First steps with IncoPOS

This document describes some basic steps which will guide you through the setup process of a new IncoPOS installation. After the completion of this training material you will have general knowledge of how the IncoPOS system works. The entities stored in the system and how to make operations and reports.

I. Installing IncoPOS.

Download IncoPOS from the Vladster ltd. Website: http://vladster.net/Download.aspx. You can choose from an “All in One” version or a regular version. The difference is that the all in one version contains MySQL server inside and is much easier to install and setup a brand new system. If you already have MySQL server or you prefer a smaller download then you can choose the regular version. The recommended installer is the All in One because it makes the installation process much easier faster.

1 Installing from a regular installer

To install and setup IncoPOS using the regular installer please download the setup guide from here: http://vladster.net/Downloads/IncoPOS-setup-guide-en.pdf and follow the instructions. After the installation is finished, start IncoPOS from the desktop icon or from the start menu.

2 Installing from an All in one installer

a) On the welcome screen press “Next”.
b) On the License agreement screen read the License Agreement text and choose “I accept the agreement” and press “Next” or press “Cancel” to abort the installation.
c) On the Select Destination screen choose the folder where IncoPOS will be installed and press “Next” to continue.
d) Choose the installation type you require. The default one is “Stand alone workstation” and it will install all the components on this computer and set it up to work independently. This type of installation is the most common if you have only one computer. If you have more than one computer you should consider choosing one of the other options. When you make your choice press “Next”.
e) On the Components screen you can include individual parts to be included or excluded from the IncoPOS installation. By default the components selection is made for you depending on the selection make on the previous step. To continue press “Next”.
f) Choose a startup menu name and press “Next”.
g) Select if you want to have additional icons created and press “Next”.
h) Press “Install” to start the installation process.
i) When the installation is finished press “Finish” to close the setup wizard and start IncoPOS.

II. Creating database

After installing IncoPOS the next step is to connect to MySQL server and use an already created database or create a new one and use it.

1. **Connect to MySQL server**

   When you start IncoPOS for the first time you will be prompted to connect to MySQL server. By default the connection settings will be set to connect to the locally installed MySQL server. In this case the user name is **root** and the password is also **root**. If you need to connect to MySQL server on another computer please specify the computer name or IP address in the "Server" field. If you have other credentials you want to use than the default ones please fill in the username and password fields with the correct values.

2. **Creating Database**

   After connecting to the MySQL database the next step is to select a database to use for the IncoPOS installation. You can have multiple databases but you can use only one at a time.

   a) To create a new database press "Create".
   b) Enter the name of the new database for example "sample_incopos".
   c) Choose sample database.
   d) Choose restaurant from the combo box.
   e) Press "Create" and then press "Ok" to start the database creation.
   f) After the database creation is finished you will see again the connection dialog and the new database will be selected now.
   g) Press "Ok" to use these settings for MySQL server. Once set you will not need to enter these settings again while you have a connection with the MySQL server.

III. Using basic entities and operations in IncoPOS

Once IncoPOS is started you will be prompted to select user and a password to enter the system. The users in the sample database have their passwords specified in the usernames so select a user and type its password. Please note that this is only for ease of use of the sample database, it is a bad practice to leave your password written anywhere in clear text.

Note: *In almost every screen in IncoPOS there is a context sensitive help available by pressing F1. This is the best way to get quick help about IncoPOS when you need it.*

1. **Items**

   Some of the main entities in IncoPOS are the Items. They represent any goods or service that we will be working with. To access the items choose from the menu Edit->Items… A new dialog window will be shown with all the items in the current database.

   a) **Adding new item** – to add a new item press the "New" button and then a new dialog window will be displayed. Enter the following information about the item and press "Save" to save the changes:
      Name – Test Item
      Code – T0123456789
      Measurement unit - kg

Retail price – 10
Price group 1 – 9
Price group 2 – 8

b) **Editing items** – to edit an item select it from the list and press “Edit”. A new dialog will be displayed with the details of the selected item. Edit the newly created item “Test item”. All the information you entered will be displayed. Change the information to:
Code – 12345678
Display name – Test
Save the changes. And open the edit item dialog again to confirm the changes are saved correctly.

c) **Deleting items** – select the newly created item “Test item” from the list and press “Delete”. A new window will show asking you if want to delete the item. Press “Ok” and the item will disappear from the list.

