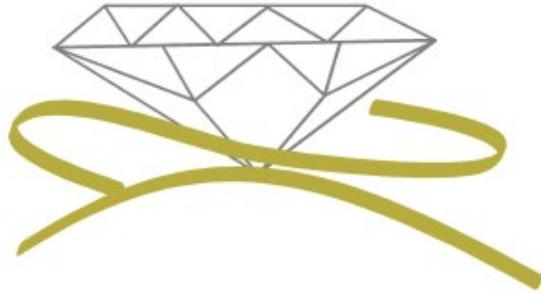


# *The Jewellery Shopkeeper*



**\$hopkeeper**  
**Solutions ¢¢**

## Point Of Sale **MANUAL ONE**

- Zipsale, Zipsale Return
  - Customers, Payments
- Customer Sale, Customer Return

Revised August 2016

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- [Zipsale](#)
- [Return of Zipsale](#)
- [Adding a Customer](#)
- [Customer Payment](#)
- [Customer Sale](#)
- [Return of Customer Sale](#)

## OPENING JSK



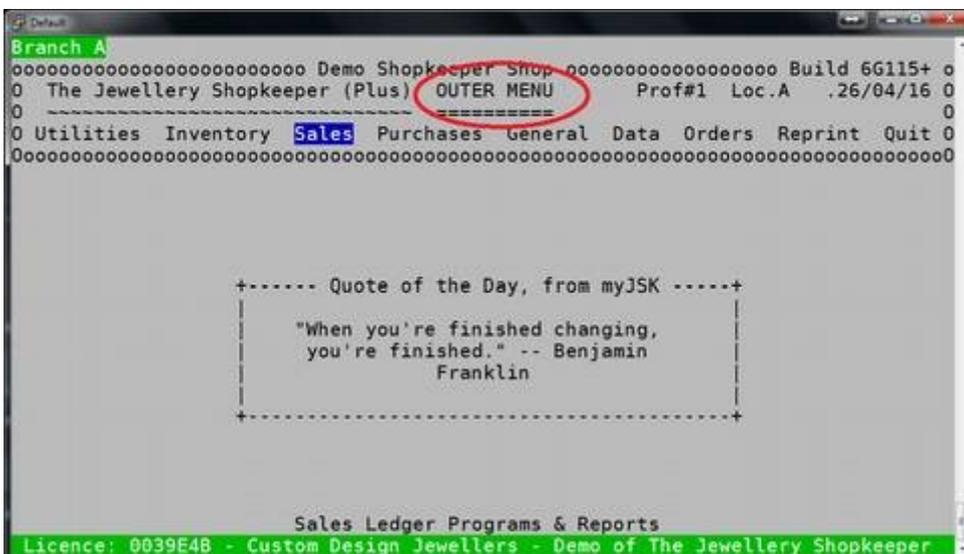
JSK  
ICON

- To open JSK, double left-click on the JSK icon



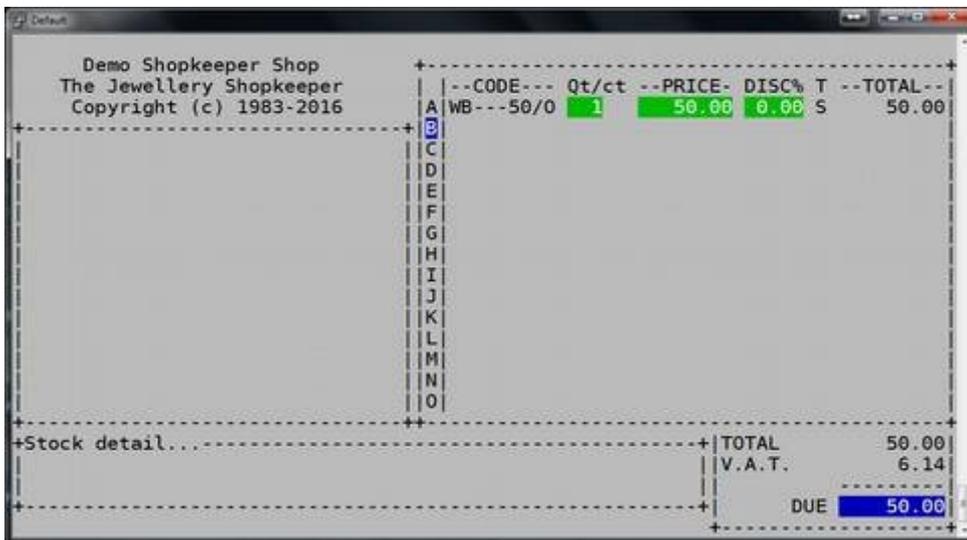
- Type in your password (you wont see anything type on the screen) then press Enter.

## OUTER MENU – NAVIGATION

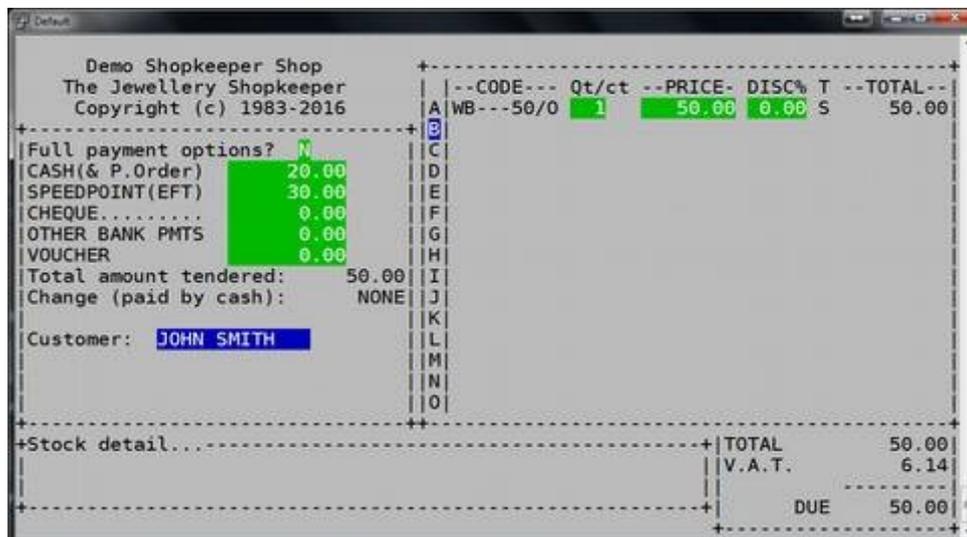


- This is the Outer Menu as it is labelled on the top of the screen.  
*\* Press Esc until you return to this menu to navigate between Sales, Inventory, etc.*
- Use the arrow keys on your keyboard to navigate through the menus. The mouse will not work!

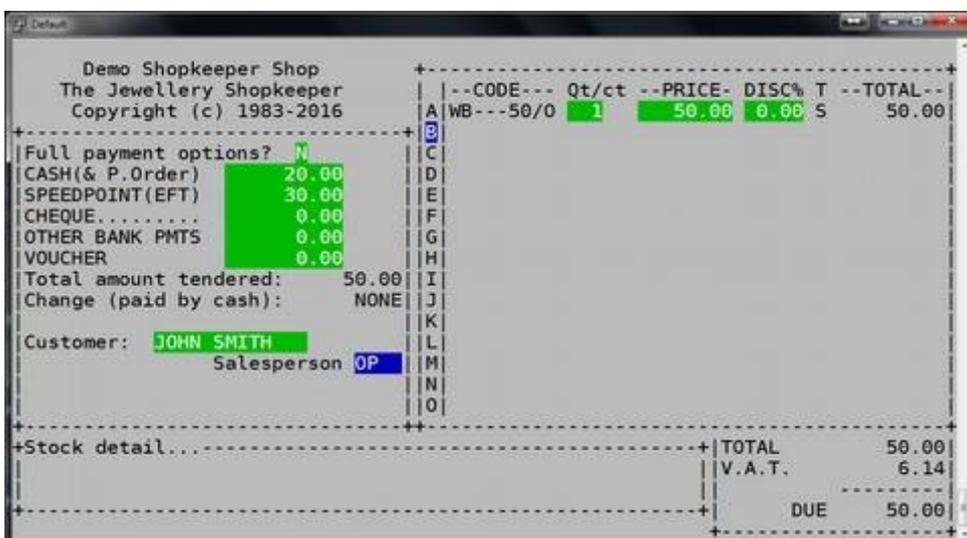




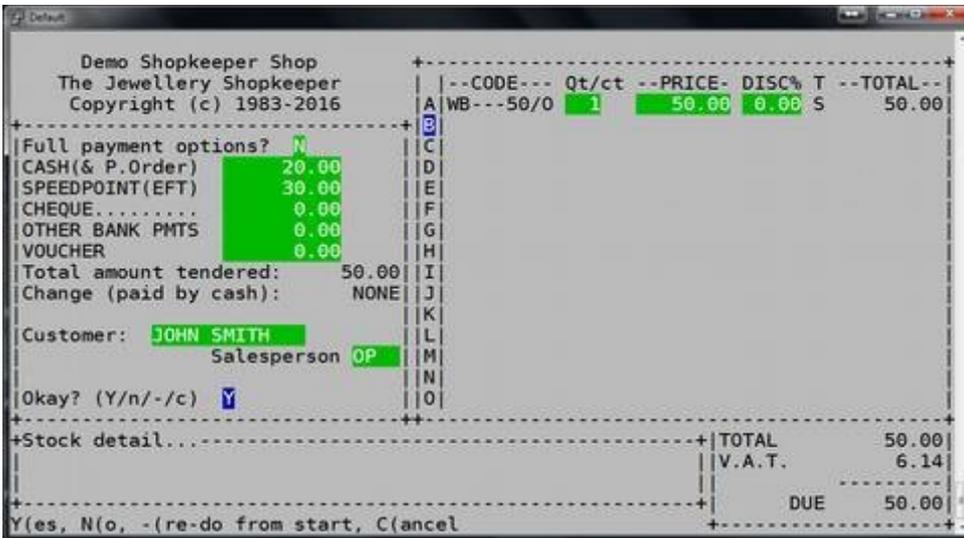
- Scan or type in a second item for the invoice on line B, etc.
- If no more items, press Enter to get to the total “Due”, where an overall discount for multiple items may be entered.



