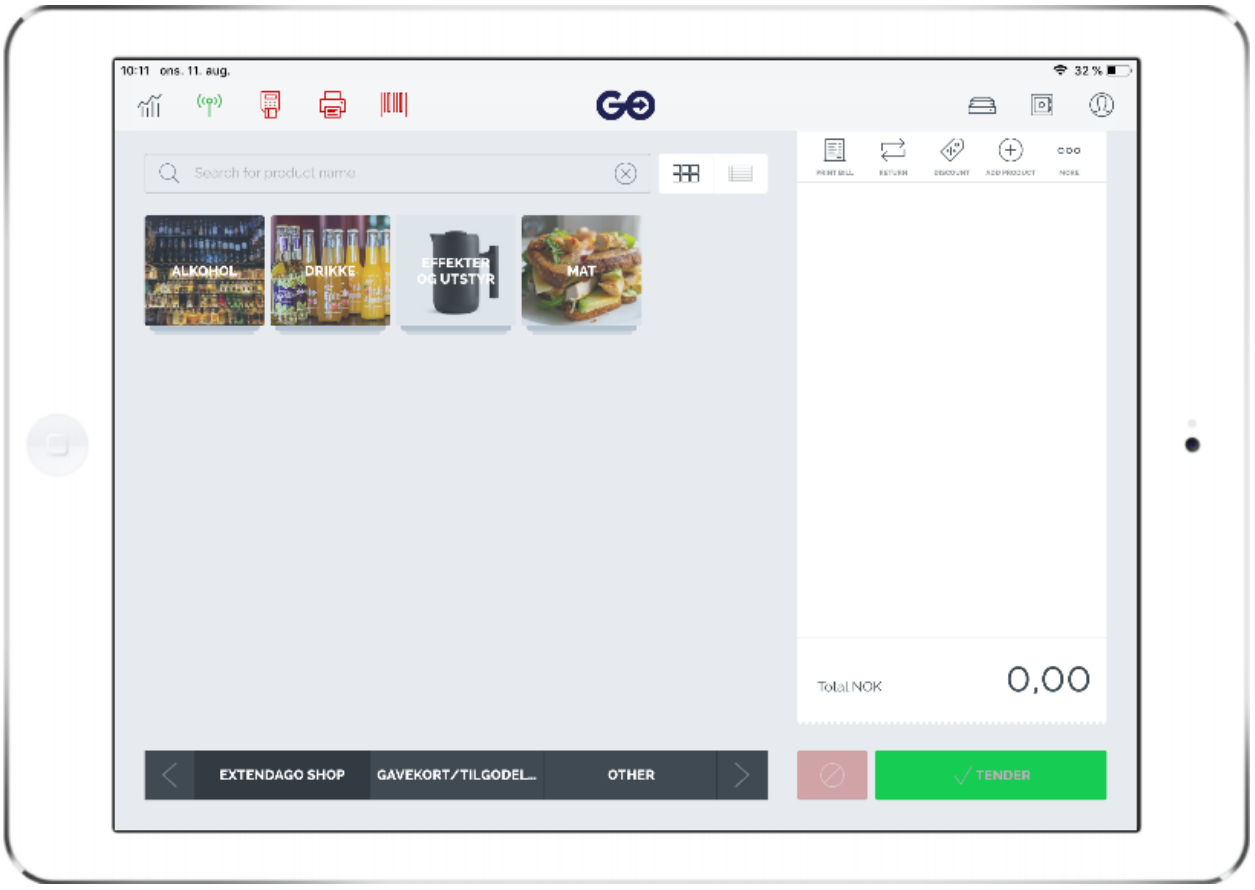
Extenda GoPos

Partners - Product training

Last updated 2021-11-08



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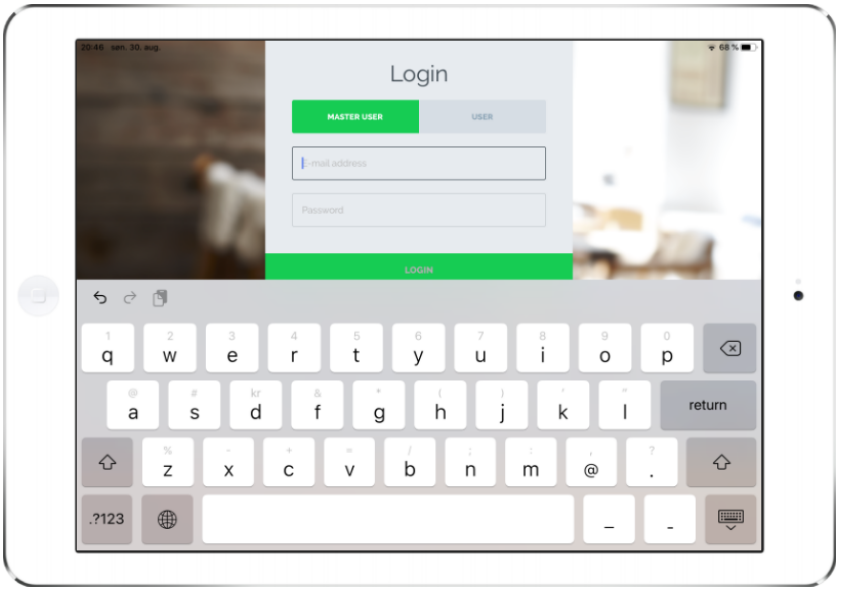
1. Activate Point Of Sale (POS)

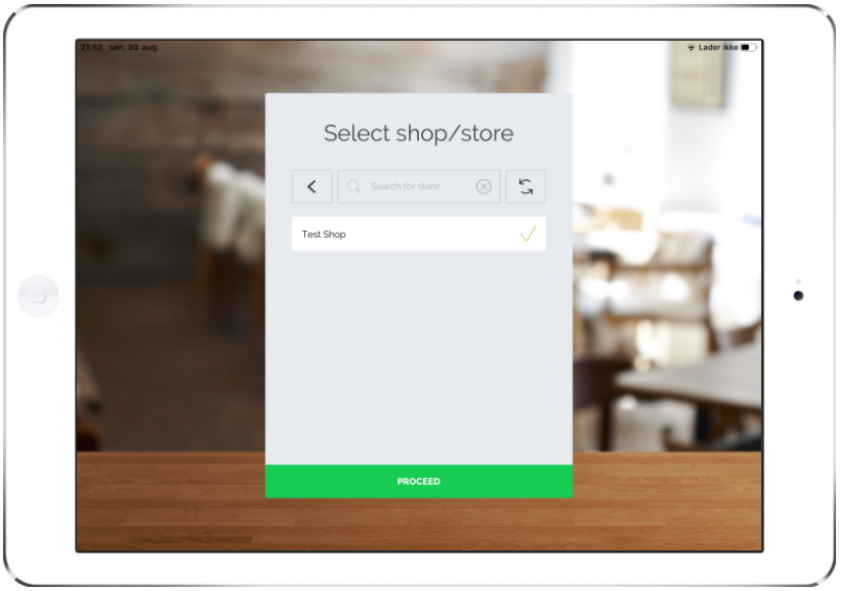
Open and login to ExtendaGO POS POS

Log in with the same credentials as when you created the account.



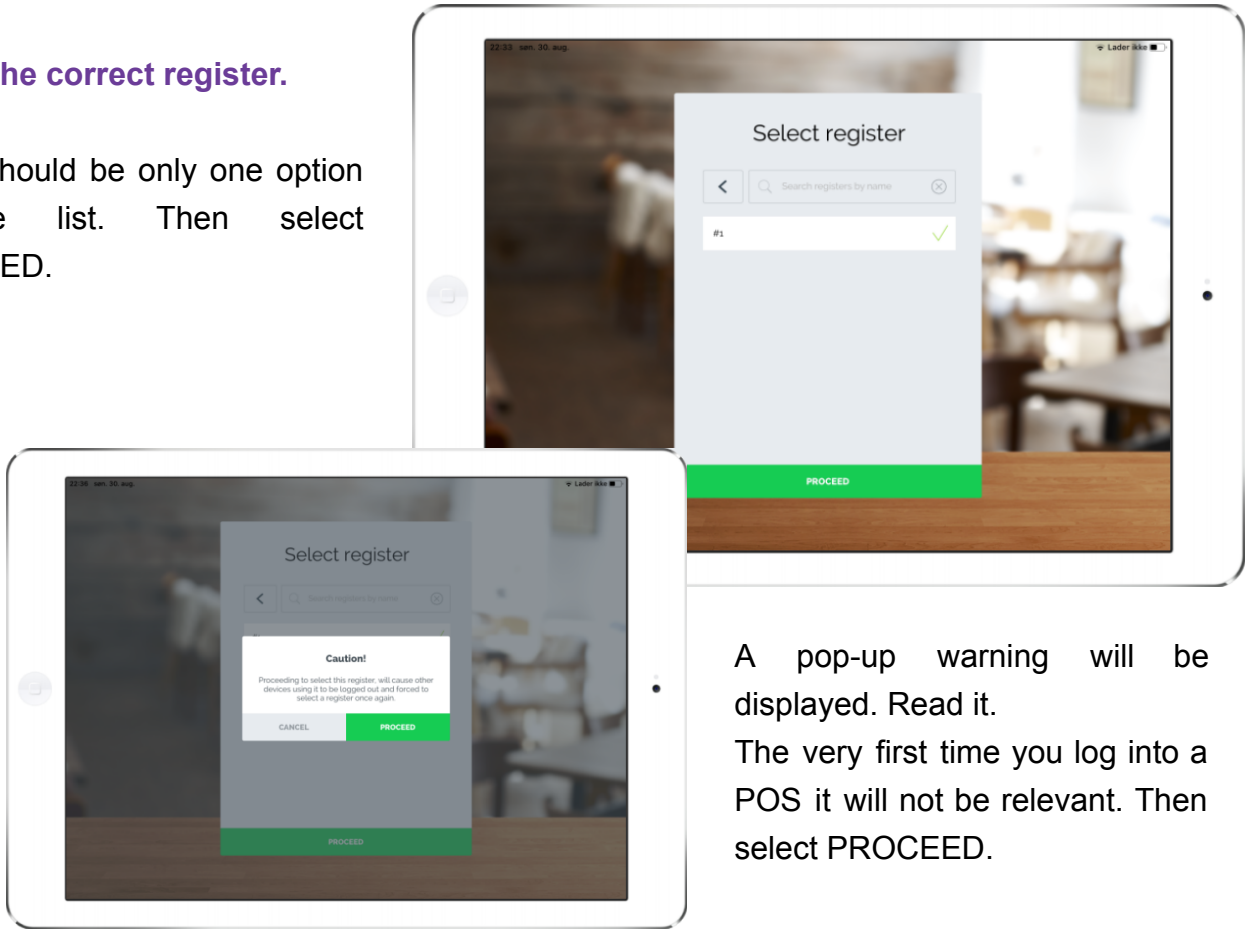
Select the correct shop/store.

First time there should be only one option in the list. Then select PROCEED.
POS application will download relevant store and product information.



Select the correct register.

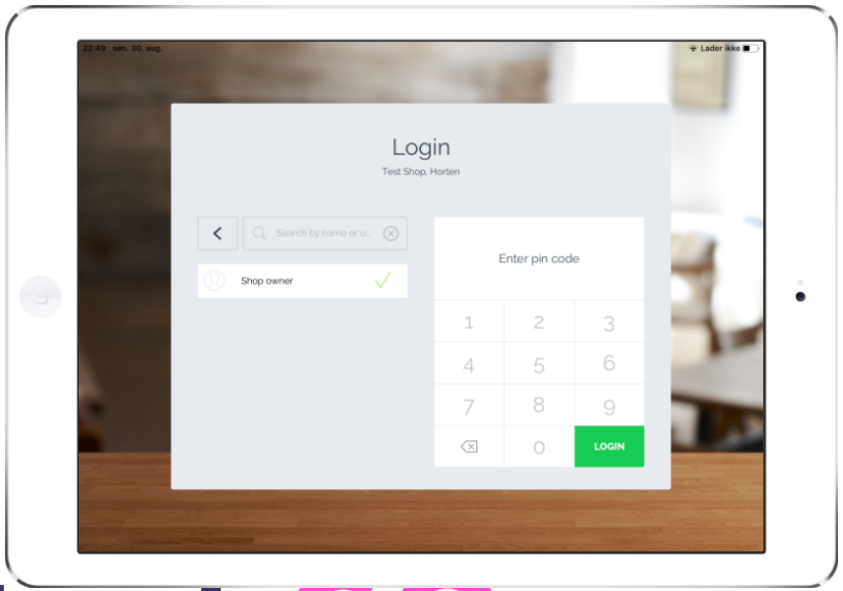
There should be only one option in the list. Then select PROCEED.



A pop-up warning will be displayed. Read it.
The very first time you log into a POS it will not be relevant. Then select PROCEED.

