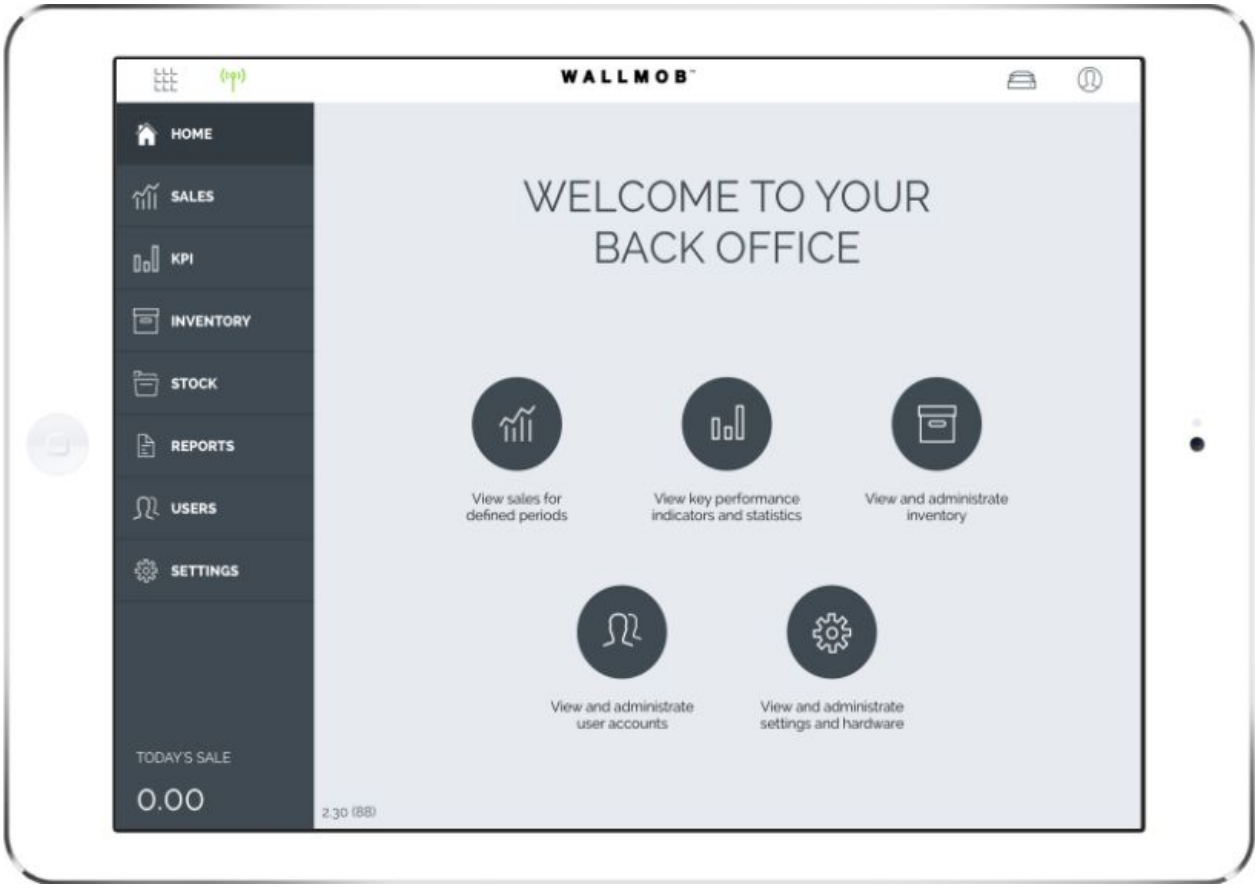
WALLMOB™ extendaGO

POS Manual

Backoffice

Last updated 2020-10-22



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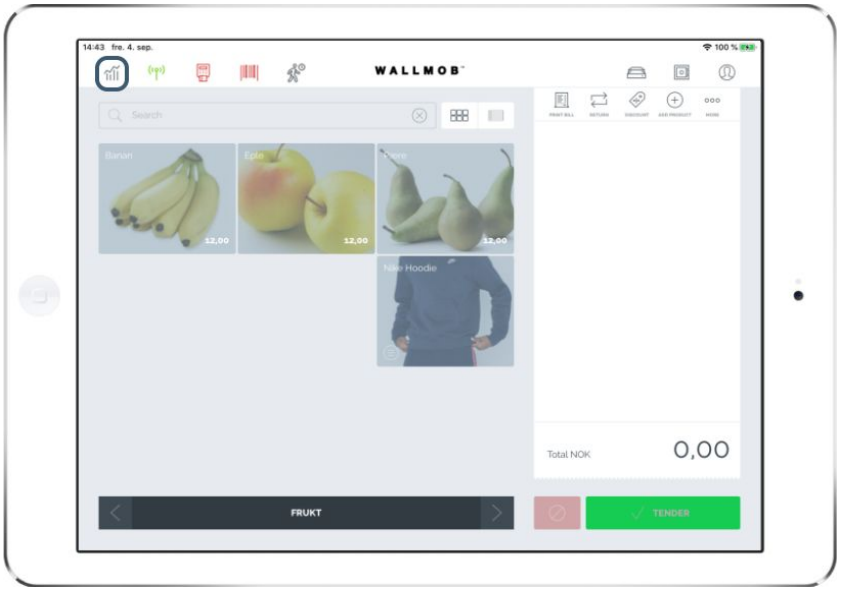
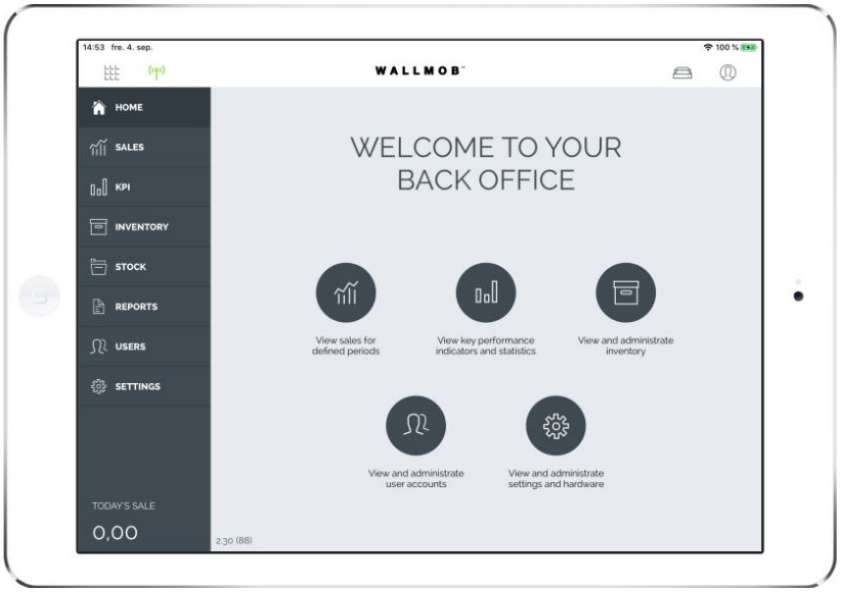
1. Go to POS i Backoffice

Go to POS i Backoffice

It is possible to go to the POS Backoffice by pressing the Backoffice button, in the upper left corner of the sales window.



You will see the Wallmob app Backoffice features. Many of these can also be found on the website where you manage your account. Our general recommendation is to do item, category and campaign maintenance on the web, it is faster to use a PC or similar for this work. At the same time it is available where you are.



2. Overview of POS i Backoffice

1. SALES WINDOW
Return to the checkout's sales window, if you wish to complete sales.

2. SYNCHRONIZATION
This icon indicates whether the checkout is on - or offline - and synchronized with the database.

3. OPEN REGISTER
Open register.

4. PROFILE
See who is logged on. It is also possible to log out the current user.

5. HOME
Return to the start page of the register Backoffice.

6. SALE
Here you can look at sales statistics, e.g. turnover by hour/ day/ week/ month, and get an overview of all completed transactions / receipts.

7. KPI
Here you can see key figures (KPI) for sales, as well as get an overview of all products' gross margin.

8. INVENTORY
See and manage everyone's products in their product range, as well as categories.

9. REPORTS
See and print X-reports, which is a statement of cash status for the day until now, which can be checked at any time of the day.

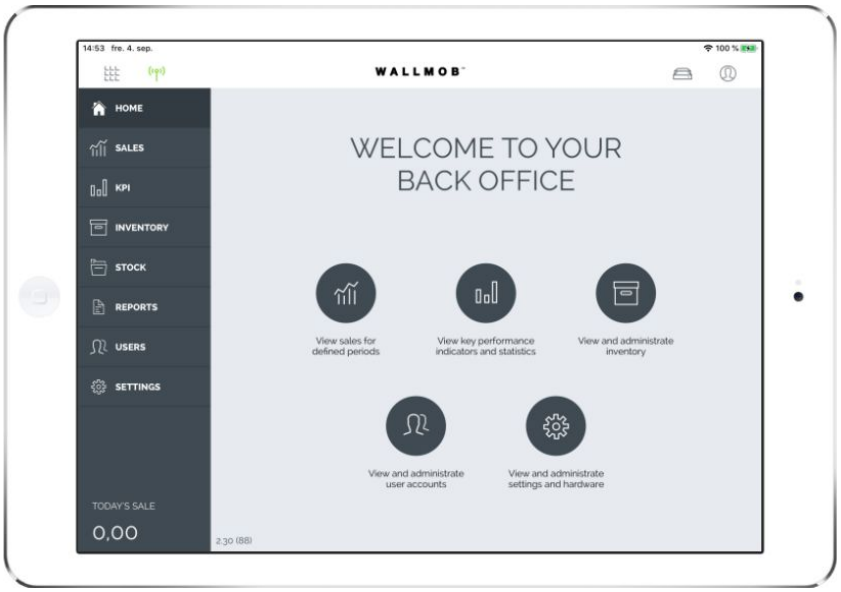
10. USERS
See and manage the various user accounts, as well as rights.

