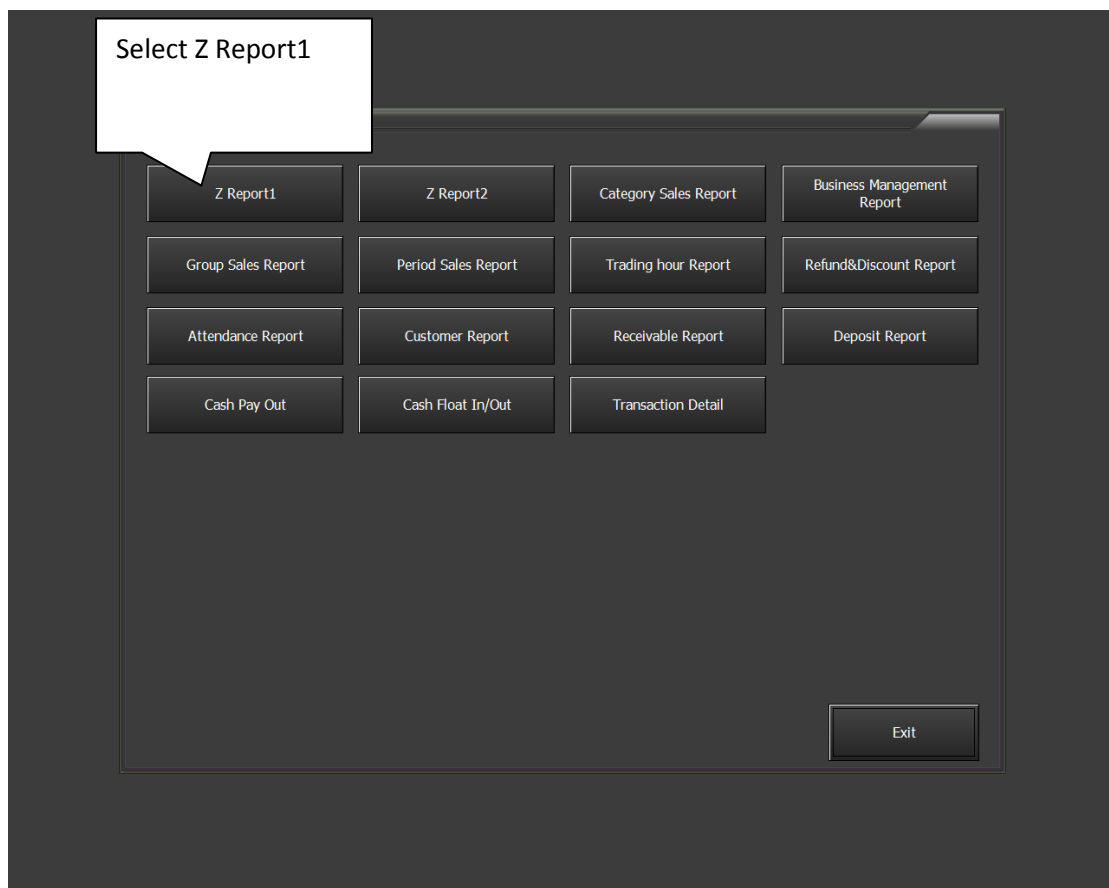
Then, you will see that the phone order had been made. Next, when the customer arrive to collect their product, proceed into selecting the order and finalize the transaction:





4.0 Daily Report

There is a daily report function that allows you to generate the daily revenue from the terminal and it is used as a double check feature. The daily report amount should reflect the same amount as the cash in the cash drawer.



Sale output would be shown on these three terminals (6)

Select the Time and Date of the Sale search (1)

Select the Machine ID (3)

Select the Clerk Name (2)

Select either Table Sale, Take Away, Phone Order, All Sales (4)

Select the Print to get a hard copy of the Daily Report (5)

5.0 Menu Setup

This software allows you to change the menu in the front end terminal through the following process:

Select Manage

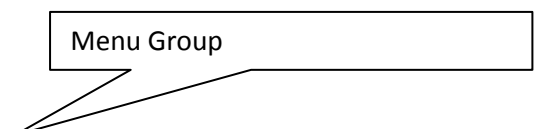
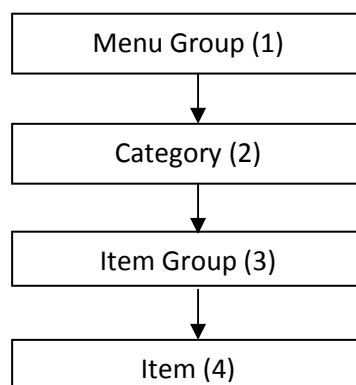
Take Away, Table Sale, Phone Order, Reservation, Daily Report, Manage, Attendance, Parameters, Rfid Card, EFTPos Utility, Kitchen Screen, Data Sync, About Us, Logout