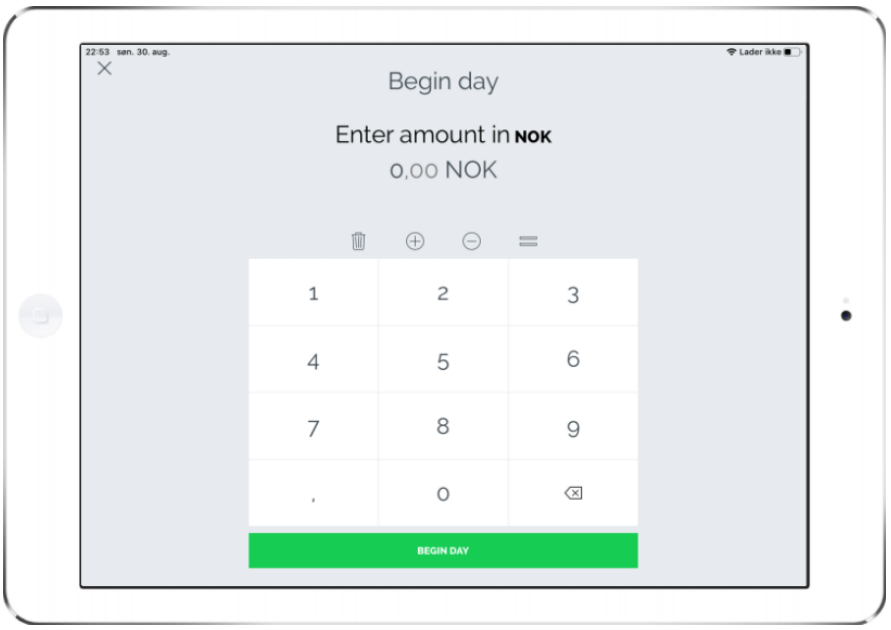
Select the correct cashier.

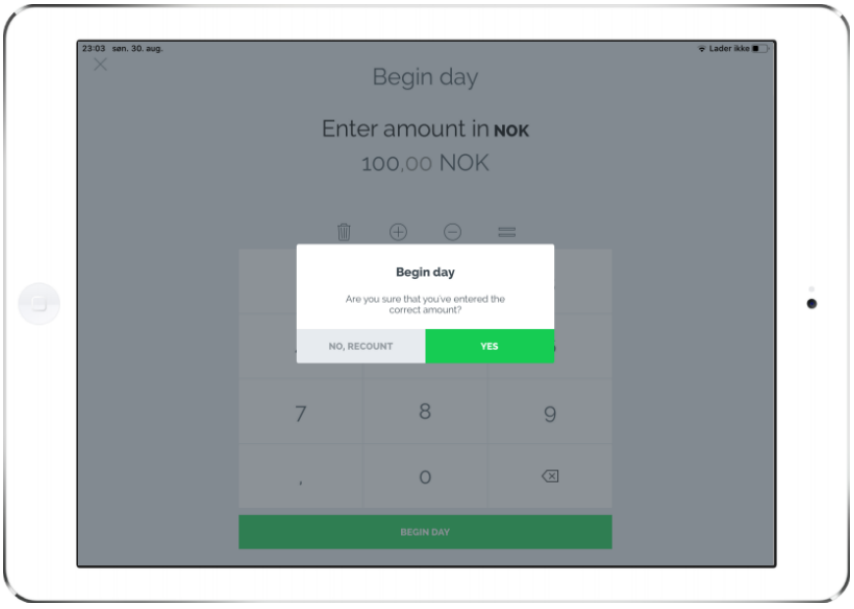
Select the cashier “Shop Owner” and then LOG IN.
Note! As default there is no pin code required.



Enter cash amount.

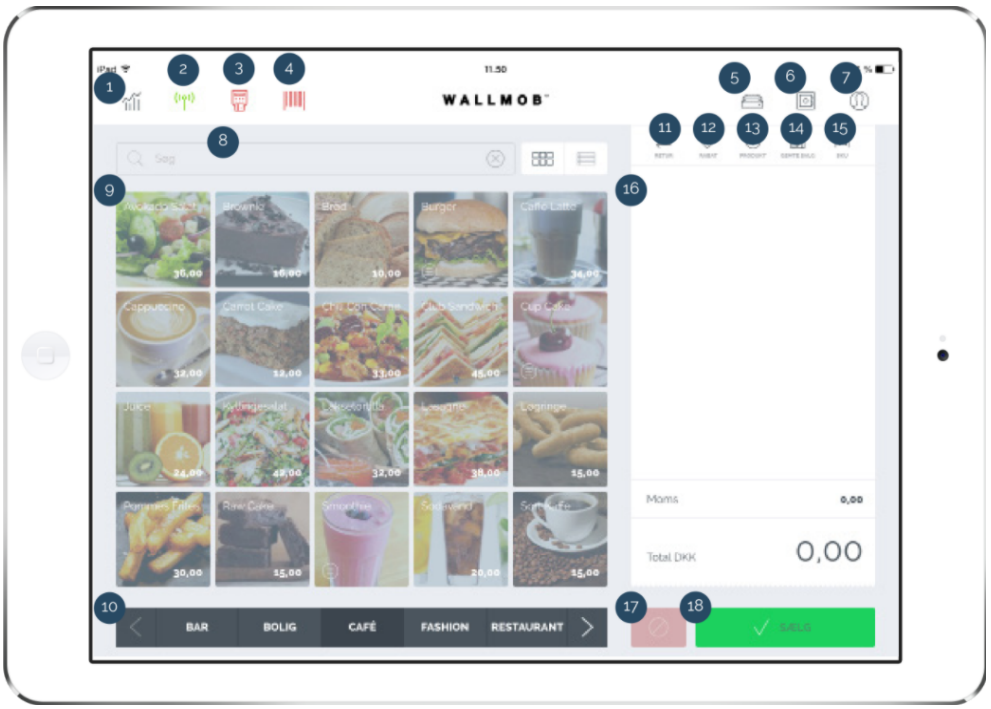
If there is a cash amount (for change) in the POS, please enter the amount.





You will then be prompted to make sure you've entered the correct amount.
Select **YES**.

Point of Sale - Sales window



1. BACK OFFICE
Here you can go to sales statistics, user settings, and setup of hardware such as bank terminals and printers.

2. SYNCHRONIZATION
This icon indicates whether the checkout is on - or offline - and synchronized with the database.

3. TERMINAL STATUS
This icon indicates if it is connection between the box and possibly connected to a bank terminal (ISMP Companion).

4. SCANNER FUNCTION
Here you can switch on and off, if necessary, the scanner (thus saving battery when this is not in use). Including a scanner at any bank terminal.

5. OPEN CASH DRAWER
Opens the cash drawer

6. EOD (END-OF-DAY)
Here you start the box's EOD-process, where one counts up the current turnover and ends the day.

7. PROFILE
Here you can see who is logged on. It is also possible to log out the current user.

8. SEARCH
Here you can search for products in the product window

9. PRODUCTS
All the products that are created in the product catalog of ExtendaGO POS back office.

10. CATEGORY
Here you can see the products sorted by category.

11. RETURN
Here you can return products which the customer does not want.

12. DISCOUNT
Here you can add discounts.

13. ADD MANUAL LINE
Here you can manually add one product for the receipt

14. PARK SALE
Here you can park the sale, as well bring it back at a later date point.

15. SEARCH SKU
Here you can search for a product via a specified SKU code.

16. RECEIPT
Here you can see the products that has been sold so far on the receipt

17. CANCELLATION
By pressing the red 'Cancel' button, you can cancel a sale.

18. PAY
By pressing the green 'Pay' the button continues to the payment window.

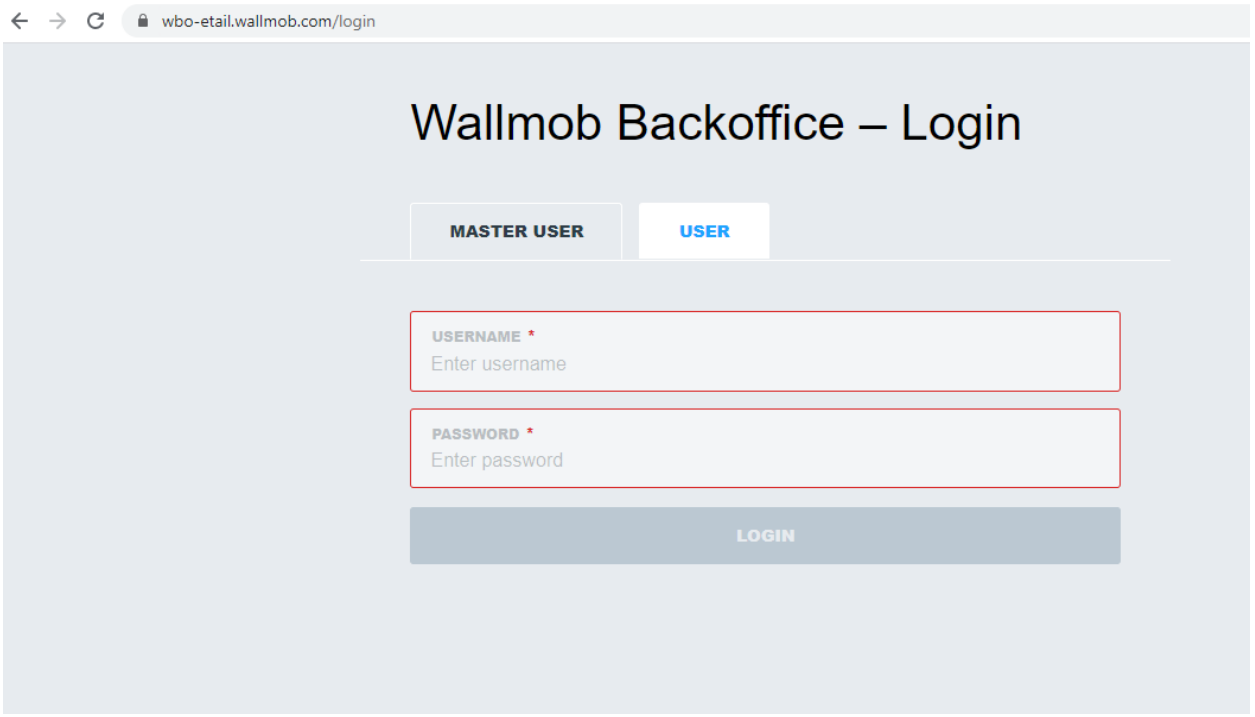
extendaGO

extendaGO

Login to your backoffice

Go to: https://wbo-etail.ExtendaGO POS.com/

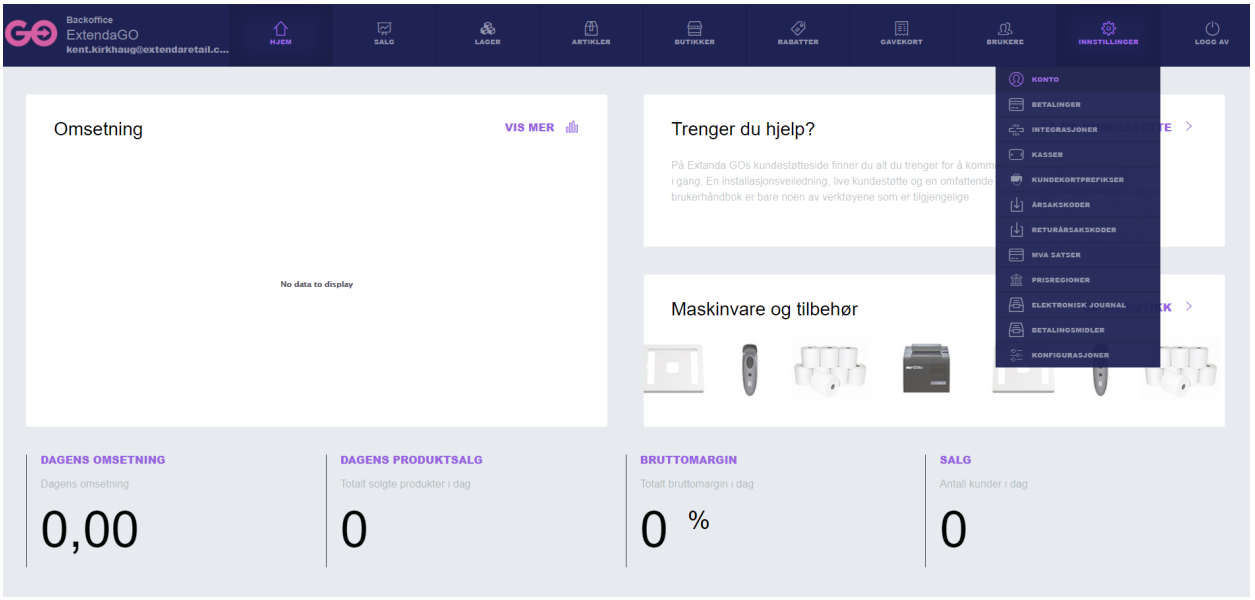
Use the email and password registered to log in to backoffice:



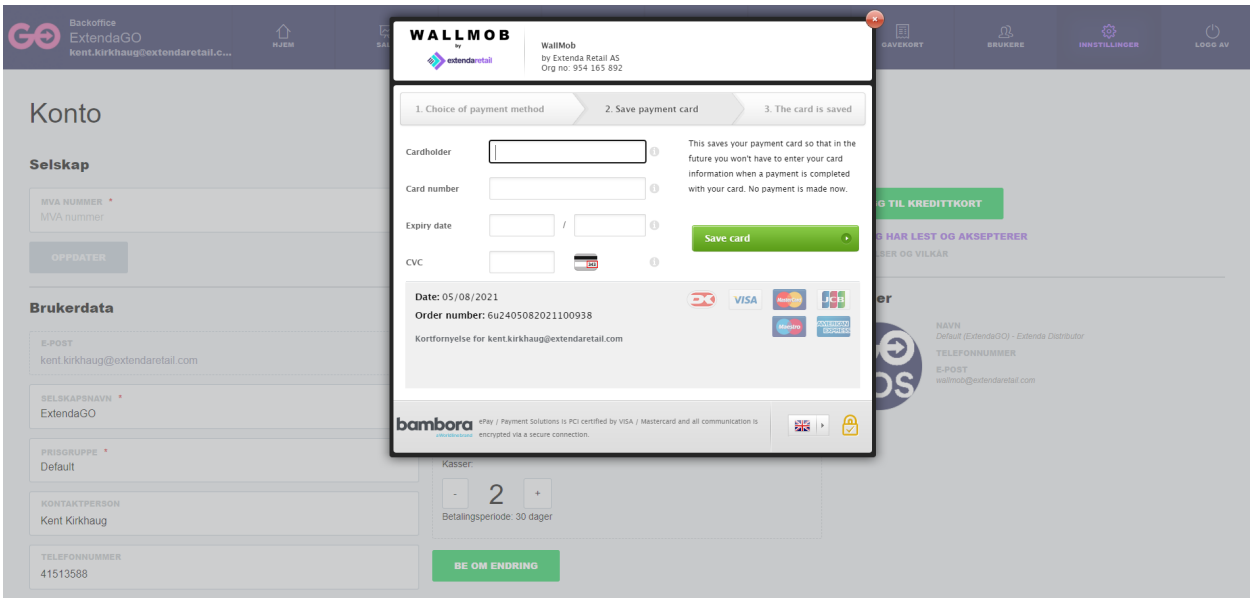
Add payment method

First Month using ExtendaGO POS will always be free of charge. To ensure that your license

will stay active you should add payment card details. Add payment card details using dropdown menu SETTINGS - ACCOUNT.



Then agree to the terms and select ADD CREDIT CARD. Add the details and select SAVE CARD.

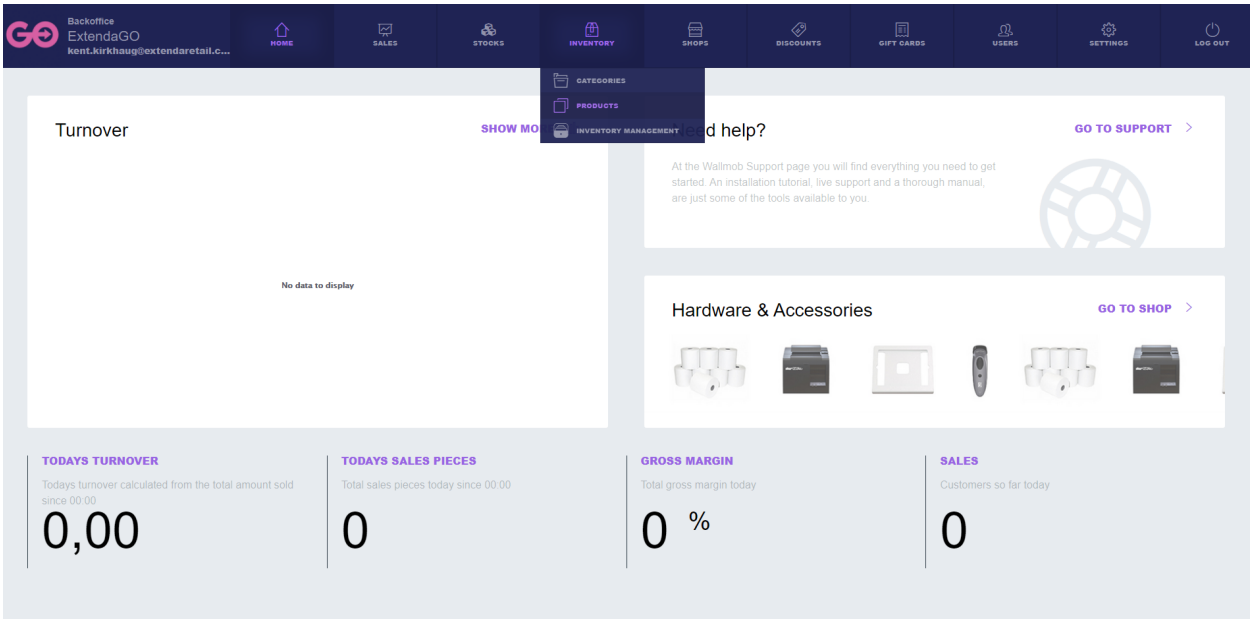


For invoic option contact your local ExtendaGO POS supplier.

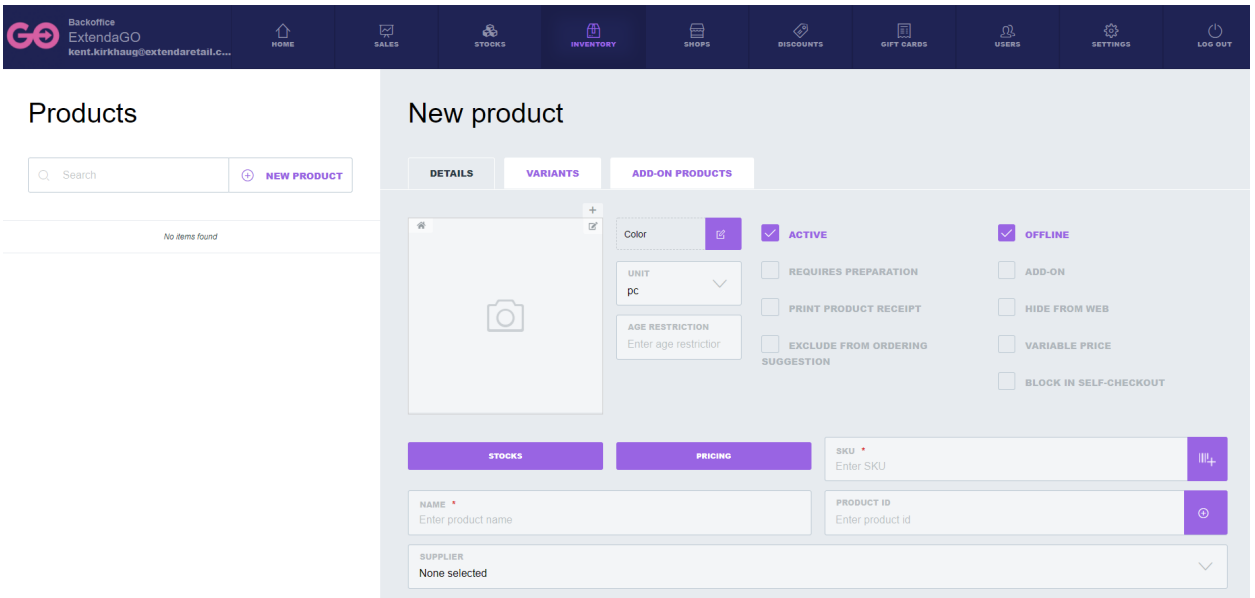
2. Add products

Add your products

Add your product using dropdown menu INVENTORY - PRODUCTS.



Enter product details. Be thorough. Good basic data is important for the rest of the business. Note that name and SKU are required fields. Select SAVE PRODUCT when ready.

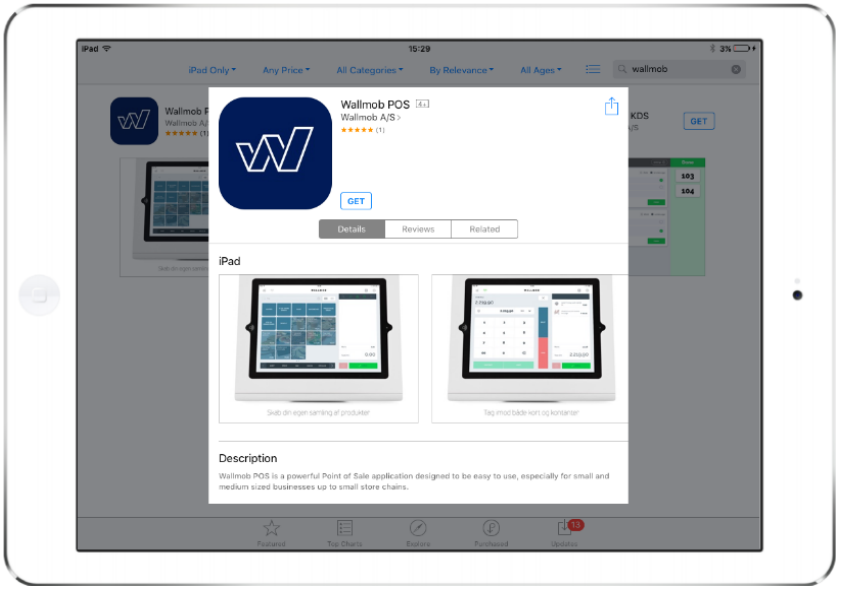


Repeat for all your products.

3. Activate Point Of Sale (POS)

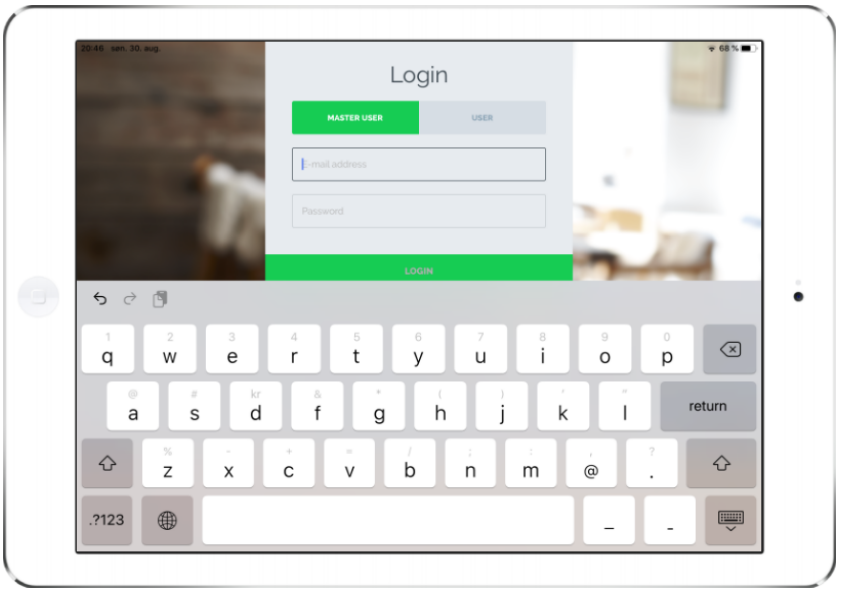
Download ExtendaGO POS App

Download the ExtendaGO POS POS application from App Store to your iPad.



Open and login to ExtendaGO POS POS

Log in using the same credentials as in backoffice.



