

extenda App

Last updated 2020-10-27

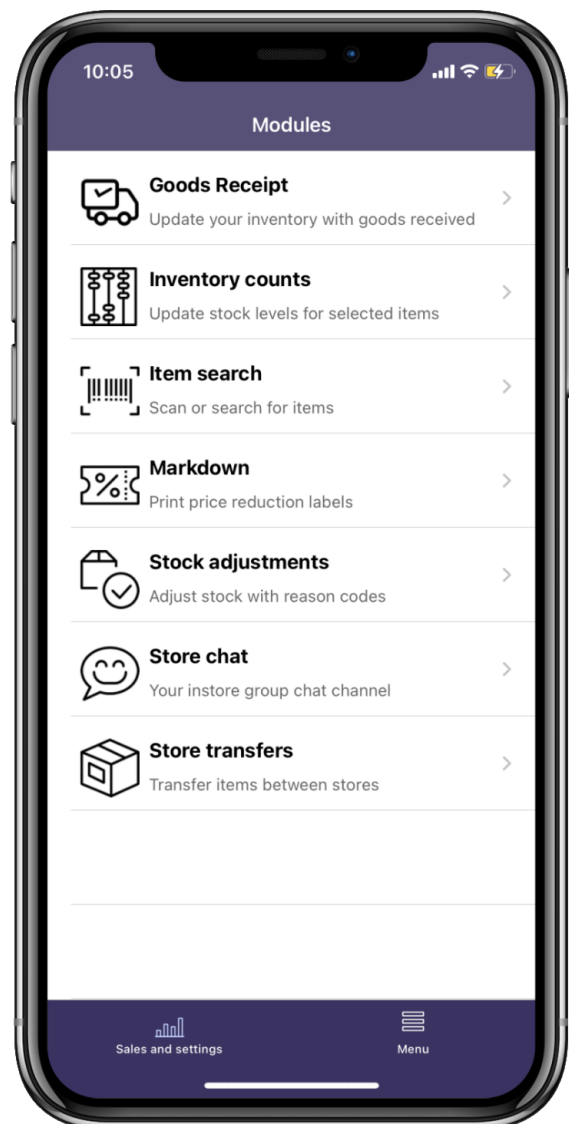


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1. ExtendaGO App

The app that makes store employees more efficient!

Made so that both shop employee and customer gets a better shopping experience – because work is more efficient and so time can be spent in store with the customer. Employees will be able to answer questions more efficiently by just using the app. No need to use Backoffice or POS. This means less queues in the checkout point.

The efficient way to do everyday tasks!

What value will the app add to your store?

→ Easy access to:

- Daily turnover
- Graphical view of last seven days turnover
- Number of customers
- Turnover per day inside a period

→ Info/news from Extenda Retail

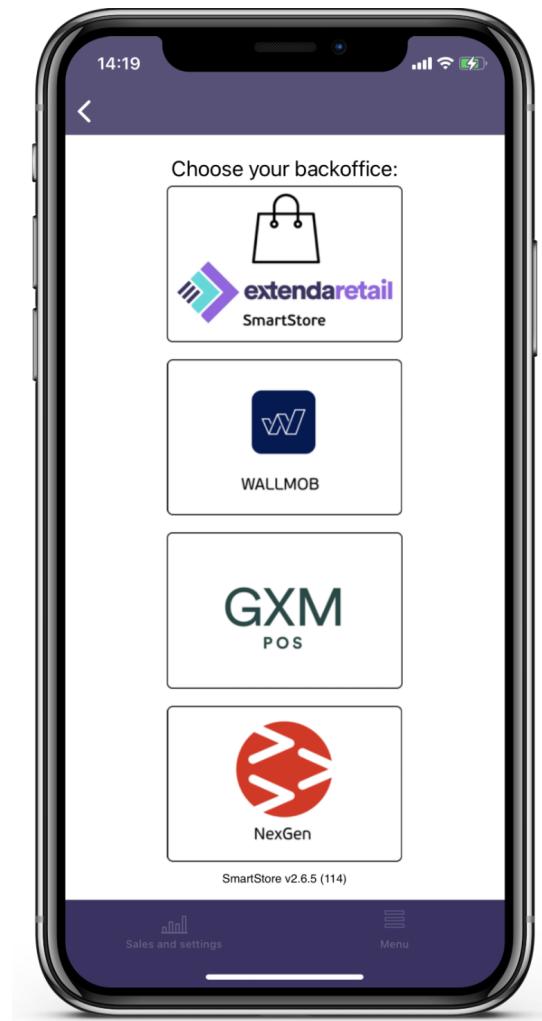
→ Important functions:

- Inventory check
- Inventory count
- Receipt of goods
- Order goods
- Customer in store support (requires Extenda Storepal)
- Group chat
- Add customer order
- Add articles to a campaign
- Article transfer between stores
- Print labels
- Return of goods to supplier



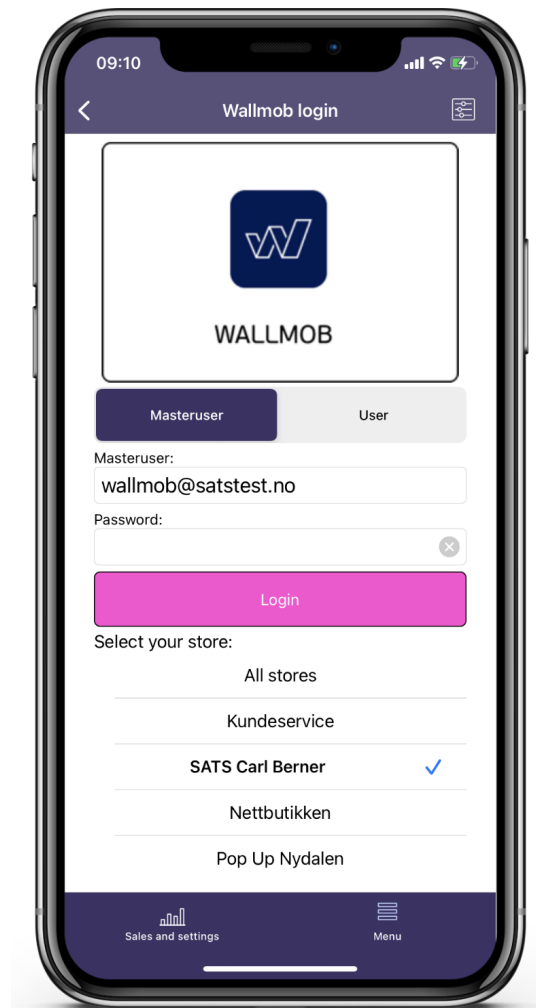
2. Log in to ExtendaGO App

1. Download the App from the App Store. Search for “ExtendaGO”
2. Choose your Backoffice - WALLMOB

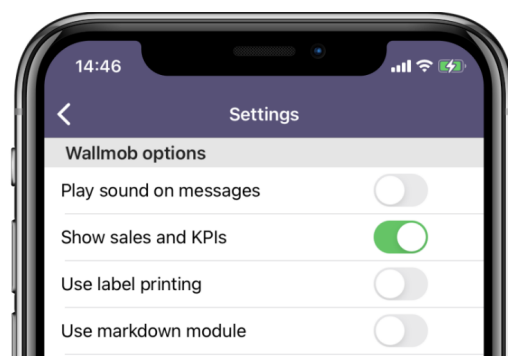
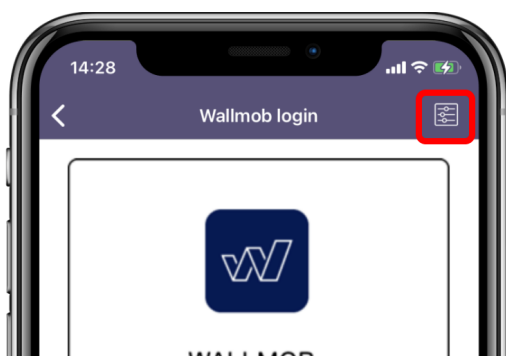


extendaGO

3. Log in with the same credentials as you login to Wallmob Backoffice. Press Login button.
4. After pressing the Login button a list with your shops will appear. Choose a shop, and press login again.



- Note! On the login page, there is an icon in the upper right corner- Wallmob options! Here can you turn on / off some options.



