



ShopMate EPOS Quick Start Guide

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Thanks for Choosing ShopMate

We know how important the till is to your store and we work hard to make ShopMate the simplest, most versatile and consistently reliable EPoS system available.

The following pages will help you learn how to use your till - if you need any additional support our friendly Tech Support team are available Monday to Friday 9am - 5pm.

For emergencies only (if your store is unable to trade) Tech Support also offer out of hours support:

7am-10pm Monday - Saturday

7am-6pm Sunday

For less urgent issues or questions, press the callback button on your till and we'll call you.

Enjoy your new till!

Turning Your Till On

Press the power button to start the till. It will beep, the screen will turn on and your barcode scanner will light up. *You should leave your till switched on all the time.* ShopMate will perform updates and maintenance overnight so that your prices will be up to date each morning. You will need an active internet connection, so ensure your router remains switched on as well.



The power button for both Flytech 455 and Onyx 200 is on the bottom edge of the screen



The power button for Flytech 325 is on the front shoulder of the stand, behind the screen



The power button for Toshiba T10 is at the bottom of the screen at the rear

Do not press the power button to turn off the till unless instructed to by a member of RDP Tech Support. This can cause loss of data and damage to your system.

Set Up - Self Installs Only

If a ShopMate engineer is installing your till, you will not need this section.

If you're setting up your till yourself, you will need to enter your 12 Character Product Key the first time you use ShopMate. The key will be included in the box - unless you are adding a new till to an existing site, when the key will be sent to you by email. You should set up Till 1 first - Till 1 should be your main till because it will make your system faster overall.

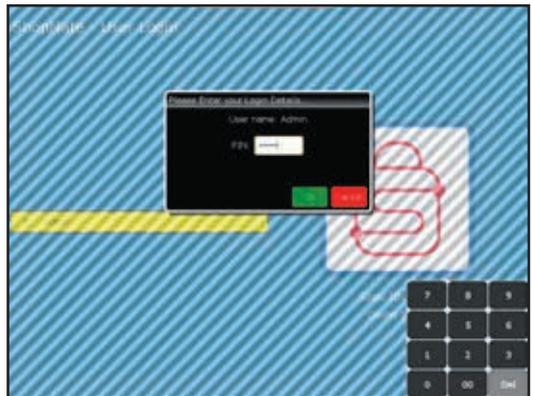


Log On To ShopMate

Select the desired user. This will be *Admin* until you have created others.



The default password is 000000. (We recommend changing it as soon as possible for security reasons.)



Then tap **Ok**. If entered correctly, you will see the message: Pin OK - logging you in.

*Can't find your password? Call our support team:
01780 480 562 or email support@retaildata.co.uk*

Setting a Session Float

The first time you log in, or when there is no open session, you will be prompted to enter an opening float.



Using the number pad enter the opening float *in pence*. E.g. a £100 float would be 10,000 pence.

Next, tap **Open Session**. The till will then enter the *trading interface*.



Scanning Single & Multiple Items

Scan items using the barcode scanner or key in the barcode using the number pad. If you typed the barcode, press **Qty/Barcode** to add the item to the *basket*.



If the barcode is valid, the product will appear in the *basket*. You can now scan or key-in a new product.



For multiple items with the same barcode, first scan, then type the quantity, then press **Qty/Barcode**.



Alternatively you can also add multiples by first typing the quantity, then scanning the item. You will probably find both methods useful over time.

Using Hotkeys

For processing items without barcodes, you can use the **Gen Misc** (General Miscellaneous) and **Fruit Veg** (Fruit and Vegetables) buttons.

Using the keypad, enter the price of the item *in pence*.



Tap the desired hotkey, to add this product to the *basket*.



You can set up your own hotkeys which act as quick shortcuts to products. They're especially useful for items like hot or fresh produce and newspapers. Some hotkeys can have prices assigned (like newspapers) and others ask for the price each time - (like items priced by weight) - you can choose.

Cash Payments

When all items are scanned, tap the **Total** button.



If the customer has given you exact change, you can tap **Cash** twice. The transaction will cash out and the till drawer will open.