- Type in the correct amount/s paid next to the payment type, then press Enter
  - \* eg. **R20** paid by **cash**, and **R30** paid by **speedpoint**
- Type in the customer's name (or the name on the credit card). This can help find the sale if there is an issue in the future, or the customer has lost their invoice. This field may not be left blank!



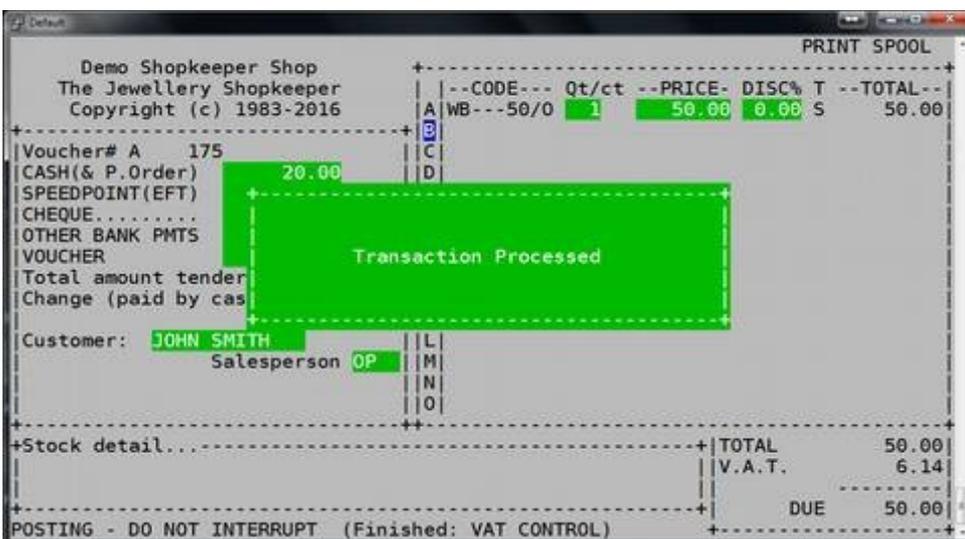
- Type in the salesman initials (keep these standard at two letters)



- If you are confident about the entries, Enter on 'Y' for 'Yes'
- If you have made a mistake, type a - (minus sign) which will take you back to the code entry, but will save all your previously entered information (see hints at the bottom of the screen – these are always there to help you!)



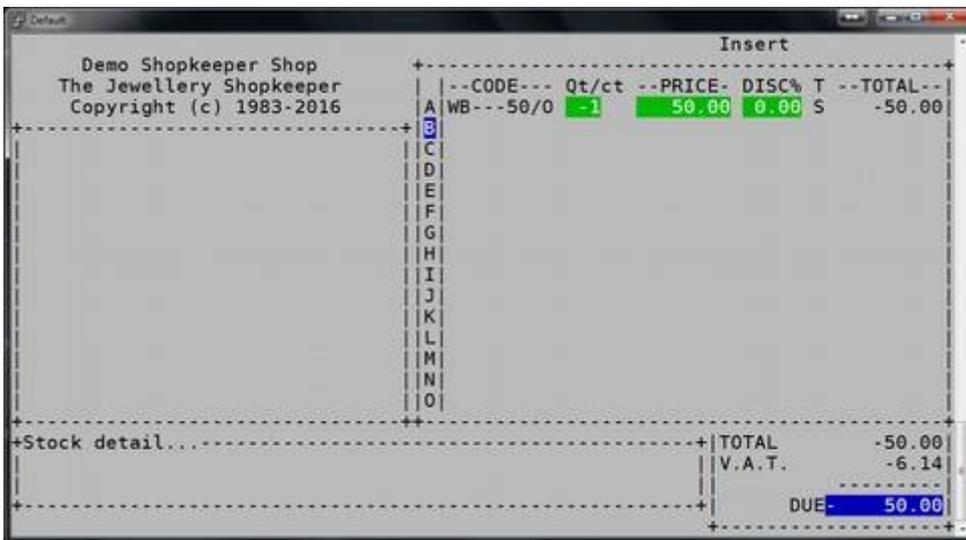
- Enter on 'V' to print a 'Voucher'



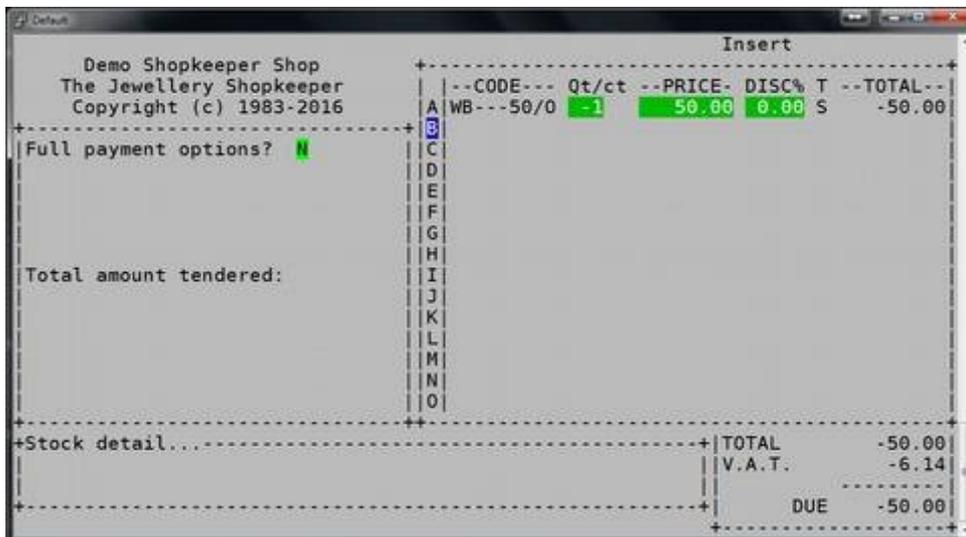
- Wait for the “Transaction Processed” message to disappear. You will then have the option to reprint, or print a quick “Insurance Valuation” copy.

The Zipsale is now complete.





- Type in the next code to be returned on line B, or press Enter to continue.
- At “Due” edit the total refunded amount, or press Enter to accept.



- “Full payment options” offers payment or refunds in foreign currency. Alternatively always Enter on N for No. *(It is possible to remove this option by request to Shopkeeper Solutions.)*



- **\*\*\*NB\*\*\* Ensure you type a minus sign! (“-”)**
- Type in a minus sign (-) and the amount to be refunded next to the method which the refund will be made.

Default

Demo Shopkeeper Shop  
The Jewellery Shopkeeper  
Copyright (c) 1983-2016

Insert

--CODE--	Qt/ct	--PRICE-	DISC%	T	--TOTAL--
A WB---	50/0	-1	50.00	0.00 S	-50.00

Full payment options? N

CASH(& P.Order)	0.00
SPEEDPOINT(EFT)	0.00
CHEQUE.....	0.00
OTHER BANK PMTS	0.00
VOUCHER	-50.00

Total amount tendered: -50.00  
Change (paid by cash): NONE

Voucher number: 0

Stock detail...

TOTAL	-50.00
V.A.T.	-6.14
DUE	-50.00

- If refunding by voucher, you will be asked for a voucher number. Always make sure that the “Change” is “NONE” (unless refunding in cash)

Default

Demo Shopkeeper Shop  
The Jewellery Shopkeeper  
Copyright (c) 1983-2016

Insert

--CODE--	Qt/ct	--PRICE-	DISC%	T	--TOTAL--
A WB---	50/0	-1	50.00	0.00 S	-50.00

Full payment options? N

CASH(& P.Order)	0.00
SPEEDPOINT(EFT)	0.00
CHEQUE.....	0.00
OTHER BANK PMTS	0.00
VOUCHER	-50.00

Total amount tendered: -50.00  
Change (paid by cash): NONE

Customer: JANE SMITH

Stock detail...

TOTAL	-50.00
V.A.T.	-6.14
DUE	-50.00

- Press Enter until “Customer” where it is very important to put the customer's name in case there is a query later

Default

Demo Shopkeeper Shop  
The Jewellery Shopkeeper  
Copyright (c) 1983-2016

Insert

--CODE--	Qt/ct	--PRICE-	DISC%	T	--TOTAL--
A WB---	50/0	-1	50.00	0.00 S	-50.00

Full payment options? N

CASH(& P.Order)	0.00
SPEEDPOINT(EFT)	0.00
CHEQUE.....	0.00
OTHER BANK PMTS	0.00
VOUCHER	-50.00

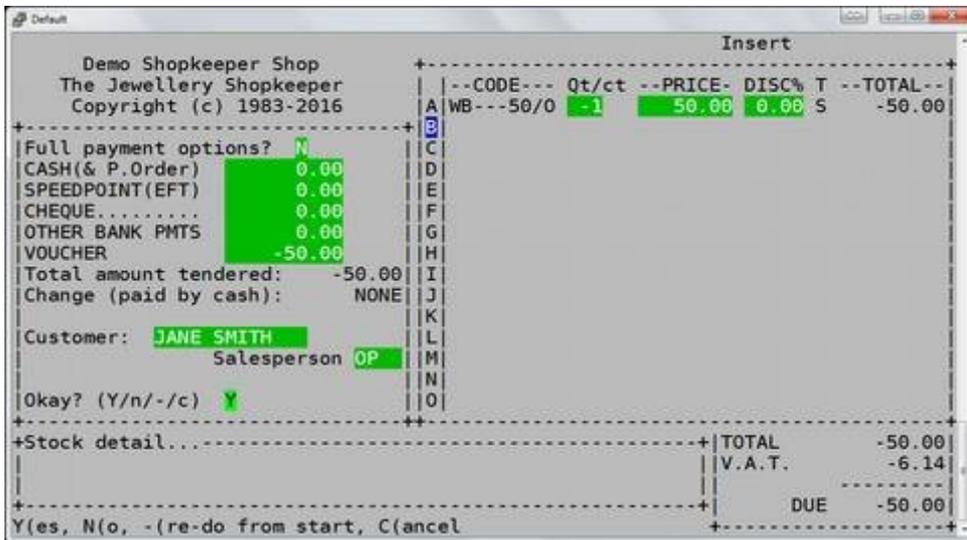
Total amount tendered: -50.00  
Change (paid by cash): NONE