Hospitality POS System

Acias Pty Ltd Web: www.acias.com.au User:ADMIN 03-03-2011 16:33:15



In the Menu Setup you have to follow the order of setting up based on the following hierarchy:



Code	ItemName	Price	ItemName2	ItemG
K1101	Blueberry	6.90		01
K1102	Lemon	6.90		01
K1103	Pineapple	6.90		01
K1104	Grape	6.90		01
K1105	Lychee	6.90		01
K1106	Plum	6.90		01
K1107	Green Apple	6.90		01
K1108	Mango	6.90		01
K1109	Strawberry	6.90		01
K1110	Honeydew	6.90		01
K1111	Passionfruit	6.90		01
K1112	Yaleto	6.90		01
K1113	Kiwi	6.90		01
K1114	Peach	6.90		01

Blueberry 6.90	Lemon 6.90	Pineapple 6.90	Grape 6.90
Lychee 6.90	Plum 6.90	Green Apple 6.90	Mango 6.90
Strawberry 6.90	Honey 6.90	Passionfruit 6.90	Yaleto 6.90
Kiwi 6.90			
		UpPage	DownPage

Sort By Code
☐ List Instruction Items

K111Blended Ice and Shake
Show Main Menu

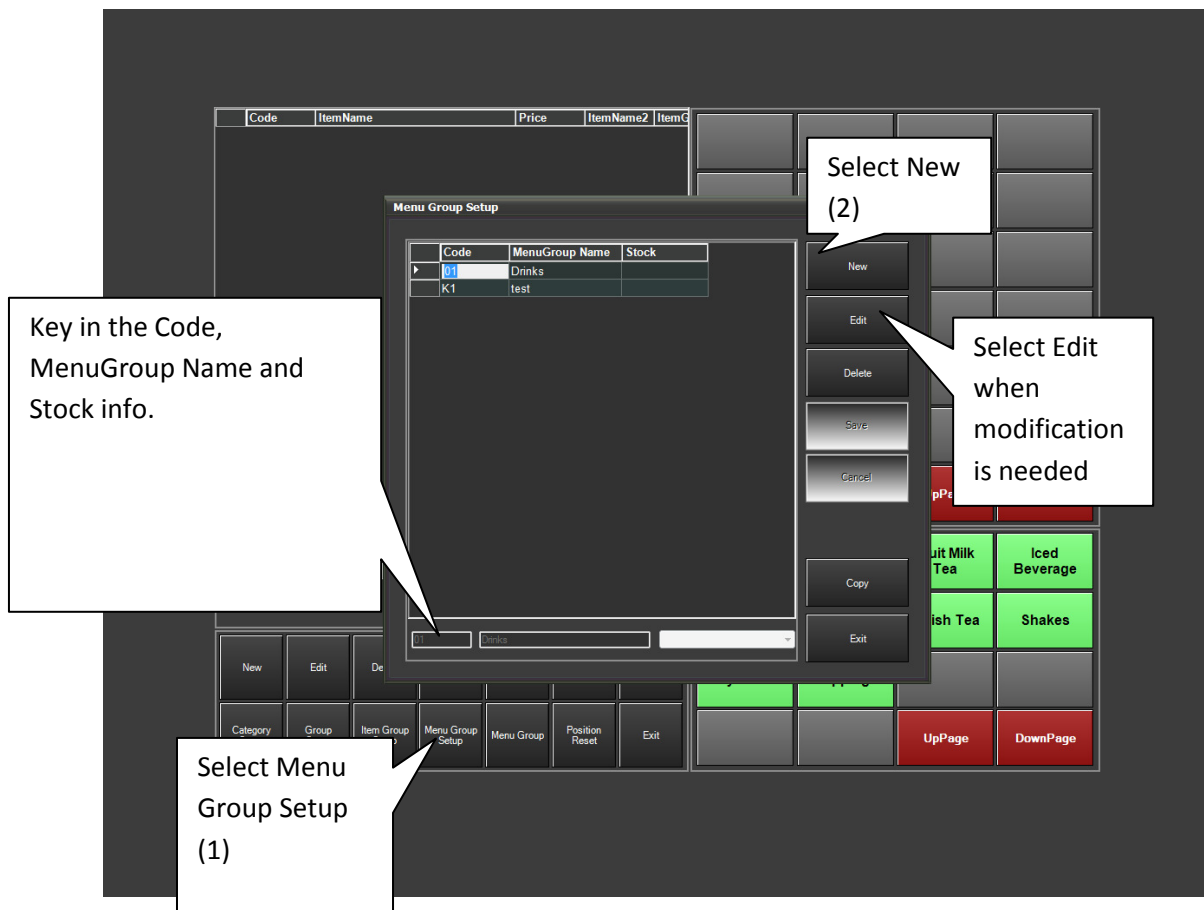
Drinks
Import Data

New	Edit	Delete	Instruction	Sub Menu Link	Stock Link	Set Meal Link
Category Setup	Group Setup	Item Group Setup	Menu Group Setup	Menu Group	Position Reset	Exit

