

# Express365 POS User Manual

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For information about customer support, please visit our homepage at <http://www.express365.com.my> on the World Wide Web.

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## 1. POS System Configuration

For first time login, user need to configure all the necessary settings before start using POS system for your business operations. To do the configuration, user required to login using the administrative ID (the email address you used to register Express365 Accounting)

For best receipt printing result, we recommend to use **Firefox browser** for POS terminal operation. To login, please go to <https://accounting.express365.com.my/pos>

Now you have logged into Express365 POS. The illustrated image is the main screen you will see.

**EXPRESS 365 Online Point of Sale** ABX Success Enter... Judy Logout

**Terminal** Item Search Customers History Day-End Closing Settings Reports

**Sales** Sales Listing Summary

**Sales**

This terminal is disabled due to incorrect settings. Please assign this machine as a terminal to record sales.

Customer   Server

Enter Item Code or Barcode ☐ Auto Focus

Qty	Description	UOM	Price	Disc	Amount
-----	-------------	-----	-------	------	--------

Sub Total  
Tax  
Rounding Adjustment  
**Net Total**

Stock Group  [Price Pole App](#)

Enter keyword to search...

Code	Name	Price
------	------	-------

No data to display

Cashier: Terminal: Location: [Show Customer View](#)

**Please be noted that you will see the warning message:**

**This terminal is disabled due to incorrect settings. Please assign this machine as a terminal to record sales**

It is normal to see this warning message because your terminal has yet to be configured. Follow the simple next instructions to configure the settings accordingly.

## 1.1. Assign Location to use POS system

Location is normally a shop or retail outlet. For a location, it may have multiple POS terminal(s) to perform POS sales transaction.

- 1 Go to **Settings > Location**.
- 2 Select the location you want to enable POS with, and then **mark a tick in the checkbox** (as shown in the illustration). Be informed that the locations are only managed in Express365 Accounting.
- 3 Click **Save** to confirm your selection.

Terminal
Item Search
Customers
History
Day-End Closing
Settings
Reports

Locations
Terminals
Users
User Roles
Preferences

### Locations

Locations are defined in Accounting. To define new locations, please login to Accounting and access the Manage Locations under Stock.

You need to enable a location for POS before setting up a terminal.

Code	Name	Description	Using POS
B1	Branch 1		No
B2	Branch 2		No
Hq	HeadQuarter	HeadQuarter	Yes

Code\*

Name\*

Description

Phone No.

Fax No.

Email

Address

City

State

Post Code

Country

Using POS

☒

Define Layout.

Note: After you have defined your layout, you will be shown the layout everytime before recording any sales.

## 1.2. Create Terminal(s) for Location

- 1 Go to **Setting > Terminals**.
- 2 Click on **New Terminal** to create a terminal.
- 3 Enter the details accordingly. Fields mark with asterisks (\*) are required fields.
- 4 After configuring your settings, click on **Save** to confirm the records.

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### Terminals

Code	Name	Receipt/STI Template	Location
Terminal A1	Terminal A1	Standard Receipt	HeadQuarter
Terminal A2	Terminal A2	58mm Receipt	HeadQuarter

