

# **AXiS Register**

Copyright 2013





# **AXiS Register Manual**

**AcuSport Retail Technology Group**

---

*by Spencer Madsen & Mathew Christen*

# AXiS Register Manual

## Copyright 2013

Products that are referred to in this document may be either trademarks and/or registered trademarks of the respective owners. The publisher and the author make no claim to these trademarks.

While every precaution has been taken in the preparation of this document, the publisher and the author assume no responsibility for errors or omissions, or for damages resulting from the use of information contained in this document or from the use of programs and source code that may accompany it. In no event shall the publisher and the author be liable for any loss of profit or any other commercial damage caused or alleged to have been caused directly or indirectly by this document.

Printed: December, 2013

### **Publisher**

*AcuSport Retail Technology Group*

### **Managing Editor**

*Christine VanderWoude*

### **Technical Editors**

*Beth Ringlewski*

...

### **Cover Designer**

*AcuSport Corporation*

### **Team Coordinator**

...

### **Production**

...

### **Special thanks to:**

*Cereus CactiSolutions, LLC, who has been working diligently at the development of this tremendous Retail Management and Point-of-Sale system.*

*AcuSport Corporation for their support of our 2nd Amendment rights.*

# Table of Contents

Foreword	9
<b>Part I Introduction</b>	<b>10</b>
<b>Part II Adjust Price</b>	<b>10</b>
<b>Part III Adjust Quantity</b>	<b>11</b>
<b>Part IV Calendar</b>	<b>13</b>
<b>Part V Check Inventory</b>	<b>13</b>
<b>Part VI Classes</b>	<b>14</b>
1 Change Class.....	15
2 Sell Class.....	16
<b>Part VII Configuration Issues</b>	<b>18</b>
<b>Part VIII Current</b>	<b>19</b>
1 Current Class.....	20
2 Current Firearm Transactions.....	20
3 Current House Account.....	22
4 Current Layaways.....	23
5 Current Memberships.....	24
6 Current Reservation.....	25
7 Current Special Orders.....	26
8 Current Work Order.....	27
<b>Part IX Customer</b>	<b>28</b>
1 Clear Customer.....	29
2 Customer Information.....	30
3 Edit Customer.....	33
4 Lookup Customer.....	34
5 New Customer.....	36
<b>Part X Discount</b>	<b>37</b>
<b>Part XI FAQs</b>	<b>37</b>
<b>Part XII Firearms</b>	<b>38</b>

1	Firearm Transfer.....	39
2	Sell Firearm with Paper 4473.....	40
<b>Part XIII Gift Card</b>		<b>43</b>
1	Gift Card Balance.....	43
2	Redeem Gift Card.....	43
3	Sell Gift Card.....	44
<b>Part XIV History</b>		<b>46</b>
1	Layaway History.....	46
2	Special Order History.....	48
3	Transaction History.....	49
	Transactions by Customer .....	50
	Transaction History with no customer .....	51
	Transaction ID .....	53
4	Work Order History.....	55
<b>Part XV House Account</b>		<b>56</b>
1	House Account Charge.....	57
2	House Account Payment.....	58
<b>Part XVI Layaway</b>		<b>59</b>
1	Cancel Layaway.....	59
2	Layaway Payment.....	61
3	New Layaway.....	64
<b>Part XVII Log in</b>		<b>65</b>
<b>Part XVIII Membership</b>		<b>66</b>
1	Family Membership.....	67
2	Sell Membership.....	69
<b>Part XIX Modify Description</b>		<b>71</b>
<b>Part XX Paid Out</b>		<b>72</b>
<b>Part XXI Product Hold</b>		<b>73</b>
1	Delete Hold Item.....	75
2	Sell Hold Item.....	76
<b>Part XXII Range</b>		<b>77</b>
1	Range Control.....	79
	Assign Lane .....	80
	Add Shooter.....	81

Change Lane .....	83
End Lane Session .....	84
End Lane Use .....	84
Party Control .....	85
Range Payment .....	88
Turn Lane Off .....	88
<b>2 Rental Gun.....</b>	<b>89</b>
Return Rental Gun .....	90
<b>3 Reservation.....</b>	<b>92</b>
Cancel Range Reservation .....	92
New Reservation .....	94
View Reservations .....	95
<b>4 Waiver.....</b>	<b>96</b>
Paper Waiver .....	98
<b>Part XXIII Receipt</b>	<b>100</b>
1 Email Receipt.....	101
2 Gift Receipt.....	101
3 Print Last Receipt.....	102
4 Reprint Receipt.....	102
Reprint Receipt without customer .....	104
<b>Part XXIV Salesperson</b>	<b>105</b>
<b>Part XXV Search</b>	<b>106</b>
1 Item Search.....	107
2 Quick Picks.....	108
<b>Part XXVI Sell</b>	<b>109</b>
<b>Part XXVII Service</b>	<b>110</b>
<b>Part XXVIII Special Order</b>	<b>111</b>
1 New Special Order.....	111
2 Special Order Payment.....	113
<b>Part XXIX Transaction</b>	<b>114</b>
1 Delete Item .....	114
2 Return.....	115
Layaway History Return .....	115
Transaction History Return .....	117
Transaction Return No Customer .....	119
3 Tax Exempt.....	120
Tax Transaction .....	121
4 Tender.....	122
Cash .....	124

Check .....	124
Remove Payment .....	125
5 UPC.....	126
6 Void.....	127
Transaction History Void .....	127
Transaction void No Customer.....	129
Void with Receipt .....	130

## **Part XXX Work Orders 132**

1 Add Detail.....	132
2 Close Work Order.....	134
3 New Work Order.....	135
4 Work Order Payment.....	137

## **Index 139**



---

# Foreword

This documentation is being completed as components are added, tested and updated. We strive to have it as complete and accurate as possible.

## 1 Introduction

This manual is constantly changing as the software is being modified and updated. We are striving to offer the most complete and updated information to you as quickly as possible. If you notice any errors, please email them to [support@arss.com](mailto:support@arss.com) so that they may be addressed. Thank you!



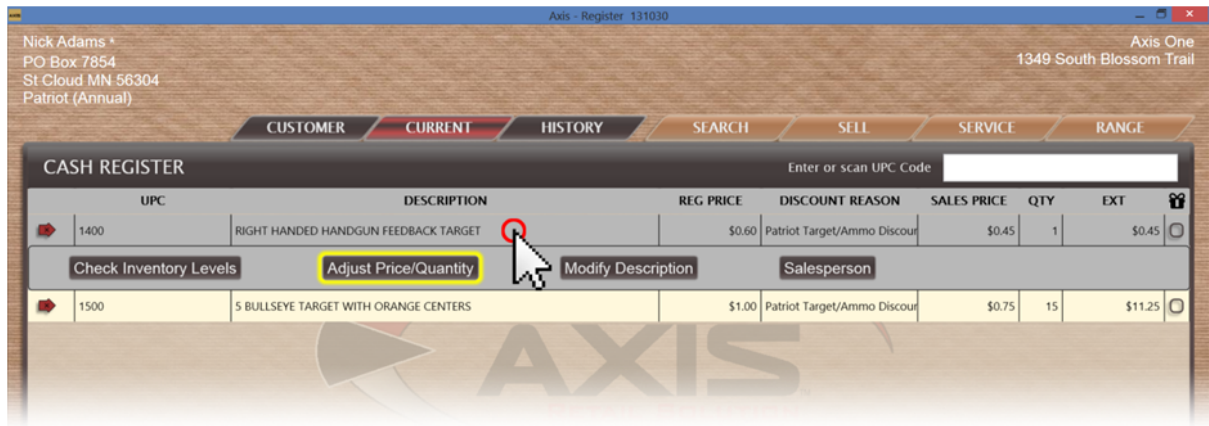
## 2 Adjust Price

The price may be adjusted for a selected line item in a transaction by changing the price or by applying a dollar or percentage discount to that item. Other options include:

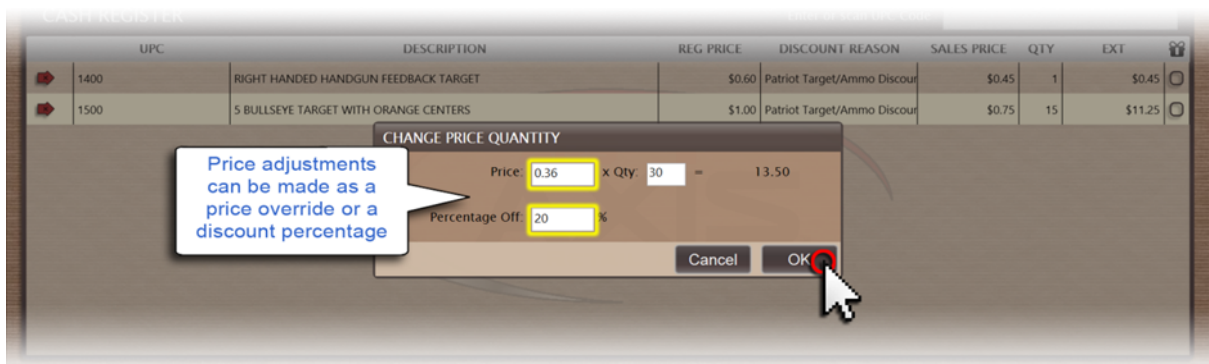
- Check Inventory Levels<sup>[13]</sup>
- Modify Description<sup>[71]</sup>
- Salesperson<sup>[105]</sup>

To change the price of an item by altering the price or applying a discount to an item:

1. Click on the item to display the buttons below it.
2. Click the **Adjust Price/Quantity** button to display the **Change Price Quantity** screen.



3. Enter a new value in the **Price** or **Percentage Off** field.



4. Click the **OK** button.

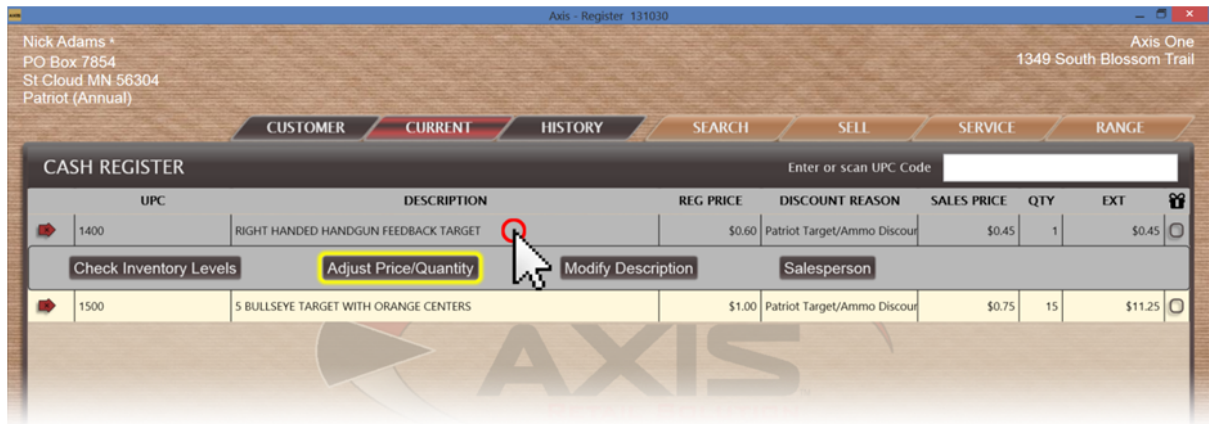
### 3 Adjust Quantity

For the sale of multiples of the same item, there is the option to scan each item individually or to **Adjust Quantity** for the item.

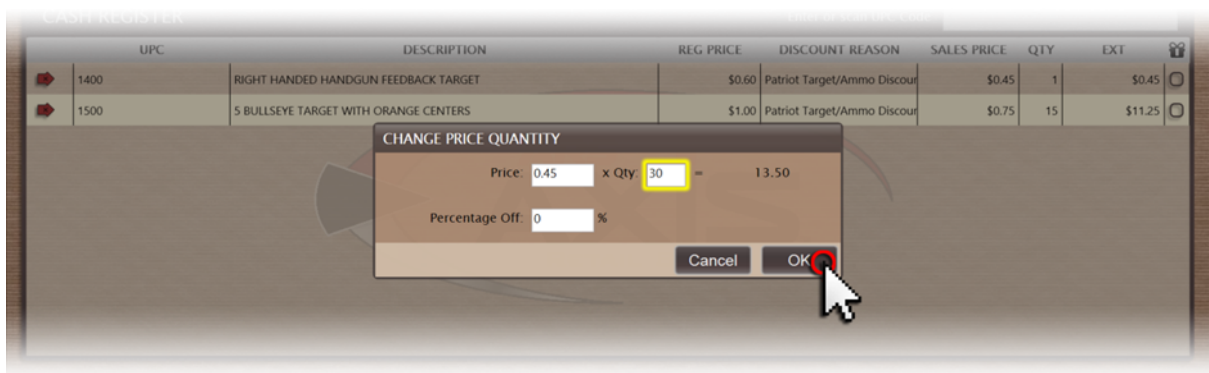
Additional item options include Check Inventory Levels<sup>13</sup>, Adjust Price<sup>10</sup>, Modify Description<sup>71</sup> or assign a Salesperson<sup>105</sup>.

To adjust the quantity for a selected item:

1. Click the item to display the buttons below it.



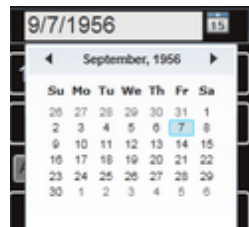
2. Click the **Adjust Price/Quantity** button to display the **Change Price Quantity** screen.
3. Enter a new value in the **Qty** field.



4. Click the **OK** button.

## 4 Calendar

A drop-down **calendar** can make date selection a breeze. To open the **calendar** to select a date, click the calendar icon to the right of the displayed date. Once the **calendar** is open, use the month arrows to move forward or back. Once the proper month (and year) are displayed, click on the date to select it.



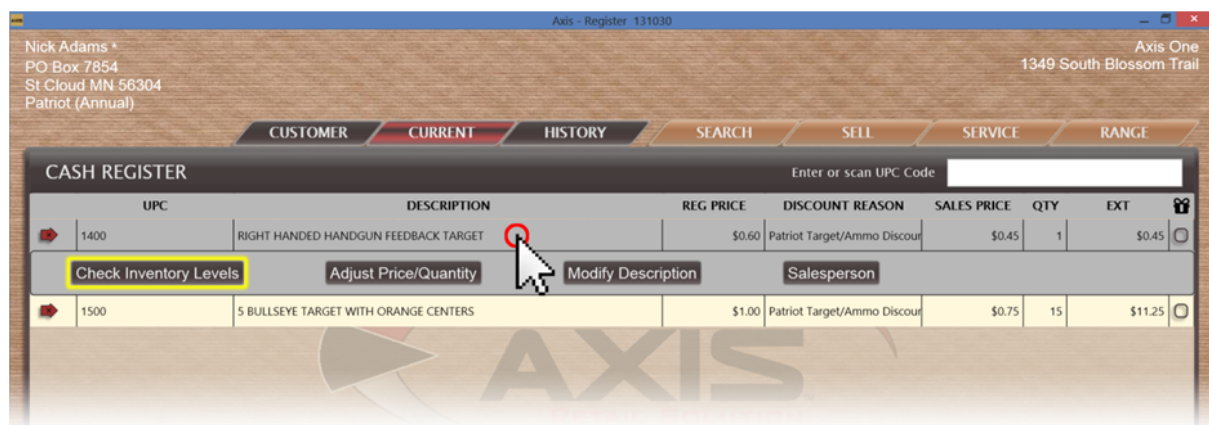
## 5 Check Inventory

An item may be checked for inventory levels at your store location, at all associated stores for a MultiStore setup as well as at a distributor and manufacturer level (for those whose technology allows).

Along with the **Check Inventory** option, you may also Adjust Price<sup>[10]</sup>, Adjust Quantity<sup>[11]</sup>, Modify Description<sup>[71]</sup> and assign a Salesperson<sup>[105]</sup> on an item.

To **Check Inventory** for a specific item:

1. Select an item to add it to the transaction.
2. Click the item to display the buttons below it.



3. Click the **Check Inventory Level** button to display the **External Inventory Levels** screen.




4. Click the **Close** button.

## 6 Classes


**Classes** are created and activated at the Data Center. If the class is marked as an active class, it will be available at the Register. At the Register, you may:

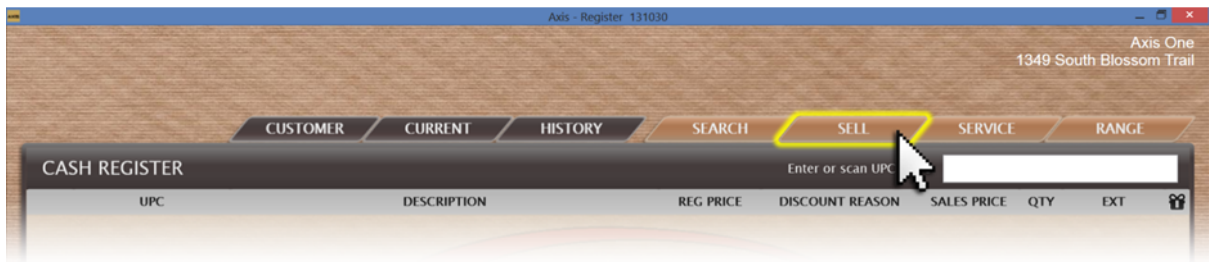
- View Current Classes<sup>[20]</sup>
- Sell a class or multiple classes to the customer<sup>[16]</sup> - A class may be paid for by one customer for multiple attendees.
- Change the class for a customer<sup>[15]</sup> - A customer may be moved from the original class to a different class.

## 6.1 Change Class

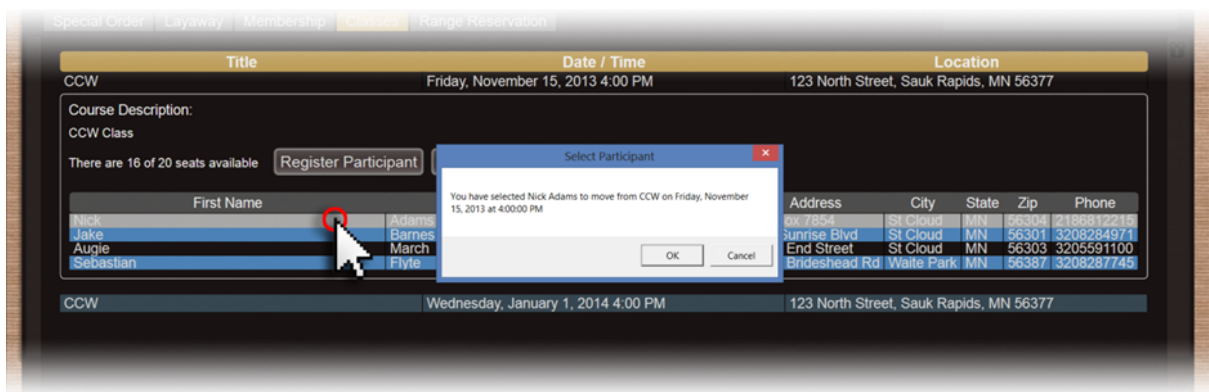
Classes 

In the event that a customer needs to transfer from the original class to a different one:

1. Click the Sell  tab to display the **Sell** screen.

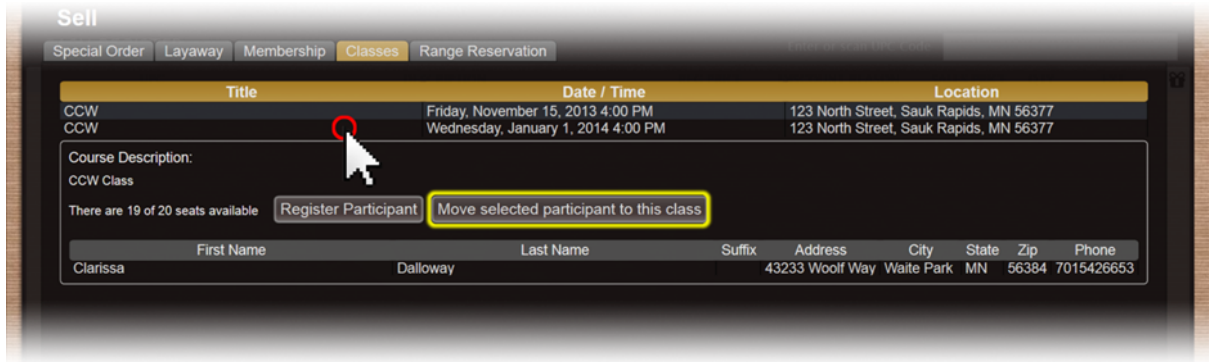


2. Click the **Classes** tab to display a list of available classes.
3. Click the class in which the customer is currently enrolled to display its **Course Description** record showing a list of registered participants.
4. Right-click the customer's name in the list to display the **Select Participant** screen.



5. Click the **OK** button.
6. Click the class in which the customer is to be enrolled to display its **Course Description** record.
7. Click the **Move selected participant to this class** button to display the **Move**

## Participant screen.



8. Click the **Yes** button.

## 6.2 Sell Class

Classes [14](#)

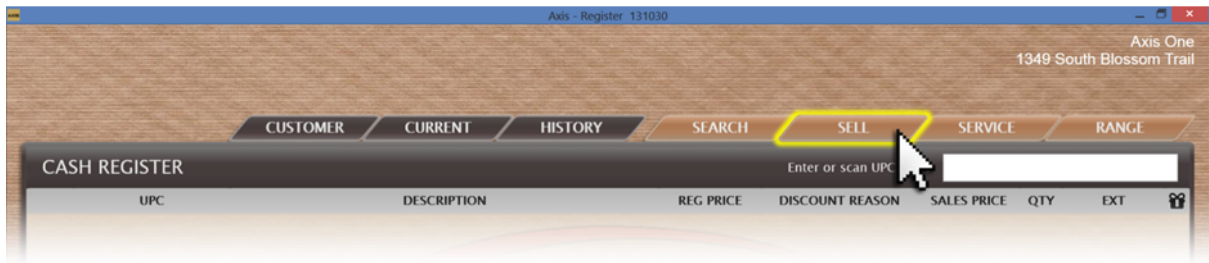
Any active **classes** in the DataCenter may be sold at the Register. For information on entering new **classes** or making a class active, go to the Education tab in the DataCenter manual.

A class may be sold to one individual who will be taking the class, and/or it may be sold to one individual who may be purchasing for others who will attend the class. The system will ask for the name(s) to be registered as part of the process of selling the class. Repeat this process as many times as is necessary to get all the participants registered.

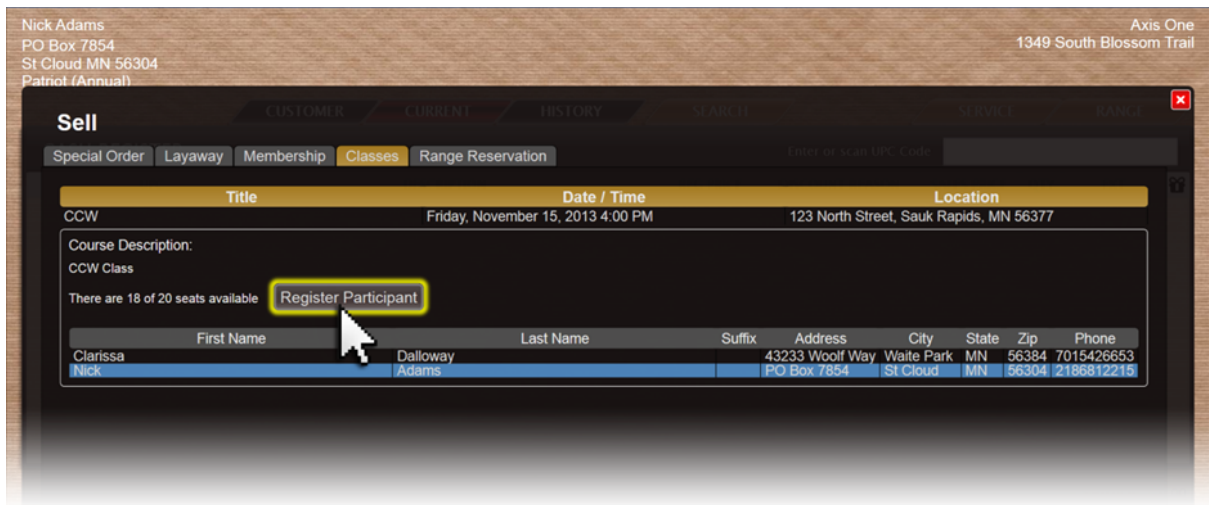
To sell a class:

1. Click the Sell tab to display the **Sell** screen.

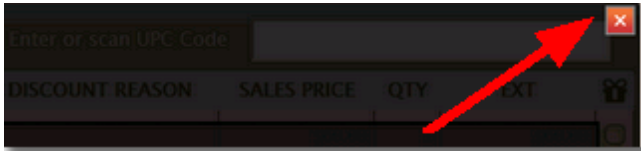





2. Click the Classes<sup>14</sup> tab to display a list of available classes.
3. Click the class to display its **Course Description** record showing the number of available openings and the names of registered participants.
4. Click the **Register Participant** button to display the **Customer** screen.



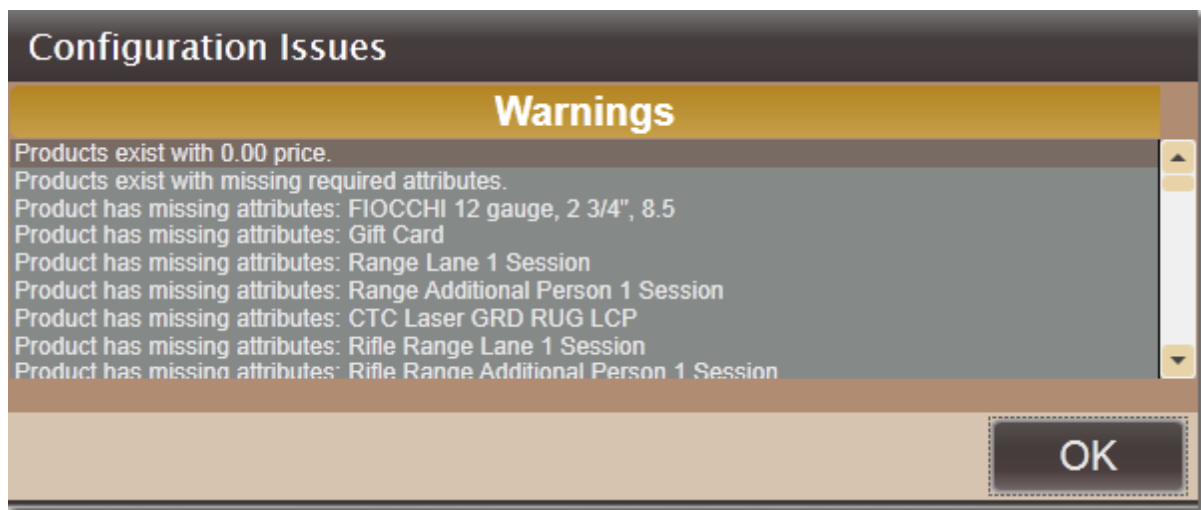
5. Select the class participant<sup>34</sup> from the existing customer list, or click the **New Customer** button Add the participant as a new customer<sup>36</sup>.
- \* The participant will not display in the list of registered participants until payment has been made for the class.
6. Click the red 'x' to close the **Sell** screen.



7. Complete the transaction .

## 7 Configuration Issues

Each time the Register is opening, there will be an automatic check of your system's configuration. These are issues with the data which is missing and needs to be entered.



Use the scroll bar to view each of the issues which is needing correction/input.

You may view an updated **Configuration Issues** screen by closing the Register and reopening it.

## 8 Current

The **Current** tab changes to a red color with a brown stripe through the center on the Register screen when the chosen customer<sup>[28]</sup> has any one or more of the following in queue:

- Classes<sup>[20]</sup>
- Firearm Transaction<sup>[20]</sup>
- House Account<sup>[22]</sup>
- Layaways<sup>[23]</sup>
- Memberships
- Range Reservation<sup>[25]</sup>
- Special Order<sup>[26]</sup>
- Work Order<sup>[27]</sup>

To view a customer's **Current** items:

1. Look-up a customer<sup>[34]</sup>.



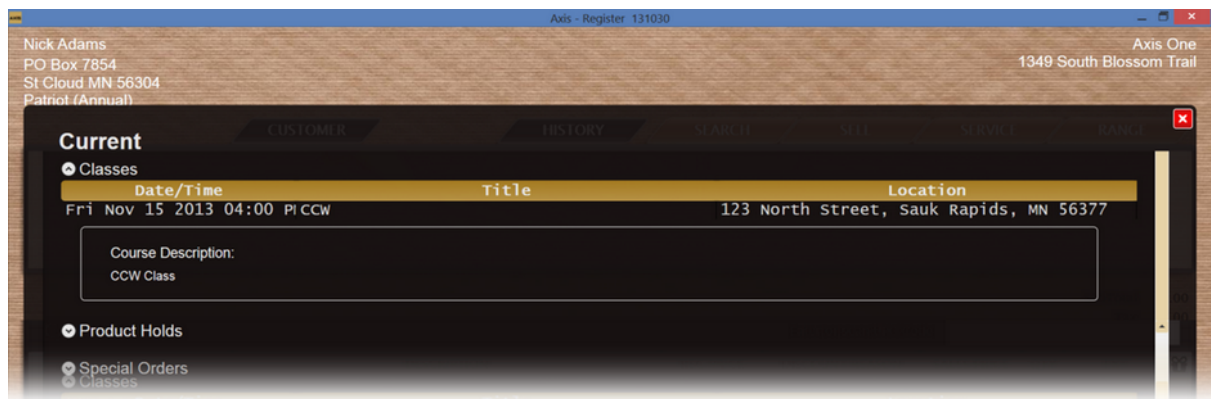
2. Click the **Current** tab to display the **Current** screen.
3. Click the red 'x' to close the **Current** screen.

## 8.1 Current Class

Current<sup>19</sup>

When a class has been purchased, it will show under the Current<sup>19</sup> tab for that individual until the class becomes history.

1. Look-up a customer<sup>34</sup>.
2. Click the **Current** tab to display the **Current** screen.
3. If necessary, click the expand button beside the **Classes** heading to display the customer's upcoming classes.



4. Click the class to display details.
5. When finished, click the **Close** button to close the **Current** screen.

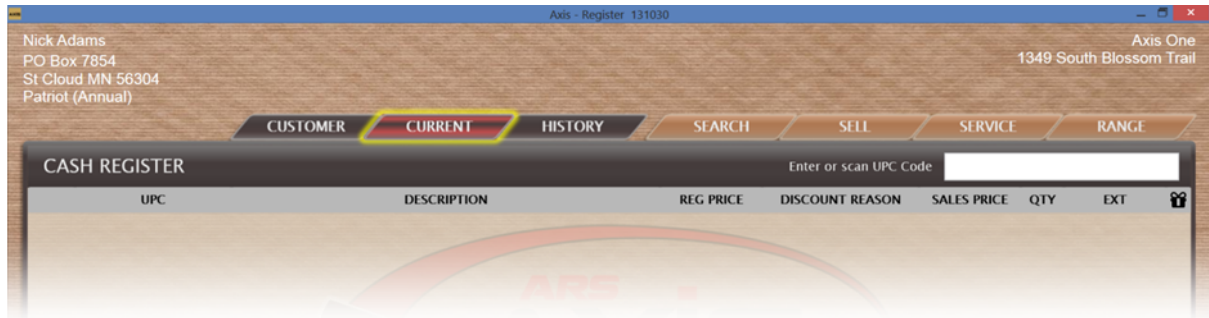
## 8.2 Current Firearm Transactions

Current<sup>19</sup>

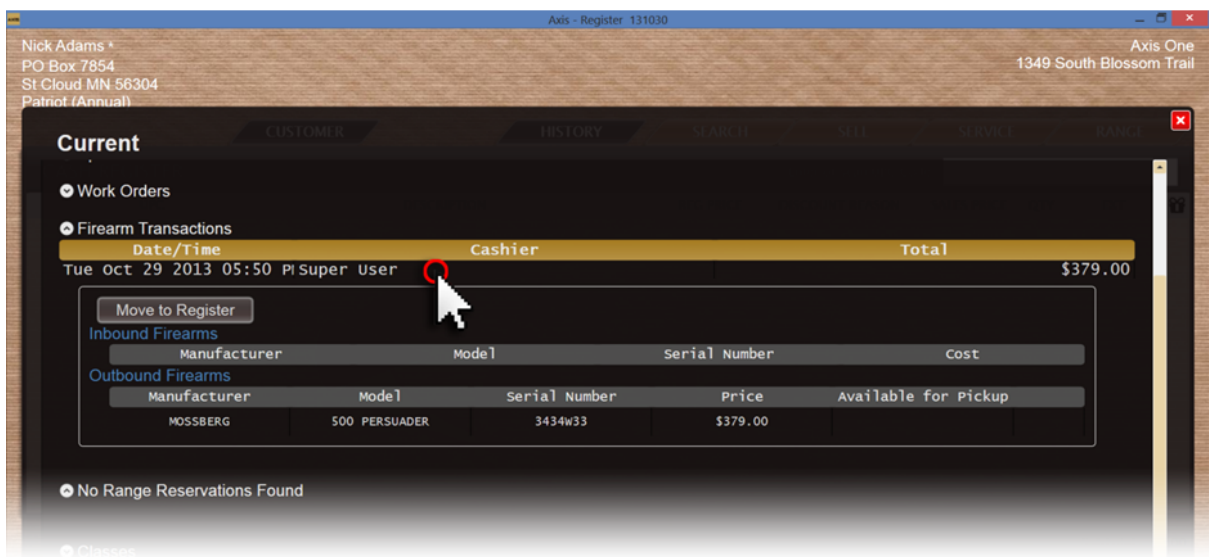
Once a firearm<sup>38</sup> has been selected for a specific customer, it will appear in the customer's Current<sup>19</sup> tab under **Firearm Transactions**.

To view a customer's **Current Firearm Transactions**:

1. Look-up a customer<sup>34</sup>.
2. Click the Current<sup>19</sup> tab to display the **Current** screen.



3. Click a firearm to display the details.



4. Double-click the details record to close it.
5. Click the red 'x' to close the **Current** screen.

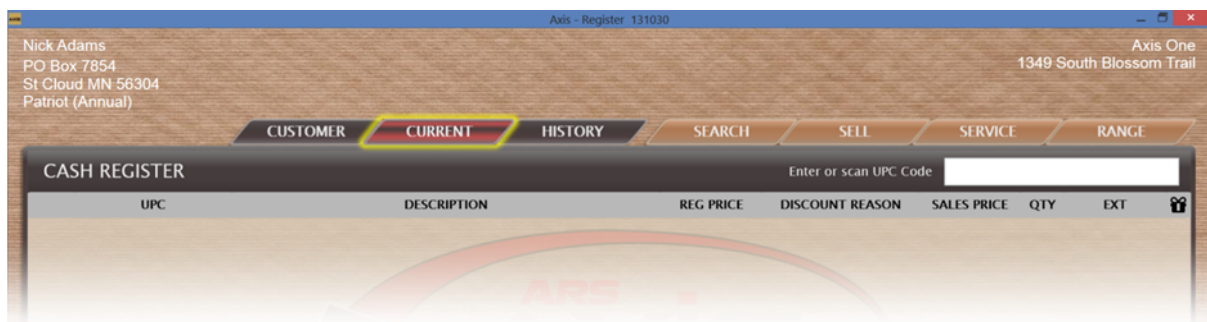
## 8.3 Current House Account

Current<sup>19</sup>

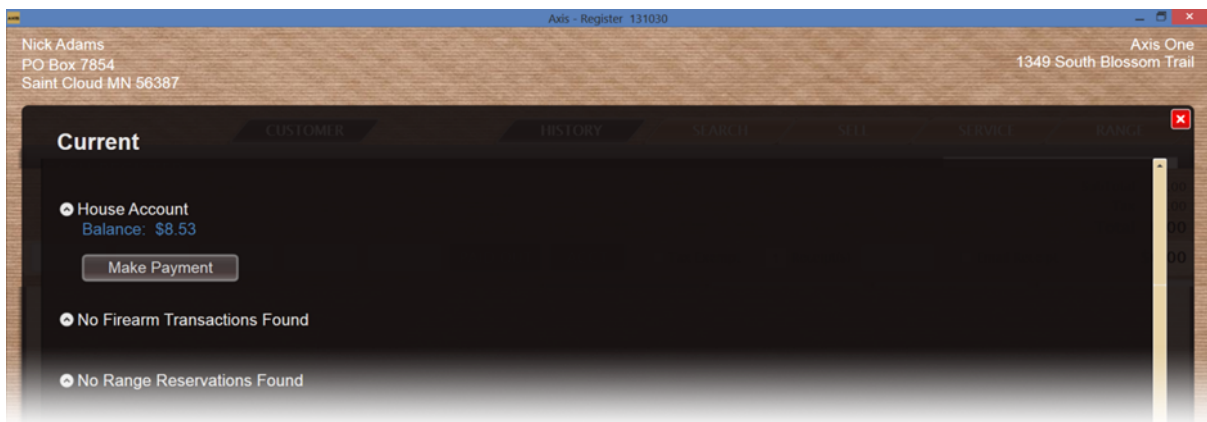
House Account balances can be created by Recurring Billing as well as by allowing customers to charge purchases to their established House Account<sup>56</sup>.

To view a customer's **Current House Account** balance:

1. Look-up a customer<sup>34</sup>.
2. Click the Current<sup>19</sup> tab to display the **Current** screen.



3. Click the expand button beside the **House Account** heading to display the **Balance**



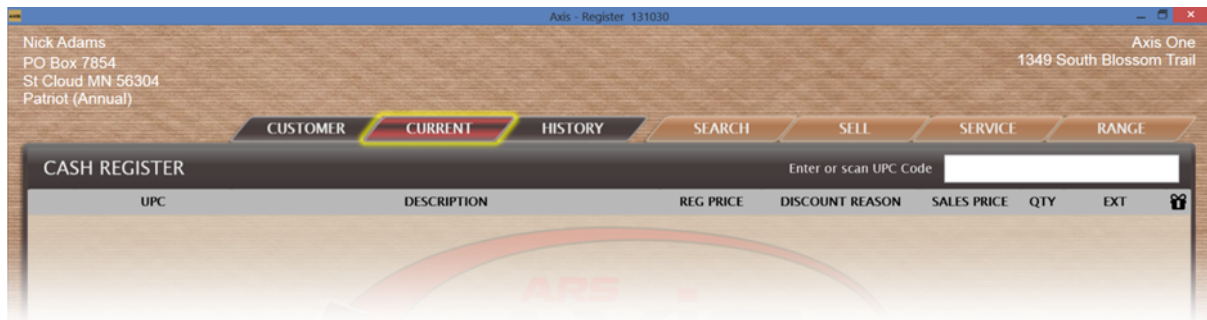
4. Click the red 'x' to close the **Current** screen.

## 8.4 Current Layaways

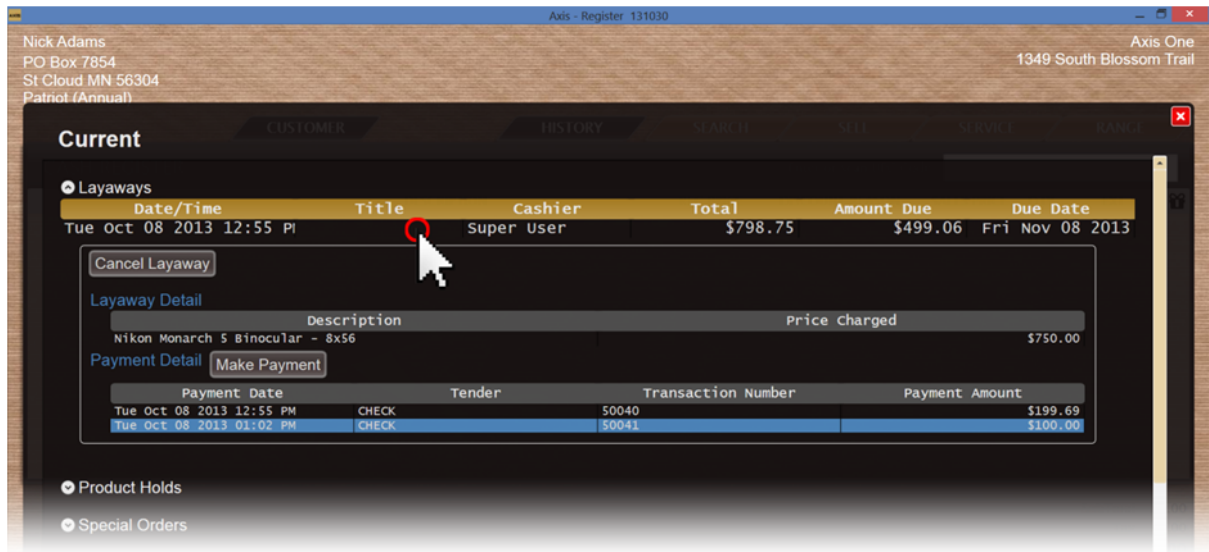
Current<sup>19</sup>

To view a customer's **Current Layaways**:

1. Look-up a customer<sup>34</sup>.
2. Click the Current<sup>19</sup> tab to display the **Current** screen.



3. Click the expand button beside the **Layaways** heading as needed to display the customer's layaway items.
4. Click an item to display details.