3. ExtendaGO Main Screen

5. After login you see a graphical overview of your shop sales in the last seven days.

Icon explanation:

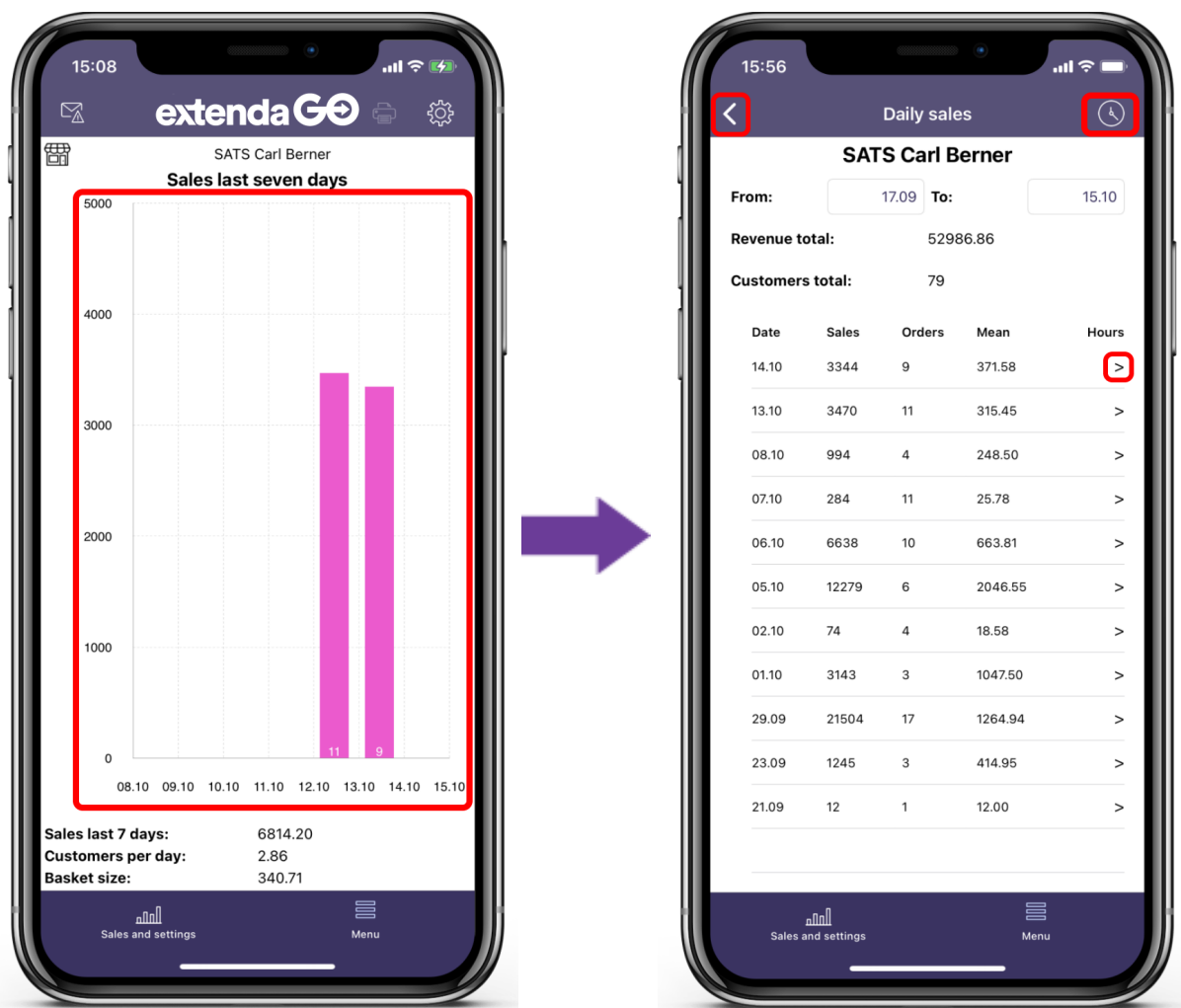
1. Info message from Extenda Retail.
2. Printer.
3. Back to login page/settings.
4. Go back to Sales and settings
The present window - "Sales last seven days"
5. Go to Modules (covered later).
6. Tap on one of the graphs, then you see an overview of the daily sales (covered later).

At the bottom you also see numbers for Sales last 7 days, customers per day and basket size.



Daily sales/ Hourly sales

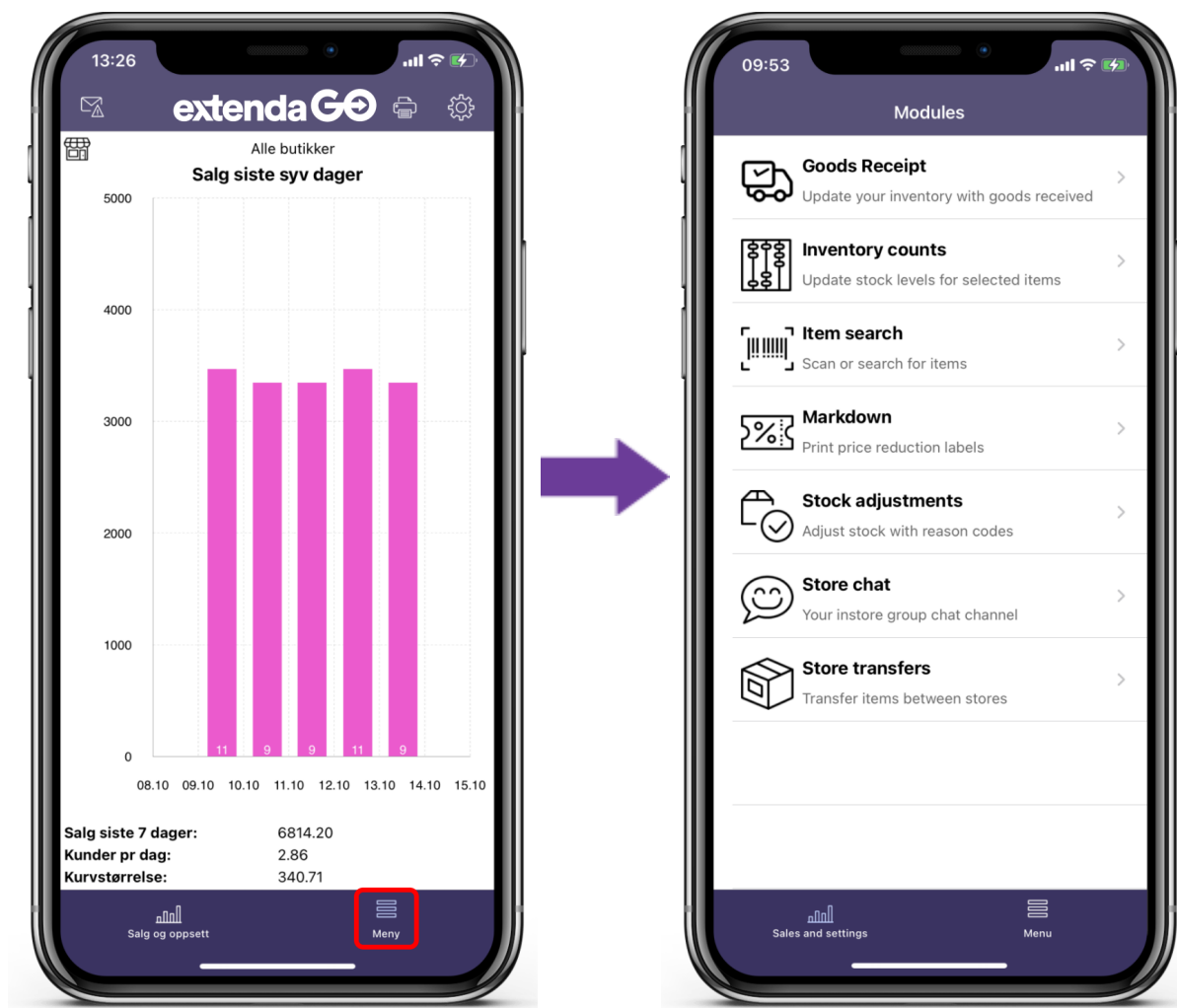
1. Tap the graph to see Turnover per day inside a period, Revenue totals and Customers total.
2. In daily sales you can filter by date. In the top right corner you have a clock, tap it if you want to see hourly turnover for the date periode you have defined in the daily sales window. Tap the small angle bracket to see hourly sales for the selected date, Sales total, Customers total and Basket size. To return, press the back button in the upper left corner.