**Code\***

**Name\***

**Receipt/STI Template**

**Location**

**Status**

**RECEIPT/STI**

**Number\***

**Prefix**

**Suffix**

☒ Include address in receipt/STI

☒ Include Company Logo in receipt/STI

☒ Include Branch in receipt/STI

☒ Include Terminal in receipt/STI

☐ Bold Net Total, Payment & Change in receipt/STI

**Footer Text 1**

**Footer Text 2**

**Footer Text 3**

**SALES ORDER**

**Number\***

**Prefix**

**Suffix**

☐ Include address in sales order

☐ Include Company Logo in sales order

**Footer Text 1**

**Footer Text 2**

**Footer Text 3**

Terminal A2

Terminal A2

58mm Receipt

HeadQuarter

Offline

Force Logout

0020

A2-

Thank you

0001

\* STI: Simplified Tax Invoice

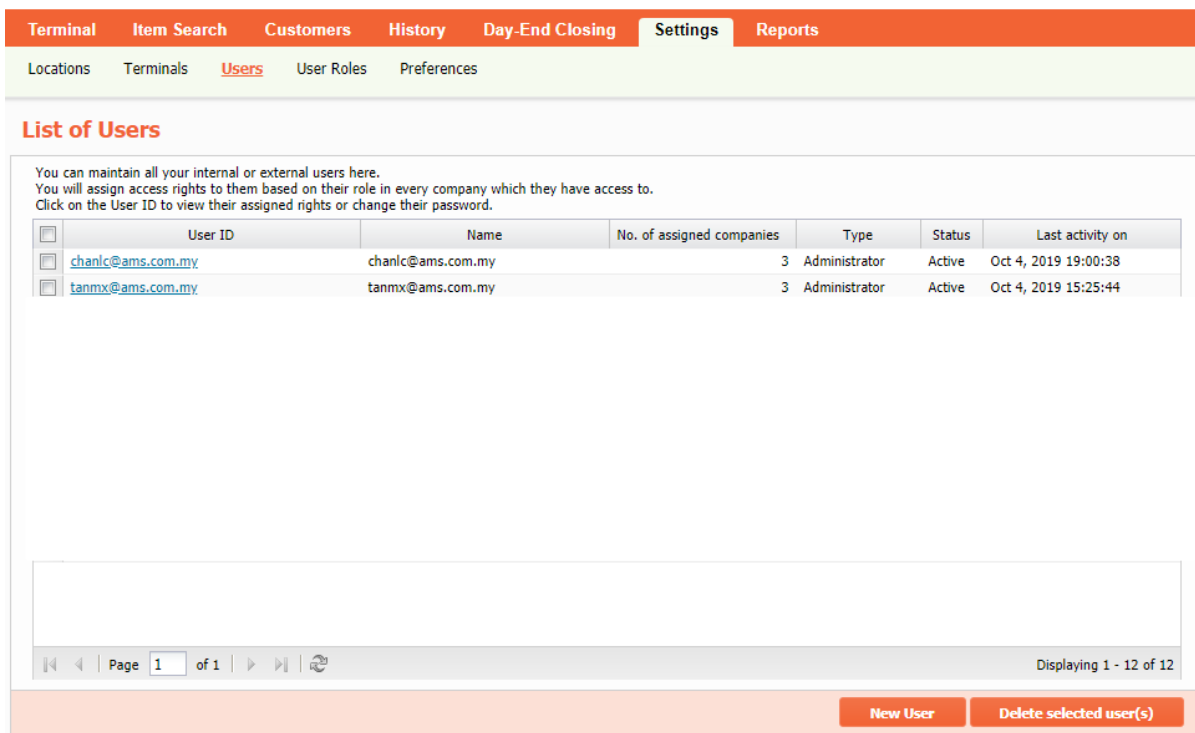
New Terminal

Save

**A friendly reminder:** You might want to try printing out the receipt to see how is your receipt's Prefixes/Suffixes/Footers look like.

### 1.3. Setup User for POS Terminal

- 1 Go to **Setting > Users**.
- 2 Click on New User to setup a user.
- 3 If you want to edit a user, click on the hyperlinked username.
- 4 To delete user(s), tick on the checkbox next to him and then click Delete selected user(s).



**Terminal** **Item Search** **Customers** **History** **Day-End Closing** **Settings** **Reports**

Locations Terminals Users User Roles Preferences

#### List of Users

You can maintain all your internal or external users here.  
You will assign access rights to them based on their role in every company which they have access to.  
Click on the User ID to view their assigned rights or change their password.

