

#### WHAT TO DO WHEN...

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##### **THE GREEN LIGHT BECOMES RED?**

Check your Omni server's terminal for an error code, a file being processed, or other messages on TZK and TZL. Use the ALT + F5 (TZK) and ALT + F6 (TZL) function keys to view the screens.

##### **A RED "\$" SYMBOL APPEARS?**

Ask your supervisor or manager to contact Customer Service – see contact information below.

#### HOW TO...

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##### **INCREASE A PRODUCT QUANTITY?**

Enter your product code, select the line of the product you have just added and enter the appropriate quantity in the Item field. Then, click on X (multiply) on the number pad.

##### **APPLY A DISCOUNT?**

Enter your product code, select the line of the product you have just added, and enter the appropriate discount percentage in the Item field. Then, select the F10 – Discount button.

##### **CHANGE A PRODUCT'S UNIT PRICE?**

Enter the product code, select the line of the product you just have added and enter the new unit price in the Item field. Then, select the F11 – Unit Price button.

##### **QUICKLY RECALL AN ORDER?**

In the Detail section, enter a dash (-) in the Item field, followed by the order number (e.g.: -123456). If your order has a bar code, simply scan it, without adding the (-).

##### **REMOVE AN ALREADY ADDED PRODUCT?**

Click and hold the product line to be deleted until a message pops up, asking if you wish to remove the line you are currently on. Then confirm deletion.

##### **ENTER A NEGATIVE SERVICE CODE?**

Start by entering the Service code (General Ledger code or Short code) normally in the Item field, with a positive amount. Then, enter the quantity of -1 in the Item field and select the X (multiply) button on the number pad.

#### MAINTENANCE IN OMNI AND ITS TRANSAXION POS

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##### **CREATION OR MODIFICATION OF A PAYMENT METHOD**

Create or modify the payment method in Omni first, then do the same in the Transaxion POS Configurator.

##### **CREATION AND MODIFICATION OF A CASHIER OR CLERK**

Create or modify the cashier or clerk in Omni first, then do the same in the Transaxion POS Configurator.