4. Modules

1. Tap the Menu-icon to enter the Modules-window.

2. A list with Modules will show.



Modules: Goods Receipt



Goods Receipt

Update your inventory with goods received

Tap the Goods Receipt in Modules to update your inventory with goods received.

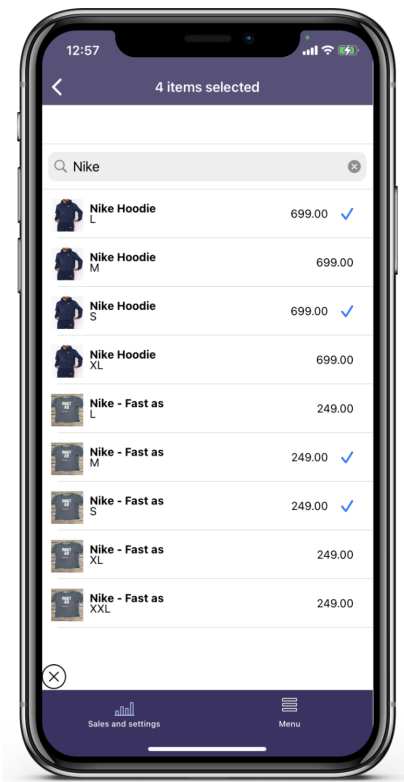
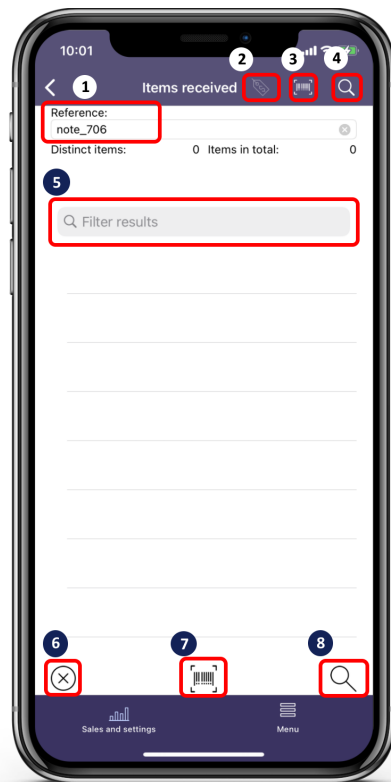
Press + to add received items.

1. Give the items received a reference name.
2. Print labels (requires a network label printer)
- 3/7. Scan barcodes to add items.
- 4/8. Search item/ lookup to add to the list.
5. Search/filter for items you added to the list.
6. Back to Goods received.

Tap Search item icon or Scan barcodes icon to add items to the list.

In the picture below, we have searched for items we have received and added them to the list. The items can also be scanned (faster). Tap item again to deselect.

Tap the back button.



1. A list with selected items appears.

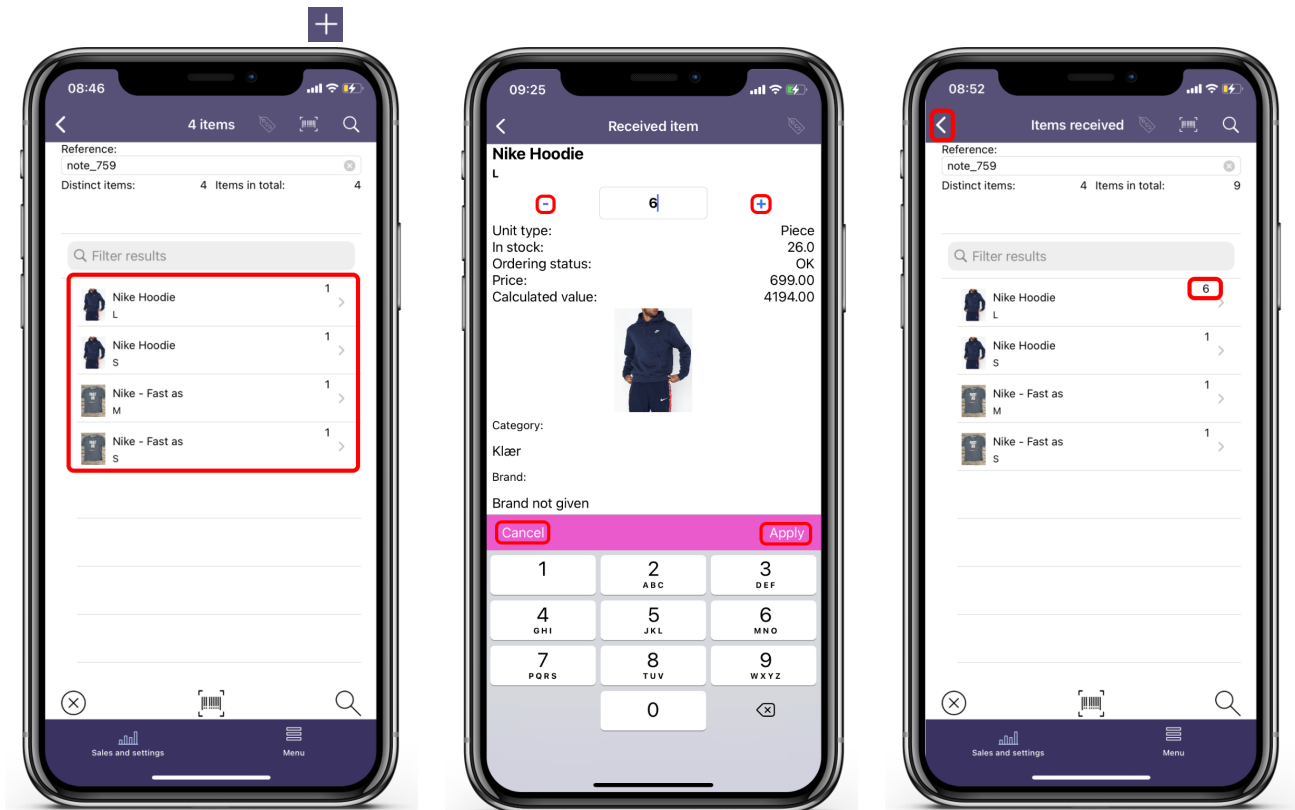
Tap the item you have received to count it/ register item receipts.

2. Use the +/- or the number panel to enter received items.

When done, press apply, or cancel if you do not want to save the change

3. Continue the same process with all items you have received.

Press the back button in the upper left corners when done.



You have now added the number of goods received to a list that is ready to be sent to the server.

Tap the small angle bracket to edit.

You can create more counts before sending by pressing + in the top right corner.

Swipe from right to left to bring up the "Delete", "Show" and "Send" options.

Tap "Send" to send Goods received to the server.