<input type="checkbox"/>	User ID	Name	No. of assigned companies	Type	Status	Last activity on
<input type="checkbox"/>	<a href="#">chanlc@ams.com.my</a>	chanlc@ams.com.my	3	Administrator	Active	Oct 4, 2019 19:00:38
<input type="checkbox"/>	<a href="#">tanmx@ams.com.my</a>	tanmx@ams.com.my	3	Administrator	Active	Oct 4, 2019 15:25:44

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**New User** **Delete selected user(s)**

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Day-End Closing
**Settings**
Reports

Locations
Terminals
**Users**
User Roles
Preferences

### User Details

**Enter the User's name, user ID and password.**

Name\*

User ID   
User ID are unique throughout system and cannot be changed once the user is created.

New Password   
Password is case-sensitive and must be at least 6 alphanumeric characters. Please ensure the user logs in and change their password immediately.

☐ This user no longer in use.

**Set as Administrator?**

☒ **Administrator User**

As an administrator, the user has full access rights to all companies in Point of Sale application. The user is also allowed to setup terminal, setup user, and manage user roles.

**Assigned to**

Company Name	Location	Role
ABX Success Enterprise	HeadQuarter	<div> Manager Role  Supervisor Role  Cashier </div>

**Add line**

Save
Go to list

- 5 Enter the desired name, user ID and password into the particular fields. Fields mark with **asterisk (\*)** are required fields.
- 6 Assign the user to the specific company and his roles on the right section (As illustrated with the red arrow).
- 7 If you want to assign more than one company to the user, click **Add line** to add additional companies to him.
- 8 If you want to assign the user as administrator of Express365 POS, tick the checkbox which is below of the **"Set as Administrator?"**.
- 9 Click on **Save** to confirm your records.



#### 1.4. Setup POS Preference

Preferences are where you setup your Business Type and Accounts posting. This is a very important step because the setting in this screen will determine where the sales will be posted to.

The account codes are all linked up with Express365 Accounting, so you do not have to define new account codes. Click on the dropdown arrow you will find an exactly same set of account codes here.

- 1 Go to **Setting > Preferences**.
- 2 Click on Save to confirm your records.

## Preferences

These settings are shared across all terminals of the company.

### Business Type

Choose a Business Type that suits your business as each Business Type is having its customized sales screen that handles the daily sales operation. Business Type is not allow to change if you have sales that not yet post in Day-End Closing

Business Type\* Retail Business

### Tax Type

Set whether the tax amount is based on the selling price (Tax Exclusive) or included in the selling price (Tax inclusive)

Type\* Tax Exclusive

### Accounting

Please set the default COA for posting to Accounting

Rounding Adjustment Account\* 9430/000

### Service Charge

Tick this check box ☐ to enable service charge. Then, specify the posting account and percentage

Account

Percentage (%)

### Top-Up

Tick this check box ☒ to enable top-up feature. Then, specify the posting account and payment name

Account 6666/666

Payment Name Credit Balance

### Day-End Closing

Set the default date in Day-End Closing to be today date or one day after the last closing date.

Default Date\* Day after last closing date

### Unit of Measure

Tick this check box ☒ to enable unit of measurement feature.

You may change the UOM during the sales and it would be printed out

### Sales Person for Combined Receipt

Tick this check box ☐ if would like to print sales person for each item in a combined receipt.

### Stock Defaults

Quantity Decimal Place 2

Unit Price Decimal Place 2

## Do Not Print Out Receipt

Tick this check box ☒ if you do not want to print out receipt.

## Print Item Criteria

Tick this check box ☐ if you would like to print item criteria for sales.

## Price Change

Tick this check box ☐ to enable price change feature.

## Deposit

Tick this check box ☐ to enable deposit feature. Then, specify the posting account and payment name

Account	<input type="text"/>
Payment Name	<input type="text" value="Deposit Balance"/>
Tax Rate	<input type="text"/>

## Loyalty Program

Tick this check box ☐ to enable loyalty program feature. Then, specify the posting account and payment name

Account	<input type="text"/>
Payment Name	<input type="text" value="Point Balance (\$)"/>

## Price Pole

Tick this check box ☒ to enable price pole feature. Then, specify the command type, row length and no. of row

Command Type	<input type="text" value="EPS"/>
Row Length	<input type="text" value="20"/>
No. of Row	<input type="text" value="2"/>

## Payment Types

Type*	Name*	Account*	Location	
Cash	Cash	3010/010		×
Credit Card	Credit Card	3010/050		×

Add line

Save

## **Business Type:**

There are two types of business types:

- Retail business: Select this if your business is a retail business.
- Massage/SPA Business: Select this if your business is a Massage/SPA business.