2. Locations

Locations represent storage place for items or a place from which operations like sales and purchases can be performed. Item availability is tracked separately for each location. Additionally in the touch screen module locations can be used as tables for taking orders, while the main location (restaurant, bar etc.) is used as the location for sales. To access the locations choose from the menu Edit->Locations… A new dialog window will be shown with all the locations in the current database.

a) **Adding new location** – to add a new location press the “New” button and then a new dialog window will be displayed. Enter the following information about the location and press “Save” to save the changes:
Name – Test location
Code – TLOCK

b) **Editing locations** – to edit a location select it from the list and press “Edit”. A new dialog will be displayed with the details of the selected location. Edit the newly created location “Test location”. All the information you entered will be displayed. Change the information to:
Code – 12345678
Display name – Test
Save the changes. And open the edit location dialog again to confirm the changes are saved correctly.

c) **Deleting locations** – select the newly created location “Test location” from the list and press “Delete”. A new window will show asking you if want to delete the location. Press “Ok” and the location will disappear from the list.

3. Partners

Partners represent a company or a person who can participate in operations and can be used as a client for sale or a supplier for purchase. To access the partners choose from the menu Edit->Partners… A new dialog window will be shown with all the partners in the current database.

a) **Adding new partner** – to add a new partner press the "New" button and then a new dialog window will be displayed. Enter the following information about the partner and press "Save" to save the changes:
   Company – Test partner
   Bank name – Some World Bank
   E-mail – testmail@gmail.com

b) **Editing partners** – to edit a partner select it from the list and press "Edit". A new dialog will be displayed with the details of the selected partner. Edit the newly created partner "Test partner". All the information you entered will be displayed. Change the information to:
   Code – 12345678
   Display name – Test
   Save the changes. And open the edit partner dialog again to confirm the changes are saved correctly.

c) **Deleting partners** – select the newly created partner "Test partner" from the list and press "Delete". A new window will show asking you if want to delete the partner. Press "Ok" and the partner will disappear from the list.

4. Users

Users represent an operator of the IncoPOS system who can perform operations and is assigned with each one of them. Each user can have a different access level and a different set of permissions to access the system. To access the users choose from the menu Edit->Users… A new dialog window will be shown with all the users in the current database.

d) **Adding new user** – to add a new user press the "New" button and then a new dialog window will be displayed. Enter the following information about the user and press "Save" to save the changes:
   Name – Test user
   Password – password
   Confirm password – password

e) **Editing users** – to edit a user select it from the list and press "Edit". A new dialog will be displayed with the details of the selected user. Edit the newly created user "Test user". All the information you entered will be displayed. Change the information to:
   Code – 12345678
   Display name – Test

Save the changes. And open the edit user dialog again to confirm the changes are saved correctly.

f) **Deleting users** – select the newly created user "Test user" from the list and press "Delete". A new window will show asking you if want to delete the user. Press "Ok" and the user will disappear from the list.

5. **Devices**

Devices are another main entity used to store information about the devices installed on the system. They are editable in exactly the same way as the other entities. Try the New, Edit and Delete functions to get an idea of the fields that the Devices contain. Before continuing any further please connect a fiscal device to the PC and follow the steps below:

a) From Edit->Devices… press "New" to add a new device.
b) Select a friendly name for the device.
c) Select "fiscal device" from the combo box.
d) Select the fiscal device type from the next combo box.
e) Select the communication port to which the device is connected.
f) Select the check boxes to enable the device and to allow printing of fiscal receipts and display of customer information (if the fiscal device has external display connected to it)
g) Select the function to print customer receipts if the device has this option.
h) Select the function to print kitchen receipts if the device has this option.
i) Test the device connection. If the connection parameters are correct the test will succeed.
j) Save the settings by pressing "Save".

6. **VAT Groups**

VAT Groups are another main entity used to store information about the various vat rates that are available. They are editable in exactly the same way as the other entities. Try the New, Edit and Delete functions to get an idea of the fields that the VAT groups contain. One extra option available for the VAT groups is a special export option. To use it follow these steps:

a) Open Edit->VAT Groups…
b) When all the VAT Groups are displayed press "Export".
c) If the fiscal device is connected from the Export to combo box will be available an option "fiscal device". Choose this option.
d) Press "Ok". And the VAT rates will be programmed to the fiscal device.