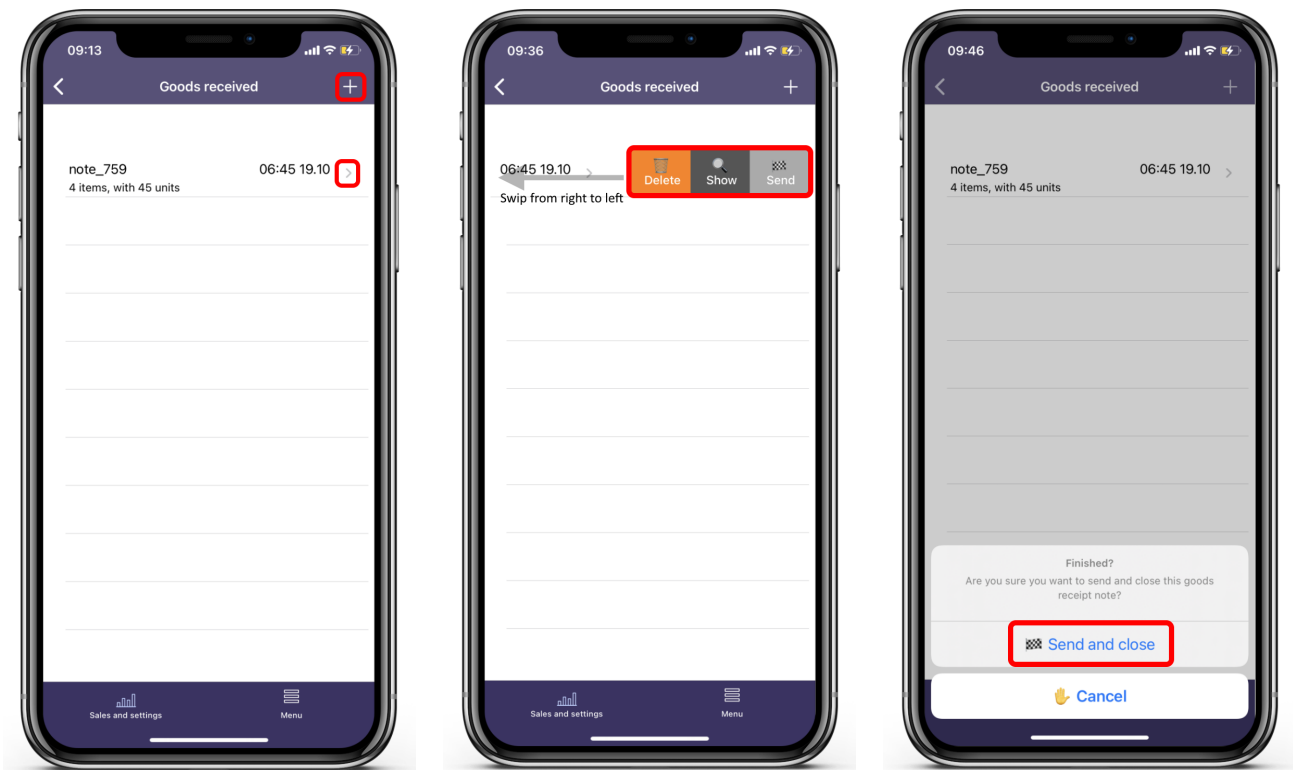
Tap "Delete" to delete it.

Tap "show" to see it again"

A warning pops up " You are sure you want to send and close?"

Tap "Send and close" to send, or "Cancel.

If you press "Send and close" a new message will appear stating that everything is OK, and items sent to server.



You have now completed a Goods Receipt

Modules: Inventory counts



Inventory counts

Update stock levels for selected items

Tap the Inventory counts in Modules to update stock levels for selected items.

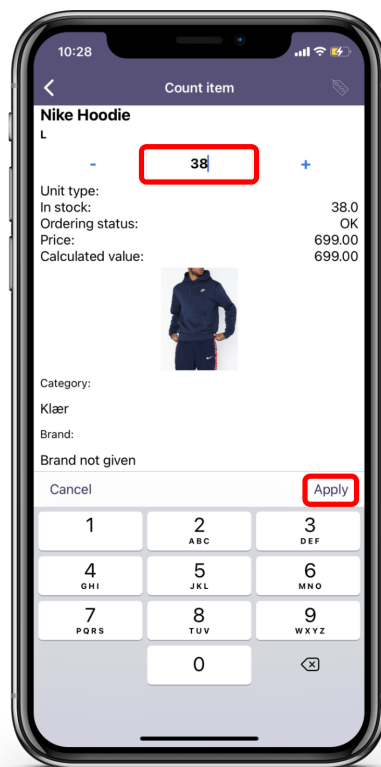
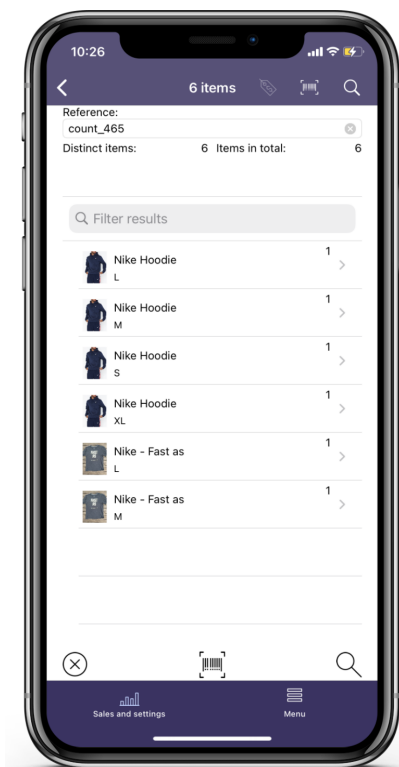
NOTE!

Inventory counts are performed in exactly the same way as Goods receipt. But the quantity already in stock will be displayed when you tap the product. What you do is adjust/check the number you count and send to the server.

Make a list with selected items by search or scan products. Tap the item you want to count.

Quantity already in stock will be displayed and you adjust/check the number. Adjust with +/- and tap the “Apply” button.

When finish with your count, swipe, “Send and close”



Modules: Full inventory counts



Full inventory counts

Take part in a full count for the store

Start a full inventory count for this shop, allowing multiple users to count items into this shared count from the Extenda GO app on iOS or Android. When all contributors are done, review the results, perform any corrections if necessary, and close the count to update all stock.

IMPORTANT! The store must be closed until the inventory is completed.

Backoffice
ExtendaGO
kent.kirkhaug@extendaretail.e...

HOME SALES STOCKS INVENTORY SHOPS DISCOUNTS GIFT CARDS USERS SETTINGS LOG OUT

Inventory Counts

Q Search ADD NEW

5844d0d4-09b3-42d4-e8c3-5cd79bd779a4	Closed
011e22a9-adfb-455c-de62-0d5488e90cba	Closed
93a20069-59f5-450f-8093-88c879a2c167	Closed
3be32d49-18e8-4d89-851d-80db4a8009f2	Closed
6171b786-49ef-4acd-c908-b491b2296a	Closed
37e4d5f-5753-4d5e-d891-89f79839006	Closed
a8870f38-5908-4c28-9867-6b3261420345	Closed
ed335869-6d7f-4e66-9ba6-1764c7bd57ca	Closed
4907c11a-23ec-4b29-fa17-c08e6c549da	Closed

Open new full inventory count

DETAILS

Start a full inventory count for this shop, allowing multiple users to count items into this shared count from the Extenda GO app on iOS or Android. When all contributors are done, review the results, perform any corrections if necessary, and close the count to update all stock.

RETURN TO STOCK LOCATION

Status: **Open** Timestamp: 20.01.2023

ID: c3405604-a612-45eb-b4f1-17d75f81fc16

STOCK LOCATION: ExtendaGO Shop Norway

SHOP: Test Shop

CURRENCY: Norwegian Krone (NOK)

☐ COUNT BLINDLY IN APP

CREATE INVENTORY COUNT

Press: **CREATE INVENTORY COUNT**

Backoffice
ExtendaGO
kent.kirkhaug@extendaretail.e...

HOME SALES STOCKS INVENTORY SHOPS DISCOUNTS GIFT CARDS USERS SETTINGS LOG OUT

Inventory Counts

Q Search ADD NEW

c3405604-a612-45eb-b4f1-17d75f81fc16	Open
5844d0d4-09b3-42d4-e8c3-5cd79bd779a4	Closed
011e22a9-adfb-455c-de62-0d5488e90cba	Closed
93a20069-59f5-450f-8093-88c879a2c167	Closed
3be32d49-18e8-4d89-851d-80db4a8009f2	Closed
6171b786-49ef-4acd-c908-b491b2296a	Closed
37e4d5f-5753-4d5e-d891-89f79839006	Closed
a8870f38-5908-4c28-9867-6b3261420345	Closed
ed335869-6d7f-4e66-9ba6-1764c7bd57ca	Closed
4907c11a-23ec-4b29-fa17-c08e6c549da	Closed

Inventory Count

DETAILS PRODUCTS

Start a full inventory count for this shop, allowing multiple users to count items into this shared count from the Extenda GO app on iOS or Android. When all contributors are done, review the results, perform any corrections if necessary, and close the count to update all stock.

