Cornwall Hospice Care Demo Guide

Contents

How to Login to Kudos

When the Kudos program starts up you will see the login screen (see images below). Enter the login details and click okay.

Enter your login pin into this box to login and then **click OK** in the bottom left-hand corner.

Alternatively, you can enter your username and password to login, **click Full** underneath the box to access these fields.

Enter your username and password into the corresponding boxes, then **click OK** in the bottom left-hand corner.

**Click Pin** to go back to the pin login option.

Once you have logged in you will then be asked for a user login, enter the login details in the login method of your choosing and **click OK**.

If Kudos is after each sale or if inactive for 5 minutes the user will be logged out.

Navigating Kudos

This section will cover how to find your way around Kudos.

Kudos will be configured to start up on your home touch screen see.
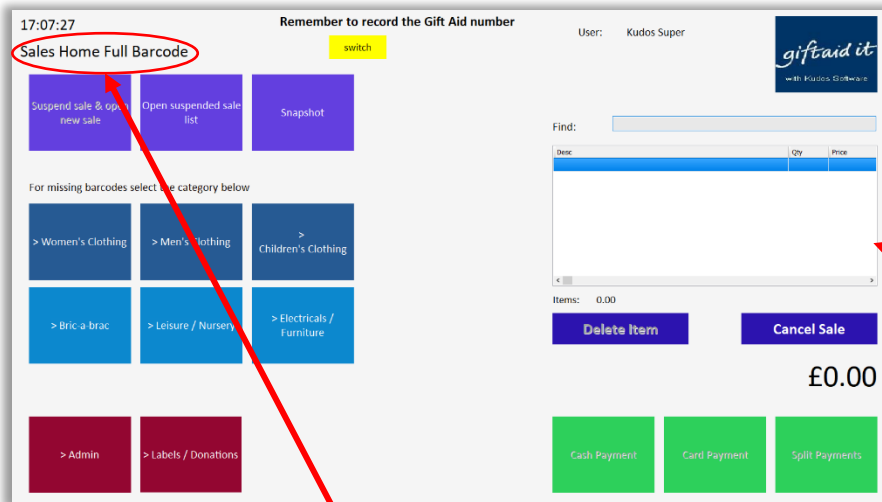
This is called the **sales grid,** Items added to a sale will appear here.

The name of the screen you are on, when on the touch screen is displayed in the top left-hand
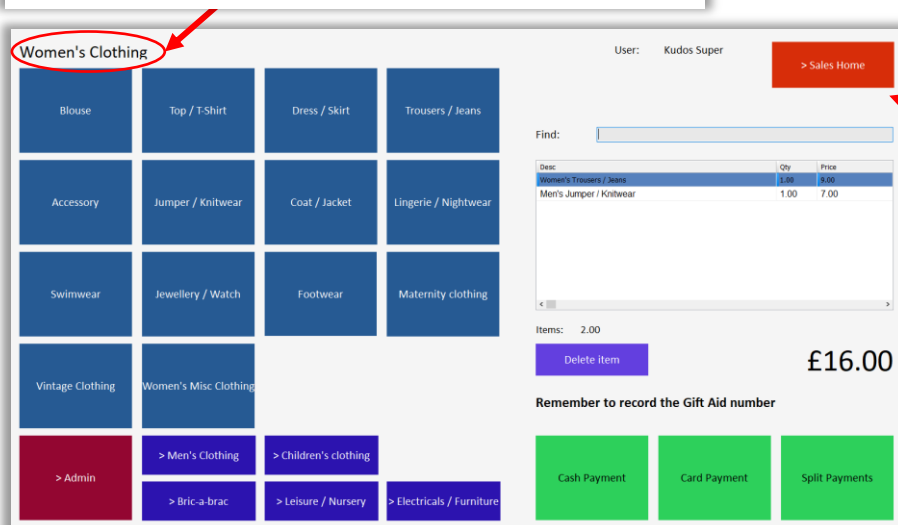
To return to the sales home screen then **click Sales Home** in the top right-hand corner of the screen.

