

CENTARA

BY HB INTERNATIONAL

QUICK USER GUIDE

CENTARA RETAIL SUITE

QUICK USER GUIDE

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INTRODUCTION

The Centara Retail Suite has two basic parts which operate together to form the suite. **One part is the workstation/s and the other part is the back office tools**, used in maintaining data, setting up operational parameters and reporting transactional details and daily operations.

This quick guide will assist users in getting started with the most commonly used Centara back-office tools:



Data Setup Manager is where items and prices are created and maintained along with access control, staff, tenders, discounts and multiple other functions.



Menu and Keyboard Editor, which creates the on-screen menus and keyboards that appear at the workstation.



Report Manager generates standard reports covering the most important operational requirements and statistics of a business. Custom made reports are easily generated for certain periods, items, departments, workstations and diverse other things.

Logging in:

Centara data manager

Store
1

Operator
2880

Password

OK Cancel

Centara

In order to access any of the programs the user must provide log-in information in a log-in window like the one on the left.

DATA SETUP MANAGER

INTRODUCTION TO SCREEN LAYOUT

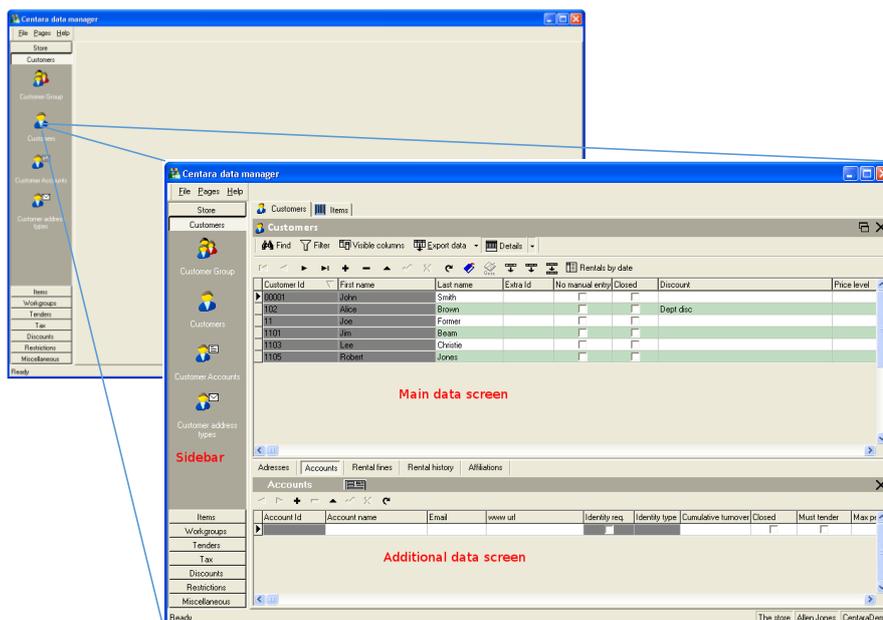
The Data Setup Manager keeps track of most of the data needed to use or change in the usual running of a store. Examples are items, customers, tenders, discounts, employee access rights, to name a few. This document will cover the following in the Data Setup Manager:

Customers	Customers
Items	Items Departments
Workgroups	Employees Operators Workgroups
Discounts	Discounts Discount groups

After having logged into the Data Setup Manager, the screen here below on the left will appear. The screen is constructed in two basic parts, a sidebar on the left and a work area on the right.

When the "Customers" option has been selected from the side bar, the three basic working areas are visible:

- **Sidebar** which opens windows in the main data screen
- **Main data screen** for entering and adjusting data
- **Additional data screen** for detail data entering and further options



CONTROL BUTTONS OVERVIEW

In the Centara **Data Setup Manager**, data is presented in a tabular format and the “Additional data screen” shows detail information on the selected data in the “Main data screen”.

