

Getting Started with SMRT POS

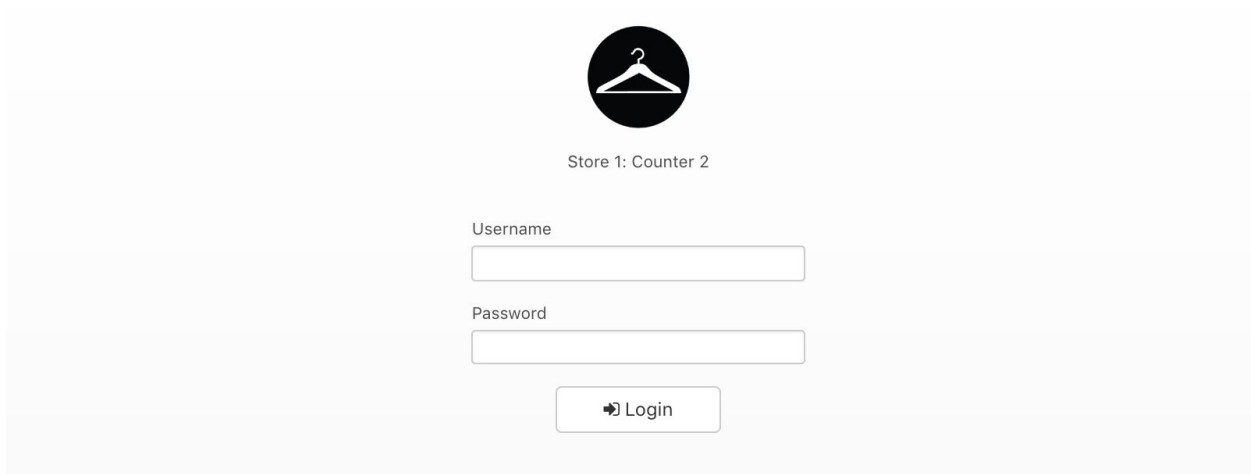
Logging Into SMRT	2
Opening Cash Box	3
Creating an Order	5
Detailing an Order	8
Associating Two Items	14
Order Pickup & Payment	15
Racking Orders	19

Logging Into SMRT

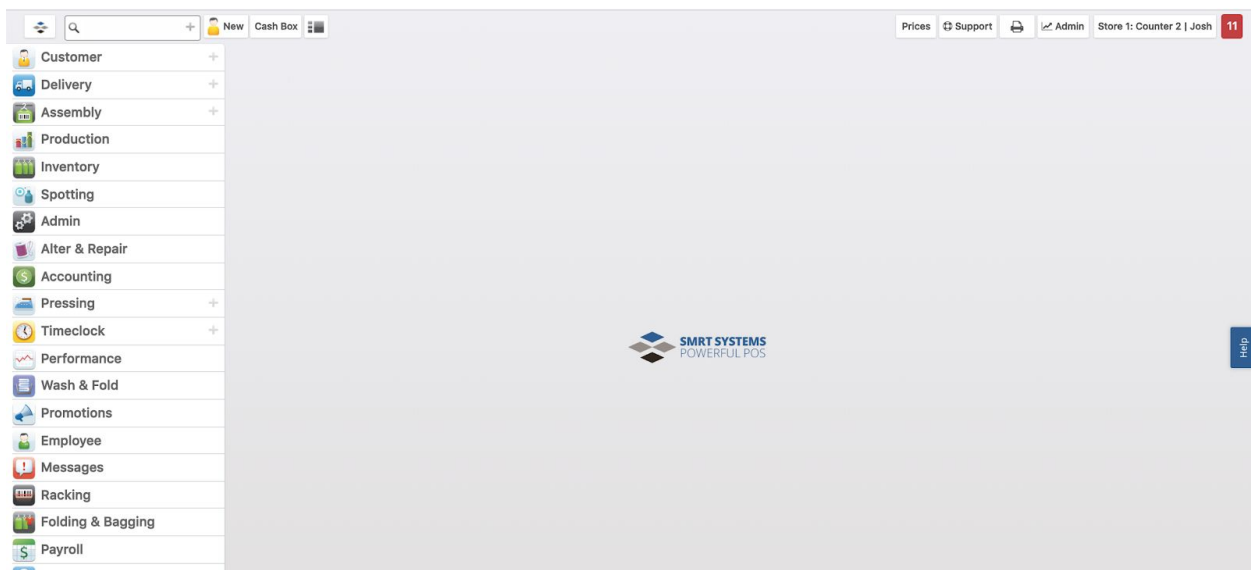
To log into SMRT first open the SMRT App.



The login page will load and display a username and password field with the name of the station above them.

The login screen of the SMRT app. At the top center is a black circle containing a white clothes hanger icon. Below this icon is the text "Store 1: Counter 2". Further down are two input fields: the first is labeled "Username" and the second is labeled "Password". Below these fields is a button with a right-pointing arrow and the text "Login".