7. **Purchase**

Purchase is one of the main operations available. All the operations in IncoPOS can be created from the Operations menu. All the created operations can be edited from the Edit->Documents menu. All the documents that the operations create can be printed on a standard printer from the Edit->Reprint Documents menu.

a) Create a new purchase and select a partner, location and user by pressing Enter, F4 or the "…" in front of the fields. Use Tab or Enter keys to navigate to the next entry.
b) Once all the basic entities are filled you can navigate to the details grid by pressing Enter again.
c) The first cell is the item cell. You can choose an item by typing in its name, code or barcode, or by pressing Enter or F4 to open the items window from which you can chose one or more items. After you select the item(s) the price cells gets populated.
   - If you type a number before the item name or code and then a star like "12*item1" when you press enter the number before the star (*) will be used for quantity for this item. This is valid in all of the other operations.
   - If you enter a barcode and press enter then the cursor will be moved to the cell below ready to enter the next item and a quantity of 1 will be used for this item. This too is valid in all of the other operations.
d) Navigate to the rest of the cells to change the price and the quantity.
e) After you have filled all the information press F9 to finalize the operation.
f) A new dialog will appear asking you to enter the payments for the operation. When ready press "Ok" to finalize the operation.

8. Sale

Sale is another operation available in IncoPOS. Open a new sale operation from the menu at Operations->Sale

a) Select a partner, location and user by pressing Enter, F4 or the "…" in front of the fields. Use Tab or Enter keys to navigate to the next entry.
b) Once all the basic entities are filled you can navigate to the details grid by pressing Enter again.
c) The first cell is the item cell. You can choose an item by typing in its name, code or barcode, or by pressing Enter or F4 to open the items window from which you can chose one or more items. After you select the item(s) the price cells gets populated.
d) Navigate to the rest of the cells to change the price and the quantity.
e) After you have filled all the information press F9 to finalize the operation.
f) A new dialog will appear asking you to enter the payments for the operation. When ready press "Ok" to finalize the operation.

9. Transfer

Transfer is another operation available in IncoPOS. This operation relocates items from one location to another. Open a new transfer operation from the menu at Operations->Transfer

a) Select a source location, target location and user by pressing Enter, F4 or the "…" in front of the fields. Use Tab or Enter keys to navigate to the next entry.
b) Once all the basic entities are filled you can navigate to the details grid by pressing Enter again.

c) The first cell is the item cell. You can choose an item by typing in its name, code or barcode, or by pressing Enter or F4 to open the items window from which you can chose one or more items. After you select the item(s) the price cells gets populated.
d) Navigate to the rest of the cells to change the price and the quantity.
e) After you have filled all the information press F9 to finalize the operation.

10. Waste

Waste is another operation available in IncoPOS. This operation removes items from one location as if they are no longer useable. Open a new waste operation from the menu at Operations->Waste

a) Select a location and user by pressing Enter, F4 or the "…" in front of the fields. Use Tab or Enter keys to navigate to the next entry.
b) Once all the basic entities are filled you can navigate to the details grid by pressing Enter again.
c) The first cell is the item cell. You can choose an item by typing in its name, code or barcode, or by pressing Enter or F4 to open the items window from which you can chose one or more items. After you select the item(s) the price cells gets populated.
d) Navigate to the rest of the cells to change the price and the quantity.
e) After you have filled all the information press F9 to finalize the operation.

11. Stock-taking

This operation is used for inventory control over the items in a location it displays the expected amount of the selected items for the selected location and lets you enter the counted items. In the end the operation calculates the differences and sets the counted item availability for the location. Open a new stock-taking operation from the menu at Edit->Administration->Stock-taking

a) Select a location and user by pressing Enter, F4 or the "…" in front of the fields. Use Tab or Enter keys to navigate to the next entry.
b) Once all the basic entities are filled you can navigate to the details grid by pressing Enter again.
c) The first cell is the item cell. You can choose an item by typing in its name, code or barcode, or by pressing Enter or F4 to open the items window from which you can chose one or more items. After you select the item(s) the price cells gets populated.
d) Navigate to the rest of the cells to change the price and the counted quantity.
e) After you have filled all the information press F9 to finalize the operation.
f) A new dialog will appear asking you to enter the payments for the operation. When ready press "Ok" to finalize the operation.

12. Receipts

This entity is used for storage and quick access to common used production paths. It does not change any items availability but only stores information about the materials and products in a recipe. Once created, a recipe can be used for a manual production. It can also be used for automatic production of items (if the option is enabled), when they are needed to be sold or to be used as a material for another production. Create a new recipe from the menu at Operations->Production->Recipes…

a) Press “New” to add a new recipe.
b) Enter a name in the name field.
c) Once the name is filled you can navigate to the materials grid by pressing Enter again.
d) The first cell is the item cell. You can choose an item by typing in its name, code or barcode, or by pressing Enter or F4 to open the items window from which you can chose one or more items. After you select the item(s) the price cells gets populated.
e) Navigate to the rest of the cells by pressing Enter to change the quantity to be used.
f) When you have filled all the materials press Tab to go to the products grid.
g) After you have filled all the information press “Ok” to save the recipe.