\* The detail record displays buttons to Make Payment<sup>[61]</sup> on and to Cancel a layaway<sup>[59]</sup>.

5. Double-click the details record to close it.
6. Click the red 'x' to close the **Current** screen.

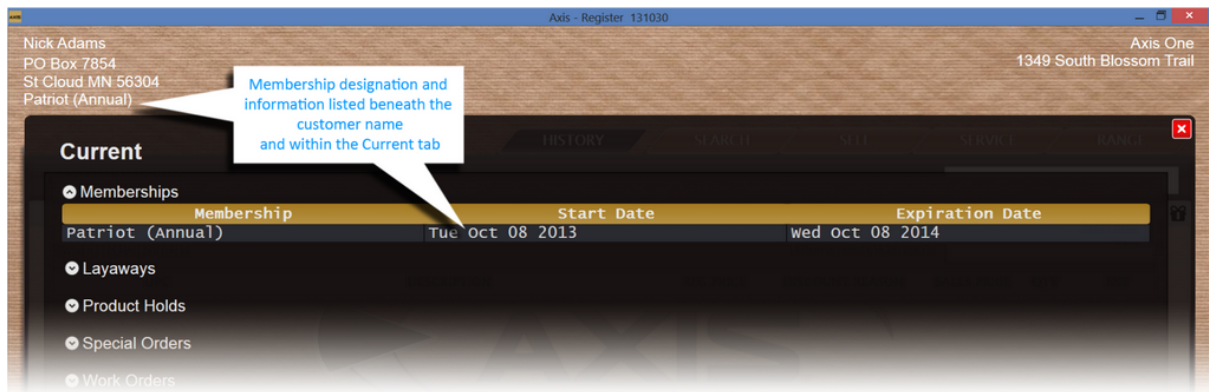
## 8.5 Current Memberships

Current<sup>[19]</sup>

To view a customer's current membership(s):

1. Look-up a customer<sup>[34]</sup>.
2. Click the **Current** tab to display the Current<sup>[19]</sup> screen.
3. If necessary, click the expand button beside the **Memberships** heading to display the customer's current memberships.





4. Click the membership to display details.
5. When finished, click the **Close** button to close the **Current** screen.

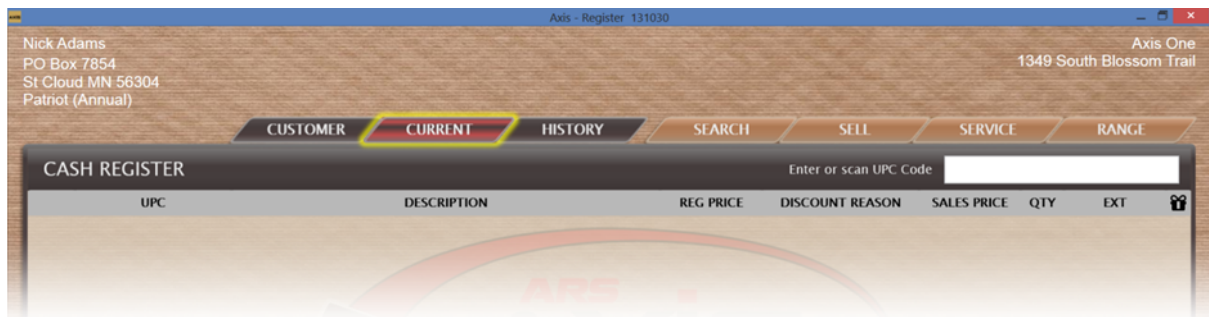
## 8.6 Current Reservation

Current<sup>19</sup>

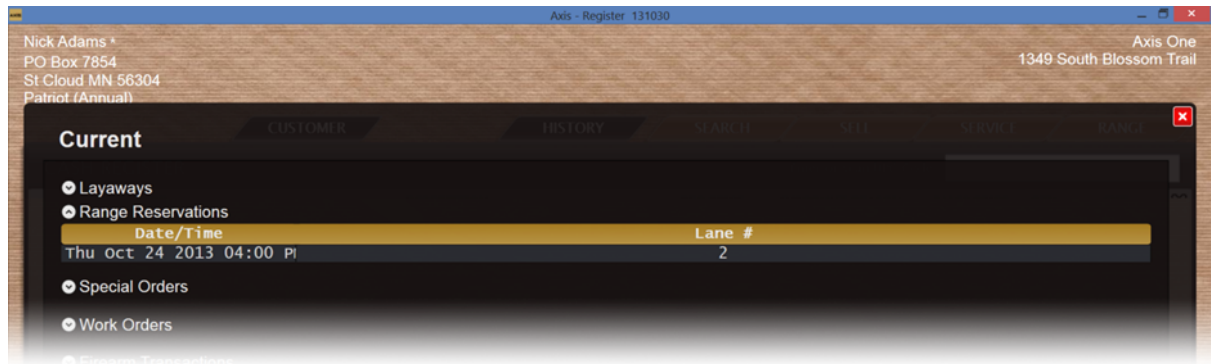
Once a reservation has been entered<sup>92</sup>, it may be viewed in the customer's Current<sup>19</sup> tab.

To view a customer's Range Reservations:

1. Look-up a Customer<sup>34</sup>.
2. Click the **Current** tab to display the **Current** screen.



3. If necessary, click the expand button beside the **Range Reservations** heading to display the customer's upcoming reservations.



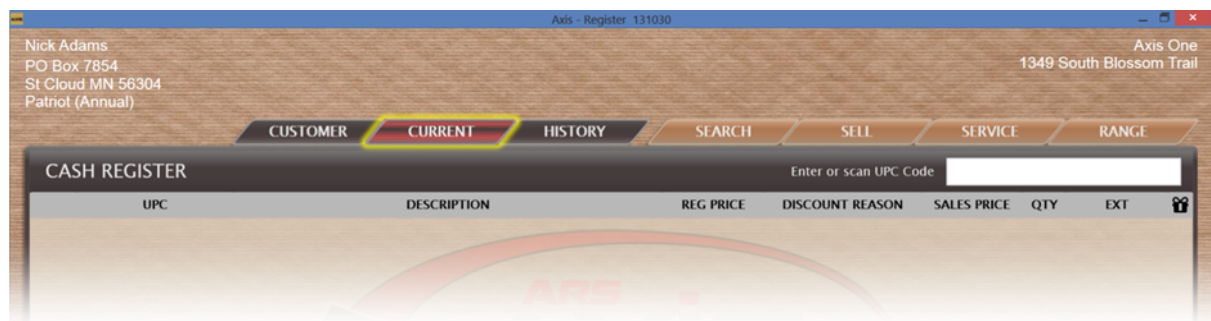
4. Click the red 'x' to close the **Current** screen.

## 8.7 Current Special Orders

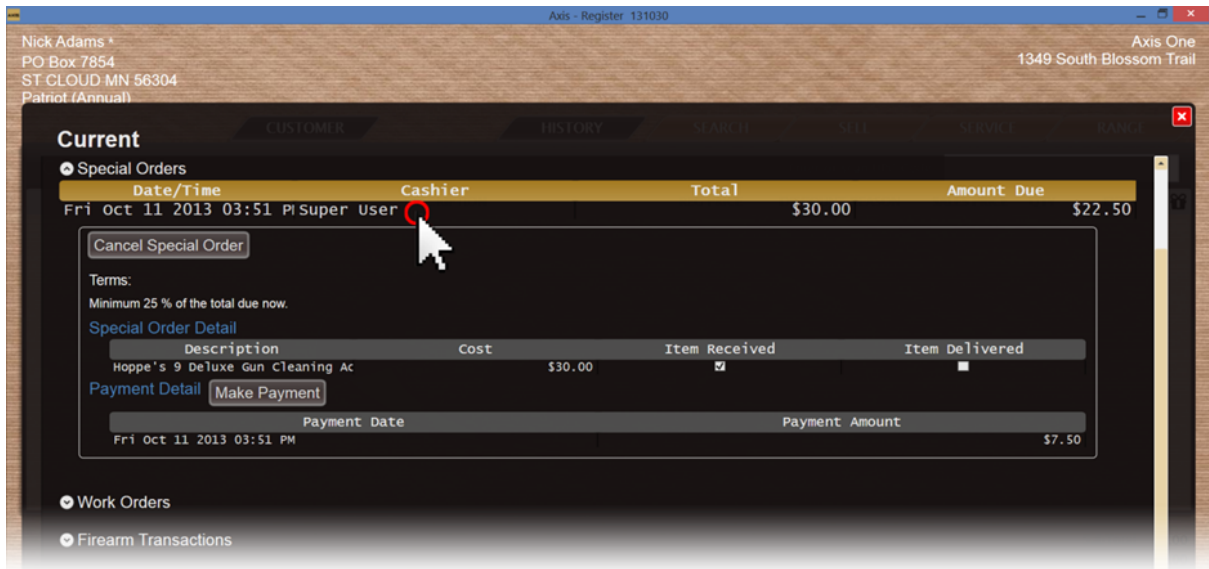
Current<sup>191</sup>

To view a customer's **Current Special Orders**:

1. Look-up a customer<sup>34</sup>.
2. Click the Current<sup>191</sup> tab to display the **Current** screen.



3. Click the expand button beside the **Special Orders** heading as needed to display the customer's special order items.
4. Click an item to display details.



\* The detail record displays buttons to Make a payment<sup>113</sup> on and to Cancel a special order.

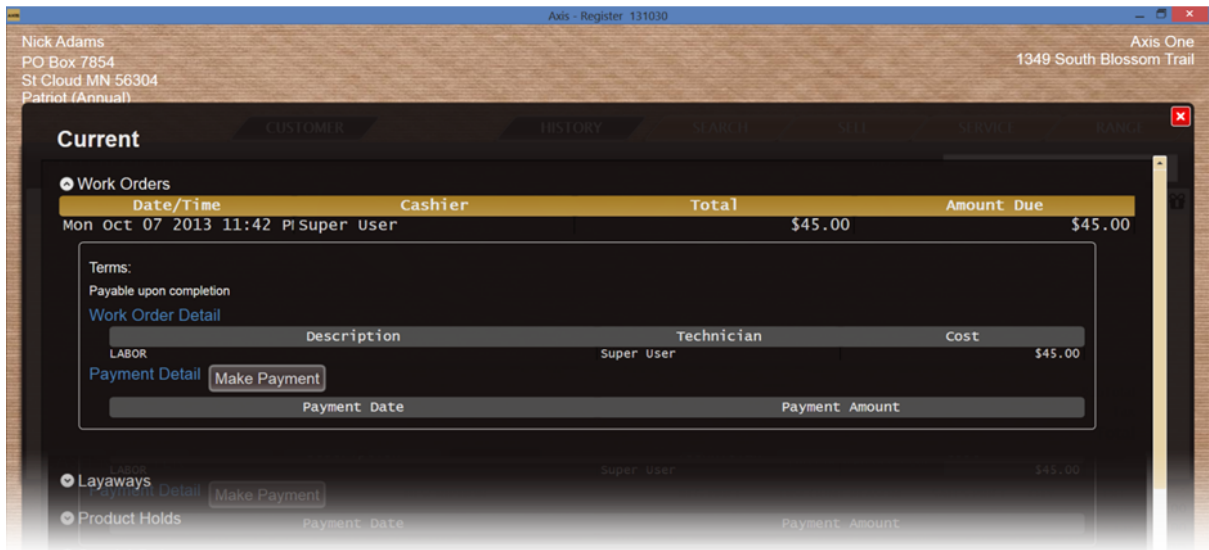
5. Double-click the details record to close it.
6. Click the red 'x' to close the **Current** screen.

## 8.8 Current Work Order

Current<sup>119</sup>

To view current non-firearm or gunsmithing **Work Orders** at the Register:

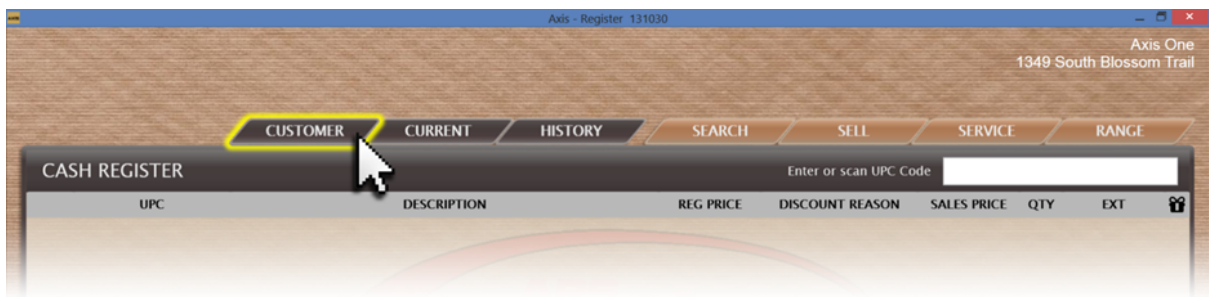
1. Look-up a Customer<sup>34</sup>.
2. Click the **Current** tab to display the **Current** screen.



3. If necessary, click the expand button beside the **Work Orders** heading to display the customer's open work orders.
4. Click the work order to display its **Work Description** record.
5. When finished, click the **Close** button to close the **Current** screen.

## 9 Customer

To allow for system tracking of transactions to the appropriate **customer**, the customer's name must be selected<sup>34</sup> or added. For layaway, special order, range use or other specialized transactions, the customer must be selected/added before proceeding. To begin, go to the **Customer** tab.



- Add a new customer<sup>36</sup>

- Clear Customer<sup>[29]</sup>
- Edit a Customer's information<sup>[33]</sup>
- Look-up a Customer<sup>[34]</sup>

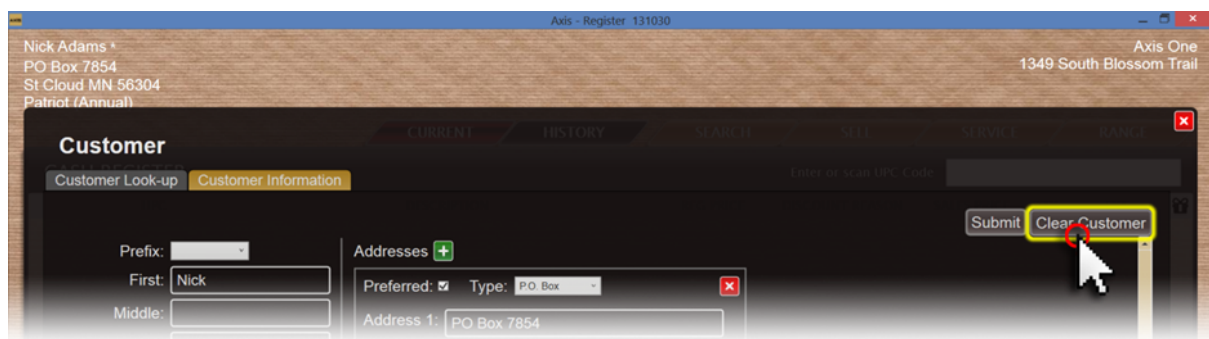
## 9.1 Clear Customer

Customer<sup>[28]</sup>

Once a customer has been added or selected, they may be cleared so that a new customer may be selected. Clearing a customer will not delete the customer from the system.

To clear the currently selected customer:

1. Click the Customer<sup>[28]</sup> tab to display the **Customer** screen with the Customer Information<sup>[30]</sup> tab activated.
2. Click the **Clear Customer** button to clear the system for selection of another customer.



## 9.2 Customer Information

Customer <sup>28</sup>

**Customer Information** may be updated from the Register. Information changed at any workstation will update at all Registers and the Data Center. (An audit report of all data changes at the Register is available in the Data Center.)


To begin editing the **Customer Information** utilizing the **Customer Information** tab, select the field you need to change by clicking on it or by using the **Tab** key. This same information is used for entering a new customer <sup>36</sup> once the **Customer Information** has been completed.

The screenshot shows the 'Customer Information' form with the following fields and values:

- Prefix: [Dropdown]
- First: Nick
- Middle: [Empty]
- Last: Adams
- Suffix: [Dropdown]
- Gender: Male
- Company: Stearns Co
- Birth Date: 2/13/1967
- Customer ID: 101701004026
- Alias ID: [Empty]
- Salesperson: [Dropdown]
- Tax ID: [Empty]
- Note: Stearns County Sheriff Deputy
- Scan: [Button]
- ID #1: [Empty]
- ID #2: [Empty]
- ID #3: [Empty]
- ID #: 32423552323
- ID Source: Minnesota Driver's Licen
- ID Expiration: 5/27/2015
- Addresses:
  - Preferred:  Type: P.O. Box
  - Address 1: PO Box 7854
  - Address 2: [Empty]
  - City: St Cloud State: MN Zip: 56304
- Phones:
  - Preferred:  Type: Home
  - Voice:  Text:  Phone Number: 218-681-2215
- Emails:
  - Preferred:  Type: Personal
  - Email Address: nadams334@arss.com
- Web Sites: [Empty]

To add additional **Addresses, Phones, Emails** or **Web Sites** to the **Customer Information**, click **+** to open another record box. If one or more of the record boxes is not needed, close it. The information can always be added at a later time. (For example, if a customer does not want to share his email address, click the **x** to close the record box. Later, the **+** may be clicked to open a new record box for the information.)

The additional record boxes will be placed to the right of the existing record boxes and will allow any number of record boxes for each. Clicking **x** in a record box will delete that information from the **Customer Information**. If the box was deleted in error, click


 to re-enter the information.







To get to each new field, use the **Tab** key or click in the field.

**Preferred** may be checked or unchecked at any time by clicking in the box. Check the **Preferred** box in any section to indicate the customer's preferred method of contact. (For example, a customer may provide information for all of the record boxes, but that customer may prefer to receive communications in the form of a text message. Under **Phones**, the **Preferred** box will be checked and the **Text** box will be checked with the **Phone Number** information entered.) \*\*Customer preferences may be updated at any time.\*\*



Phone numbers may be entered with or without the use of hyphens '-'.

Any red-lined boxes with an exclamation point (!) indicate a field which must be completed before the **Customer Information** may be submitted. A listing of fields needing completion may also be found on the left side of the screen below the customer information.


<b>Prefix</b>	Optional; Select prefix from drop-down menu
<b>First, Middle, Last</b>	
<b>Suffix</b>	Optional; select prefix from drop-down menu
<b>Company</b>	
<b>Birth Date</b>	Enter date (mm/dd/yy) or select using calendar 
<b>Customer ID</b>	Automatic Fill; unique, system-generated number assigned to the customer; Suitable for use on customer card and future recall
<b>Alias ID</b>	Unique retailer-generated number assigned to customer
<b>Salesperson</b>	Automatic Fill; Register operator who initially entered customer information
<b>Tax ID</b>	Unique, government-issued number assigned to customer; defaults customer to tax-exempt status
<b>Note</b>	Brief explanatory note about customer to be viewed at Register
<b>Scan</b>	May be used to scan ID information
<b>ID#1, ID#2, ID#3</b>	Up to three unique IDs may be entered; click a tab to view/enter information for the associated ID

<b>ID#</b>	
<b>ID Source</b>	
<b>ID Expiration</b>	May be required according to system configuration; enter date (mm/dd/yy) or select using calendar <sup>13</sup>
<b>Addresses</b>	If desired, click the green  button to open a record for an additional address. If an address record is not needed, click its red  button to close it
<b>Preferred</b>	Click the box if this address record is the customer's preferred method of contact
<b>Type</b>	Select the appropriate value from the drop-down menu
<b>Address 1</b>	
<b>Address 2</b>	
<b>City</b>	
<b>State</b>	
<b>Zip</b>	
<b>Phones</b>	If desired, click the green  button to open a record for an additional phone number; if a phone number record is not needed, click its red  button to close it
<b>Preferred</b>	Click the box if this phone number record is the customer's preferred method of contact
<b>Type</b>	Select the appropriate value from the drop-down menu
<b>Voice</b>	
<b>Text</b>	
<b>Phone Number</b>	
<b>Emails</b>	If desired, click the green  button to open a record for an additional email address; if an email address record is not needed, click its red  button to close it
<b>Preferred</b>	Click the box if this email address record is the customer's preferred method of contact





<b>Type</b>	Select the appropriate value from the drop-down menu
<b>Email Address</b>	
<b>Web Sites</b>	If desired, click the green  button to open a record for an additional web site; if a web site record is not needed, click its red  button to close it
<b>Preferred</b>	Click the box if this web site record is the customer's preferred method of contact
<b>Type</b>	Select the appropriate value from the drop-down menu
<b>URL Address</b>	

When finished, click the **Submit** button to retain this customer and return to the **Cash Register** screen.


The customer records remain open at the Register screen which is ready for transaction  entry. This is shown by the customer's name being displayed in the upper left corner of the Register screen.

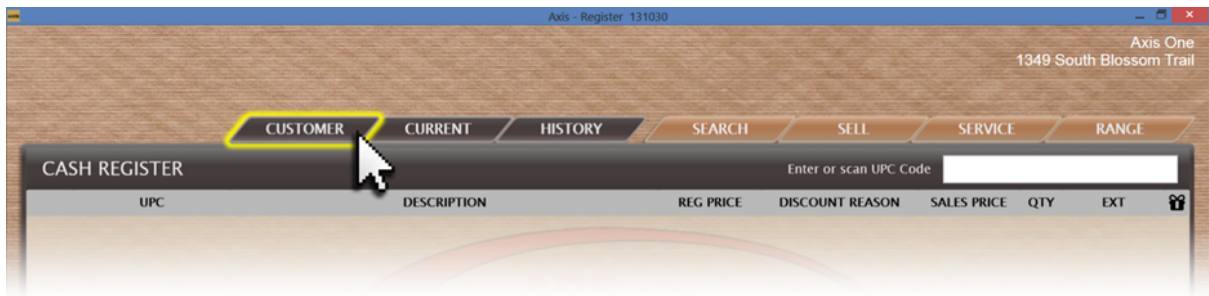
### 9.3 Edit Customer

Customer 

**Editing a Customer** at the Register is done in the Customer Information  tab. Go to Customer Information  for detailed information on **editing a customer's information**

**To edit customer information:**

1. Look-up a customer .
2. Click the **Customer** tab to display the **Customer Information**.



3. Enter data for the appropriate Customer Information <sup>30</sup> fields.

**Customer**

Customer Look-up: **Customer Information**

Submit Clear Customer

Prefix:

First:

Middle:

Last:

Suffix:

Gender:

Company:

Birth Date:

Customer ID:

Alias ID:

Salesperson:

Tax ID:

Note:

Scan

Addresses **+**

Preferred:  Type:

Address 1:

Address 2:

City:  State:  Zip:

Phones **+**

Preferred:  Type:

Voice:  Text:  Phone Number:

Emails **+**

Preferred:  Type:

Email Address:

Web Sites **+**

ID #1 ID #2 ID #3

ID #:

ID Source:

ID Expiration:

4. When finished, click the **Submit** button to retain this customer and return to the **Cash Register** screen.

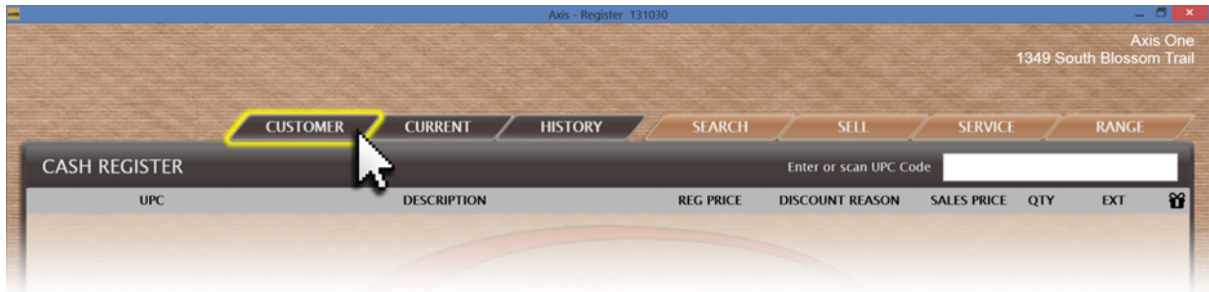
## 9.4 Lookup Customer

Customer <sup>28</sup>

For specialized transactions (firearm sales, layaways, special orders, etc.), a customer must be selected before processing the transaction.

### To Look-up an existing Customer:

1. Click the **Customer** tab to display the **Customer** screen.

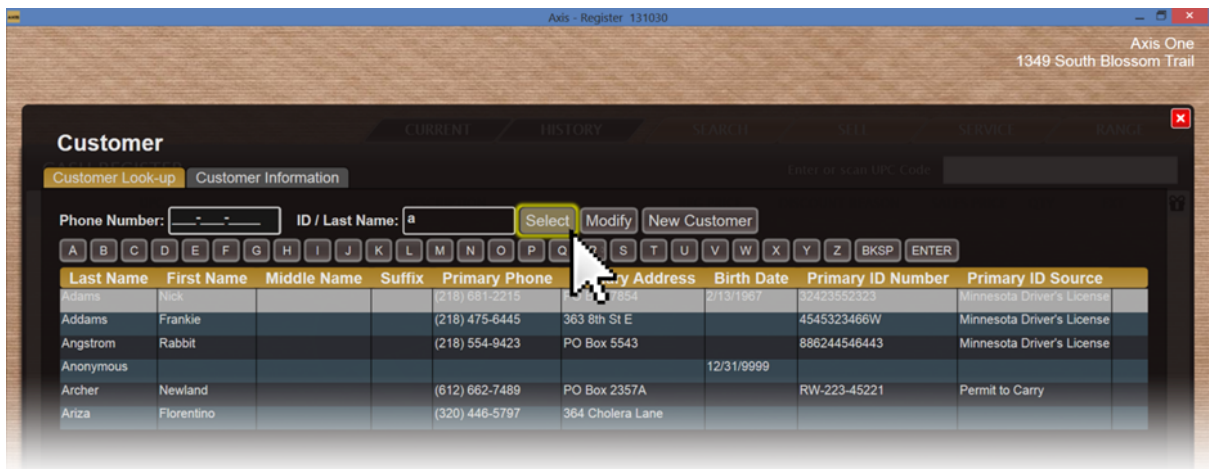


2. Complete either of these procedures to define customer search criteria:

- Click in the **Phone Number** field, and enter the customer's phone number.
- Click in the **ID/Last Name** field, and use the keyboard or onscreen letter buttons to enter the customer's last name or customer ID. Then click the **Enter** button (or press the **Enter** key on the keyboard) to display search results.

3. Click the customer to highlight it.

4. Click the **Select** button to return to the **Cash Register** screen. (This can also be accomplished by double-clicking the customer line entry.)



## NOTES:

If you have customers with the same name, utilize the **Primary Address** and **Birth Date** columns to assist with the selection of the appropriate customer.

Selection of a customer may also be done by double-clicking the customer's name.

If the customer's information has changed, the customer record may be edited<sup>33</sup> at the Register.

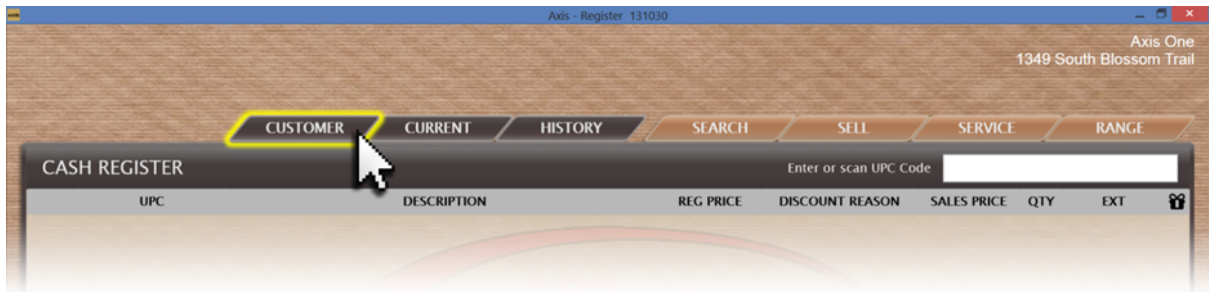
## 9.5 New Customer

Customer<sup>28</sup>

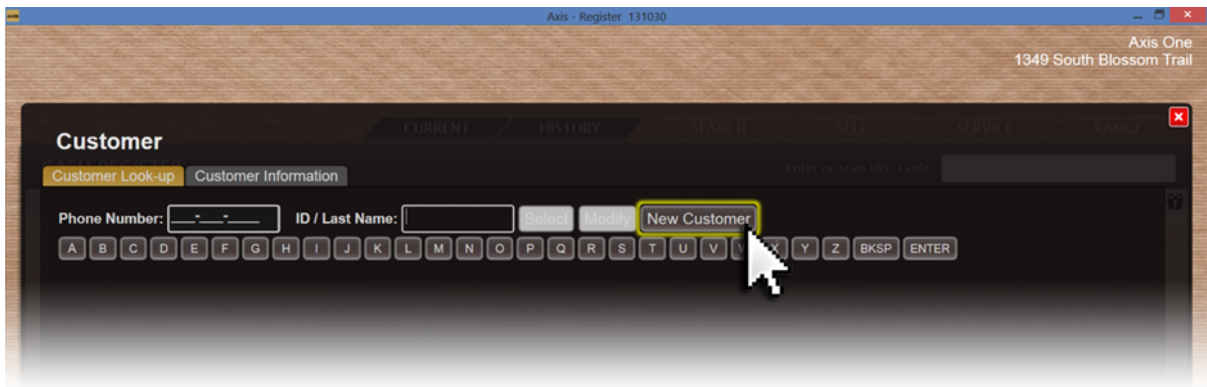
New customers may be added at both the Register and in the DataCenter.

To add a new customer at the Register:

1. Click the **Customer** tab to display the **Customer** screen.



2. Click the **New Customer** button to display the **Customer Information** tab.



3. Enter customer information<sup>30</sup> in the required (Red) and other fields.
4. When finished, click the **Submit** button to retain this customer and return to the **Cash Register** screen.

## 10 Discount

Item **Discounts** are handled through Adjust Price<sup>10</sup>.

## 11 FAQs

### Frequently Asked Questions

#### RECEIPT

##### How is company information added for the receipts?

The header information on the receipt master template may be edited. Open 'My Computer'. On the left navigation menu, locate and select the server name under 'Network'. Double-click 'SharedPath' and then the 'firearmreceipt' folder. There is a document named 'TemplateFirearmReceipt'. The store information header may be edited and saved so that it will print on the receipt.

##### What additional hardware is required for a full-page receipt?

A standard 8½" x 11" inkjet printer will need to be installed at the Register.

### Can the store logo be added to the receipt?

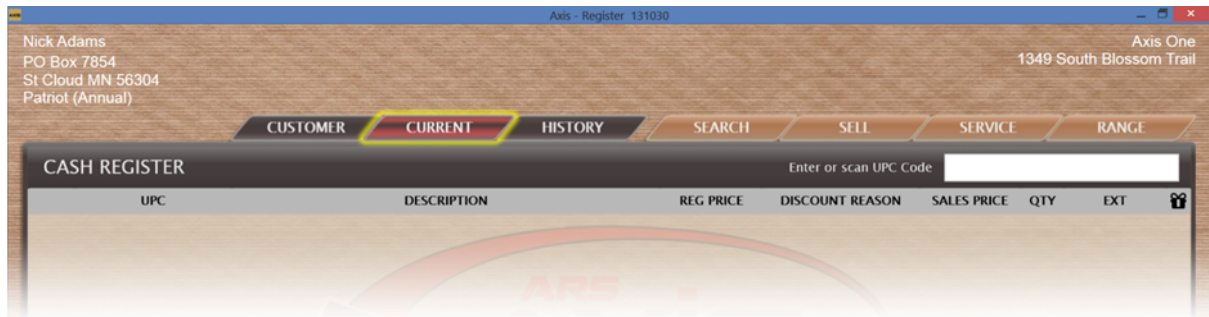
Yes. The receipt may be customized with additional information, store policies or greetings.

## 12 Firearms

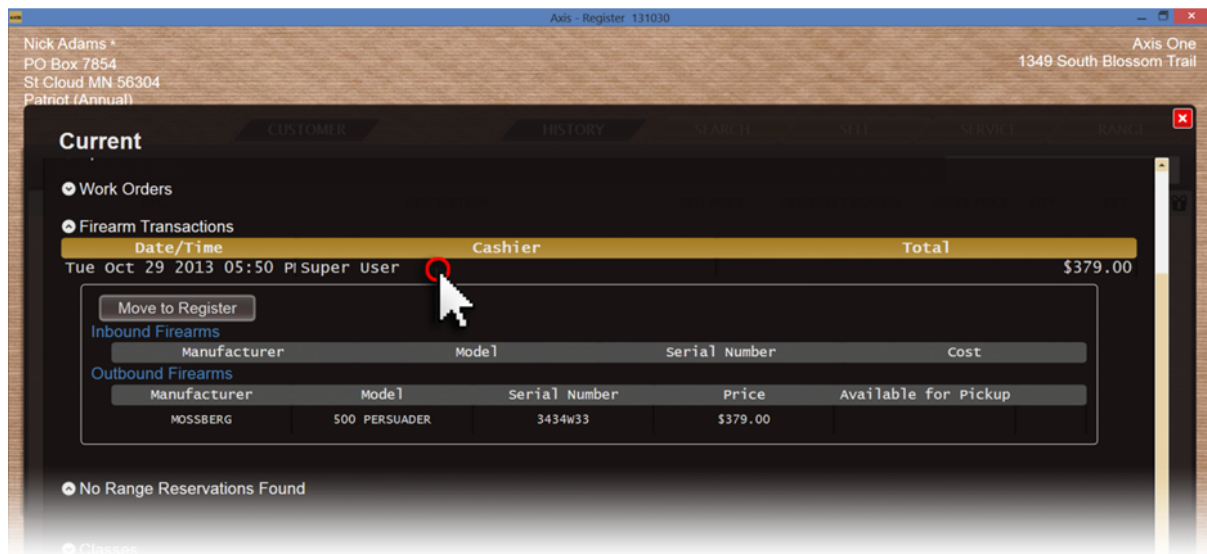
A **firearm** transaction will be attached to the customer's record during the electronic 4473 process. If a paper 4473 is used, the firearm(s) sale<sup>[40]</sup> will be processed differently.

To process payment for a customer's firearm transaction:

1. Look-up a customer<sup>[34]</sup>.
2. Click the Current<sup>[19]</sup> tab to display the **Current** screen.



3. Click the expand button beside the **Firearm Transactions** heading to display the customer's current firearm transactions.
4. Click the firearm to display details.



5. Click the **Move to Register** button to add the firearm transaction to the **Cash Register** screen and close the **Current** screen.

\* If the **Waiting Period Required** screen appears, click the **Continue** button to close the screen. In some cases a manager may Exclude the Firearm Waiting Period.

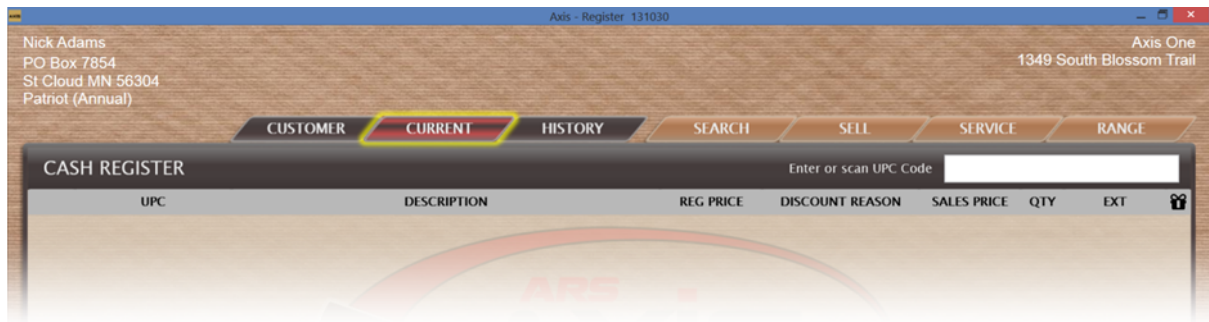
## 12.1 Firearm Transfer

Firearms <sup>38</sup>

**Firearm Transfers** which are being transferred out to a customer are initiated within the DataCenter when the firearm is received from another FFL. The firearm is placed into the Customer's Current <sup>20</sup> tab.

To transfer a firearm to the customer:

1. Look-up the Customer <sup>34</sup>.
2. Click the Current <sup>19</sup> tab to display the **Current** screen.



3. Click the firearm to display the details.
4. Note the firearm's **Transfer** button:
  - If the text on the button is white, click the **Transfer** button to add the firearm transaction to the **Cash Register** screen.
  - If the text on the button is red, the firearm is subject to a waiting period and must be retained until the period expires. After the period expires, the button text will be white; the procedure may be completed.
5. Accept payment<sup>[122]</sup> for the transaction.
6. Transfer the firearm to the customer.

## 12.2 Sell Firearm with Paper 4473

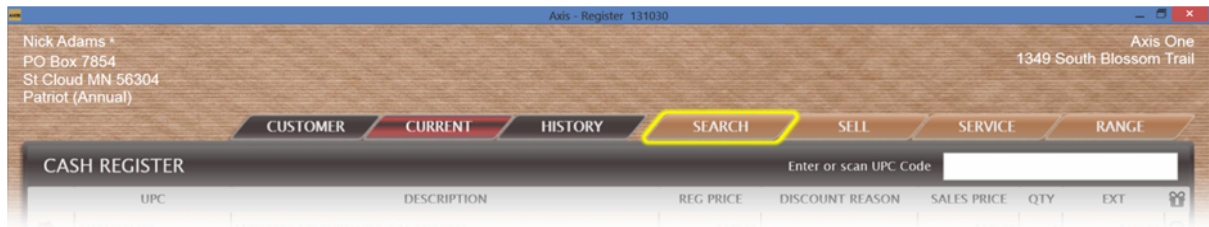
Firearms<sup>[38]</sup>

**Selling a Firearm with a Paper 4473** is different from selling a firearm using the electronic 4473<sup>[38]</sup> because of the variance in how the firearm is selected and attached to the customer's transaction. With the use of the paper 4473, all Bound Book information must be entered before the close of business for the proper generation of the 3310 forms. Using the electronic 4473 with complete information entered will generate the necessary 3310 forms at the close of business.