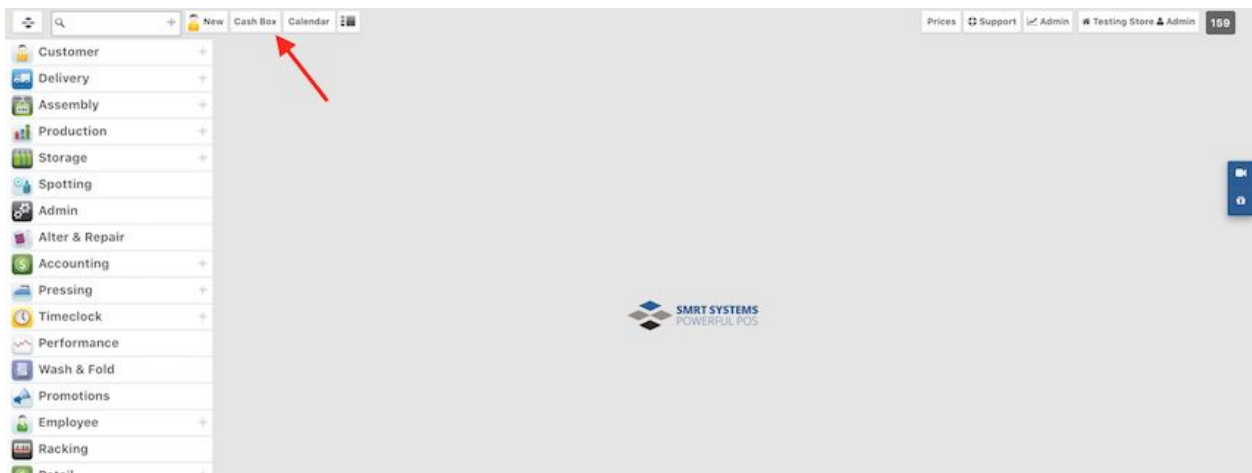
Scan your badge to log in or enter your username and password.
The SMRT Home Screen will display after the app loads.



Opening Cash Box

At the beginning of the day, right after you clock in, make sure to Open each Cash Box in your store to allow for cash transactions throughout the day.


1. Click the Cash Box button.



2. Once the Cash Box pop up is open, click the blue Open Drawer button.

A screenshot of a pop-up window titled 'Open the cash box.' with a close button (X) in the top right corner. In the top left of the pop-up is an illustration of several green dollar bills. Below this illustration is a blue button labeled 'Open Drawer', which is circled in red. To the right of this button is a 'Drawer' label and a text input field. Below these elements is a grid of buttons for selecting cash amounts. Each button consists of a dollar value and a quantity 'Ex. 2'. The values are arranged in two columns: \$100, \$50, \$20, \$10, \$5, and \$1 on the left; and \$0.25, \$0.10, \$0.05, and \$0.01 on the right. At the bottom right of the grid is a 'Total:' label and a text input field containing 'Ex. 200'. A blue 'Save' button is located at the bottom right of the pop-up window.

3. Count the money in drawer starting with highest value bills and hit Save
*You are counting the number of bills/coins, not the value of them



Open the cash box.

Open Drawer

Drawer

\$100	0	\$0.25	10
\$50	0	\$0.10	12
\$20	2	\$0.05	4
\$10	2	\$0.01	10
\$5	2		
\$1	26		
Total:		100.00	