If the customer does not give you the exact amount, simply enter the amount given in pence on the number pad and tap the **Cash** button.



To speed things up, quick denomination buttons are available whilst in the *total menu*. Just press the cash amount you are given. The cash drawer will open and the *balance menu* will show the amount of change required.

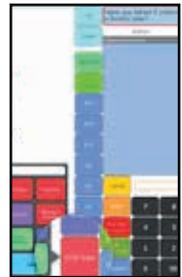


Integrated Chip & Pin

When all items are scanned, tap the **Total** button.



Tap **End Sale**, which will bring up the payments options menu.



In this menu, tap the **chip and pin** button twice. Payment options for your provider will now appear.

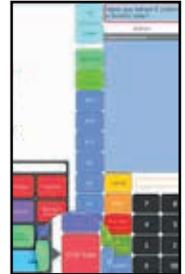


Non-Integrated Chip & Pin

When all items are scanned, tap the **Total** button.



Using the keypad, key in the amount to pay. Tap **End Sale**, which will bring up the *payments options menu*.



In this menu, tap the icon for the relevant card type button. You can now use your terminal to complete the transaction.



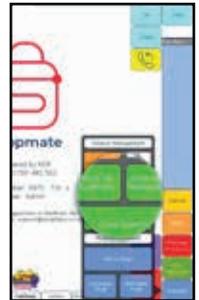
Integrated card payments are processed more quickly. There are many integrated card payment options available. Give us a call on 01780 480 562 or visit shopmate.co.uk.

Cashing Up

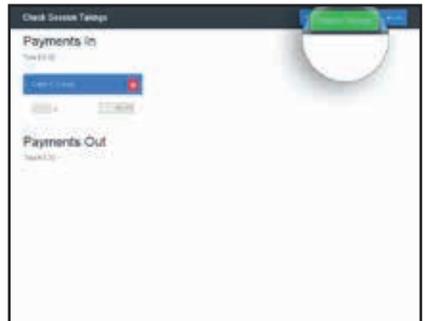
To end the session, tap the **Session** button.



Then tap **Close Session**.
When asked if you're sure, select **Yes**.



Input the amount of cash & card payments plus any payouts then press **Submit Takings** at the top.



Your Z-Reading

Your till will automatically print a *Z-Reading* after your Session has closed.

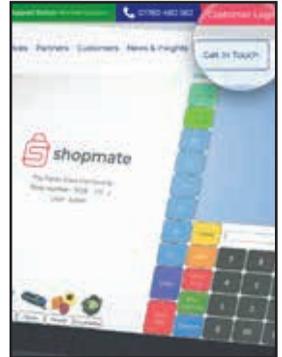
This report will give you a complete breakdown of your session including details of takings, payment types, commissions, basic category sales and more.

<u>Session Report</u>	
Tera Store	
Till No.: 1	
Session ID: 6288	
Session Start:	Tue 3rd Oct 16:34 BST
Session End/Now:	Tue 24th Oct 15:49 BST
Payments in:	
Cash taken	£42.24
Total Session Takings	£42.24
Payments out:	
Total Session Payouts	£0.00
Float Changes:	
Starting Float	£100.00
Ending Float	£100.00
TOTAL CASH (in drawer)	£142.24
TOTAL (in drawer)	£142.24
Float	-£100.00
Total Session Movement	£42.24
<u>Miscellaneous</u>	
1 No Sale	
2 Trade Transactions	
Average Spend	£21.12
<u>Takings Breakdown</u>	
Non-VATable Takings	£40.00
Takings @ 20.00%	£2.24
Net Takings @ 20.00%	£1.87
VAT @ 20.00%	£0.37
<u>Commission Breakdown</u>	
Lottery	£2.00
Paypoint	£38.00
Commission Total	£40.00
<u>Category Breakdown</u>	
Confectionery	£1.25
Lottery:Scratchcard	£2.00
Paypoint	£38.00
Pet	£0.99
Total Category Sales	£42.24
<u>Hourly Breakdown</u>	
1 2023-10-03 16:00-17:00	£11.25
1 2023-10-03 17:00-18:00	£30.99
Signed:	

ShopMate features helpful reports to help you keep an eye on your finances. When you're more familiar with your till, Tech Support can help you understand which ones to use and when.