11. SETTINGS
View and manage settings and hardware associated with the register.

12. SALES OF THE DAY
See today's total sales.

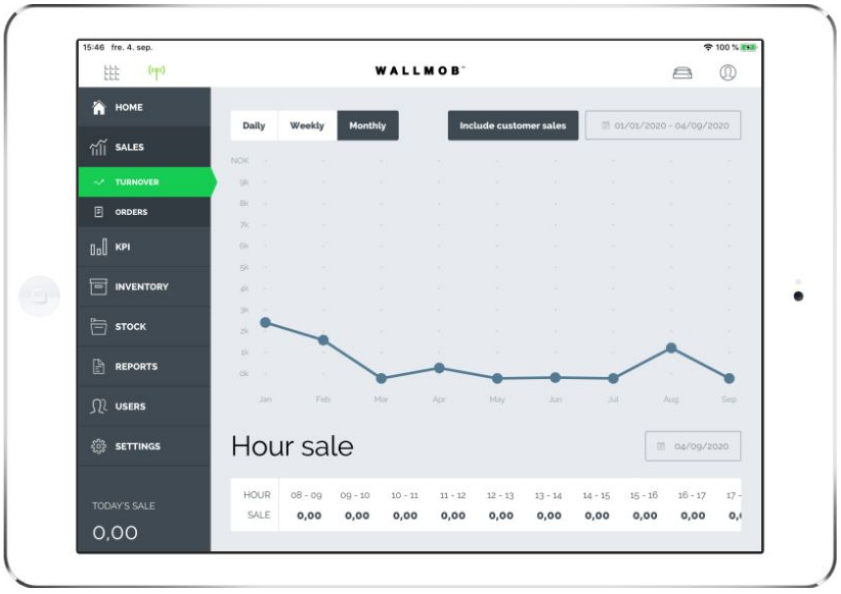
3. Home

Here you can get to the register Backoffice features, by tapping the menu button on the left side.



Sale

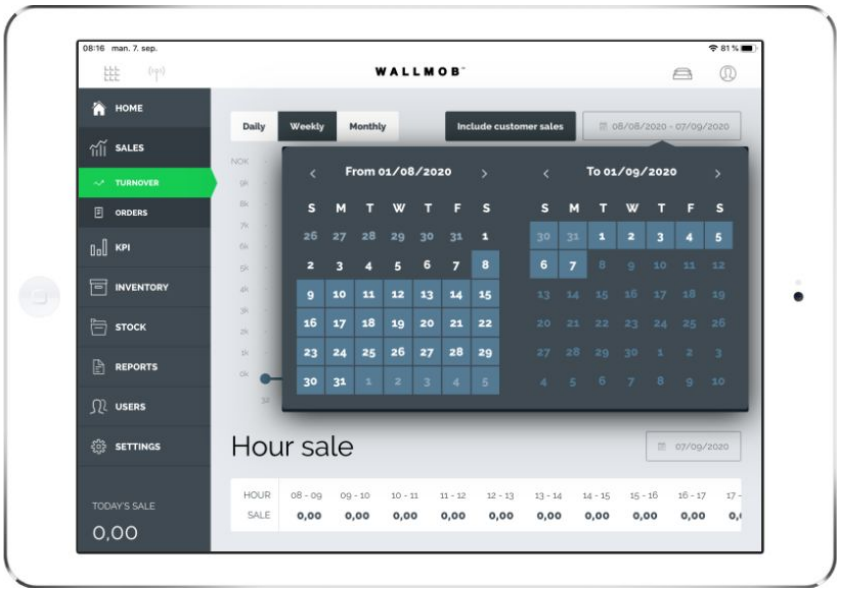
Under the 'Turnover' tab, you can see sales over a defined period. For example, you can see hourly sales, daily, weekly and monthly sales, illustrated with a graph. By pressing one of the dots on the graph, you can see the turnover for the specific time point.



Sale for a specific period.

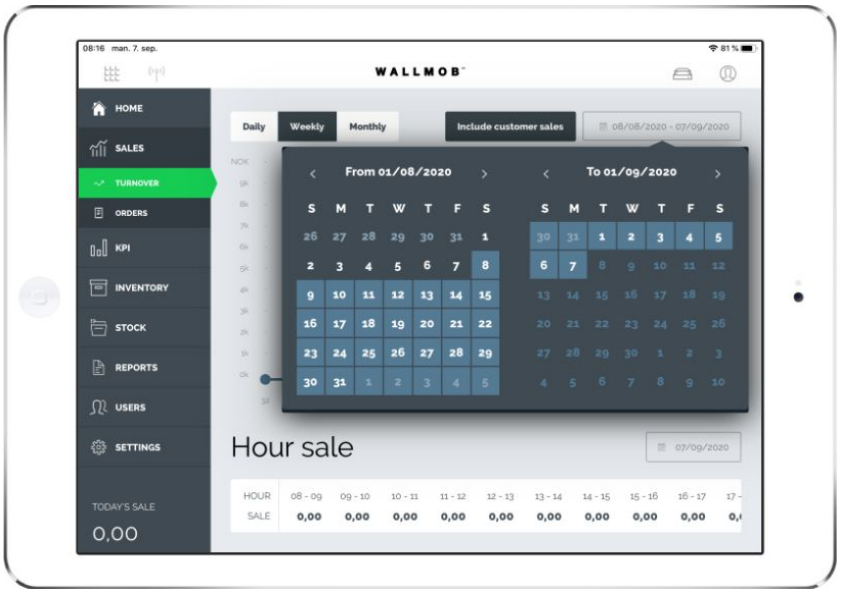
It is possible to see turnover for one given period.

1. Press the 'Date' button in the upper right part of the screen.



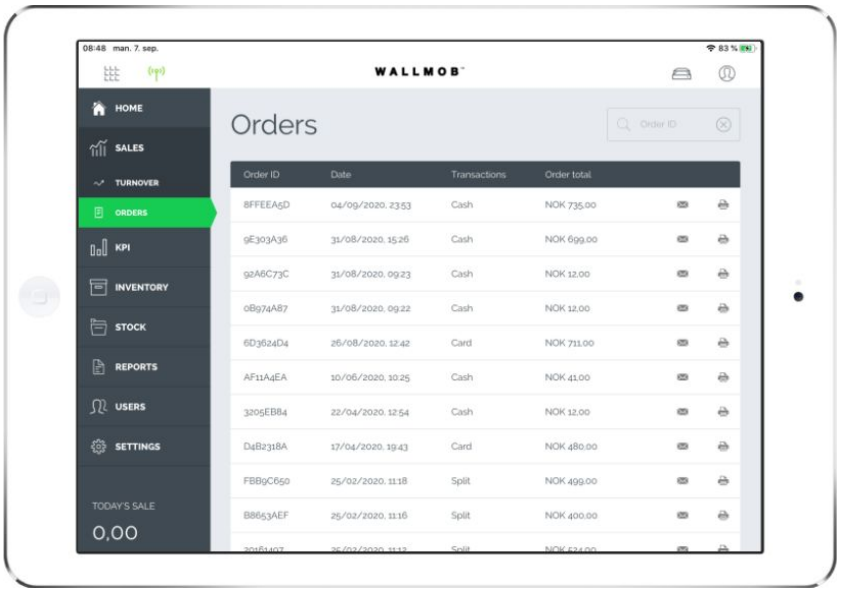
2. Select the start date on the left part of the calendar window, and the end date on the right part of the calendar window (or just select a single date if it's hourly sales).

3. Then press anywhere outside the calendar window to close it, and look at the selected time period



Orders

Under the ‘Orders’ tab, you can see a list of all the past completed sales, sorted by date.

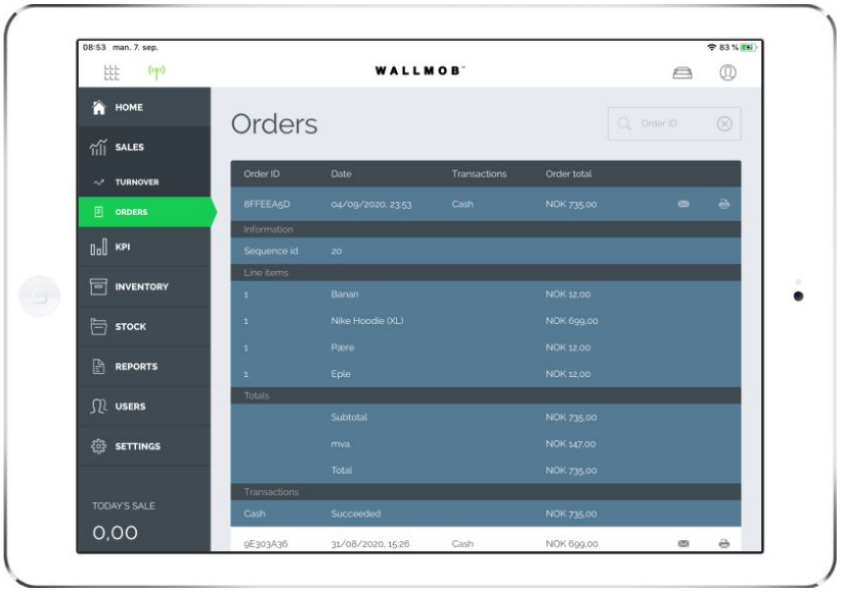


Order information

By clicking on orders in the list, you will see more information about what was sold on the receipt and how it was paid.

It is possible to send an email order by clicking on the 'Order' button, illustrated with a letter icon on the right side of the order, and then enter the desired e-mail.

It is also possible to print the order, by pressing the 'Printer' button, on the right side.



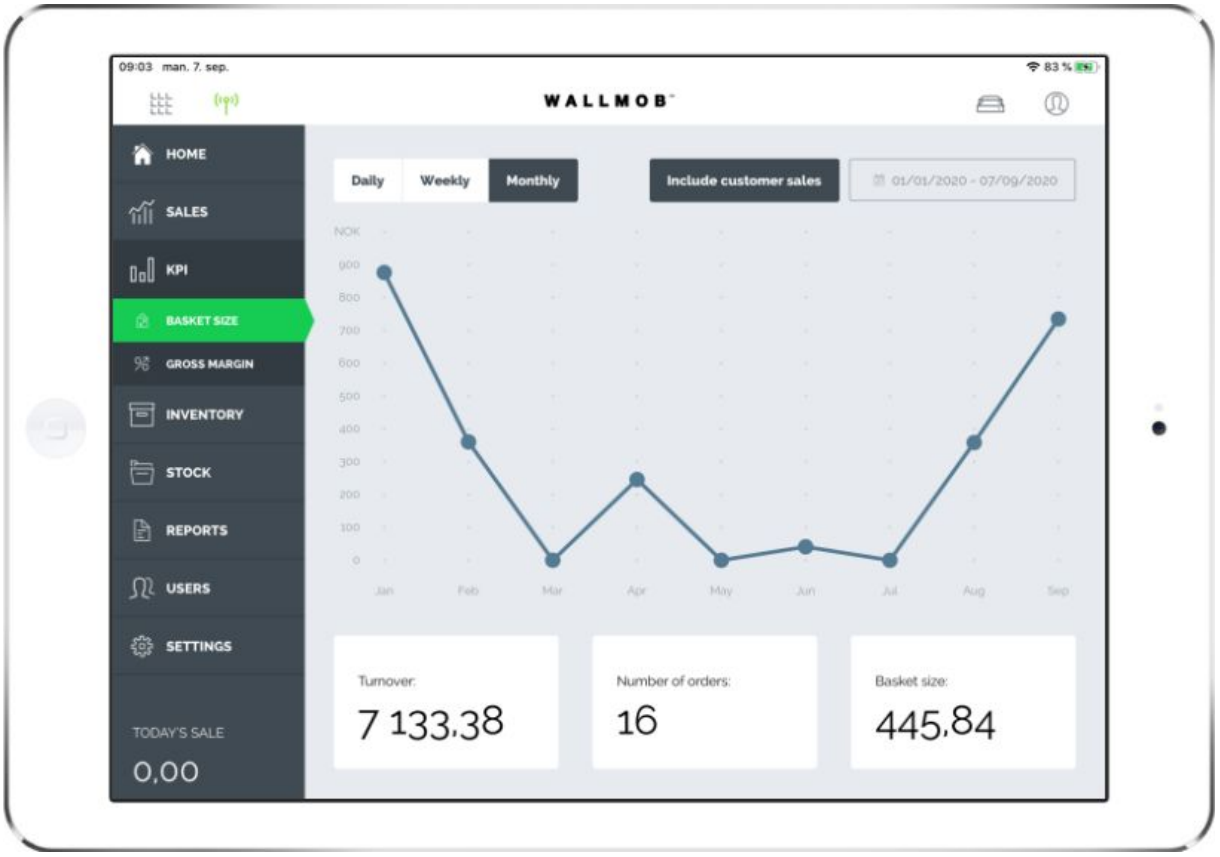
4. KPI - Key performance indicators/ average sales