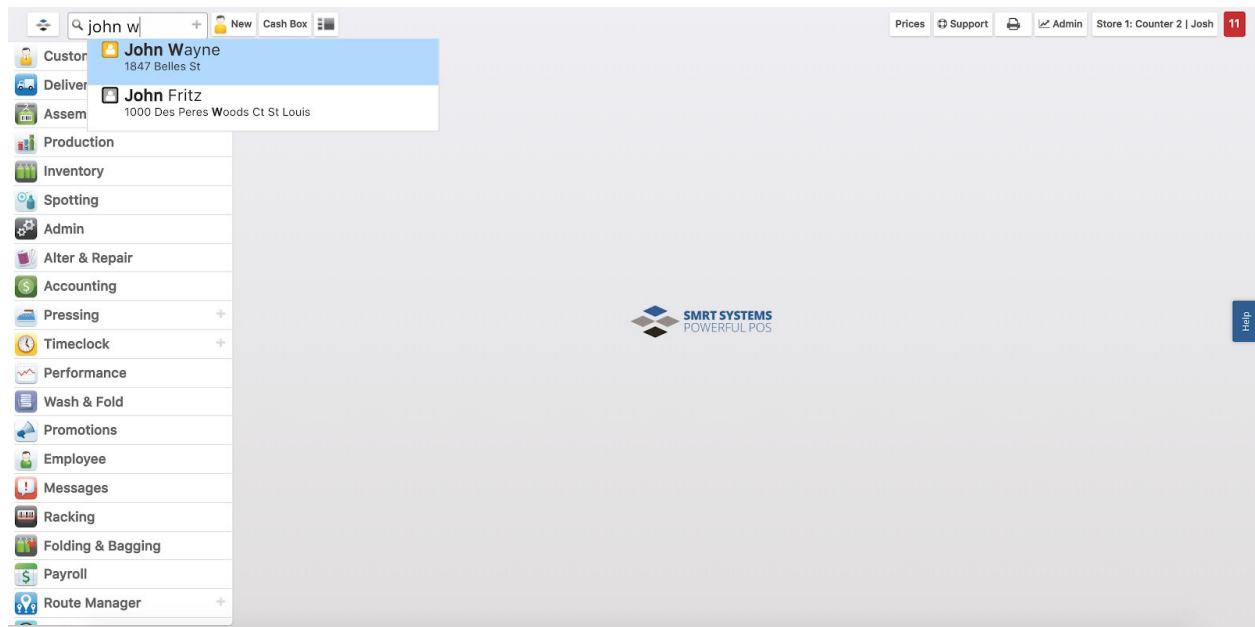
Save

You will now be able to process cash transactions throughout the day.

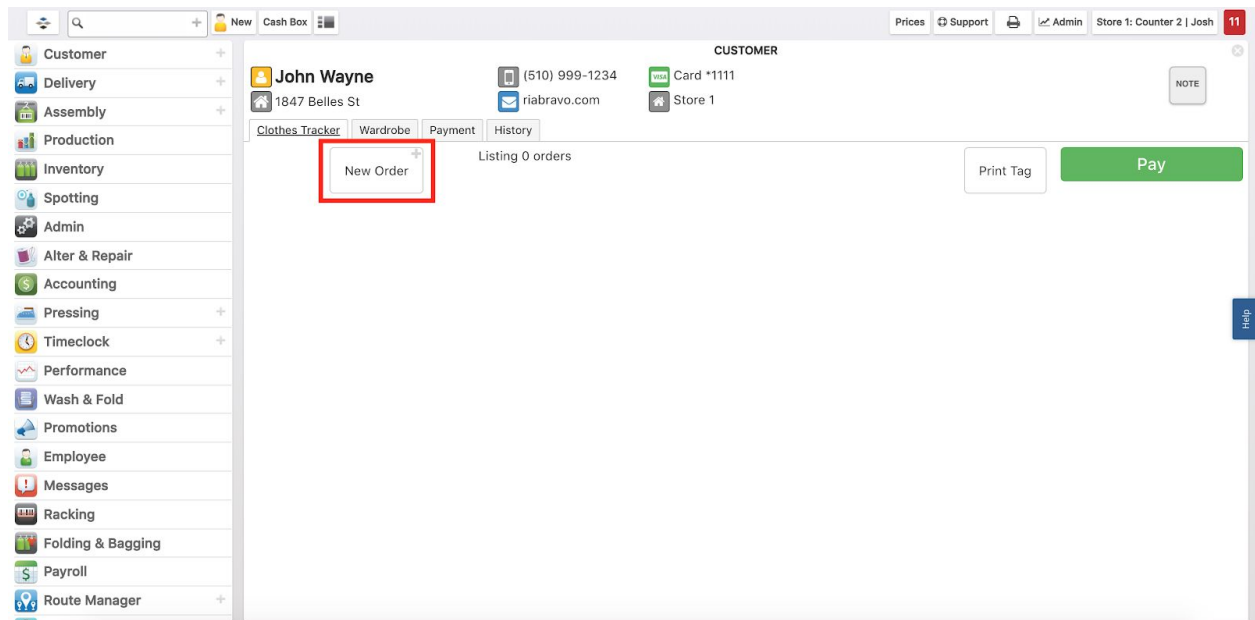
Creating an Order

This guide details the steps to create an order for a customer.

1. Enter the customer's name, phone number, email, or address in the search box and select the correct customer from the autosuggest list.



2. Click the New Order button.




3. Enter the number of pieces that the customer gave you and click create.

The screenshot shows a software interface for a dry cleaning business. At the top, a customer profile for "John Wayne" is displayed with contact information: (510) 999-1234, Card *1111, and Store 1. Below this, there are tabs for "Clothes Tracker", "Wardrobe", "Payment", and "History". A modal window is open, showing a calendar for March 2019. The date "12" is selected. To the right of the calendar, there are fields for "Pieces" (set to 5), "Time" (set to 5 PM), "Rush" (set to Rush), and "Notes". A "Create" button is highlighted with a red box at the bottom right of the modal window.