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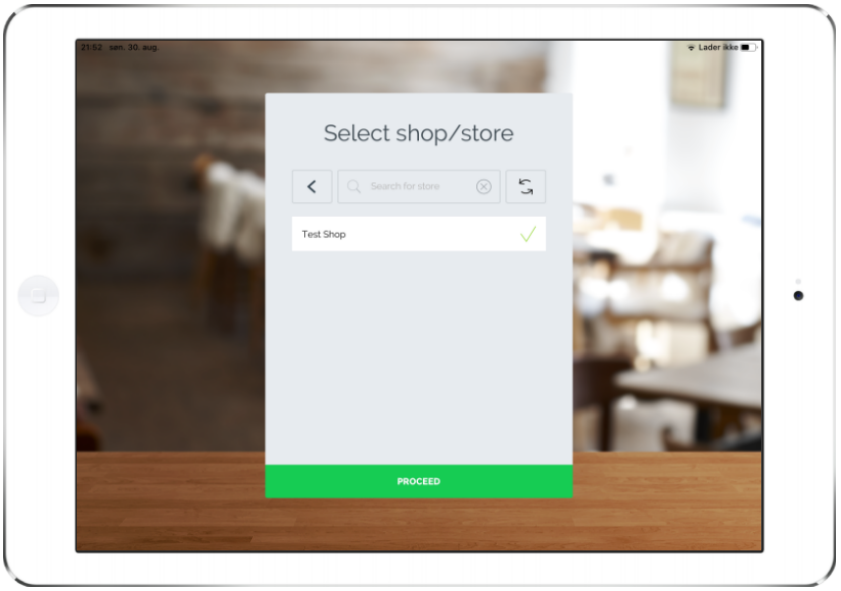
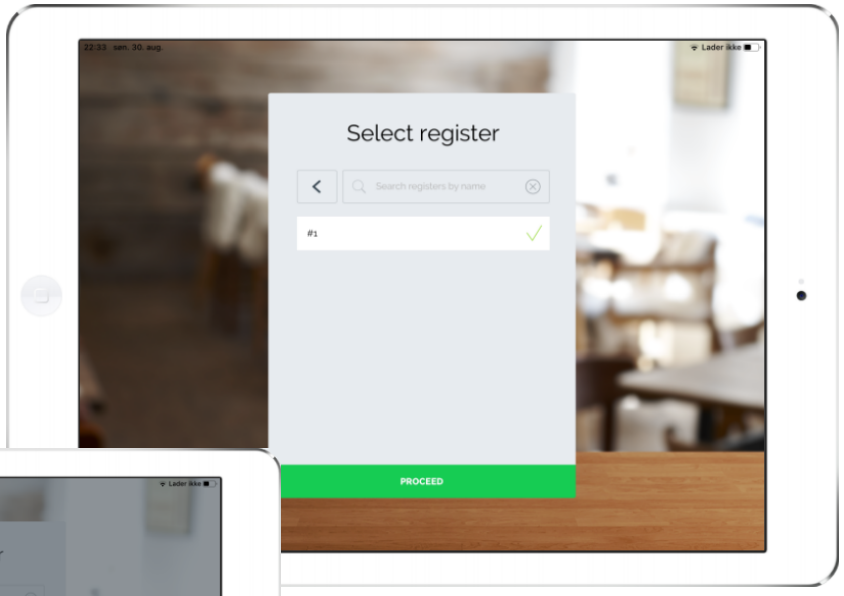
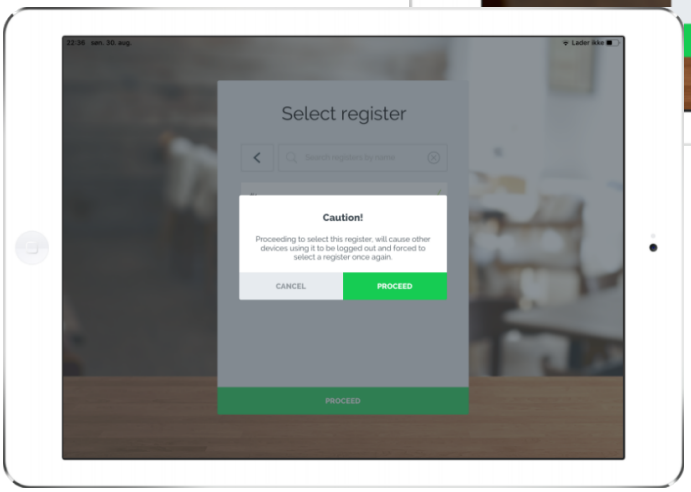


Select the correct register.

There should be only one option in the list. Then select PROCEED.





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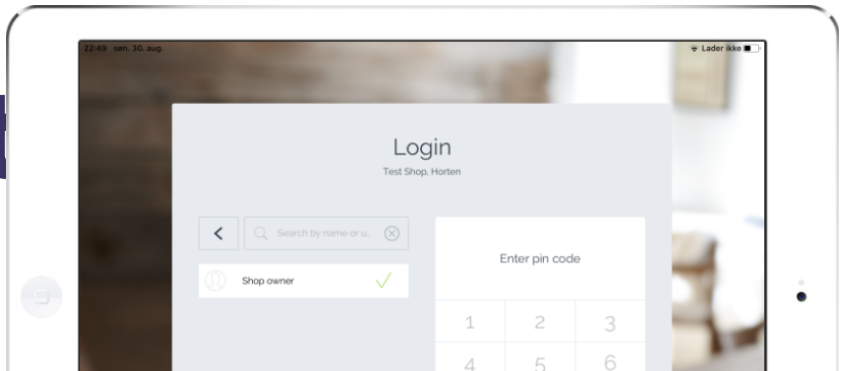

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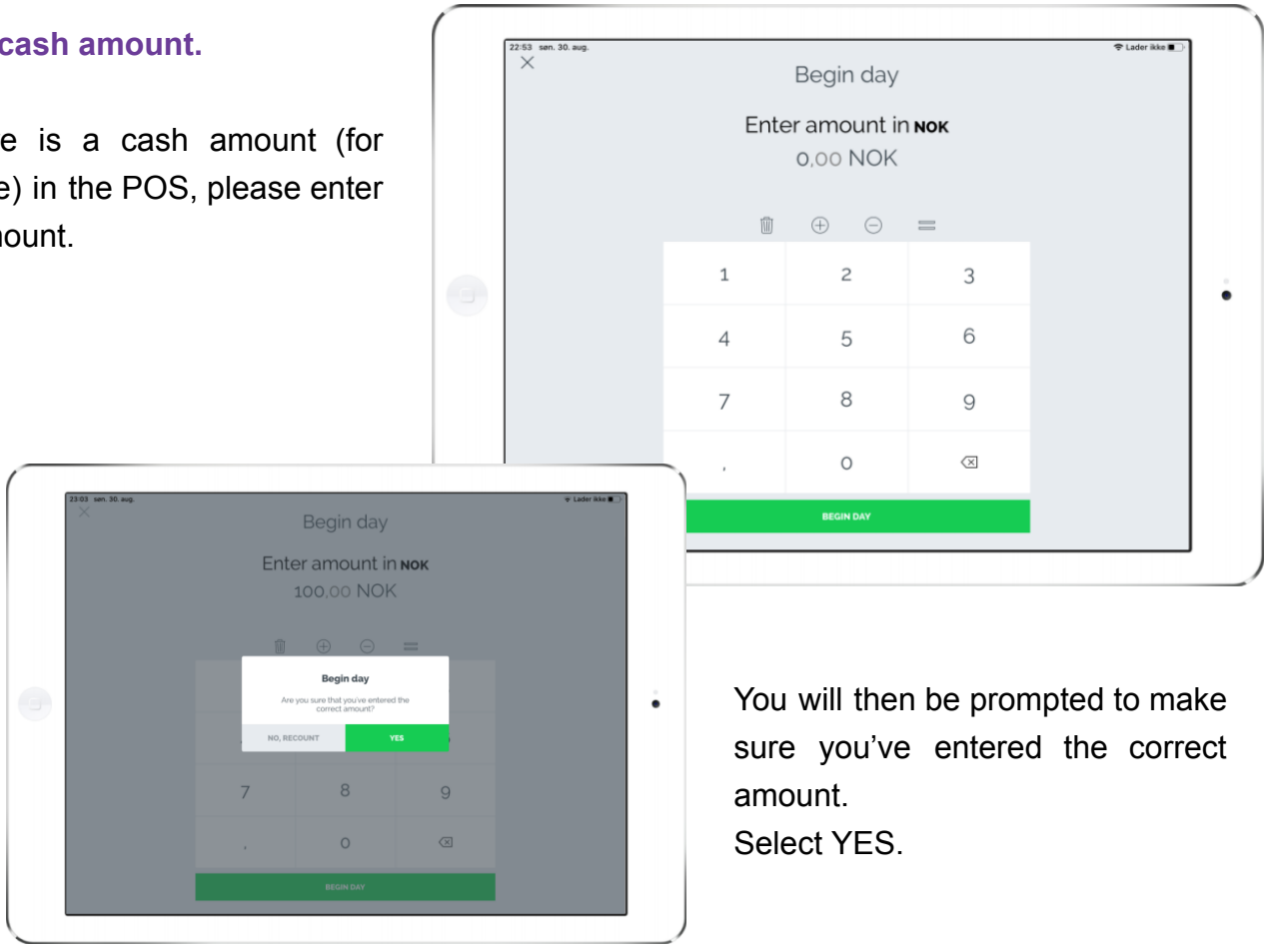
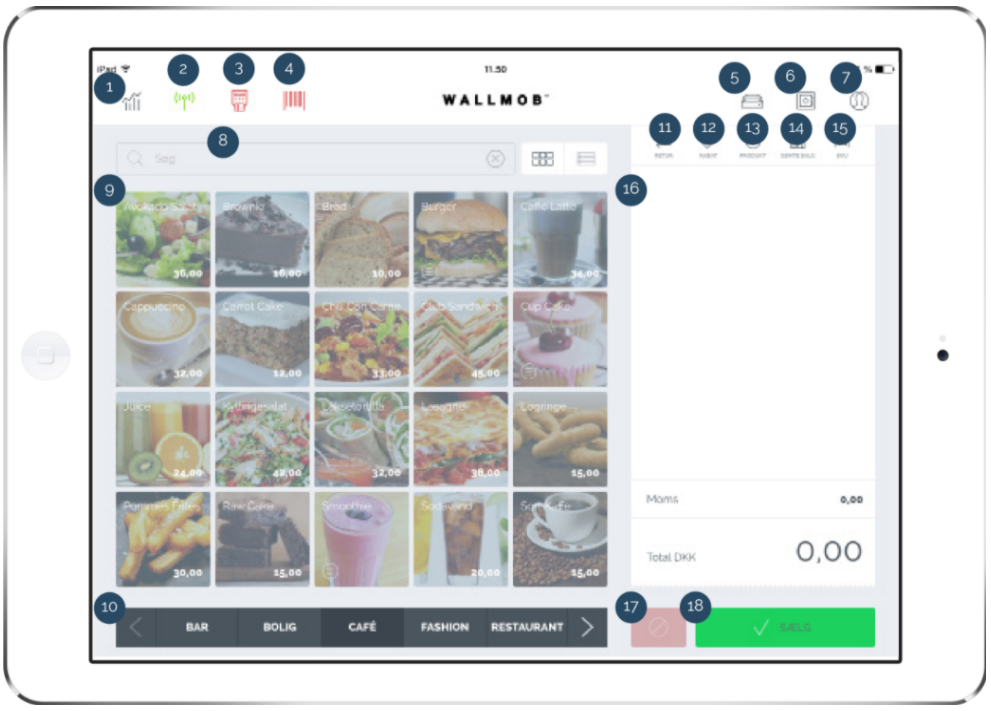


You will then be prompted to make sure you’ve entered the correct amount.
Select YES.

Point of Sale - Sales window



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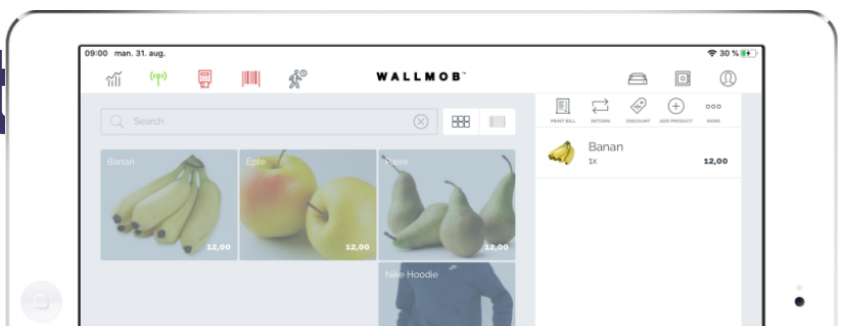
4. Sell your products

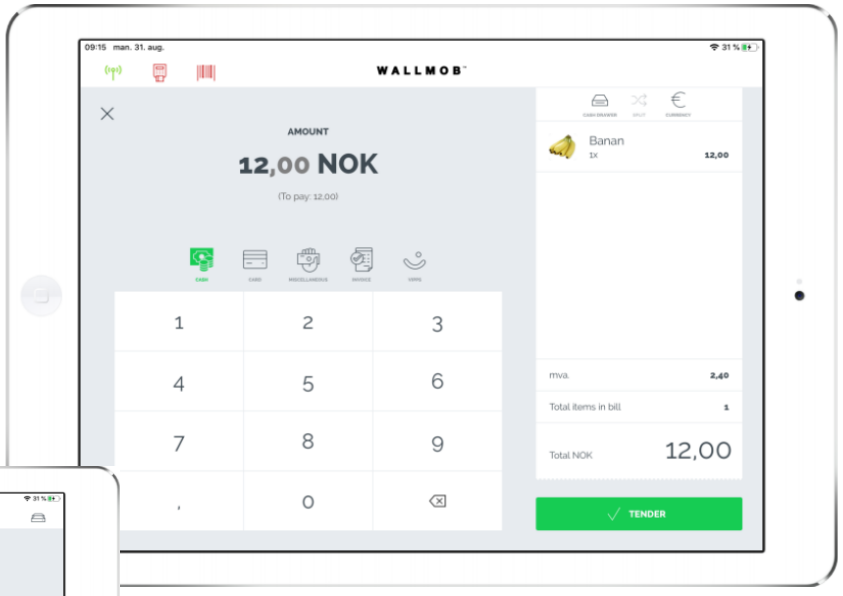


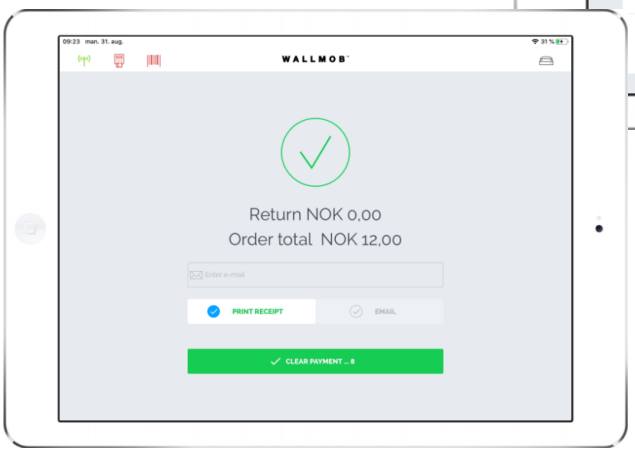
Select product(s).