To **Sell a Firearm using a Paper 4473**:

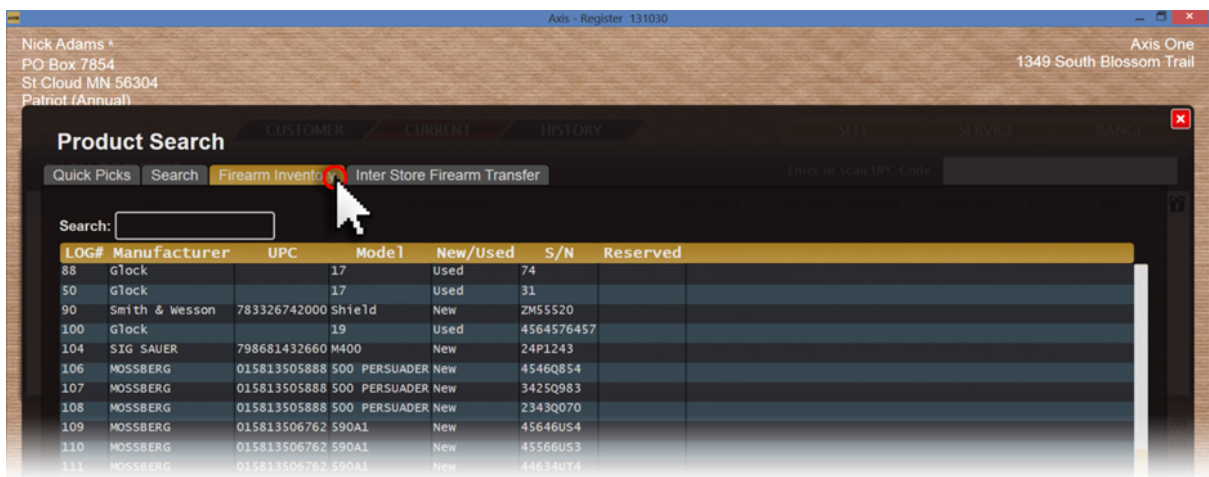
1. Look-up a Customer<sup>[34]</sup>.
2. Click the Search<sup>[106]</sup> tab to display the **Product Search** screen.



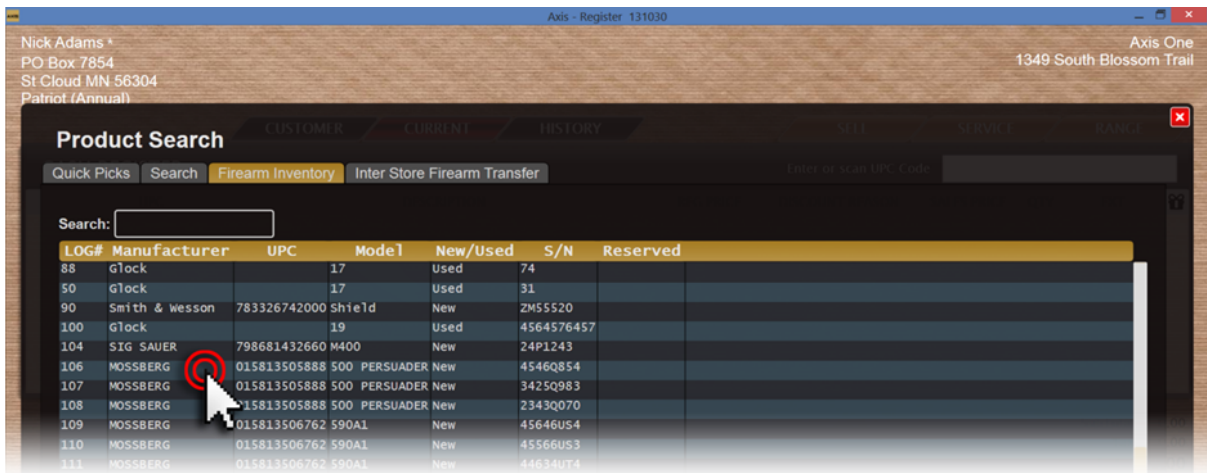


3. Click the **Firearm Inventory** tab to display a list of firearms.

\* If the **Firearm Inventory** tab does not appear on the screen, firearms must be selected through the DataCenter.



4. Double-click a firearm to display the **Customer Information** screen.



5. Complete the fields; click the **Submit** button to add the firearm transaction to the **Cash Register** screen.

\* If the **Waiting Period Required** screen appears, click the **Continue** button to close the screen. In some cases, a manager may Exclude the Firearm Waiting Period.

### Customer Information

First Name:  Middle Name:  Last Name:

Address:

City:  State:  PostalCode:

Phone Number:  Email Address:

Date of Birth:

---

FFL Number:

NICS:  Transaction Serial Number:

---

ID #1 Number:  ID #1 Source:  ID #1 Expiration:

ID #2 Number:  ID #2 Source:  ID #2 Expiration:

ID #3 Number:  ID #3 Source:  ID #3 Expiration:

6. Accept Payment<sup>[122]</sup> for the transaction.

7. Complete one of the following:

- If no additional waiting period is required, transfer the firearm to the customer.
- If a waiting period is required, the transaction will be listed on the customer's Current <sup>[19]</sup> screen; the firearm must be retained until the period expires. After the period expires, Transfer the firearm to the customer<sup>[20]</sup> from the Current<sup>[19]</sup> screen.

## 13 Gift Card

**Gift Cards** may be purchased and redeemed at the Register once setup for **Gift Cards** has been completed in the Data Center. The required Gift Card number for AXiS is: 6789678967896789. Use of a different number will result in incorrect **Gift Card** data.

At the Register, gift cards may be sold, reloaded and/or redeemed.

- Check Gift Card Balance<sup>[43]</sup>
- Redeem Gift Card<sup>[43]</sup>
- Reload or Sell Gift Card<sup>[44]</sup>

### 13.1 Gift Card Balance

Gift Card<sup>[43]</sup>


To check the balance on a gift card:

1. Make sure the **Cash Register** screen shows an active transaction with a **Total** amount due.
2. Click the **Gift** button to display the **Make Payment With Gift Card** screen.
3. Enter/scan the gift card number in the **Enter card number** field.
4. Note the amount shown in the **Gift Card Balance** field.
5. Click the **Cancel** button to close the **Make Payment With Gift Card** screen.

### 13.2 Redeem Gift Card

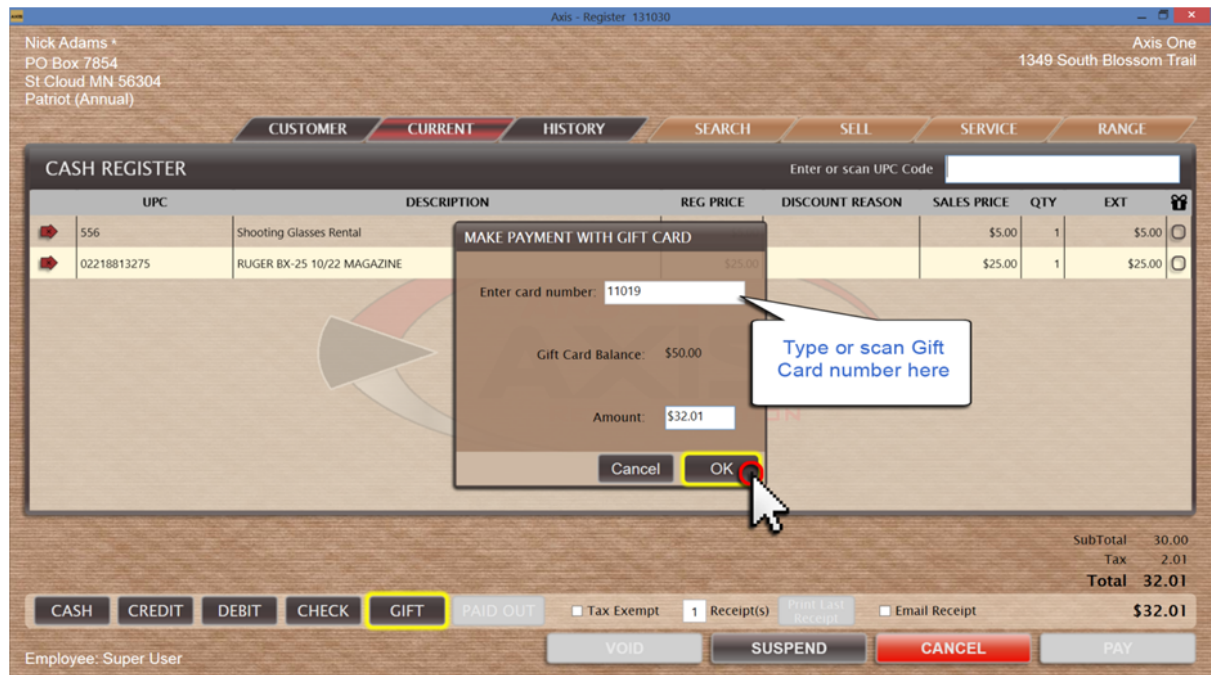
Gift Card<sup>[43]</sup>

Gift Card redemption is only allowed for amounts up to or equal to the amount of the Gift

Card Balance 

To **Redeem a Gift Card**:

1. Click the **Gift** button to display the **Make Payment With Gift Card** screen.



2. Enter/scan the gift card number in the **Enter card number** field to display the **Gift Card Balance**.
3. Enter the amount (no greater than the balance shown) to be redeemed in the **Amount** field.
4. Click the **OK** button.

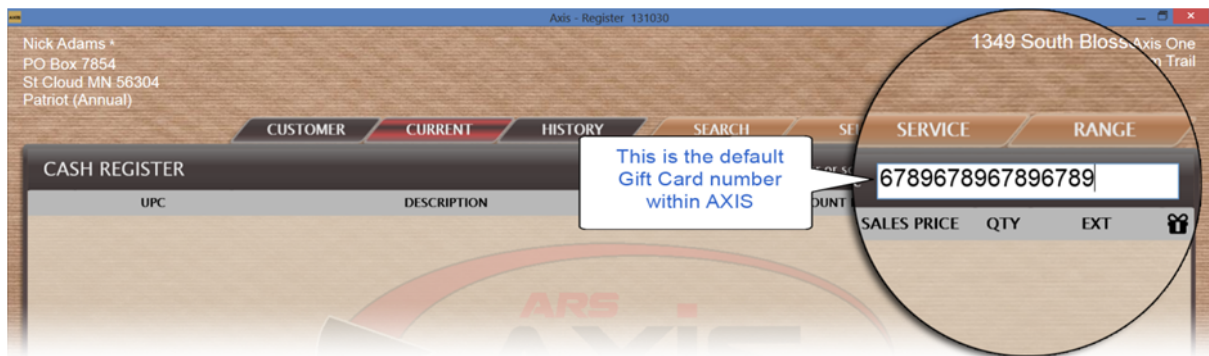
### 13.3 Sell Gift Card

Gift Card 

A gift card may be sold or reloaded. Any amount placed on a gift card will be added to any existing balance on that card.

To **Sell a gift card** at the Register:

1. Identify the gift card by its UPC code (or select it from a Quick Picks<sup>108</sup> search) to display the **Gift Card** screen.



2. Scan or enter the gift card number in the **Gift Card Number** field.
3. Enter the dollar amount to be added in the **Amount** field.

**GIFT CARD**

Enter the gift card information:

Gift Card Number:

Amount:

*Amount must be greater than \$0.00.*

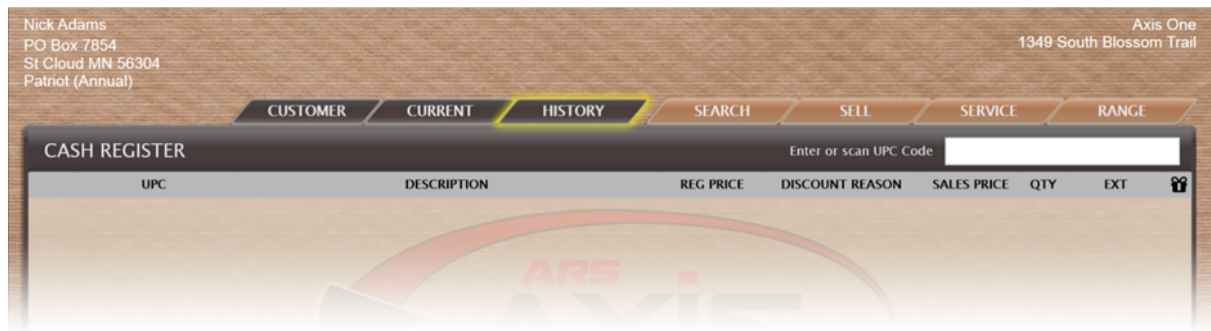
Cancel OK

4. Click the **OK** button to add the gift card amount to the current transaction on the **Cash Register** screen.

## 14 History

Customer **History** may be accessed from the Register for Transactions<sup>[49]</sup>, Layaways<sup>[46]</sup>, Special Orders<sup>[48]</sup> and Work Orders<sup>[55]</sup>.

After looking up a customer<sup>[34]</sup>, go to the **History** tab.



The next screen will open to the last-opened tab. From the screen, you may check:

- Layaway History<sup>[46]</sup>
- Special Order History<sup>[48]</sup>
- Transaction History<sup>[49]</sup>
- Work Order History<sup>[55]</sup>

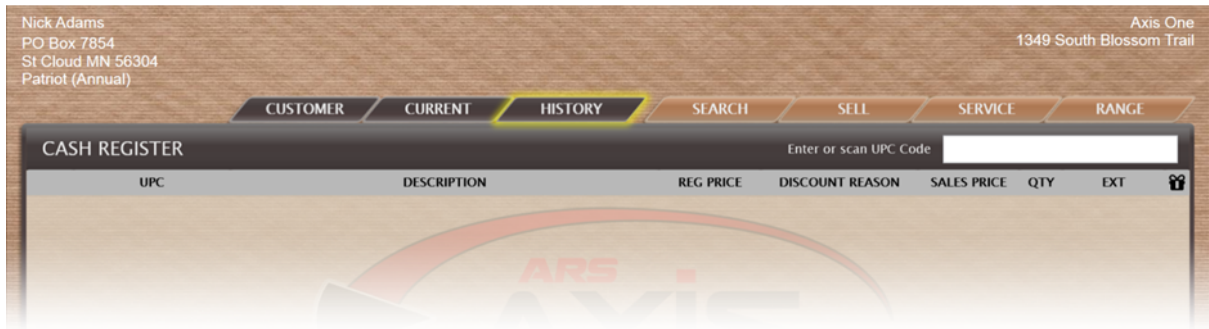
### 14.1 Layaway History

History<sup>[46]</sup>

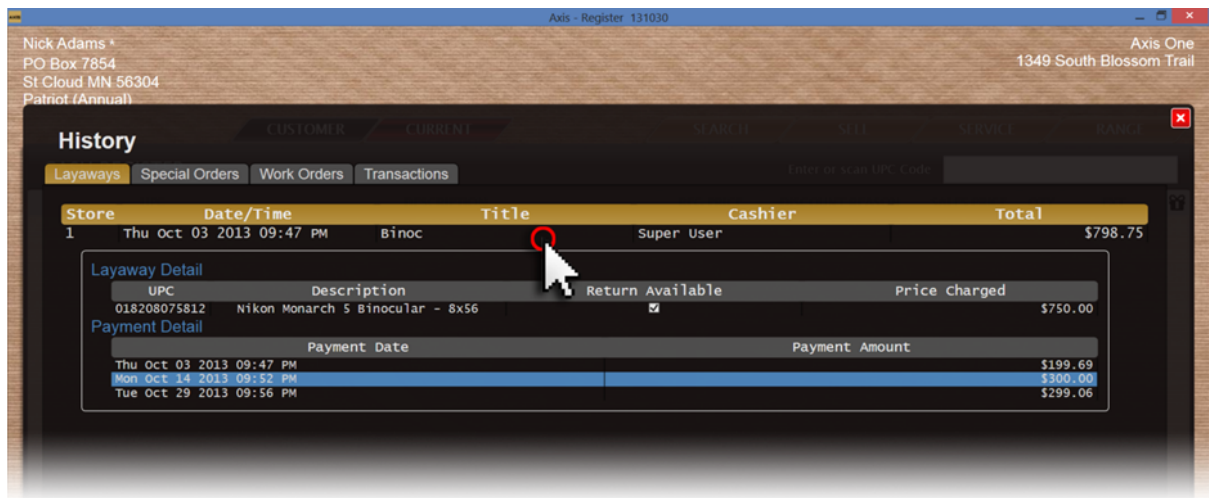
**Layaway History** for the selected customer can be viewed for completed layaway transactions. Layaway Returns<sup>[115]</sup> may be initiated from **Layaway History**.

To view **Layaway History**:

1. Look-up a Customer<sup>34</sup>.
2. Click the **History** tab to display the **History** screen.



3. Click the **Layaways** tab to display all of the customer's completed layaway items.
4. Click the layaway item to display its **Layaway Detail** and **Payment Detail** record.  
(To view a different line item, just click on it.)



5. Click the red 'x' to close the **History** screen.




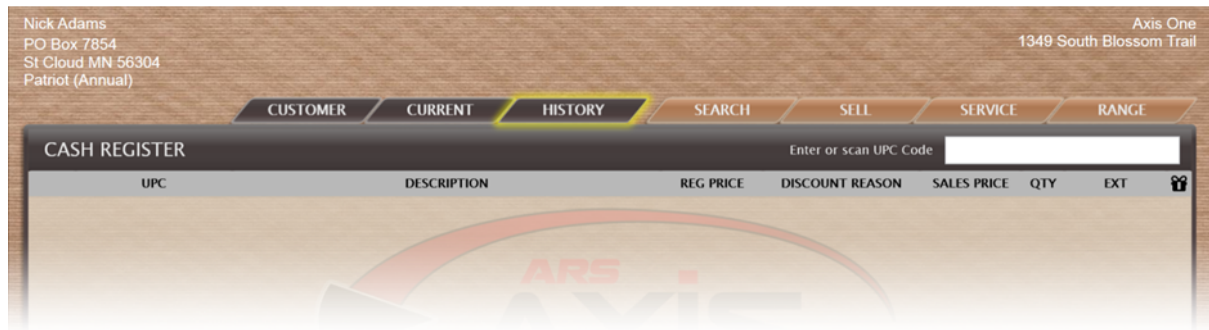
## 14.2 Special Order History

History 

All **Special Order History** for the selected customer can be viewed for completed **Special Orders**.

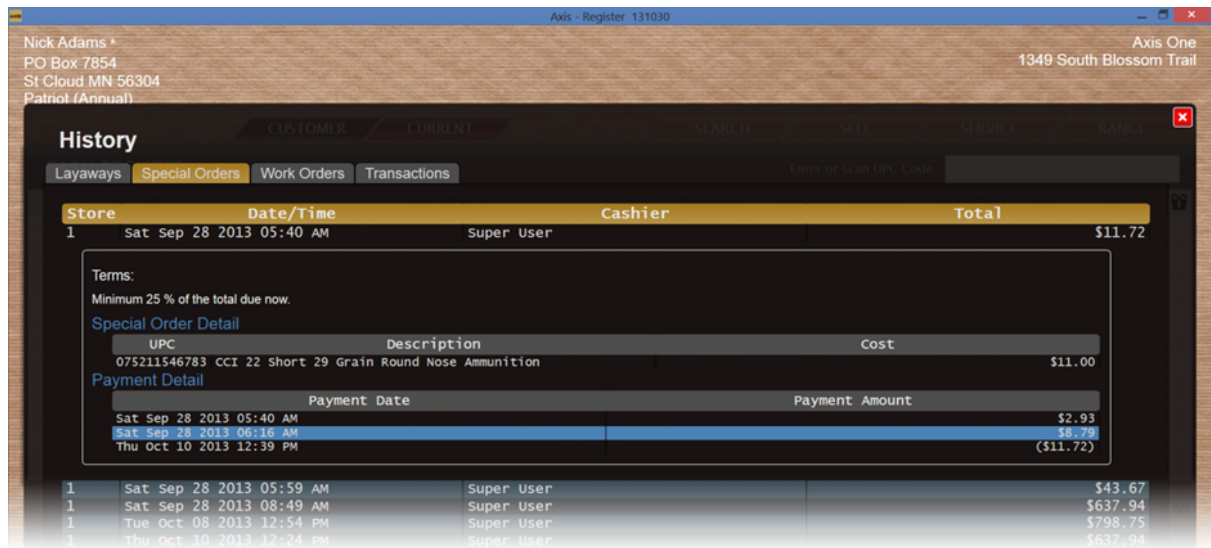
To view **Special Order History**:

1. Look-up a Customer .
2. Click the **History** tab to display the **History** screen.

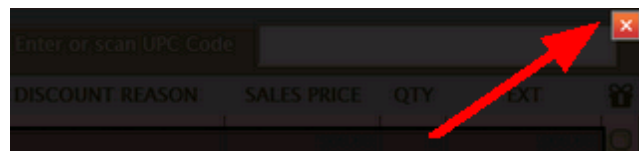


3. Click the **Special Orders** tab to display all of the customer's completed special orders.
4. Click the special order item to display its **Special Order Detail** and **Payment Detail** record. (To view a different line item, just click on it.)





5. Click the red 'x' to close the **History** screen.



## 14.3 Transaction History

History<sup>46</sup>

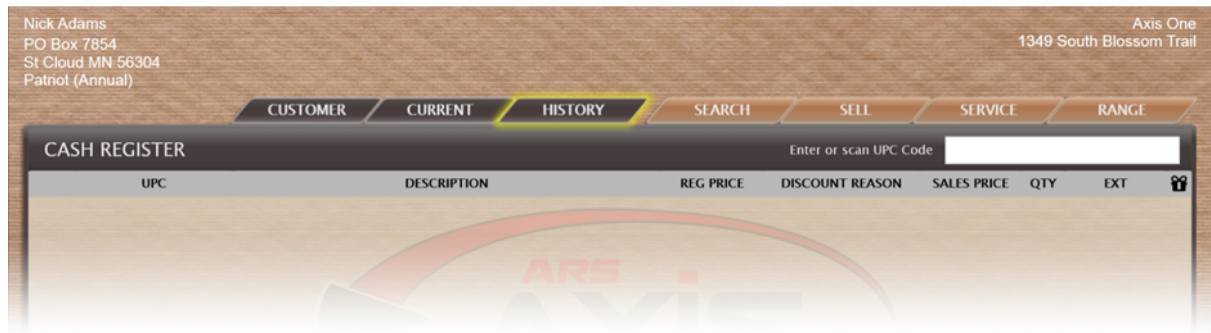
**Transaction History** is helpful for finding a specific transaction for a specific customer. There are a few options to aid in the location of a specific transaction:

- Search transactions by customer name<sup>50</sup>
- Search transactions by date with no customer name<sup>51</sup>
- Use the Transaction ID<sup>53</sup>

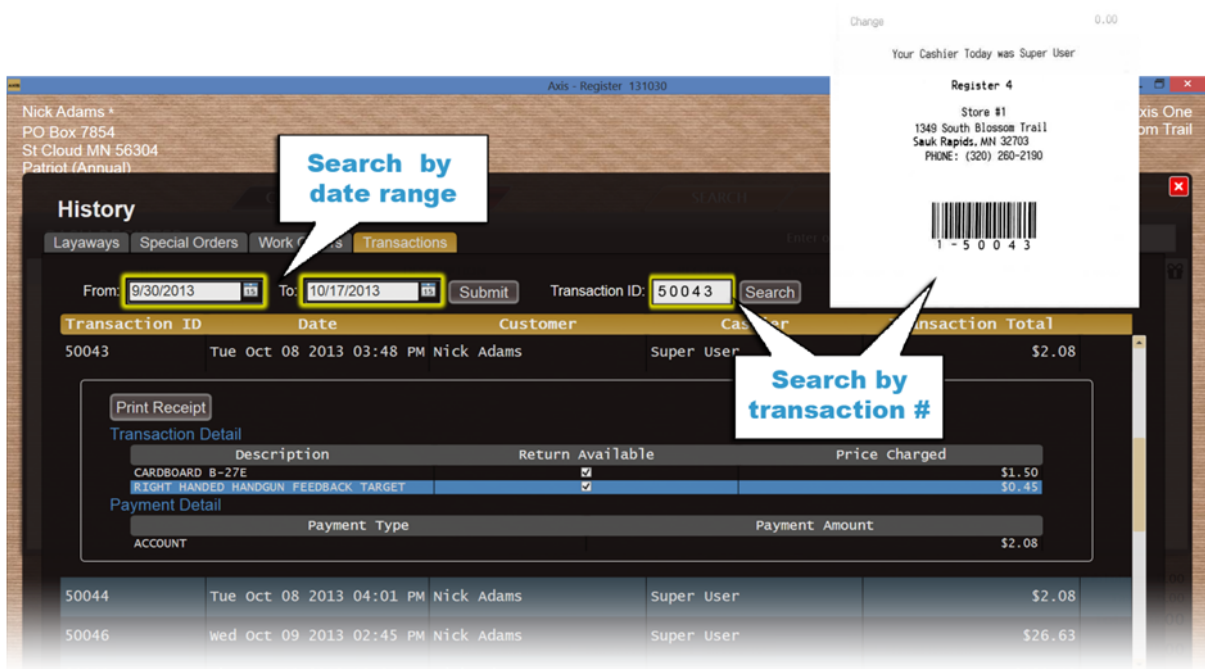
### 14.3.1 Transactions by Customer

To view a customer's **Transaction History** by date:

1. Look-up a customer<sup>34</sup>.
2. Click the History<sup>46</sup> tab to display the **History** screen.



3. Click the **Transactions** tab to display the customer's completed transactions.
4. Enter dates in the **From** and **To** fields; click the **Submit** button to display all transactions from that timeframe.



5. Click the page navigation buttons to move from one page to another.
  - Click the << (**First Page**) button to display the first page of the record.
  - Click the < (**Previous Page**) button to display the preceding page of the record.
  - Click the > (**Next Page**) button to display the following page of the record.
  - Click the >> (**Last Page**) button to display the last page of the record.
6. Click a transaction to display its **Transaction Detail** and **Payment Detail** record and the **Print Receipt** button.
7. Click the red 'x' to close the **History** screen.

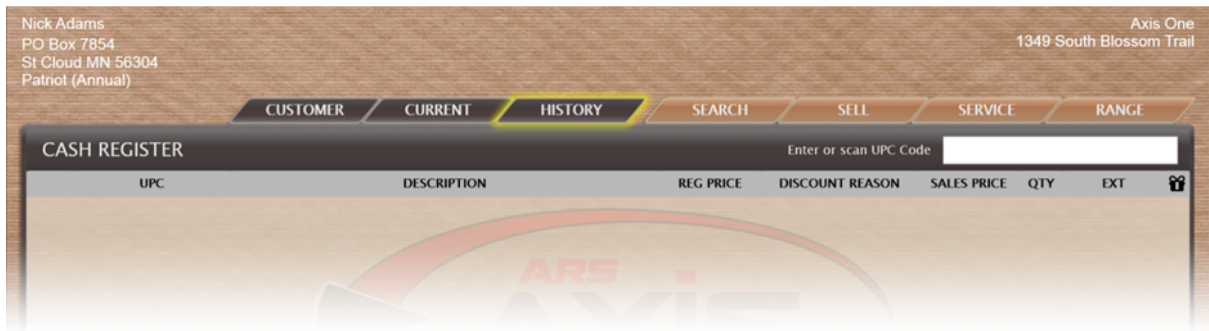


NOTE: To view a different line item, just click on it.

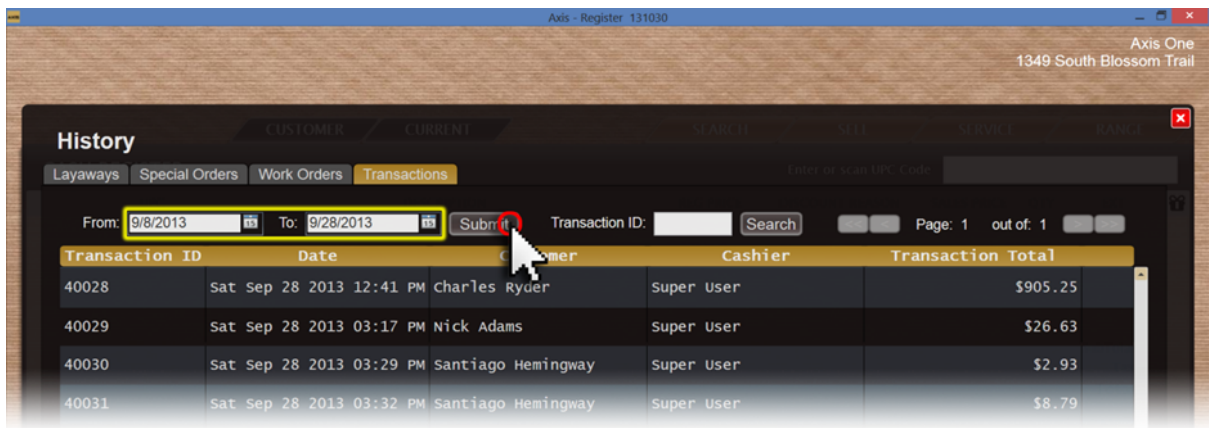
### 14.3.2 Transaction History with no customer

To view **Transaction History** by date for no specific customer:

1. Clear any customer<sup>29</sup> who may be selected.
2. Click the History<sup>46</sup> tab to display the **History** screen.

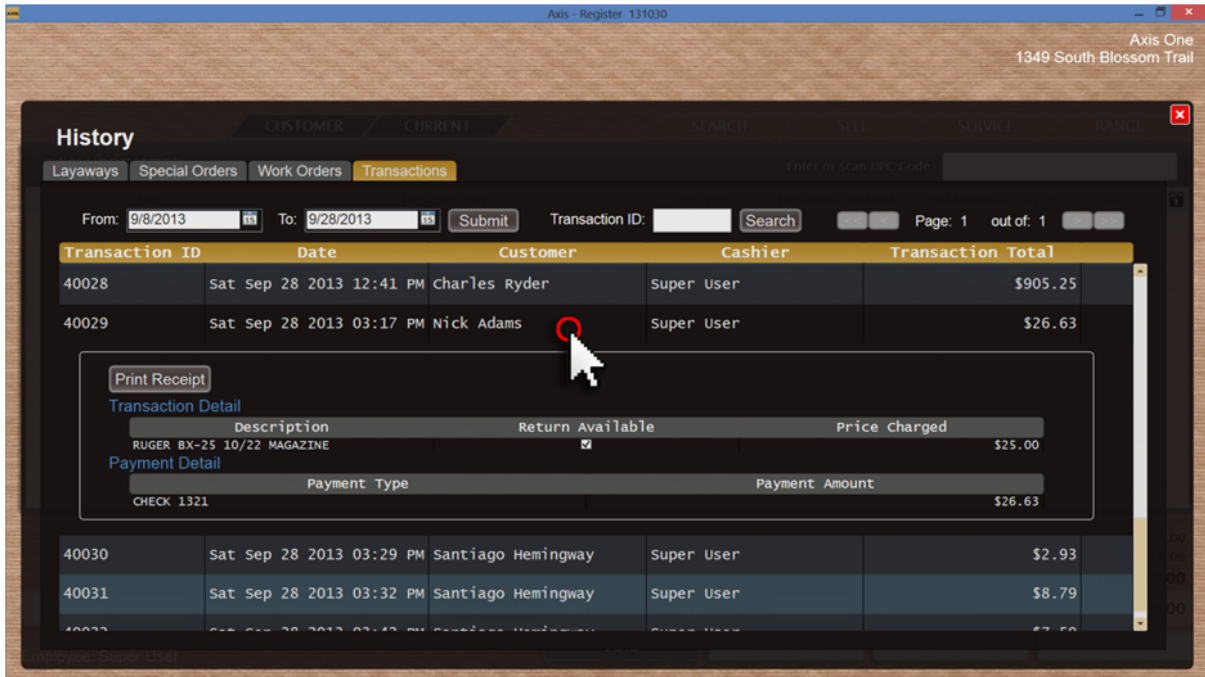


3. Click the **Transactions** tab to display all completed transactions.
4. Enter dates in the **From** and **To** fields; click the **Submit** button to display all transactions from that timeframe.

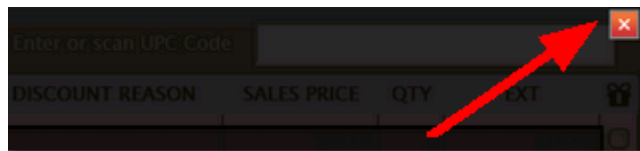


5. Click the page navigation buttons to move from one page to another:
  - Click the << (**First Page**) button to display the first page of the record.
  - Click the < (**Previous Page**) button to display the preceding page of the record.
  - Click the > (**Next Page**) button to display the following page of the record.
  - Click the >> (**Last Page**) button to display the last page of the record.

6. Click a transaction to display its **Transaction Detail** and **Payment Detail** record and the **Print Receipt** button.



7. Click the red 'x' to close the **History** screen.



NOTE: To view a different line item, just click on it.

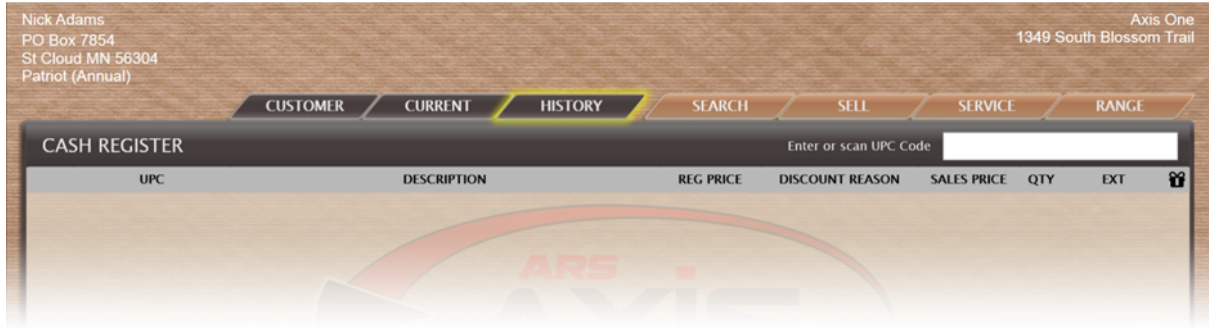
### 14.3.3 Transaction ID

Transaction History | 49

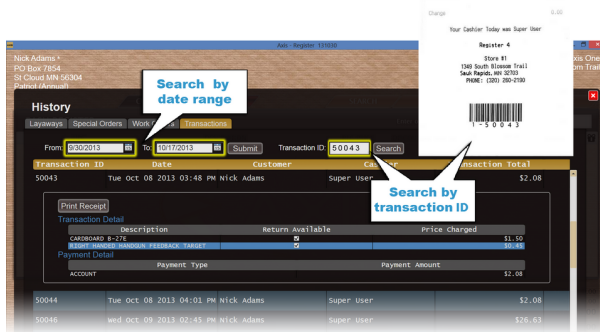
The **Transaction ID** is printed on the bottom of each customer receipt. Using the **Transaction ID** is one of the quickest ways to locate a specific transaction.

To locate a transaction using the **Transaction ID**:

1. Look-up a Customer<sup>34</sup>.
2. Click the History tab to display the **History** screen.



3. Click the **Transactions** tab to display the customer's completed transactions.
4. Enter the transaction ID number in the **Transaction ID** field; click the **Search** button to display that transaction.
5. Click the transaction to display its **Transaction Detail** and **Payment Detail** record and the **Print Receipt** button.



6. Click the **Close** button to close the **History** screen.

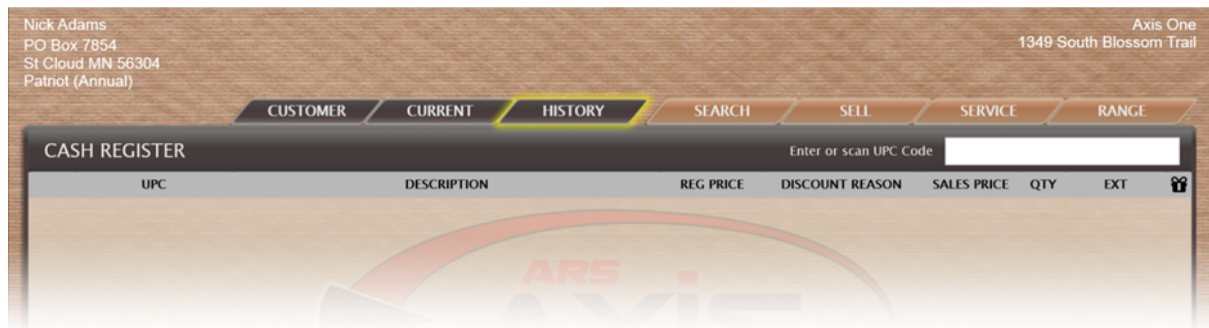
## 14.4 Work Order History

History<sup>46</sup>

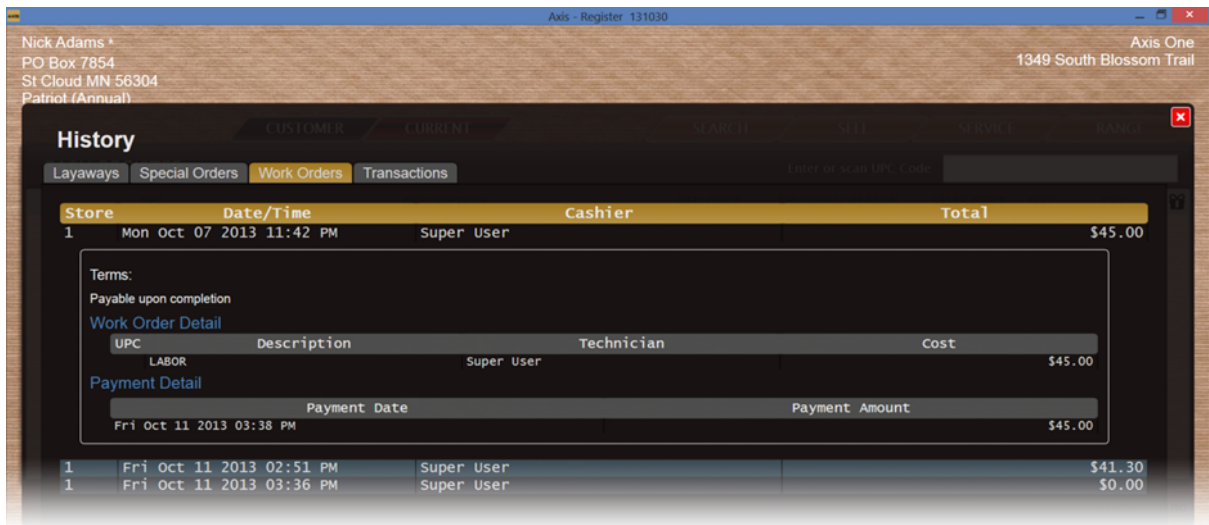
Once a Work Order<sup>132</sup> has been completed, it will become part of the History<sup>46</sup> record for the customer.

To view a customer's **Work Order History**:

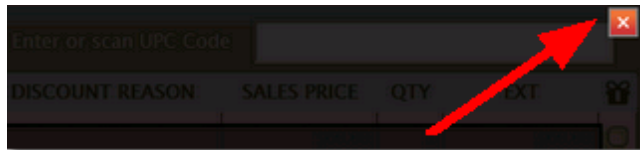
1. Look-up a customer<sup>34</sup>.
2. Click the **History** tab to display the **History** screen.



3. Click the **Work Orders** tab to display all of the customer's finalized work orders.
4. Click a work order to display its **Work Order Detail** and **Payment Detail** record.



5. Click the red 'x' to close the **History** screen.



## 15 House Account

A **House Account** is set up within DataCenter. If the customer has a **House Account**, the balance will show in the Current<sup>22</sup> tab for that customer. If a payment is past due, it will be shown in the **House Account** section within the Current<sup>22</sup> tab. If a balance is showing, a payment may be made.<sup>58</sup>

- Current House Account<sup>22</sup>



- House Account Charge<sup>57</sup>
- House Account Payment<sup>58</sup>

## 15.1 House Account Charge

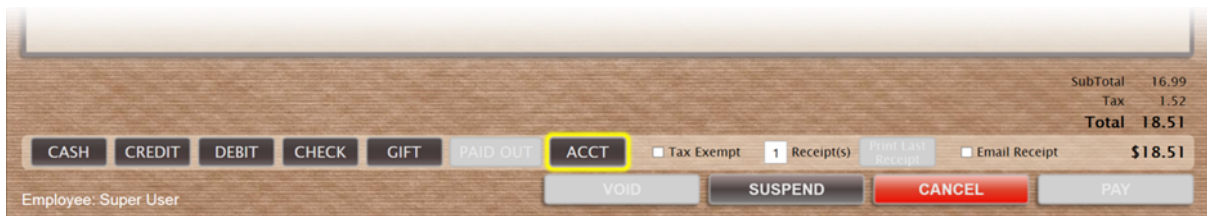
House  
Account<sup>56</sup>

Only customer's who have established House Accounts will be able to charge purchases. The **ACCT** button is only visible if a House Account exists for the selected customer.

To charge purchases to a customer's house account:

1. Click the **ACCT** button to display the **Confirm Payment Amount**.

\* This button is available only if the selected customer has an active house account.