To close Kudos **click Admin** to open the admin screen and then **click Close Kudos** in the bottom right corner.

To get open the Kudos Windows screen, go to **Admin** then press **Kudos Windows Screen**.

Sales

Adding Items to the Sale

Donated Item via buttons

When making a sale of a donated item first select under what category the item falls. For example, let's say you are selling a women's blouse, you would **click Women's Clothing** and then **click Blouse**.

When you select this then the following window will appear.

Then enter the price of the item and gift aid number If applicable into **Card Number** box and **click Go**.

Barcoded Item

Scan the item.

Whether it's a new item or a donated item, simply **scan** the item's **barcode.** This will add the item to the sales grid.

Scan any other items.

There are 2 ways to use the barcode scanner:

Using the scanner by hand	Leaving the scanner in the stand
Point the scanner at the item's barcode, aiming the red line at the barcode.	Offer the item's barcode to the scanner.
Pull the trigger on the scanner.	The scanner will automatically read the barcode.
The item's details should appear in the sale box on the till.	The item's details should appear in the sale box on the till.

Searching the stock file

Type the description of the item into the find box and press the enter key.

If you don't have the exact description of a stock record in kudos this will open the stock finder. Search the list for the item you wanted to add and click select.

The Editing the sale

It is possible to remove, change the quantity, price, discount percentage for an item in the sales line.

In the example sale below there are currently two items in the sale

To delete an item from the sale, highlight it by tapping on it the tab delete.

Click cancel sale to remove all items from the sale.

To edit an item in the list doubled tap it.

This window will open, here it is possible to change the quantity price and discount % for the sales line.

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Taking Payment

Once you have put all the items a customer wishes to purchase has been added to Kudos sales screen, you are ready to take payment for the items. This can be done via different methods; this section of the guide will inform you on how to take payments via these methods.

Cash Payment

Click Cash Payment as seen circled.

This will open the Cash Tendered screen seen below. Enter the amount of cash the customer has handed to you into the cash tendered box and **click Go**.

This will open a summary screen, informing you of the amount change to provide. From this screen you can also print their receipt.

If your establishment does furniture deliveries, then you can set the delivery address and time slot for item to be delivered by **clicking delivery**. (please see the deliveries section)
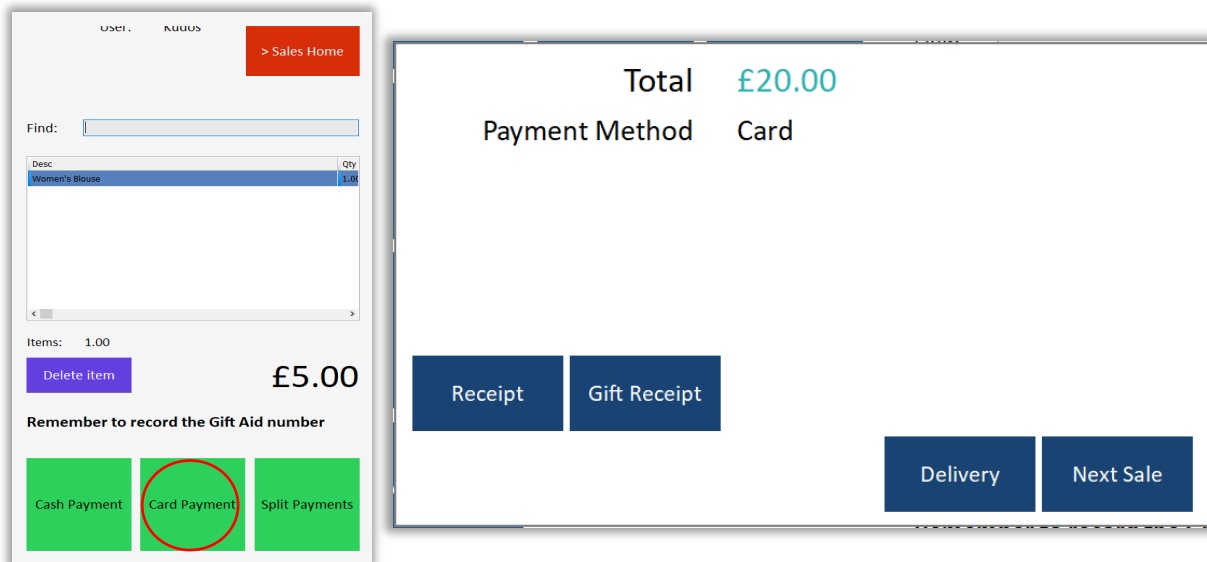
Card Payment

If the customer wishes to make the payment by card, first process the card payment on your card machine, then **click Card Payment**.