Control buttons:

In the main data screen, two bands with control buttons are located above the tabular data:



Name/icon	Description
Find	Opens a small window to key in the search code. The search is based on a selection which becomes available at the press of the find button.
Filter	A window offering to filter the data on any of the fields in the dataset. When a filter is active, the filter logo becomes red.
Visible columns	Choose which columns are visible or not from a list of available columns.
Export data	Export the data and save in a different format, for example Excel. The down arrow indicates that a drop down menu will appear when pressed.
Details	Opens up the “additional data screen”. The down arrow indicates that a drop down menu will appear when pressed.
+	Add a new record. The keyboard shortcut for this is using the Insert key.
-	Delete the current record. The keyboard shortcut for this is pressing Ctrl and Delete keys at the same time.
▲	Edit current record.
✓	Save changes. Leaving the entry being changed, also saves the entry.
X	Cancel changes made to current record.
↻	Refresh after saving –or– Renew / reload and ignore all changes.
⏪ ⏩	Move to first, previous, next and last record.
📌	Place bookmark at current record.
📄	Go to previously defined bookmark.
📄	Copy current field from previous record.
📄	Copy all fields from previous record.
📄	Clone record.

ADD AN ITEM



Open the Data Setup Manager, select the “Items” group button on the sidebar and then select “Items” from the submenu appearing on the sidebar.

Item Id	Display description	Receipt description	Quantity required	Quantity allowed	Sale allowed	Department	Unit quantity	Price	UOM	Tax group	Tare weight	Discount
00000789453264	Polaroid 900, Autofocus Camera Set	POL 900 AF CAMERA	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Cameras	1	56.00	pc	6.2% tax		
00006894765131	Polaroid 900, Zoom Camera Set	POL 900 ZOOM CAMERA	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Cameras	1	104.00	pc	6.2% tax		
00007094532091	Polaroid Film, ASA 200, 36 Pictures	POL FILM 200/36	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Instant films	1	4.00	pc	6.2% tax		
00007196128331	Polaroid Film, ASA 200, 36 Pictures, 2 p	POL FILM 200/36 2P	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Instant films	1	7.00	pc	6.2% tax		
00007854322891	Polaroid Film, ASA 400, 24 Pictures, 2 p	POL FILM 400/24 2P	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Instant films	1	4.00	pc	6.2% tax		
00007894784937	Polaroid Film, ASA 400, 24 pictures	POL FILM 400/24	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Instant films	1	4.00	pc	6.2% tax		
0000723100414	Bacher Shipping Tube, 750x50 mm	BCH SHPTUBE 750 50	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Packing	1	2.00	pc	6.2% tax		
0000723100714	Bacher Recycled Paper Shipping Tube, 350	BCH R SHPTUBE 350 50	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Packing	1	1.00	pc	6.2% tax		
00007848409446	Bacher Recycled Paper Shipping Tube, 750	BCH R SHPTUBE 750 80	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Packing	1	2.00	pc	6.2% tax		
00007848409544	Bacher Recycled Paper Shipping Tube, 750	BCH R SHPTUBE 750 100	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Packing	1	2.00	pc	6.2% tax		
00007848409546	Bacher Recycled Paper Shipping Tube, 500	BCH R SHPTUBE 500 80	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Packing	1	2.00	pc	6.2% tax		
00007848409891	Posthorn B4 Envelopes, 30mm Flap, 10 pac	PST B4 ENV 30MM 10P	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Stationary	1	4.00	pc	6.2% tax		

Press the **+** key to insert an empty line, which will have an * in the first column. Those fields need to be filled out (minimum):