To add a product to the shopping cart just tap the image or scan the barcode on the product. Repeat to add more than one.

Get paid.

Select TENDER to enter payment mode. Then select the method of payment.

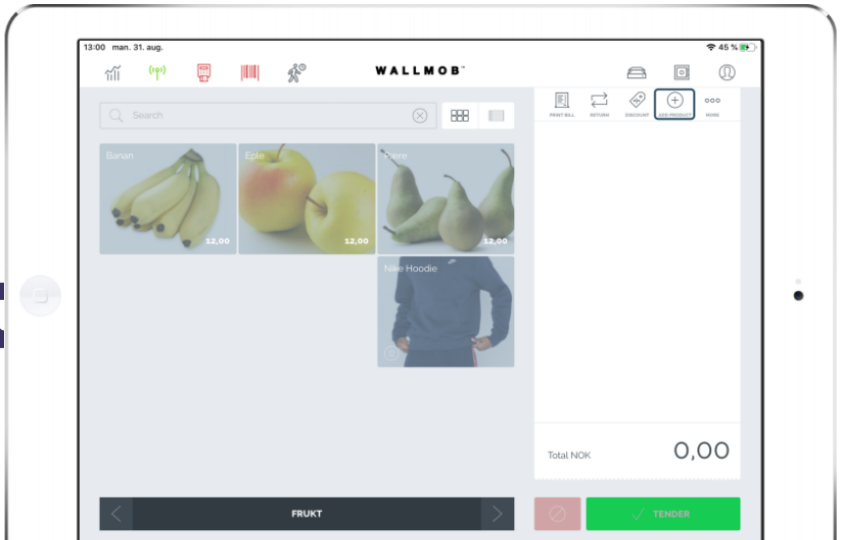




Select TENDER again to complete the transaction. You will be presented a page that makes it possible to send a receipt by e-mail to the customer (if requested). Select CLEAR PAYMENT to start a new sales process.

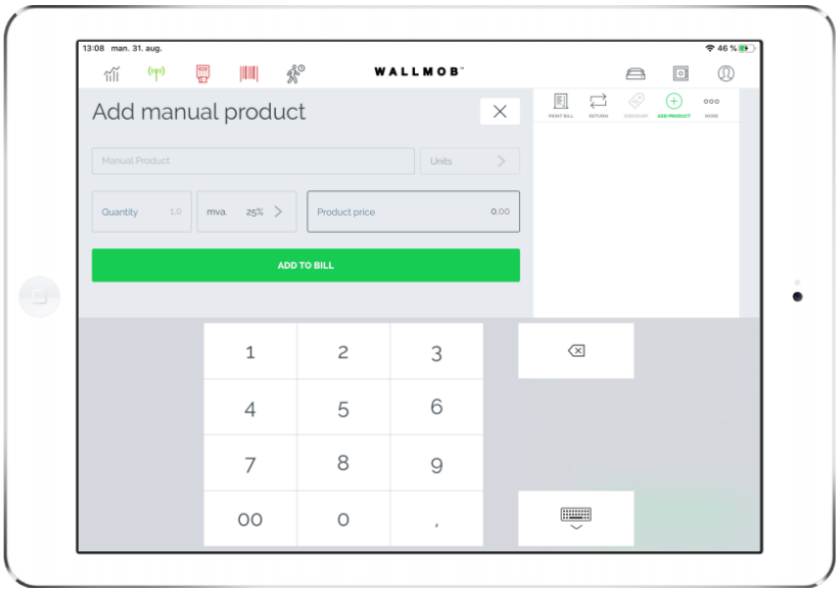
Add manual product.

You can add a product manually if the product is not added in the



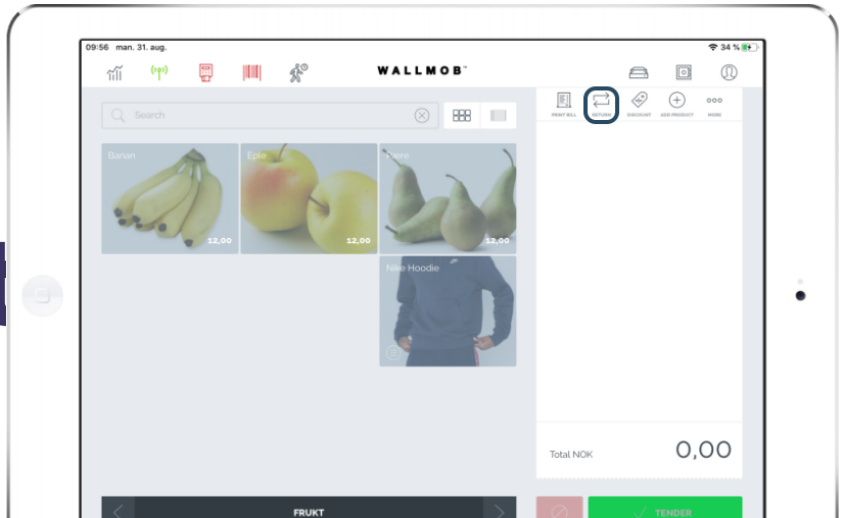
product catalog. Press the “Add Product” button.

1. Enter the amount/ price.
2. Enter the quantity.
3. Optional: Enter the name of the product



Return a product.

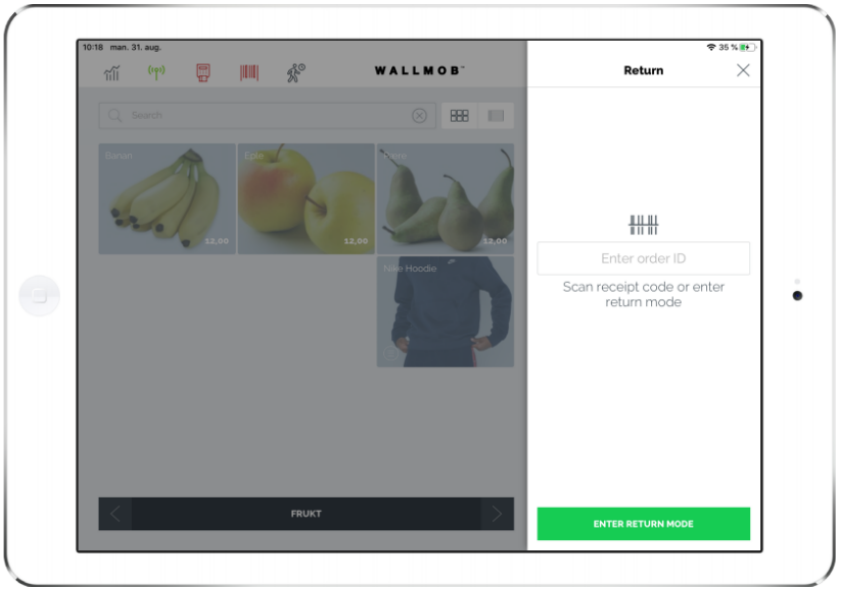
This can be done in two ways;



1. By manually return.
   Or
2. By selecting specifically the current product to be returned.

Return a product - step 1/2.

By pressing the return button you will see a dialogue to the right, where it is possible to scan the receipt using the QR code. Alternatively, press the “Enter return mode” button at the bottom, to get to the checkout return dialog.

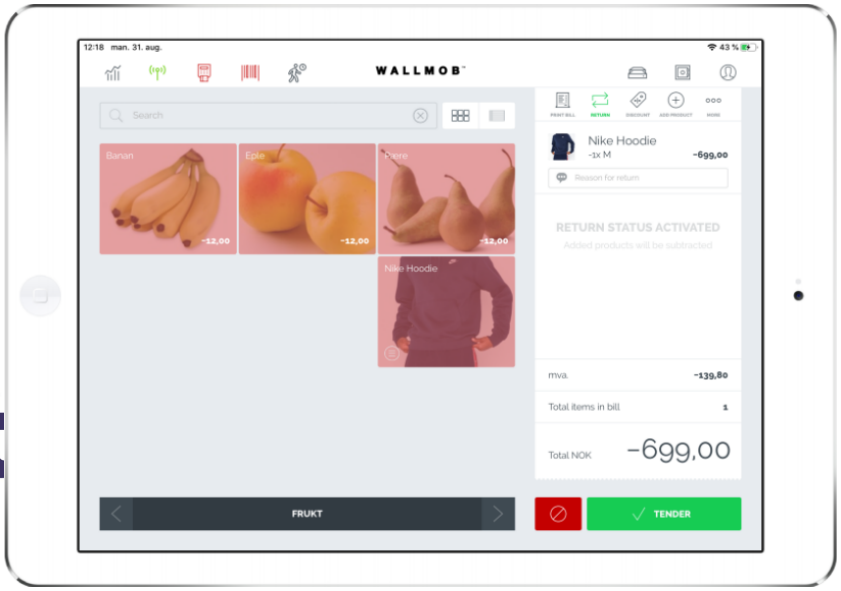


IMPORTANT: When the return status is on, the products will be displayed in red, and prices will be minus in front to indicate that the amount is deducted. Only when you press the Return button again, you can use the register to make a sale.

Return a product - step 2/2.

Return against receipt (recommended)

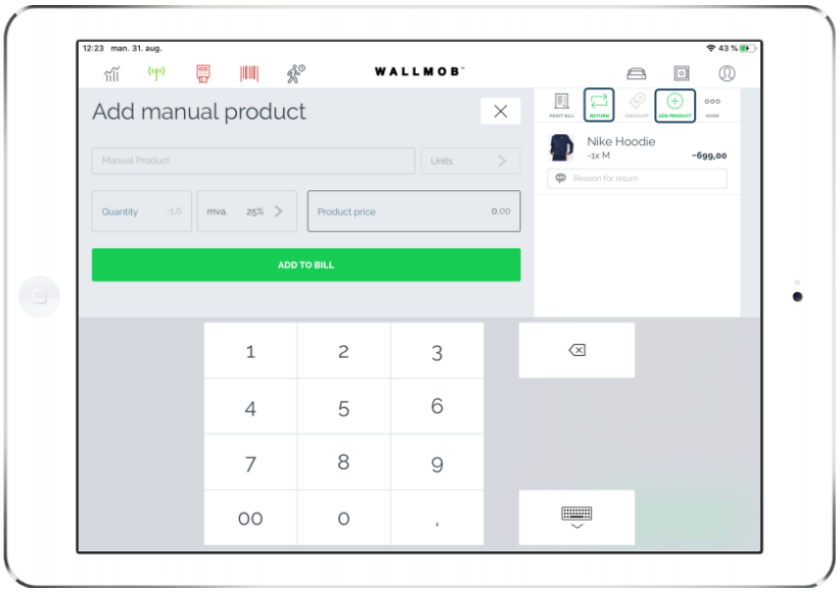
Press the return button and scan or enter the receipt number in the



input field.
Select the products you want returned. Fill in “Reason for return”. Press the “Tender” button to return them with the price they were sold for.

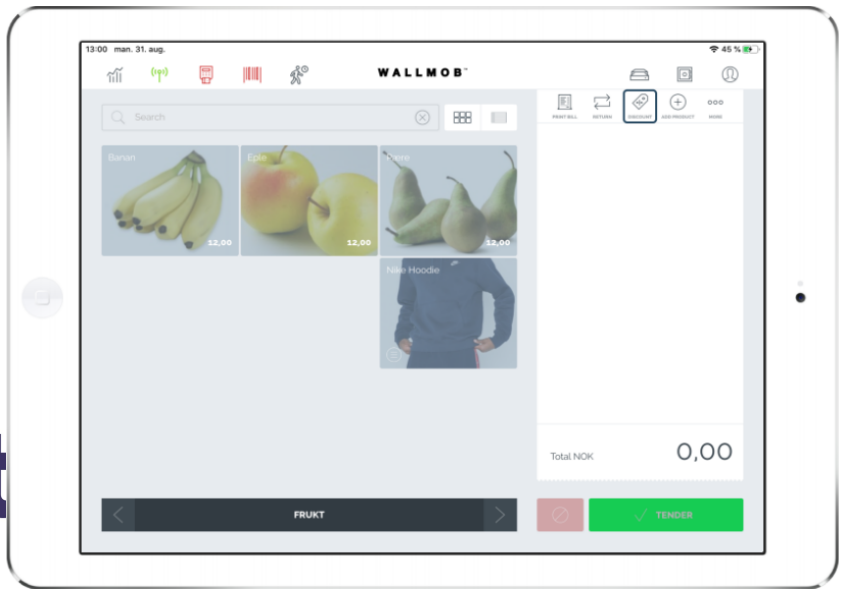
Return - Add manual product for return

You can also add a manual product for return, if the item is not in POS as a product.
NB! Make sure the “Return” button and “Add product” button are selected.