Blended Ice	Blended Ice and Shake	Fruit Milk Tea	Iced Beverage
Instructions	Milk T		Shakes
Soy Punch	Toppi		
		UpPage	DownPage

5.1 Menu Group Setup

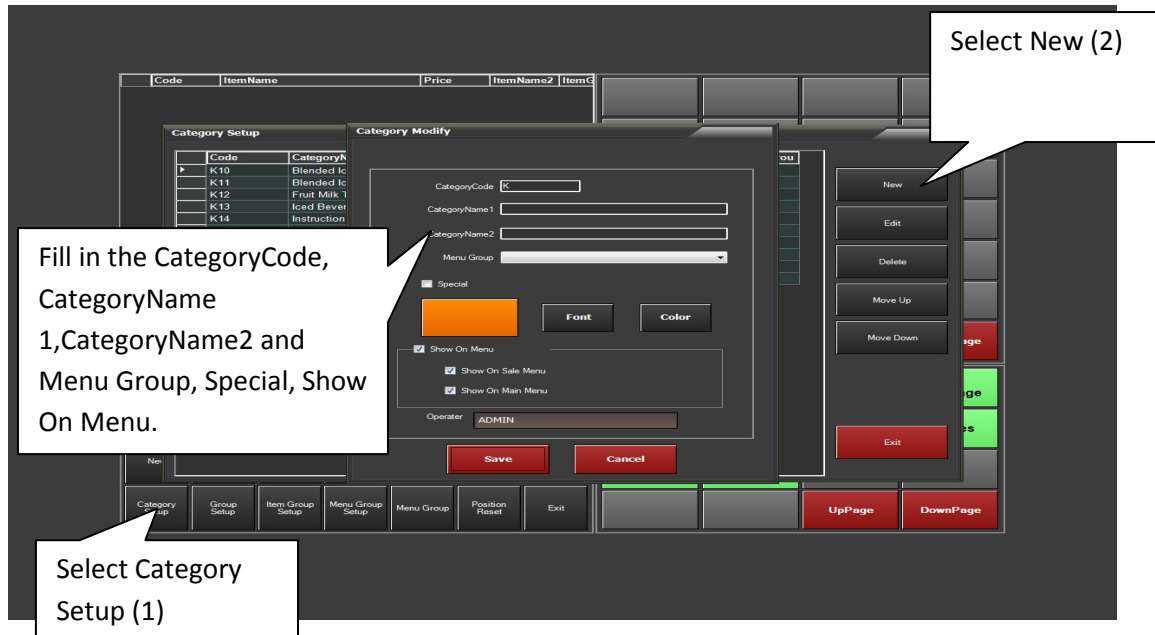
The Menu Group Setup is the first setup to implement the overall settings as shown:



Note: The Code MUST be unique. You cant repeat the code again in another MenuGroup name. However, we would recommend to setup the code based on a incremental alphanumeric manner like K1, K2, K3... K100,K101,K102,... K501,K502,K503,...

5.2 Category Setup

The category is the second stage which uses the Menu Group as the primary key. Thus, to setup the category do the following:



Note: The CategoryCode MUST be unique. You cant repeat the code again in another Category name. However, we would recommend to setup the code based on a incremental alphanumeric manner like K1, K2, K3... K100,K101,K102,... K501,K502,K503,...