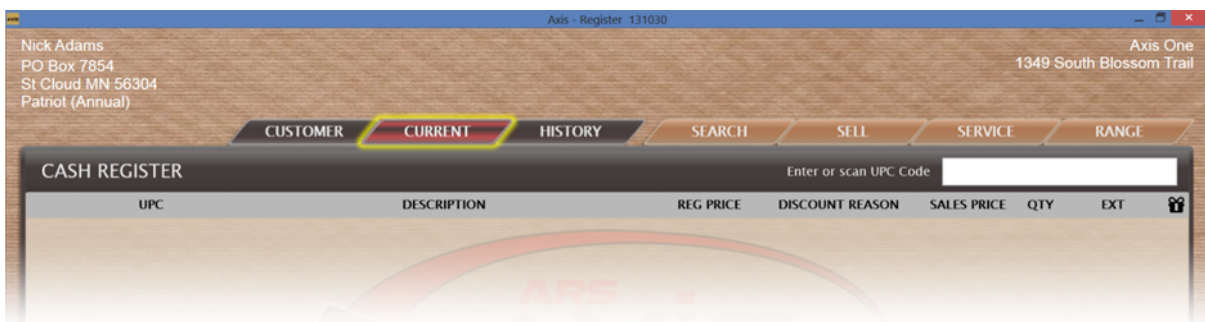
2. Enter the amount to be charged to the account in the **Amount Tendered** field.
3. Click the **OK** button to display "Account" and the amount tendered below the **Total** amount.

## 15.2 House Account Payment

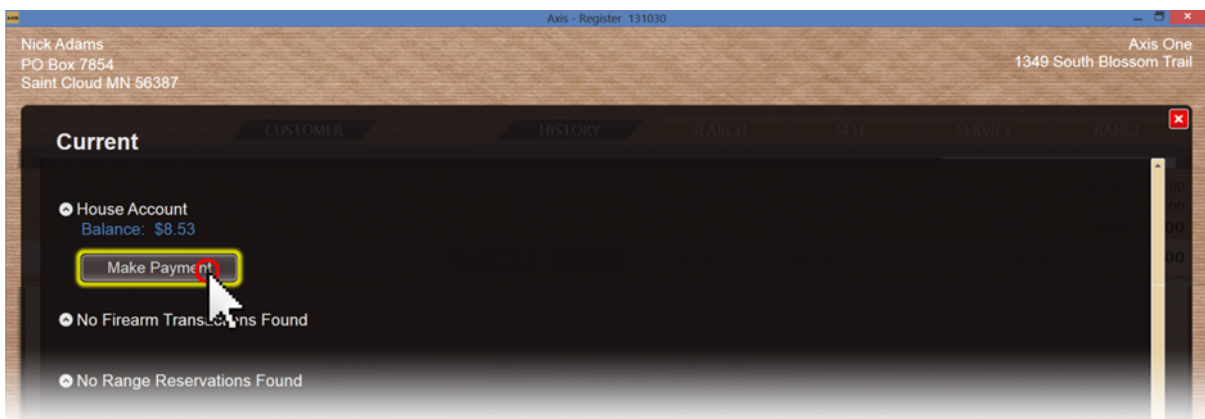
House  
Account<sup>[56]</sup>

To make a payment on a customer's House Account<sup>[56]</sup>:

1. Look-up a customer<sup>[34]</sup>.
2. Click the Current<sup>[19]</sup> tab to display the **Current** screen.



3. Click the expand button beside the **House Account** heading to display the **Balance**.
4. Click the **Make Payment** button to display the **Confirm Payment Amount** screen.



5. Adjust the amount in the **Amount Tendered** field as needed.
6. Click the **OK** button to add the payment amount to the **Cash Register** screen and

close the **Current** screen.

## 16 Layaway

A **Layaway** may contain one or more inventory items which will be held for a specific customer who will make payments in accordance with the store policy with the intention of owning and taking possession of the item(s) once payment has been made in full.

By default, sales tax on **Layaway** items is calculated, but it does not become a payable (liability) until the sale is finalized (i.e. customer pays for the items(s) in full and takes possession).

At the Register, you may:

- Create a new layaway<sup>[64]</sup>
- Accept a layaway payment<sup>[61]</sup>
- Process a layaway pickup
- Cancel a Layaway<sup>[59]</sup>
- View Current Layaways<sup>[23]</sup>
- View layaway history for a customer<sup>[46]</sup>

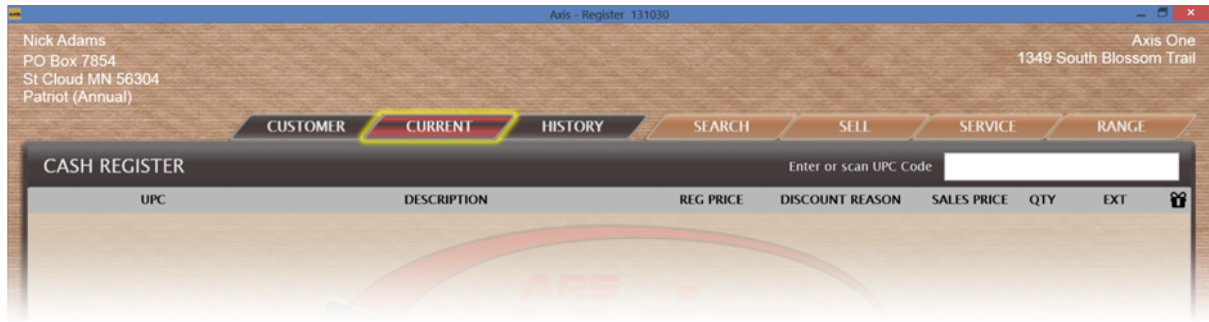
### 16.1 Cancel Layaway

Layaway<sup>[59]</sup>

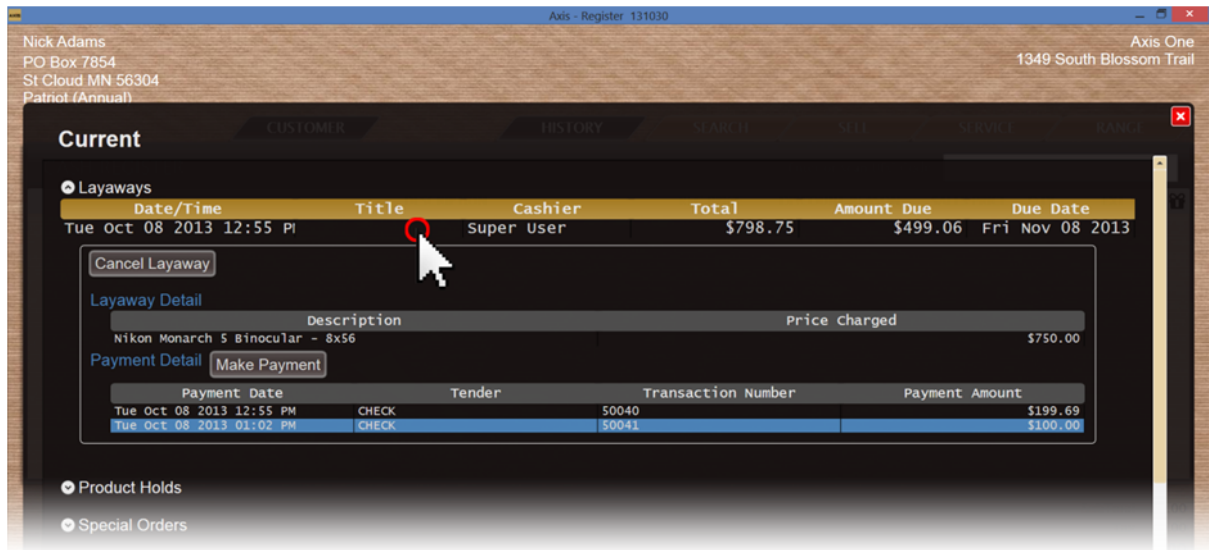
A **Layaway** may be cancelled with or without a restocking fee.

To **Cancel a Layaway**:

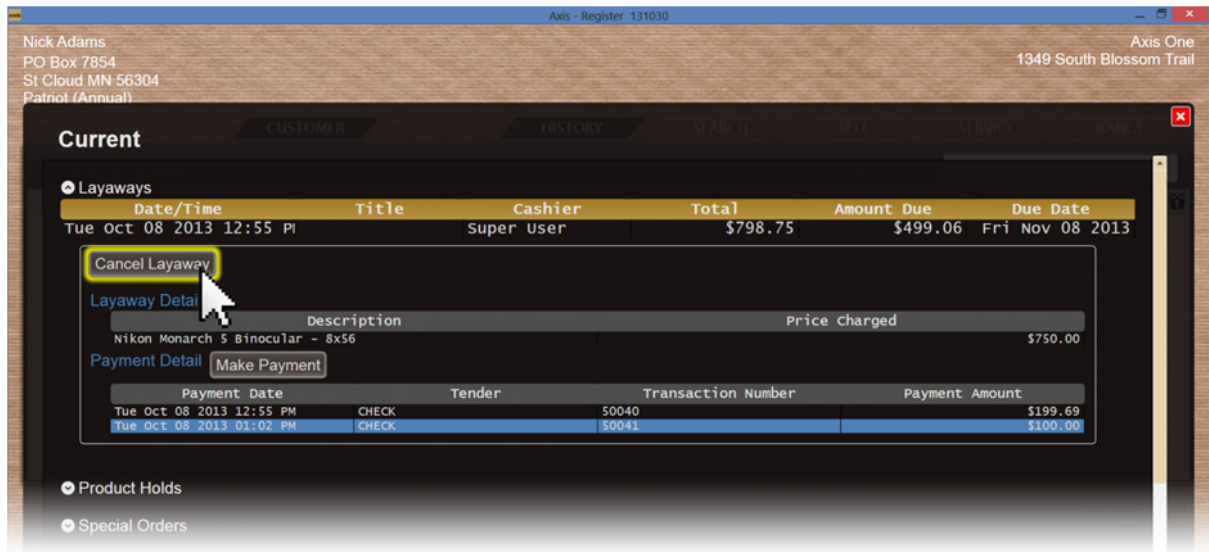
1. Look-up a Customer<sup>[34]</sup>.
2. Click the **Current** tab to display the **Current** screen.



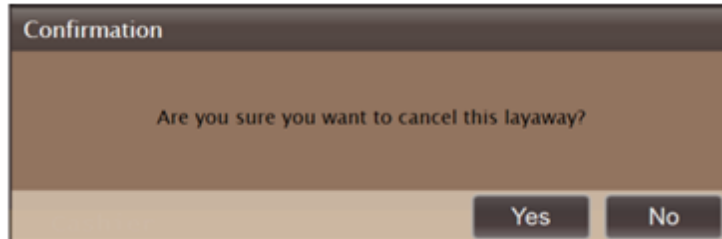
3. Click an item to display details.




4. Click the **Cancel Layaway** button to display the **Confirmation** screen.





5. Click the **Yes** button to close the **Current** screen and add associated items (refund amount, restocking fee, etc.) to the **Cash Register** screen.

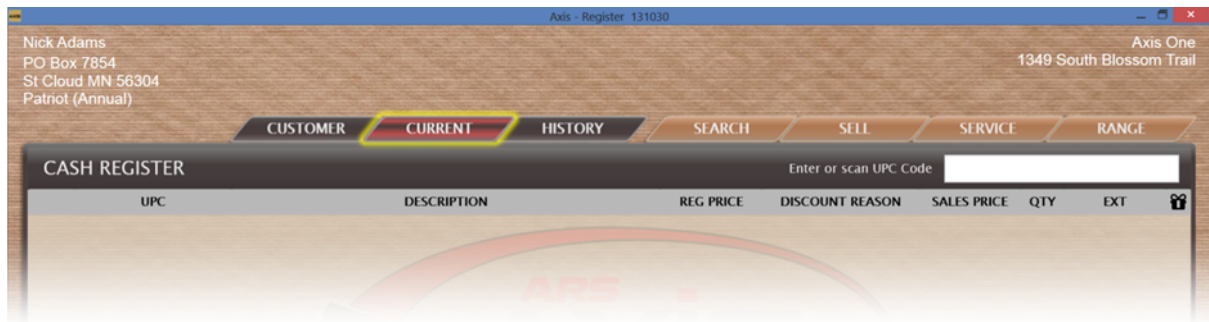


## 16.2 Layaway Payment

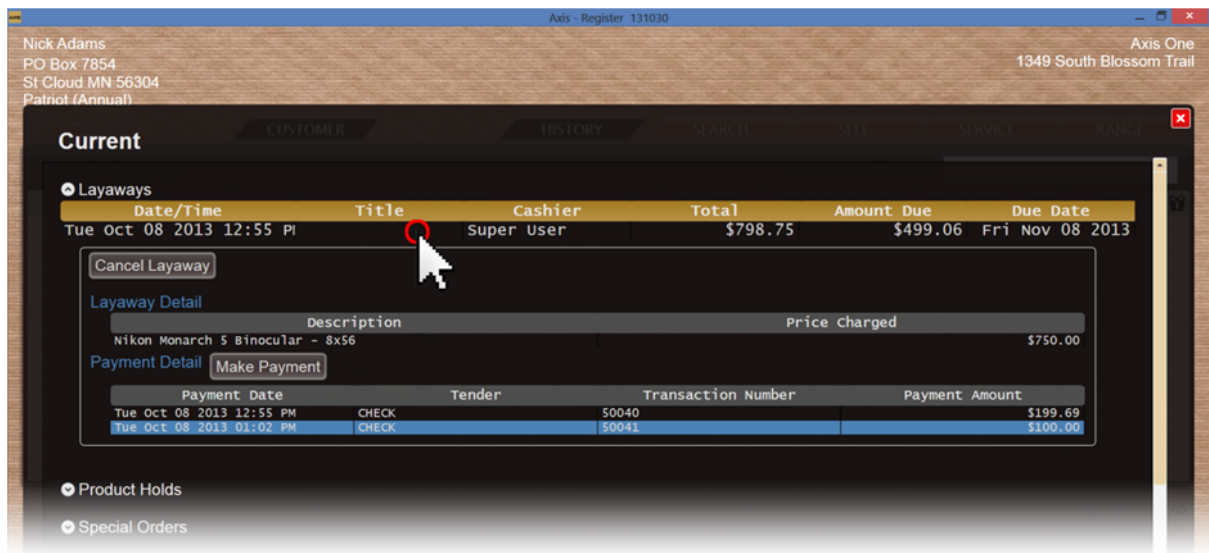
Layaway 

To accept a **Layaway Payment**:

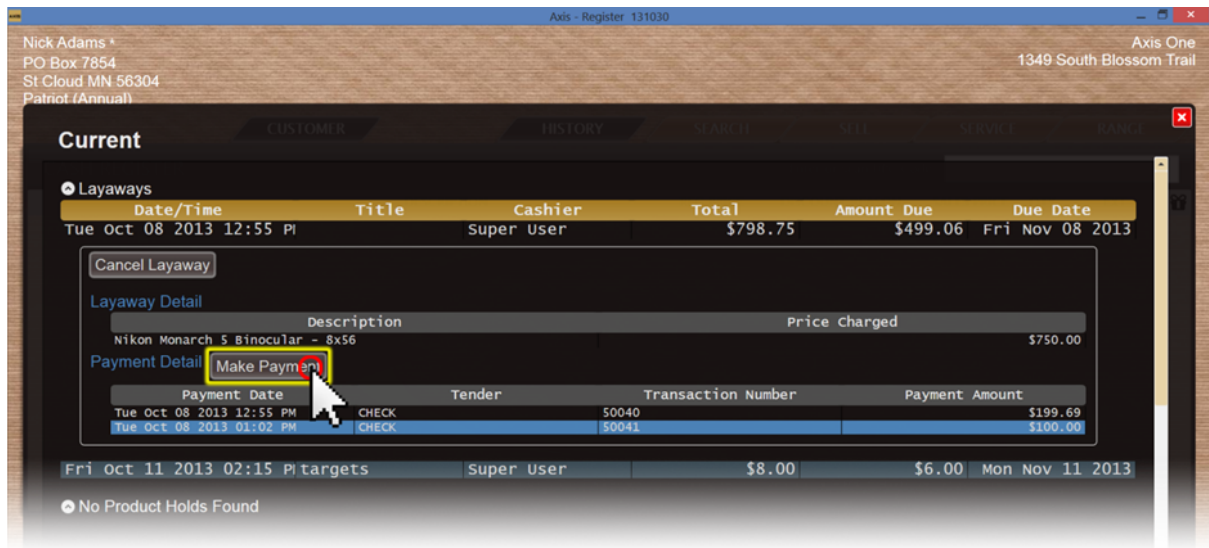
1. Look-up a customer .
2. Click the Current  tab to display the **Current** screen.



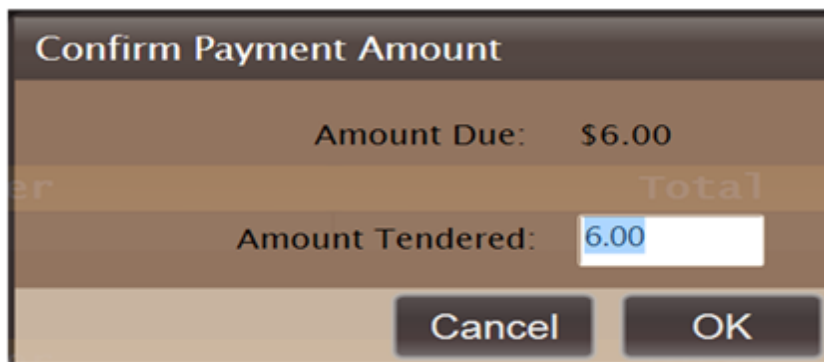
3. Click the expand button beside the **Layaways** heading as needed to display the customer's layaway items.
4. Click an item to display details.



5. Click the **Make Payment** button to display the **Confirm Payment Amount** screen.



6. Adjust the amount in the **Amount Tendered** field as needed.



7. Click the **OK** button to add the payment amount to the **Cash Register** screen and close the **Current** screen.

The payment amount is sent to the Register screen. Other items may be added. Complete the transaction<sup>114</sup>.

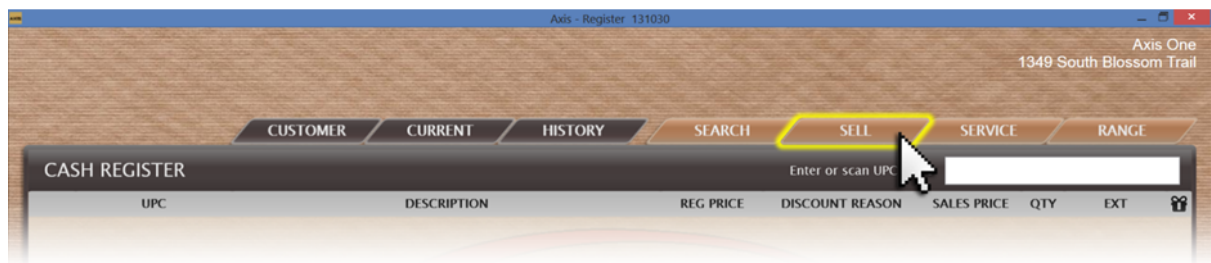
## 16.3 New Layaway

Layaway [159](#)

Based upon the store's established layaway terms (defined in DataCenter), the system calculates the minimum **Payment Amount**. The payment amount may be changed. It is also good to note that layaway payments may be combined with other transaction items and payments.

To create a **New Layaway**:

1. Look-up a Customer [34](#).
2. Click the Sell [109](#) tab to display the **Sell** screen.



3. Click the **Layaway** tab to display the **Layaway Items** section.
4. Select an item [126](#) to add it to the transaction.



Nick Adams  
PO Box 7854  
St Cloud MN 56304  
Patriot (Annual)

Axis One  
1349 South Blossom Trail

Axis - Register 130927

**Sell**

CUSTOMER CURRENT HISTORY SEARCHED SERVICE RANGE

Special Order **Layaway** Membership Classes Range Reservation

Layaway Title:  
Binoc

Enter or scan UPC Code  Search for Product

UPC	DESCRIPTION	REG PRICE	MEMBER	PROMOTION	SALES PRICE	QTY	EXT
018208075812	Nikon Monarch 5 Binocular - 8x56	\$750.00			\$750.00	1	\$750.00

Layaway Total:  
\$798.75  
Payment Amount:  
\$199.69  
Layaway Terms:  
Minimum 25 % of the total due now.

Tax Exempt

Finalize Layaway

5. Edit fields as needed:

- Enter a descriptive title in the **Layaway Title** field.
- Modify the automatically calculated amount in the **Payment Amount** field.
- Enter terms in the **Layaway Terms** field.
- If the transaction is tax exempt<sup>120</sup> click the **Tax Exempt** checkbox to display a checkmark.

6. Click the **Finalize Layaway** button to add the item to the customer's Layaways list on the Current screen<sup>231</sup> and add the initial payment amount to the **Cash Register** screen.

## 17 Log in

Accessing the Register requires unique credentials which are defined within the DataCenter in the Personnel tab under Security.

1. Click the **AXiS Register** icon to display the Register Login screen.



Employee # 100001

Password .....

Cancel Login

2. Enter the employee number in the **Employee #** field.
3. Enter the password in the **Password** field.
4. Click the **Login** button to display the Configuration Issues<sup>18</sup> screen.
5. Click the **OK** button to display the **Cash Register** screen.

## 18 Membership

A **Membership** may be a purchased membership (e.g. Range membership), or it may be a loyalty-type of offering for certain customers. If a customer has a **membership**, it

will be displayed in the Current<sup>[19]</sup> tab.

- If the membership is a purchased membership, it must be purchased at the Register (free memberships are assigned through Data Center). A customer's memberships will be displayed in their Current tab under **Memberships**. (Nick Adams has a purchased membership named **Patriot** which is an Annual purchased membership.)

A customer<sup>[28]</sup> may have an unlimited number of memberships.

For memberships which will have monthly payments (using Recurring Billing in the Data Center), the membership must be sold<sup>[69]</sup> AND the recurring billing information must be completed AT THE REGISTER or the membership will be cancelled.

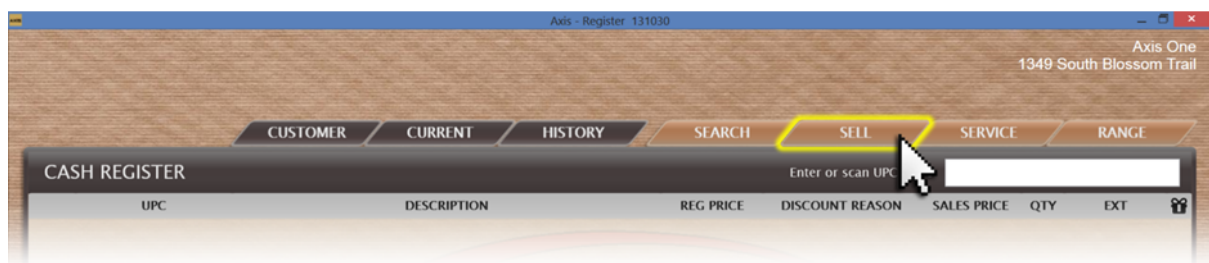
- Current Memberships<sup>[24]</sup>
- Family Membership<sup>[67]</sup>
- Sell Membership<sup>[69]</sup>

## 18.1 Family Membership

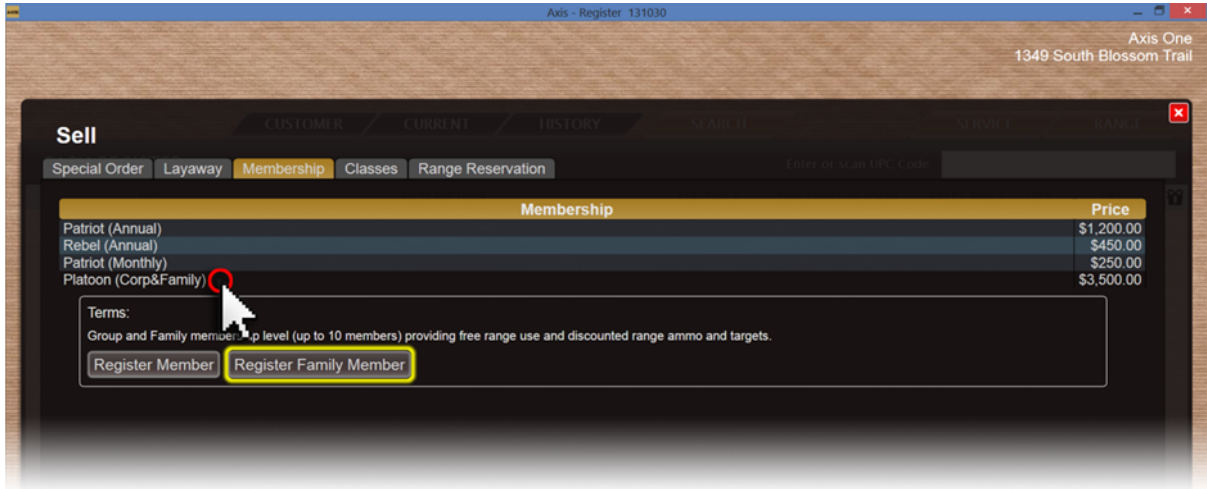
Membership<sup>[66]</sup>

To add a family member to an existing membership:

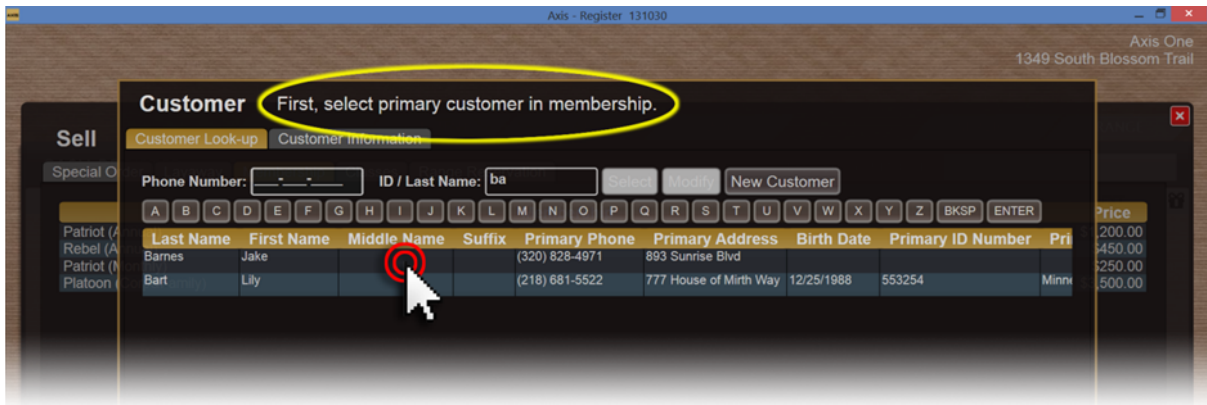
1. Click the Sell<sup>[109]</sup> tab to display the **Sell** screen.



2. Click the **Membership** tab to display a list of available memberships.
3. Click the membership to display its **Terms** record.

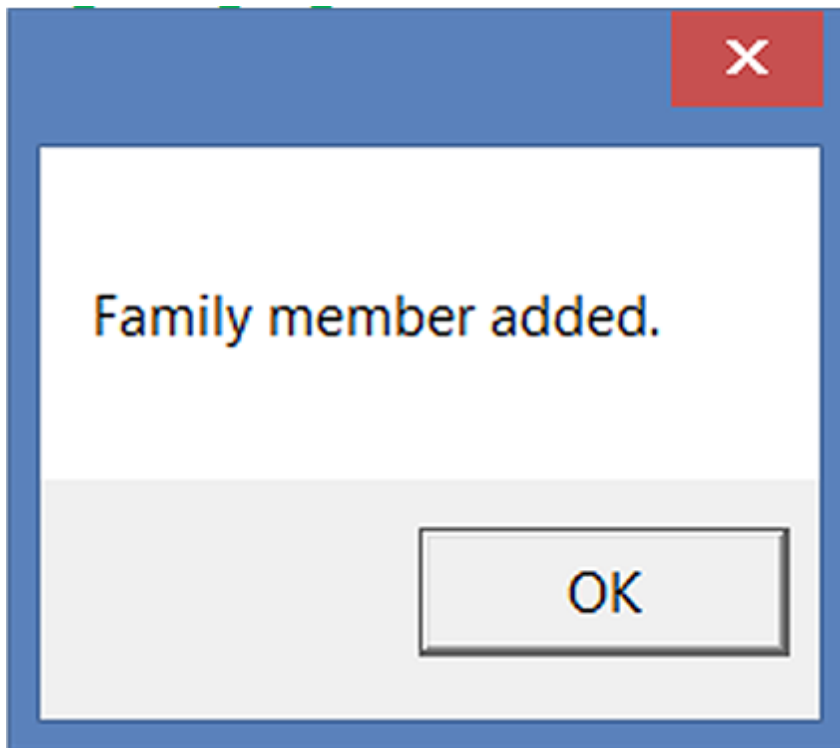


4. Click the **Register Family Member** button to display the **Customer** screen.
- \* If this button does not display, this membership does not offer a group membership option.



5. Select the primary member to display another **Customer** screen.
6. Select the new group member from the existing customer<sup>[34]</sup> list (or click the **New Customer** button to add the group member as a new customer<sup>[36]</sup>) to display a

confirmation screen.



## 18.2 Sell Membership

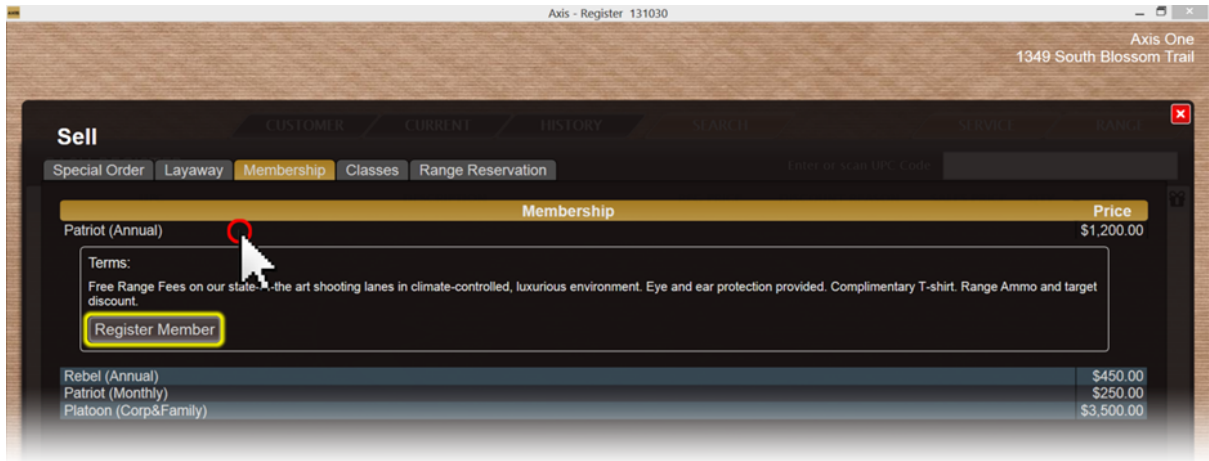
Membership  
66

To **Sell a Membership**:

1. Click the Sell tab to display the **Sell** screen.



2. Click the **Membership** tab to display a list of available memberships.
3. Click the membership to display its **Terms** record.



4. Click the **Register Member** button to display the **Customer** screen.
5. Select the member<sup>34</sup> from the existing customer list, or click the **New Customer** button Add the participant as a new customer<sup>36</sup>.
6. Click the red 'x' to close the **Sell** screen.
7. Complete the transaction.

RECURRING BILLING INFO

Monthly Fee Amount: \$10.00

Name as it appears on card:

Credit card number:

Expiration Date:

Billing Address:

Billing City:

Billing State:  Billing Zip:

Billing Start Date: 1/10/2013

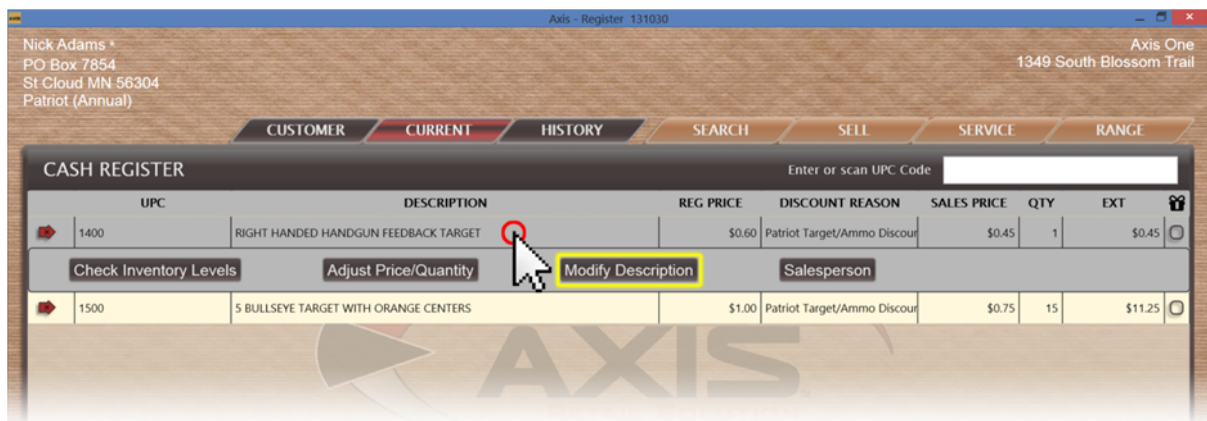
OK Cancel

## 19 Modify Description

The description of an item may be modified for the purpose of showing additional information on the customer's receipt for that transaction. It does not change the item record.

To **Modify Description** for an item at the Register:

1. Select the item in the transaction by clicking on it to display the buttons below it.



2. Click the **Modify Description** button to display the **Modify Description** screen.
3. Edit the text in the text field.



4. Click the **OK** button.

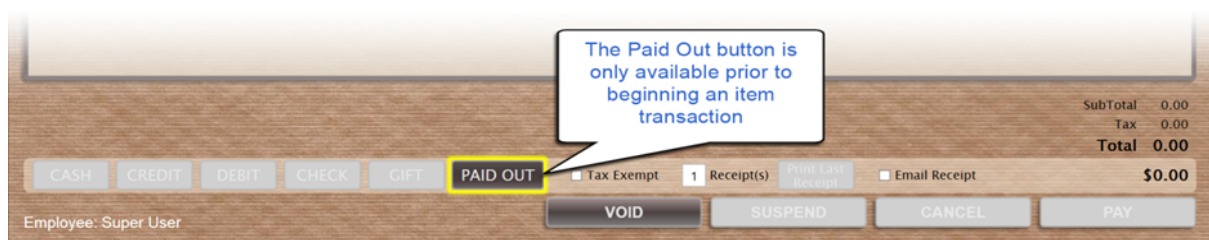
## 20 Paid Out

The ability to record expenses paid directly from the Register is available for managers. Personnel with any of the following roles may use this: Department Manager, Store Manager, Return Override or PaidOut.

**Paid Out** allows for cash to go out of a cash drawer for payment to an individual or business. For example, if you send a staff member to purchase some batteries without a company credit card, you may reimburse him/her by creating a **Paid Out** for the amount of the reimbursement so that there is a record of the amount and purpose of the cash disbursement. Note that once a transaction has begun, **Paid Out** is no longer available.

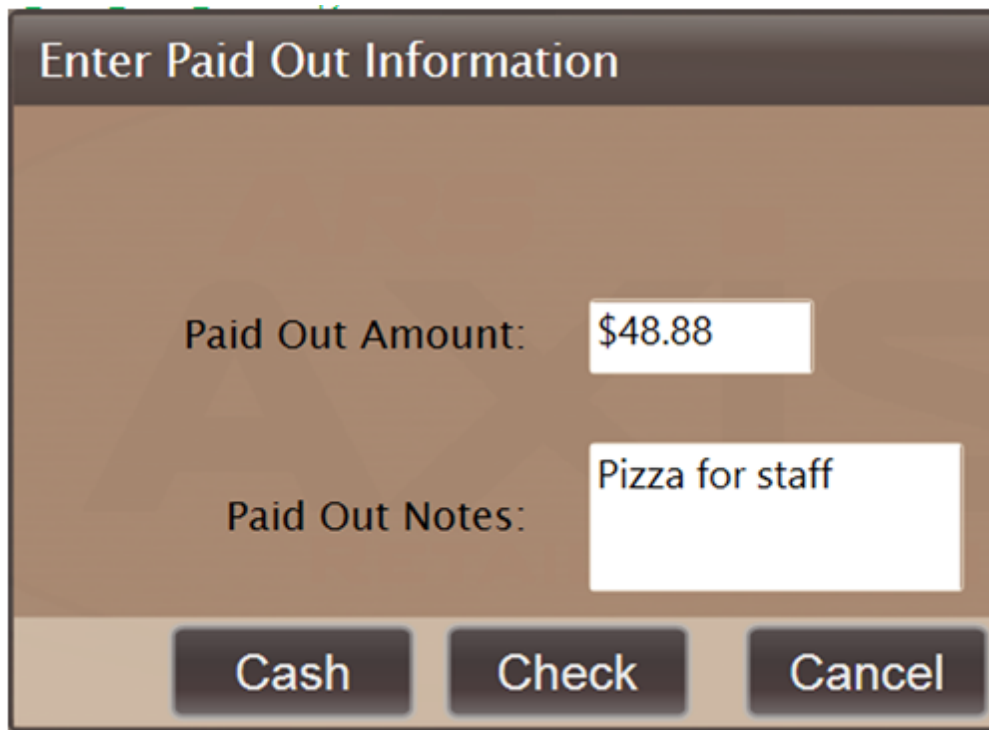
To create a **Paid Out**:

1. Click the **Paid Out** button to display the **Enter Paid Out Information** screen.



2. Enter the amount in the **Paid Out Amount** field.





Enter Paid Out Information

Paid Out Amount: \$48.88

Paid Out Notes: Pizza for staff

Cash Check Cancel

3. Enter explanatory text in the **Paid Out Notes** field to display the **Cash** and **Check** buttons.

4. Click the appropriate tender button:

- If the amount was paid out in cash, click the **Cash** button to add the payout to the **Cash Register** screen.
- If the amount was paid out by check, click the **Check** button to display a new screen. Enter the check number in the **Check Number** field; click the **Submit** button to add the payout to the **Cash Register** screen.

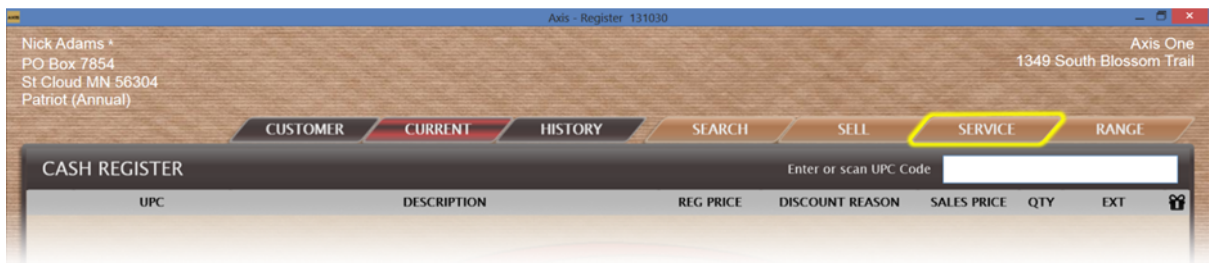
## 21 Product Hold

A **Product Hold** may be placed on an inventory item at the Register. The customer's Current tab turns red when there is a **Product Hold**. More items may be added to the

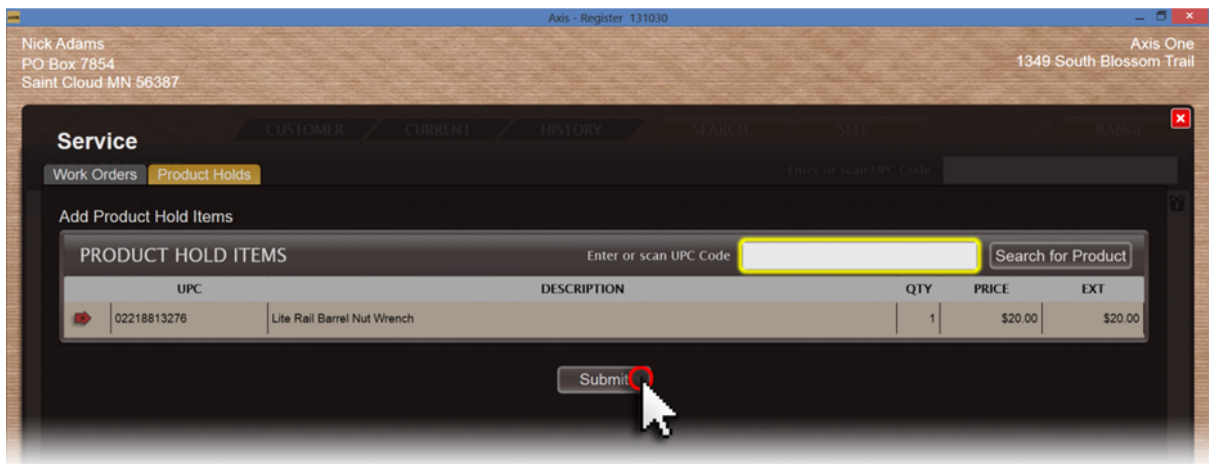
hold by repeating the process. To take an item off of hold, click the red delete icon to the left of the item. The screen may be closed to sell the hold item<sup>76</sup>. All holds are automatically cleared after 24 hours.