The payment summary window (shown on the right below) will open, from here you can print receipt for the payments as well as arrange delivery (please see delivery section for more information on deliveries)

Split Payment

To take payment split between cash, card, cheque, and voucher, **click Split Payment**.

This will open the payment methods screen. Enter the amounts of each method by which the customer wishes to pay in to blue boxes. Once this is done click the Go button to proceed.

The corresponding payment window will open for each of the payment types entered.
follow the corresponding sections in this guide for cash, card, and voucher payment.

The payment summary screen will open letting you know how much change is due as well as giving you the option to print receipts, donate the change and set up a delivery.

Voucher Payment

Payment different vouchers can be processed in Kudos. This includes credit vouchers, loyalty vouchers and charity shop gift cards.

To pay Via a voucher **click Split Payment**. Click in the **Credit Voucher** box, this will open a window in which you will enter the voucher number and **click Ok**.

The voucher details will then be displayed for you to check.

Then enter the amount the customer was to pay using the voucher into the voucher box. (you cannot enter more than the amount on the voucher) see the split payment section to continue.

If the full amount on the credit voucher was not used, then the new balance is issued. Take payment for any remaining balance using any of the other methods.

Donating the Change

It is possible for customers to donate some or all the change from a purchase

Total	£5.00
Payment Method	Cash
Cash Tendered	£20.00
Change Due	**£15.00**

Receipt   Gift Receipt

Donate the Change

Delivery   Next Sale

. If they do wish to donate change then on the sale summary window at which shows you the amount of change due, <u>click</u> **Donate the Change.**

Cash Tendered

Enter the Total Cash Taken p and press GO

Change Total   £15.00
Donation Amount   5.00

2.00	7	8	9	Del
5.00	4	5	6	-
10.00	1	2	3	.
20.00	0	00		

Go   Back

This will open the window shown to the left. In the box <u>enter</u> the amount of the change that the customer would like to donate and **click Go**.

A pop up will appear asking if the donor is existing new or whether they are making a simple donation.

Total	£5.00
Payment Method	Cash
Cash Tend	
Change	

New Donor

Existing Donor

Simple Donation

Back

Receipt   Gift

Donate the Change

Delivery   Next Sale

Total	£5.00
Payment Method	Cash
Cash Tendered	£20.00
Change Due	**£10.00**
Donation	**£5.00**

Receipt   Gift Receipt

Delivery   Next Sale

Clicking new donor will mean you add them to they system (please see **adding new donor guide** for more information) clicking on existing donor will take you to a window on which you can search for their details using either their surname, postcode or donor ID.

Simple donation will skip associating the donation with a donor **(please note this will mean gift aid cannot be applied to this donation)**.

a summary window will inform you of the new amount of change due to the customer. **click Next Sale** to return to the sales touch screen.

Cancel a sale.

To cancel a sale from the sales home screen **click Cancel Sale**.

From the admin screen **click Void Sale.**

Donations

Click **>admin** in the bottom left-hand corner of the sales touch screen.

Now **click Cash Donations**

Enter the amount that is being donated into the box then **click Go**.

You will then be prompted for the different donation types. If a donor is applicable for gift aid linking it to their account will allow gift aid to be claimed on the donation.

New Donor – will allow you to add a donor to the system, please refer to the managers manual.

Existing Donor – will search for a donor that is already on the system.

Simple Donation – will allow you to carry out the donation without linking it to a donor (this will mean that the donation will not be applicable for gift aid.)