Customer: JANE SMITH  
Salesperson OP

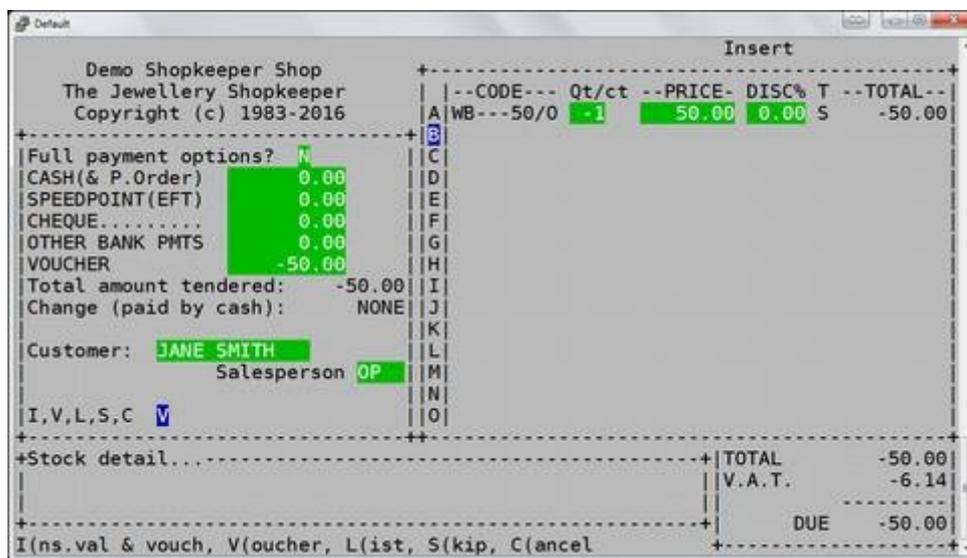
Stock detail...

TOTAL	-50.00
V.A.T.	-6.14
DUE	-50.00

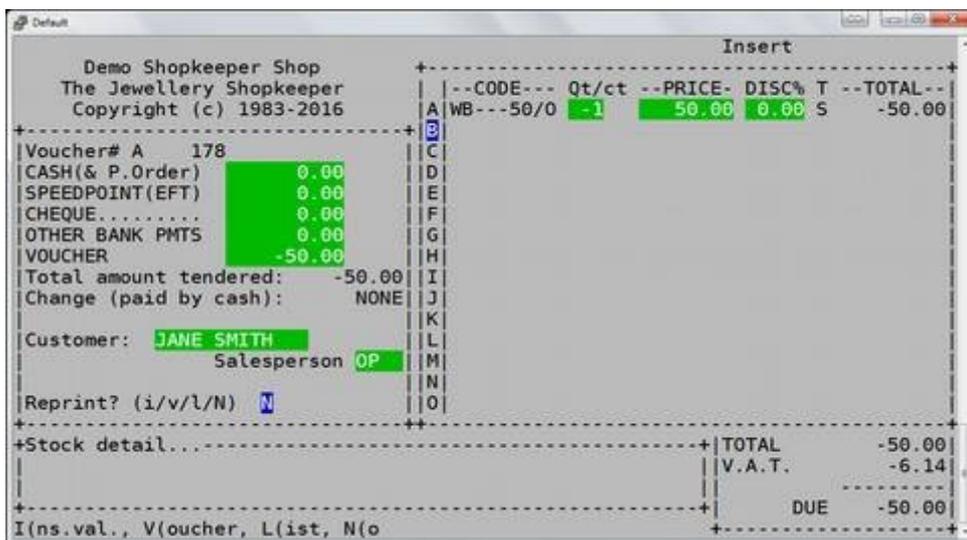
- Type in your salesman initials. (Remember to keep your initials the same for reporting purposes)



- If the details are correct, Enter on 'Y' for 'Yes'. Otherwise, type “N” to go back to the payment, on a “-” (minus sign) to go back to the stock codes. Type a “C” for 'Cancel'



- Enter on 'V' for Voucher to print to your invoice printer, 'S' skips the printing but accepts the sale, 'C' cancels the sale.

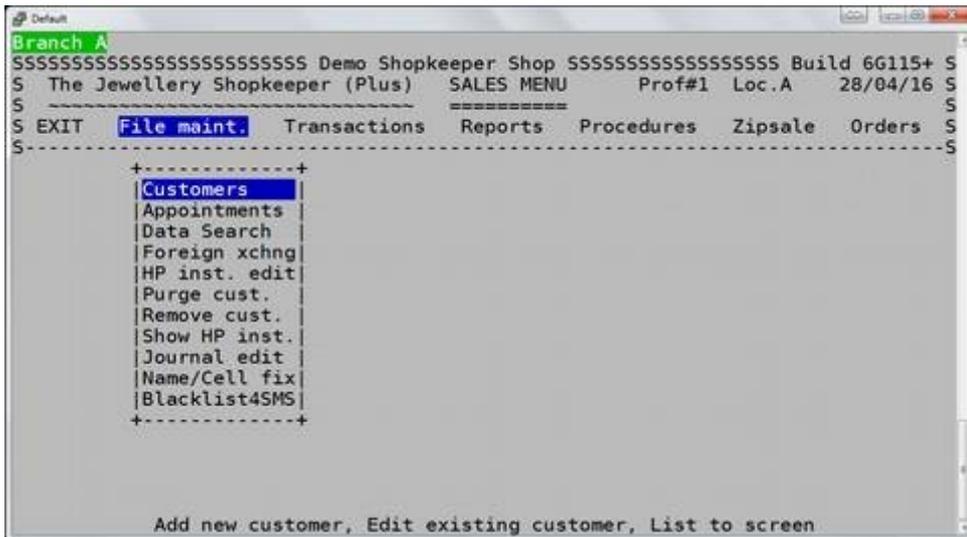


- You are able to reprint by typing the letter “V”, print a quick Insurance Valuation with the letter “I”, or Enter on 'N' for No to end the return.

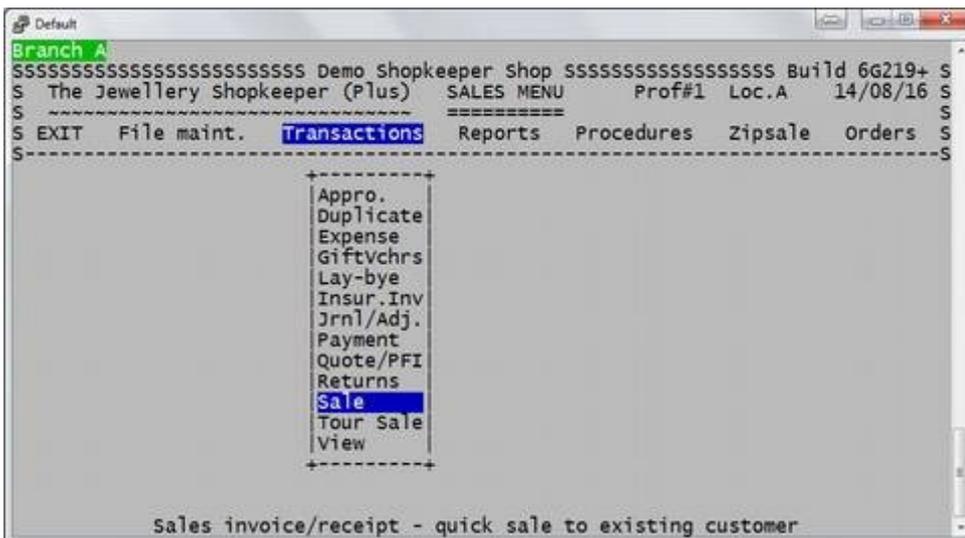
The Zipsale return is complete.

## ADDING A CUSTOMER

This can be done when doing a sale (not by Zipsale) – see “Sales → Transactions → Sale”, or it may be done beforehand:



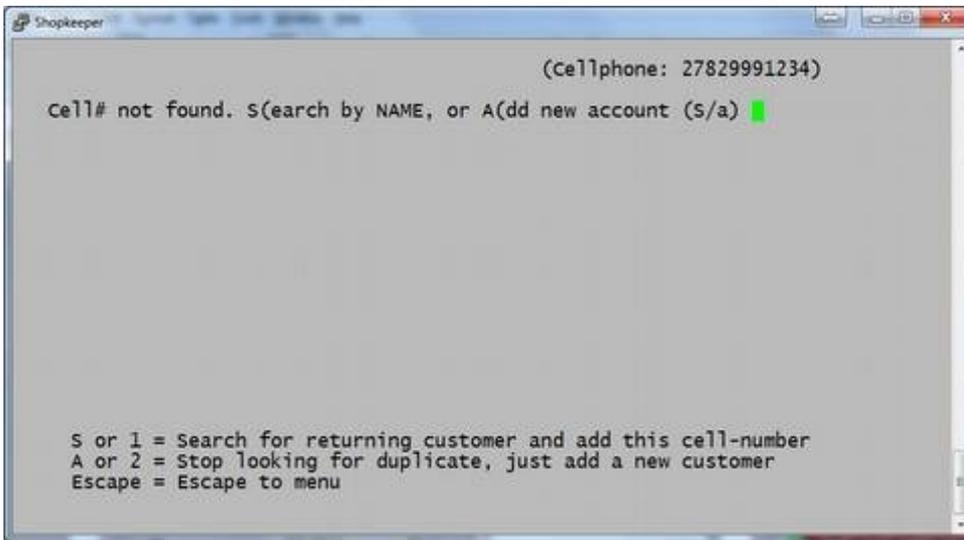
- From the Outer menu → Sales → File maint. → Customers