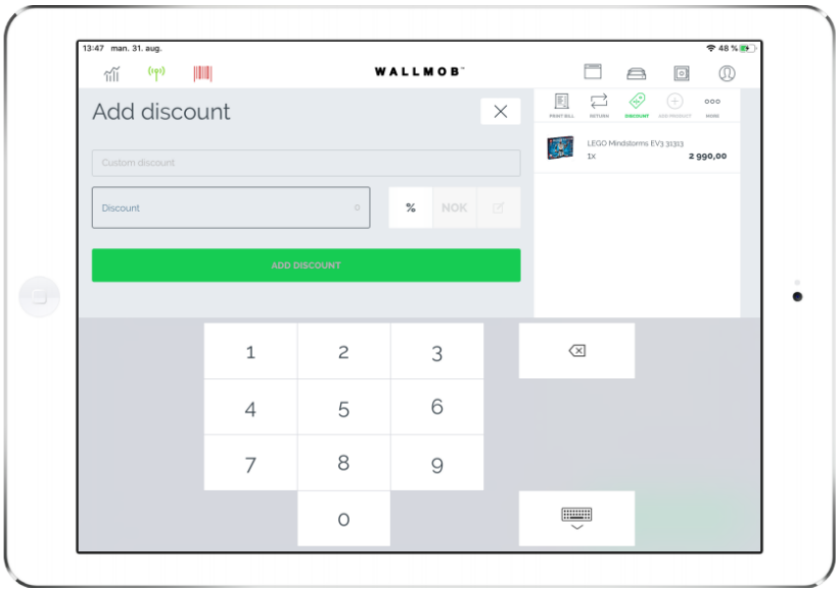


Add discount.

It is possible to add a discount on a product by pressing the discount button.

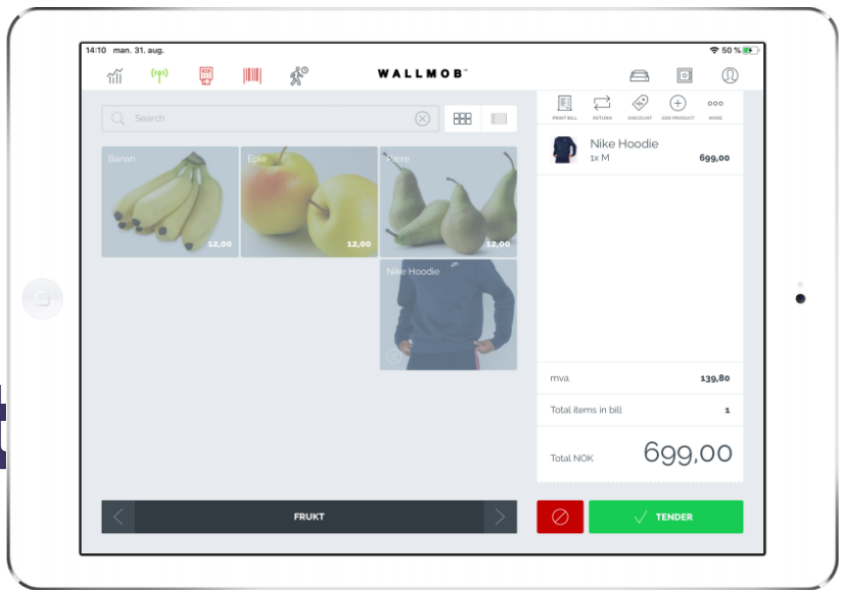


1. Choose whether the discount should be in %, price discount, or by setting a new price .
2. Enter %-discount, price discount or enter a new price in the discount field
3. Optional: Enter the reason for the discount.



The receipt.

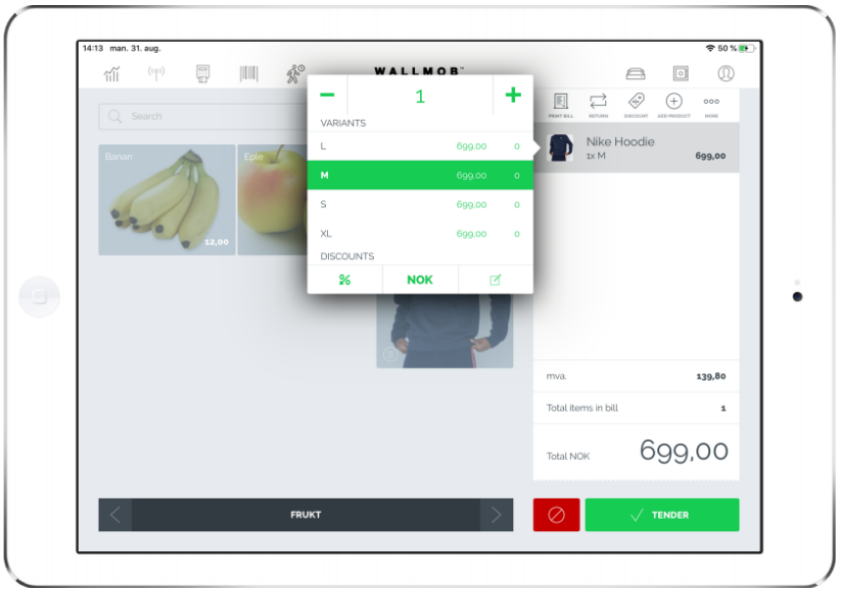
It is possible to change products in the receipt by tapping the product you want to change.
By tapping a product on the receipt you can edit the number,



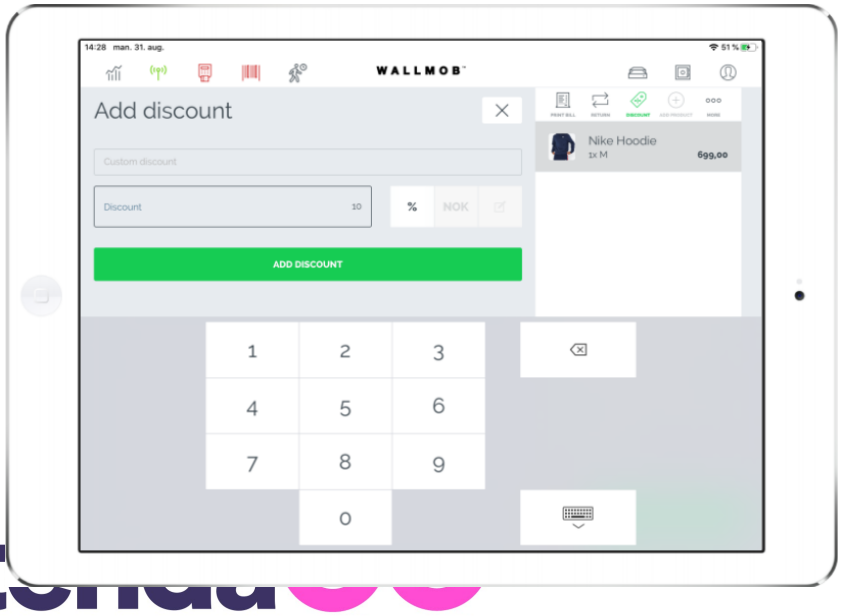
discount and variant on the selected product.

Touch a product on the receipt to edit it.

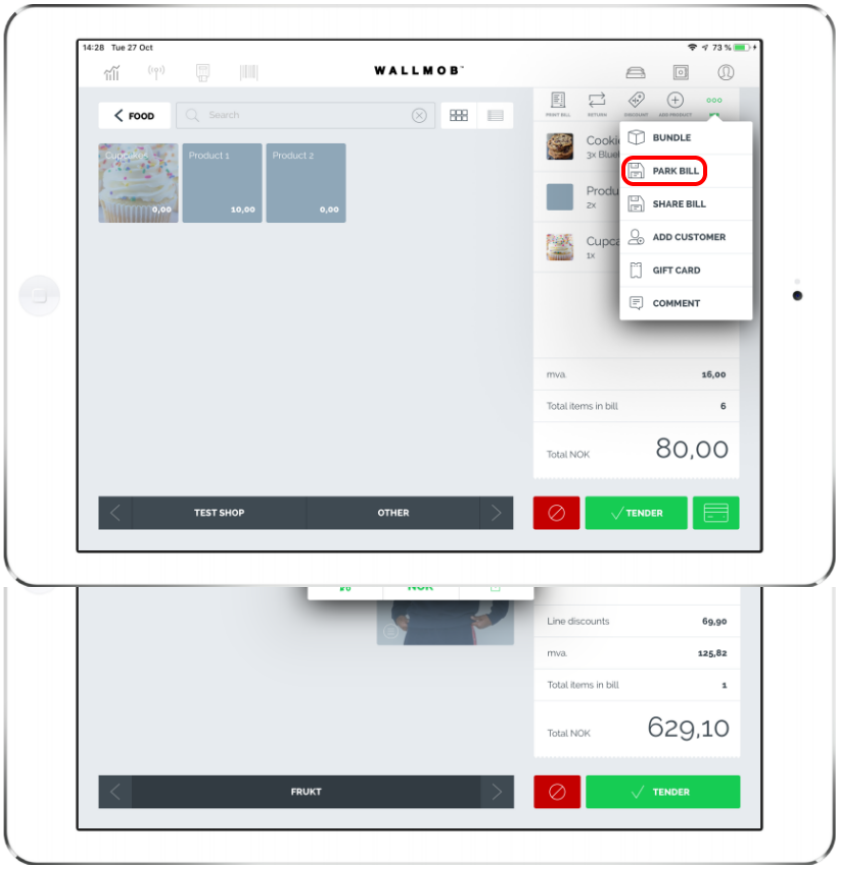
1. Once you have selected a product, then you can change the variant, add or reduce the number.
2. By pressing the Discount buttons, you can add %, price discount, or price at your own request.



1. State a reason for the discount
2. Enter percentage discount, price discount or customized price discount.



1. You now have the option to delete the discount by pressing the minus, to the right of the discount.
2. If you want to edit the discount, then press the discounted item as you want to change.

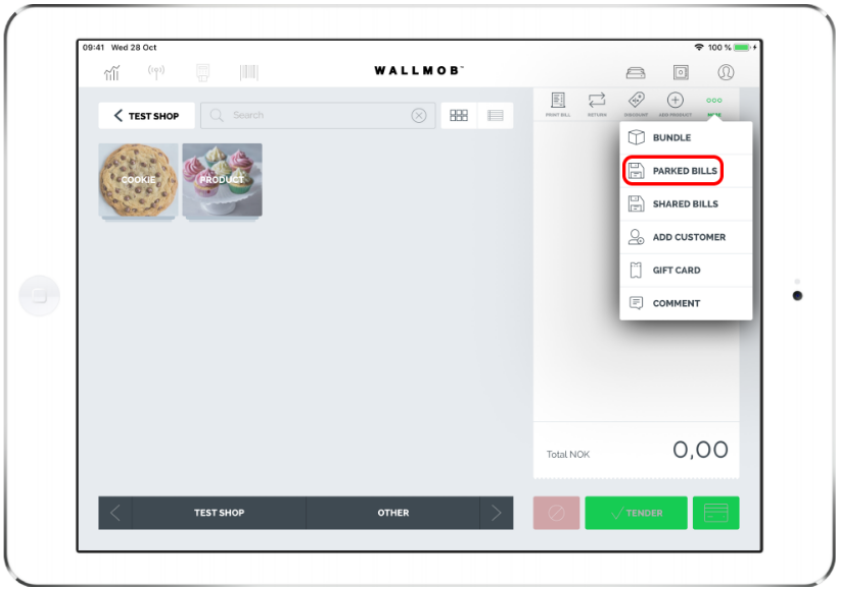


Park bill

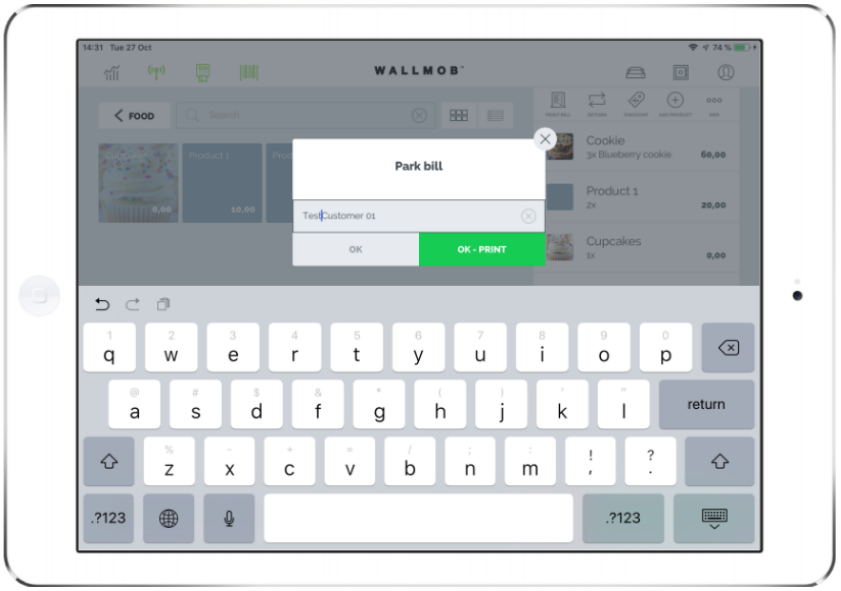
You have the option to park a bill.