New Donor

Please refer to the managers manual for more details on this process.

After clicking new donor, a window with a form will appear.

You should fill out this form with the donor's details and then **click Ok**.

Once this is done then **click Select** to continue to link the donor with the donation.

Existing Donor

After clicking existing donor in the previous section, contact finder window will open.

Contact Finder

Enter details to search on. You can search on Donor ID, Card Number, Surname and address.

123

Back	New Contact	Search

1	2	3	4	5	6	7	8	9	0
q	w	e	r	t	y	u	i	o	p
a	s	d	f	g	h	j	k	l	@
/	z	x	c	v	b	n	m	,	.

| ↑ | Space | More | ← |

Enter either the Donors ID, Surname, Address or Card Number Into the search box, then **click Search**.

Contact Finder

15 contacts were found.
Select the account you are looking for or click Search Again.

451	Bloggs	Kudos Software	TQ8 8JQ
837	Mr John Smith	Kudos Software	TQ8 8JQ
573	Walker		TQ8 8JQ
327	Dupere		TQ8 8JQ
416	Costello		TQ8 8JQ
278	Hirst		TQ8 8JQ
764	Seriki		TQ8 8JQ
784	Birtch		TQ8 8JQ
917	Lessware		TQ8 8JQ
632	Bex		TQ8 8JQ

Search Again	Up	Down	Cancel	New	Select

A List of contacts will then open, **click** on the donor that is making the donation and then **click select**.

Contact Finder

Please confirm the contact details below and click Select.

Card Number: 451

Bloggs

Kudos Software
Cliff House
Cliff Road
Salcombe
Devon
TQ8 8JQ

Search Again	Select

A screen will open showing the donors details so you can check if you have the right donor.

If you have the right donor, then **click Select** to continue.

This screen will open allowing you to add to edit the donor's details if needs be.

When ready **click Select** to link the donor to the donation.

Simple Donation

This is the quickest way to process a donation and will allow the donation to be carried out just as a payment without linking it to a donor.

Please Note: This does not allow the charity benefit of gift aid.

Taking Payment for the donation

Once one of the mentioned donation methods has been complete then take a payment for the donation the same way you would take a payment as described in the taking payments section.

Returns

Using the Refund Item button on the admin page

The customer must provide a receipt for the purchase to be able to return an item.

To process a return, you must first recreate the sale, i.e., select what the item was and enter the price it was sold for (please refer to the making a sale section to see how to do this).
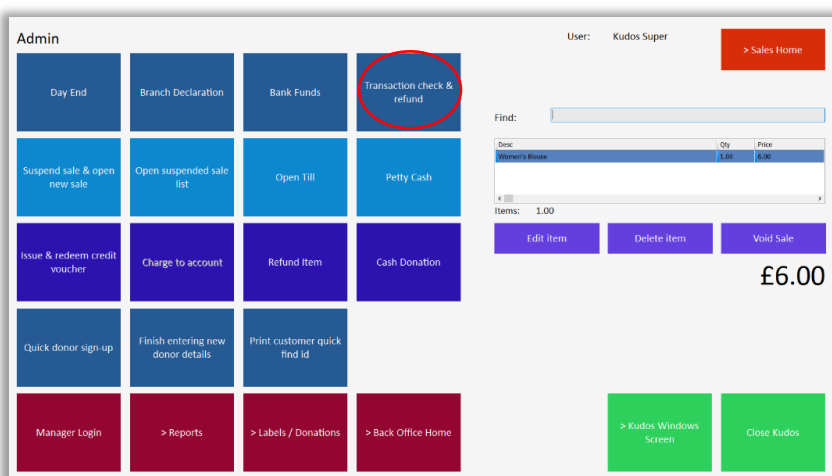
Now **click Admin** and then **Refund item**.