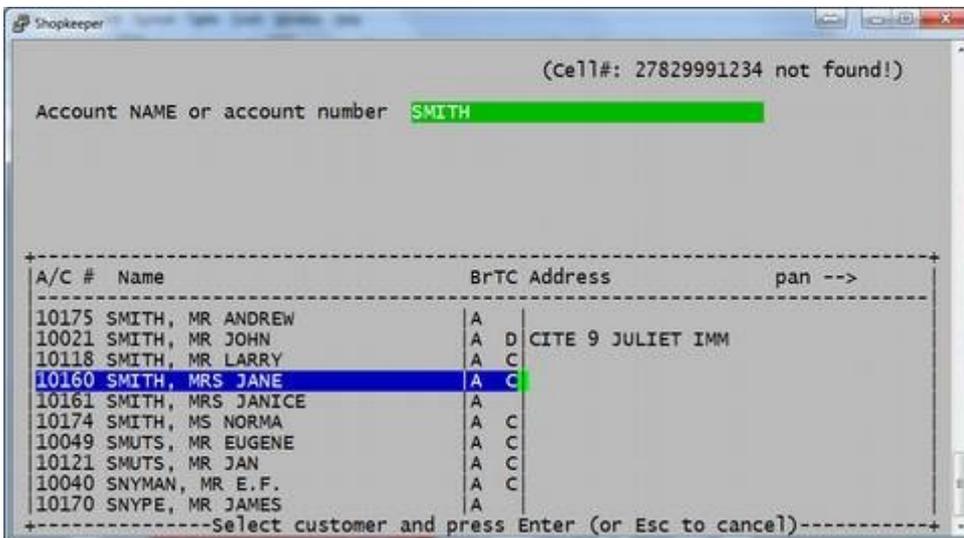
- Alternatively add the customer directly when performing the sale



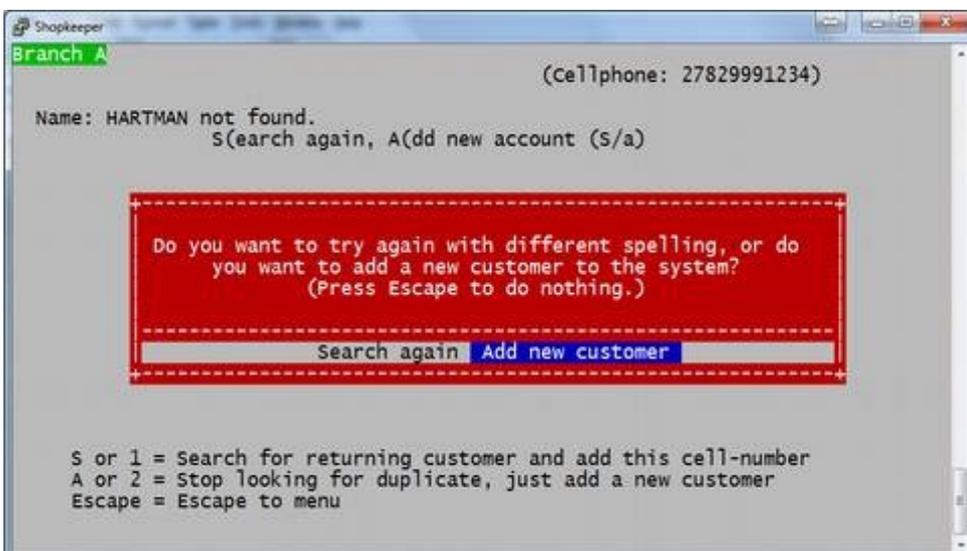
- Always search for the cellphone number first.
- Type in the cellphone number and press Enter.



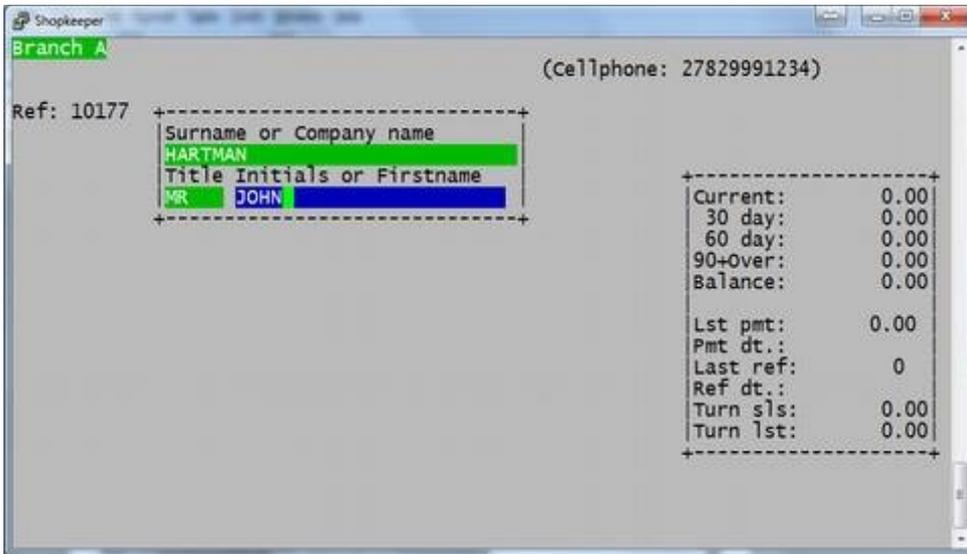
- If the cellphone number is not found, we recommend you type S to Search for the client by surname, or type A to immediately Add a new client.
- Type the first few letters of the surname and use the up and down arrow keys to search for the correct customer.



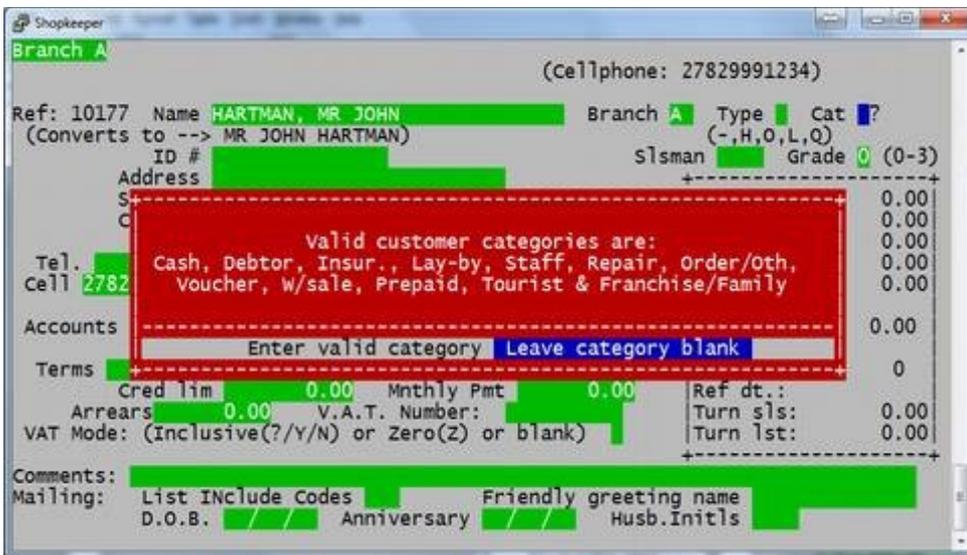
- Type in the customer surname and press Enter. If there are multiple options, scroll to select the correct customer, or press Esc to add new
- Use the right arrow key on your keyboard to scroll through additional customer information.



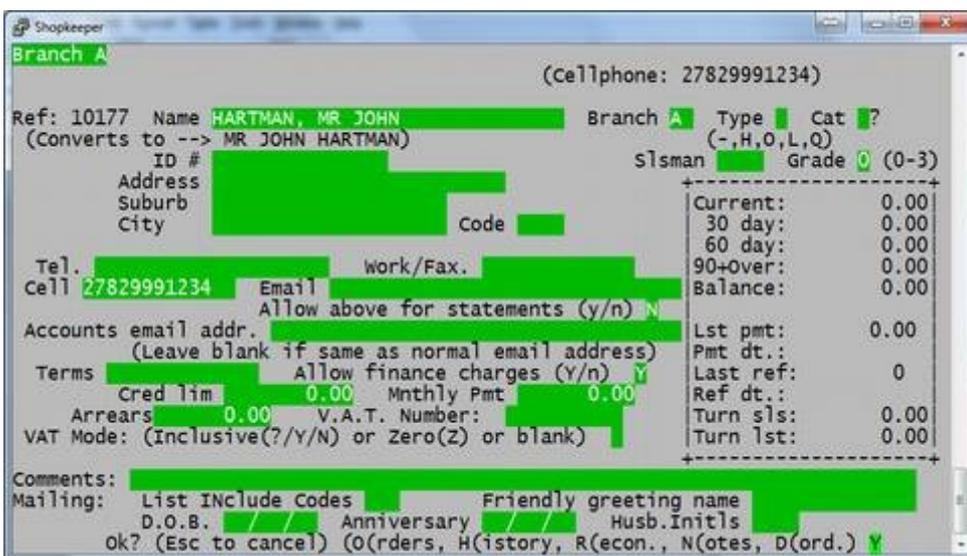
- If the customer surname is not found, press "A" to Add a new client, and "A" again to confirm



- Type the full surname, name and title.  
*If no further information (such as physical address, e-mail address or VAT number is needed (the cellphone number is already recorded as shown at the top of the screen)) press the “Pg Dn” (page down) key on your keyboard twice to get to the bottom of the screen.*



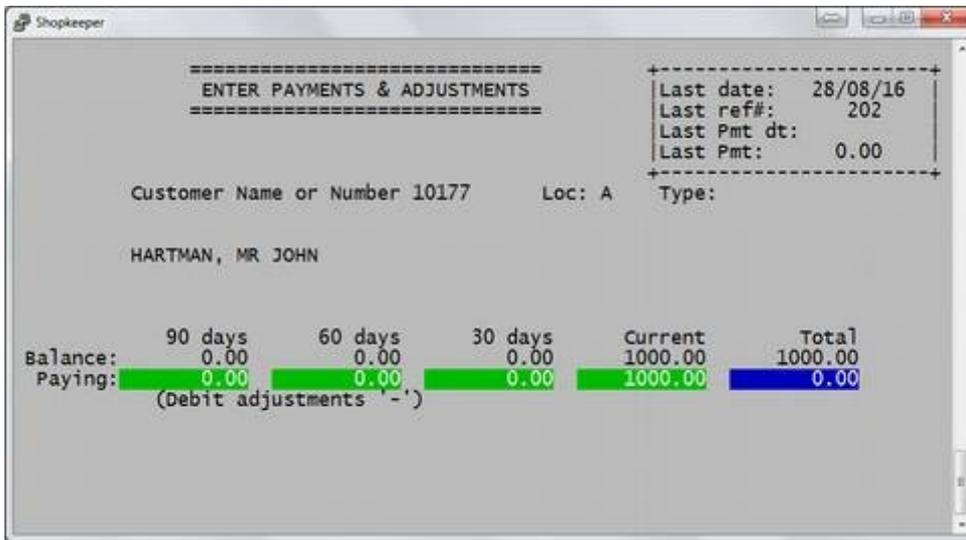
- If pressing Enter to go through the fields, the Cat may be selected to “Leave category blank”.