Basket size.

Under the 'Basket size' tab you can see key figures and statistics for sale over a given period of time.

The graph illustrates how much consumers on average spend in the store.

Here it is also possible to see what the turnover is, the number of current receipts in the system, as well as that average amount per customer.

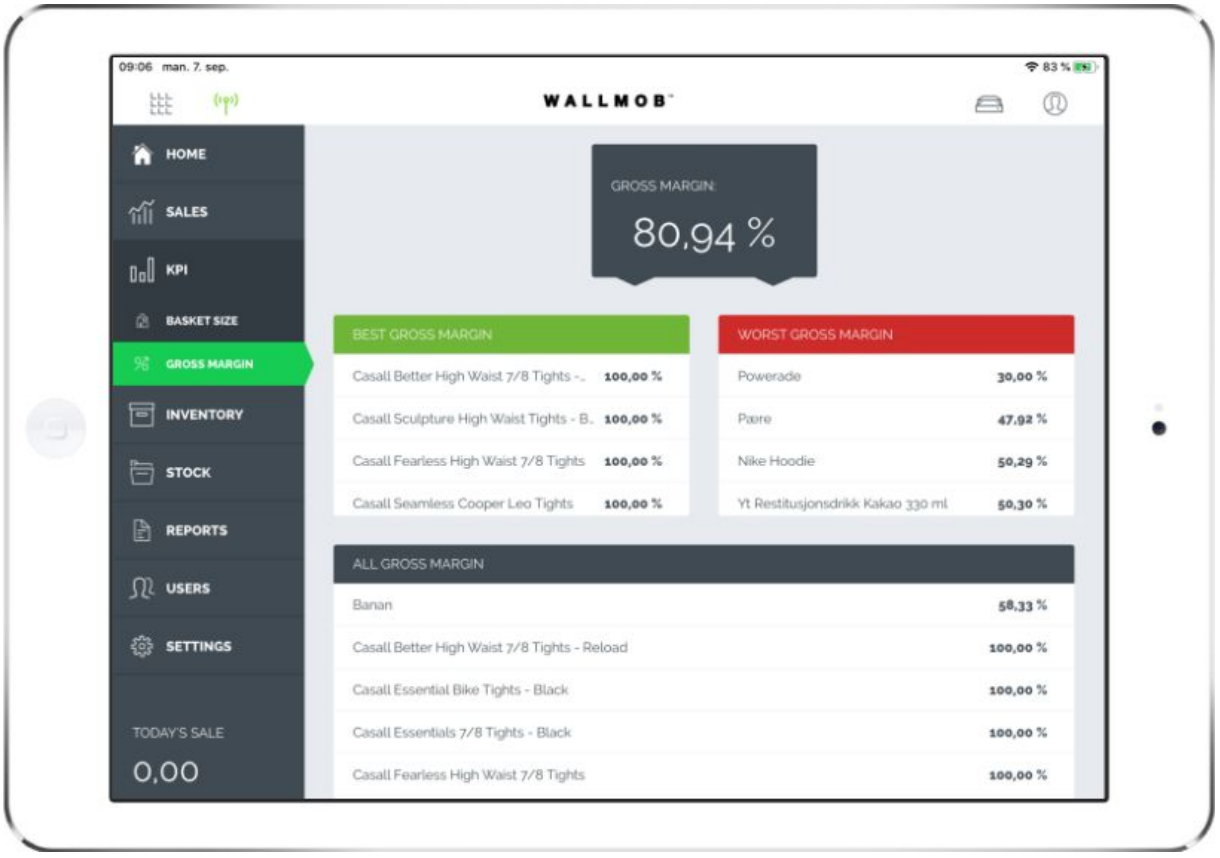


Gross margin.

In the 'Gross margin' tab it is possible to see the average gross margin for all products, illustrated in the middle of the upper part of the screen.

The gross margin shows the percentage profit on products and services, provided that is provided purchase price. For example, if a product sold for NOK 1,000, and the product costs NOK 750, so the gross margin is of NOK 250, and the percentage gross margin will be 25%.

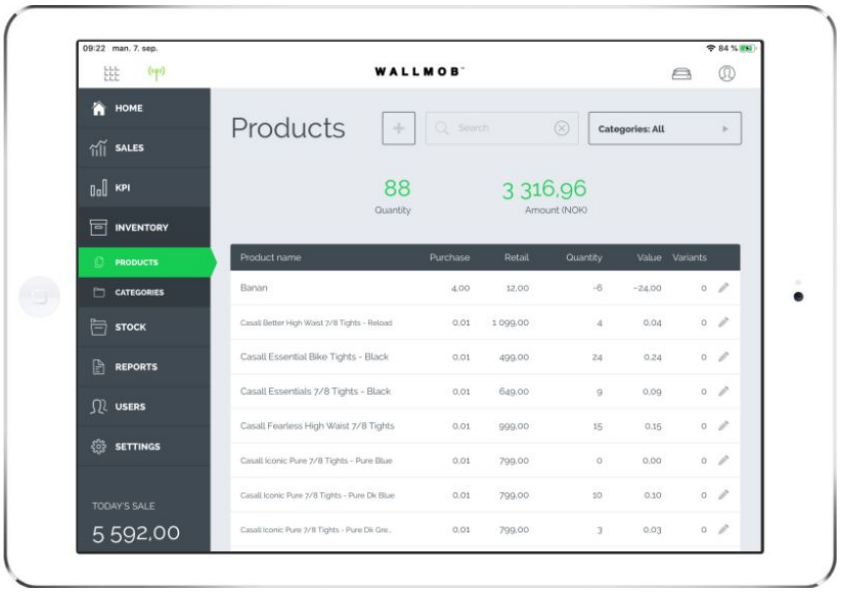
In addition, it is possible to see which products in the product range have the best and worst, respectively gross margin.



5. Inventory

In the 'Products' tab, it is possible to see information on all current products in the system.

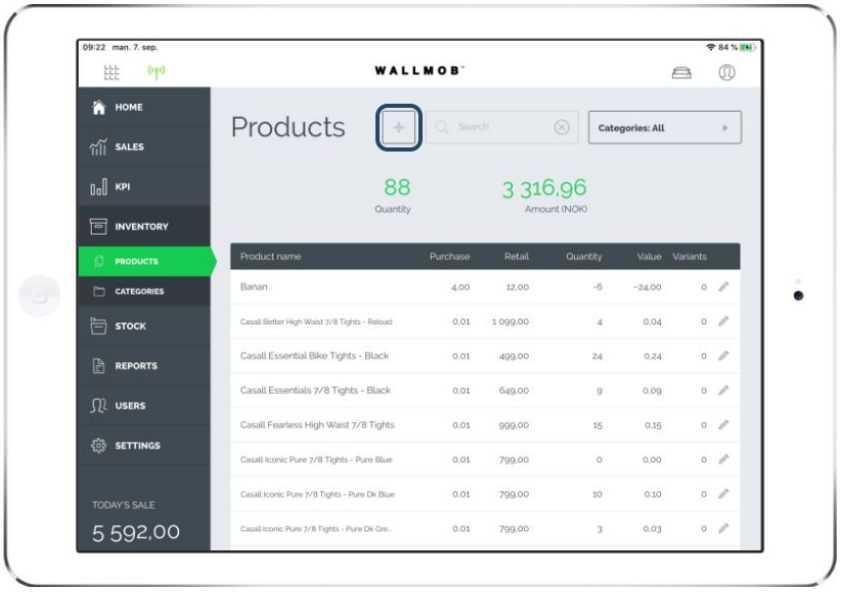
From here it is possible to see products in the product range, such as purchase and sale price, inventory, value and variants of a given product. If the product has several variants, you can press the product, and then see information listed in different varieties.



Add product

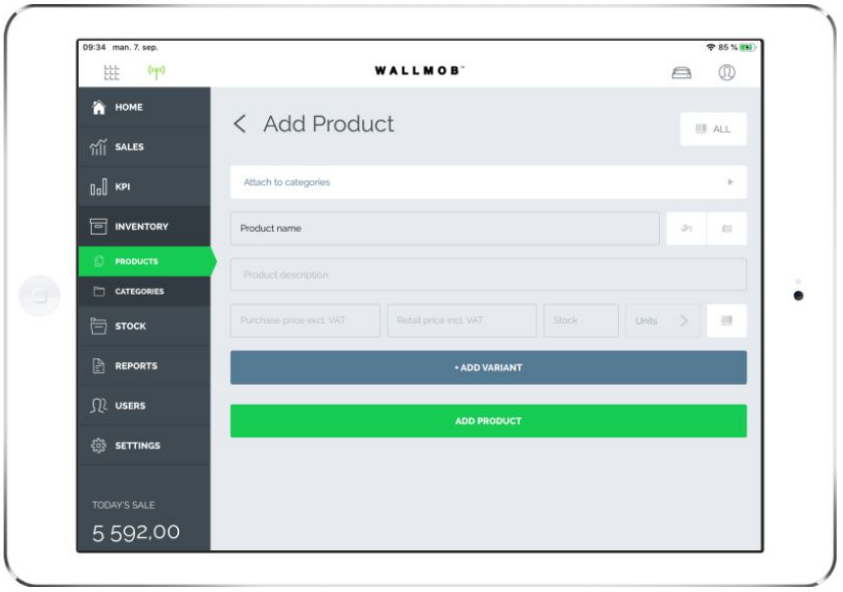
Add a product - Step 1/6

Press the ‘Plus’ button (+), in the middle of the upper part of the screen.