4. Two drop tickets will print, one is for the customer, and the other is for you to put with the clothes.

The printed drop ticket contains the following information:

Wayne, John



#19069-01100

5 Pcs

Tuesday 03/12/19 5pm

Sandbox Cleaners2 Store 1
(510) 230-7729
4001 Balboa Street
San Francisco CA 94121
Sunday 03/10/19 10:04am by Josh N

5. There will now be an order in the customer's Clothes Tracker.

The screenshot displays the Riabravo customer interface for John Wayne. At the top, the customer's name and address (1847 Belles St) are shown. Contact information includes a phone number (510) 999-1234, email riabravo.com, and a Visa card ending in *1111. The interface has tabs for Clothes Tracker, Wardrobe, Payment, and History. A 'New Order' button is visible, and the text 'Listing 1 orders' is present. A 'Pay' button is highlighted in green. A summary bar shows the date and time (Tue 03/12/19 5pm), order number (19069-01100), item count (5 pieces), and store location (Store 1). The order status is 'Undetailed'. A 'NEW ITEM' button is shown in a box. A 'Help' button is located on the right side.

If you have another customer waiting to drop off cleaning repeat these steps for that customer.

[Click here](#) for a guide on detailing items.

[Click here](#) for a guide on doing a pickup and taking payment.

Detailing an Order

Once you've created an order, follow these steps to add items to the order and close it out.

1. Scan the drop ticket or open the customer's account and click New Item.

CUSTOMER

John Wayne
1847 Belles St
(510) 999-1234
riabravo.com
Card *1111
Store 1

NOTE

Clothes Tracker | Wardrobe | Payment | History

New Order +

Listing 1 orders

Print Tag

Pay

Receipt #1906901100

ID	Brand-Type	Price
Zero Items Detailed		
Subtotal:		0.00
Total:		0.00

Tue 03/12/19 5pm 19069-01100 - 5 pieces - Store 1 Undetailed

Change due date

Coupon: None

Drop ticket

Agent: Store 1

Return Location: Store 1

Transfer

Add note

Created 3/10/19

Delete + Add Item \$ Add Surcharge

Scan Barcode

No Barcode

Cancel

2. Heat seal the barcode to the first piece of clothing in the order.

3. Make sure the cursor is in the scan barcode field. Scan the barcode and the detailing window will pop up.

Laundry Shirt Starch: None

Crease Pants: As needed by garment

Repair: Contact before repair

Details 0 (Saved) Annotations History

Item

Color

Pattern

Fabric

Brand

Special Care

Pieces 1

Shirts / Tops

Pants / Bottoms

Dresses / Skirts

Sweaters

Jackets

Misc

Household

Retail

Reject Alter Only Press Only Duplicate Send To Save

4. Select a category and then an item type, or simply type the name of the item you have and the system will automatically show you items with names that match.

Laundry Shirt Starch: None Crease Pants: As needed by garment Repair: Contact before repair

Details	(Saved)	Annotations	History
Item <input type="text" value="shirt"/>	<div>Shirt</div> <div>Shirt DC</div> <div>Shirt French Cuff</div> <div>Shirt Leather</div> <div>Shirt/spring</div> <div>4 more..</div>		<div>detailed</div> <div>9069-01100</div> <div>3/10/19</div>
Color <input type="text"/>			
Pattern <input type="text"/>			
Fabric			
Brand			
Special Care			
Pieces 1			

5. Once you select an item type you will automatically be prompted to select the item's color(s). Click a color to select it, click it again to deselect it. You can pick as many colors as you want.

Laundry Shirt Starch: None Crease Pants: As needed by garment Repair: Contact before repair

Details	(Saved)	Annotations	History
Item Shirt	<div>white</div> <div>beige</div> <div>orange</div> <div>green</div> <div>grey</div> <div>yellow</div> <div>red</div> <div>turquoise</div> <div>charcoal</div> <div>tan</div> <div>pink</div> <div>blue</div> <div>black</div> <div>brown</div> <div>purple</div> <div>navy</div> <div>Clear</div>		<div>detailed</div> <div>9069-01100</div> <div>3/10/19</div>
Color <input type="text" value="red, white, l"/>			
Pattern <input type="text"/>			
Fabric			
Brand			
Special Care			
Pieces 1			

6. Once you've selected the item's colors, move to the pattern field by hitting the tab key or by clicking the pattern field. Select the pattern that most closely resembles the pattern of the item.

Laundry Shirt Starch: None Crease Pants: As needed by garment Repair: Contact before repair

Details 0		(Saved)	Annotations	History
Item	Shirt			detailed 9069-01100 3/10/19
Color	red, white, l			
Pattern	striped			
Fabric				
Brand				
Special Care				
Pieces	1			

[Reject](#)
[Alter Only](#)
[Press Only](#)
[Duplicate](#)
[Send To](#)
[Save](#)

7. Now select the fabric of the item. You can select multiple fabrics. Move on by hitting the tab key or by clicking Brand.



Laundry Shirt Starch: None Crease Pants: As needed by garment Repair: Contact before repair

Details 0		(Saved)	Annotations	History
Item	Shirt			detailed 9069-01100 3/10/19
Color	red, white, l			
Pattern	striped			
Fabric	cotton			
Brand				
Special Care				
Pieces	1			

[Reject](#)
[Alter Only](#)
[Press Only](#)
[Duplicate](#)
[Send To](#)
[Save](#)



8. For brand type, the system will display brand names that match what you've input. When you see the brand of the item to the right click it and to automatically move on to the Special Care section.