13. Production

This operation is used for production of items called products from other items called materials. It decreases the products items availability and increases the materials items availability. It also estimates new delivery prices for the produced items by taking into account the total delivery price of the materials and evenly divides the calculated delivery value between the products depending on the quantity produced. The production operation also has the ability to use already created recipes to fill the materials and the products from. You can also save the current production operation to a new recipe if you think you can use that production operation again. Create a new recipe from the menu at Operations->Production->Production

a) Select a location and user by pressing Enter, F4 or the “…” in front of the fields. Use Tab or Enter keys to navigate to the next entry.
b) Once the all the basic entities are filled you can navigate to the materials grid by pressing Enter again.
c) The first cell is the item cell. You can choose an item by typing in its name, code or barcode, or by pressing Enter or F4 to open the items window from which you can chose one or more items. After you select the item(s) the price cells gets populated.
d) Navigate to the rest of the cells by pressing Enter to change the quantity to be used.
e) When you have filled all the materials press Tab to go to the products grid.
f) After you have filled all the information press F9 to save the production.

IV. Using reports

In IncoPOS there are a big number of reports that allow all the data about the operations made and the current state of the entities to be reviewed. All the reports can be accessed from the Reports menu. When you first click on a specific report you are presented with a dialog box which allows you to specify filter options for the selected report. Also some of the columns can be hidden or displayed by clicking on the checkboxes next to the column filters. And the last possibility is to select the order of the items in the report result which can be done by the order selector at the bottom.

1. **Create a sales report**
   a) Select the sales report at Reports->Sales…
   b) Do not enter any filters and just press “OK”
   c) If you have created a sale you should see a list with the sales made.
   d) Press Ctrl+L. This will show you the last report filters.
   e) Enter a filter for the item and see how this affects the report result.

2. **Create a purchases report**
   a) Select the purchases report at Reports->Purchases…
   b) Do not enter any filters and just press “OK”
   c) If you have created a purchase you should see a list with the purchases made.
   d) Press Ctrl+L. This will show you the last report filters.
   f) Enter a filter for the item and see how this affects the report result.

3. **Create an items report** – Using the same method, create Items report to list all the items and try the filters available for them.

4. **Try the rest of the available reports** – Using the same method try the rest of the available reports to see how they can be used to retrieve more helpful information.

5. **Export data from report** – Using the “Export” button from the report result you can export the information from the report to a Microsoft Excel spreadsheet or a text file. This way it is more convenient to store that information or send it to someone else using e-mail.

   a) Press “Export” and make an export of the document to an Excel document.

6. **Print the report** – If you have a document printer attached and you have enabled the document printing from the settings screen (Other->Settings->Printing) you can press the “Document” button to see a print preview a document that can be printed on paper.

   a) Create a document from a report.

V. Using specialized modules

Except the main functionality of IncoPOS there are few modules that make the work much more convenient for restaurants, coffee shops, clubs, bars, shops and supermarkets. These modules offer great help for front and back office workers.

1. **Point of Sale module –** This module is very similar to the Sale screen but helps retail sellers to make quick sells without entering all the information necessary for the sale every time. This is done by skipping some of the steps when a new sale is about to be made. For example the user, partner and location are entered only for the first sale. The prices cannot be directly modified which lowers the risk of mistakes from the operators. Only discounts

can be introduced if we have allowed this form the settings screen. Partners can optionally be left to be chosen on each sale if we want to choose between different types of customers before entering the sale.

a) **Open Point of Sale –** Open the Point of Sale screen from Operations->Point of Sale
b) **Make a sale –** Make a sale by entering all the necessary operation information and save the operation by entering a payment.
c) **Make a second sale –** Make a second sale and note that this time you are not required to introduce a partner, location or a user.

