



QuickPOS Guide

June 2016

Version 1.2

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Introduction

The *QuickPOS* is a new, streamlined alternative to the Advanced POS interface, allowing you to swiftly assign single or multiple drivers to a race with just a few clicks, reducing the time of customer payments and race assignments by 500%!

Less waiting means you can get more racers out on the track faster, and with less frustration since they aren't standing in long lines.

The QuickPOS works alongside the Advanced POS, which still remains available for use.

Overview

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Request an Installation

The *QuickPOS* requires a Club Speed software upgrade to be enabled. Feel free to reach out to us via e-mail (support@clubspeed.com) or telephone (+1 877-751-3200, 24/7) to schedule your upgrade!

Once it's enabled, we'll let you know. You'll also see a new *QuickPOS* button on the Point-of-Sale, and you'll be able to see its settings in the Admin Panel.

Once it's time to upgrade your server, it will be typically done overnight and will be ready to go by the following morning!

QuickPOS Settings

Getting to the Settings Page

All QuickPOS settings are visible at the following Admin Panel:

https://<your_track_url>.clubspeedtiming.com/admin

Once you're logged in (use the same login as sp_admin), click the QuickPOS section, then go to the Settings page.

General Settings

There are three general settings that can be controlled from this section.

Add Customer By Name – If checked, a customer can be added to the race with just their first and last name, even if they do not yet have an account. A new one is created on the spot! If this feature is disabled, only existing customers may be added to a heat from the QuickPOS.



Illustration 1: Customer not found? We can create one on the spot!

Default Category – This determines the first category of products that is displayed when the QuickPOS is opened. If not specified, the QuickPOS will just display the first category available.

Tracks Shown – This determines which tracks are shown in the left pane of the QuickPOS. If this field is left blank, all tracks will be shown.

Note: A Main Engine restart is required after changing these settings.



Default Products for Heat Types

This section allows you to determine which products to add to the check when a customer is added to a specific heat. This saves a ton of time during the transaction!

You should set these up in advance. Attempting to add a customer to a heat type that doesn't have a product defined will result in a message instructing you to go to the Admin Panel to set up the pairing.

Alternate Products for Heat Types

You may also specify alternate products which allow for entry into heats. These will be used if present on a check instead of automatically adding the default product as a new check item.

Alternate products are optional. They are useful in situations where the same race may be purchased at a discount by purchasing a combo.

Example Default and Alternate Products

10 Minute Race
Track 1

Default Product:
10 Minute Race

Alternate Products:
x 10 Minute Race Bundle

In the above example, a “10 Minute Race” heat is paired to a “10 Minute Race” product by default. If a customer is added to a “10 Minute Race” heat, then the “10 Minute Race” product is automatically added to the check, and that racer is assigned to it.

However, “10 Minute Race Bundle” (a discounted package of 10 Minute Races) has been added as an Alternate Product. If the “10 Minute Race Bundle” product is on a check already, when a racer is added to the “10 Minute Race” heat, the customer is assigned directly to the “10 Minute Race Bundle” product – instead of adding a “10 Minute Race” product to the check.

QuickPOS Overview

Opening the QuickPOS

Getting to the *QuickPOS* couldn't be easier – just click the new button on your Point of Sale to get started! It's right below the Advanced POS.



Illustration 2: How to get to the QuickPOS.



Screen Layout

Once you've clicked the *QuickPOS* button, you'll be brought to the main screen.



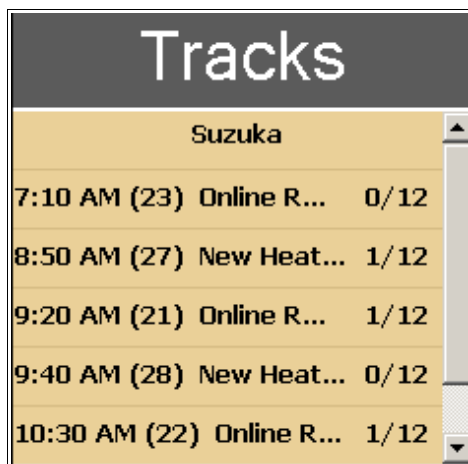
Illustration 3: Main QuickPOS screen.

You'll see the Tracks Pane to the left, the Customers / Categories Pane in the center, and the Check Pane on the right.

Let's go over what each of them do!

Tracks Pane (Left)

The Tracks pane lists each of your tracks and any events scheduled on their calendars. It also shows you the start time, heat number, heat name, and how many spots have been filled.



Tracks		
Suzuka		
7:10 AM (23)	Online R...	0/12
8:50 AM (27)	New Heat...	1/12
9:20 AM (21)	Online R...	1/12
9:40 AM (28)	New Heat...	0/12
10:30 AM (22)	Online R...	1/12

Illustration 4: A close-up of the Tracks pane, showing heats on the Suzuka track.