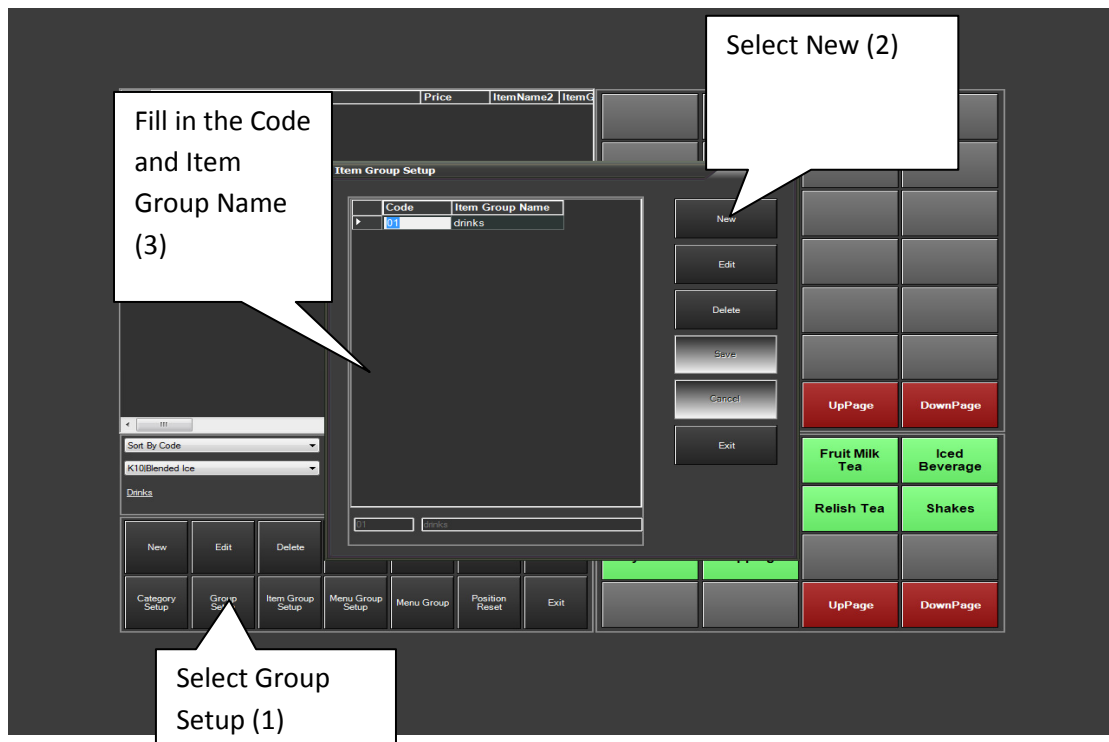
The difference between the CategoryName1 and CategoryName2 is one is used primarily for English and the other used for any other preferred language. Please refer to the “Special Setup” section of this manual for further setup.

Untick the tick box in Show on Menu based on personal desired setup.

Note: If the Item or changes does not show, just exit the menu group and enter into menu group again.

5.3 Item Group Setup

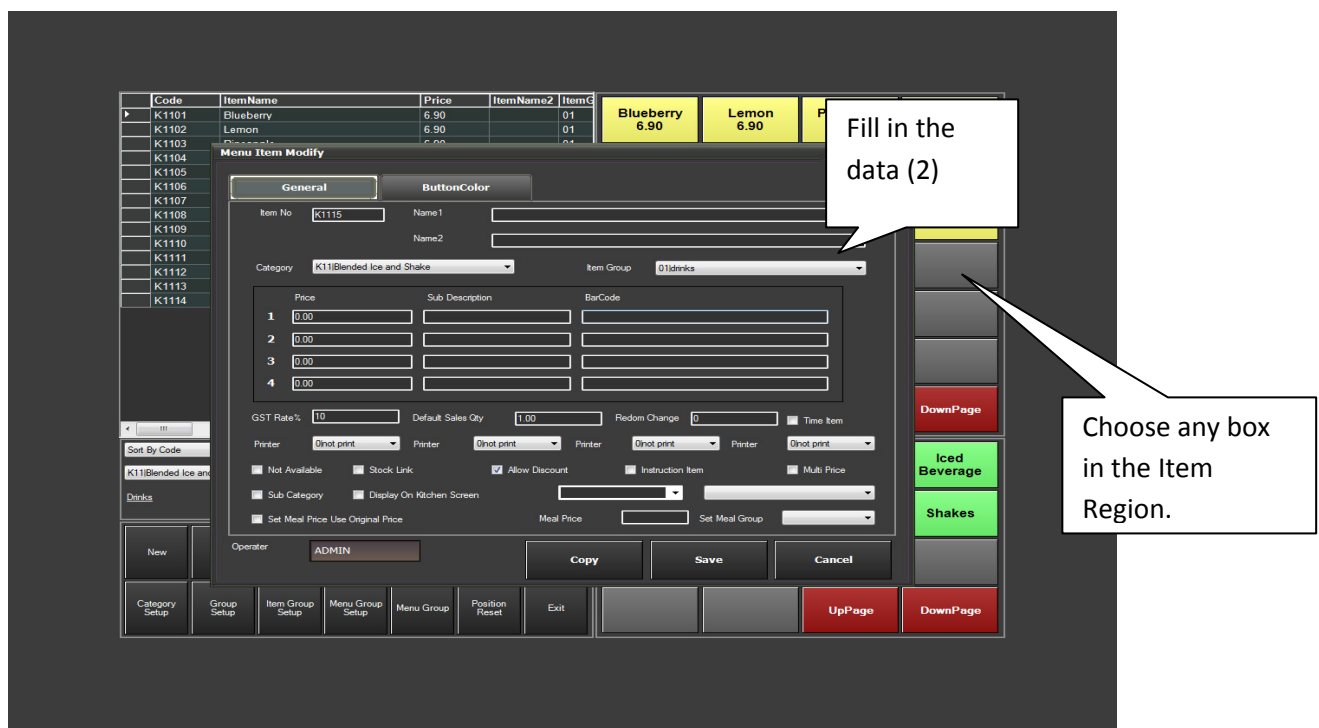
The third stage is to setup the Item Group Setup as shown:



Note: The ItemGroup Code MUST be unique. You cant repeat the code again in another name. However, we would recommend to setup the code based on a incremental alphanumeric manner like K1, K2, K3... K100,K101,K102,... K501,K502,K503,...

5.4 Item Setup

The fourth setup is the Item Setup in which the finalization of the price and items in the hierarchy is the lowest. Thus, to setup the items, follow the illustrated steps:



Note: The ItemNo MUST be unique. You cant repeat the code again in another Item name. However, we would recommend to setup the code based on a incremental alphanumeric manner like K1, K2, K3... K100,K101,K102,... K501,K502,K503,...

The fill out the form based on the following descriptions:

Name1: The English description name of the menu item.

Name2: The second language of the description name of the menu item. E.g. Chinese, Malay, French.

Category: Link the item to a current category desired.

Item group: Link the item to a current item group desired.

Price: Price could be single or multiple based on the sizes available. E.g. The size of a drink could be available in small, medium and large in different price range.

Sub Description: This will specify the difference between the differences in price range. e.g. small, medium and large drink.

Barcode: A barcode is available to label each item meal to allow easy identification.

GST Rate%: In Australia set the tax rate to 10% which is the standard rate by the government. However, there the rate is set to 10% by default.

Default Sale Quantity: The default sale quantity could be setup to reduce the redundancy to repeat the quantity in every sale. E.g. one spring roll each selling for AUD 0.80 and the item setup sells four at a time then set the default sale quantity to four.

Not Available: When the item is not available due to incomplete data entry or item not readily available. This setting is used to hide the item in the menu when it is not available.

Redom Charge: To redeem the points or price from a membership account.

Time Item: This would allow the item to be linked to a timer

Stock Link: To enable this item in the stock control management.

Allow Discount: To allow this item to be in a discount on the front terminal.

Instruction Item: To link specific instructions to this item. E.g. coffee menu is available in many way requirements such as no sugar, less milk, decaf. This feature allows you to setup many instructions for the item.

Multi Price: To enable a multi price for this menu. Tick this box when there is multi price.

Sub Category: Please refer to "Sub Menu Link Setup".

Display on Kitchen Screen: To enable this item to be displayed on kitchen screen.

Set Meal Price Use Original Price: Please refer to "Set Meal Setup".

Note: If the Item or changes does not show, just exit the menu group and enter into menu group again.

5.5 Sub Menu Link Setup

To setup a Menu link is to make pairs relationship between 2 or more items. This is typically used in a specific sequential order process such as a Grape goes with Black Tea. To setup this link do the following steps:

Select Grape (1)

Code	ItemName	Price	ItemName2	ItemG
K1101	Blueberry	6.90		01
K1102	Lemon	6.90		01
K1103	Pineapple	6.90		01
K1104	Grape	6.90		01
K1105	Lychee	6.90		01
K1106	Plum	6.90		01
K1107	Green Apple	6.90		01
K1108	Mango	6.90		01
K1109	Strawberry	6.90		01
K1110	Honeydew	6.90		01
K1111	Passionfruit	6.90		01
K1112	Yaleto	6.90		01
K1113	Kiwi	6.90		01
K1114	Peach	6.90		01

Select Menu Link (2)

Sort By Code | List Insts | Show Menu

Drinks | Import Data

New | Edit | Delete | Instruction | Sub Menu Link | Stock Link | Set Meal Link

Category Setup | Group Setup | Item Group Setup | Menu Group Setup | Menu Group | Position Reset | Exit

Lychee 6.90 | Plum 6.90 | Green Apple 6.90 | Mango 6.90

Strawberry 6.90 | Honeydew 6.90 | Passionfruit 6.90 | Yaleto 6.90

Kiwi 6.90 | Peach 6.90 | Blueberry 6.90 | Lemon 6.90

Pineapple 6.90

UpPage | DownPage

Blended Ice and Shake | Fruit Milk Tea | Iced Beverage

Instructions | Milk Tea | Relish Tea | Shakes

Soy Punch | Toppings

UpPage | DownPage

Inserted items should be shown here (4)