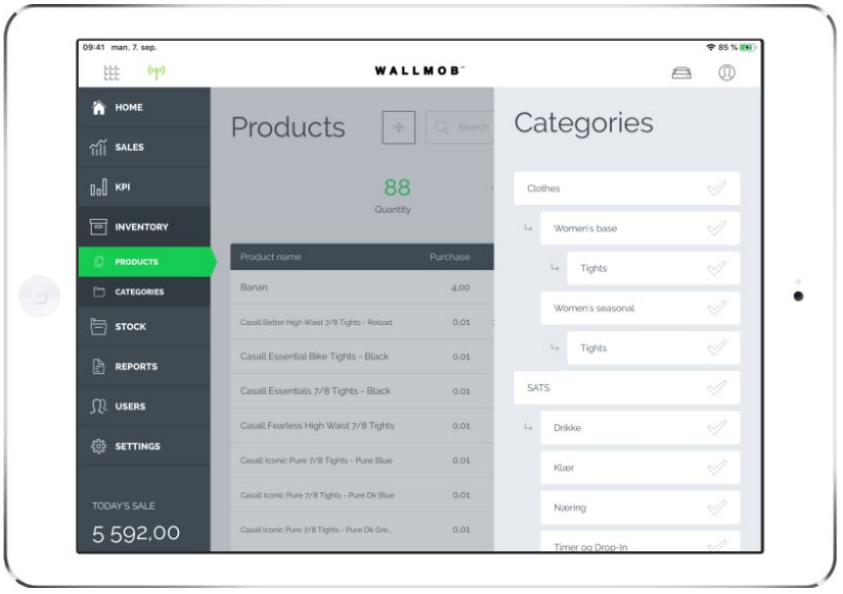
Add a product - Step 2/6

1. Enter the name of the product
2. (Optional) enter a short description.
3. Enter the purchase price excl. VAT.
4. Enter the sale price incl. VAT.
5. Enter the stock
6. If there are several variants of a product, you can press the ‘Add variant ’button, and then add information for it current variant (repeat if more than one variant is required).



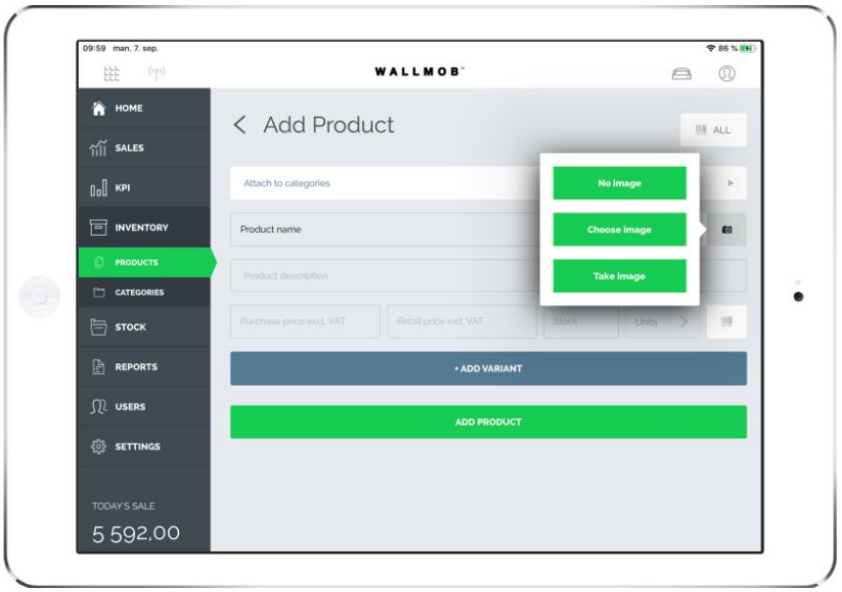
Add a product - Step 3/6

(Optional) It is also possible to associate a product with one or more specific category by pressing the 'Add categories' button. If you do not add the product to one category, the product will be in the ‘Other’ category, which is the default category.



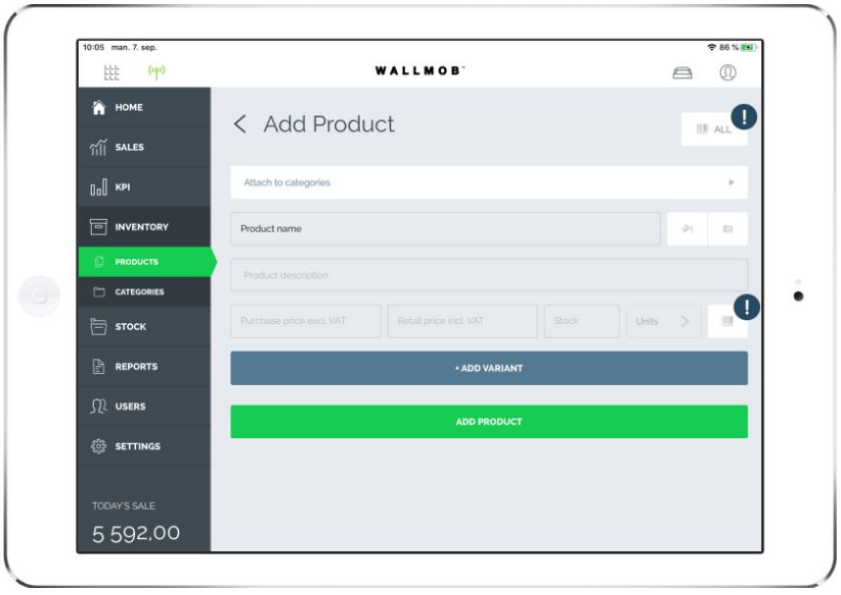
Add a product - Step 4/6

(Optional) By pressing the 'Picture' button, next to the product name field, you can add an image displayed in the sales view in the register. This is done either by selecting an existing image, or by taking a picture via the iPad's built-in camera.



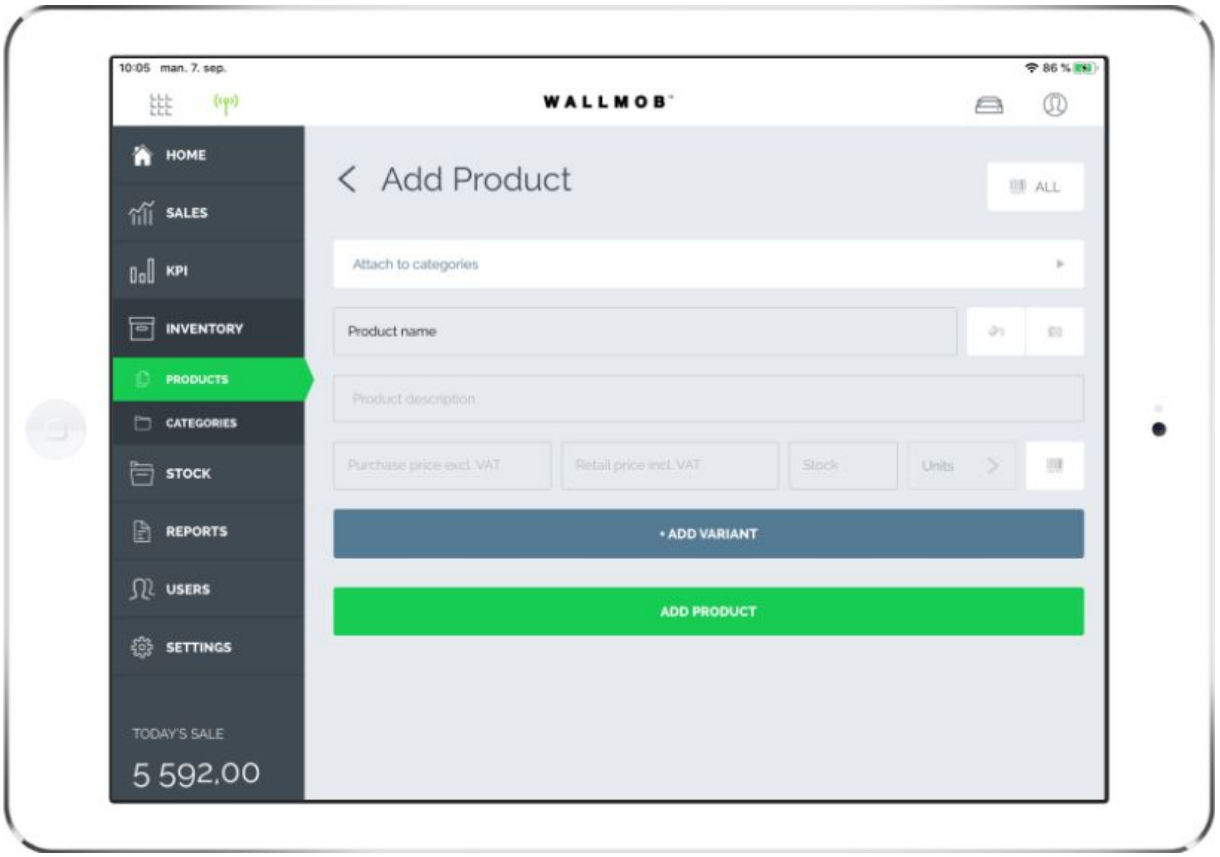
Add a product - Step 5/6

If you want to print out price tags to scan products, press the 'Label' buttons (ALL, in the upper right corner, if you want to print labels for all products in the product range, or Stock Labels, next to the warehouse input field, if you wants to specify the number of labels you want to print).



Add a product - Step 6/6

When you have finished posting product information, then press the green ‘Add product’ button to add the product to the range.