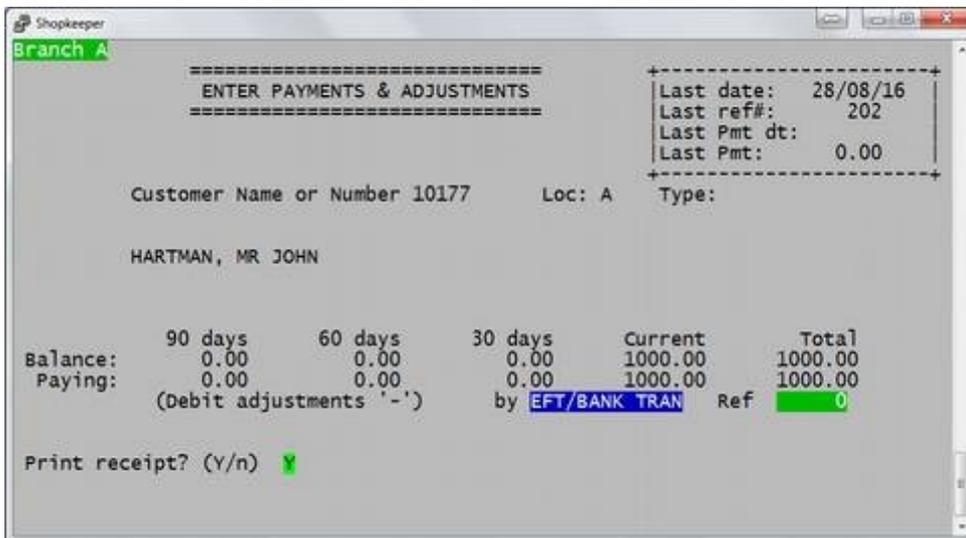
- Birthday (“D.O.B.”) and anniversary date at the bottom of the customer screen may be saved.
- Enter on “Y” to save the customer information.

The customer has been added.

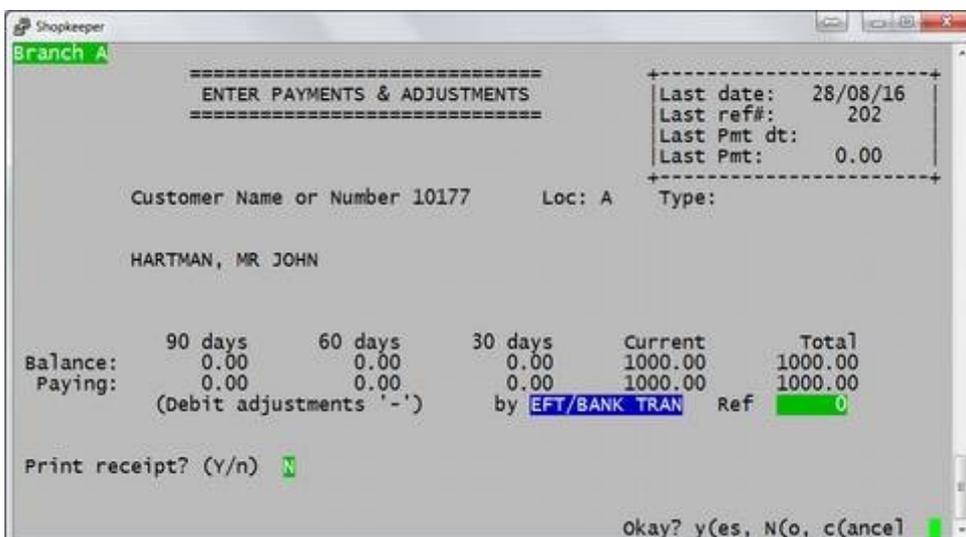




- IF the amount being paid is NOT the same as the “Total” amount OWING, type the amount being paid again into the “Total” column.
- *The computer checks to make sure that the amounts in the columns add up to the total paid.*



- Select the correct payment method, and type in a reference number in “Ref” if necessary.
- Shortcut keys for payment method:  
“C” cash  
“S” speedpoint (credit card)  
“E” EFT
- Then Enter on Y to confirm to print a receipt, or type “N” to not print a receipt.



- Type a “Y” to confirm the payment.

The payment is complete.



Shopkeeper

SALES INVOICE No. -----  
 10177 HARTMAN, MR JOHN ( 0)

Ph: 27829991234 Salesman: OP Terms Bal: 0.00  
 Comment Allergic to silver

Ln	Code	Description	mass\ct\qty	Value (incl.)	-%	Price
1	2000020/A	18ct white gold Earrings		2200.00	0.0	
2		>				
3		>				
4		>				
5		>				
6		>				
7		>				
8		>				
9		>				
10		>				
11		>				
12		>				
13		>				
14		>				
15		>				

(12.00g) In Stock: Yes 0.00

- Scan or type in the stock code to be sold at line 1
- Discount may be allocated by changing the “Value” OR by typing in a percentage discount in the “-%” column.
- Scan or type in the next code on line 2, etc, or press Enter to continue.
- Add additional information onto an invoice by typing a zero instead of a stock code into the “Code” line.

Shopkeeper

SALES INVOICE No. -----  
 10177 HARTMAN, MR JOHN ( 0)

Ph: 27829991234 Salesman: OP Terms Bal: 0.00  
 Comment Allergic to silver

Ln	Code	Description	mass\ct\qty	Value (incl.)	-%	Price
1	2000020/A	18ct white gold Earrings		2200.00	0.0	2200.00
2		>				
3		>				
4		>				
5		>				
6		>				
7		>				
8		>				
9		>				
10		>				
11		>				
12		>				
13		>				
14		>				
15		>				

Line to edit (0 to end) 0 Total Incl.Tax R 2200.00

- “Line to edit” allows you to go back to a line number to fix any mistakes, otherwise Enter on 0 (zero) to continue.

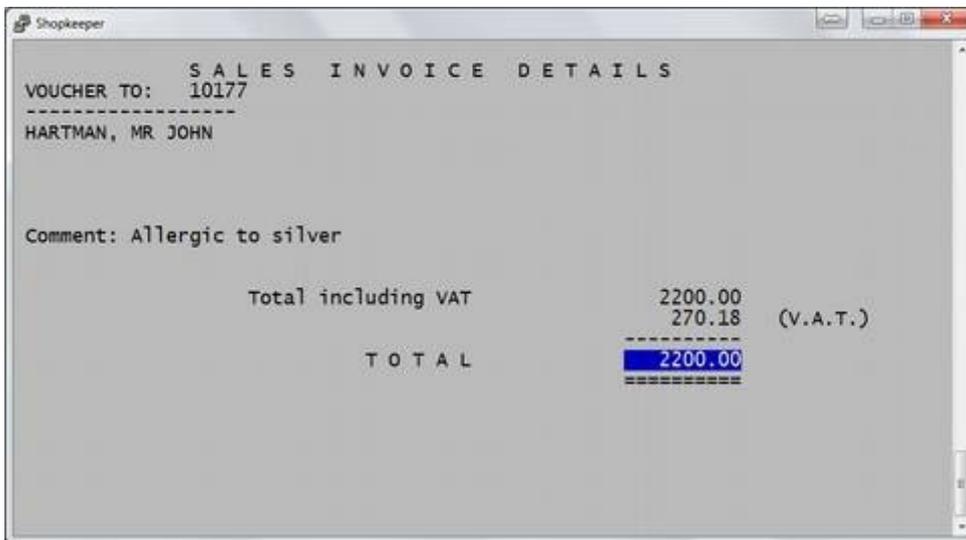
Shopkeeper

SALES INVOICE DETAILS

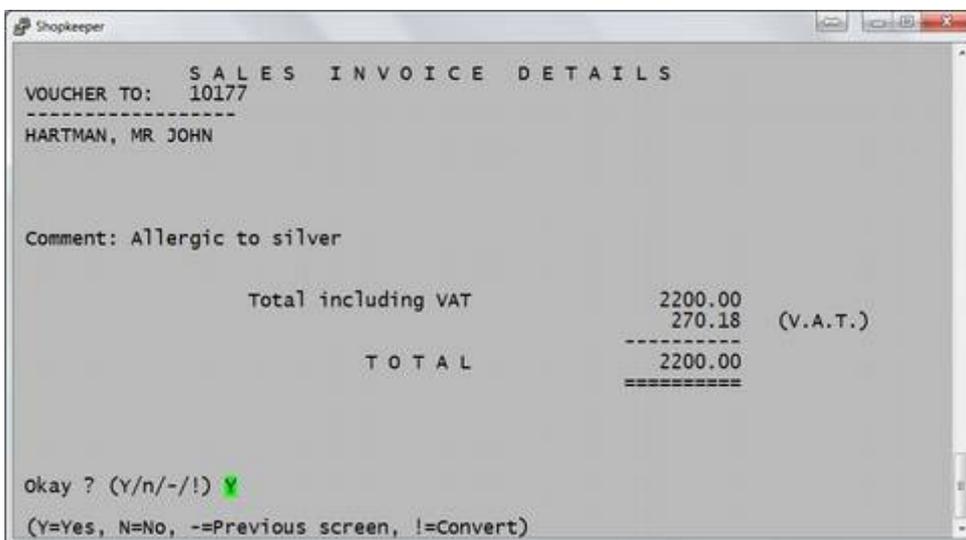
VOUCHER TO: 10177 Optional: Account for 'SHIPPED TO' data  
 HARTMAN, MR JOHN or N(ote on original only.)