This will open the following window in which you can select code from the drop-down menu for reason for return. The possible codes are show here.
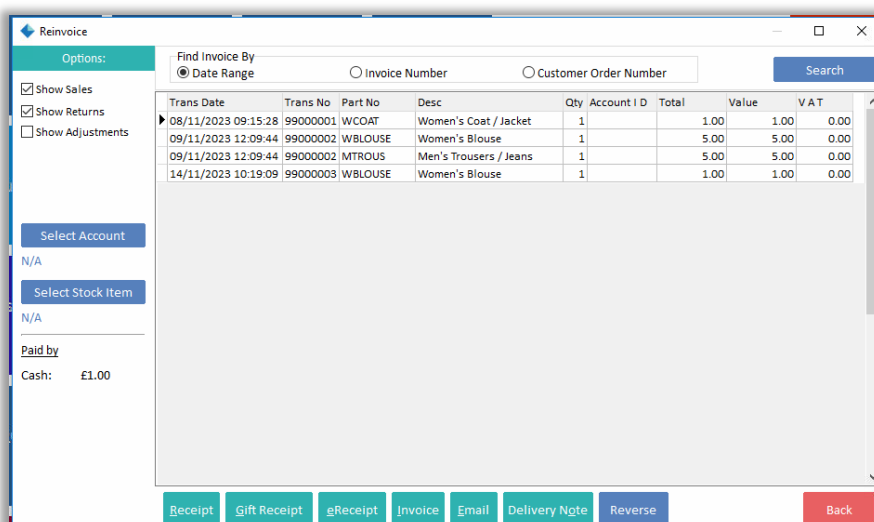

You can enter more details about the return in the box.

Using the Transaction Check

Go to the Admin screen, Sleect transaction check.

This opens the reinvoice window show below.

You can search for transactions by selecting one of the options from the 'Find Invoice By' field at the top of the window, then clicking search.

Date Range will ask for a start and an end date, all transactions that happened between those dates will then be shown in the list.

The invoice number on the reciept can be used to find the exact transaction.

Once the transaction has been found highlight the items that are to be returned and click reverse. This will open purchase return window on which you have to select the return reason. Click **Continue** once this is done.

Taking payment for a Return

Once the return items have been added to the sales line, proceed by **clicking cash** or **card payment** to either refund the customer in cash from the till or refund the money to their card.

It is also possible to issue a credit voucher for the return. To do this go to the admin screen and click issue and redeem a credit voucher.

Set Aside and open old sales.

The Set Aside sales function allows the till operator to put a sale on 'hold' if the customer requires a bit more time before they pay. The till operator can then serve other customers and then recall the old sale later, to complete payment.

Set Aside a Sale

Enter the items as described in the making a sale section of the manual. Once this is done either on the admin screen or on the sales home screen click **Suspend sale & open new sale**.

This will add the current sale to the suspended sales list and open a new sale.

Open old sale

To open a previously suspended sale, <u>click</u> **Open suspended sales list.**

Select the desired suspended sale from the list and **click Select**.

The data that the sale was suspended.

At which terminal the suspended sale was being carried out.

The user that was carrying out the suspended sale.

The first item that was added to the sale (i.e., the last item on the list of items).

This will open the sale after which you can proceed with the sale as normal.(please refer to the making a sales section).