To create a **Product Hold**:

1. Look-up a Customer<sup>34</sup>.
2. Click the Service<sup>110</sup> tab to display the **Service** button.



3. Click the **Product Holds** tab to display the **Add Product Hold Items** section.
4. Select an item to add it to the transaction.
5. Click the **Submit** button to move the selected item to the **Existing Product Holds** section.



6. Click the red 'x' to close the **Service** screen.

## 21.1 Delete Hold Item

Product Hold  
73

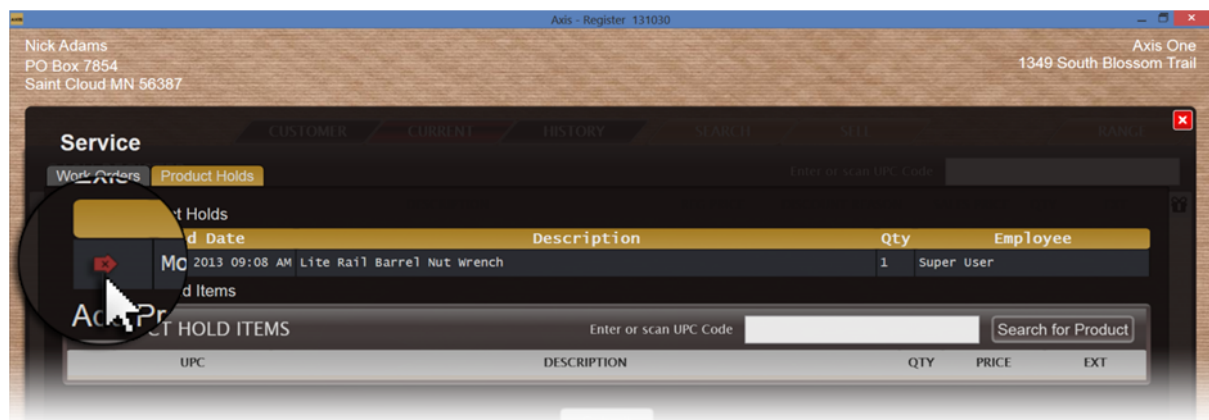
Hold items are automatically removed after 24 hours.

To **delete a hold item** prior to the 24 hour period:

1. Look-up a Customer<sup>34</sup>.
2. Click the Service<sup>110</sup> tab to display the **Service** screen.



3. Click the Product Holds<sup>73</sup> tab to display the **Existing Product Holds** section.
4. Click the **Delete Item** (red arrow) icon to the left of the item to be removed.



5. Click the red 'x' to close the **Service** screen.

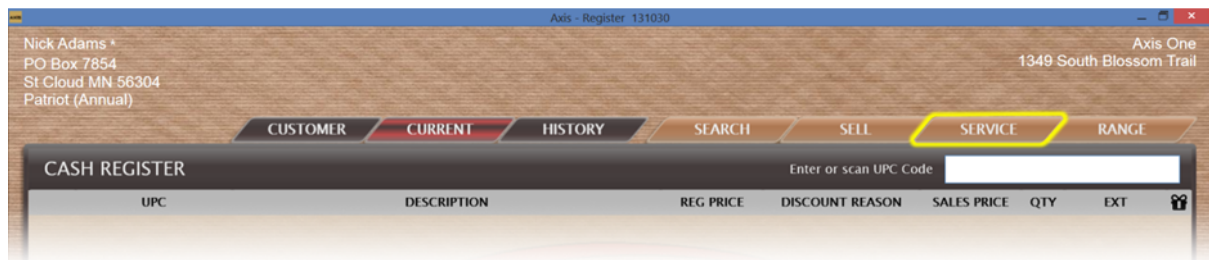
## 21.2 Sell Hold Item

Product Hold  
[73]

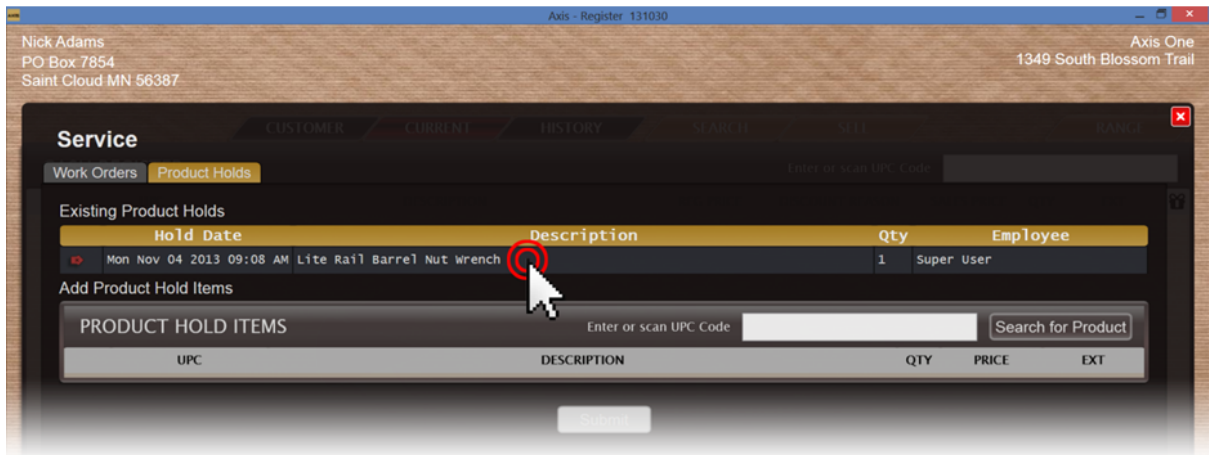
A Product Hold [73] may be taken off hold to be returned to inventory, or it may be sold to the person for whom it is held. Inventory adjustments will happen only AFTER the hold item is actually sold.

To **Sell a Hold Item** to the customer:

1. Look-up a Customer [34].
2. Click the Service [10] tab to display the **Service** screen.



3. Click the **Product Holds** tab to display the **Existing Product Holds** section.
4. Double-click the item to add it to the **Cash Register** screen and close the **Service** screen.



## 22 Range

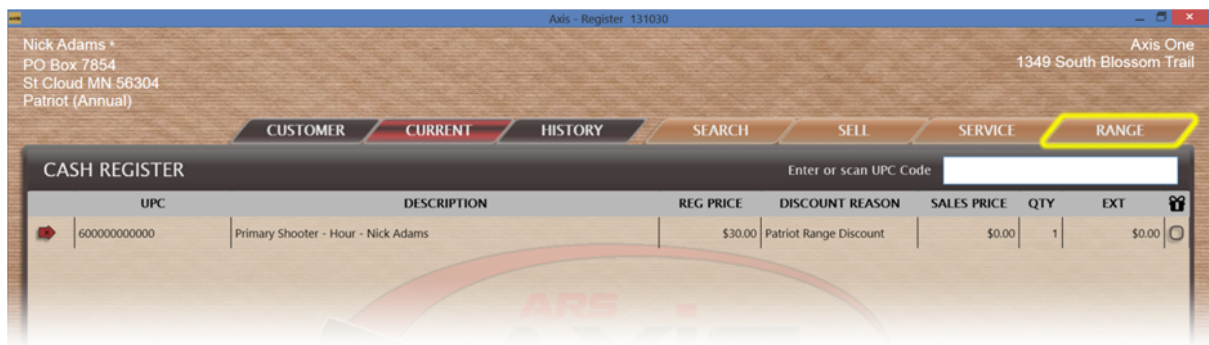
Whether your facility offers a pistol range, rifle range, archery range or any other type of range (indoors or outdoors), the **Range** component puts all of the information you will need right at your fingertips. **Range** facilitation may be handled at one station, or it may be set up in separate stations to best fit your store's needs.

The **Range** component offers the ability to:

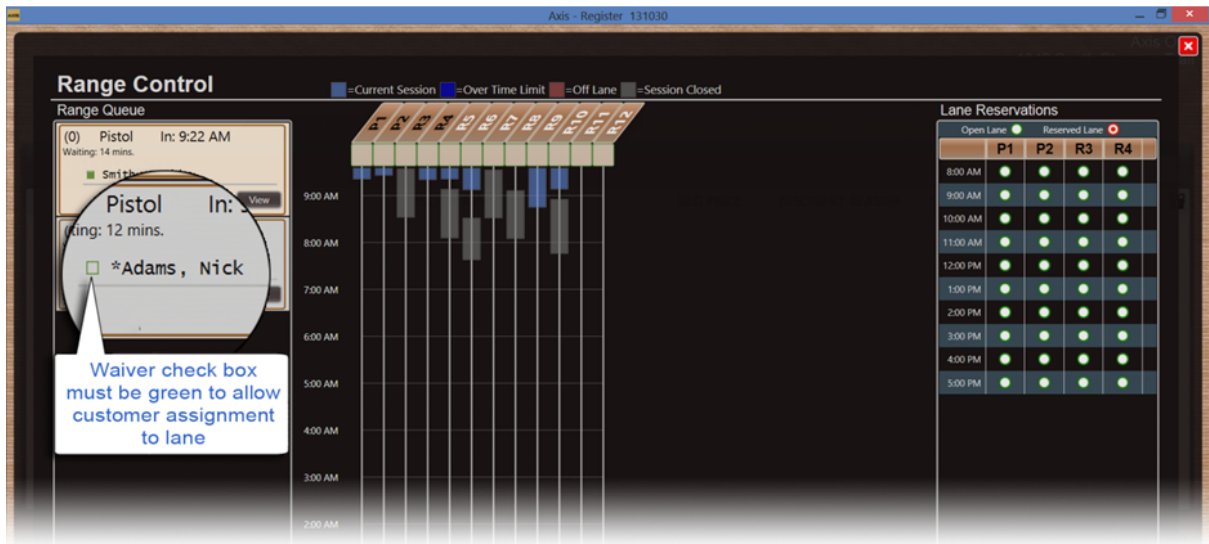
- Assign and monitor range lanes<sup>[79]</sup>
- Change Range Lanes for a patron<sup>[83]</sup>
- Make range reservations<sup>[92]</sup>
- Process an electronic range waiver<sup>[96]</sup>
- Rent firearms<sup>[89]</sup>
- Turn lanes on or off<sup>[88]</sup>

To sell range time to a customer so that the customer will be placed in the Range Queue:

1. Look-up a customer<sup>[34]</sup>.
2. Identify the range time by its UPC code (or select it from a Quick Picks<sup>[108]</sup> search) to add it to the **Cash Register** screen. (Also identify additional items such as ammunition, gun rental, etc. to add them to the transaction.)
3. Click the Range tab to display the **Range Control** screen and add the customer to the **Range Queue**.



4. Note the box to the left of the customer's name to determine his/her range waiver<sup>[96]</sup> status:
  - If the box is green (filled), the customer has a signed range waiver on file and may be Assigned a Lane<sup>[80]</sup> when one is available.
  - If the box is empty, the customer has not completed a range waiver and may not be assigned to a lane. To continue, have the customer either complete an Electronic Range Waiver<sup>[96]</sup> or Paper Range Waiver<sup>[98]</sup>.



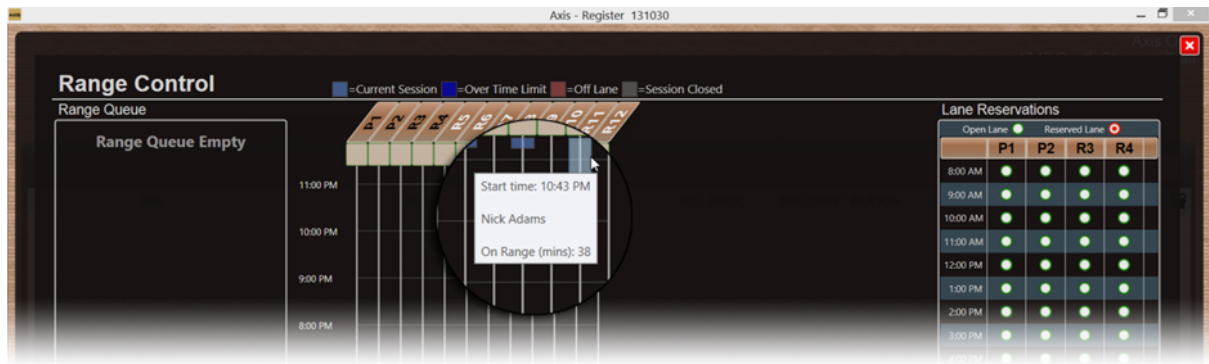
## 22.1 Range Control

Range 77

The **Range Control** screen shows range activity and session details for customers.

To view a range customer's range session details:

1. Click the **Range** tab to display the **Range Control** screen.
2. Locate the customer's marker in the assigned lane <sup>80</sup> timeline.
3. Hover over the marker to display the start time, the names of shooters in the party and total time on the lane.



4. Determine the session status by observing the marker's color:
- Light blue indicates the session is currently within its prearranged limits.
  - Dark blue indicates the session has exceeded the time limit.
  - Red indicates the customer has moved off the lane.
  - Gray indicates the session has ended.

### 22.1.1 Assign Lane

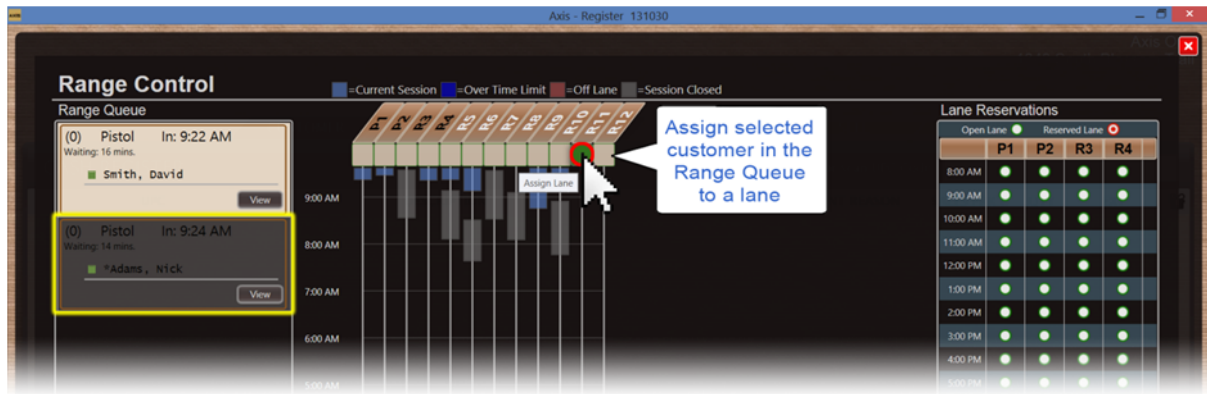
Range Control  
79

Once a customer has been placed in the Range Queue and the indicator shows that a valid range waiver<sup>96</sup> has been signed, the customer may be assigned to a range lane.

To assign a customer to a range lane:

1. Place a customer in the Range Queue<sup>79</sup>.
2. Click the customer's **Range Queue** box to select it.
3. Click the **Assign Lane** box beneath the **Lane Name/Number** to display the customer's marker on the timeline.





4. Hover over the marker to display lane use details.

\*NOTE: The shooter's marker will grow as more time is spent on the lane. The system will update the length of the bar(s) every 60 seconds. If the shooter goes over the specified range session time (in DataCenter Range Setup), the color of the bar will change to a darker blue (Over Time Limit). When the shooter is finished, you must end the lane session<sup>[84]</sup>.

#### 22.1.1.1 Add Shooter

Assign Lane  
<sup>[80]</sup>

Once the original shooter has been assigned to a lane<sup>[80]</sup>, an additional shooter may be added even though they weren't included in the original lane assignment.

To add a shooter to an assigned lane:

1. Open the original customer's Party Control<sup>[85]</sup> screen.
2. Click the **Add Shooter** button to display the **Notice** screen.



3. Select a secondary product from the drop-down menu.



4. Click the **OK** button to close the **Notice** screen and display the **Customer** screen.
5. Look-up a customer<sup>34</sup> to display the new shooter in the customer's **Party Control** screen.
6. Click the **OK** button to close the **Party Control** screen.

\*If the **OK** button is grayed out, the new shooter has not completed a range waiver<sup>96</sup> and may not be assigned to a lane. To continue, have the shooter either complete an Electronic Range Waiver or complete and confirm a Paper Range Waiver.

## 22.1.2 Change Lane

Range Control  
79

A customer may be changed to a different lane after a lane assignment has been made by clicking on the user's bar to open the **Party Control** box. The result is that the shooter's lane marker will transfer from the original lane to the newly assigned lane.

To move a range customer from one lane to another:

1. Open the customer's Party Control<sup>85</sup> screen.
2. Select the new lane from the **Move To** drop-down menu.



3. Click the **OK** button to close the **Party Control** screen.

### 22.1.3 End Lane Session

Range Control  
79

After a customer's lane use is ended<sup>84</sup> and their transaction has been paid<sup>88</sup>, the session must be ended.

To end a range customer's session:

1. Open the customer's Party Control<sup>85</sup> screen.

2. Click the **End Session** button to change the customer's marker to gray.

\* If the **End Session** button is grayed out, the session has not yet been paid. Complete the Range Transaction<sup>88</sup>.



### 22.1.4 End Lane Use

Range Control  
79

When the shooter is finished using the range, the end of the lane use is entered. This allows the lane to be assigned to a new shooter while the finished shooter completes the checkout process. Any range guns must be returned<sup>90</sup>. To process payment for the range use and other items, click the blue box under the dollar sign in the **Party**

**Control** box to return to the payment screen. When everything has been completed, return to the Range<sup>[77]</sup> tab; click the **End Session** button. The shooter's bar will change to a gray color. The lane is available for another shooter.

To end a range customer's lane time:

1. Open the customer's Party Control<sup>[85]</sup> screen.
2. Click the **End Lane Use** button to change the customer's marker to red.



### 22.1.5 Party Control

Range Control  
[79]

The **Party Control** box can be opened from the customer's Range Queue by clicking the customer's name. This gives access to:

- Range Waivers<sup>[96]</sup>
- Firearm Rental<sup>[89]</sup>
- End Lane Use<sup>[84]</sup>
- Add Shooter<sup>[81]</sup>
- Payment<sup>[88]</sup>

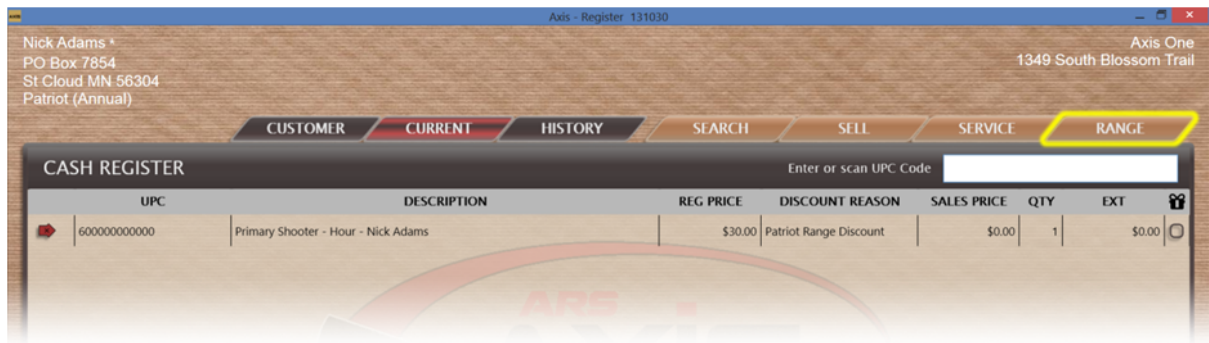
The **Party Control** box can also be opened by clicking on the customer's range

session bar. Once a customer has been placed on a range lane, additional options are available:

- Change a lane<sup>[83]</sup>
- End Lane Session<sup>[84]</sup>

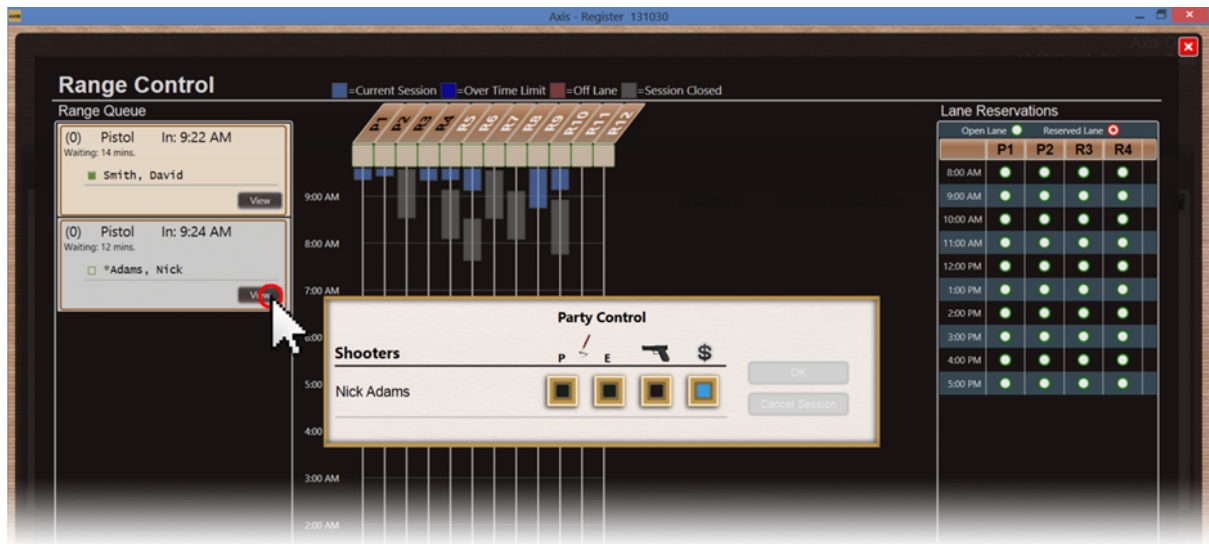
To open a range customer's **Party Control** screen:

1. Click the Range<sup>[77]</sup> tab to display the **Range Control** screen.

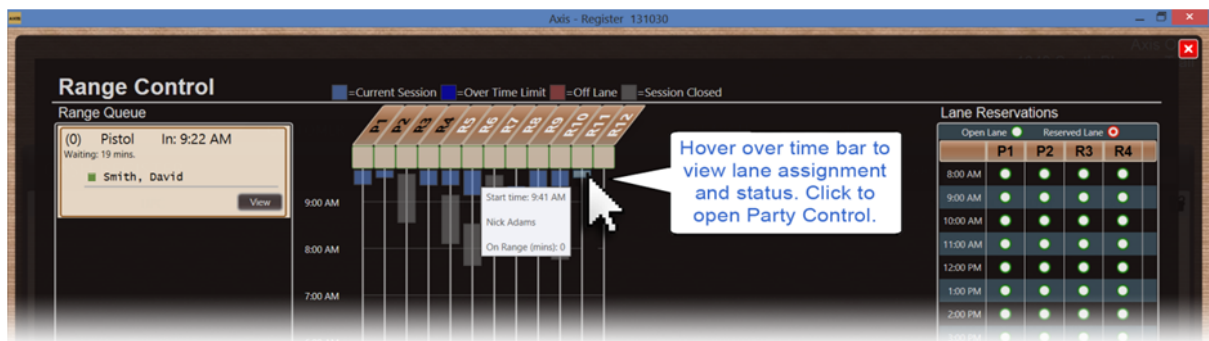


2. Note the range customer's location:

- If the range customer is in the **Range Queue**, click the **View** button to display the **Party Control** screen.
- Once the customer is selected in the **Range Queue** and assigned to a lane<sup>[80]</sup>, the customer's **Range Queue** box is removed; a marker represents the customer on the lane the customer is using.



If the range customer has been assigned a lane<sup>[80]</sup>, click the customer's marker in the assigned lane timeline to display the **Party Control** screen.



3. Note these buttons and what their colors indicate:

- A green **P (Paper Waiver)** button indicates the customer has completed a paper range waiver.
- A green **E (Electronic Waiver)** button indicates the customer has completed an electronic range waiver.
- A pink **Rental Firearm** button indicates the customer is currently renting a firearm.
- A blue **Transaction** button indicates the customer has an outstanding balance on a suspended transaction.

### 22.1.6 Range Payment

Range Control  
79

Payment for range use may be made prior to putting the shooter on the range. Unpaid range sessions are tracked in the Party Control<sup>85</sup> box by looking at the dollar sign (\$). If the box is black, the session has been paid; a blue box indicates that payment is needed.

To complete payment for a range session:

1. Open the customer's Party Control<sup>85</sup> screen.
2. Click the customer's blue **Transaction** button to display the **Cash Register** screen.



3. Complete the transaction to change the **Transaction** button to black (empty).

### 22.1.7 Turn Lane Off

Range Control  
79

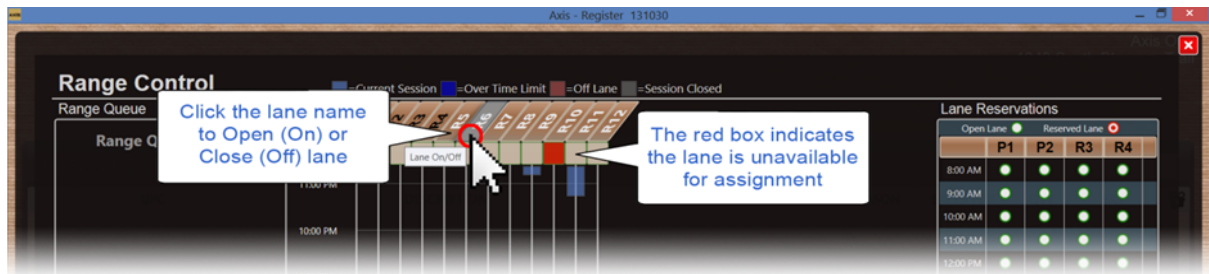
By default, range lanes are turned on. They may be turned off or on within DataCenter or the Register.

To turn a lane on or off:

1. Click the Range<sup>77</sup> tab to display the **Range Control** screen.



- Click the **Lane Name/Number** to clear or fill the **Assign Lane** box beneath it.
  - An empty box indicates the lane is on.
  - A red (filled) box indicates the lane is off.

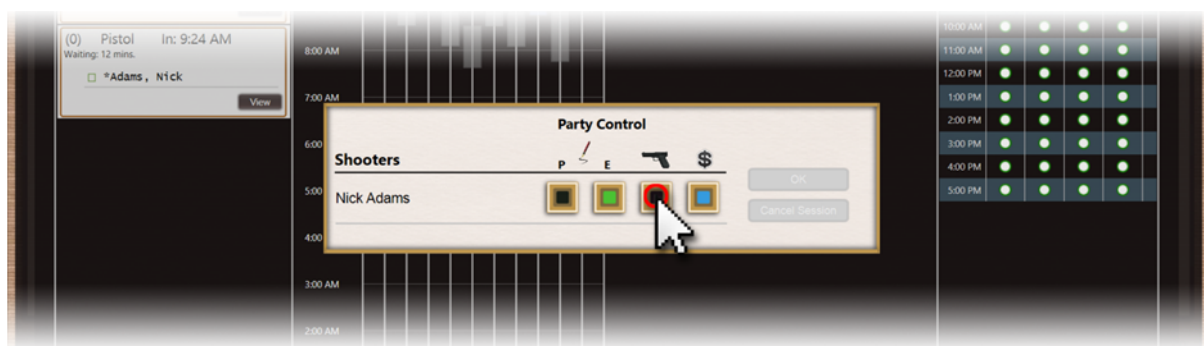


## 22.2 Rental Gun

Range <sup>77</sup>

To rent a firearm to a range customer:

- Open the customer's Party Control <sup>85</sup> screen.
- Click the customer's **Rental Firearm** button to display the **Range Guns** list.



- Click the rental firearm in the list (or scan a firearm's log number) to select it.

### Range Guns

Select rental firearm from list and click the 'Rent' button.  
Or - scan the log number on the firearm and click the 'Rent' button.

Log #	Manufacturer	Model	S/N	Caliber	Rental Cost
1	Smith & Wesson	Shield	5568	.40	\$10.00
98	Glock	17	667G775	.38	\$10.00
2	Glock	19	A200	9mm	\$10.00
3	Glock	19	A300	9mm	\$10.00
102	SIG SAUER	M400	24P9732	.223	\$30.00
103	SIG SAUER	M400	24P7423	.223	\$30.00

**Rent**

### Firearms Rented to Nick Adams

Enter rounds fired and click the 'Return' button to check in firearm.

Log #	Manufacturer	Model	S/N	Caliber	Rounds Fired
-------	--------------	-------	-----	---------	--------------

**Return**


**Close**

- Click the **Rent** button to add the firearm to the customer's **Firearms Rented to** list.
- Click the **Close** button to display the **Party Control** screen with a filled **Rental Firearm** button.

### 22.2.1 Return Rental Gun

Rental Gun 

To return a rental firearm:

- Open the customer's Party Control  screen.
- Click the customer's pink **Rental Firearm** button to display the customer's **Firearms Rented to** list.



3. Select the firearm.
4. Enter the number of rounds fired in the firearm's **Rounds Fired** field.
5. Click the **Return** button to move the firearm back to the **Range Guns** list.



6. Click the **Close** button to display the **Party Control** screen.

## 22.3 Reservation

Range<sup>[77]</sup>

**Reservations** may be made for Range Lanes<sup>[79]</sup>. The system records the **reservation** and displays it for the Range Safety Officer or other personnel to see who has made a **reservation** and for what date and time. Current Reservations<sup>[25]</sup> may be viewed in the customer's Current<sup>[19]</sup> tab. Reservations are only allowed as far into the future as defined in store setup at DataCenter.

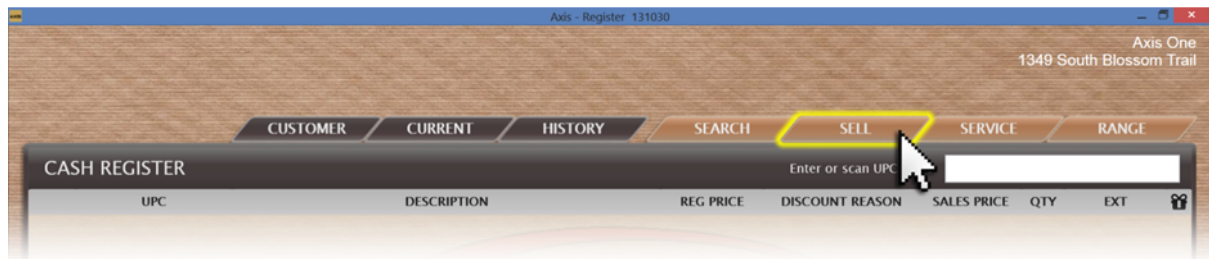
- Cancel a Range Reservation<sup>[92]</sup>
- Create a New Range Reservation<sup>[94]</sup>
- View existing Range Reservations<sup>[95]</sup>

### 22.3.1 Cancel Range Reservation

Reservation<sup>[92]</sup>

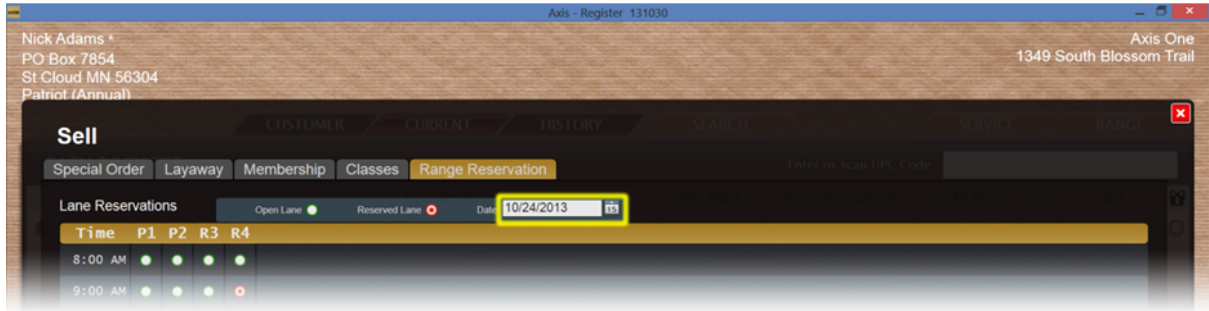
To **Cancel a Range Reservation**:

1. Click the Sell<sup>[109]</sup> tab to display the **Sell** screen.

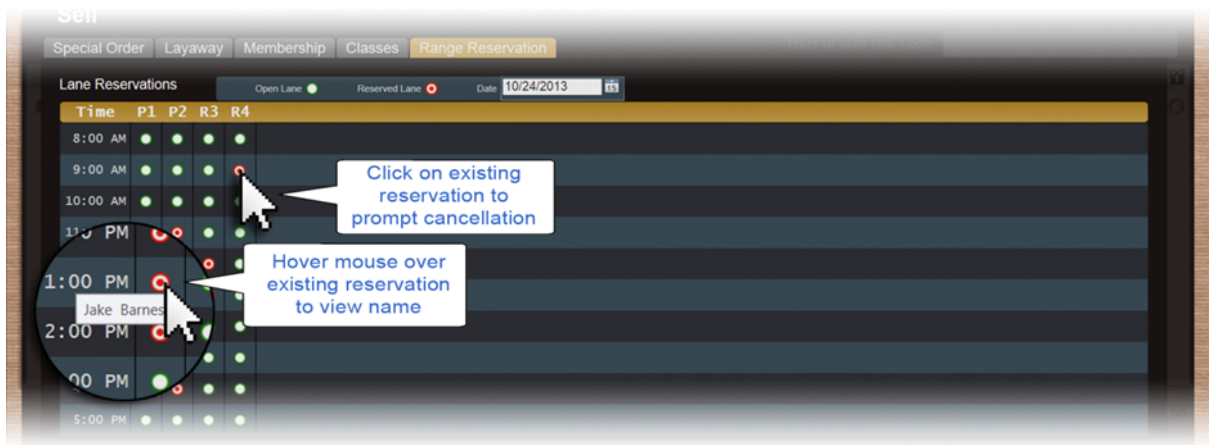


2. Click the **Range Reservation** tab to display the **Lane Reservations** section.

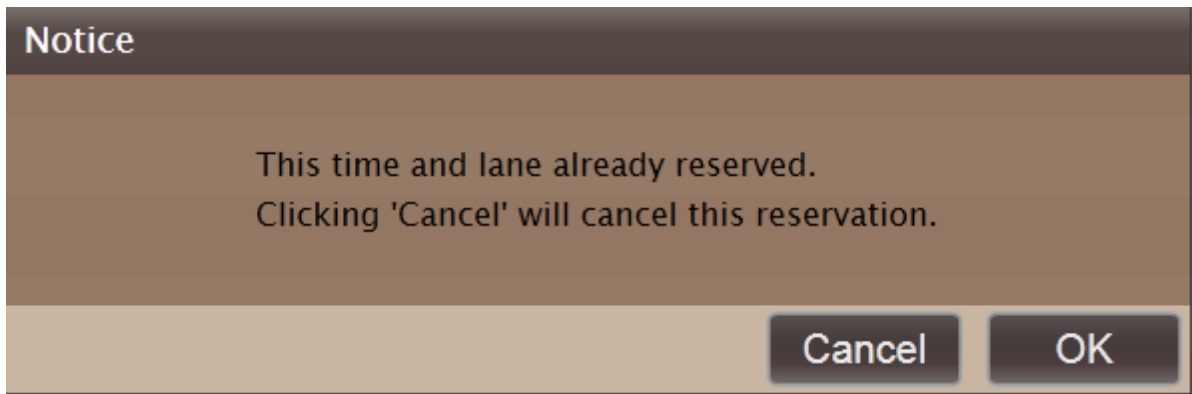
3. Select/enter the reservation date in the **Date** field.



4. Click the red **Reserved Lane** button which corresponds to the time and lane for the reservation to display the **Notice** screen.



5. Click the **Cancel** button to cancel the reservation and mark the lane as open (green).



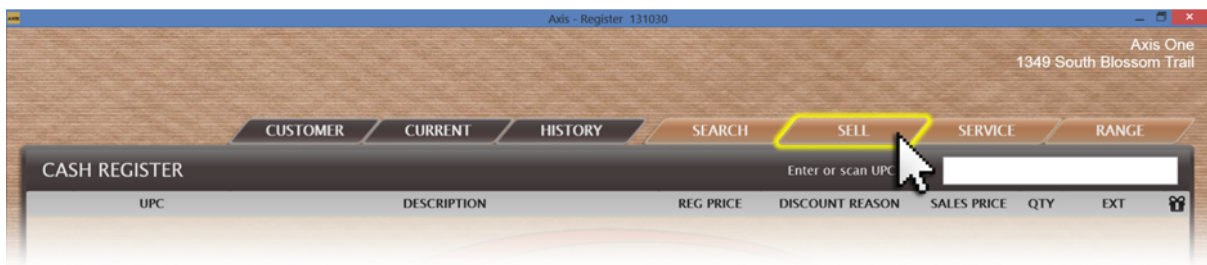
6. Click the red 'x' to close the **Sell** screen.

### 22.3.2 New Reservation

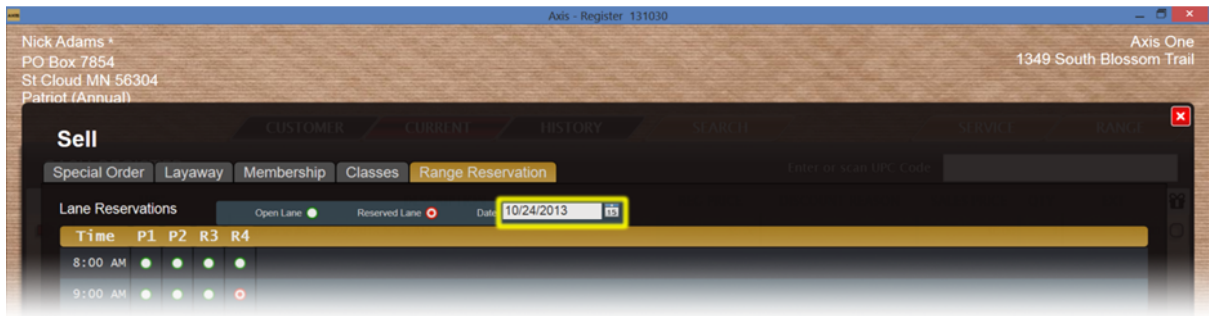
Reservation  
[92]

To enter a **Reservation**:

1. Look-up a Customer<sup>[34]</sup>.
2. Click the Sell<sup>[109]</sup> tab to display the **Sell** screen.



3. Click the **Range Reservation** tab to display the **Lane Reservations** section.
4. Select/enter the reservation date in the **Date** field.



5. Locate the green **Open Lane** button which corresponds to the time and lane for the reservation.

\* If the button is red and filled, that lane is already reserved at that time.