Select "Search by Description" (1)

Key in the name of the item to be linked (2)

Change the price desired (5)

Select Add (3)

Select Save (6)

Code	ItemName	Price	ItemName2	ItemG
K1101	Blueberry	6.90		01

Sub Menu Link

Item No	Items
a1218	Black Tea
a1301	Black Tea
K1218	Black Tea
K1301	Black Tea

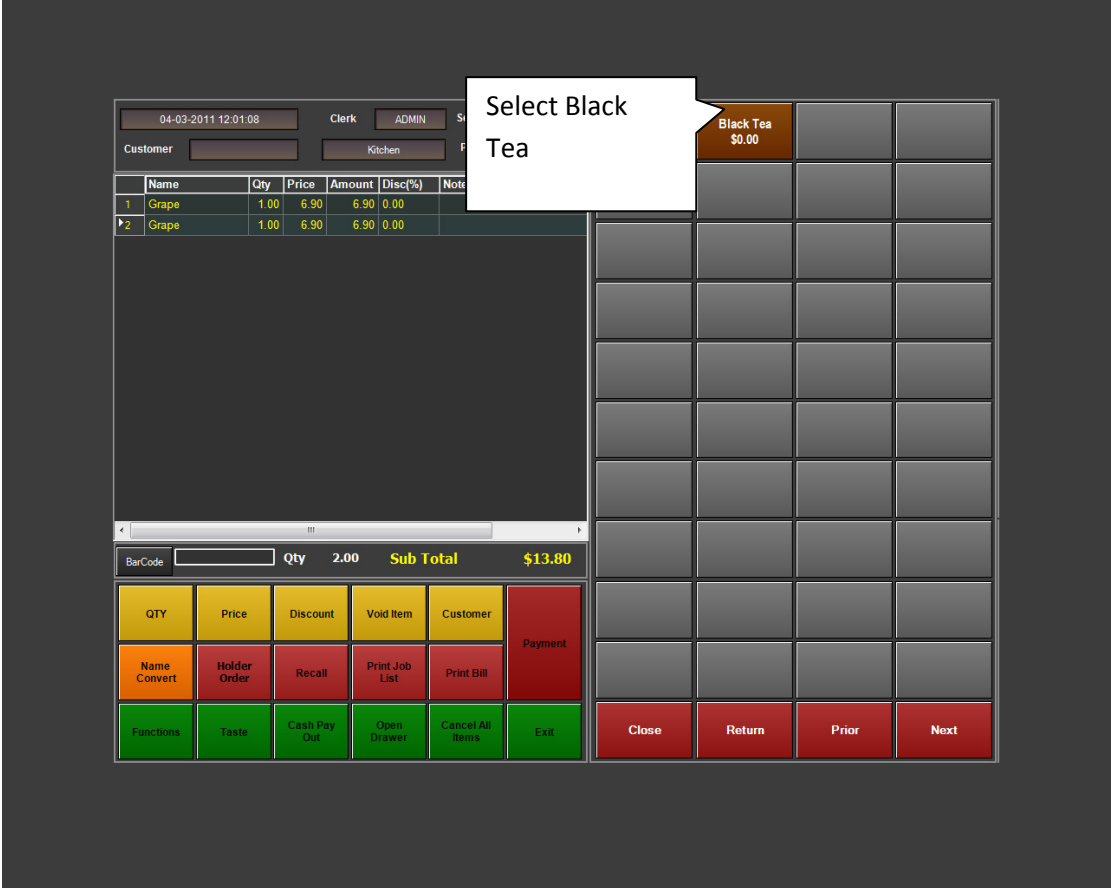
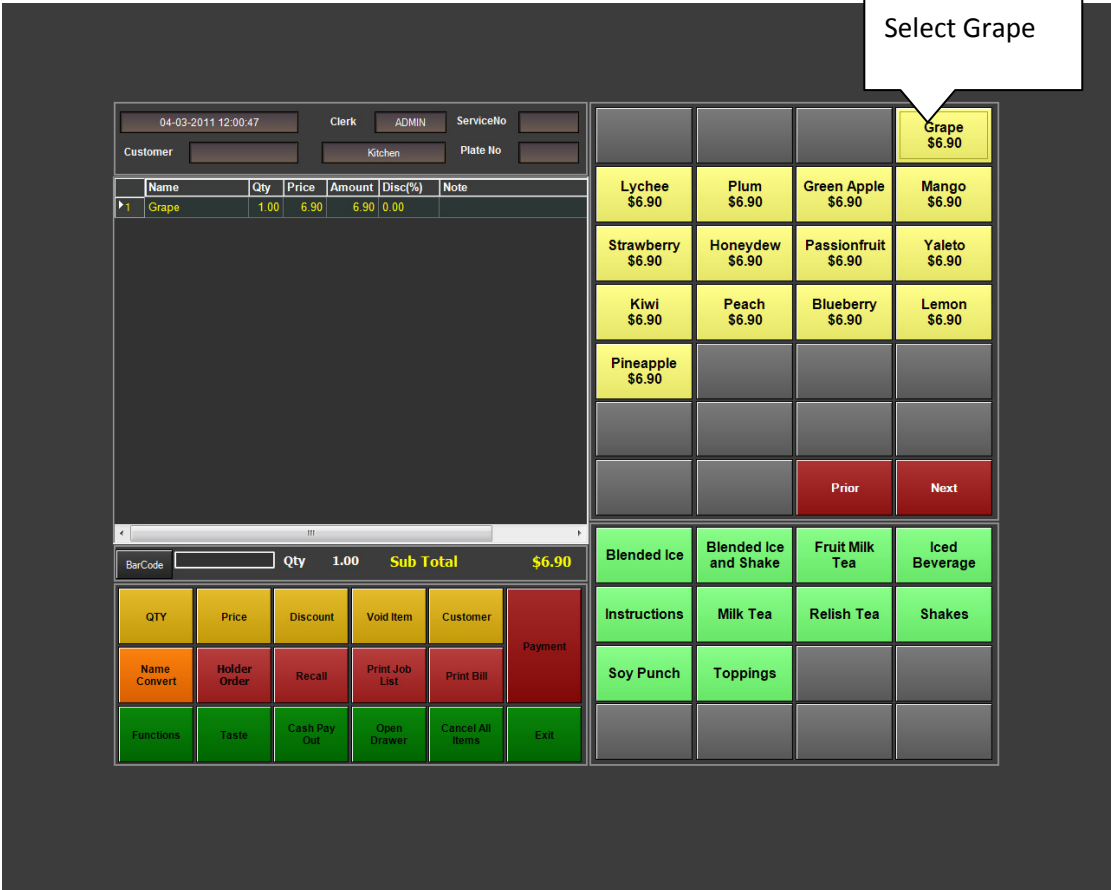
Search By Description | List Insts