Laundry Shirt Starch: None Crease Pants: As needed by garment Repair: Contact before repair

Details 0		(Saved)		Annotations	History
Item	Shirt	<div>Ralph Lauren</div> <div>Ralph Lauren Golf</div> <div>Ralph Lauren Home</div>		<div>detailed</div> <div>9069-01100</div> <div>3/10/19</div>	
Color	 red, white, blue	<div>Ralph Lauren Spa</div> <div>Ralph Lauren Sport</div>			
Pattern	 striped				
Fabric	cotton				
Brand	ralph lauren				
Special Care					
Pieces	1				

9. The Special Care section lists upcharges and common descriptors that need to be noted on items. Select as many special cares as need be. Once you're done click Save.

Laundry Shirt Starch: None Crease Pants: As needed by garment Repair: Contact before repair

Details 0		(Saved)		Annotations	History
Item	Shirt	<div>Fold (\$4)</div> <div>Light Starch</div> <div>Medium Starch</div>		<div>detailed</div> <div>9069-01100</div> <div>3/10/19</div>	
Color	 red, white, blue	<div>Heavy Starch</div> <div>Hand Press</div> <div>Crease</div>			
Pattern	 striped	<div>Linen (\$1)</div> <div>Couture (120%)</div> <div>No Crease</div>			
Fabric	cotton	<div>pet hair light (\$5)</div> <div>pet hair heavy (\$18)</div> <div>Leather Trim (\$20)</div>			
Brand	Ralph Lauren	<div>Wine Stains (20%)</div> <div>Moth Balls (\$5)</div> <div>Repleat (100%)</div>			
Special Care		<div>Fold (\$4)</div>			
Pieces	1	<div>Clear</div> <div>17 more..</div>			

10. Your first item will now display in below the order header.

The screenshot shows the Riabravo app interface for a customer named John Wayne. The order is for 5 pieces of clothing, totaling \$190.69. The first item, a Ralph Lauren Shirt (ID 42738632), is highlighted with a red box. The item is priced at \$10.4 + \$4 and is marked as 'FOLD'. A 'Scan Barcode' dialog box is open, showing the item's barcode and a 'No Barcode' option. The 'Close Order' button is also highlighted with a red box.

CUSTOMER
John Wayne
(510) 999-1234
riabravo.com
Store 1
Card *1111

1847 Belles St

Clothes Tracker | Wardrobe | Payment | History

New Order

Listing 1 orders

Print Tag

Pay

Tue 03/12/19 5pm 19069-01100 - 5 pieces - Store 1 Undetailed

Change due date

Coupon: None

Drop ticket

Agent: Store 1

Return Location: Store 1

Transfer

Add note

Created 3/10/19

+ Add Item + Add Surcharge

DETAILED
\$10.4 + \$4
FOLD
Ralph Lauren Shirt
42738632

Scan Barcode

No Barcode

Cancel

Close Order

Split Order

Receipt #1906901100

ID	Brand-Type	Price
8632	Ralph Lauren Shirt	10.40
	Special care: Fold	4.00
	Subtotal:	14.40
	Total:	14.40

11. Repeat the detailing process for all of the customer's items. You can put laundered shirts and dry cleaning on the same order. Once you've detailed all the items for the order click the Close Order button.

The screenshot shows the Riabravo app interface with all five items detailed on the order. The items are: Ralph Lauren Shirt (FOLD, \$10.4 + \$4), APC Shirt (FOLD, \$10.4 + \$4), Calvin Klein Shirt (FOLD, \$10.4 + \$4), Gucci Suit Jacket (Crease, \$5.95), and Gucci Suit Pants (Crease, \$5.95). The 'Close Order' button is highlighted with a red box.

CUSTOMER
John Wayne
(510) 999-1234
riabravo.com
Store 1
Card *1111

1847 Belles St

Clothes Tracker | Wardrobe | Payment | History

New Order

Listing 1 orders

Print Tag

Pay

Tue 03/12/19 5pm 19069-01100 - 5 pieces - Store 1 Undetailed

Change due date

Coupon: None

Drop ticket

Agent: Store 1

Return Location: Store 1

Transfer

Add note

Created 3/10/19

+ Add Item + Add Surcharge

DETAILED
\$10.4 + \$4
FOLD
Ralph Lauren Shirt
42738632

DETAILED
\$10.4 + \$4
FOLD
APC Shirt
42738633

DETAILED
\$10.4 + \$4
FOLD
Calvin Klein Shirt
42738634

DETAILED
\$5.95
Crease
Gucci Suit Jacket
42738635

DETAILED
\$5.95
Crease
Gucci Suit Pants
42738636

Scan Barcode

No Barcode

Cancel

Close Order

Split Order

Receipt #1906901100

ID	Brand-Type	Price
8632	Ralph Lauren Shirt	10.40
	Special care: Fold	4.00
8633	APC Shirt	10.40
	Special care: Fold	4.00
8634	Calvin Klein Shirt	10.40
	Special care: Fold	4.00
8635	Gucci Suit Jacket	5.95
8636	Gucci Suit Pants	5.95
	Subtotal:	55.10
	Sales Tax:	0.60
	Total:	55.70

12. Once you click Close Order the order header will change colors to blue indicating that the order is ready to be cleaned.