RETURN TO STOCK LOCATION

Status: **Open** Timestamp: 20.01.2023

ID: c3405604-a612-45eb-b4f1-17d75f81fc16

STOCK LOCATION: ExtendaGO Shop Norway

SHOP: Test Shop

CURRENCY: Norwegian Krone (NOK)

☐ COUNT BLINDLY IN APP

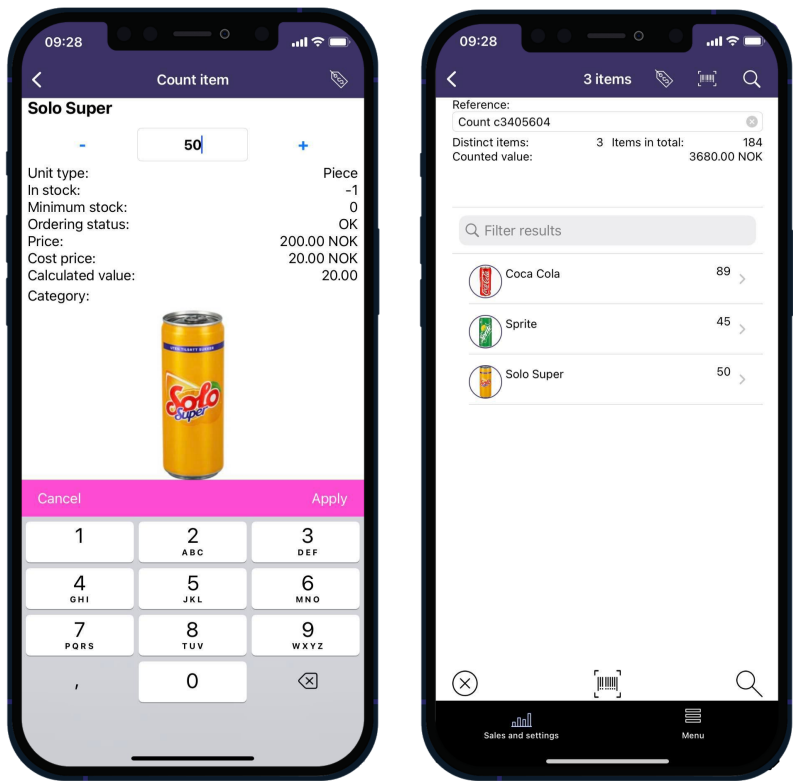
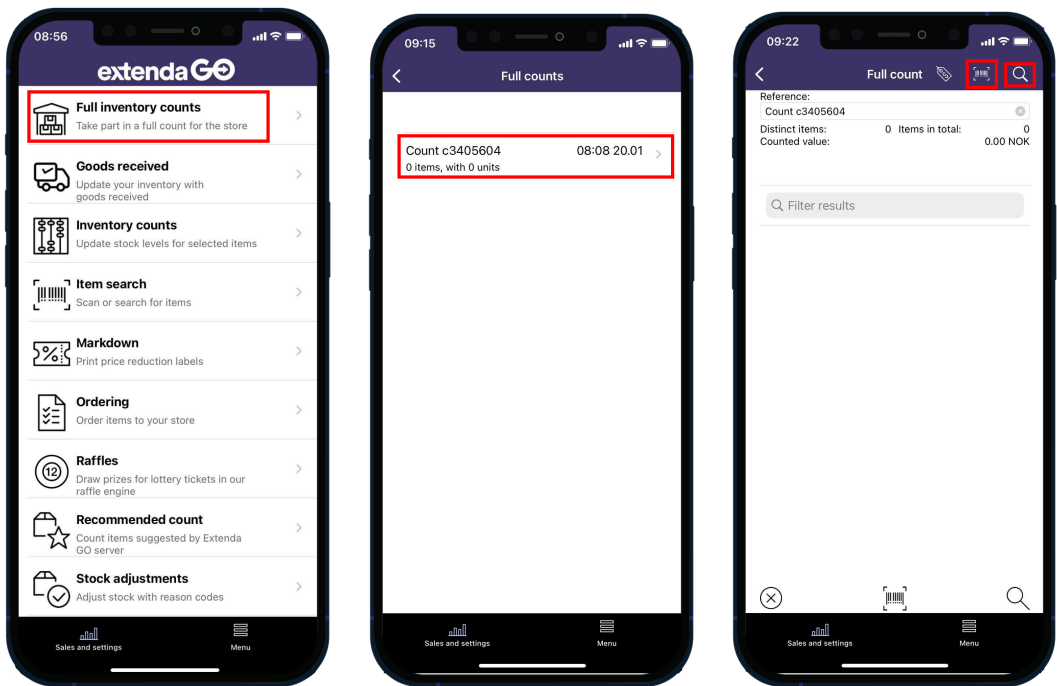
☒ WHEN CLOSING SET ALL NOT COUNTED PRODUCTS QUANTITIES TO 0

CLOSE

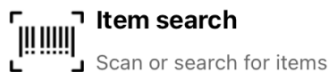
REMOVE INVENTORY COUNT UPDATE INVENTORY COUNT



Now everyone who is going to count in the store can find thiscount in the app under "Full inventory counts"



Modules: Item search



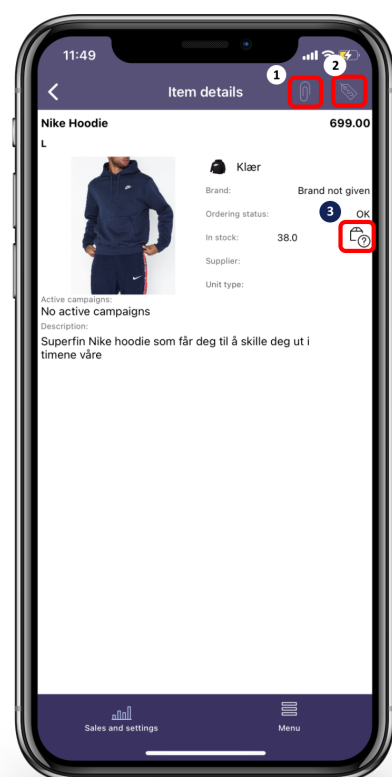
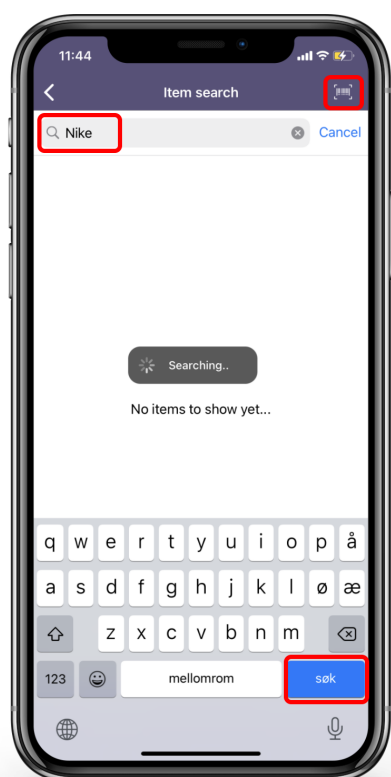
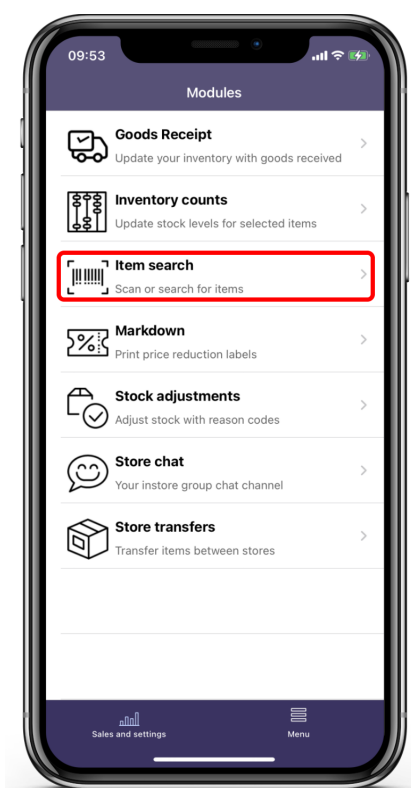
Tap the Item search in Modules to scan or search for items.

Tap the Item search

Enter or scan the item you want to view information about.

Item details.