## **Tax Type:**

Set if all the selling prices are tax inclusive or exclusive.

**Rounding Adjustment Account:**

To set the account which rounding adjustments will be posted to.

**Service Charge:**

To enable service charge feature, set the account to be posted and indicate the service charge percentages.

**Top-up:**

To enable customer top up feature and set the account to be posted.

**Day-End Closing:**

To set the default date for the day-end closing.

**Unit of Measure:**

After enabled, user can change the unit of measure during the sales and print out the unit of measure.

**Sales Person for Combined Receipt:**

Allow user to track and print salesperson of each item in a combined receipt.

**Stock Defaults:**

To set the decimal place for the quantity and the unit price of stock.

**Do Not Print Out Receipt:**

Tick the check box if you do not want to print out receipt.

**Print Item Criteria:**

Allow user to print item criteria for sales such as less sugar and other remark. Only applicable to QPOS.

**Price Change:**

Allow user to change the price of the item in the sales screen.

**Deposit:**

To enable deposit feature and set the account to be posted. Only applicable to QPOS.

**Loyalty Program:**

To enable the loyalty program (point-system) and set the account to be posted to.

**Price Pole:**

Allow system to display amount to the price pole and configure the price pole acceptable command type, the length of row, and the number of rows.

**Payment Types:**

To set the accounts which payments will be posted to.

## 1.5. Assign Terminal

To complete the setting up of the terminal; you are required to do these final steps:

- 1 Click on **Company Name** and select **Assign Terminal**

- 2 A popup window will be displayed and please proceed to assign this computer as the POS terminal for this location.
- 3 After successfully assign terminal for computer, now you may start performing sales transaction for your customer.

**Note:** If the cache memory of the internet browser has been cleared, you are required to perform Assign Terminal again.

## 2. POS Operations

### 2.1. Perform Sales Transaction

After completed the POS configuration, now you may start performing sales transaction using the assigned Terminal.

- 1 Go to **Terminal > Sales**.
- 2 Select the **stock item** from right hand side and it will be added to sales list on left hand side. Stock item must be set up first in accounting system.
- 3 Click to edit sales **quantity/ price/ discount** amount as necessary.
- 4 Click **Pay** button to proceed for confirming the sales.
- 5 You may choose to temporary **Park** the current sales and proceed to process another sales transaction. You may always access back the parked sales transaction under **Terminal > Sales Listing**.

**EXPRESS 365 Online Point of Sale** Support Company Judy Logout

**Terminal** **Item Search** **Customers** **History** **Day-End Closing** **Settings** **Reports**

**Sales** **Sales Listing** **Summary**

**Sales**

Customer:  **Top-Up** Salesperson:

Enter Item Code or Barcode  ☐ Auto Focus

Qty	Description	UOM	Price	Disc	Amount
1.00	Computer Repair	unit	500.00	0.00	500.00
1.00	Acer Computer	unit	2,000.00	0.00	2,000.00

**Discount** **Sub Total** 2,500.00 **Tax** 0.00 **Rounding Adjustment** 0.00 **Net Total** 2,500.00

**New** **Park** **Pay**

Cashier: **Judy** Terminal: **Terminal A1** Location: **HeadQuarter** [Show Customer View](#)

**Stock Group**  **Search**

Enter keyword to search...

Code	Name	Price
0002	Item 2	1.00
A0001	Acer Computer	2,000.00
AS 100	Acer AS 100	5,000.00
B0325	Book	35.00
C0001	Computer Repair	500.00
C00045	Construction	500.00
D0001	Design & Submission	5,000.00
F0001	Food	100.00
Item 1	Item 1	100.00
Item 3	Item 3	10.00

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- 6 A popup window will be displayed and please select payment mode **Cash**, **Credit Card** or **Credit Balance**.
- 7 Finally, click **Enter** button to complete the sale transaction. At the same time, the sales receipt will be printed and cash drawer will be opened for receiving cash.