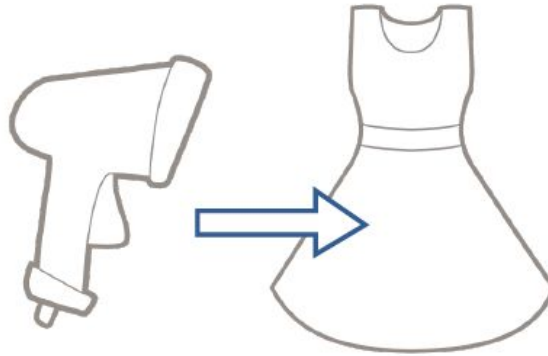
The screenshot displays a software interface for managing a customer's clothing order. At the top, the customer's name "John Wayne" is shown with a home icon, followed by the address "1847 Belles St". To the right, contact information includes a phone number "(510) 999-1234", an email "riabravo.com", a Visa card "Card *1111", and the location "Store 1". A "NOTE" button is in the top right corner. Below this, a navigation bar contains "Clothes Tracker", "Wardrobe", "Payment", and "History". A "New Order" button with a plus icon is on the left, and a "Listing 1 orders" label is in the center. On the right, there are "Print Tag" and "Pay" buttons. A blue header bar indicates the date and time "Tue 03/12/19 5pm", the order number "19069-01100", the item count "5 pieces", the location "Store 1", and the status "Processing" with a checkbox. The main area shows five items, each with a "DETAILED" button, a price, a service type, and an icon: "Ralph Lauren Shirt" (\$10.4 + \$4, FOLD, 42738632), "APC Shirt" (\$10.4 + \$4, FOLD, 42738633), "Calvin Klein Shirt" (\$10.4 + \$4, FOLD, 42738634), "Gucci Suit Jacket" (\$5.95, 42738635), and "Gucci Suit Pants" (\$5.95, Crease, 42738636). A "Help" button is on the far right.

You're now done detailing the customer's order!

Associating Two Items

When you have 2 items that you want to ensure are bagged together, like a 2pc suit or dress+belt, use the Association function by following these steps:

1. Detail first item



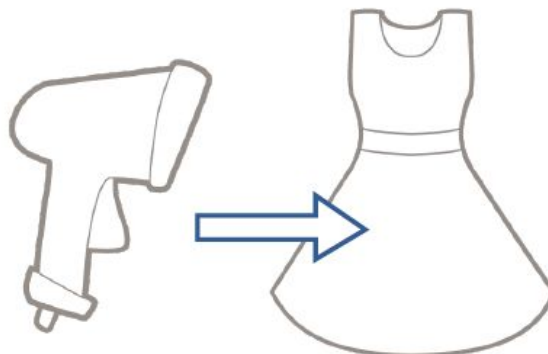
2. Detail second item.
Select "associated."

A screenshot of a software interface titled 'Details'. It contains a form for item details. The form has the following fields:

- Item: Jacket
- Barcode: 10408738
- Color: navy (with a blue color swatch)
- Pieces: 1
- Pattern: solid (with a blue color swatch)
- Fabric: n/a
- Brand: Evan Kinor
- Special Care: (empty)

At the bottom right of the form, there are two buttons: 'Long/Solo' and 'Associated'. The 'Associated' button is circled in blue, and a blue arrow points to it from the 'Brand' field.