Field:	Description:
Item Number <input type="text" value="Item Id"/>	A number assigned to an item in the database – no two items can have the same item number.
Item Description <input type="text" value="Display description"/>	A brief description of the item and also the description that appears on the screen at the cashier check out. This field is automatically copied over to “Receipt description” where the text can be modified for the receipt.
Units <input type="text" value="Unit quantity"/>	How many units are of the item? Most of the time this defaults to a value of 1.
Price <input type="text" value="Price"/>	Price of the item (including tax if applicable).
Department <input type="text" value="Department"/>	The department the item belongs to. This is a drop-down selection for available departments.
UOM <input type="text" value="UOM"/>	A drop-down selection of the unit of measure for the item. This could be “pc”, “kg”, “lbs.”, to name a few.
Tax Group <input type="text" value="Tax group"/>	A drop down selection of the tax groups available. This is usually set up as part of setting up the regional settings for the country where the workstation is. Tax groups are also set in “Department”.
Sale allowed <input type="checkbox" value="Sale allowed"/>	Not ticked means item cannot be sold. When the check box is greyed, the item will inherit this option from the department settings.
Quantity allowed <input type="checkbox" value="Quantity allowed"/>	Tick to allow a quantity to be entered, otherwise only one item can be sold at any time. When the check box is greyed, the item will inherit this option from the department settings.

When the necessary information has been entered, the changes need to be saved. This is done by pressing . The is black before the newly entered data has been saved and turns light grey when pressed. Please refresh the data by pressing after the turns light grey which confirms that the information has registered in the database.

CHANGE ITEM INFORMATION



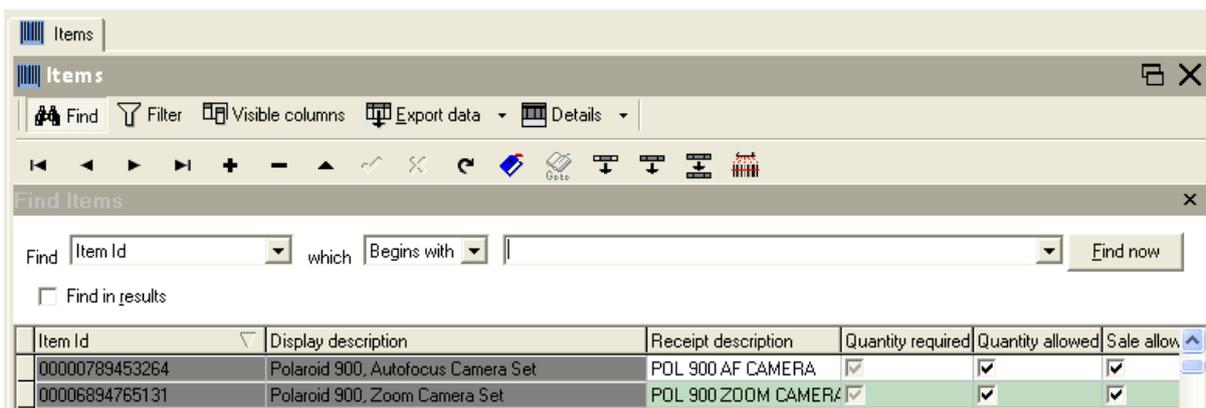
Select the “Items” button on the sidebar and then select “Items” from the submenu appearing on the sidebar.

Press “Find” and enter the search information, either the item nr. or a text string.

To change the price of an item, the first thing is to find the item. The easiest way is to press the **Find** button and enter the relevant search information in the drop down search window.

By pressing “Find now”, the system will look for the record.

Press the above **Find now** to close the find dialog.



Change a price:

Change the price of an item with a double click in the item’s price field.

When the item has been found which needs the price changed, it is sufficient to simply double click on the Price field that corresponds to the item. Then the new price can be entered and the changes saved by pressing the tick mark .

Changing other information:

To change other information, double click on the field that needs to be changed and enter the relevant data. Press save .

It is good practise to refresh the data by pressing to verify that the changes have been registered in the database.

IMPORTANT NOTE:

After an item has been sold it cannot be deleted and its item number cannot be changed.

ADD A BARCODE TO AN ITEM



Select the “Items” button on the sidebar and then select “Items” from the submenu and find the item or items that a barcode should be added to.

