

WHAT TO DO WHEN...

THE GREEN LIGHT BECOMES RED?

This means your POS terminal has lost its communication with the ProfitMaster Legacy server. Printing receipts is unaffected, but you will not be able to print invoices or receive product updates. During this communication outage, you can continue to use your POS terminal, but please have your supervisor or manager call ProfitMaster Support – see contact information below.

A RED "\$" SYMBOL APPEARS?

Select Cancel on your POS Detail screen, if it doesn't go away or turn green, please have your supervisor or manager call ProfitMaster Support – see contact information below.

HOW TO...

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.

RETURN A PRODUCT?

Start by entering the item number normally, then apply a quantity of -1 to transform the entire line in negative.

RECEIVE A PAYMENT ON AN ACCOUNT?

Select the F10 – Other Transactions button then, select the Received on Account button [CTRL+R]. This will take you to the Customer screen where you can enter the customer account. You will be taken back to the Detail screen where you will enter the payment amount. When you hit Enter, it will take you to the tender screen to complete the transaction.

SPEED UP YOUR PRODUCT SEARCH?

Select F1 – Search in the Detail screen then, enter a part of the product description in the Description field to search only within the descriptions. If you use the default search field at the bottom of the screen, it will search all product fields.