1. Not in use in Wallmob
2. Print labels (requires a network label printer)
3. Stock levels of all stores.





Markdown

Print price reduction labels

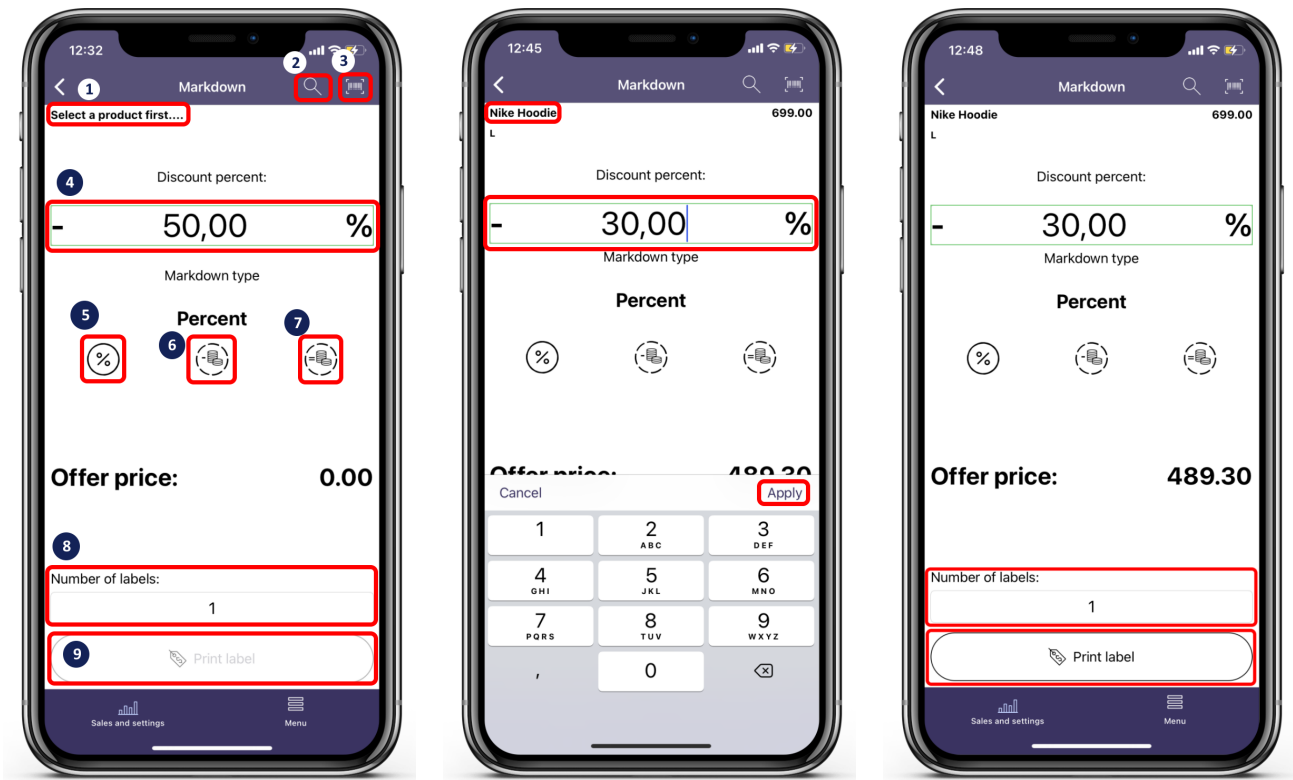
Modules: Markdown

Markdown is a useful feature if for some reason you want to lower the price of selected items. When the item is scanned in POS, the customer receives the item at the price stated on the label you set with the Markdown.

Tap the Markdown in Modules to print reduction labels.

- | | | |
|------------------------------------------------------|------------------------------------------------------------------------|-----------------------------------------------------------------|
| 1. Select a product first by search (2) or scan (3). | <u>Example:</u>
- We search/ scan for a Nike Hoodie | Set the number of labels to be printed, and press "Print label" |
| 2. Search product. | | |
| 3. Scan product. | - We set the discount to 30% off <i>because the item is discolored</i> | Requires a network label printer. |
| 4. Set the discount. | | <i>Will be covered later - How to add a label printer.</i> |
| 5. Discount percent. | | |
| 6. Discount amount. | - Tap the "Apply" | |
| 7. New price. | | |
| 8. Number of labels to print. | | |
| 9. Print label button. | | |

Stock adjustments Adjust stock with reason codes



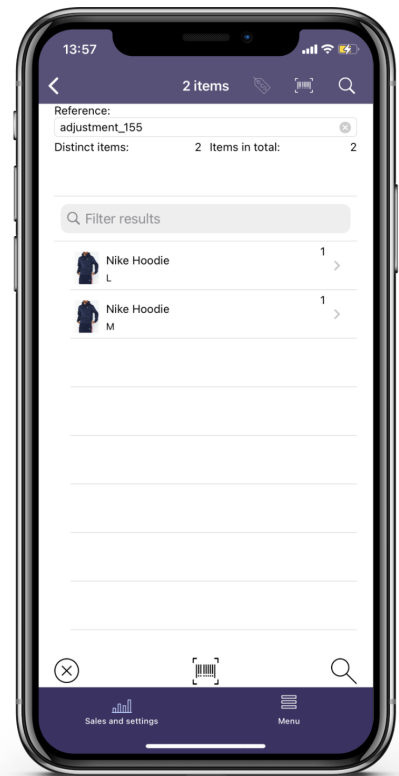
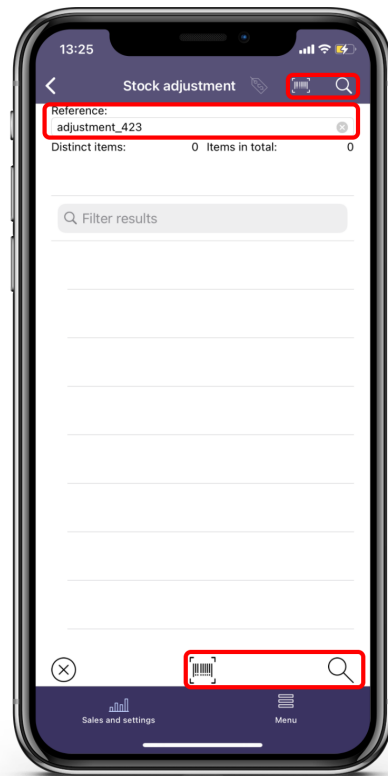
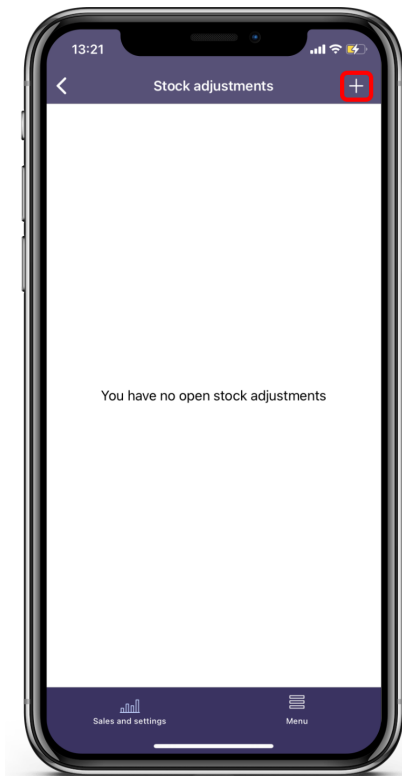
Modules: Stock adjustments

Tap the Stock adjustments in Modules to adjust stock with reason codes.

Tap the + icon in the top right corner to add a Stock adjustment with reason code.

1. Give the stock adjustment a reference name.
2. Search or scan for items to adjust.

Example:
We add these items to the list which we will adjust with reason codes.
Touch the item to adjust.



Set the number you want to adjust and add a reason code.

Tap "Apply" and then the back button in the upper right corner and repeat adjustment for the other items.

When finished, you can see the number you have adjusted and with the reason code you set.