Management Portal

ShopMate provides a FREE Management Portal to all stores. Here you can view your sales reports from any computer. At the top right hand corner of our website **www.ShopMate.co.uk** click the red link: *Customer Login*.



You'll need to create an account the first time you visit - make sure you use the same email address you registered with ShopMate as this is how the site recognises you.



Navigate with the buttons on the left to see various reports.



Product Management - Pricing

Tap the **Manage Products** button. Then scan an item.



On the *product management interface* select **Pricing**.



To alter the price, select the markup price and change it. Then tap **Ok**.



The product management interface also allows you to alter cost price, RRP, pack size and more.

Promotions Interface

Tap the **Other Functions** button.



In the new menu that appears, tap the **Promotions** button.



This will open the *promotions interface*. Here you can add, modify and remove any of your wholesaler or custom promotions.



To offer your loyal customers rewards to encourage repeat visits, contact our Sales Support team who can help you get set up with Local Loyalty.

Promotion Periods

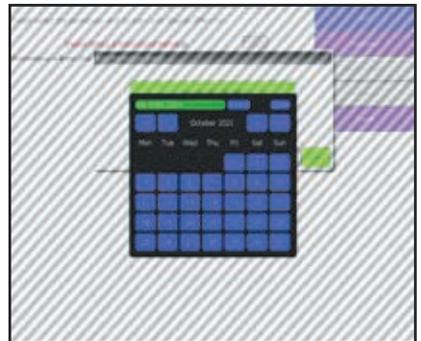
In the *promotions interface*, you'll see a list of promotion periods. You can select one or tap **Add Period** to create a new one.



In the *add promotion group* menu, set the period dates and name your new promotion period group.



Then tap **Save**. You will see your new promotion period in the drop down list at the centre of the screen.



Adding Promotions

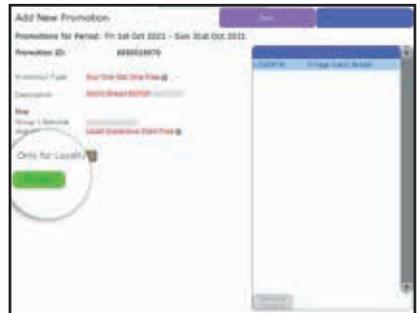
In the *promotions interface*, select a promotion period from the dropdown, and tap on the purple **Go** button.



Next tap the **Add Promotion** button.



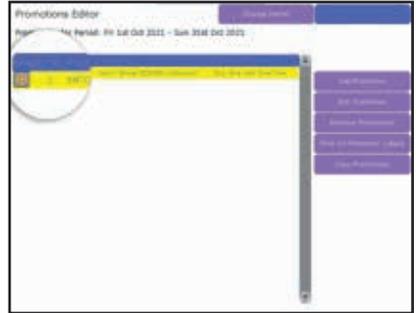
To complete the promotion tap the **Save** button. This promotion will be applied between the start and end date of the promotion period.



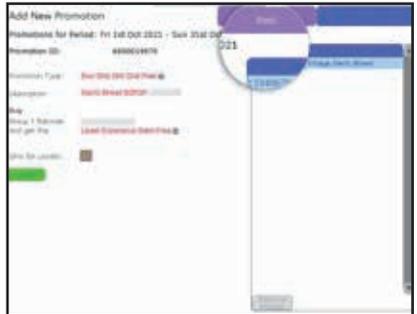
There are lots of different promotion options. Tech support can help you if you require more information.

Modifying Promotions

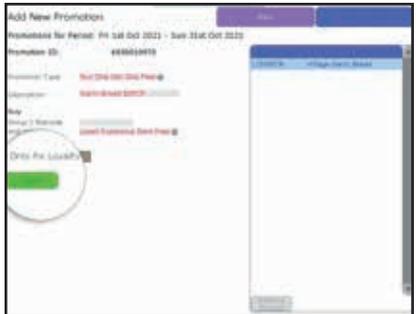
In the promotions period menu, select the promotion you wish to modify and tap **Edit Promotion**.