Press the **Details** button marked **Barcodes**. The additional data screen will open up and look like the one below:

The screenshot shows the 'Items' application interface. At the top, there is a sidebar with 'Items' selected. Below it, a toolbar contains 'Find', 'Filter', 'Visible columns', 'Export data', and 'Details'. A table lists items with columns: Item Id, Display description, Receipt description, Quantity required, Quantity allowed, and Sale allow. The 'Barcodes' sub-window is open, showing a table with columns: Barcode, Description, Discount, Discount type, and Discount description. The 'Barcodes' window has a '+' button to add a new row.

Item Id	Display description	Receipt description	Quantity required	Quantity allowed	Sale allow
10013	UNIMS N 32 20LTR		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
10014	ESSOLUBE XD-3+ extra	ESSOLUBE XD-3+ extra	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
10101000	Big Time American Brunch	Big Time American Br	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
10101001	BLT Breakfast	BLT Breakfast	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
10101002	Veggi Breakfast	Veggi Breakfast	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
10101003	Lumberjack Slam	Lumberjack Slam	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
10101004	Slim Slam	Slim Slam	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Barcode	Description	Discount	Discount type	Discount description
33333				

Select an item to assign a barcode to. Enter the barcode in an empty line in the additional data screen or insert a new line by pressing the **+** key. Press the save button **✓**. The only mandatory information to insert is the barcode itself.

NOTE:

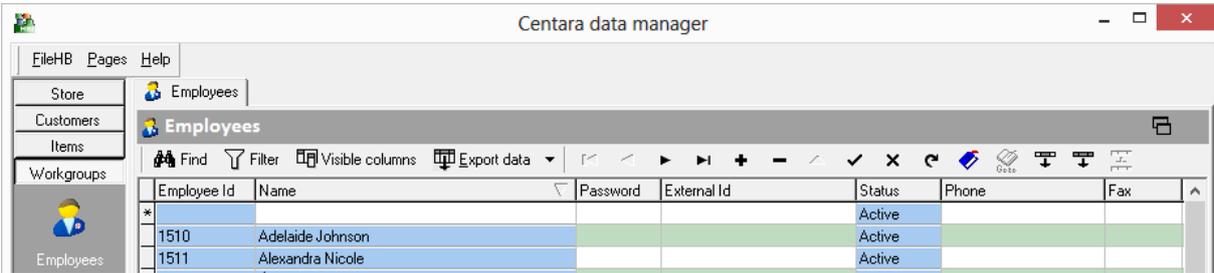
It is possible to have a specific description for the barcode, should that be needed. It is also possible to give specific discount or have the item with this barcode at a specific price.

Again, it is good practise to refresh the data by pressing **↻** to verify the data has been registered in the database.

ADD AN EMPLOYEE



Select the “**Workgroups**” button on the sidebar and then select “**Employees**” from the submenu appearing on the sidebar.



Press the **+** key to insert a new line, which will have an * in the first column. Those fields need to be filled out (minimum):

Field:	Description:
Employee Id	The identification number of the employee
Name	Employee name
Status	A choice of Active or Closed

When the necessary information has been entered, the changes need to be saved by pressing **✓**. Please refresh the data by pressing **↻** after the **✓** turns light grey which confirms that the information has registered in the database.

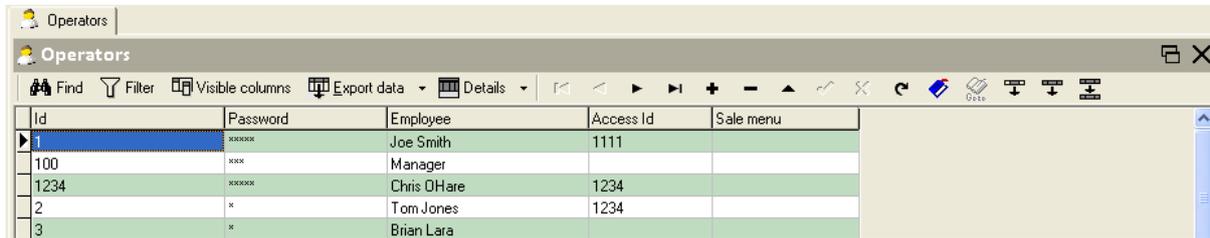
NOTE:
One operator can have multiple “IDs”. Different “Operator IDs” control different levels of access.