3. Scan first item to
associate (both pieces need
to be detailed in the system
to be associated) and save.

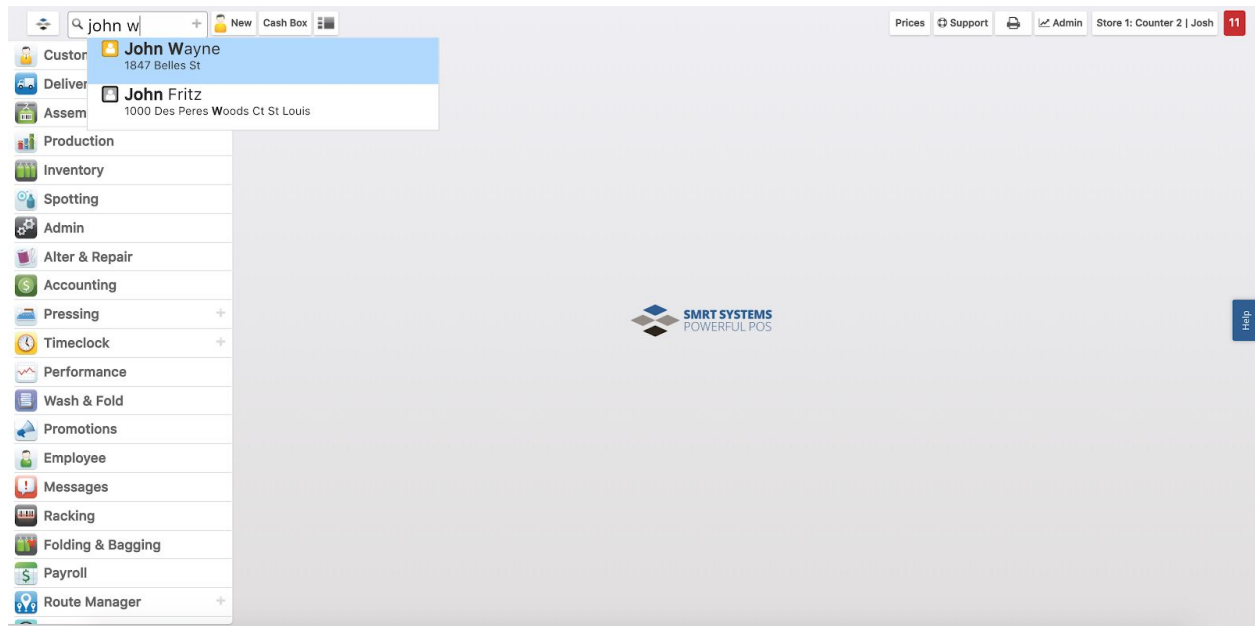


This will link the two items together so that they can't be assembled without each other.

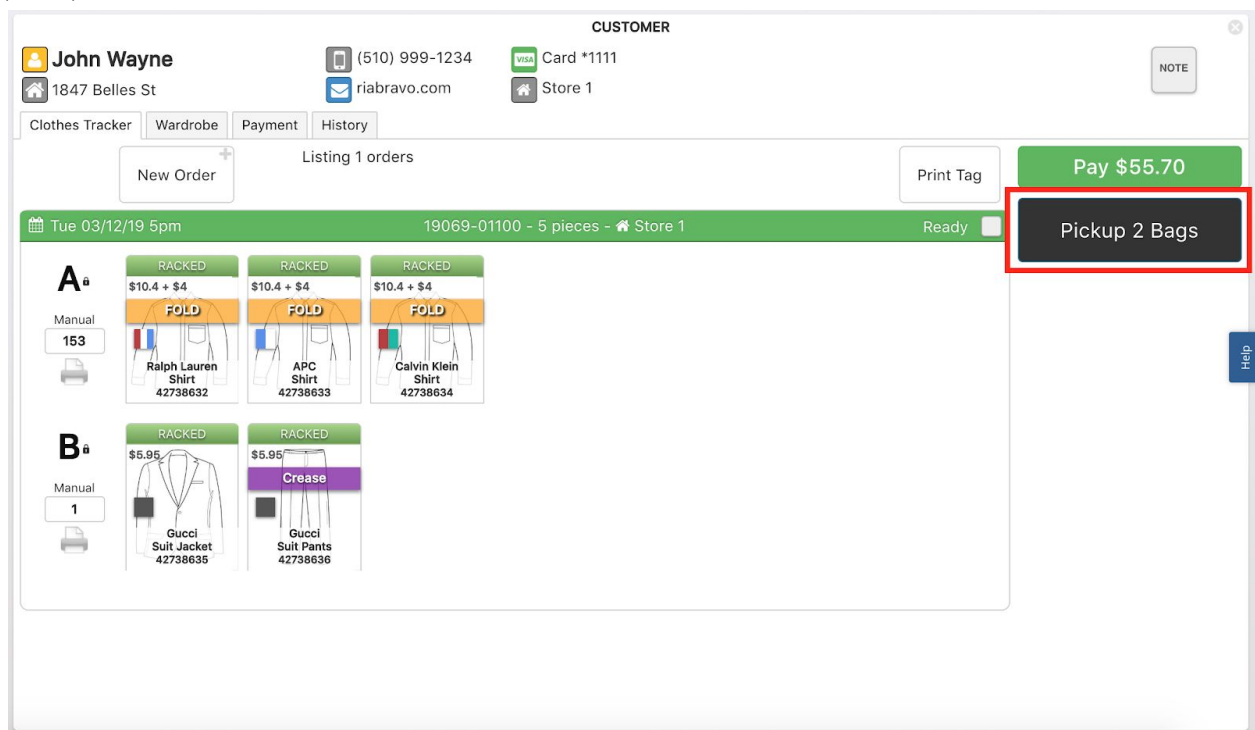
Order Pickup & Payment

Follow these steps when a customer picks up and pays for their cleaning.

1. Enter the customer's name, phone number, email, or address in the search box and select the correct customer from the autosuggest list.