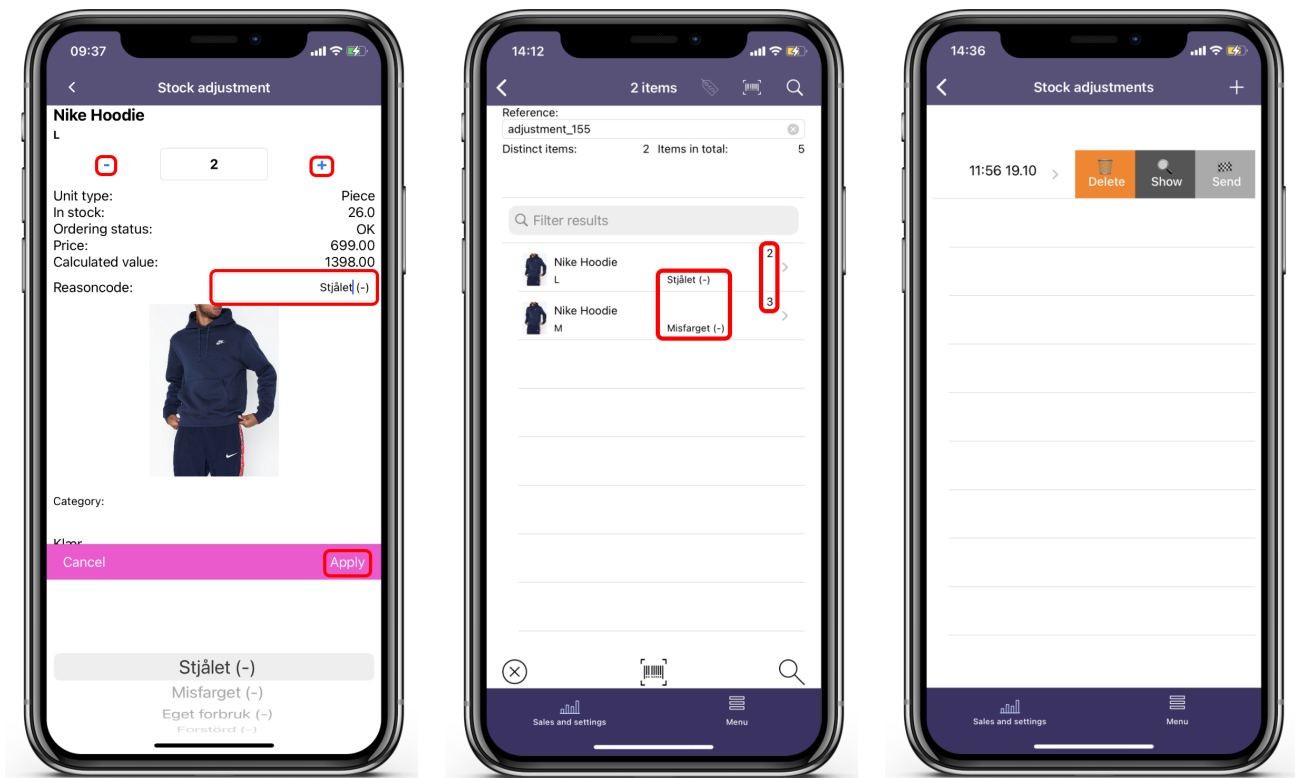
Tap the back button in the upper right corner

Swipe and send changes with reason code to the server.



Store chat

Your instore group chat channel



NOTE!

Reason codes must be set up in Backoffice before they are displayed in the app.

Modules: Store chat

Tap the Store chat in Modules. This is your instore group chat channel.

The chat is only available to employees in the store you are logged in to.





Store transfers

Transfer items between stores

available.

2. Delete all chat from your chat history.
3. Take a picture to send in chat
4. Pick an image from your camera roll to send in chat.



Modules: Store transfers

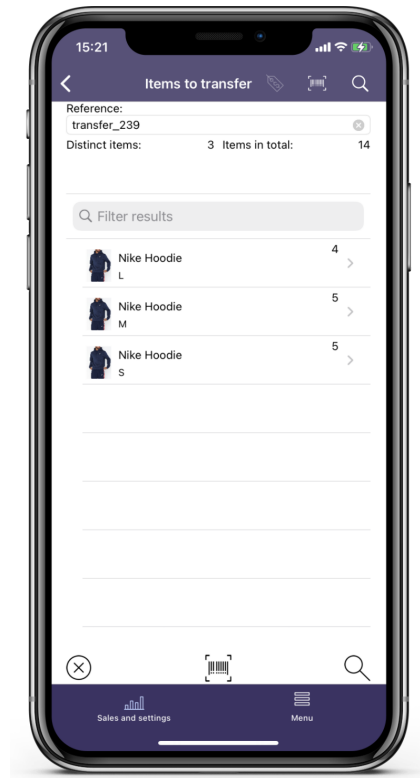
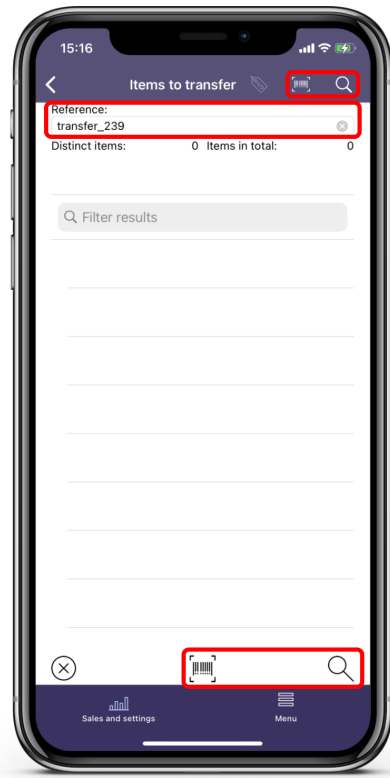
Tap the Store transfers in Modules to transfer items between stores.



Tap the + icon in the top right corner to add a Store transfer.

Give the Store transfer a reference name.
Search or scan for items to transfer.

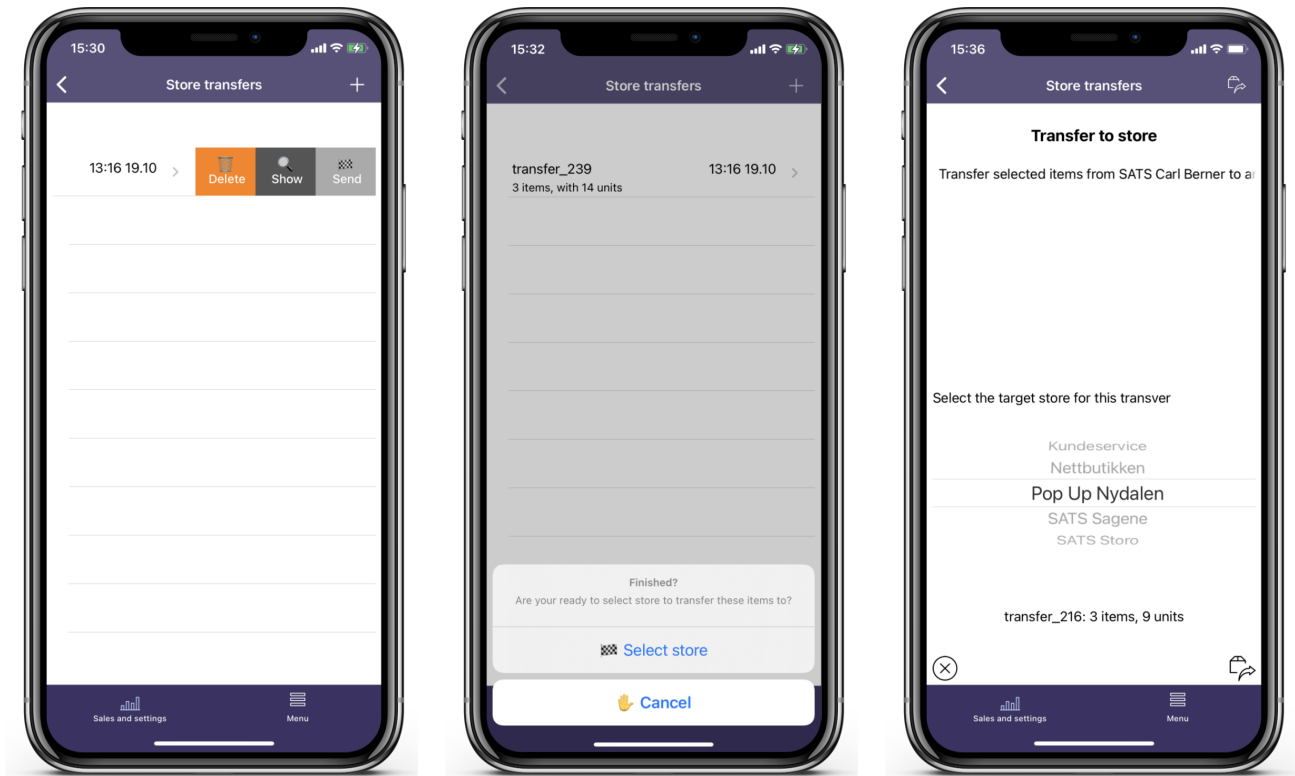
Enter the quantity to be transferred to another store by selecting the product and set the quantity. When done, press "Apply" and then press the back button.