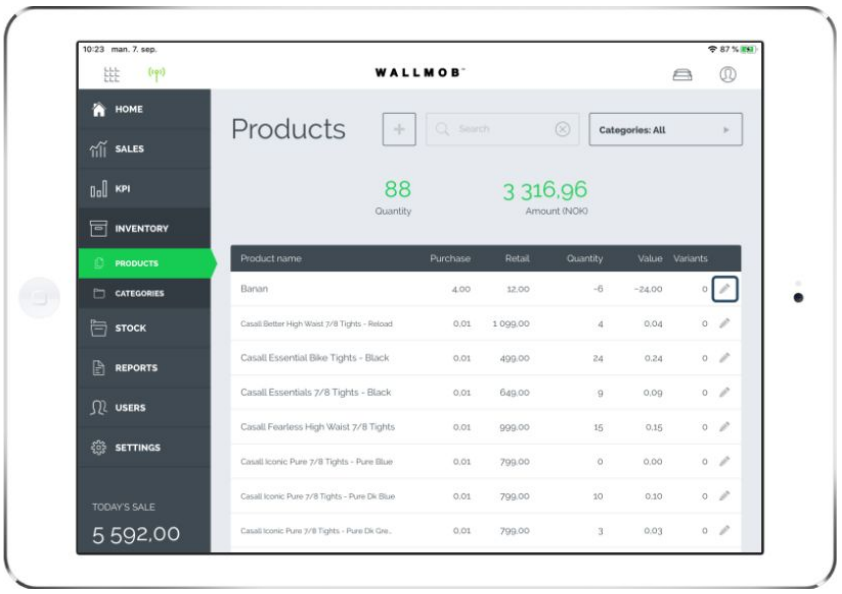
The product is now added to your range.

You have added a new product to your range, which you can now find under selected category in the sales window.

Edit/ remove a product

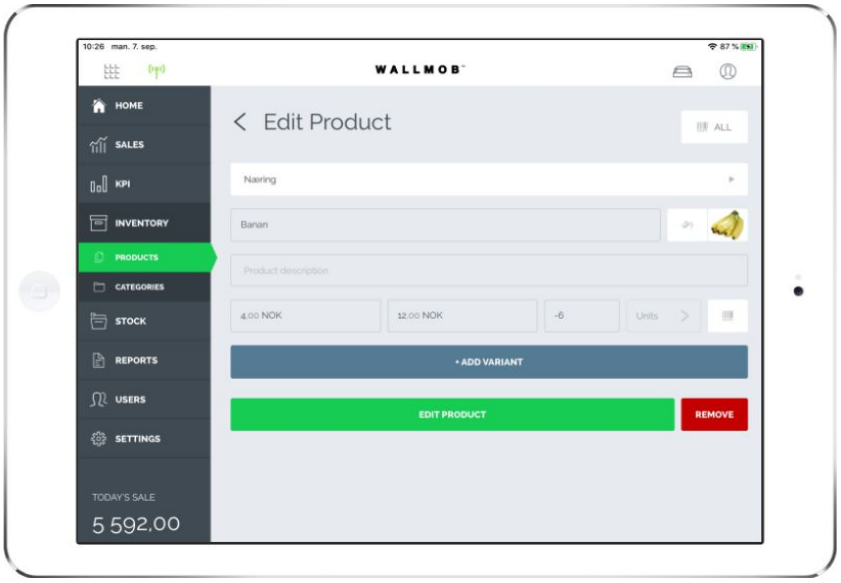
Edit/ remove a product - Step 1/2

If you want to edit (or remove) a product, press the ‘Edit’ button, illustrated with a pencil on the right side of the screen, from the product you wish to edit.



Edit/ remove a product - Step 2/2

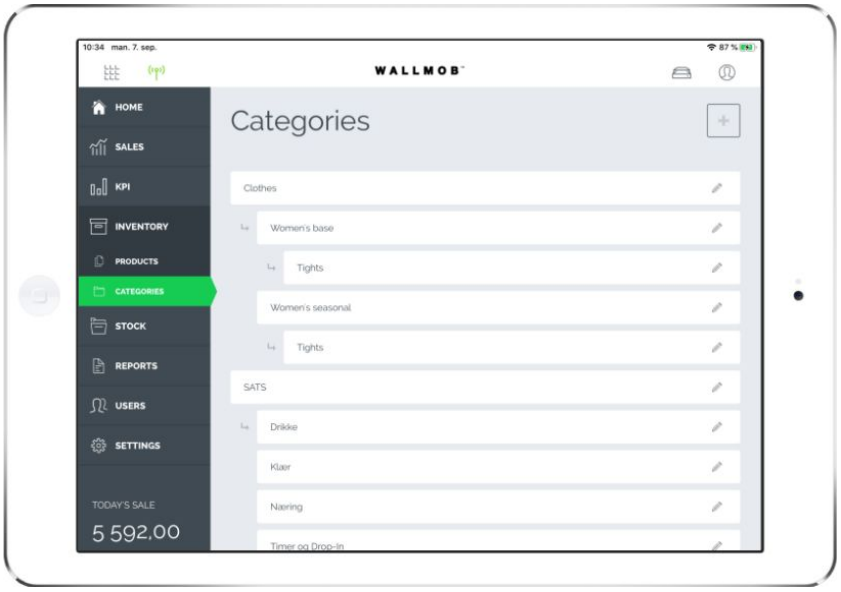
You will then see details about the selected product and you can start editing. Touch the field you want to edit, make the desired changes, and finish by tapping the green ‘Edit Product’ button in the bottom of the window. If you want to remove a product from the product range, press the red ‘Remove’ button and confirm so that the desired product should be deleted.



IMPORTANT: When removing a product, it cannot be used, and the selected product will be deleted in all stores that have it in its range.

Add categories

In the ‘Categories’ tab it is possible to see all existing categories, as you can associate products from the product range with.

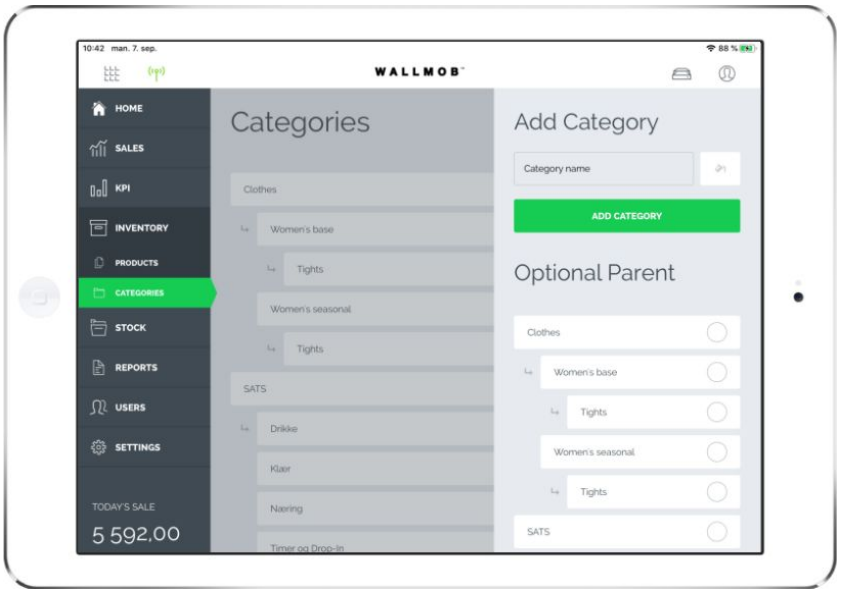


Add a category - Step 1/2

Press the 'Add category' button, illustrated with a ‘+’, to open ‘Add to the category ’menu.

Add a category - Step 2/2

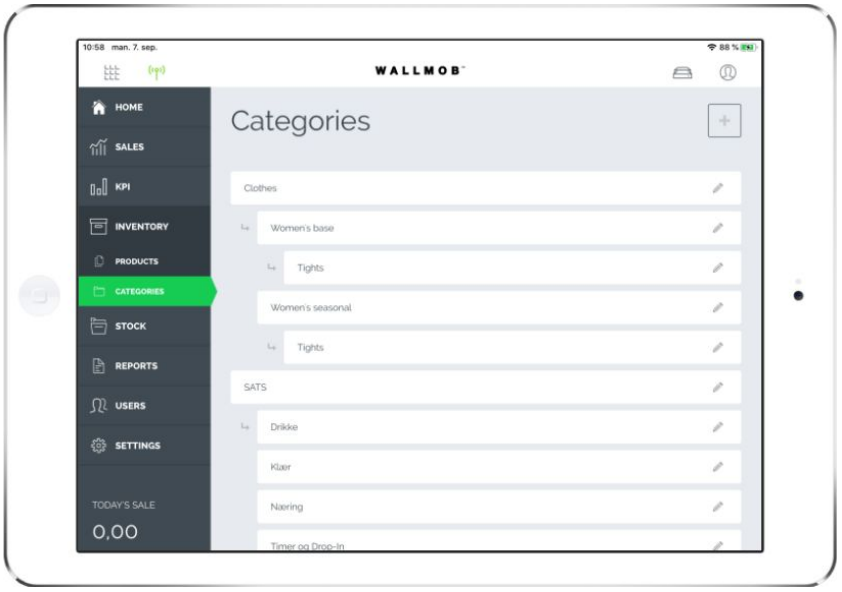
1. Enter the name of the category.
2. If you want another category to be top-category for its new tab, press one of the already existing categories under the ‘Top-category’ text. This indicates a top-category.
3. When you finish creating a category, you can (optionally) give it a color (shown only in sub-categories), and then tap the green ‘Add Category’ button.



Edit/ remove a category

Edit/ remove a category 1/2

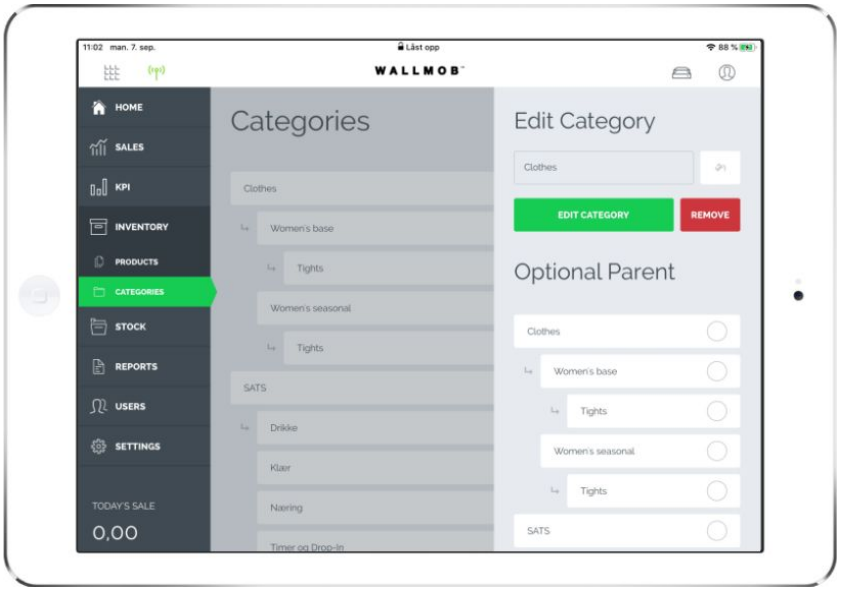
If you want to edit (or delete) a category, then press the ‘Edit category’ button on the desired category, illustrated with a pencil icon on the right of the screen.