Payment

Net Total 2,500.00

Amount To Pay 2,500.00

6 Cash Credit Card Credit Balance

Select Payment

7

Enter

Back to Sales

**Note:** If customer wants to cancel the sales. You may **Void** the sales transaction before you performing the Day-End closing. Go to **Terminal > Sales Listing** > Select the particular transaction > click Void button.

## 2.2. Day-End Closing

The sales transaction record at each terminal will not be posted to chart of account until you performing the Day-End Closing.

- 1 Go to Day-End Closing.
- 2 Ensure there is no more “parked” transaction and click Post button to proceed for posting.

Terminal
Item Search
Customers
History
Day-End Closing
Settings
Reports

Day-End Closing
Change Day-End Closing Date

### Day-End Closing

**Closing Totals to verify**

Current Date: 04/11/2019
Closing Date: 02/01/2016

Current Time: 14:02:02
Location: HeadQuarter

**Sales Activity**

Sales	7,789.50
Total Discount	0.00
Total Tax	356.98
Total Service Charge	0.00
Rounding Adjustment Total	0.02
<b>Gross Sales</b>	<b>8,146.50</b>
Top-up Collected	0.00
Cleared Debt	0.00
<b>Total Sales Activity</b>	<b>8,146.50</b>

Total Receipts23
Total Receipts Voided10

**Payments**

<b>Payment Total</b>	<b>8,146.50</b>
Payment	Amount
Cash	8,146.50



## 3. Hardware Requirements

### 3.1. Price Pole (Optional)

Go to the **Setting** and select **Preferences**. Check the box to enable price pole feature and specific command type, row length and no. of row in the required field, **Save**.

#### Price Pole

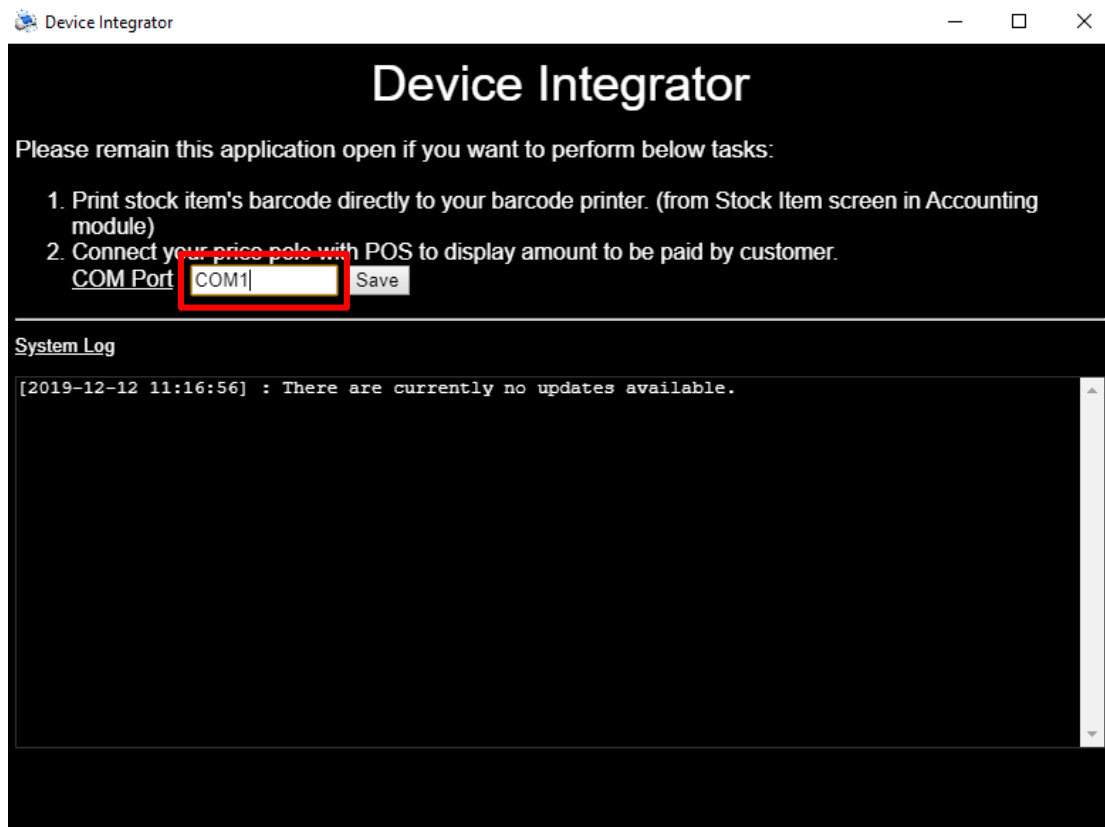
Tick this check box ☒ to enable price pole feature. Then, specify the command type, row length and no. of row