Changing and editing information on employees is done as previously described for “Items” on page 7.

ADD AN OPERATOR



Select the **“Operators”** button on the sidebar and then select **“Operators”** from the submenu appearing on the sidebar.

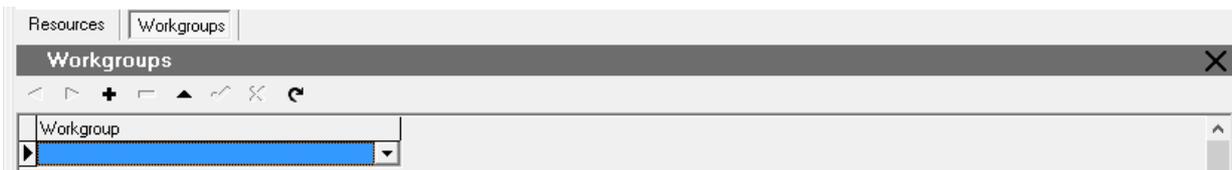


Press the **+** key to insert an empty line, which will have an * in the first column. Those fields need to be filled out (minimum):

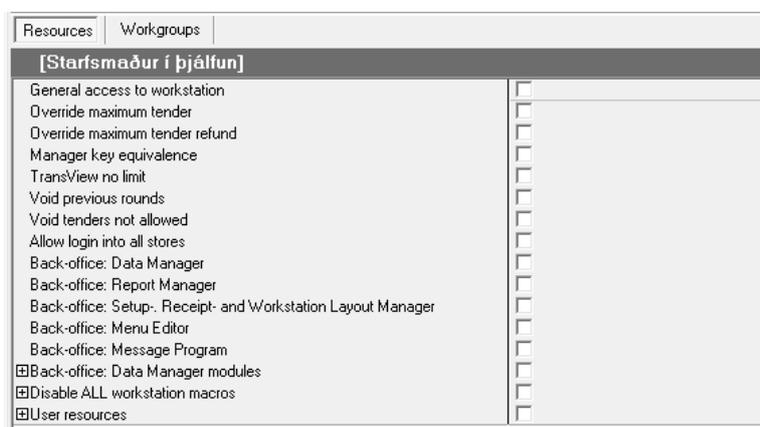
Field:	Description:
Id	Operator ID number
Access Id	A number that is read in from an employee / operator card.
Password	Password for the operator
Employee	Link to the employee that has this operator ID. This is a drop down list into the Employee table

Assign to “Workgroups” and allocate “Resources”

After having added the employee to the operator list, the new operator needs to be assigned to a “Workgroup” to complete the “registration” of the operator. Press the “Details” button and select “Operator” from the dropdown list. Make sure the line containing the newly added operator is selected.



By pressing “Resources” button the resources options will be visible. Tick the appropriate boxes for each operator. This will define what actions each operator is allowed to perform on the workstation and if he/she is allowed to use the back office programs.



Here the settings for the workgroups can be overridden for each operator, should the need arise.

Save and refresh as before.

DISCOUNTS



Select the **Discounts** group button on the sidebar and then **Discounts** again from the submenu.

The screen should look like the one below:

Discount Id	Name	Description	Is open	Apply to line	Show each line	Discount percentage	Discount amount	Transaction limit	Min item limit	Max Item limit	Min item price	Max item price
	0% Discount	0% afsláttur	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>							
11	10% Discount	10% afsláttur	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	10						

Press the **+** key to insert an empty line, which will have an ***** as the first column. Those fields need to be filled out (minimum):

Field:	Description:
Discount Id	The Id for the discount.
Name	Name for the discount.
Is open	Checked means the discount must be input when used at the workstation, otherwise the discount given in <i>Discount percentage</i> or <i>Discount amount</i> is used.
Apply to line	Checked means the discount is applied to each item line, thus affecting the taxable amount, otherwise the discount will be looked upon as a type of payment.
Show each line	Checked means the discount is shown for each line, otherwise all the total value of the discount for this discount Id is displayed at the end of the receipt.
Discount percentage	Discount expressed as a percentage.
Discount amount	Discount expressed as an amount.