Edit/ remove a category 2/2

In the 'Edit Category' side menu it is possible to edit information in the selected category. When you have finished editing, press the green ‘Edit Category’ button.

If you want to remove a category, press the red one 'Remove' button, then confirm that the category is being removed. Remember: this action cannot be changed.



6. Stock

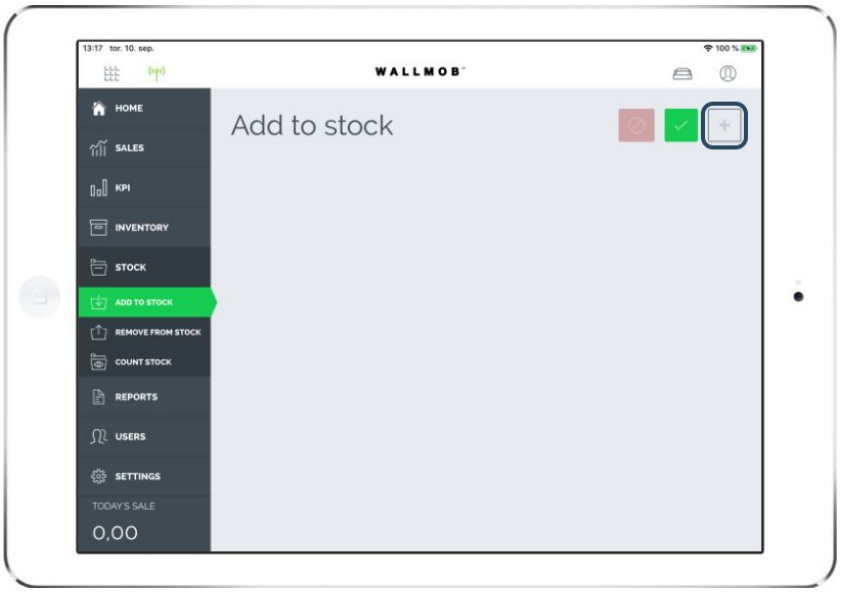
Under Stock is it possible to check, adjust and count inventory for all products.

Add to stock

In the 'Add to stock' tab, it is possible to add goods to stock.

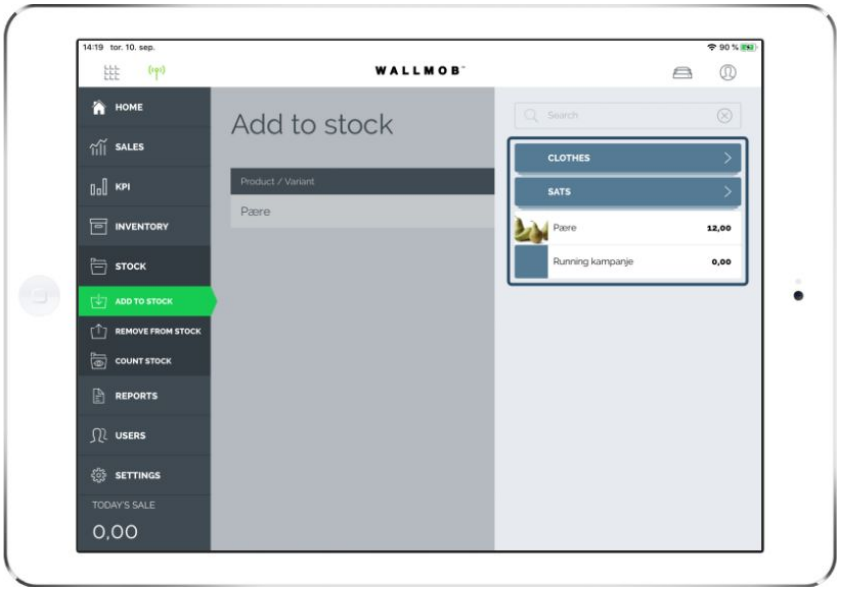
Add to stock - Step 1/3

Press the ‘Plus’ button (+), in the upper right corner of the screen.



Add to stock - Step 2/3

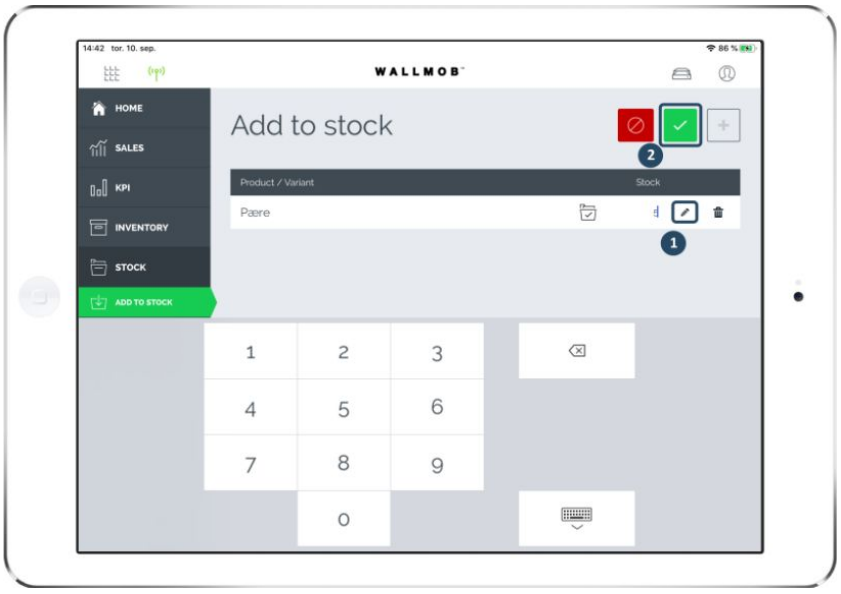
Select the category and then the product you want to change.



Add to stock - Step 3/3

1. Press the pencil icon on the right of the screen to add goods to stock.

2. Then press the green button to confirm.
   A pop-up will appear where you can set Reference ID and Description (optional). Press “OK”.



Remove from stock

In the 'Remove from stock' tab, it is possible to remove goods from stock.

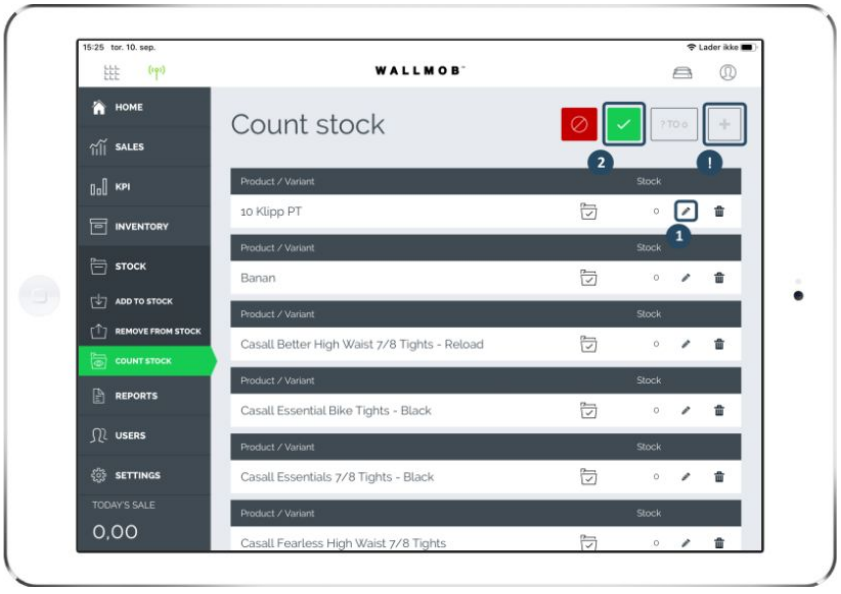
- It’s the same procedure as “Add to stock”

Count stock

1. Press the pencil icon on the right side of the screen to set the stock value.

2. Then press the green button to confirm.
   A pop-up will appear with a warning. Press “OK”.

! Press the ‘Plus’ button (+), in the upper right corner of the screen if you will filter on product or category.

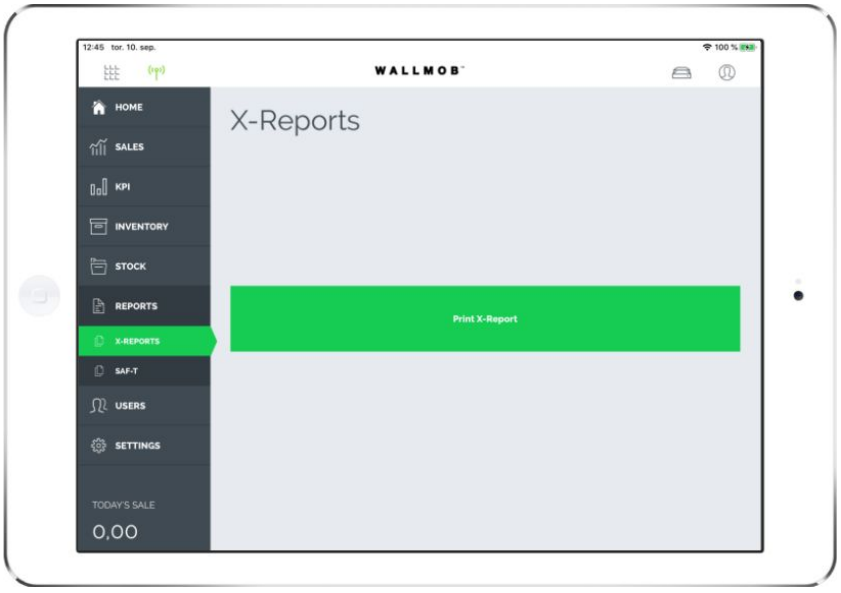


7. Reports

X-reports

The X-report is a count of the day's cash status until now, and can be retrieved at any time of the day.

The content is i.a. number of products sold, return products, register openings, cash, sum of discounts etc., and can be printed via the register printer.