Selecting a specific race will change the central pane from the categories context to the customers context, and will allow you to start rapidly adding racers to that heat!

The tracks shown in the Tracks pane may be customized in the Admin Panel.

Customers / Categories Pane (Center)

This central pane is context-aware, and can switch between being used to add racers to a heat or products to a check.

When the QuickPOS first launches, the central pane will automatically open in category mode, displaying the default category and its products in the top pane. In the bottom pane, you'll see a list of categories. Clicking any of them will change the top pane to show products from that category.



Illustration 5: The Pro Shop category and its products in the central pane. Other categories are visible in the bottom portion.

Clicking on a specific product will add it to the current check.

You can determine the default category for the QuickPOS in the Admin Panel.

If you select a heat from the Tracks pane, the central pane will switch to showing customers instead of products.

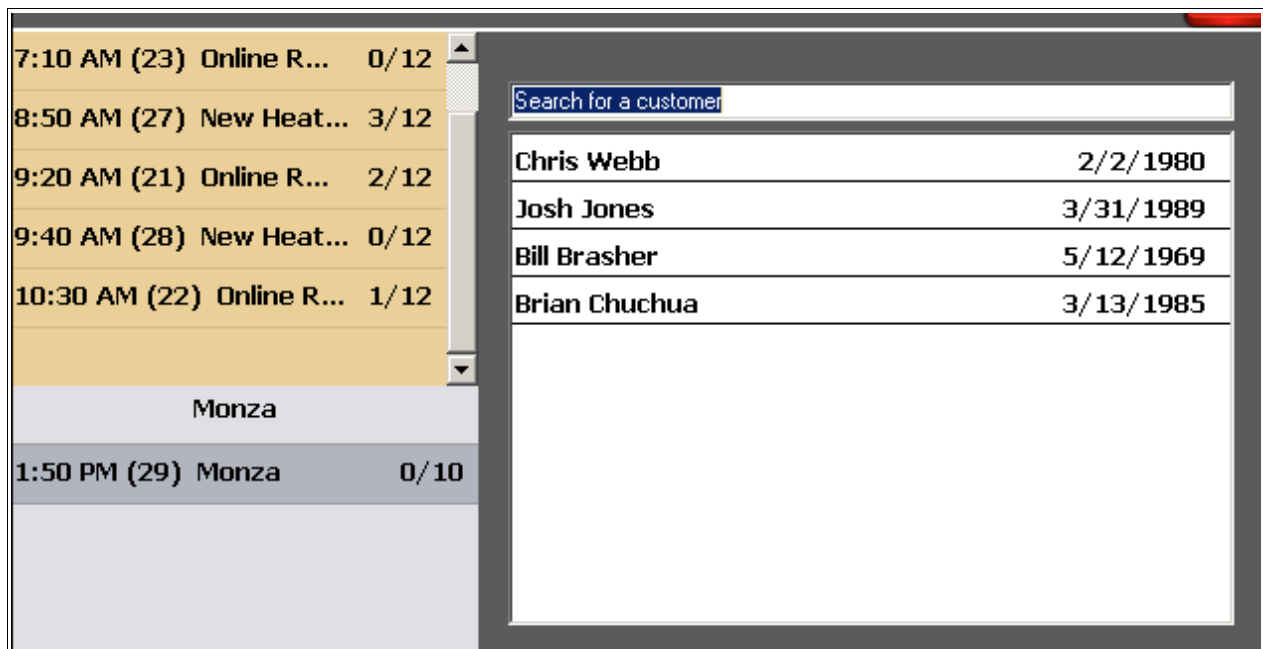


Illustration 6: Central pane showing the customer search tool for races.

Racers already in the Regular Queue are listed for convenience. You can also search for customers by name, e-mail, racer name, or birth date. If entering a new customer in the race, you can enable the *Add Customer By Name* setting in the Admin Panel to create an account for them on the spot by simply entering their first and last name.

Once you've found or created your customer account, you can double-click it to automatically add the associated product to their check. This also adds them to heat. Likewise, you can SHIFT or CTRL click customers and use the ENTER key to add them all at once!

To switch back to the categories and products view, click the return button near the top of the central pane.