Search: black

New Item | Add

Move Up | Move Down | Delete | Save | Cancel

Item No	Items	PRICE1	PRICE2	PRICE3	PRICE4	Activated
a1104	Grape	6.90	0.00	0.00	0.00	
a1218	Black Tea	0.00	0.00	0.00	0.00	



5.6 Set Meal Setup

If you require setup a menu that links to another menu, you can use the set meal setup to achieve the desired results as illustrated:

The screenshot displays the 'Set Meal Setup' interface. On the left, a table lists items with their codes, names, prices, and group codes. Item K1105, 'Lychee', is highlighted. A callout 'Select Lychee (1)' points to this item. Below the table, there are dropdown menus for 'Sort By Code' and 'List Instruction Items', and a 'Show Main Menu' button. At the bottom left, a grid of buttons includes 'New', 'Edit', 'Delete', 'Instruction', 'Sub Menu Link', 'Stock Link', 'Set Meal Link', 'Category Setup', 'Group Setup', 'Item Group Setup', 'Menu Group Setup', 'Menu Group', 'Position Reset', and 'Exit'. On the right, a grid of menu items is shown, including 'Grape 6.90', 'Lychee 6.90', 'Plum 6.90', 'Green Apple 6.90', 'Mango 6.90', 'Strawberry 6.90', 'Honeydew 6.90', 'Passionfruit 6.90', 'Yaletto 6.90', 'Kiwi 6.90', 'Peach 6.90', 'Blueberry 6.90', 'Lemon 6.90', 'Pineapple 6.90', 'Blended Ice and Shake', 'Fruit Milk Tea', 'Iced Beverage', 'Milk Tea', 'Relish Tea', 'Shakes', 'Soy Punch', 'Toppings', and 'UpPage'/'DownPage' buttons. A callout 'Select Set Meal Link (2)' points to the 'Set Meal Link' button in the bottom left grid.