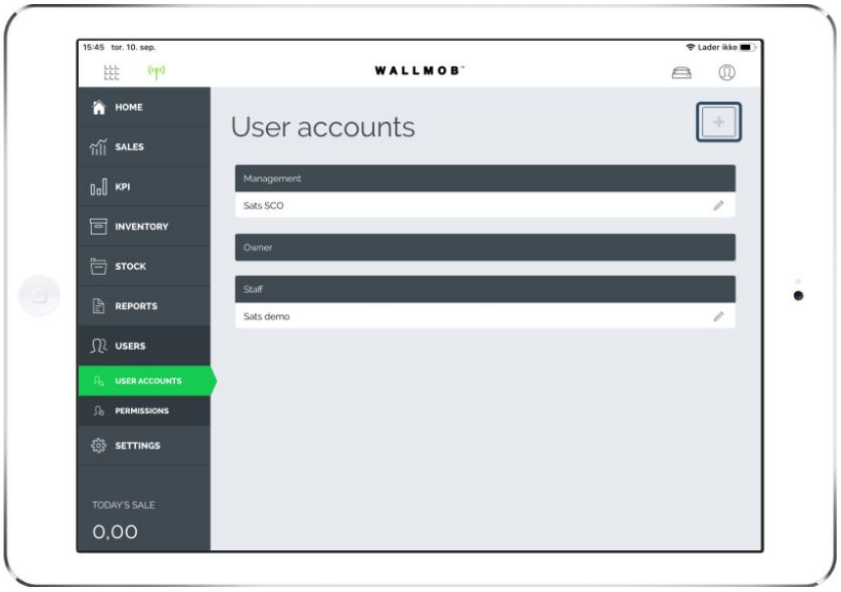
8. Users

In the user tab it is possible to see and manage the various user accounts.

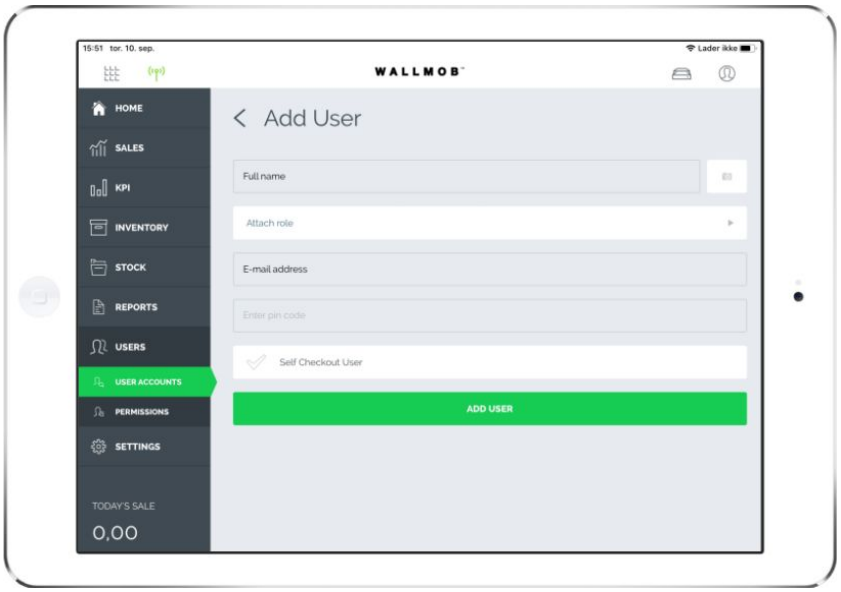
Add new user

Add new users - Step 1/2

To add a new user, press one on the ‘Add user’ button, illustrated with a plus (+) at the top right corner of the user account window.

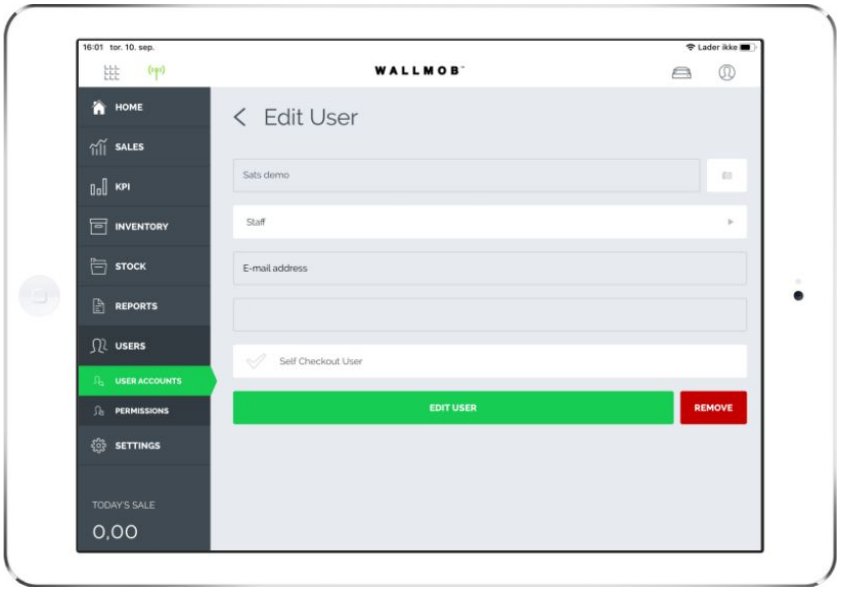


Add new users - Step 2/2



1. Enter the name of the user
2. Press the ‘Attach Role’ button to define the user's role (Management, Owner or Staff) This is used to give the user different user rights. For example, if you does not want the sales assistant to have the possibility to edit products, see sales history, take returns etc.
3. Add an email address associated to the user.
4. (Optional - Recommended) Enter a PIN code for user login.
5. (Optional) Press the ‘Picture’ button, if you want to attach a picture to the user, either by selecting an existing image on the iPad, or by taking a new picture via the iPad's built-in camera
6. When you have finished posting user information, press the green 'Add User' button.

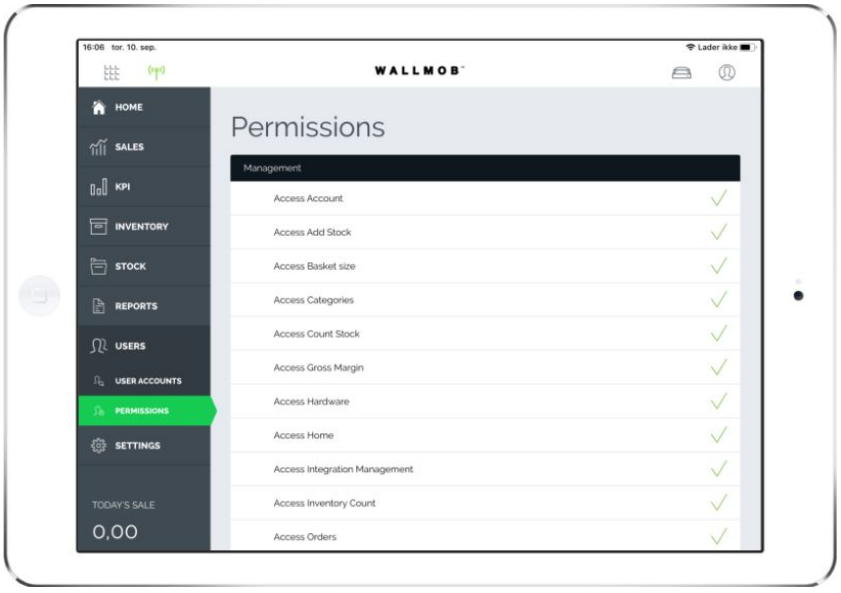
Edit/ remove user



If you want to edit (or remove) a user, press the 'Edit User' button, illustrated with a pencil in the right part of the screen. In the edit window you can edit the user information, such as name, photo, role, email and password. When you have finished editing, press the green 'Edit' user ’button.

Permissions

Under the 'Permission' tab you can manage the rights of different user roles, which are default: ‘Management’, ‘Owner’ and ‘Staff’.



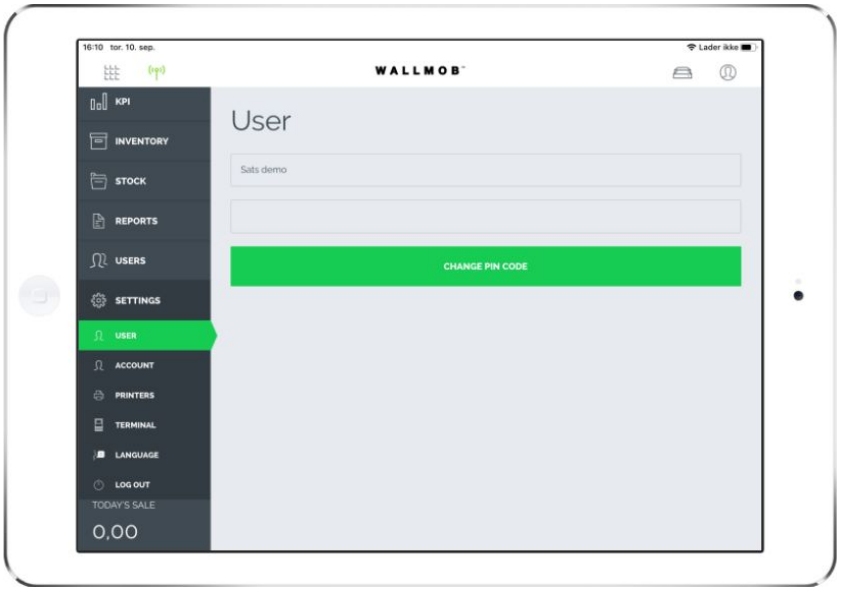
9. Settings

In the ‘Settings’ tab it is possible to view and manage settings and hardware associated with the checkout.

User

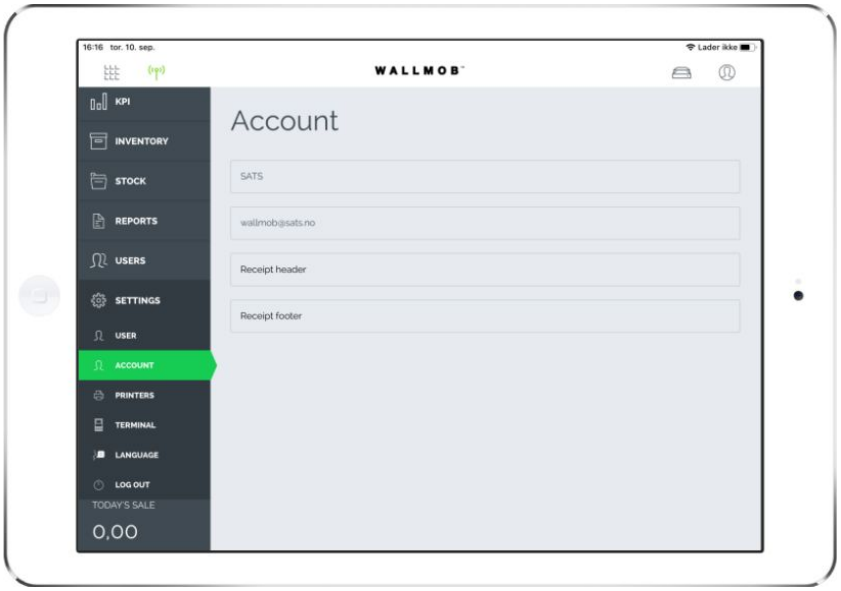
Here you can change the pin code on logged in user:

1. Press the green 'Change PIN' button.
2. Enter the current pin code, then press the 'OK' button.
3. Enter the new PIN code, and then press the ‘OK’ button.
4. Repeat the new pin and press then the 'OK' button again.
5. The pin code should now be switched.