Comment: Allergic to silver

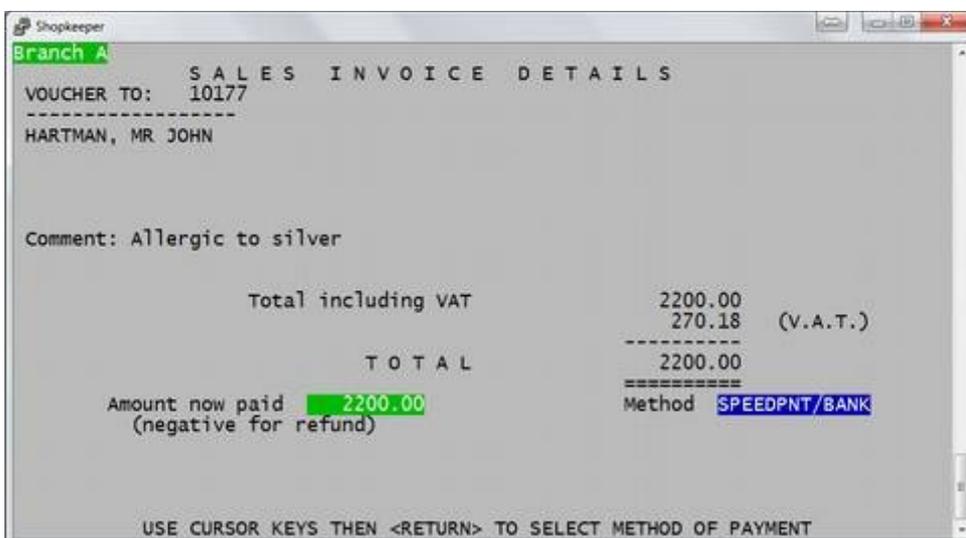
- “SHIPPED TO” field allows you to type in an additional address that will be printed on the invoice.
- Or type “N” and enter to add text on the invoice (this text is not saved for duplicates or history”
- If there is no additional address, press Enter



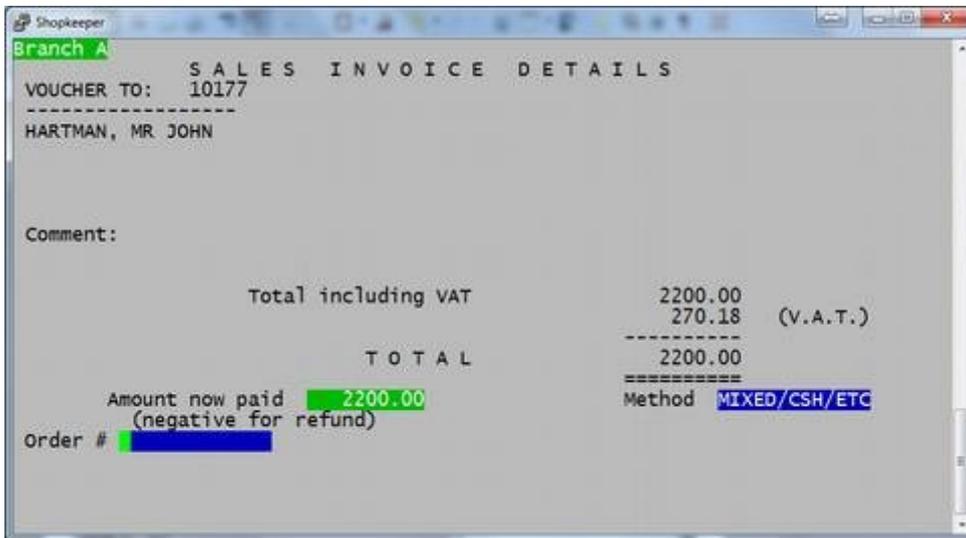
- “TOTAL” amount invoiced is another place where the discount may be allocated. If a lower amount is typed in, an equal discount percentage will be given to each item on the first screen of the invoice.



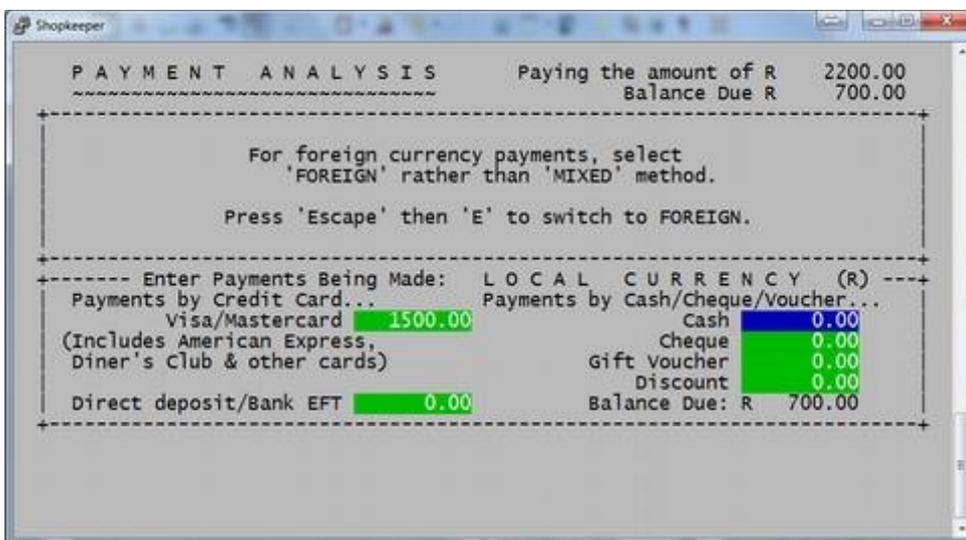
- “Okay?” allows you to go back to the previous screen by typing a “-” (minus sign) or back to the top of the current screen by typing an “N”.
- Typing an “!” (exclamation mark) converts the Sale into a Quote.
- If everything is correct, press Enter on the “Y”



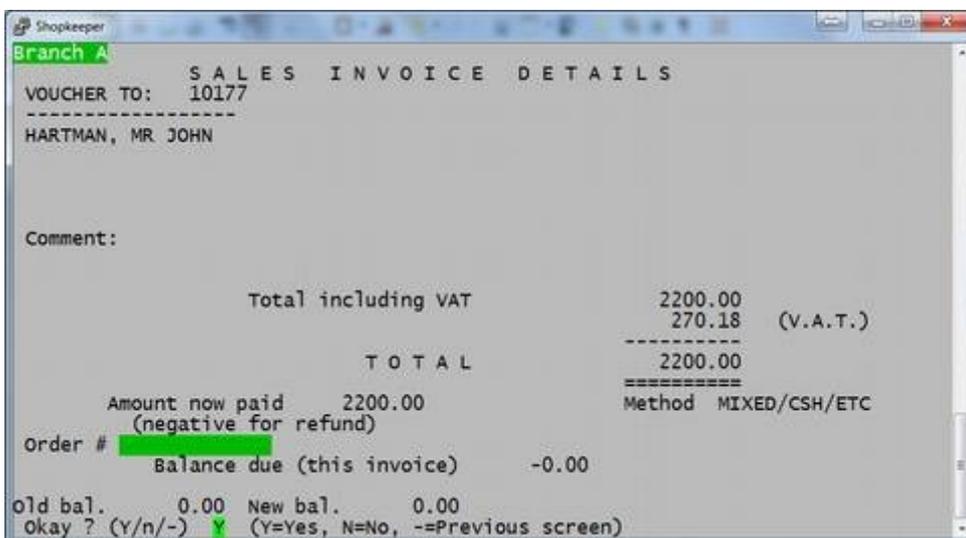
- Type in the amount of money being paid by the client at “Amount now paid” and press Enter
- At “Method” use the up and down arrow keys to select how the money was paid.
- Default is cash, or type “S” for speedpoint (credit card), or “M” for Mixed.
- Ensure that the amount being paid and the method are correct for checking the banking at day end.



- “Order” may be left blank, or type a brief description (eg. “PENDANT” or “RING”) for easy reference on the account.



- If method was “Mixed”, you will be prompted to enter the amounts next to each method of payment.
- This will also help calculate the balance to be paid after each method shown in the top right and bottom right corners.