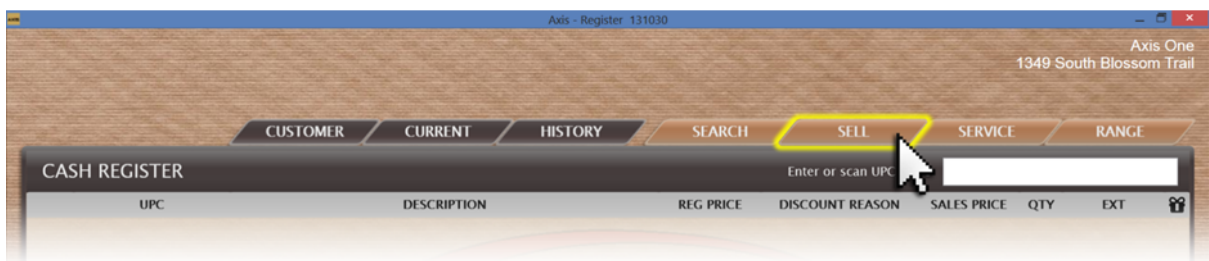
6. Click the green **Open Lane** button to mark that lane as reserved (button red and filled) for that time period.

### 22.3.3 View Reservations

Reservation  
[92]

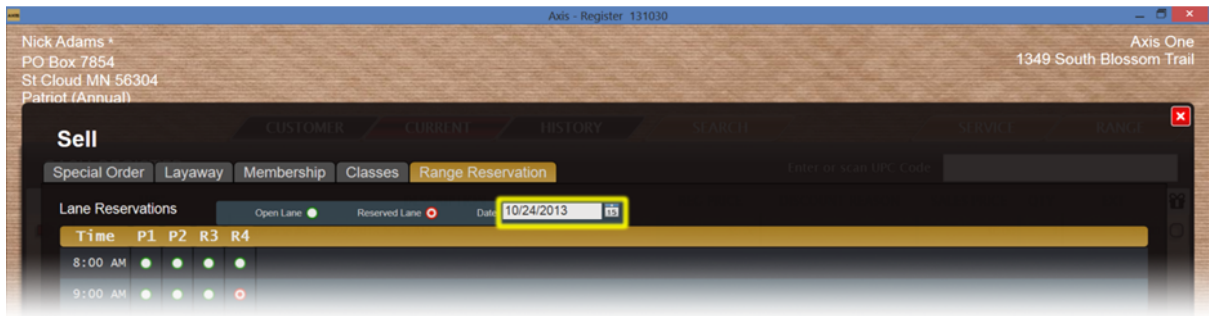
To **view range reservations** for a customer:

1. Click the Sell<sup>[109]</sup> tab to display the **Sell** screen.

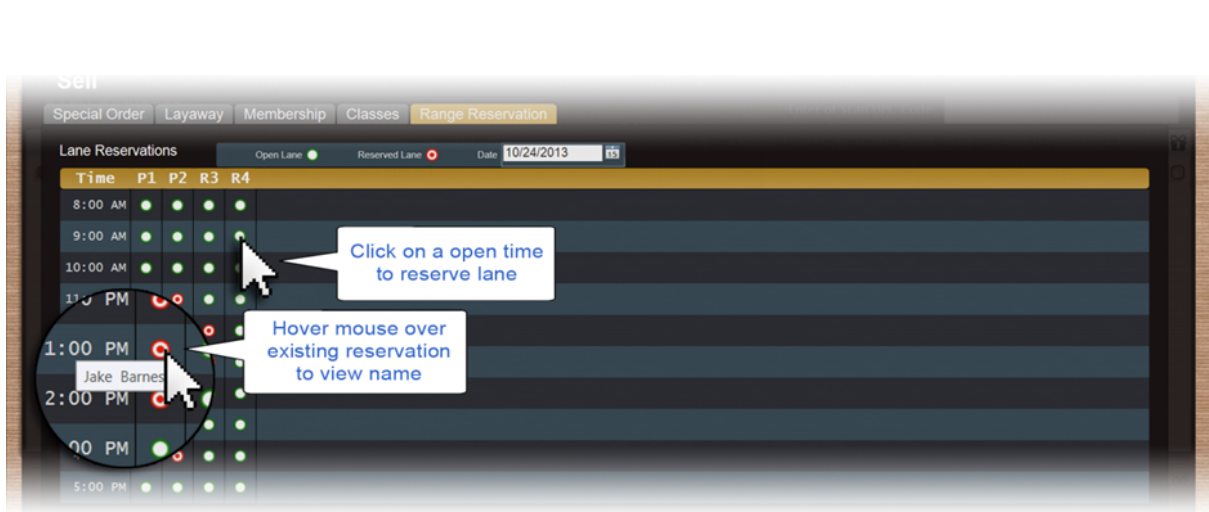


2. Click the **Range Reservation** tab to display the **Lane Reservations** section.

3. Select/enter the date to review in the **Date** field.



4. Hover over a red **Reserved Lane** button to display the customer who reserved the time.



5. Click the **Close** button to close the **Sell** screen.

## 22.4 Waiver

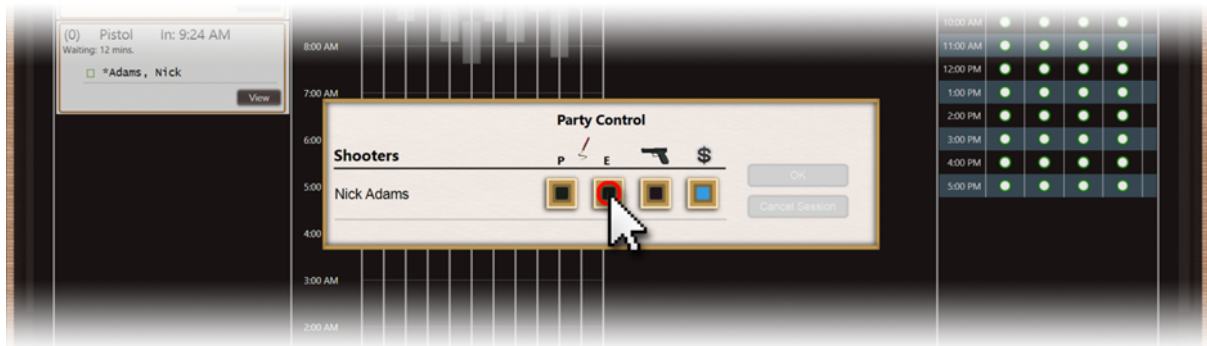
Range <sup>77</sup>

A Range **Waiver** must be signed before a customer can be assigned to a range lane <sup>79</sup>. You may use paper waivers <sup>98</sup> and/or the electronic range waivers. (The electronic waiver requires a Tablet PC.)

To open the electronic range waiver for the customer to complete:

1. Open the customer's Party Control <sup>85</sup> screen.
2. Click the **E (Electronic Waiver)** button to display the **Range Waiver** screen.





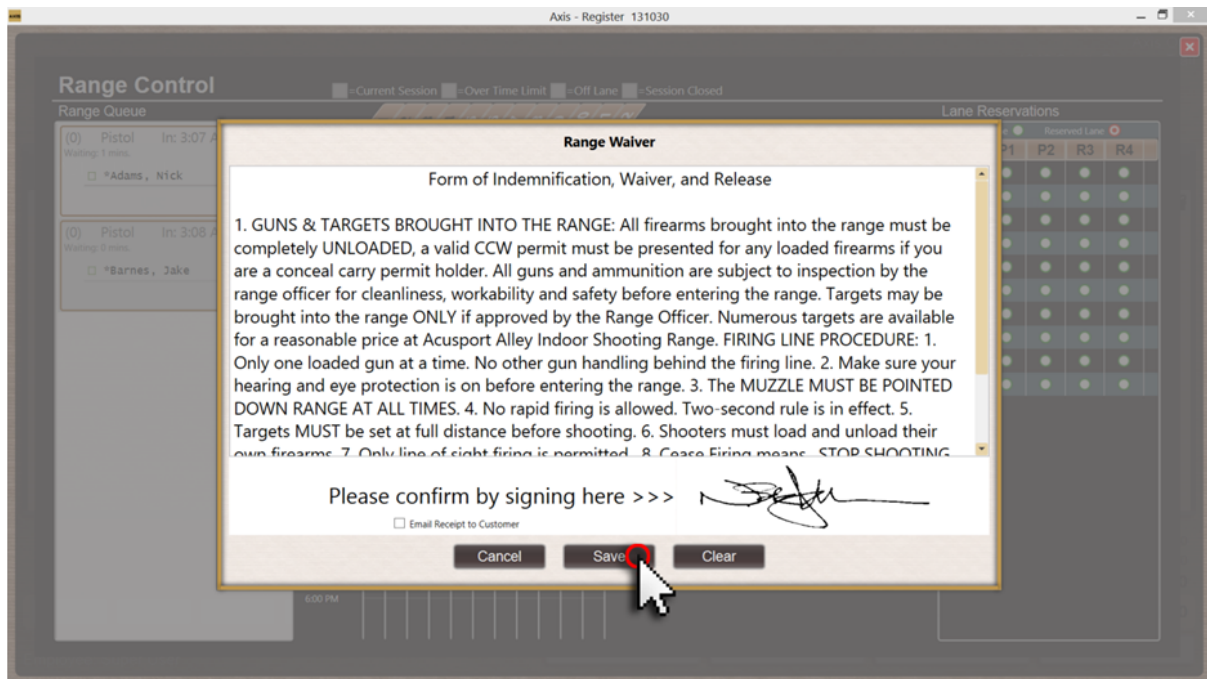
3. Have the customer read the waiver and sign where indicated.

\* If needed, click the **Clear** button to remove signature marks and start over.

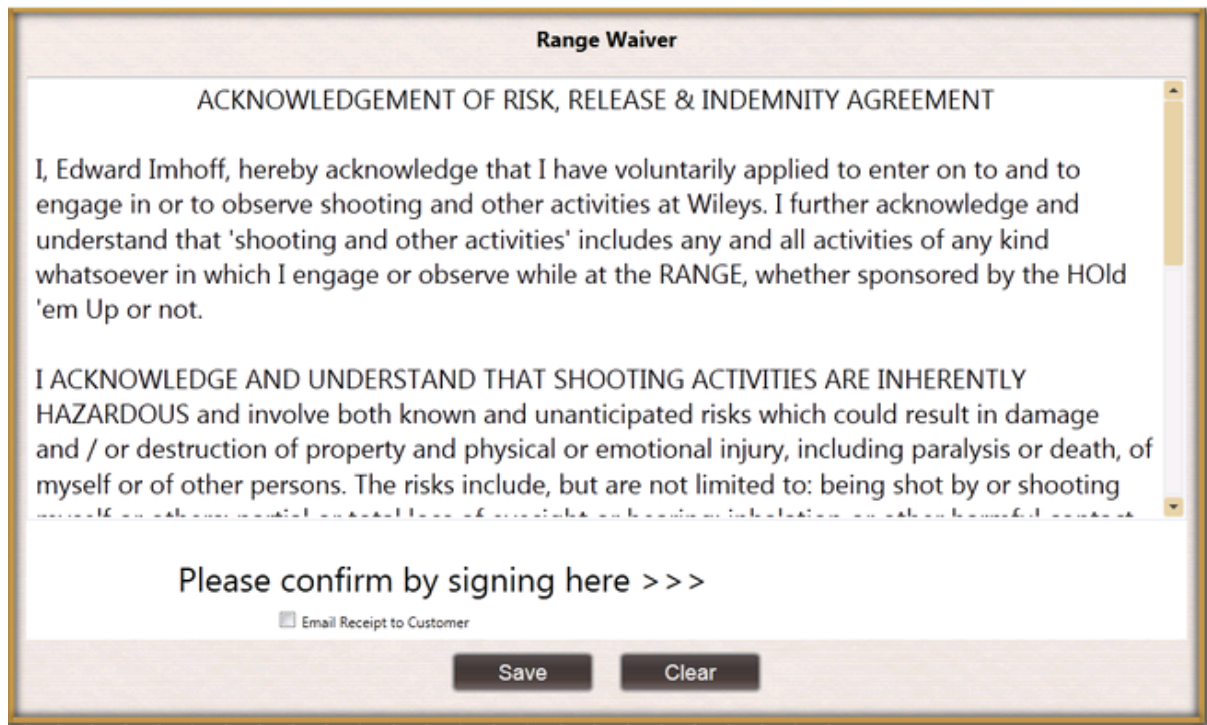
4. Click the **Email Receipt to Customer** checkbox to display a checkmark if a waiver is to be sent to the customer.

5. Click the **Save** button to display a **Notice** screen.

\* The completed waiver document (PDF) may display in its own window.



6. Click the **OK** button to display a green (filled) **E (Electronic Waiver)** button in the **Party Control** screen.



The screenshot shows a web form titled "Range Waiver". The form contains the following text:

**Range Waiver**

**ACKNOWLEDGEMENT OF RISK, RELEASE & INDEMNITY AGREEMENT**

I, Edward Imhoff, hereby acknowledge that I have voluntarily applied to enter on to and to engage in or to observe shooting and other activities at Wileys. I further acknowledge and understand that 'shooting and other activities' includes any and all activities of any kind whatsoever in which I engage or observe while at the RANGE, whether sponsored by the HOLD 'em Up or not.

I ACKNOWLEDGE AND UNDERSTAND THAT SHOOTING ACTIVITIES ARE INHERENTLY HAZARDOUS and involve both known and unanticipated risks which could result in damage and / or destruction of property and physical or emotional injury, including paralysis or death, of myself or of other persons. The risks include, but are not limited to: being shot by or shooting myself or others, partial or total loss of eyesight, hearing, inhalation, or other harmful contact.

Please confirm by signing here >>>

Email Receipt to Customer

Save Clear

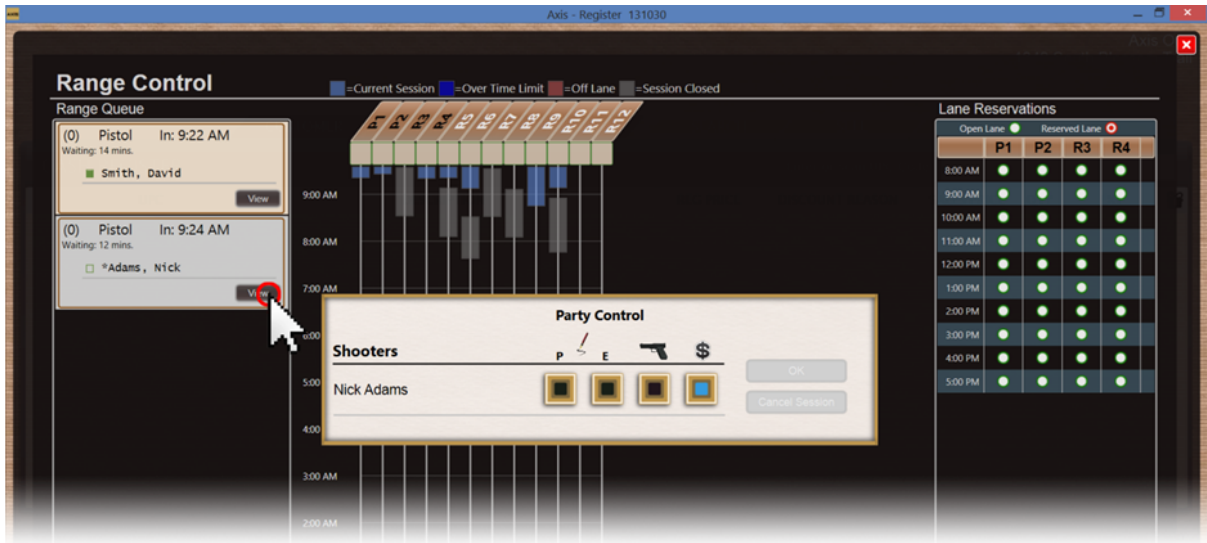
### 22.4.1 Paper Waiver

Waiver 

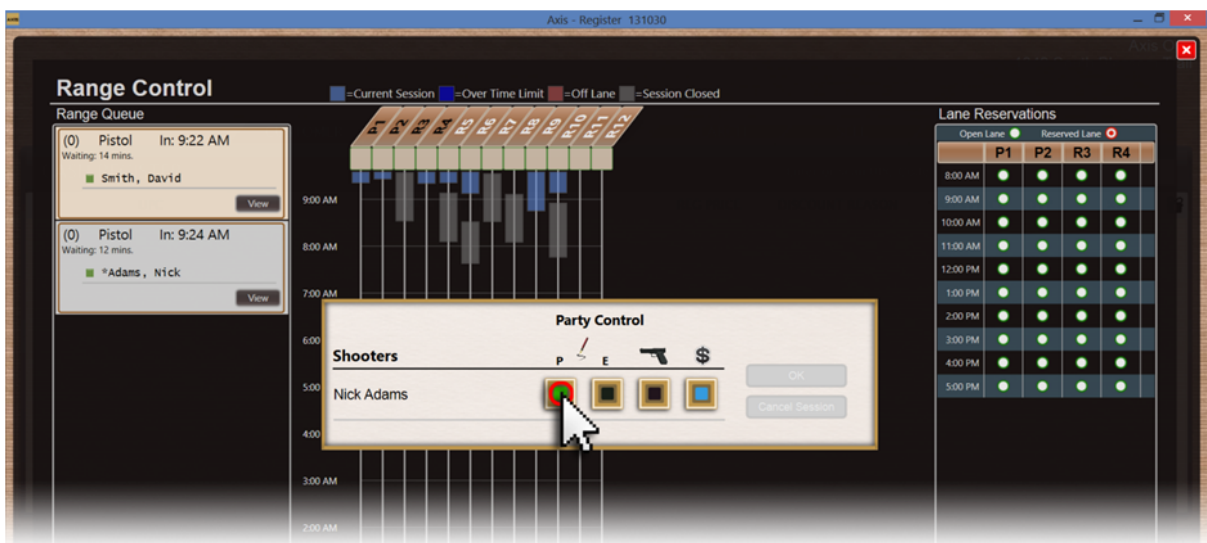
If there is a valid waiver on record for the customer, the Party Control box will show it.

To record the completion of a **Paper Waiver**:

1. Open the customer's Party Control<sup>85</sup> screen.



2. Click the **P (Paper Waiver)** button to change it to green (filled).



3. Click the **OK** button to close the **Party Control** screen.

\* The box to the left of the customer's name is now green (filled).

## 23 Receipt

By default, one receipt will print at the Register for a transaction. Firearm sales, Layaways and Special Orders may have additional receipts or documents which print to accompany the sales receipt.

The number of receipts which will print for each transactions may be changed at a Register location by changing the number in the **Receipt(s)** box at the bottom of the Register screen. The Register will not reset to after the transaction, so each subsequent transaction will print the same number of receipts until the number is changed at that specific Register.

To change the number of receipts to print for a transaction:

1. Locate the **Receipt(s)** field on the **Cash Register** screen.



2. Enter the number of receipts to print the **Receipt(s)** field.

\* This number of receipts will print for all transactions until the number is changed again.

### FREQUENTLY ASKED QUESTIONS:

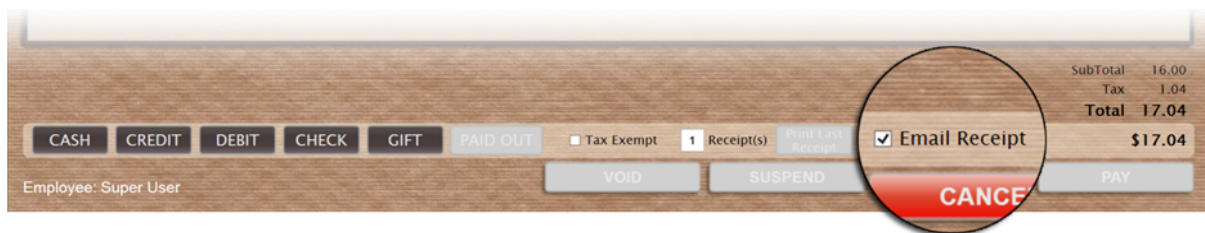
- **How is company information added?** [37](#)
- **What additional hardware is required?** [37](#)
- **Can the store logo be added?** [38](#)

## 23.1 Email Receipt

Receipt  
101

To email a customer's transactions receipt:

1. Look-up a Customer<sup>34</sup>; process a transaction.
2. Locate the **Email Receipt** checkbox on the **Cash Register** screen.



3. Click the **Email Receipt** checkbox.
  - If an email address has been specified on the customer's Customer Information<sup>30</sup> screen, the checkbox displays a checkmark; a copy of the receipt will be sent to the email address.
  - If the customer does not have an email address on file, a **Notice** screen appears indicating this. Click the **OK** button to close the screen.

## 23.2 Gift Receipt

Receipt  
101

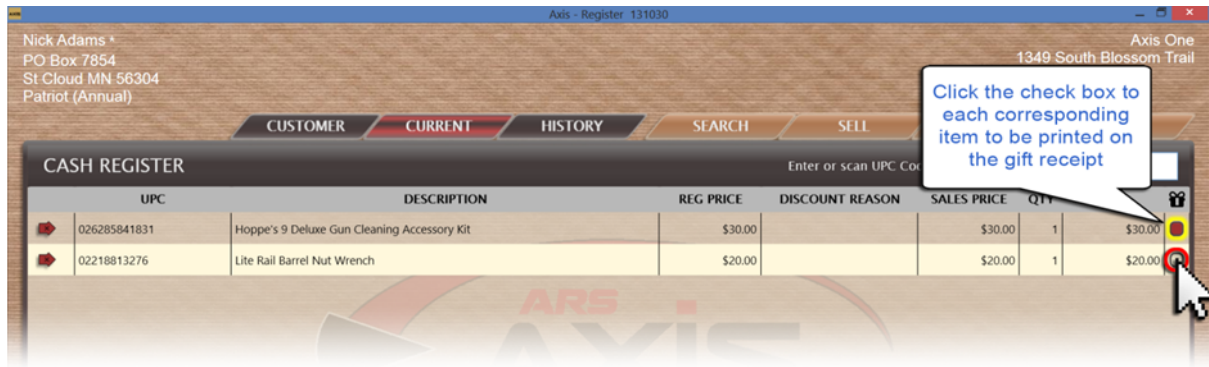
A **Gift Receipt** may be printed for selected items in a transaction<sup>114</sup>.

To select an item (or several items) for a **gift receipt**:

1. Locate the item in the transaction.
2. Click the **Gift Receipt** button to the right of the item to change the button to red (filled).

\* To remove the gift receipt, click the button again to change the button to clear

(empty).



### 23.3 Print Last Receipt

Receipt

To print the receipt for the last transaction at a specific Register:

1. Clear any customer and transaction information which may be selected.
2. Click the **Print Last Receipt** button to print a receipt for the most recently completed transaction.



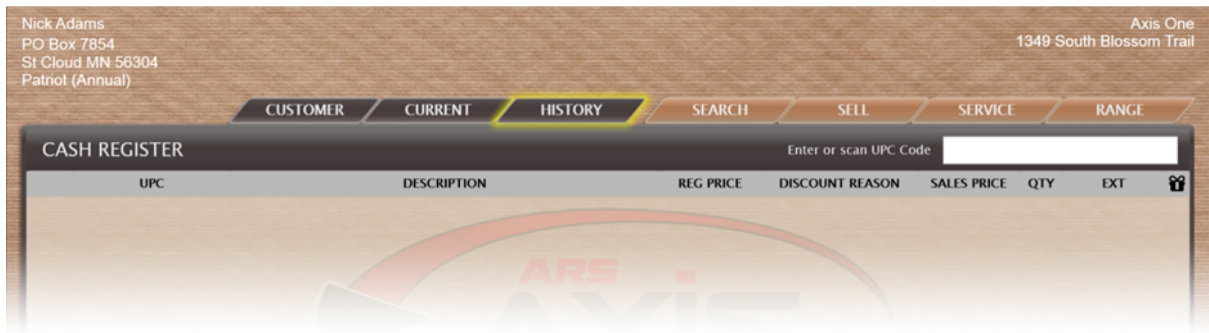
### 23.4 Reprint Receipt

Receipt

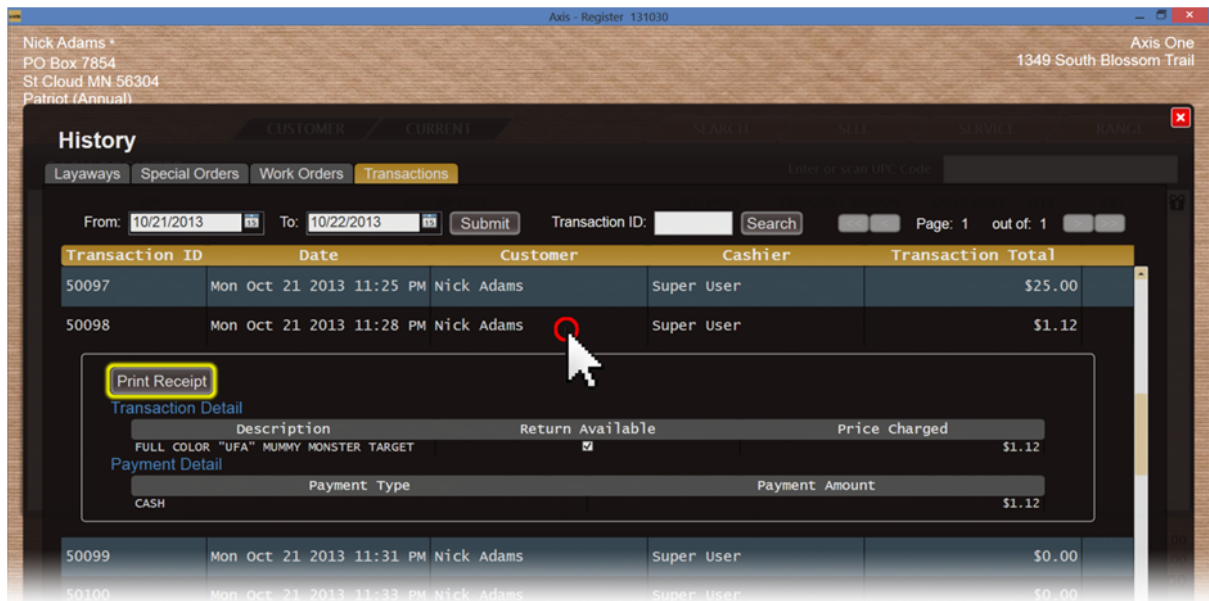
**Reprinting a receipt** will offer a duplicated receipt for a transaction which may be useful for warranties and rebate submissions. A reprinted receipt may also be done without selecting a customer

To print a duplicate receipt for a particular customer from the customer's transaction history:

1. Look-up a customer<sup>34</sup>.
2. Click the **History** tab to display the **History** screen.



3. Click the **Transactions** tab to display all of the customer's completed transactions.
4. Complete the Search<sup>106</sup> or Date<sup>13</sup> procedure to display the transaction.
5. Click the transaction to display its **Transaction Detail** and **Payment Detail** record and the **Print Receipt** button.



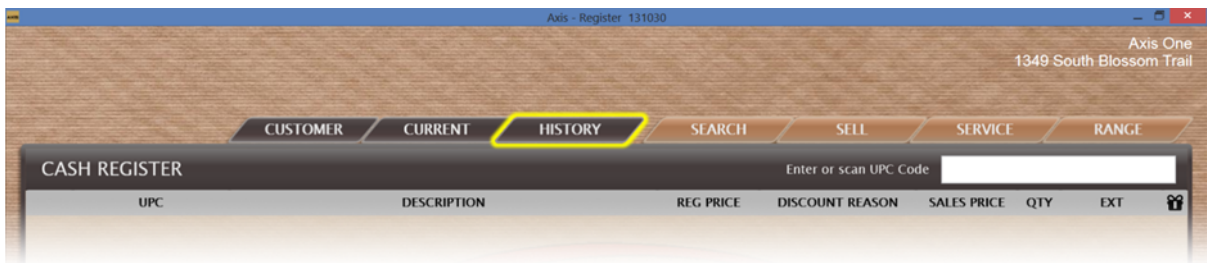
6. Click the **Print Receipt** button.
7. Click the red 'x' to close the **History** screen.

### 23.4.1 Reprint Receipt without customer

**Reprinting a receipt** will offer a duplicated receipt for a transaction which may be useful for warranties and rebate submissions. Selecting a customer narrows the listing of transactions, but when the transaction was not linked to a specific customer, the transaction may be found through a general search.

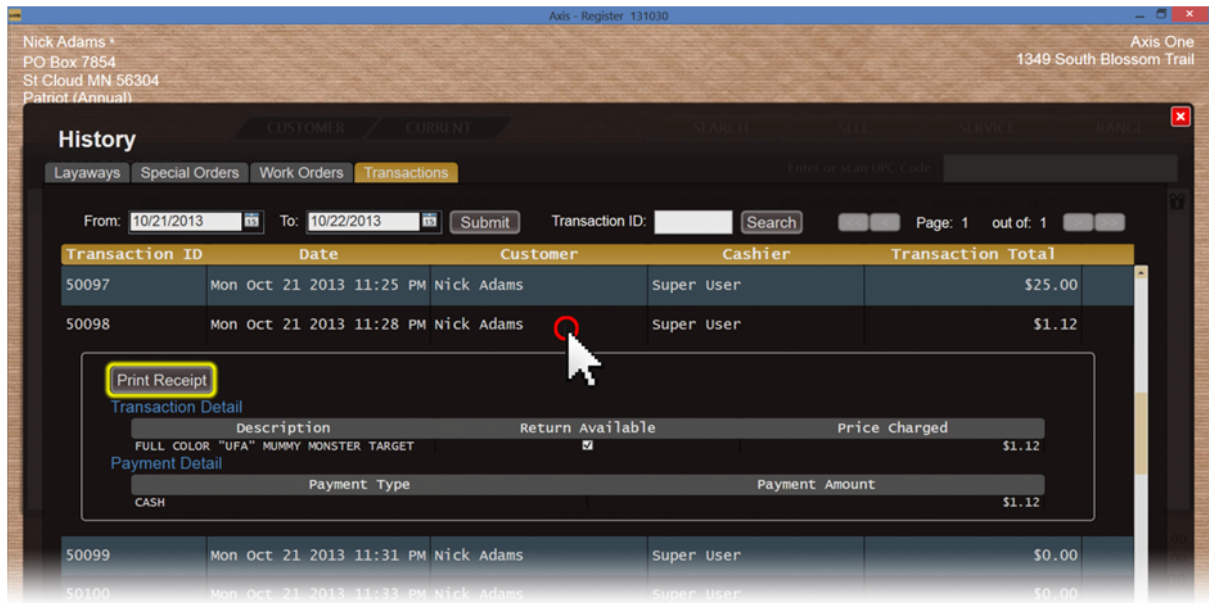
To print a duplicate receipt from Transaction History without selecting a customer:

1. Clear any customer<sup>[29]</sup> who may be selected.
2. Click the **History** tab to display the **History** screen.



3. Click the **Transactions** tab to display all completed transactions.
4. Complete the Search<sup>[106]</sup> or Date<sup>[13]</sup> procedure to display the transaction.
5. Click the transaction to display its **Transaction Detail** and **Payment Detail** record and the **Print Receipt** button.
6. Click the **Print Receipt** button.





7. Click the red 'x' to close the **History** screen.

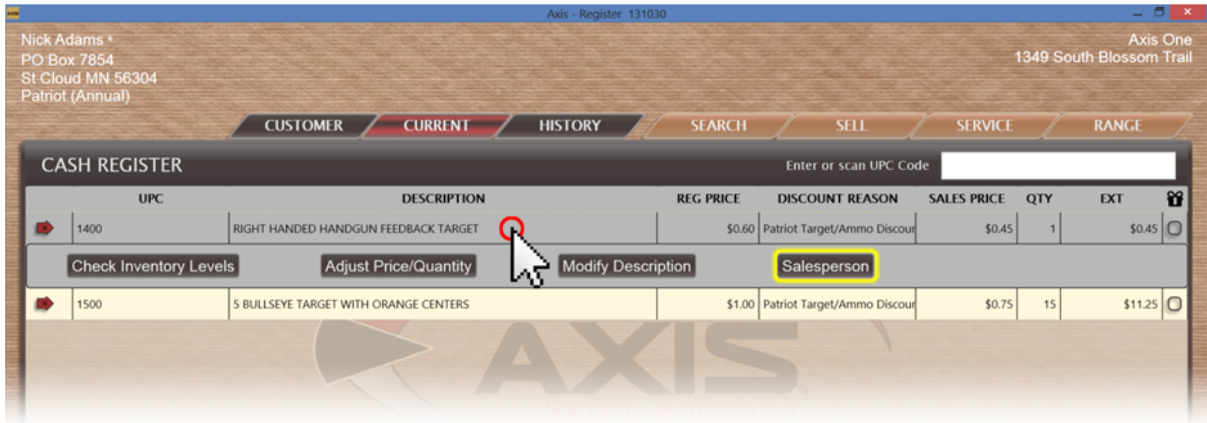
## 24 Salesperson

A **Salesperson** may be assigned to a specific transaction item for internal tracking purposes (e.g. spiffs).

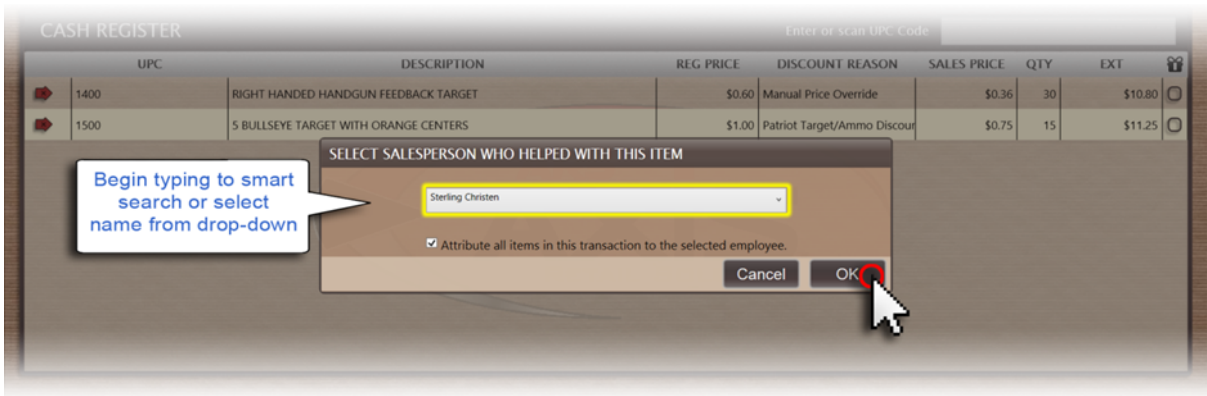
Other options for transaction items include Check Inventory Levels<sup>[13]</sup>, Adjust Price<sup>[10]</sup>, Adjust Quantity<sup>[11]</sup> or Modify Description<sup>[71]</sup>.

To assign a **salesperson** to a specific transaction item:

1. Click the item to display the buttons below it.
2. Click the **Salesperson** button to display the **Select Salesperson Who Helped With This Item** screen.



3. Select the salesperson's name from the drop-down menu.

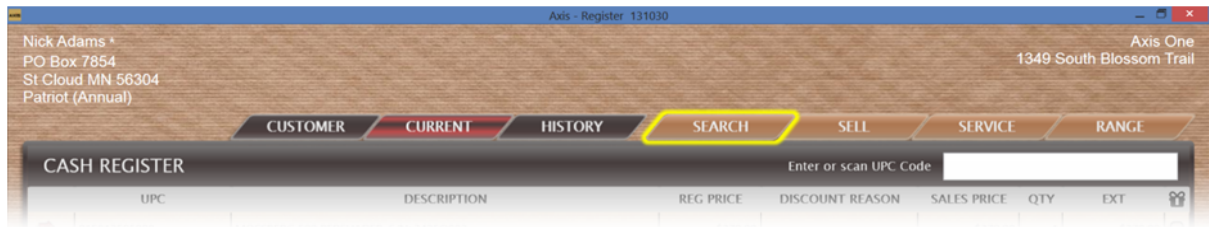


4. To select the same salesperson for all items in the transaction, click the **Attribute all items in this transaction to the selected employee** checkbox to display a checkmark.

5. Click the **OK** button.

## 25 Search

Complete item search capabilities are available at the Register through the **Search** tab.



Select the type of **search** you will be conducting:

- Quick Picks<sup>[108]</sup> - select items using image selection
- Attribute, Descriptor or text Search<sup>[107]</sup> - item search of all active items

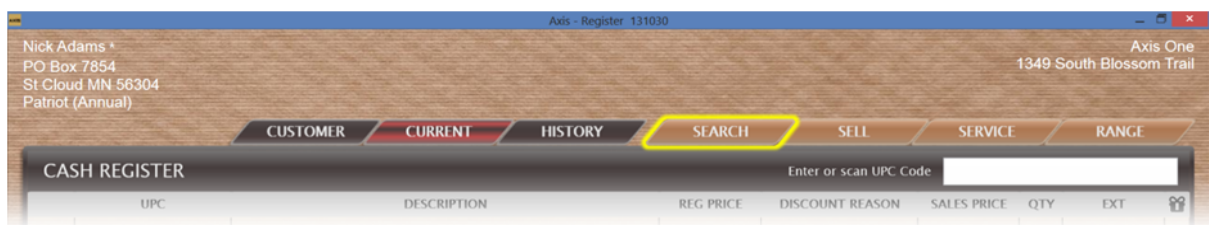
## 25.1 Item Search

Search<sup>[106]</sup>

Searching for items using a Description or the item's Attributes and Descriptors will search for matches within your active items.

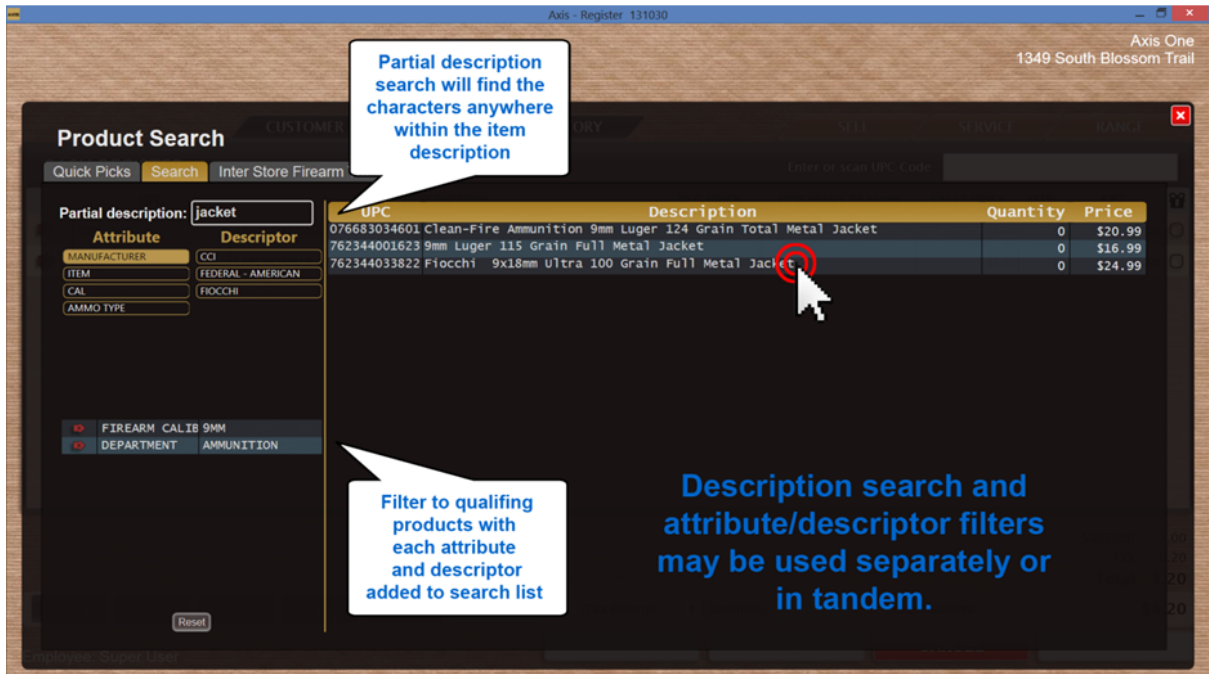
To search for an item using an Attribute, Descriptor or a Description:

1. Click the Search<sup>[106]</sup> tab to display the **Product Search** screen.



2. Click the **Search** tab to display a list of items and search tools.
3. Complete any of these procedures as needed to narrow results:
  - Click an **Attribute** button and one of its associated **Descriptor** buttons. (If additional **Attribute** or **Descriptor** buttons display, click as needed to further narrow results.)

- Enter all or part of an item's description in the **Partial description** field.