Swipe and send.

Select store to transfer these items to.

Select the target store for this transfer - press for transfer.



5. How to add a label printer



How to add a network label printer

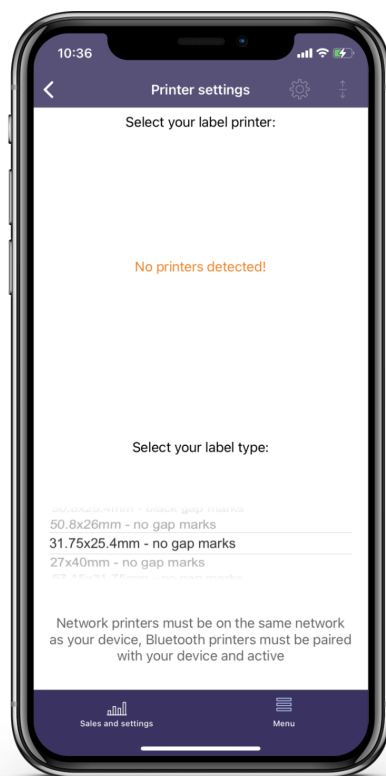
Prerequisites:

- Make sure you have the latest version of the Smartstore App from the App Store.
- Make sure you are connected to the same network as the label printer.

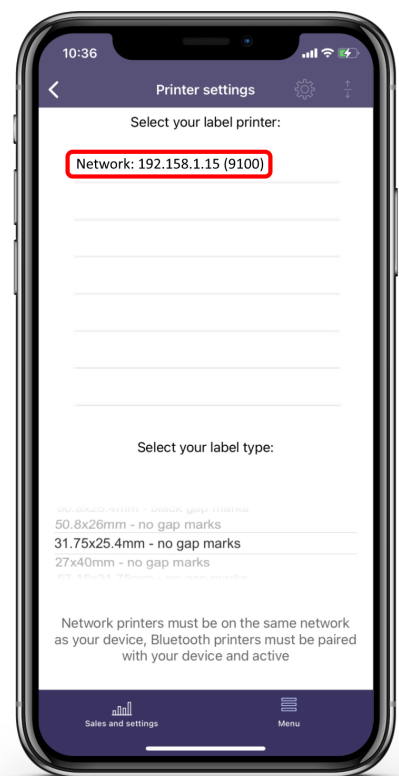
1. Log in to the Smartstore/ExtendaGO App and select the printer icon in the upper right corner.



2. The Smartstore App will search for network printers.



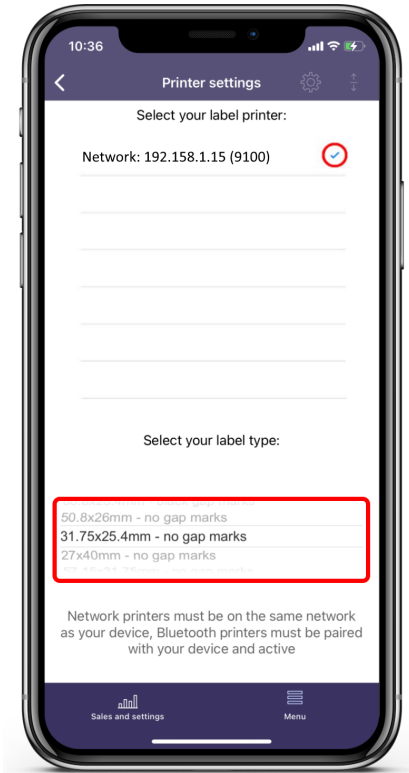
3. Select the network printer. Note that the name/address will vary depending on the network architecture.



4. The selected printer will be indicated by a check mark. Also make sure to select the correct label



type from the lower list.
Note that the label size
will vary depending on
the printer type.



How to add a Bluetooth label printer

Prerequisites:

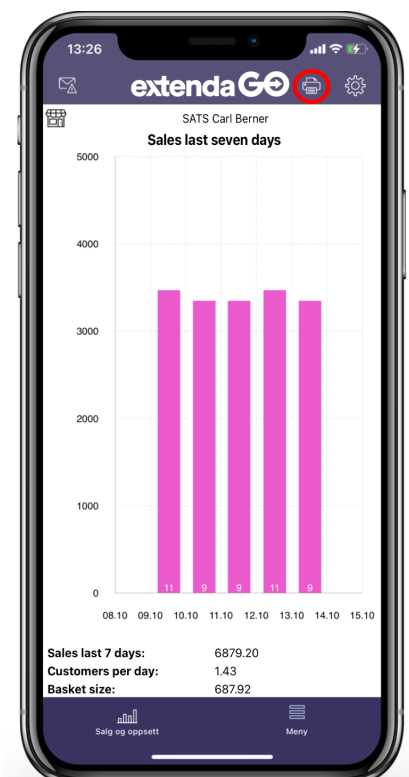
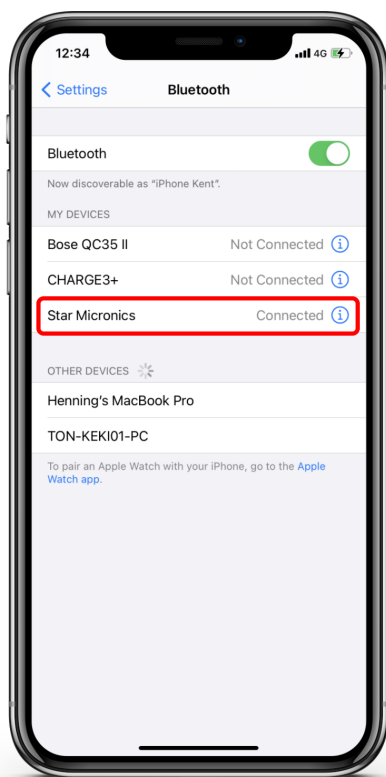
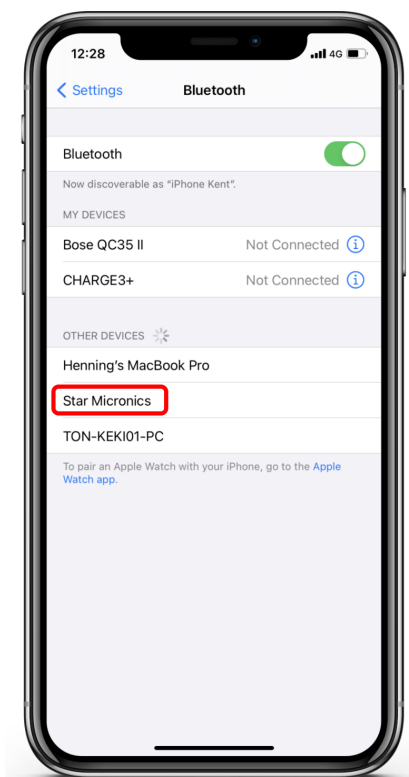


- Make sure you have the latest version of the Smartstore App from the App Store.
- Make sure bluetooth mode is activated on your iOS mobile phone.
- Make sure the bluetooth label printer is turned on and not connected to any other devices.

1. Go to bluetooth settings on your iOS mobile phone. Wait for the label printer to show in the lower part of the list (Other units). Select the printer.

2. The label printer will pair with the iOS mobile phone and added to the list of "my devices"

3. Log in to the Smartstore/ExtendaGOApp and select the settings cog wheel in the upper right corner.



4. Select the bluetooth printer. Note that the name/address will vary depending on the network

5. The selected printer will be indicated by a check mark. Also make sure to select the correct label

architecture.

type/size from the lower list. Note that the label size will vary depending on the printer type.