Snapshot
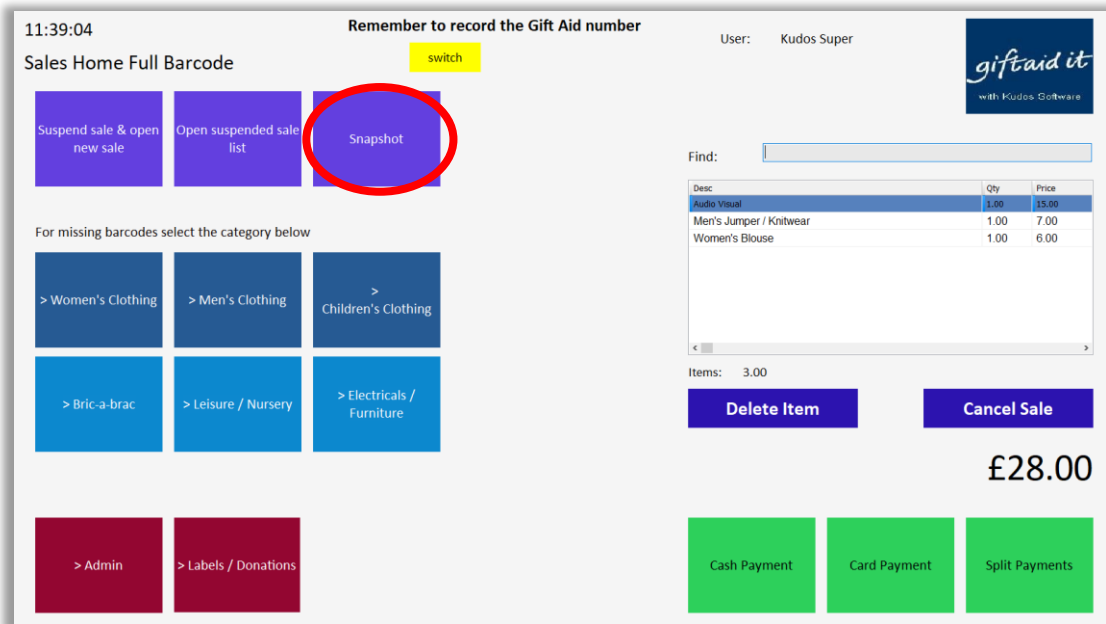
From the home screen c**lick** the **Snapshot** button to view a summary of the store's performance.

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Printing Labels

To print labels from Kudos, **click** the **Labels/Donations** button on the home screen.

This will open the **Barcode Labels** screen as shown above.

Printing a non-gift aid label

Select the item to print a label for from the list. Enter a price for the label and **click Go**.

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Enter the number of labels to print and **click Accept.**

Printing a gift aid label

Method 1

1. Select the item to print a label for.
2. Enter the price.
3. Enter the donors ID into the card number field and **click Go**.
4. Enter the qty of labels to print and **click Accept**.

Method 2

1. **Press Start Gift Aid item book in**.
2. Search for the donor using either, name, address, post code or donor ID. (it is possible to add a new donor by clicking new)

Contact Finder

Enter details to search on. You can search on Donor ID, Surname and address.

| Back | New | Search |

1	2	3	4	5	6	7	8	9	0
q	w	e	r	t	y	u	i	o	p
a	s	d	f	g	h	j	k	l	@
/	z	x	c	v	b	n	m	,	.

| ↑ | Space | More | ← |

3. If the donor is found, then check the details and click select.
4. If the exact donor is not found a list of donors will appear, select the donor from the list.
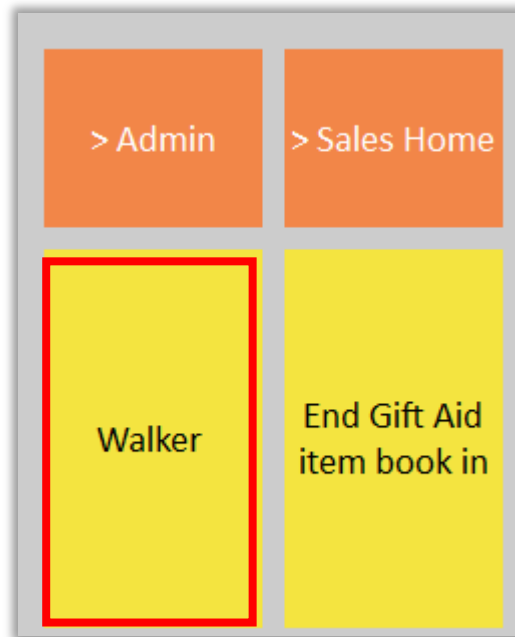
Contact Finder

2 contacts were found.
Select the account you are looking for
or press or Back to start a new search.

| Walker | | TQ7 4NZ |
| Walker | | TQ7 1AB |

| Back | Up | Down | Cancel | New | Select |

5. When the donors have been selected their name will appear in the place of the start gift aid item book in button.

6. Now when labels are printed the donor's number will be automatically entered.

7. To stop printing labels for the selected donor, select end gift aid item book in.

End of Document