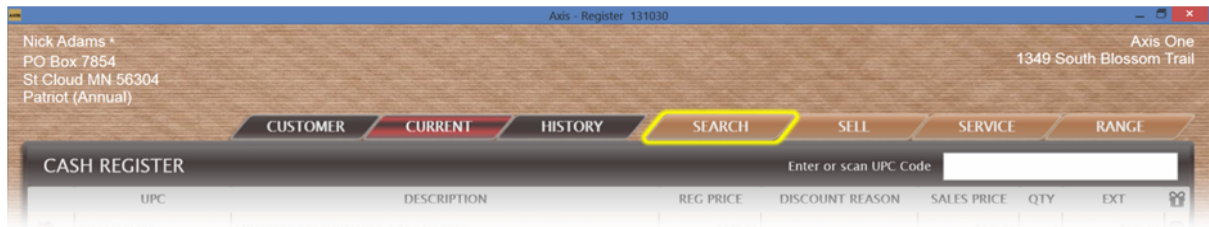
4. Double-click the item to add it to the transaction.

## 25.2 Quick Picks

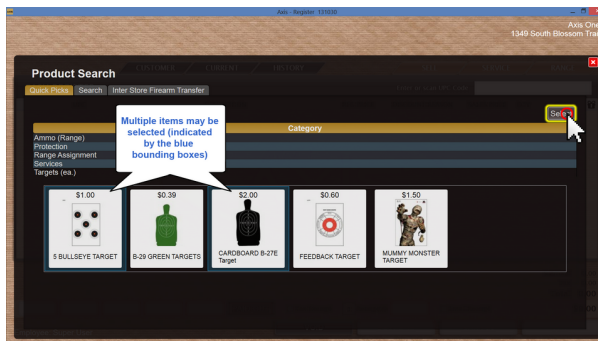
Search 

To search for an item using **Quick Picks**:

1. Click the Search  tab to display the **Product Search** screen.



2. Click the **Quick Picks** tab to display a list of category names.
3. Click a category name to expand it and display associated items.
4. Click an item to highlight it for selection. (Repeat this step as needed to highlight additional items.)

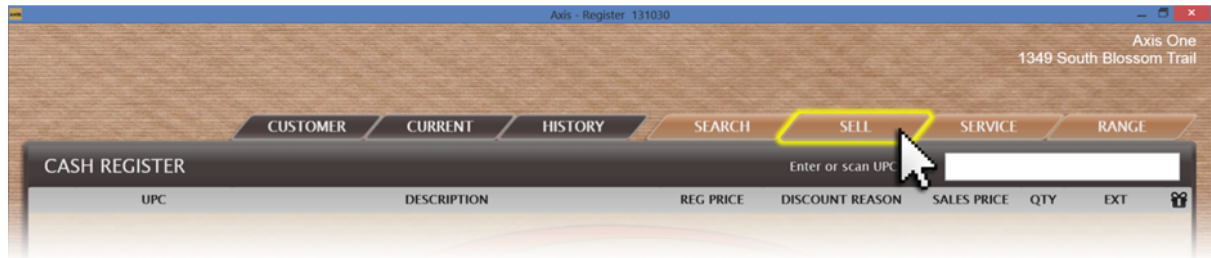


5. Click the **Select** button to add highlighted items to the transaction.

## 26 Sell

The **Sell** tab is used for selling extra items which require more than a quick scan (i.e.

classes<sup>[14]</sup>, layaways<sup>[59]</sup>, memberships<sup>[66]</sup>, range time<sup>[77]</sup>, special orders<sup>[111]</sup>) or for doing a return<sup>[115]</sup> on a previously sold item. (For Work Orders<sup>[132]</sup>, go to the Service<sup>[110]</sup> tab. For Firearms<sup>[38]</sup>, complete the 4473 information within Data Center; go to the Current<sup>[19]</sup> tab.)

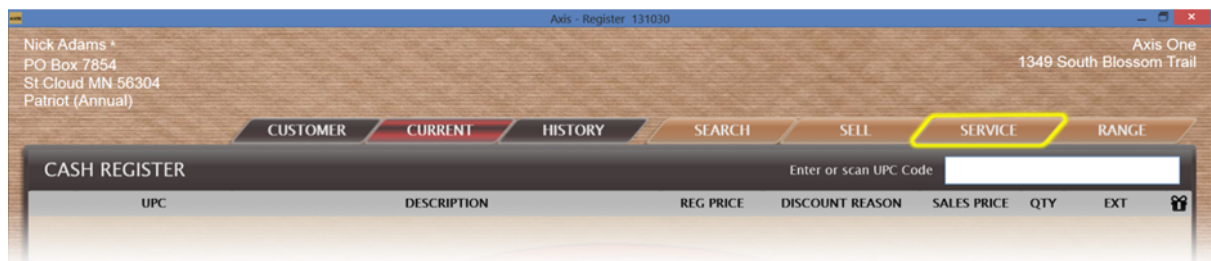


For more details on selling extra items, click the appropriate link:

- Classes<sup>[14]</sup>
- Layaways<sup>[59]</sup>
- Memberships<sup>[66]</sup>
- Range Time<sup>[77]</sup>
- Special Orders<sup>[111]</sup>

## 27 Service

The **Service** tab offer the ability to create Work Orders<sup>[132]</sup> and place Product Holds<sup>[73]</sup> on inventory items.



Before clicking the **Service** tab, select a customer<sup>[34]</sup> or add a new customer<sup>[36]</sup>.

## 28 Special Order

A **Special Order** must be processed at the Register so that the item may be tracked through the customer's Current<sup>[19]</sup> tab.

By default, sales tax on **Special Order** items is calculated, but it does not become a payable (liability) until the sale is finalized (i.e. customer pays for the item(s) in full and takes possession).

At the Register, you may:

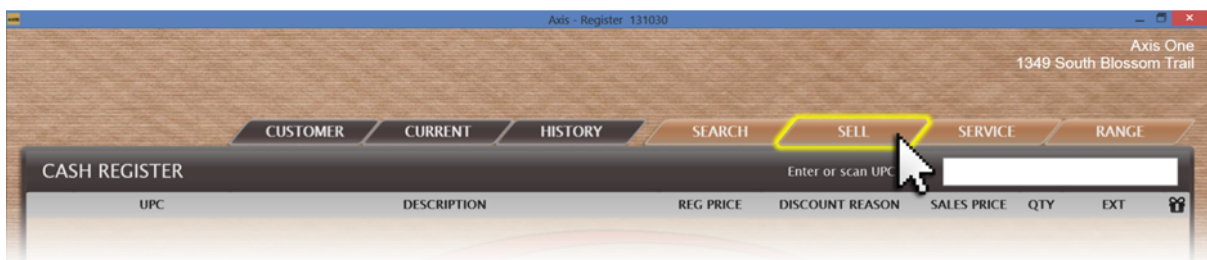
- Create a new Special Order<sup>[111]</sup>
- Accept a special order payment<sup>[113]</sup>
- Process a special order pickup
- View Current Special Orders<sup>[26]</sup>
- View Special Order history for a customer<sup>[48]</sup>

### 28.1 New Special Order

Special Order  
<sup>[111]</sup>

To place a **New Special Order**:

1. Look-up a customer<sup>[34]</sup>.
2. Click the Sell<sup>[109]</sup> tab to display the **Sell** screen.



3. Click the **Special Order** tab to display the **Special Order Items** section.
4. Select an item to add it to the transaction.

Nick Adams  
PO Box 7854  
St Cloud MN 56304  
Patriot (Annual)

Axis One  
1349 South Blossom Trail

**Sell**

CUSTOMER CURRENT HISTORY SEARCHED SERVICE RANGE

Special Order Layaway Membership Classes Range Reservation

Enter or scan UPC Code: 610242000036 Search for Product

UPC	DESCRIPTION	REG PRICE	MEMBER	PROMOTION	SALES PRICE	QTY	EXT
610242000036	Lasergrip Standard Polymer KelTec P3AT	\$175.00			\$175.00	1	\$175.00

Special Order Total: \$186.38  
Tax: \$11.38  
Payment Amount: \$46.60  
Special Order Terms: Minimum 25 % of the total due now.  
 Tax Exempt  
Notes:

Finalize Special Order

Payment Amount may be adjusted if the customer wishes to apply a larger down payment

Enter or Search for existing UPC in inventory

5. Edit fields as needed:
  - Modify the automatically calculated amount in the **Payment Amount** field.
  - Enter terms in the **Special Order Terms** field.
  - If the transaction is tax exempt, click the Tax Exempt  checkbox to display a checkmark.
  - Enter explanatory notes in the **Notes** field.

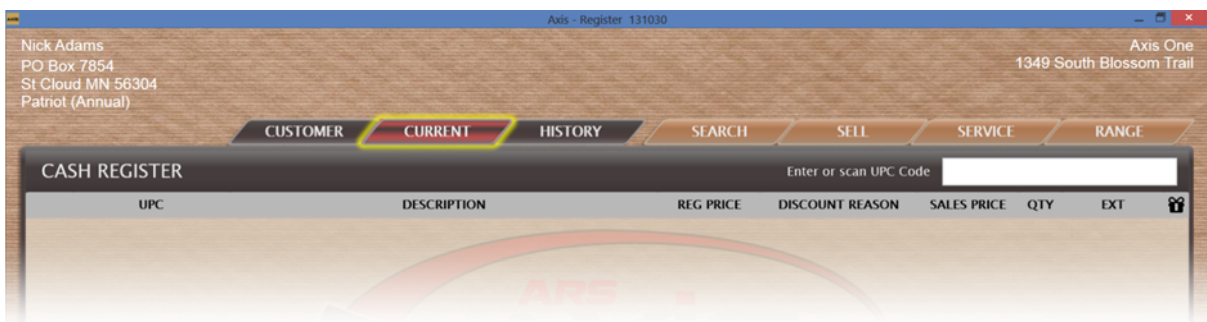


## 28.2 Special Order Payment

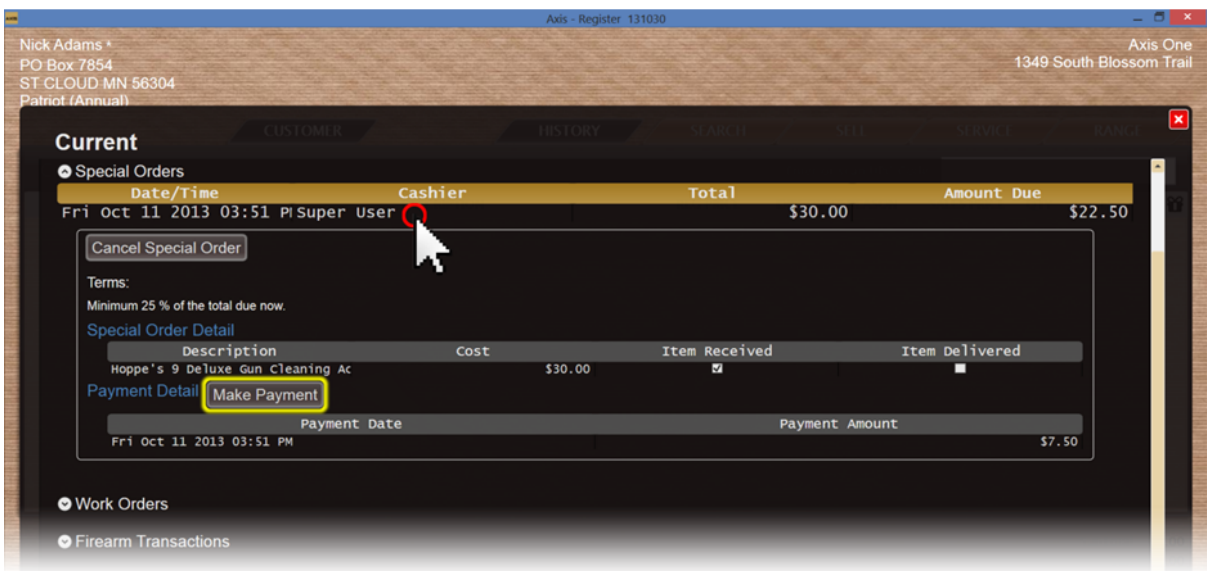
Special Order  
113

To make a **Special Order Payment**:

1. Look-up a customer<sup>34</sup>.
2. Click the Current<sup>19</sup> tab to display the **Current** screen.



3. Click the expand button beside the **Special Orders** heading as needed to display the customer's special order items.
4. Click an item to display details.



5. Click the **Make Payment** button to display the **Confirm Payment Amount** screen.

## 29 Transaction

A **Transaction** is created any time payment from a customer or exchange of goods with a customer takes place. There are a variety of transaction types:

- Firearms<sup>[38]</sup>
- Gift Cards<sup>[43]</sup>
- House Account<sup>[56]</sup>
- Layaways<sup>[115]</sup>
- Returns<sup>[115]</sup>
- Special Orders<sup>[111]</sup>

To process a **transaction**:

1. Identify the customer using the Look-up<sup>[34]</sup> or Add<sup>[36]</sup> procedures.  
\* Some transactions and situations may not require customer identification.
2. Identify item(s) using UPC codes<sup>[126]</sup>, product search<sup>[107]</sup> or Quick Picks<sup>[108]</sup> search to add them to a transaction.
3. Adjust Item Details<sup>[11]</sup> as appropriate.
4. Accept Payment<sup>[122]</sup> for the transaction.

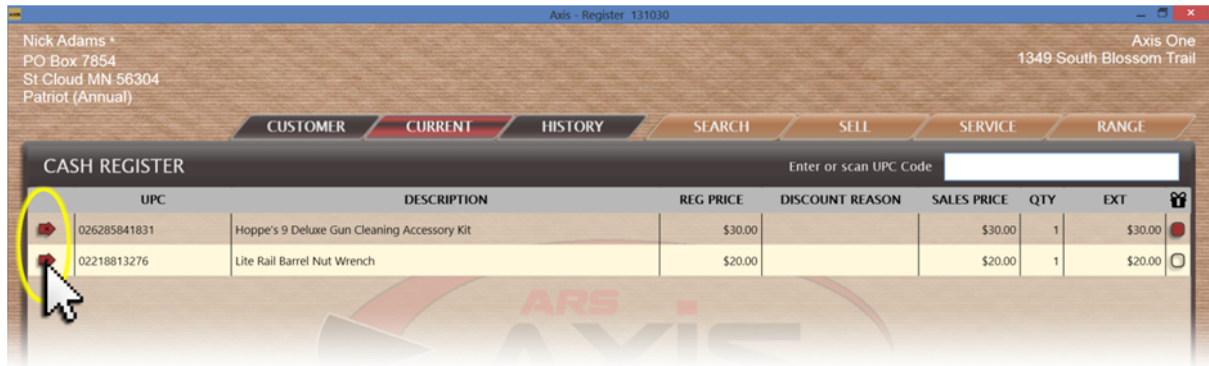
### 29.1 Delete Item

Transaction  
[114]

An individual item may be removed from a current transaction without affecting the other items on the transaction.

To delete an item from a transaction:

1. Locate the item in the transaction.
2. Click the red **Delete Item** button to the left of the item to remove it from the transaction.



## 29.2 Return

Transaction  
114

Customer **Returns** may be initiated from several different screens as well as directly from the main Register screen.

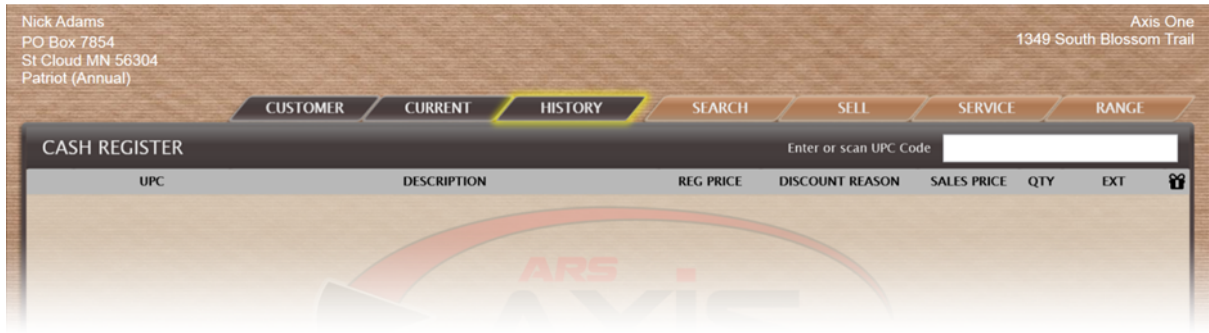
- Layaway History Return<sup>115</sup>
- Transaction History Return<sup>117</sup>

### 29.2.1 Layaway History Return

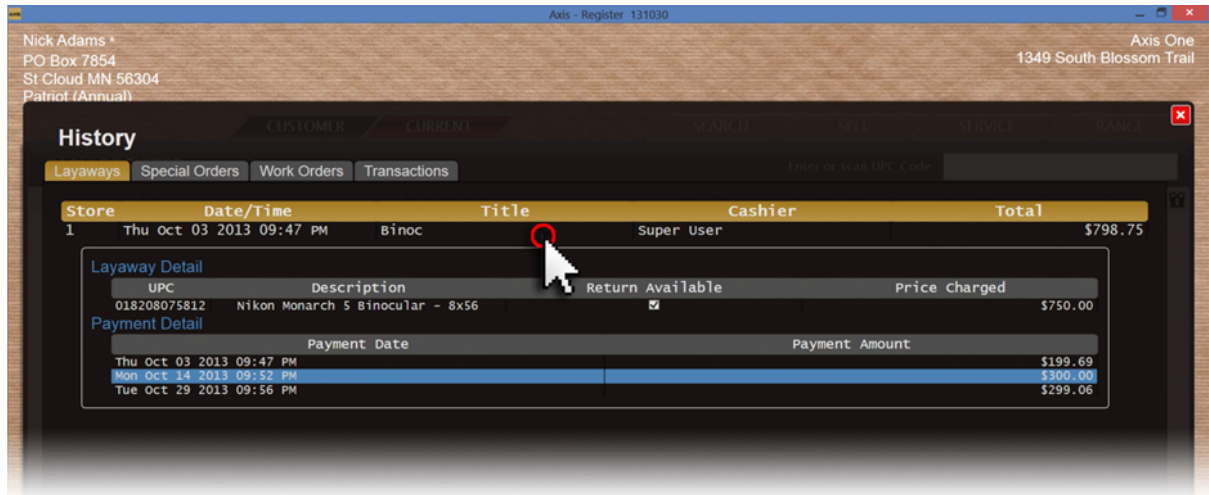
Return<sup>115</sup>

To process a return from a customer's Layaway History<sup>46</sup>:

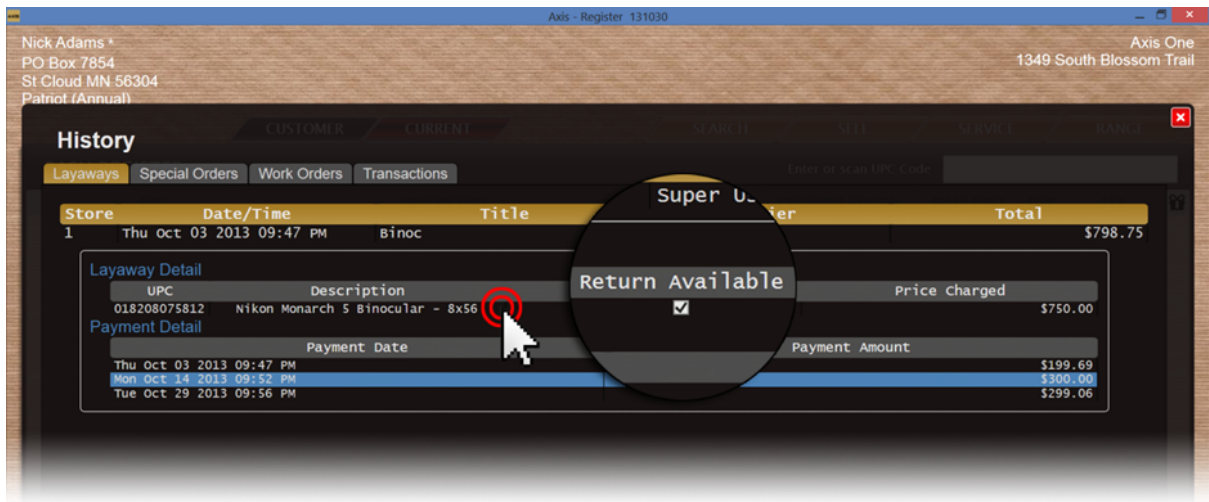
1. Look-up a customer<sup>34</sup>.
2. Click the History<sup>46</sup> tab to display the **History** screen.



3. Click the Layaways<sup>59</sup> tab to display all of the customer's completed layaways.
4. Click the layaway to display its **Layaway Detail** and **Payment Detail** record.



5. Note the **Return Available** checkbox for the item to be returned.:
  - If the box is not checked (empty), the item may not be returned.
  - If the box is checked (filled), the item may be returned. Proceed to the next step.



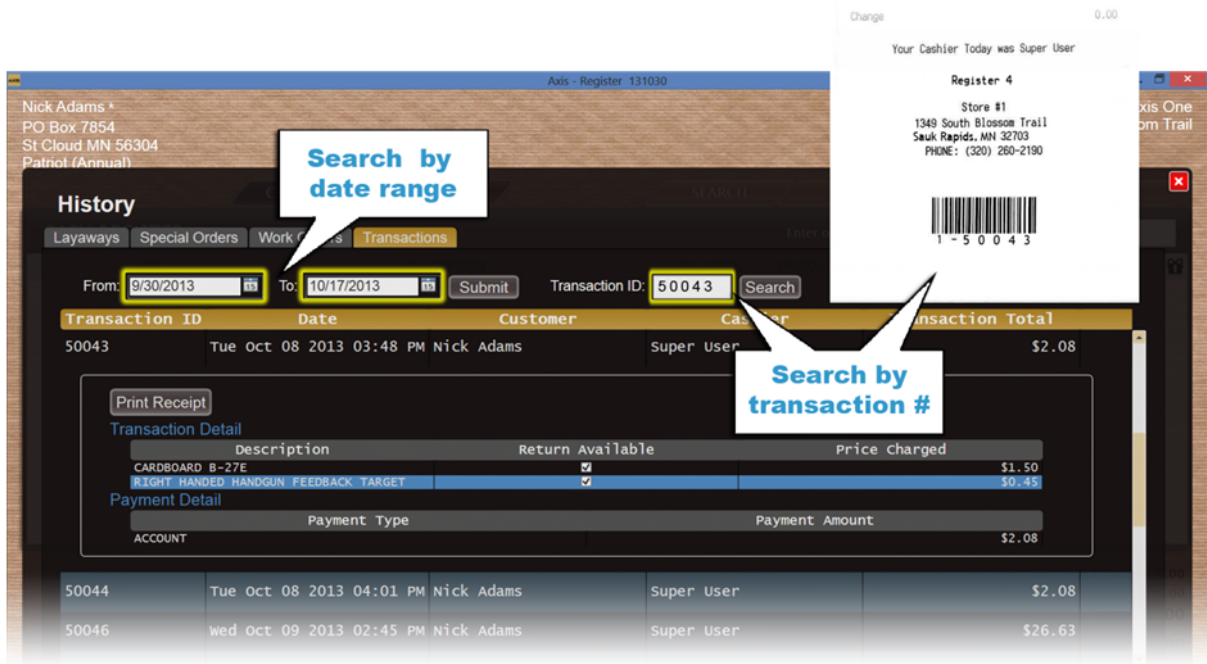
6. Double-click the item to add the return to the **Cash Register** screen and close the **History** screen.

## 29.2.2 Transaction History Return

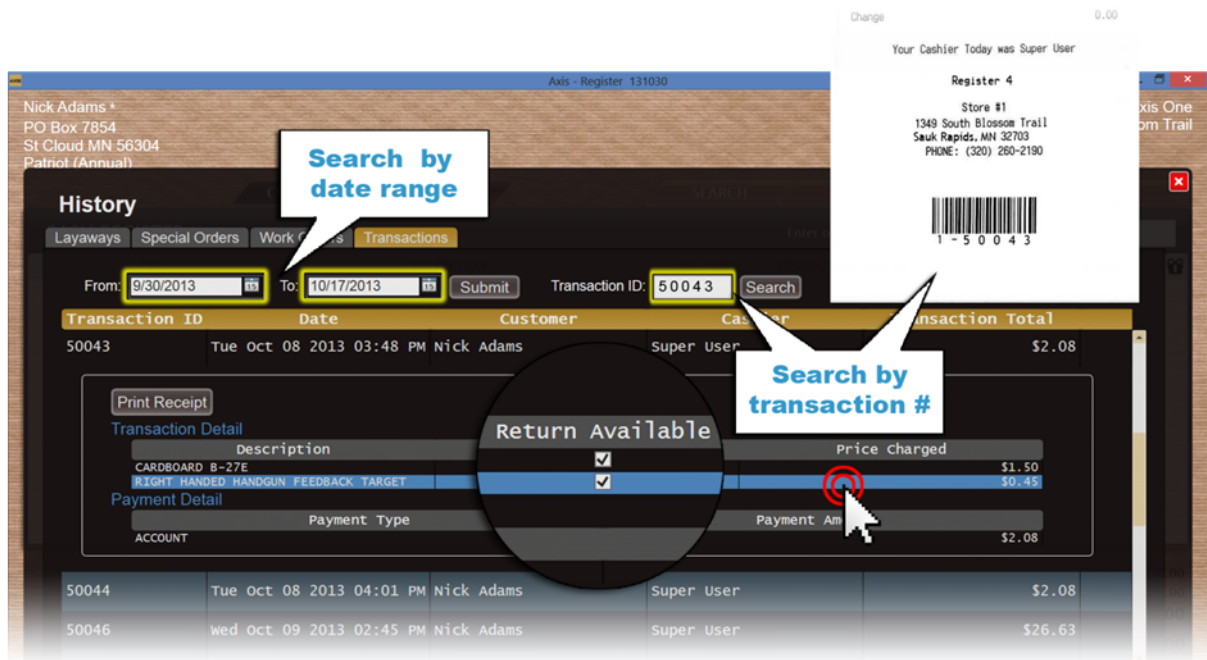
Return<sup>117</sup>

To process a **Return** from a customer's transaction history:

1. Look-up a customer<sup>34</sup>.
2. Click the **History** tab to display the **History** screen.
3. Click the **Transactions** tab to display all of the customer's completed transactions.
4. Complete the Search<sup>106</sup> or Date<sup>13</sup> procedure to display the transaction.



5. Click the transaction to display its **Transaction Detail** and **Payment Detail** record.



6. Note the **Return Available** checkbox for the item to be returned:

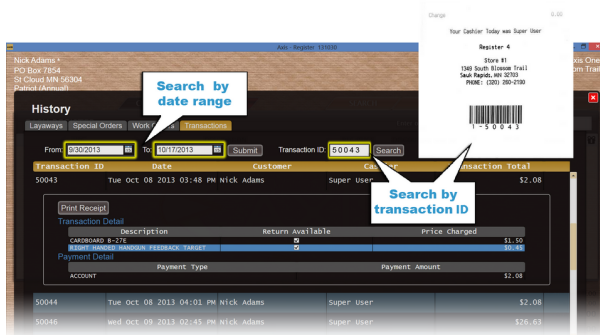
- If the box is not checked (empty), the item may not be returned.
  - If the box is checked (filled), the item may be returned. Proceed to the next step.
7. Double-click the item to add the return to the **Cash Register** screen and close the **History** screen.

### 29.2.2.1 Transaction Return No Customer

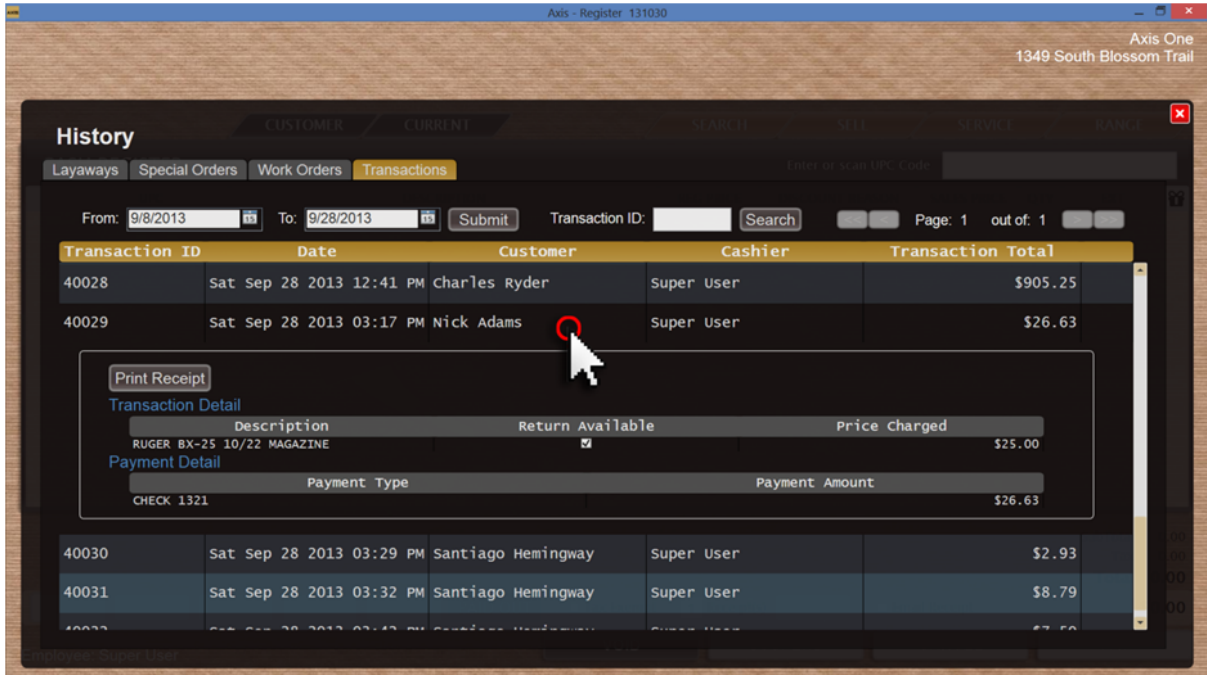
Transaction  
History Return  
117

To process a **Return** from transaction history with no customer selected:

1. Clear any customer<sup>[29]</sup> who may be selected.
2. Click the **History** tab to display the **History** screen.
3. Click the **Transactions** tab to display date and search fields.
4. Complete the Search<sup>[106]</sup> or Date<sup>[13]</sup> procedure to display the transaction.



5. Click the transaction to display its **Transaction Detail** and **Payment Detail** record.



6. Note the **Return Available** checkbox for the item to be returned:

- If the box is not checked (empty), the item may not be returned.
- If the box is checked (filled), the item may be returned. Proceed to the next step.

7. Double-click the item to add the return to the **Cash Register** screen and close the **History** screen.

## 29.3 Tax Exempt

Transaction  
114

Once a **Tax ID** has been entered for a customer, the Register screen will show that their purchases are **Tax Exempt**. This can be changed at the Register during the transaction.

To process a tax exempt transaction:



1. Look-up a Customer<sup>[34]</sup>.
2. Note the **Tax Exempt** checkbox on the **Cash Register** screen:
  - If the checkbox displays a checkmark, a Tax ID has been specified on the customer's Customer Information<sup>[30]</sup> screen; the transaction will be processed as tax exempt.
  - If the checkbox is empty, a Tax ID has not been specified on the customer's Customer Information<sup>[30]</sup> screen. Complete the following steps to add the Tax ID to this transaction and the customer's Customer Information<sup>[30]</sup> screen.
3. Click the **Tax Exempt** checkbox to display the **Enter Tax ID** screen.



4. Enter the customer's tax ID in the field.
5. Click the **OK** button.
6. Complete the transaction.

### 29.3.1 Tax Transaction

To create a taxed transaction for a Tax Exempt<sup>[120]</sup> customer:

1. Look-up a Customer<sup>[34]</sup>; process a transaction.
2. Note the **Tax Exempt** checkbox on the **Cash Register** screen:
  - If the checkbox is empty, a Tax ID has not been specified on the customer's Customer Information<sup>[30]</sup> screen; the transaction will be taxed as normal.
  - If the checkbox displays a checkmark, a Tax ID has been specified on the customer's Customer Information<sup>[30]</sup> screen. Complete the following steps to add tax to the current transaction.
3. Click the **Tax Exempt** checkbox to remove the checkmark.



4. Complete the transaction.

## 29.4 Tender

Transaction  
[114]

Payment **Tender** for a transaction offers several options including the ability to use multiple **tenders** as payment for a single transaction.

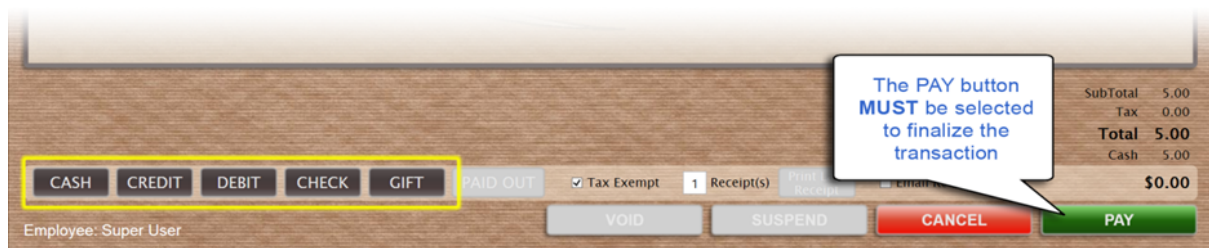
- Cash<sup>[124]</sup>
- Check<sup>[124]</sup>
- Credit Card
- Debit Card
- Gift Card<sup>[43]</sup>
- House Account Charge<sup>[57]</sup>

Once a payment is applied, the payment may be removed<sup>[125]</sup> as long as the **PAY** button has not been clicked.

To accept payment for a **transaction**:

1. Note the **Total** amount due displayed near the bottom of the **Cash Register** screen.

\* If the **Total** amount is 0.00, the transaction does not require payment at this time.



2. Select the payment method being used:

- Click the **Cash** button to accept payment via cash<sup>[124]</sup>.
- Click the **Credit** button to accept payment via credit card.
- Click the **Debit** button to accept payment via debit card.
- Click the **Check** button to accept payment via check<sup>[124]</sup>.
- Click the **Gift** button to redeem a gift card for payment<sup>[43]</sup>.
- Click the **ACCT** button to charge the payment to the customer's house account<sup>[56]</sup>.

3. Enter the amount submitted via that method:

- If the amount is less than the total amount due, repeat the previous steps to select the payment method by which the remainder will be paid.
- If the amount is equal to or greater than the total amount due, proceed to the next step.

4. Click the **Pay** button to display the **Transaction Complete** screen showing the change amount.

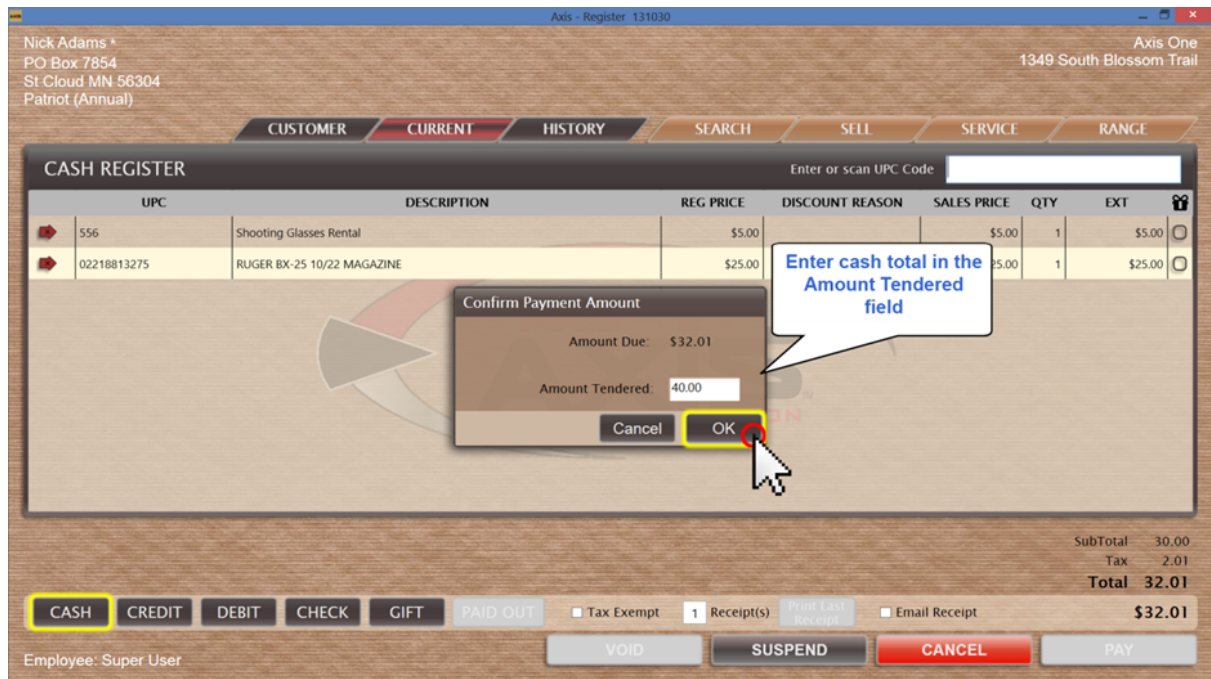
5. Click the **OK** button to close the **Transaction Complete** screen and display an empty **Cash Register** screen.

### 29.4.1 Cash

Tender 

To accept **Cash** as a form of payment:

1. Click the **Cash** button to display the **Confirm Payment Amount** screen.



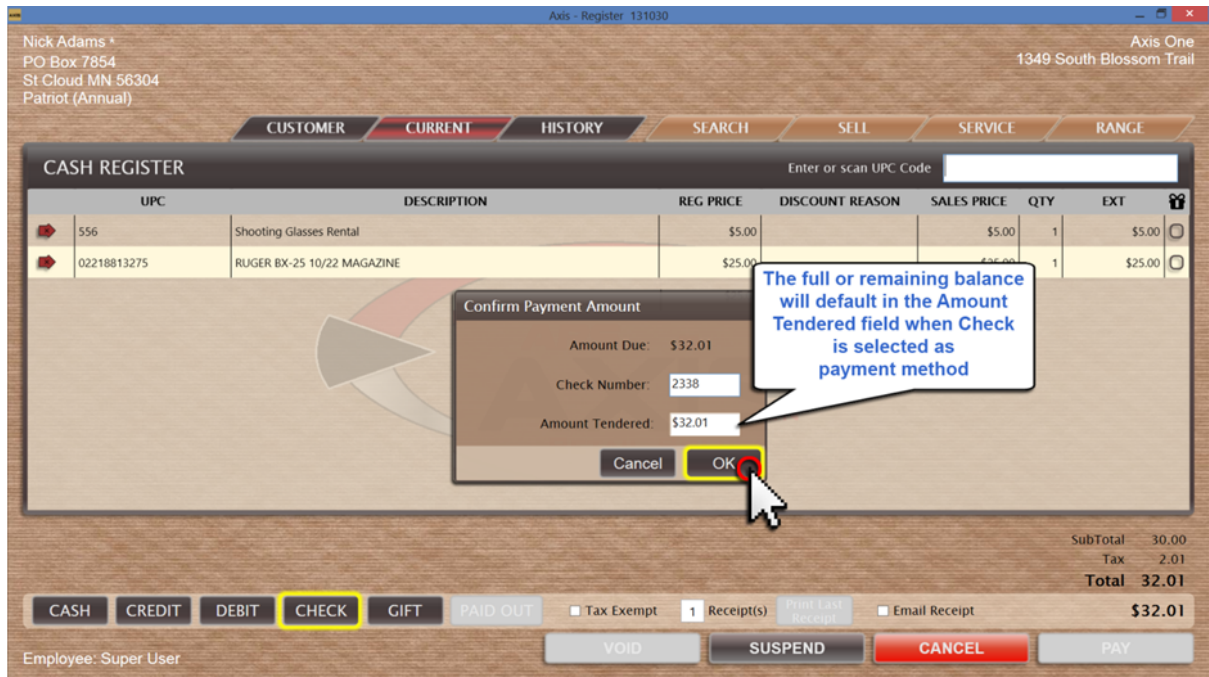
2. Enter the amount of cash provided in the **Amount Tended** field.
3. Click the **OK** button to display "Cash" and the amount tendered below the **Total** amount.