After products have been added to the bill, it can be parked by pressing the **PARK BILL**.

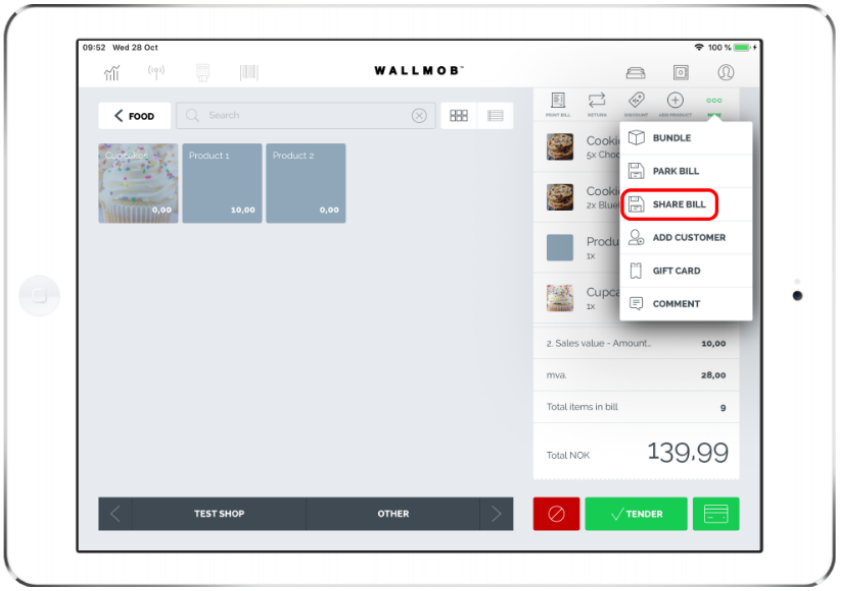
Give the parked bill a description and press OK/OK-Print to print the receipt. (use OK-PRINT if you need a receipt to prepare goods for a customer)



To retrieve the parked bill, press the PARKED BILLS icon.

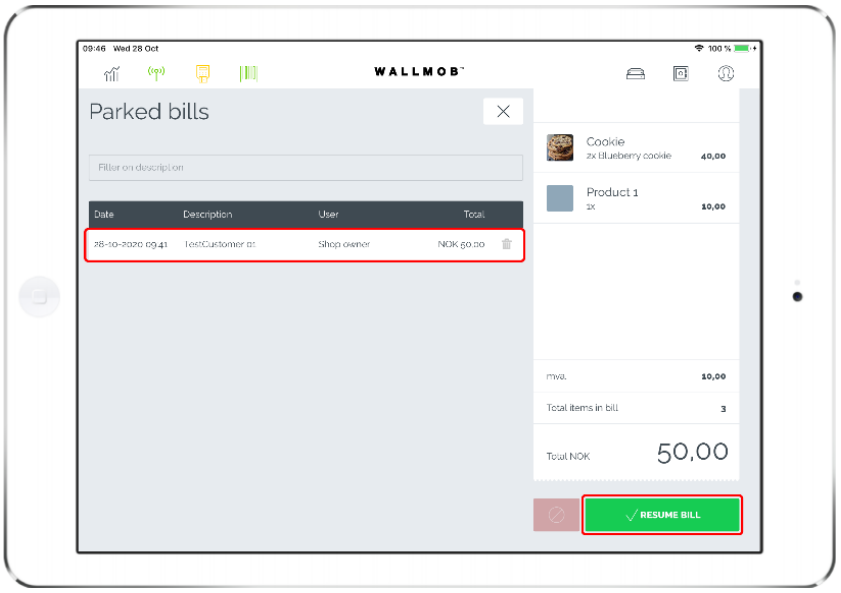


An overview of parked bills is displayed. Tap the parked bill to retrieve it. You can also delete a parked bill by tapping the trash can on the right.
Tap the **RESUME BILL** to retrieve it.
You can now continue to dispatch the customer.



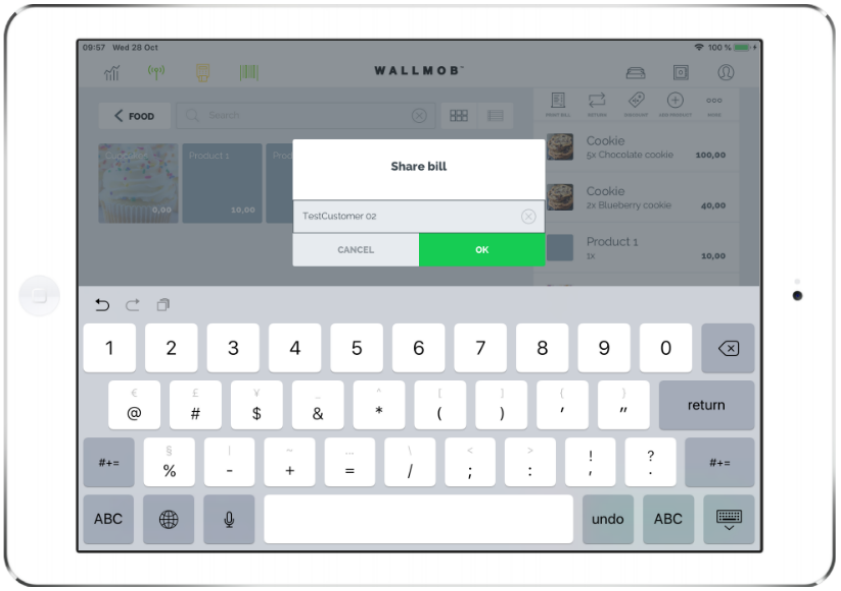
Share bill

You have the option to share a bill.

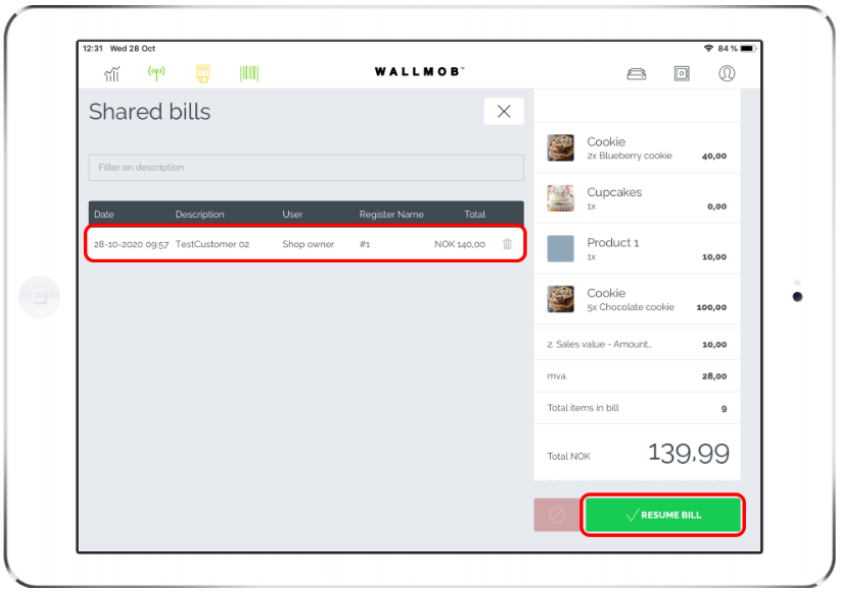


After products have been added to the bill, it can be set to a shared bill by pressing the **SHARE BILL**.

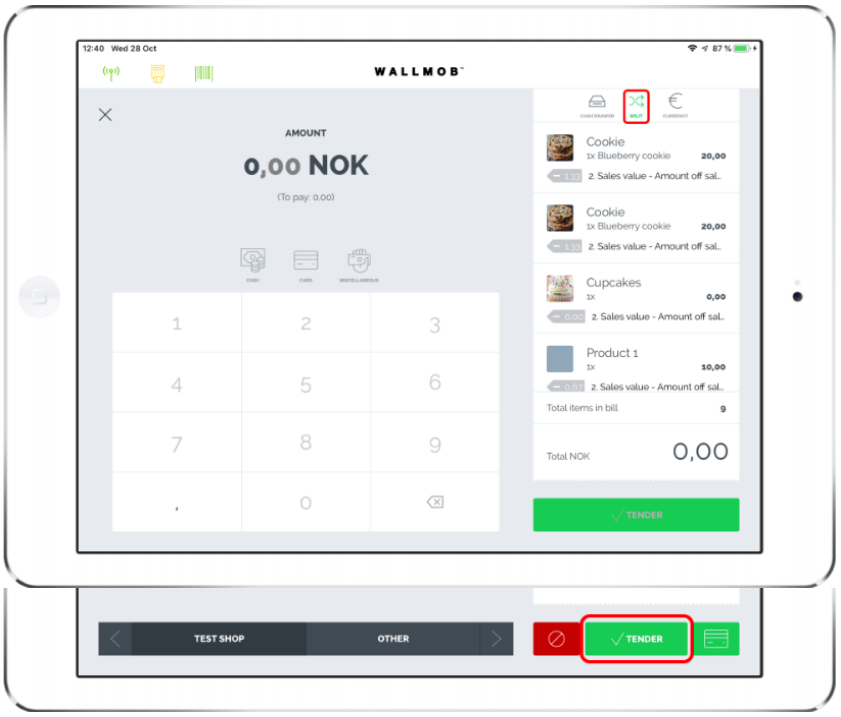
Give the shared bill a description and press OK.



An overview of shared bills is displayed. Tap the shared bill to retrieve it. You can also delete a shared bill by tapping the trash can on the right.
Tap the **RESUME BILL** to retrieve it.

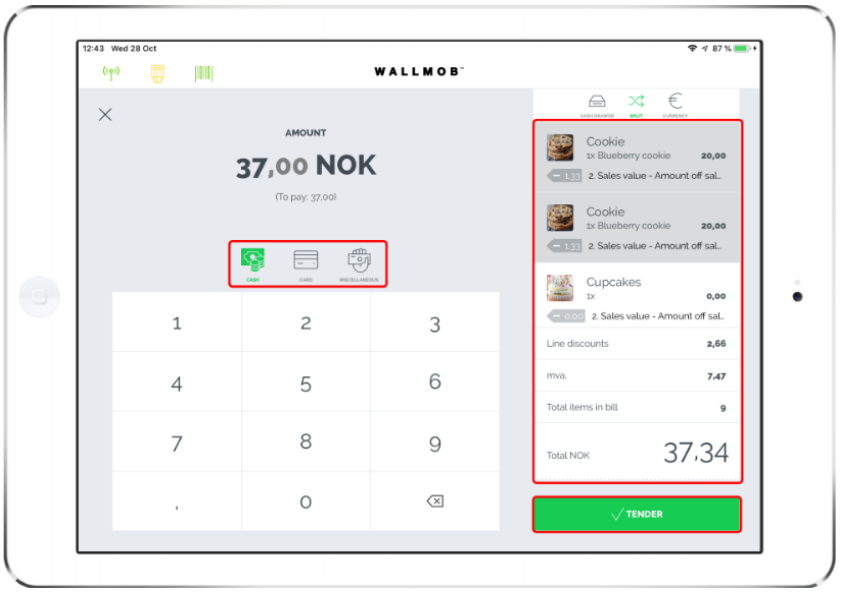


Tap **TENDER** for payment



Tap the SPLIT-icon

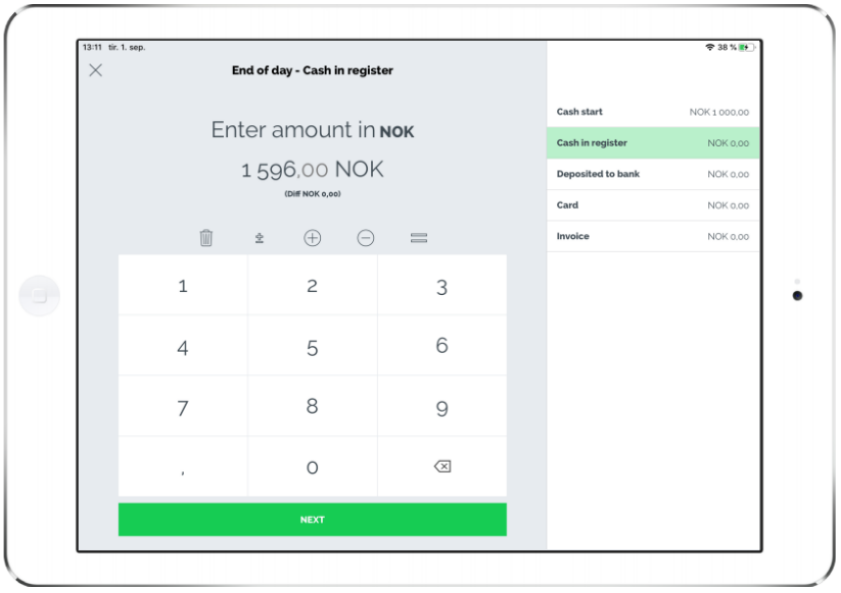
Choose the payment method and which products the customer will pay for (marked in gray). Press tender when done.