Command Type	EPS	▼
Row Length	20	▼
No. of Row	2	▼

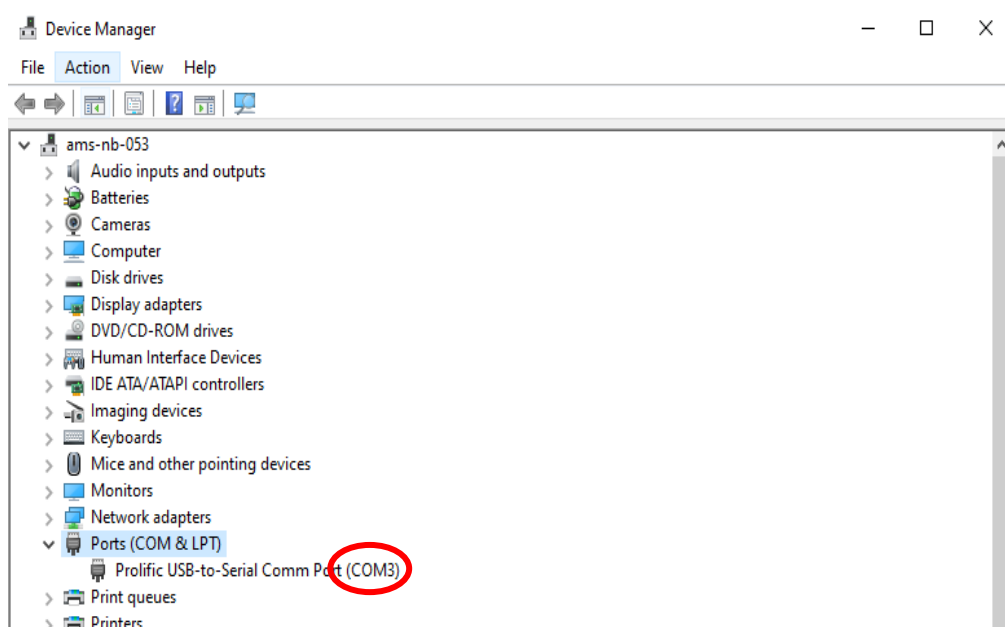
- Go to **Terminal** and select **Sales**.

- Download **Device Integrator** by click on the **Price Pole App**.