### 29.4.2 Check

Tender 

To accept **Check** as a form of payment:

1. Click the **Check** button to display the **Confirm Payment Amount** screen.



2. Enter the check number in the **Check Number** field.
3. Enter the amount of the check in the **Amount Tendered** field.
4. Click the **OK** button to display "Check" and the amount tendered below the **Total** amount.

### 29.4.3 Remove Payment

Tender 12

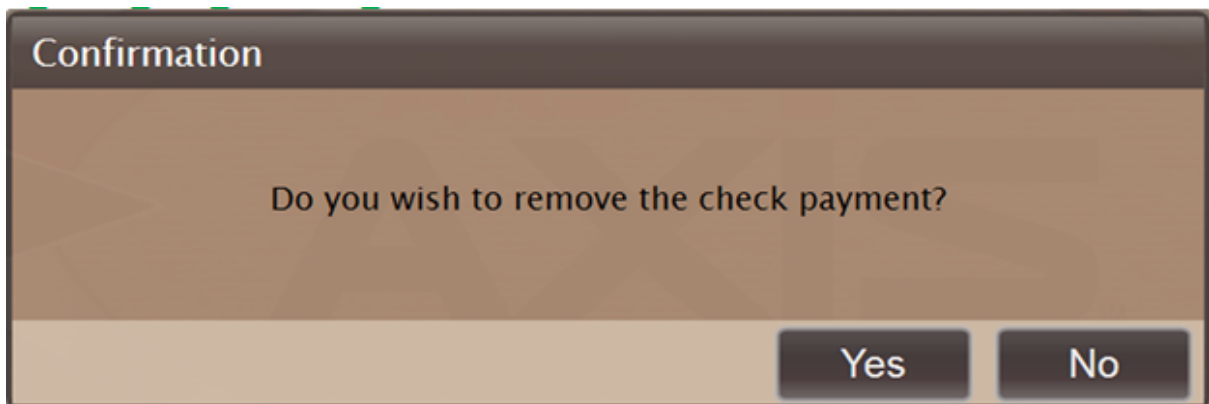
As long as a transaction has not been finalized by clicking **PAY**, payment may be removed from the transaction.

To remove a payment from a transaction:

1. Locate the payment to be removed (tender type and amount) below the **Total** amount near the bottom of the **Cash Register** screen.



2. Click the payment to display the **Confirmation** screen.



3. Click the **Yes** button to remove the payment from the **Cash Register** screen.

## 29.5 UPC

Transaction  
114

To identify an item at the **Cash Register** screen:

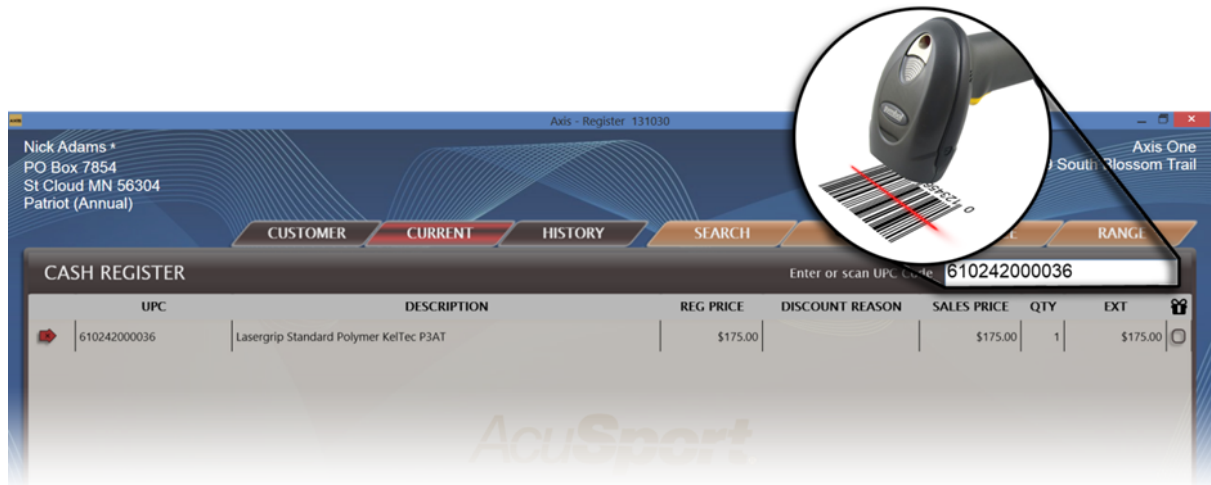
1. Locate the item's **UPC** code.\*

\* NOTE: If the item's **UPC** code is not available, search for the item using Quick Picks

[108](#) or an Attribute, Descriptor or Description [107](#).

2. Complete either of the following procedures to add the item to the transaction:

- Scan the **UPC** code.



- Enter the **UPC** code number in the **Enter or Scan UPC Code** field; press the Enter key.
3. Check/adjust item details as necessary.

## 29.6 Void

Transaction  
114

Item or transaction **Voids** may be initiated from several different screens as well as directly from the main Register screen.

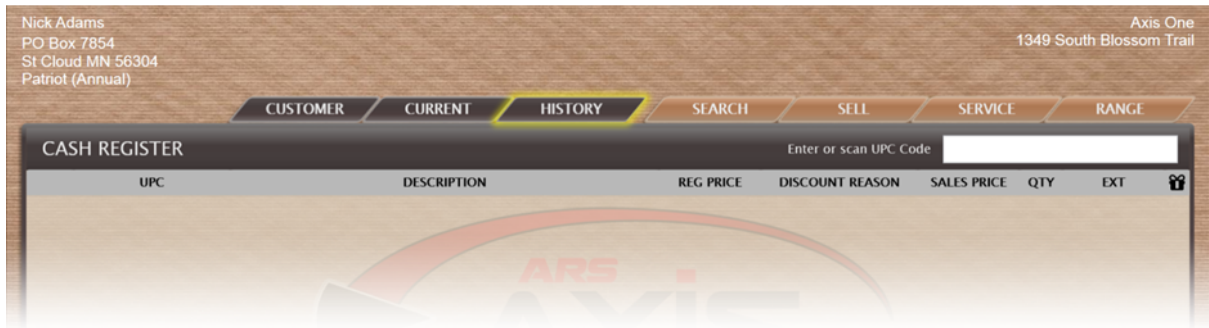
- Transaction History Void<sup>127</sup> - When you don't have the receipt, this option offers the ability to locate a transaction by doing a search
- Void with Receipt<sup>130</sup> - This is the quickest way to process a void.

### 29.6.1 Transaction History Void

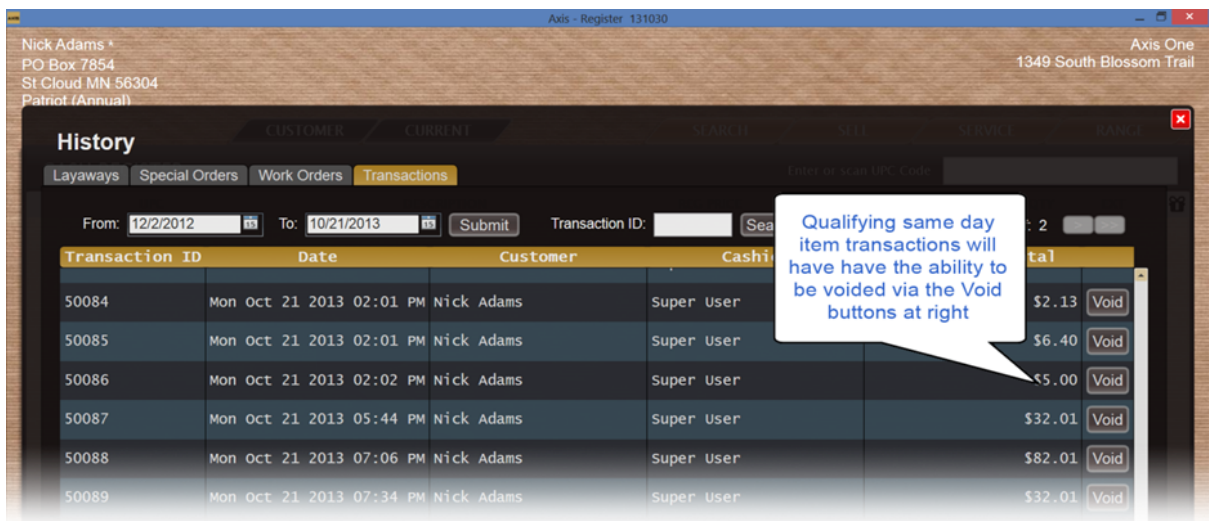
Void<sup>127</sup>

\*Only transactions from the current day may be voided. A transaction void with no customer<sup>129</sup> attached may also be done.

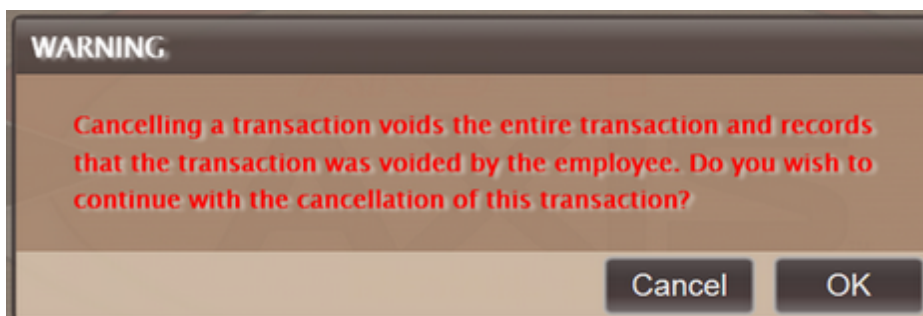
1. Look-up a customer<sup>34</sup>.
2. Click the History<sup>46</sup> tab to display the **History** screen.



3. Click the Transactions <sup>49</sup> tab to display all of the customer's completed transactions.
4. Complete the Search <sup>106</sup> or Date <sup>13</sup> procedure to display the transaction.



5. Click the transaction's **Void** button to display the **Warning** screen.





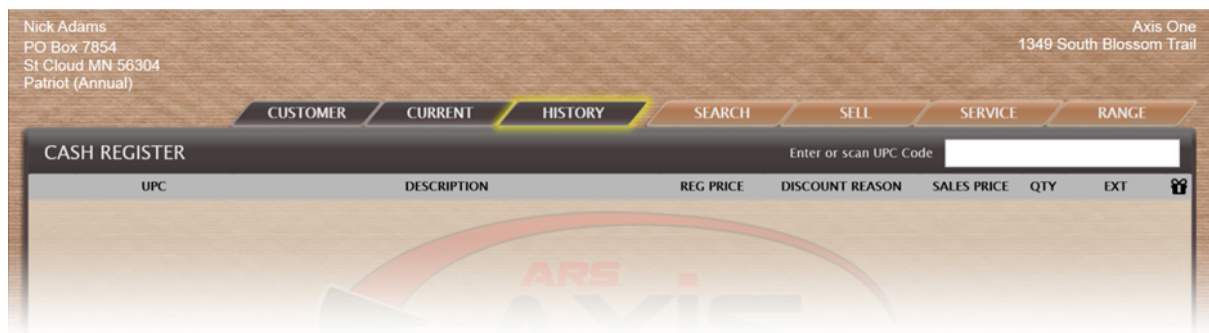
6. Click the **OK** button to add the voided transaction to the **Cash Register** screen.
7. Complete the voided transaction (refund, charge back, etc.).

### 29.6.1.1 Transaction void No Customer

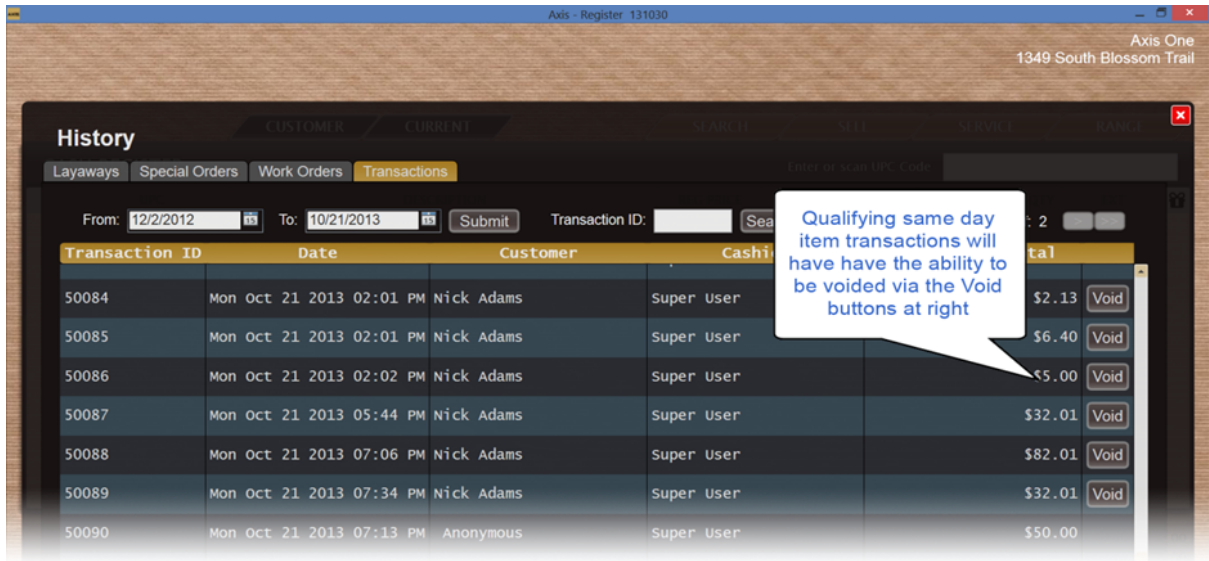
Transaction  
History Void  
127

\*Only transactions from the current day may be voided.

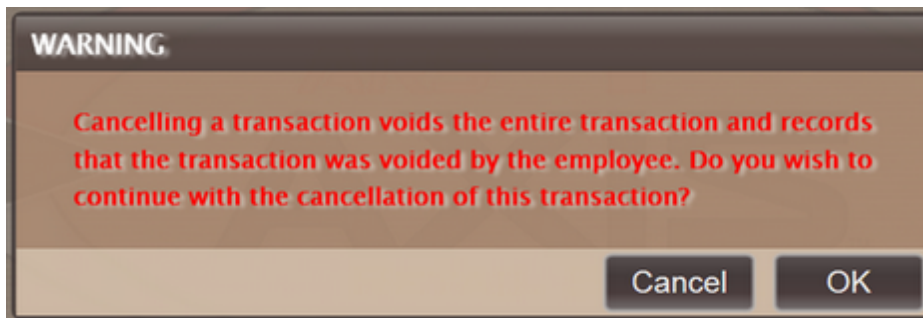
1. Clear any customer<sup>29</sup> who may be selected.
2. Click the History<sup>46</sup> tab to display the **History** screen.



3. Click the Transactions<sup>49</sup> tab to display all completed transactions.
4. Complete the Search<sup>106</sup> or Date<sup>13</sup> procedure to display the transaction.



- Click the transaction's **Void** button to display the **Warning** screen.



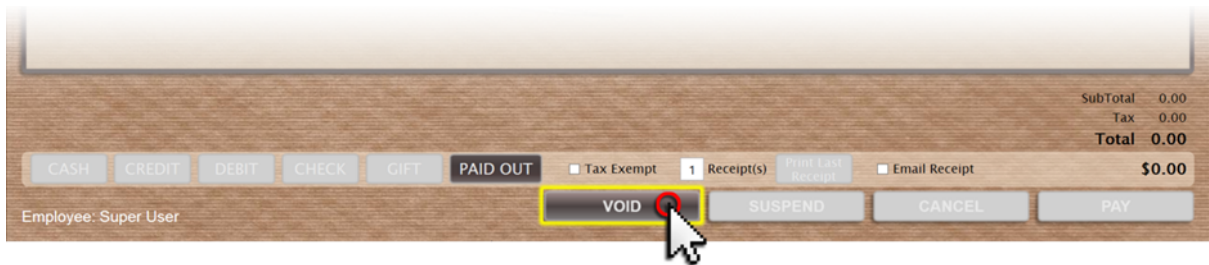
- Click the **OK** button to add the voided transaction to the **Cash Register** screen.
- Complete the voided transaction (refund, charge back, etc.).

### 29.6.2 Void with Receipt

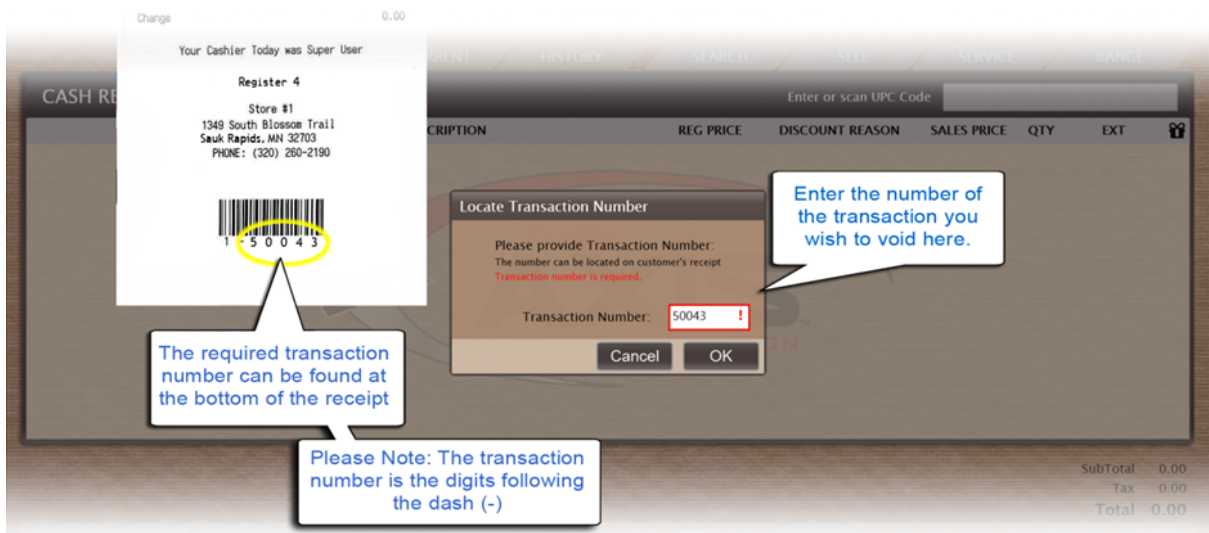
Void 

To **Void a transaction with a Receipt**:

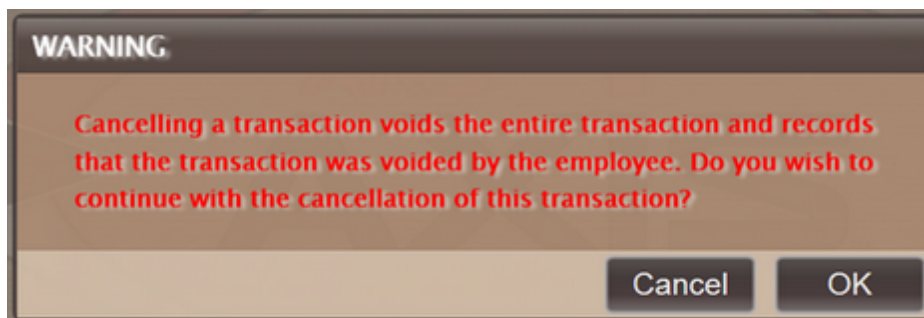
- Clear any customer and transaction information.
- Click the **VOID** button to display the **Locate Transaction Number** screen.



3. Enter the transaction number in the **Transaction Number** field.



4. Click the **OK** button to display the **Warning** screen.



5. Click the **OK** button to add the voided transaction to the **Cash Register** screen.

6. Complete the voided transaction (refund, charge back, etc.).

## 30 Work Orders

**Work Orders** for non-firearm repairs<sup>[135]</sup> are initiated at the Register. (Firearm **Work Orders** will be initiated at the DataCenter in the Gunsmithing tab.) An existing non-firearm **Work Order** may have detail added<sup>[132]</sup> from the Register or DataCenter. All current **Work Orders** which are ready for payment/pickup may be viewed at the Register.

- Add detail to Work Orders<sup>[132]</sup> (non-firearm)
- Create a New Work Order<sup>[135]</sup> (non-firearm)
- View Current Work Orders<sup>[27]</sup> (ready for pickup)

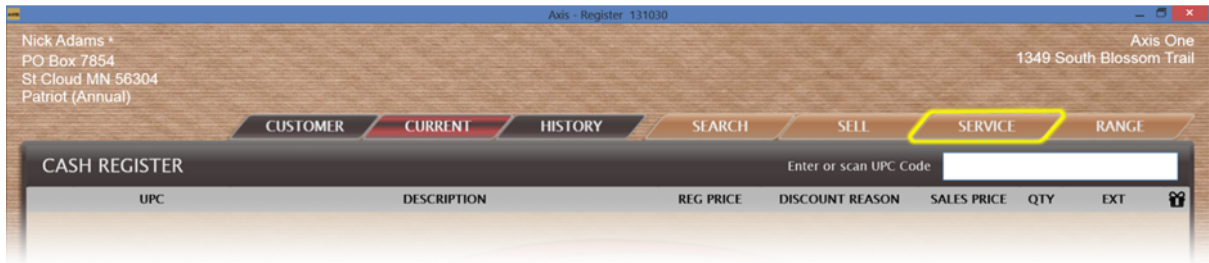
### 30.1 Add Detail

Work Orders  
[132]

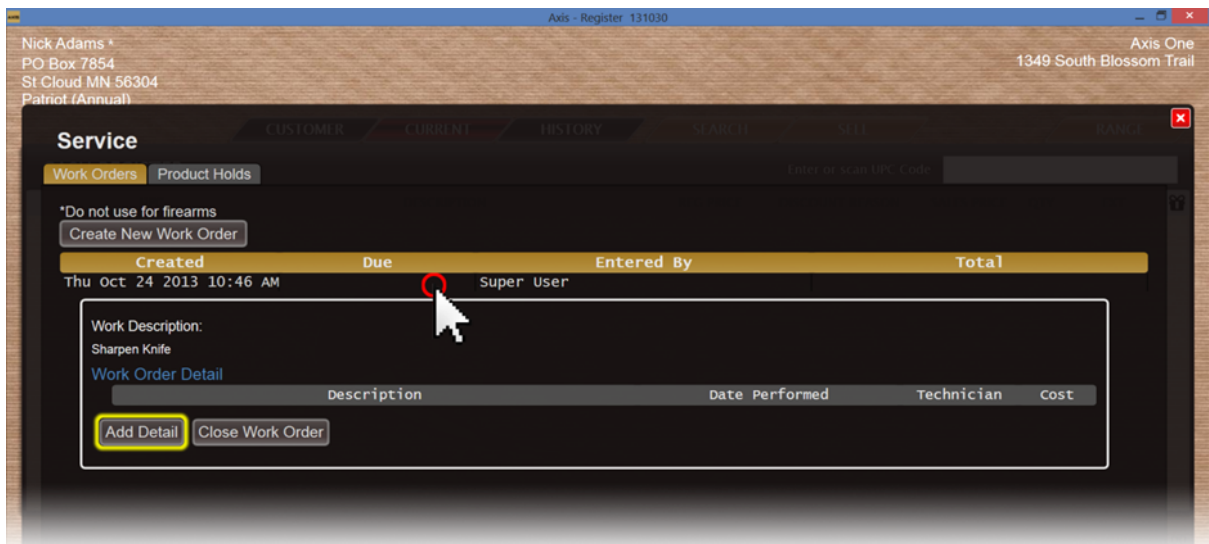
Detail for work description, labor and cost may be added to an existing Work Order at any time from either the Register or DataCenter.

To **Add Detail** to a Work Order<sup>[132]</sup>:

1. Look-up a Customer<sup>[34]</sup>.
2. Click the Service tab to display the **Service** screen.



3. Click the **Work Orders** tab to display the customer's existing work orders.
4. Click the work order to display its **Work Description** record.



5. Click the **Add Detail** button to display the **Add Work Order Detail** screen.

A screenshot of the "ADD WORK ORDER DETAIL" dialog box. It has a "Description:" label followed by a text input field. Below that are "Cost:" and "Labor:" labels, each followed by a text input field. The "Labor:" field has a small square icon next to it. At the bottom right are "Cancel" and "OK" buttons.

6. Complete the required fields:
  - Enter a description of the work to be performed in the **Description** field.

- Enter the cost associated with this detail in the **Cost** field.

ADD WORK ORDER DETAIL

Description: Knife Sharpening

Cost: 20.00

Cancel OK

7. Click the **OK** button.
8. Click the red 'x' to close the **Service** screen.

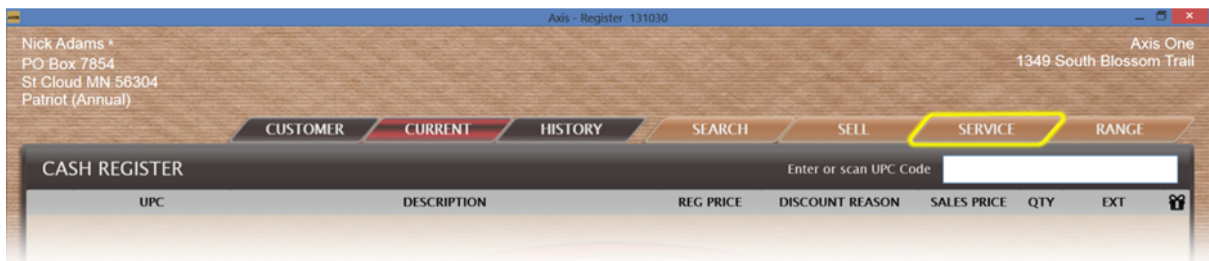
## 30.2 Close Work Order

Work Orders  
132

When repair work is finished and ALL work detail has been added<sup>132</sup>, the work order must be closed.

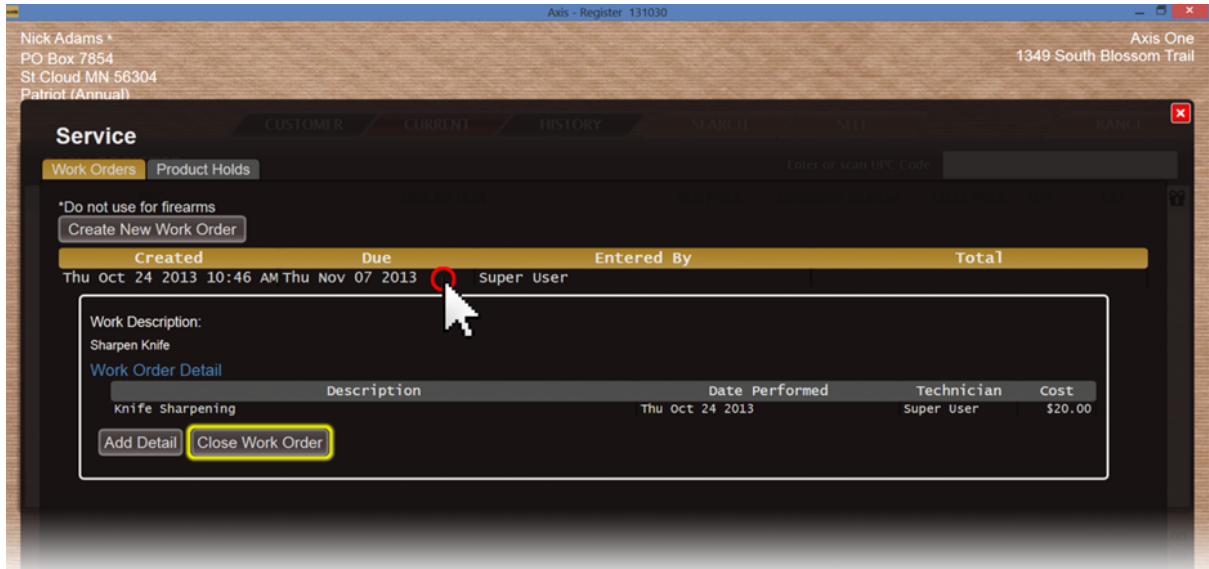
To **Close a Work Order**:

1. Look-up a Customer<sup>34</sup>.
2. Click the Service<sup>110</sup> tab to display the **Service** screen.



3. Click the **Work Orders** tab to display the customer's existing work orders.

4. Click the work order to display its **Work Description** record.



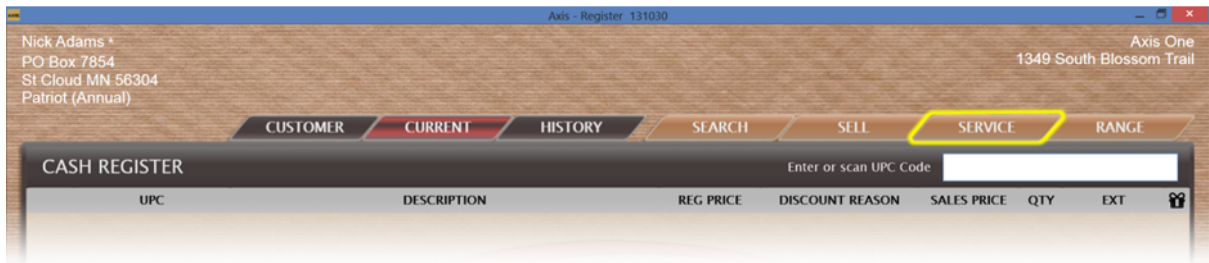
5. Click the **Close Work Order** button to mark the work order as completed and post it to the customer's Current<sup>27</sup> screen.
6. Click the red 'x' to close the **Service** screen.

### 30.3 New Work Order

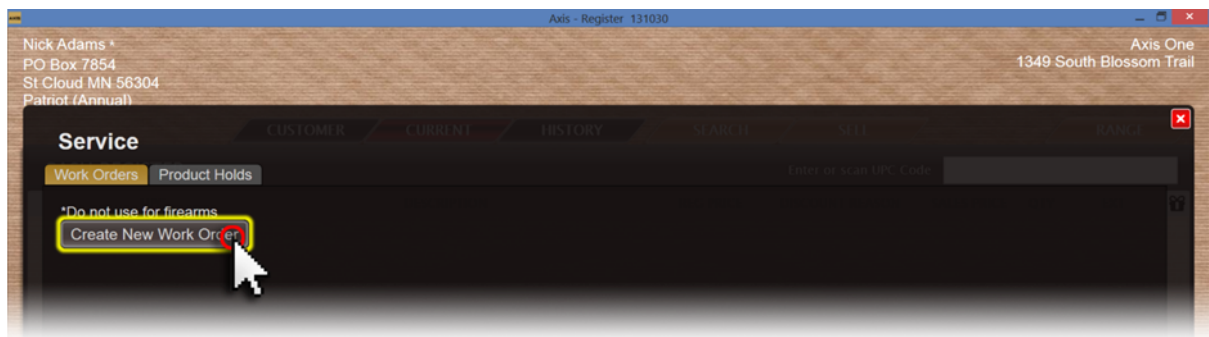
Work Orders  
132

To create a **New Work Order**:

1. Look-up a customer<sup>34</sup>.
2. Click the Service tab to display the **Service** screen.



3. Click the **Work Orders** tab to display the **Create New Work Order** button.
4. Click the **Create New Work Order** button to display the **Add Work Order** screen.



5. Complete the required fields:
  - Enter a description of the work to be performed in the **Description** field.
  - Enter the appropriate date in the **Due Date** field.
  - Modify the text in the **Terms** field. (Term modification may be limited to management personnel.)

**ADD WORK ORDER**

Description:

Terms:  Due Date:



6. Click the **OK** button to display the work order on the **Service** screen.
7. Click red 'X' to close the **Service** screen.

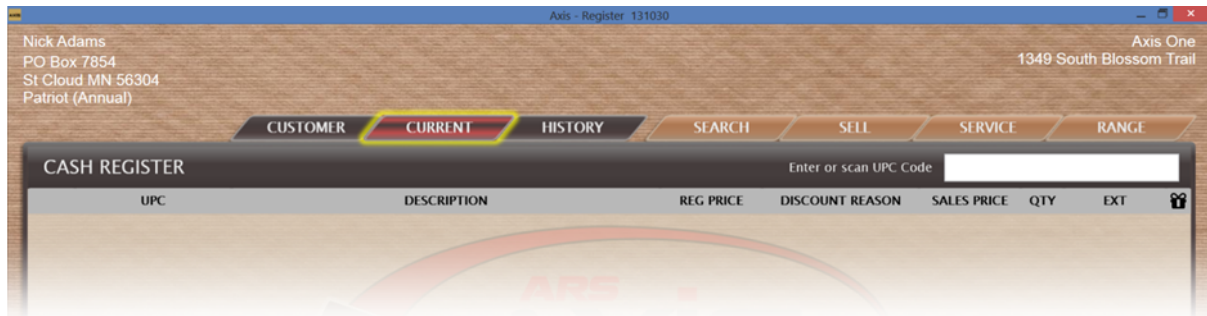
## 30.4 Work Order Payment

Work Orders  
132

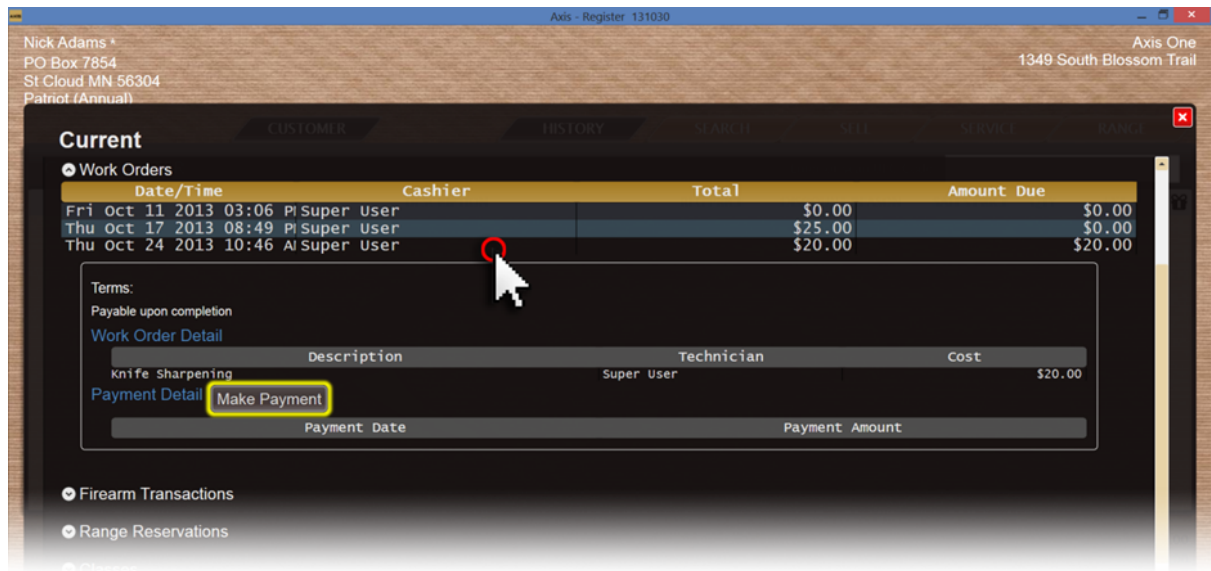
**Work Order Payments** may be made incrementally or as one lump payment.

To receive a payment for a customer's Work Order(s):

1. Look-up a customer<sup>34</sup>.
2. Click the Current<sup>19</sup> tab to display the **Current** screen.



3. Click the work order to display its **Work Description** record.



4. Click the **Make Payment** button to display the **Confirm Payment Amount** screen.
5. Enter the amount in the **Amount Tendered** field.
6. Click the **OK** button to close the **Current** screen and add the payment amount to the **Cash Register** screen.

# Index

## - A -

Add Customer 36  
Add Shooter 81  
Add Work Order Detail 132  
Adjust Price 10  
Adjust Quantity 11  
Assign Lane 80

## - C -

Calendar 13  
Cancel Layaway 59  
Cancel Range Reservation 92  
Cash 124  
Change Class 15  
Change Lane 83  
Charge, House Account 57  
Check 124  
Check Inventory 13  
Class, Change 15  
Class, Sell 16  
Classes 14  
Classes, Current 20  
Clear Customer 29  
Close Work Order 134  
Company Information, FAQ 37  
Configuration Issues 18  
Current 19  
Current Class 20  
Current Firearm Transactions 20  
Current House Account 22  
Current Layaways 23  
Current Membership 24  
Current Reservation 25  
Current Special Orders 26  
Current Work Order 27  
Customer 28  
Customer Information 30  
Customer Lookup 34  
Customer Work Order 55  
Customer, Clear 29  
Customer, Edit 33

Customer, New 36

## - D -

Delete Hold Item 75  
Delete Item 114  
Discount 10, 37

## - E -

Edit Customer 33  
Email Receipt 101  
End Lane Session 84  
End Lane Use 84

## - F -

FAQ 37  
Firearm Sale, paper 4473 40  
Firearm Transactions, Current 20  
Firearm Transfer 39  
Firearms 38  
Frequently Asked Questions 37

## - G -

Gift Card 43  
Gift Card Balance 43  
Gift Card, Redeem 43  
Gift Card, Sell 44  
Gift Receipt 101

## - H -

Hardware, FAQ 37  
History 46  
History, Layaway 46  
History, Special Order 48  
History, Transaction 49, 51  
House Account 56  
House Account Charge 57  
House Account Payment 58  
House Account, Current 22

**- I -**

Item Search 107

**- L -**

Lane Reservation 92  
 Layaway 59  
 Layaway History 46  
 Layaway History Return 115  
 Layaway Payment 61  
 Layaway, New 64  
 Layaways, Current 23  
 Log in 65  
 Logo, FAQ 38  
 Lookup Customer 34

**- M -**

Membership 66  
 Membership, Current 24  
 Membership, Sell 67, 69  
 Modify Customer 33  
 Modify Description 71

**- N -**

New Customer 36  
 New Layaway 64  
 New Range Reservation 94  
 New Special Order 111  
 New Work Order 135

**- P -**

Paid Out 72  
 Paper Waiver 98  
 Party Control 85  
 Payment, House Account 58  
 Print Last Receipt 102  
 Product Hold 73

**- Q -**

Quick Picks 108

**- R -**

Range 77  
 Range Control 79  
 Range Lane Assignment 80  
 Range Lane Change 83  
 Range Lane Off 88  
 Range Lanes 79  
 Range Payment 88  
 Range Session Ended 84  
 Range Waiver 96  
 Receipt 100  
 Receipt, Email 101  
 Receipt, Gift 101  
 Redeem Gift Card 43  
 Remove Payment 125  
 Rental Gun 89  
 Rental Gun Return 90  
 Reprint Receipt 102  
 Reprint Receipt, no customer 104  
 Reservation 92  
 Reservation, Cancel 92  
 Reservation, New 94  
 Reservation, View 95  
 Reservations, Current 25  
 Return 115  
 Return, Layaway History 115  
 Return, Transaction History 117  
 Return, Transaction No Customer 119

**- S -**

Salesperson 105  
 Search 106  
 Sell 109  
 Sell Class 16  
 Sell Firearm with Paper 4473 40  
 Sell Gift Card 44  
 Sell Hold Item 76  
 Sell Membership 67, 69  
 Service 110  
 Special Order 111  
 Special Order History 48  
 Special Order Payment 113  
 Special Orders, Current 26

**- T -**

Tax Exempt 120  
Tax Transaction 121  
Tender 122  
Tender, Cash 124  
Tender, Check 124  
Tender, Remove 125  
Transaction 114  
Transaction History 49  
Transaction History Return 117  
Transaction History Return, No Customer 119  
Transaction History Void 127  
Transaction History Void, No Customer 129  
Transaction History with no Customer 51  
Transaction ID 53  
Transaction, Delete Item 114  
Transactions by Customer 50  
Turn Lane Off 88

**- U -**

UPC 126

**- V -**

View Range Reservation 95  
Void 127  
Void with Receipt 130  
Void, Transaction History 127  
Void, Transaction History No Customer 129

**- W -**

Waiver 96, 98  
Work Order 132  
Work Order History 55  
Work Order Payment 137  
Work Order, Add Detail 132  
Work Order, Close 134  
Work Order, New 135  
Work Orders, Current 27

Endnotes 2... (after index)

Back Cover