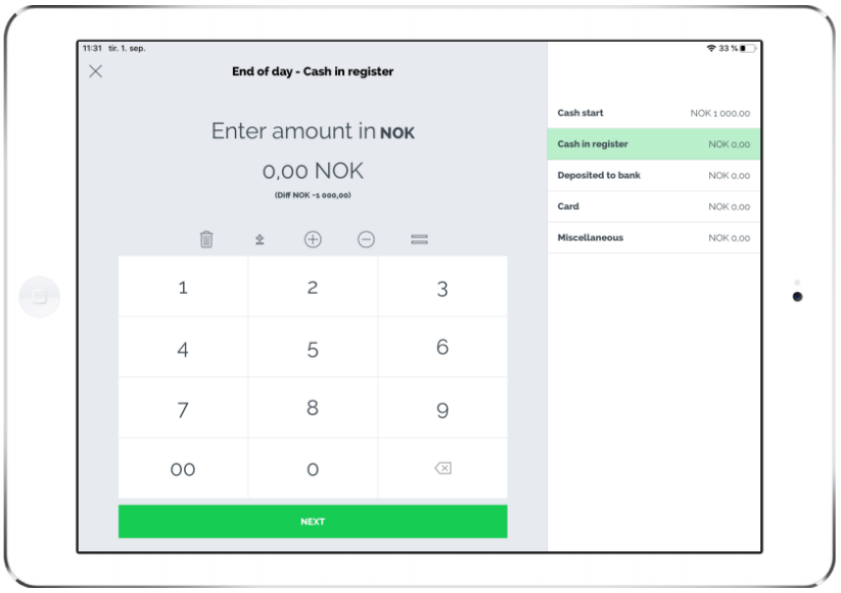
3. End of day (EOD)

Press the EOD button in the product window, “End Of Day” window shows, which is divided in two; left part you can enter the required amounts to close the register; right part has one overview of starting stock, cash in register, enumerated cash, amounts from card payments, and other payments.

Initial stock (as shown) the example is 1,000.00 NOK) and is displayed at the top right.

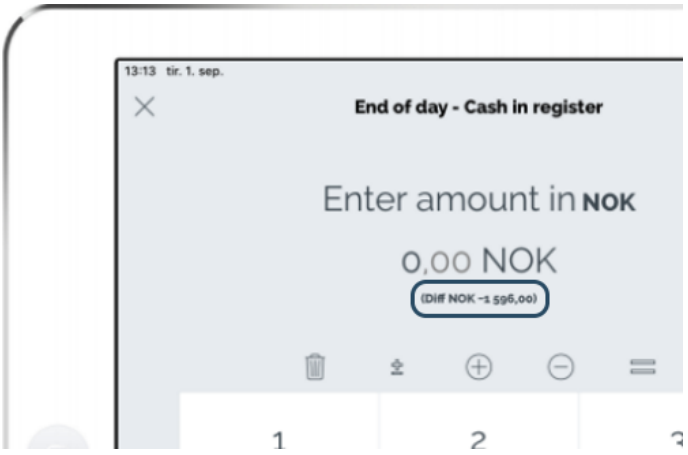


Cash in register



The EOD process starts by counting up and entering the current amount (Cash in register). This can be done by counting up and calculating the cash in the register, using the plus and minus buttons, or by entering the cash balance directly. Remember to press the '=' sign before pressing the 'Next' button, to ensure that the amount entered is registered, and corresponds to the amount in the register.

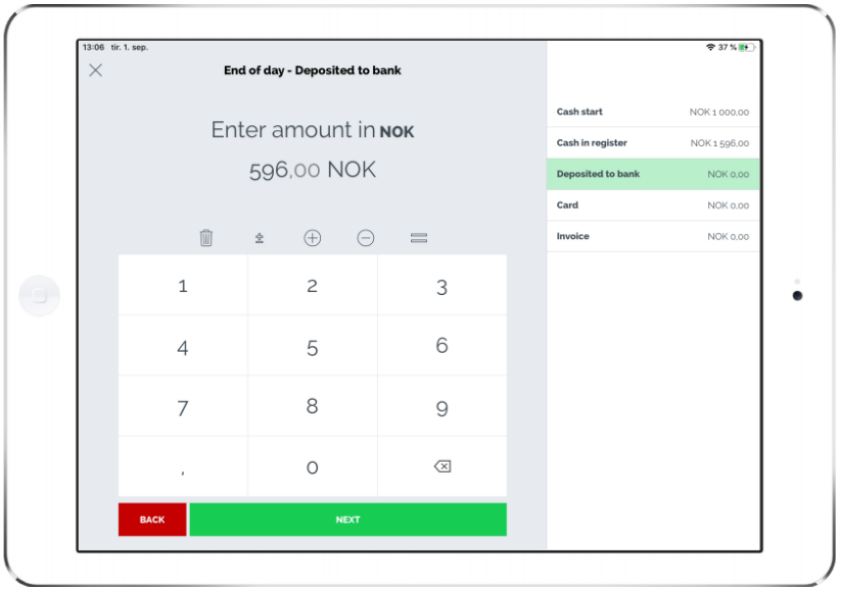
In parentheses, below the amount entered, is an amount consisting of the initial stock + the amount that is paid during the day. For example, if the initial stock is NOK 1,000.00 and has been purchased for NOK 1,596.00 during the day, then the difference will be NOK -1,596.00. provided that the cash register is correct, the amount entered must also be NOK 1,596.00, and the difference will then show the amount NOK 0.00.



If the amount in the cash register is below or exceeds the difference, then this difference will be in red next to 'Cash in checkout 'the text in the right window, after pressing' Next '. If you press the 'Back' button, you have the option to return to previous steps, to check previously entered amounts.

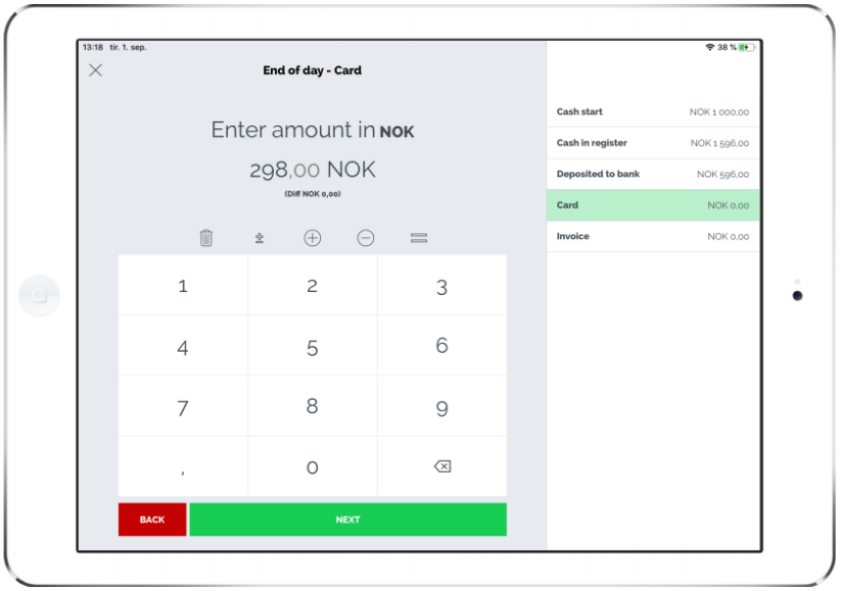
Deposit to bank

Under 'Deposit to bank' enters the amount to be deposited with the bank. As long as it is made a sale in another currency than NOK, then this will automatically stand as deposited to the bank as it is not possible to open the register with another currency than NOK. When the amount to be deposited until the bank is entered, press 'Next' to move on.



Card

IMPORTANT: With an integrated bank terminal, the register will auto calculate the amount, and continue to the 'Others' section. It is highly recommended to have an integrated terminal to save time and money in this step. If you don't have an integrated bank terminal, then you should enter the credit card balance. Also this one must match the difference, which is the amount it is sold for via credit card. This amount

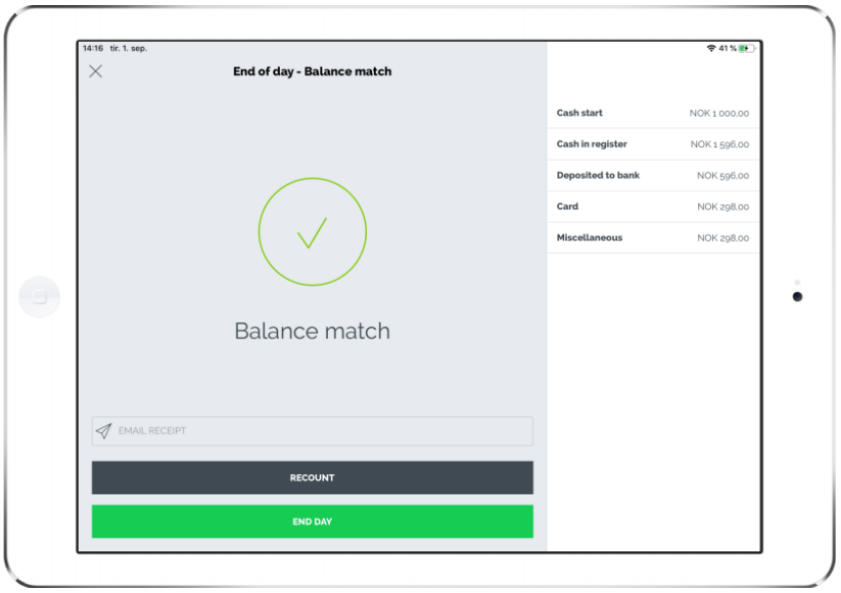


stands in parentheses, under the entered amount.

For example, if NOK 50.00 has been sold on a card, the difference will be NOK -50.00. In order for the register to be reconciled correctly, you must therefore deposit the NOK 50.00 received via credit card. If the register is tuned correctly, then the difference will
appear as NOK 0.00, and you can then press next. If the amount does not match the cashier, the difference will appear in red, next to the 'Credit Card' text in the window on the right.

The balance match

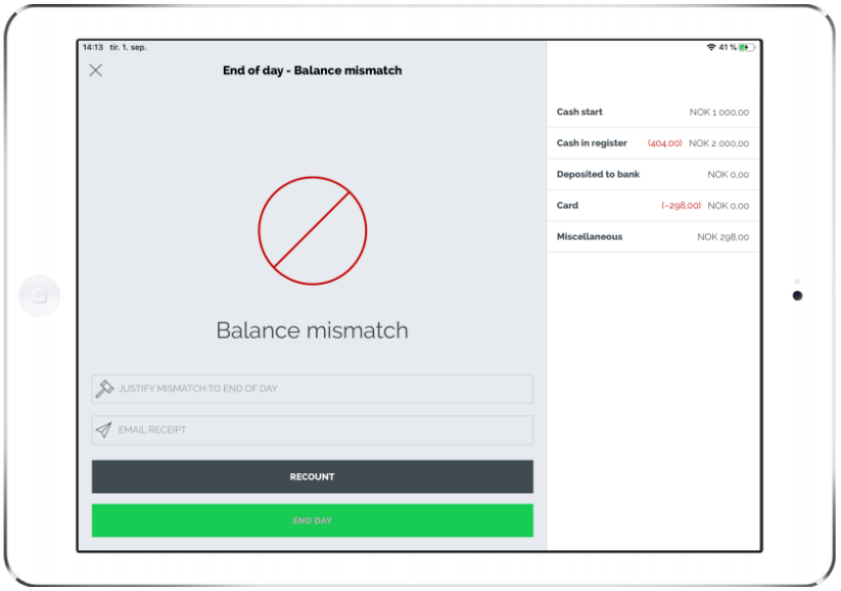
If the balance matches, you will see a window indicating that the balance is correct. You can then write out and receive the EOD receipt by entering the desired email address, count the register again or close the register. EOD receipt can be found in the ExtendaGO POS back office under reports. When closing the register, will the remaining amount of cash in the checkout also make up the amount, which is proposed at the next checkout. You can now



print a z-report for the day.

The balance mismatch

If you have gone through all of the counts and the balance does not match, then you will see a window indicating that the balance mismatch. You then have the opportunity to explain why there are discrepancies in the count by entering a reason and exit the checkout, or do the count again. It is not possible to close the register without the balance being right or given a reason why it mismatch.



4. Additional information

Additional payment methods

It is possible to add numerous other payment methods like payment cards, gift cards, vouchers, mobile pay etc. Descriptions on how to do this is available in other ‘How to’-documents.

Peripherals

Lots of equipment can be added to ease or/and improve the sales process for the cashier and the customer such as receipt printers, item scanners and payment terminals. Descriptions on how to do this are available in other ‘How to’-documents.

Our hardware recommendations can be found here:
Equipment recommended by ExtendaGO.

Feel free to use equipment you already have, get it yourself or buy from our partner: **Visma Exso online store.**

Backoffice

The backoffice web page is an easy to use administrator tool for the store and/or the chain of stores. Examples of some of the functions:

- user administration
- product and inventory management
- campaign management
- customer administration
- sales reporting