2. **Touch Screen module –** This module helps users who have touch screen monitors to work much faster. Also the touch screen module shows only a set of the main entities (locations, partners, items) that are needed at this particular work station. This allows us for example to have a great number of items in store but put only the ones sold at a particular place at the screen which makes it much easier for the operator to work. Another advantage of this module is that it allows us to take orders and print non fiscal receipts for them.
   a) **Make an order –** Using the demo restaurant database we have a sample order of tables in a restaurant. Open the Touch Screen module from the operations menu to continue.
      - **Select a floor –** Select the first floor and you will see all the tables on this floor. Note on the lower left the labels Restaurant > Restaurant Floor 1. This means that we have one location group “Restaurant” which will be used to make the final sale and which will have its items availability decreased. Then we have a location group Restaurant Floor 1. And then we have the actual tables which can be used to make orders.
      - **Select a table –** To continue you need to select a table. Select a table by pressing on it.
      - **Add items to the order –** Once we have selected the table the default Customer (Partner) which is configured for the Touch Screen is selected and we are presented at the Items screen. Press on the items to add them to the order on the left.
      - **Save the order –** To save the order and print a kitchen receipt (if you have connected a fiscal printer of a kitchen printer) press the Order button.

   b) **Add items to an order –** Once we have made an order we can add more items to it or remove some items by lowering their ordered quantity to 0.
      - **Select the table –** To continue adding items to the order select the same table by selecting the floor first and then the table. Note the icon that is on the table which indicates that there is already something ordered on the table. When you select the table you will be able to see all the ordered items by now on the left.
      - **Add more items –** Select some more items by pressing them in order to add them to the order.
      - **Save the order and print a customer receipt –** Press “Order and Print” to save the order and print a kitchen receipt and a customer receipt if you have added a device with these functions enabled.

c) **Print a payment note –** You can print a payment note about unfinished sale. This way the customer can receive a statement about his whole order and the amount he is required to pay.
   - **Select the table –** Using the same technique select the table with the order.
   - **Print a payment note –** Press “Print All” to print a customer receipt containing all the items ordered.

d) **Finish the order –** Once the client pays the amount required we can finalize the sale.
   - **Select the table –** Using the same technique select the table with the order.
   - **Finish the sale –** Press “Finish” and a payment window will appear. There you can enter the amount paid by the customer. If the customer decides to pay with different payment methods you can enter the payments one by one by entering the amount and the payment method and pressing „OK”. Then if the amount paid is not enough IncoPOS will ask you to enter another payment. If the amount paid is enough a fiscal receipt will be printed and the sale will be recorded on behalf of the top most location group.

3. **Dashboard –** This module is specialized for back office monitoring. It combines the power of the reports available and lets you visualize them on a single surface in many different ways.

   a) **Open the Dashboard –** Open the Dashboard screen form Operations->Dashboard

   b) **Add a report –** Add a report by pressing the Add button from the Edit Panels tab. Then selecting the spot on the dashboard to put it and then selecting any filters you may like.

   c) **Change the filter –** Press the Filter button on the Edit Panels tab and then select one of the panels that are on the Dashboard to change its filtering options. In the new dialog box change the filters in the same way as in a regular report to filter or order the information that needs to be retrieved.

   d) **Change the visualization –** Press the View button on the Edit Panels tab and then select one of the panels that are on the Dashboard to change its visualization. In the new dialog box change the tab on the left to select another visualization method and change the settings to display the desired information.

   e) **Set global auto refresh –** To set global auto refresh go to the Panels tab and press “Auto refresh”. This will start the auto refresh of all the panels in the interval specified next to that button. To change the auto refresh rate simply select another interval from the combo box. To disable the auto refresh press the auto refresh button again.

   f) **Set custom auto refresh –** You can also specify auto refresh for individual panels. Some panels may be displaying information that needs to be refreshed more frequently or may be using a report that runs very slow or retrieves a lot of information in which case we may want to refresh that panel on a longer interval. To change the custom auto refresh
   - Press the View button from the Edit Panels tab and select the panel which we want to modify.
   - Select the refresh tab.
   - Enable the checkbox to use a custom auto refresh,
   - Specify the interval to be used and press “Save”.

After the interval is set this panel will be refreshed in the custom auto refresh interval we have chosen and the Global Auto refresh will not affect this panel.

VI. Security

In IncoPOS we can enforce security very easy by restricting the available functions for users that don't need access to them or we don't want them to have access there. This can be done by editing the user permissions from Edit->Administration->Permissions…. On the left side we have all the users that have our access level or below (this permits users with lower access level than ours to modify our permissions) and on the right side there is a tree structure of all the permissions available. First select a user and then we change the permissions he has to restrict the available actions. Once the settings are saved and applied and the user starts IncoPOS and enters the system the new permissions will take effect.