Code	ItemName	Price	ItemName2	ItemG
K1101	Blueberry	6.90		01
K1102	Lemon	6.90		01
K1103	Pineapple	6.90		01
K1104	Grape	6.90		01
K1105	Lychee	6.90		01
K1106	Plum	6.90		01
K1107	Green Apple	6.90		01
K1108	Mango	6.90		01
K1109	Strawberry	6.90		01
K1110	Honeydew	6.90		01
K1111	Passionfruit	6.90		01
K1112	Yaletto	6.90		01
K1113	Kiwi	6.90		01
K1114	Peach	6.90		01

Sort By Code: [v] List Instruction Items: [v]
K111Blended Ice and Shake Show Main Menu

Drink

New Edit Delete Instruction Sub Menu Link Stock Link Set Meal Link
Category Setup Group Setup Item Group Setup Menu Group Setup Menu Group Position Reset Exit

Lychee 6.90 Plum 6.90 Green Apple 6.90 Mango 6.90
Strawberry 6.90 Honeydew 6.90 Passionfruit 6.90 Yaletto 6.90
Kiwi 6.90 Peach 6.90 Blueberry 6.90 Lemon 6.90
Pineapple 6.90
UpPage DownPage
Blended Ice and Shake Fruit Milk Tea Iced Beverage
Milk Tea Relish Tea Shakes
Soy Punch Toppings
UpPage DownPage

Add the desired item to link in the set meal group by search description (1)

Define if it is the main (Main Item) or the sides (Other Item) (2)

Select Save (4)

Define the Quantity and Price of the Item. However, this price overwrites the original price of the item chosen (3).

Code	ItemName	Price
K1101	Blueberry	6.90
K1102	Lemon	6.90
K1103	Pineapple	6.90
K1104	Grape	6.90
K1105	Plum	6.90
K1106	Green Apple	6.90
K1107	Mango	6.90
K1108	Strawberry	6.90
K1109	Honeydew	6.90

MenuCode	Menu Name	Price
a1001	Almond Milk Tea	0.00
a1002	Jasmine Milk Tea	0.00
a1003	Coconut Milk Tea	0.00
a1004	Sesame Milk Tea	0.00
a1005	Coffee Milk Tea	0.00
a1006	Taro Milk Tea	0.00
a1007	Honey Milk Tea	0.00
a1101	Blueberry	0.00
a1102	Lemon	0.00
a1103	Pineapple	0.00
a1104	Grape	0.00
a1105	Lychee	0.00
a1106	Plum	0.00
a1107	Green Apple	0.00
a1108	Mango	0.00
a1109	Strawberry	0.00
a1110	Honeydew	0.00

Result should be displayed here

Code	ItemName	Price	ItemName2	ItemG
K1101	Blueberry	6.90		01
K1102	Lemon	6.90		01
K1103	Pineapple	6.90		01
K1104	Grape	6.90		01
K1105	Plum	6.90		01
K1106	Green Apple	6.90		01
K1107	Mango	6.90		01
K1108	Strawberry	6.90		01
K1109	Honeydew	6.90		01

MenuCode	Menu Name	Price
a1001	Almond Milk Tea	0.00
a1002	Jasmine Milk Tea	0.00
a1003	Coconut Milk Tea	0.00
a1004	Sesame Milk Tea	0.00
a1005	Coffee Milk Tea	0.00
a1006	Taro Milk Tea	0.00
a1007	Honey Milk Tea	0.00
a1101	Blueberry	0.00
a1102	Lemon	0.00
a1103	Pineapple	0.00
a1104	Grape	0.00
a1105	Lychee	0.00
a1106	Plum	0.00
a1107	Green Apple	0.00
a1108	Mango	0.00
a1109	Strawberry	0.00
a1110	Honeydew	0.00

MenuCode	Menu Name	Qty	Price
a1001	Almond Milk Tea	1.00	2.00

Code	ItemName	Price	ItemName2	ItemG
K1101	Blueberry	6.90		01
K1102	Lemon	6.90		01
K1103	Disposables	6.90		01
K1104				
K1105				
K1106				
K1107				
K1108				
K1109				
K1110				
K1111				
K1112				
K1113				
K1114				

Menu Item Modify

General

ButtonColor

Item No

K1105

Name1

Lychee

Name2

Category

K111Blended Ice and Shake

Item Group

01drinks

	Price	Sub Description	BarCode
1	6.90		
2	0.00		
3	0.00		
4	0.00		

GST Rate%

10.00

Default Sales Qty

1.00

Redom Change

0

Time Item

☐

Printer

0not print

Printer

0not print

Printer

0not print

Printer

0not print

Not Available

☐

Stock Link

☐

Allow Discount

☒

Instruction Item

☐

Multi Price

☐

Sub Category

☐

Display On Kitchen Screen

☒

Set Meal Price Use Original Price

☒

Meal Price

0.50

Set Meal Group

Operator

ADMIN

Copy

Save

Cancel

Group Setup

Item Group Setup

Menu Group Setup

Menu Group

Position Reset

Exit

UpPage

DownPage

Select Meal Price
Use Original
Price if you want
to keep the
original price
without being
overwrite