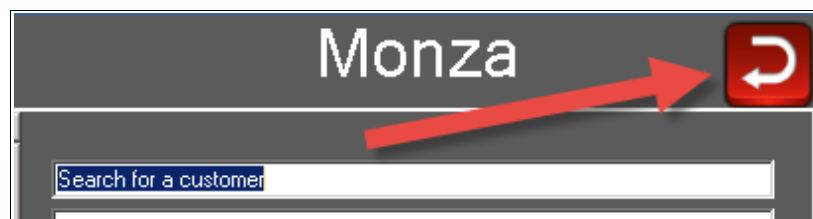
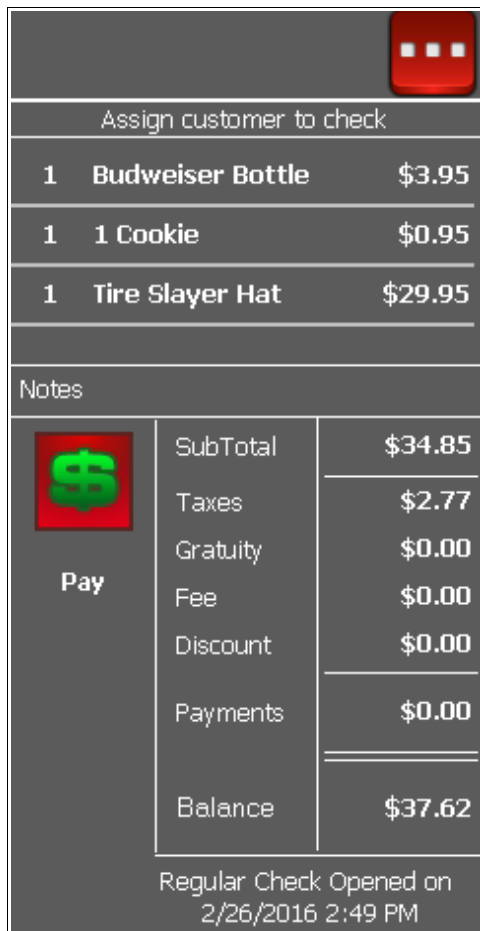


Illustration 7: Click this return button to switch back to the categories page.

You can define the product for each heat type in the Admin Panel.

Check Pane (Right)

The right-most Check Pane behaves similarly as the Advanced POS. It allows you to view the state of a check and all items on that check. You can click items to void or edit them, you can assign customers to a check, and you can pay for and close a check.




Assign customer to check		
1	Budweiser Bottle	\$3.95
1	1 Cookie	\$0.95
1	Tire Slayer Hat	\$29.95
Notes		
 Pay	SubTotal	\$34.85
	Taxes	\$2.77
	Gratuity	\$0.00
	Fee	\$0.00
	Discount	\$0.00
	Payments	\$0.00
	Balance	\$37.62
Regular Check Opened on 2/26/2016 2:49 PM		

Illustration 8: Example check from the QuickPOS.

Additionally, you can click the ellipsis ("...") on the top-right for some time saving tools. You can close the check, void the entire check, or switch to the Advanced POS.

Gift Cards

Gift cards can be swiped in order to pay for race products on the check that have racers assigned. To do so, simply swipe a gift card after selecting a race on any track. The top-most item on the check that can be redeemed with points will be paid for. If there are insufficient points, or no product that can be paid for with gift cards, an appropriate alert will pop up.

To revert the swipe, click the revert button next to the racer.

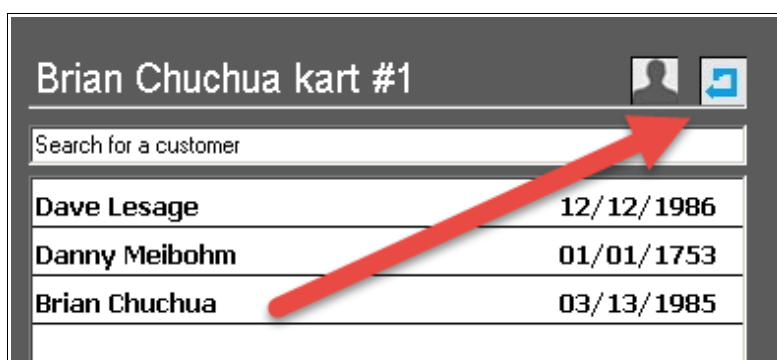


Illustration 9: Click the blue revert button to refund the gift card payment for that racer.

Member Cards

If your venue uses Member Cards that hold points, you can also swipe them in order to pay for race products on the check. To start, select the heat from the track you want.

When swiping, you will be presented with three options: To redeem the top-most item on the check (like a gift card), to add the member card holder to the heat (without paying), and to add the member card holder to the heat (and apply payment.)

Member card payments can be undone in the same manner as gift card payments.



Keyboard Shortcuts

- F5 – Select the next track
- F6 – Select the next heat
- F7 – Select the previous heat
- F12 – Pay for current check



Frequently Asked Questions

Help! I'm having a problem not described here!

Please contact support at support@clubspeed.com, or via telephone at +1 877-751-3200.