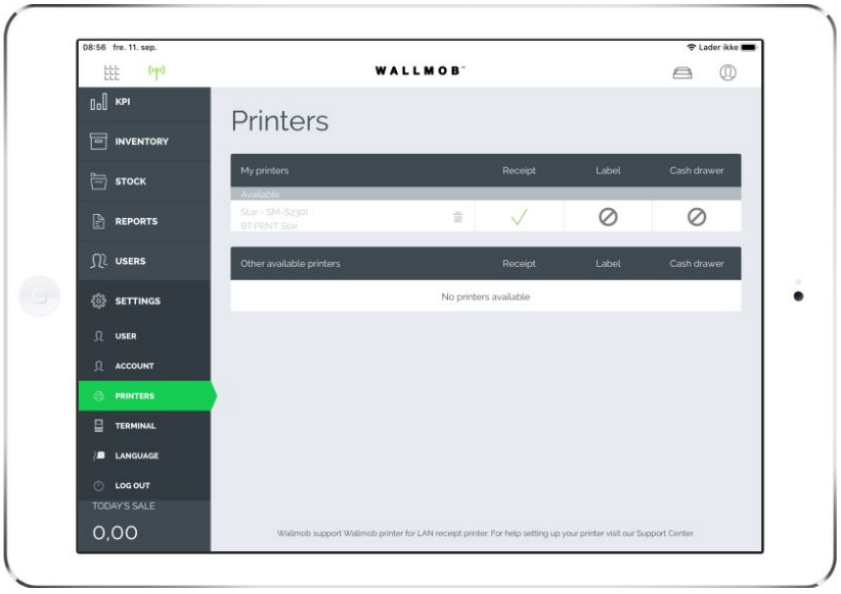
Account

In the ‘Account’ tab it is possible to see and edit account information on. it current account, such as company name (which is shown on the receipt, email associated with the account, as well as the receipt text



Printer

In the ‘Printer’ tab you can see the printers that are available. Under the 'My Printers' field, you can see the printers associated with the register. Whether it's a multifunction printer, you can here choose which function (s) you want the printer to use. For example, the printer must have turned on both ‘Receipt’ and ‘Label’.

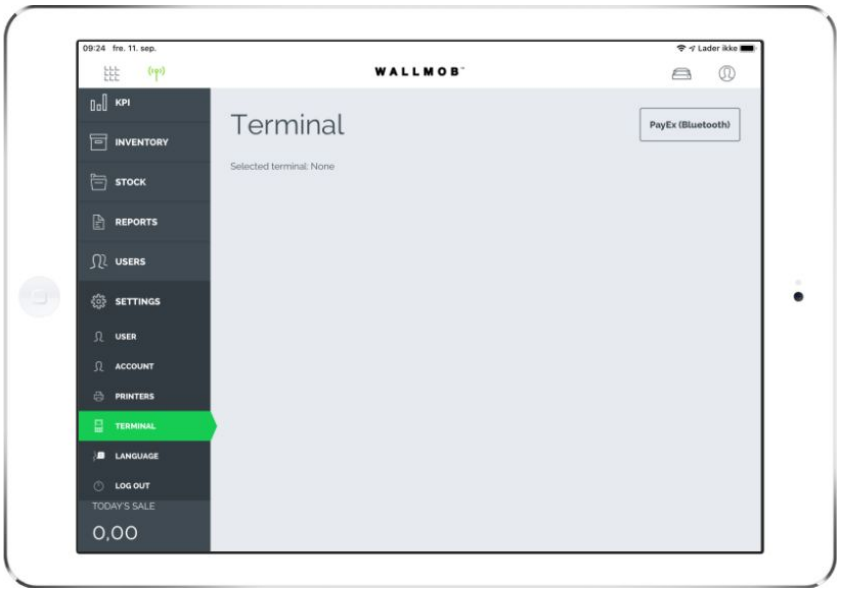


Under the 'Other available printers' field, you can see the printers available on the network.

Note:
If you have several boxes, it is a good idea to ensure that the right box is connected to the right printer, so that no receipts are mixed. For example, a printer attached to the kitchen that can be divided between several boxes for ordering for the kitchen.

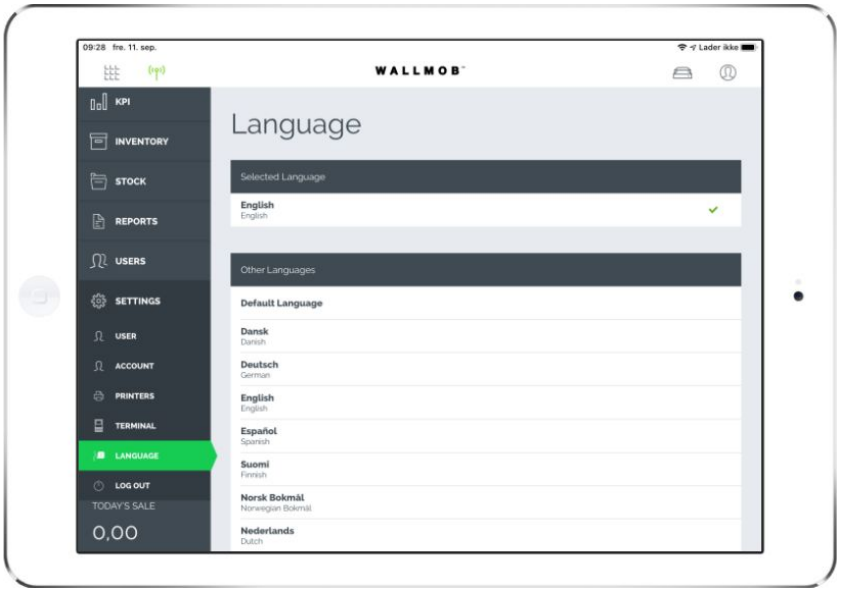
Terminals

Under the ‘Terminals’ tab, you can see which payment terminals are available. In the upper right corner you can choose the integration. There are three different connection types available . Choose the one that fits your payment terminal. Bluetooth, Wifi and SumUp.
See other “How to do” manual for connecting payment terminals.



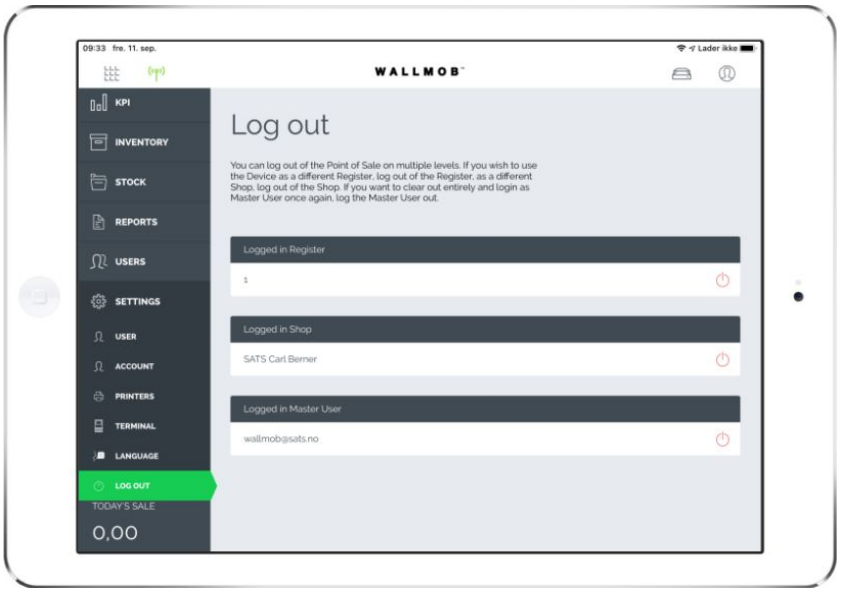
Language

Under the ‘Language’ tab, you can set the language for the register and POS Backoffice.

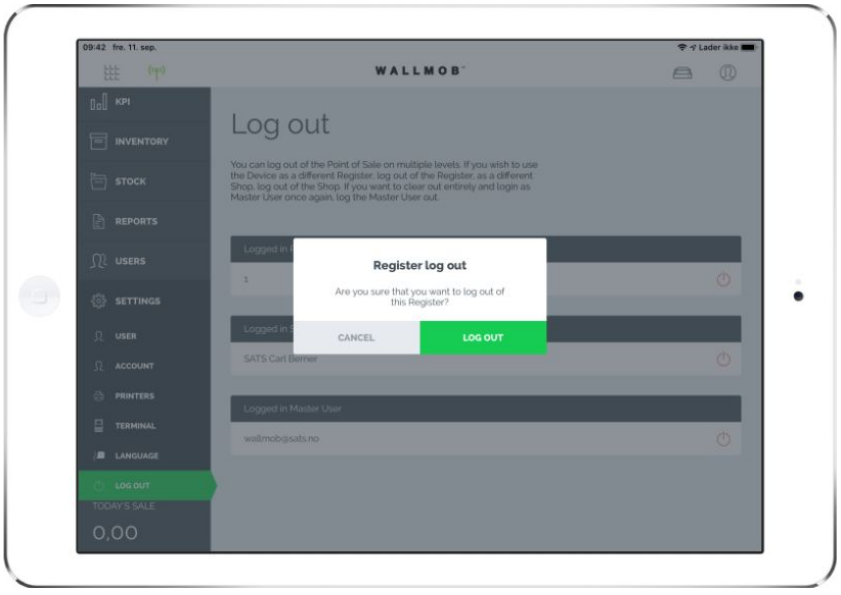


Log out

In the 'Log out' tab it is possible to log out of the register at different levels.



If you want to use it logged in as another register, press the red 'Logout' button, illustrated with a power icon on the right side, below the ‘Logged in Register’ field. Then you confirm that you want to log out. If so, press the green 'Logout' button. If not, press the 'Cancel' button.



If you want the logged-in register as another store, press on the red 'Logout' button, illustrated with a power icon on the right page, under the ‘Logged in Shop’ field.

If you want to log off completely, press the red 'Logout' button, illustrated with a power icon on the right side, under the ‘Logged in “User”’ field. User logout is also available in the upper right corner.