2. The customer's Clothes Tracker will display all of their orders. Click the Pickup Box to begin the pickup.



3. The location of the orders will display in the pickup box. Go get the orders and scan them to mark them picked up.

The screenshot shows the Riabravo interface for a customer named John Wayne. The interface includes a header with the customer's name, address (1847 Belles St), phone number ((510) 999-1234), email (riabravo.com), and a Visa card (*1111). Below the header are tabs for Clothes Tracker, Wardrobe, Payment, and History. A 'New Order' button is visible. The main section displays a list of orders, including a 'Listing 1 orders' section. The order list shows items like Ralph Lauren Shirt, APC Shirt, Calvin Klein Shirt, and Gucci Suit Jacket and Pants. Each item has a 'RACKED' status and a 'FOLD' instruction. The total amount is \$55.70. On the right, there is a 'Pay \$55.70' button and a 'Pickup 2 Bags' section with a list of bags (19069-01100-A and 19069-01100-B) and a count of 153.

4. As you scan the orders out, they will change to black in Clothes Tracker indicating they have been given back to the customer.

This screenshot shows the same Riabravo interface as the previous one, but with the Gucci Suit Jacket and Gucci Suit Pants items now marked 'CUSTOMER' instead of 'RACKED'. These items are highlighted with a red box. The 'Pickup 1 Bags' section on the right now shows a count of 153 for the bag 19069-01100-A. The total amount remains \$55.70.

5. Once you've scanned all the orders for the customer to pick up the payment window will automatically pop up. If it doesn't click the 'pay' button.

The screenshot shows a payment window with a table of orders and a payment section. The order table has columns for ID, Date, Pieces, and Amount. One order is listed with ID 19069-01100, Date 3/10, 5 pieces, and an amount of \$55.70. The payment section includes a 'Payment Amt / Deposit' field with the value 55.70, a 'Subtotal' of \$55.10, 'Tax' of \$0.60, and 'Amount Due' of \$55.70. Payment options include Cash, Check, and Card. A 'Pay' button is at the bottom.

✓	ID	Date	Pieces	Amount
✓	19069-01100	3/10	5	\$55.70

Auto Select

Subtotal: \$55.10
Tax: \$0.60
Amount Due: \$55.70

Payment Amt / Deposit: 55.70

Use a new card
VISA, MasterCard, American Express, Discover
Card Number
MM / YY
Save as Card on File

Cash
Check
Card
Claim Gift Card

Pay

6. If the customer is paying with a credit card simply swipe the card. If the customer is paying with cash, select cash and then enter the amount of cash received using the number pad and click pay.

This screenshot shows the same payment window as before, but with the 'Cash' option selected. A numeric keypad is visible, and the amount \$70.00 has been entered. The 'Payment Amt / Deposit' field now shows 55.70 with a green checkmark. The 'Cash: \$70' and 'Change: \$14.30' are displayed. The 'Pay' button is at the bottom.

✓	ID	Date	Pieces	Amount
✓	19069-01100	3/10	5	\$55.70

Auto Select

Subtotal: \$55.10
Tax: \$0.60
Amount Due: \$55.70

Payment Amt / Deposit: 55.70 ✓

Cash: \$70
Change: \$14.30

Cash
Check
Card
Claim Gift Card

Pay


7. After the payment goes through you will have the option to email a receipt, print a receipt, or close the payment box.


The screenshot shows a receipt summary screen with the following information: Cash: \$70.00, Total: \$55.70, and Change: \$14.30. At the bottom, there are three buttons: 'Email Receipt', 'Print Receipt', and 'Close'.


Cash: \$70.00
Total: \$55.70
Change: \$14.30


Email Receipt Print Receipt Close


8. The orders picked up and paid for will no longer display in the customer's Clothes Tracker.


**John Wayne**

1847 Belles St

 (510) 999-1234

 riabravo.com

 Card *1111

 Store 1

NOTE

Clothes Tracker

Wardrobe

Payment

History

New Order

Listing 0 orders

Print Tag

Pay

Help

Racking Orders

To rack orders to storage locations first open the Racking Module.

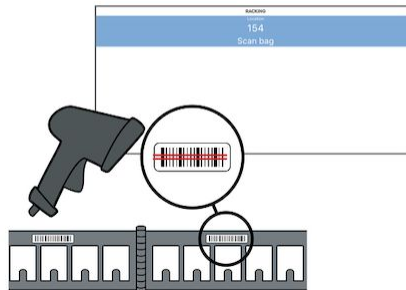


Racking

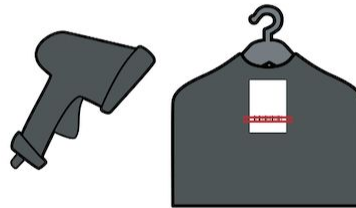
Now follow the steps below to rack orders to your storage locations.

Racking

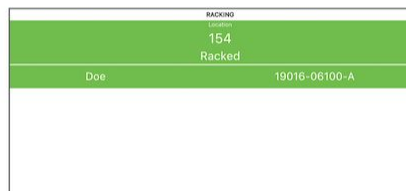
- ### 1. Scan Storage Location.



2. Scan all the tickets for that location.



- 3.** The App will confirm your scans.



4. Location will now display in Clothes Tracker.