Update the promotion details as you wish. If you wish to undo the changes, tap **Back**.

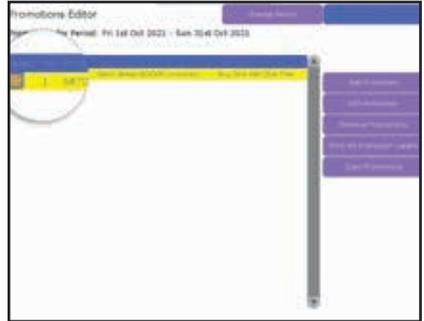


When you're happy, press **Save**. Once again, this promotion will be applied between the start and end date of the promotion period.



Deleting Promotions

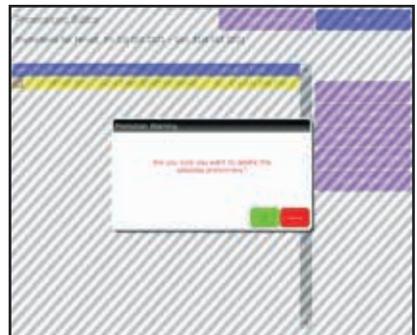
Tap the box to the left of the promotion you wish to delete.



Tap **Remove Promotions**. this will appear greyed out and won't work if you do not have any promotions selected



Then tap **OK**. You will see your new promotion period in the drop down list at the centre of the screen.



ShopMate Value-Added Services

The following services can be added to ShopMate to help you make the most of all that ShopMate has to offer.

Back Office for ShopMate - Control your till remotely from anywhere



- BackOffice provides access to all of the till's functions and controls remotely via your laptop or computer.
- View all real-time reports
 - Manage pricing remotely with instant updates
 - Add, update and remove promotions
 - Create, change and delete hotkeys
 - Create and print SEL's

MediaMaster - Make more with customer facing advertising



- Promotions drive sales. MediaMaster screens provide wholesaler promotions directly to your customer at the point of sale.
- A fully managed service - automatic ad updates
 - MediaMaster displays your till roll
 - Sell ad-space to other businesses on your screens
 - A tried and trusted solution, driving promotional sales by up to 25%

Local Loyalty - Encourage repeat visits from your best customers



- Local Loyalty is integrated with your ShopMate EPoS so you can use the data from your store to make targeted promotions to encourage footfall or clear lines.
- Match your loyalty card to your store fascia so it is easily recognisable by everyone in the neighbourhood
 - Stay in touch with your most important customers and encourage repeat visits
 - Offer targeted promotions and measure the results.

Self-Serve - Reduce queues and speed up check out with self-serve



SelfServe tills mean your customers can check out even while you help another customer. SelfServe is easy for customers to use and secure.

- Our easy interface makes transactions a breeze for your customers
- Card only transactions keeps your self-serve unit low risk
- Authorised sales can be carried out by approved staff on ShopMate self-serve

Shopmate Fuel - Affordable, reliable EPoS for forecourts



Control your forecourt fuel pumps with ShopMate EPoS partnered with Gilbarco Veeder-Root.

- Authorise your fuel pumps, view their status and seamlessly process your fuel transactions from your ShopMate EPoS system.
- We strive to keep your prices low by working with your existing, compatible DOMS equipment. You'll only pay for the hardware you need.



To find out more about our additional services speak to our Sales Support Team on 01780 480562 or scan the QR code or visit:

<https://shopmate.co.uk/our-services/>

Contact Us

01780 480562

Sales Support:

Ask us about getting a new ShopMate EPoS system, additional services like integrated card payments Back Office or MediaMaster Screens.

Tech Support:

If you need help using your till or getting set up we can help. You can report issues to us or get help with training. You can also tap the Callback button on your till.

Customer Service:

We can help you with any aspect of your account like change of ownership or direct debits. If you're not sure who you need when calling, we can help direct your call.