- Pressing Enter on “Okay? (Y/n/-) Y” will complete the sale.
- Typing an “N” will take you back to the top of the current screen if you need to make a correction
- Typing a - (minus sign) will take you back to the previous screen to make any corrections.

```

Shopkeeper
SALES INVOICE DETAILS
VOUCHER TO: 10177
-----
HARTMAN, MR JOHN

Comment:

Total including VAT                2200.00
                                   270.18 (V.A.T.)
-----
TOTAL                              2200.00
=====
Amount now paid      2200.00      Method MIXED/CSH/ETC
(negative for refund)

Order # [REDACTED]
      Balance due (this invoice)  -0.00

Old bal.    0.00  New bal.    0.00

O K A Y   T O   P R I N T ? (s(kip, v(oucher, e(mail or c(ancel) 

```

- Enter on “V” to print a receipt and complete the sale.
- Type a “C” to cancel the sale.

```

Shopkeeper
POSTING TRANSACTION - DO NOT INTERRUPT
(Saved './jtemp/odessa/duptempl.mem')
(Copied './jtemp/ode
(Added sale to journ
(Updated merchandise
(Added to journals a
(Updated customer fi
(Updated control acc
(Updated VAT control
Transaction Processed

```

- Wait until the “Transaction Processed” message disappears

```

Default
POSTING TRANSACTION - DO NOT INTERRUPT
(Saved './jtemp/odessa/duptempl.mem')
(Copied './jtemp/odessa/dupbody1.dbf')
(Added sale to journal)
Buyout..
(Added to journals and history)
(Updated customer file)
(Updated control account)
(Updated VAT control)

Reprint? (i/v/e/n/d) 
I(nsurance val., V(oucher, E(mail, N(o, D(eliv.

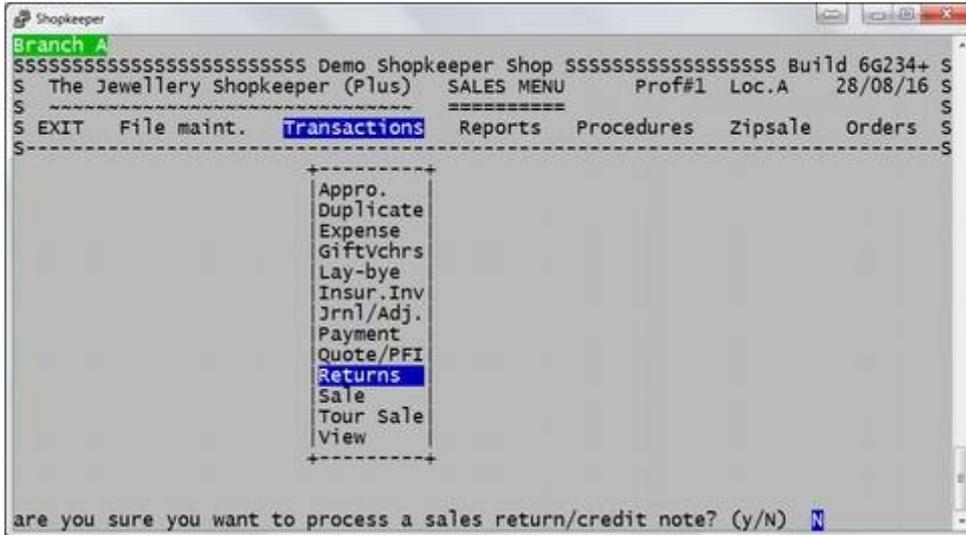
```

- The sale is now processed
- Type “V” to reprint the receipt.
- Type “I” to create an insurance valuation.
- Type “E” to e-mail the receipt..
- Type “N” to return to the Sales Menu.

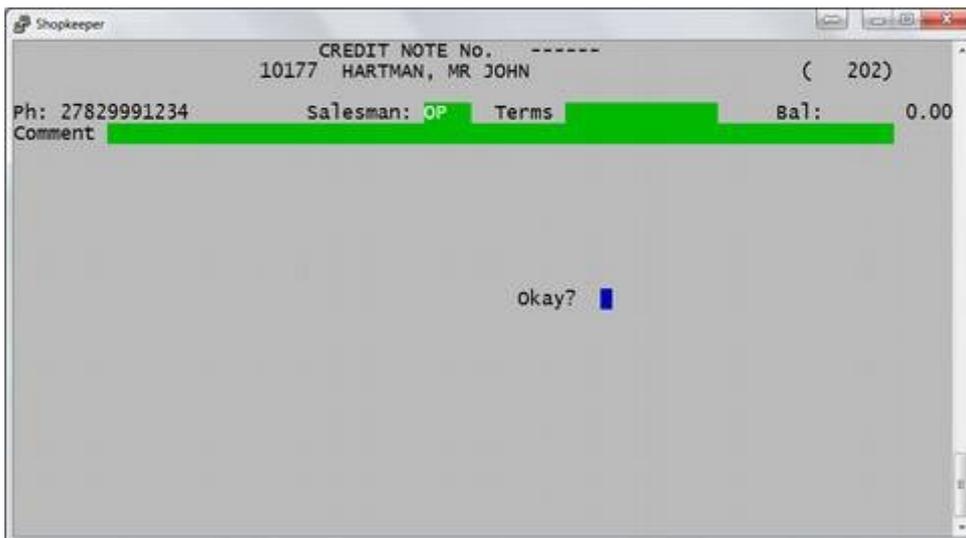
The sale is complete.

## CUSTOMER RETURN

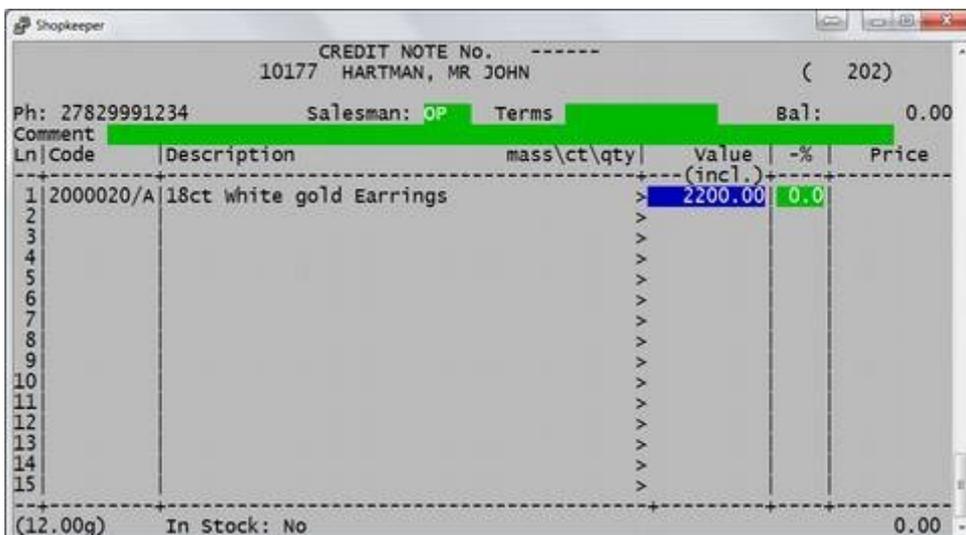
Use this method of return when a customer returns an item that was bought by Customer Sale, so that the history may be stored on the client's account.



- From the Outer Menu Enter on 'Sales', then select "Returns"  
*Or type the letter "S" for sales, "T" for Transactions, and "R" for Returns.*
- A caution message appears at the bottom of the screen to make sure that you want to process a return - type a "Y" for Yes.



- Type in the customer's cellphone number, or the first few letters of the customer surname.
- Press Enter until "Okay?" then type "Y" for Yes.



- Type in the stock of the item being returned
- *If the customer has lost their receipt, take note of the customer number, and find the stock code under Sales → Reports → History*
- If the stock code is a merchandise item (starts with a number instead of a letter), the discounted price will be remembered, otherwise make sure to refund the correct amount.

Shopkeeper

CREDIT NOTE No. -----  
 10177 HARTMAN, MR JOHN ( 202)

Ph: 27829991234 Salesman: OP Terms Bal: 0.00  
 Comment

Ln	Code	Description	mass\ct\qty	Value (incl.)	-%	Price
1	2000020/A	18ct White gold Earrings	>	2200.00	0.0	-2200.00
2			>			
3			>			
4			>			
5			>			
6			>			
7			>			
8			>			
9			>			
10			>			
11			>			
12			>			
13			>			
14			>			
15			>			

Line to edit (0 to end) 0 Total Incl.Tax R -2200.00

- “Line to edit” allows you to go back to a line number to fix any mistakes, otherwise Enter on 0 (zero) to continue.

Shopkeeper

CREDIT NOTE DETAILS

VOUCHER TO: 10177 Optional: Account for 'SHIPPED TO' data  
 HARTMAN, MR JOHN or N(ote on original only.)

Comment:

- “SHIPPED TO” field allows you to type in an additional address that will be printed on the invoice.
- Or type “N” and enter to add text on the invoice (this text is not saved for duplicates or history”
- If there is no additional address, press Enter

Shopkeeper

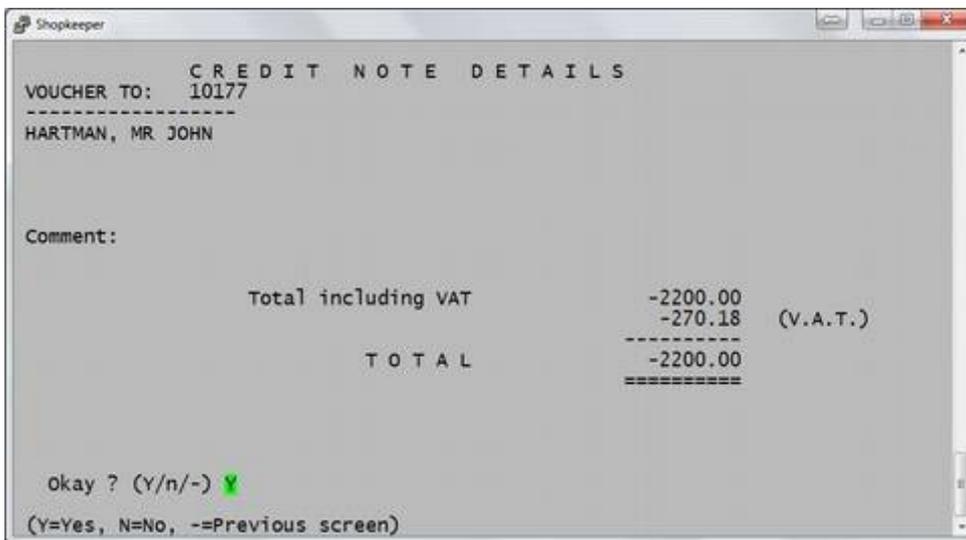
CREDIT NOTE DETAILS

VOUCHER TO: 10177  
 HARTMAN, MR JOHN

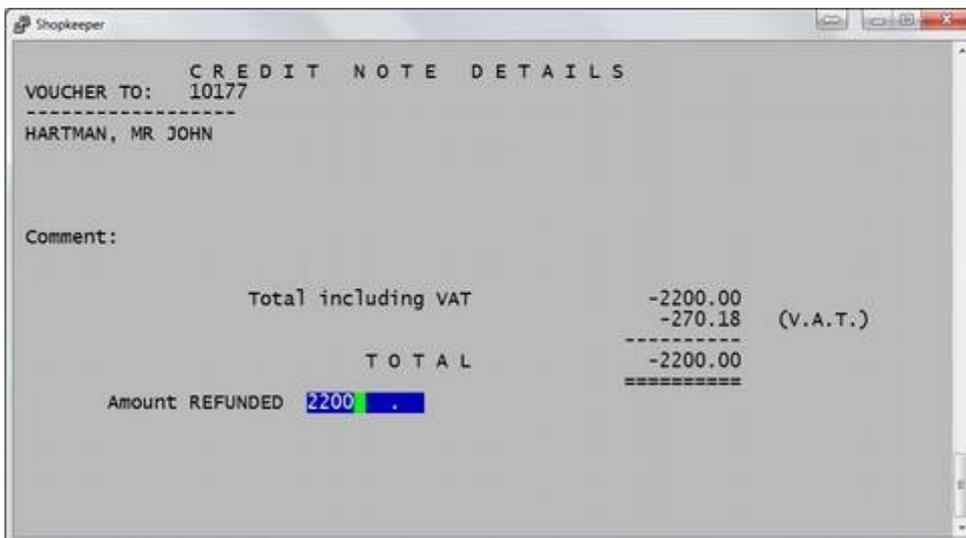
Comment:

Total including VAT -2200.00  
 -270.18 (V.A.T.)  
 TOTAL 2200.00

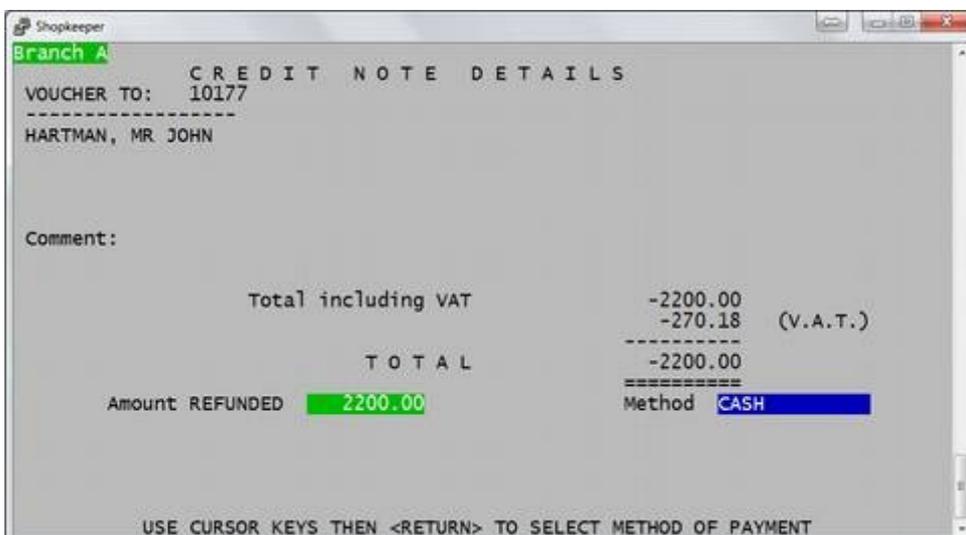
- “TOTAL” is the amount being refunded.



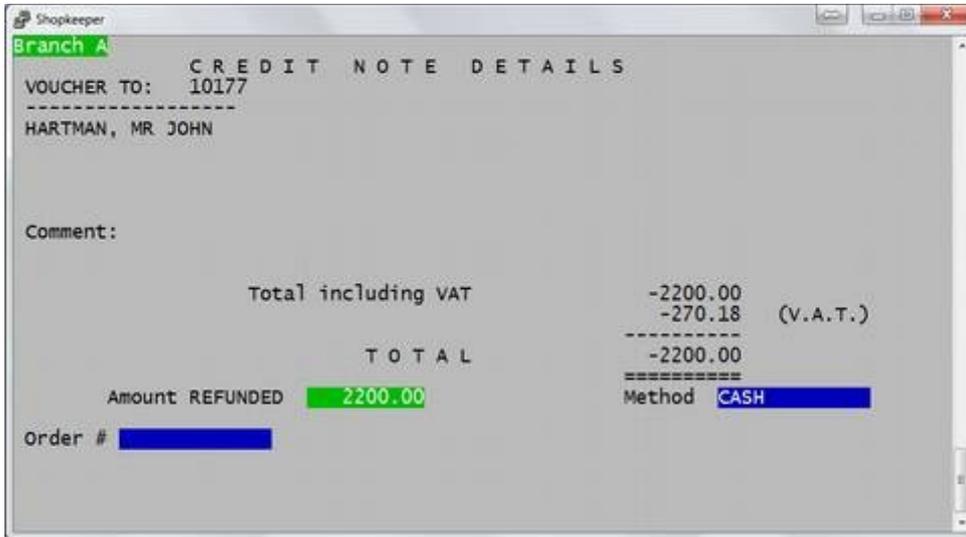
- “Okay?” allows you to go back to the previous screen by typing a “-” (minus sign) or back to the top of the current screen by typing an “N”.
- If everything is correct, press Enter on the “Y”



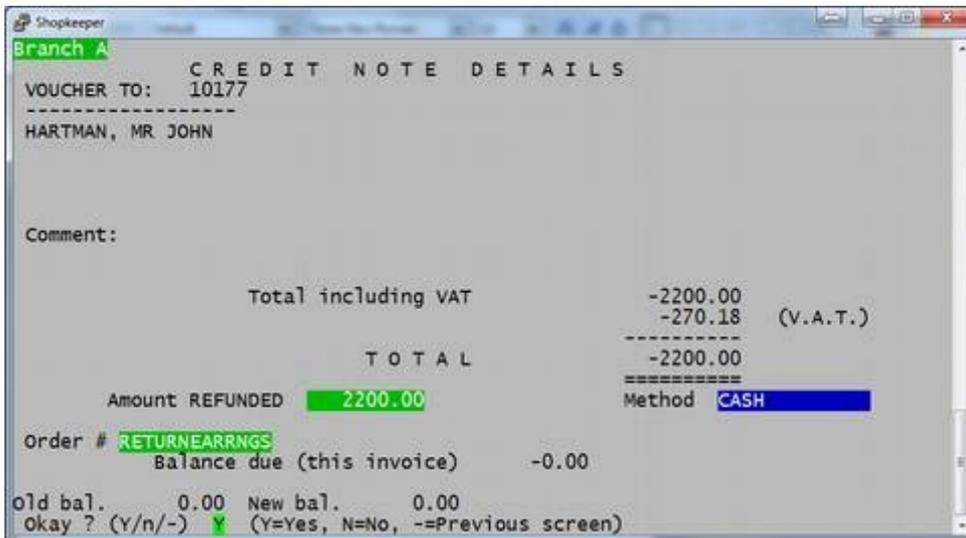
- Type in the amount being refunded WITHOUT a minus sign



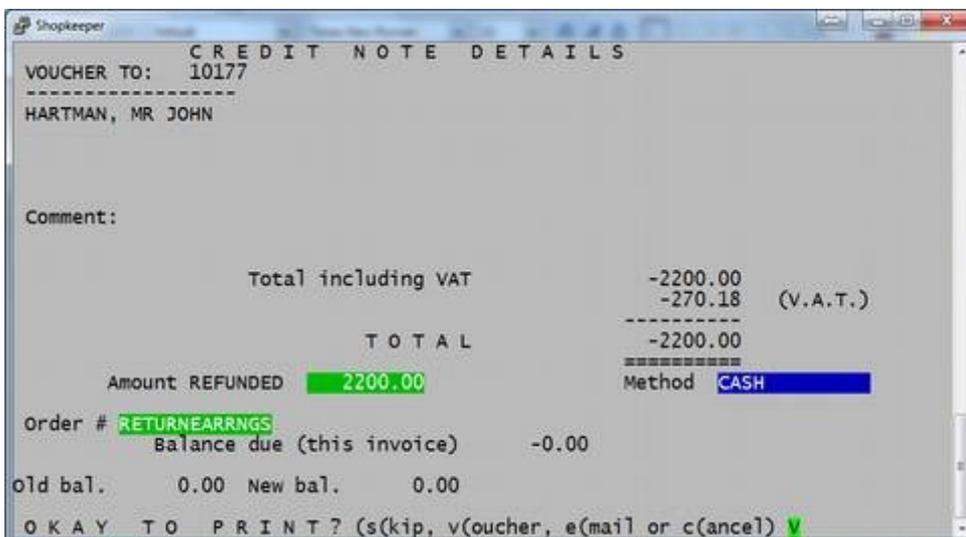
- At “Method” use the up and down arrow keys to select how the money was refunded.
- Default is cash, or type “S” for speedpoint (credit card), or “M” for Mixed.
- *Ensure that the amount being refunded and the method are correct for checking the banking at day end.*



- “Order” may be left blank, or type a brief description (eg. “RINGRETURN” OR “DAMAGED”) for easy reference on the account.



- Enter on “Okay? (Y/n/-) Y” will complete the sale.
- Typing an “N” will take you back to the top of the current screen if you need to make a correction
- Typing a - (minus sign) will take you back to the previous screen to make any corrections.



- Enter on “V” to print the receipt and complete the sale.

```
Shopkeeper
POSTING TRANSACTION - DO NOT INTERRUPT
(Saved './jtemp/odessa/duptempl.mem')
(Copied './jtemp/ode
(Added sale to journ
(Updated merchandise
(Added to journals a
(Updated customer fi
(Updated control acc
(Updated VAT control
```

- Wait until the “Transaction Processed” message disappears

```
Shopkeeper
POSTING TRANSACTION - DO NOT INTERRUPT
(Saved './jtemp/odessa/duptempl.mem')
(Copied './jtemp/odessa/dupbody1.dbf')
(Added sale to journal)
(Updated merchandise number 2000020)
(Added to journals and history)
(Updated customer file)
(Updated control account)
(Updated VAT control)

Reprint? (i/v/e/n/d) █
I(nsurance val., V(oucher, E(mail, N(o, D(eliv.
```

- Reprint the receipt by pressing “V”

The return is complete.