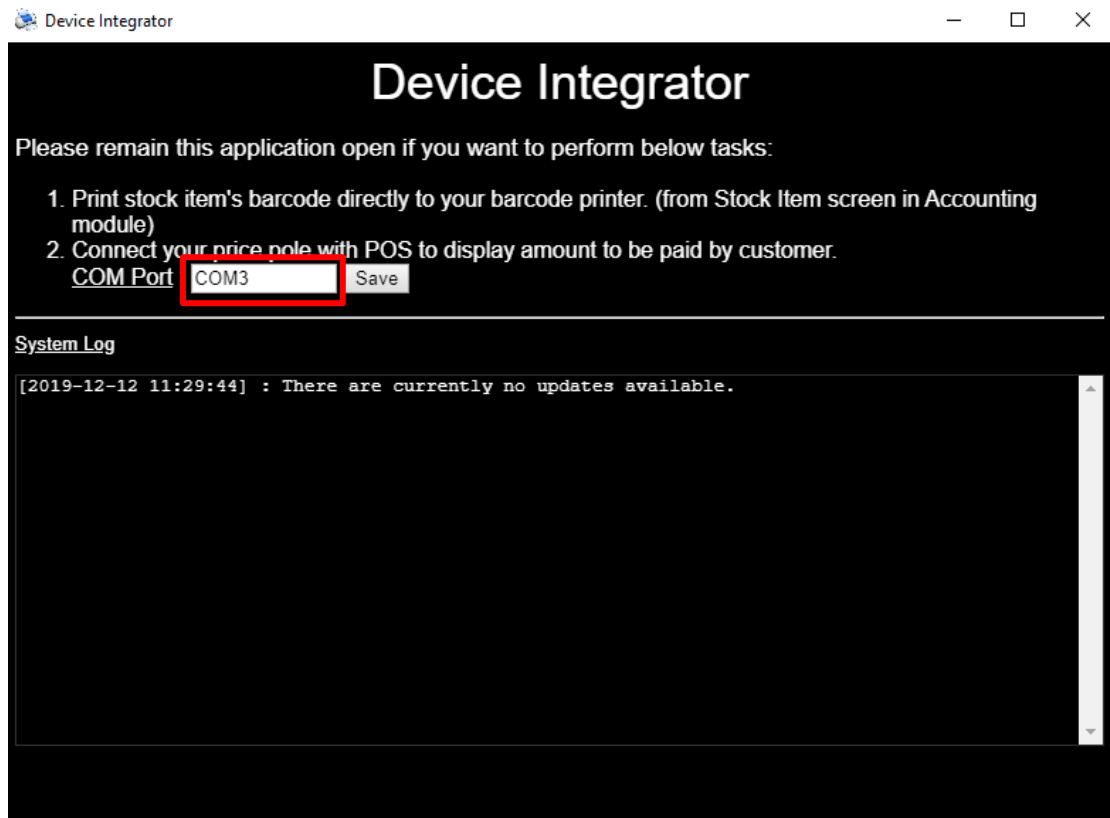
- After the Device Integrator successfully installed, double click on the Device Integrator then below figure will show up. A default Com Port will be shown in the highlighted box, if the Com Port is not same as yours then you can change it manually and save.



- d. To check the price pole's COMPORT, go to **Device Manager** and select the **Ports (COM & LPT)**. The COMPORT will be show in the highlight circle.



- e. Next, go back to the Device Integrator, change the Com Port in the highlighted box and click save.



- f. Now, you can go back to the POS to perform sales transaction.

**Important:**

- Make sure do not close the window. If it is closed, please run "Device Integrator" again in order for the price pole to works.
- DO NOT move the "Device Integrator" to other place after installation done.

### 3.2. Receipt Printers

The recommended receipt printer for Express365 POS is **EX-DM76** or **EX-THP80A** using the Firefox browser. You may also choose to use normal A4 paper printer to print the receipt in A4 size or Half-A4 size. (For receipt printer, make sure in Brower Print Option set margins to 0 and remove any headers/footers. Also, set printer printing resolution to highest quality for best printing result).

- **EX-DM76 Dot Matrix GST POS Receipt Printer 76mm USB Port**
- **EX-THP80A Thermal GST POS Receipt Printer 80mm Auto-cut USB Port**

### 3.3. Cash Drawers

The only types of cash drawers that are possible to support (that open automatically) are the ones that connect to a receipt printer such as **EX-410**. This is because we require the RJ11 cable (telephony port) to trigger the cash drawer to come out automatically.

### 3.4. Barcode Scanners (Optional)

Almost any barcode scanner will work as long as it can read code-128 and is programmed to hit return (enter) after scanning each item.