Assign a discount to an item

Now it is possible to return to “Items” and select a type of discount for the selected item from the dropdown list in the Discount column.

Note:

It is not possible to have both “Discount percentage” and “Discount amount” defined at the same time.

After having entered the necessary information, save the changes by pressing **✓**. After the **✓** turns grey, refresh the data **↻** and confirm that the information has registered in the database.

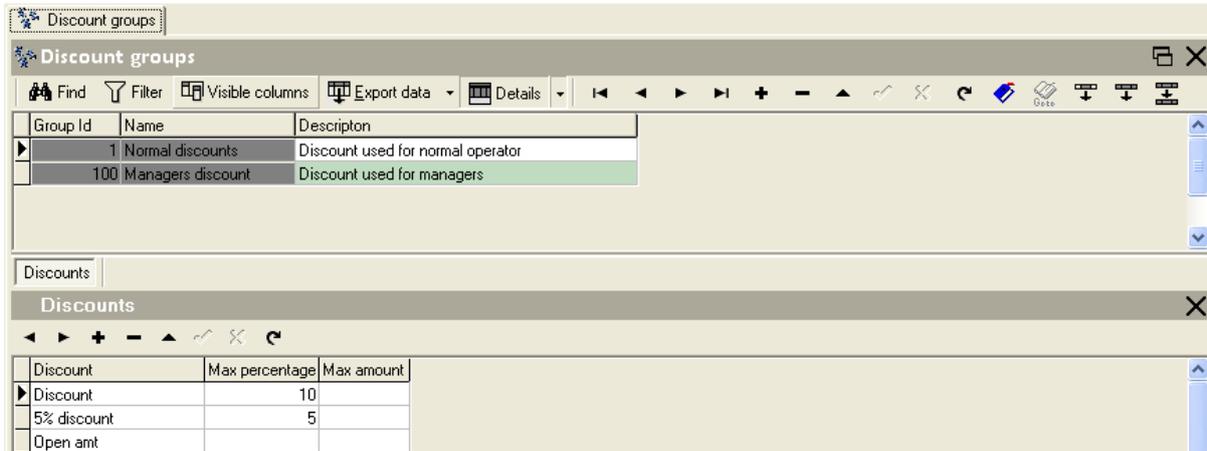
Changing and editing information on discounts is done as previously described for “items” on page 7.

ADD A DISCOUNT



Select the **Discounts** group button on the sidebar and then **Discount groups** again from the submenu.

The screen should look similar to the one below:



Press the **+** key to insert an empty line, which will have an ***** as the first column. Those fields need to be filled out (minimum):

Field:	Description:
Group Id	The id for the discount group.
Name	Name for the discount group.
Description	A further description of the group.

After having have entered the necessary information, save the changes by pressing **✓**. After the **✓** turns grey, refresh the data **↻** and confirm that the information has registered in the database.

Changing and editing information on discount groups is done as previously described for items.

Associate a “Discount group” with a “Discount”.

Press the **Details** button and select **Discounts** from the dropdown list and the screen will look like the one above.

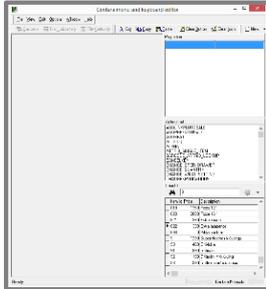
In the main data screen select the “discount group” (that could be “Managers discount”) which will be allowed to use the previously defined 5% discount. Add an empty line in the additional data screen and select the 5% discount previously created. In *Max percentage* enter 5 and leave the *Max amount* empty. Had the discount been an amount type, the *Max amount* field would have been used.

Press **✓** to save the changes so the discount is now a part of this discount group.

MENU AND KEYBOARD EDITOR

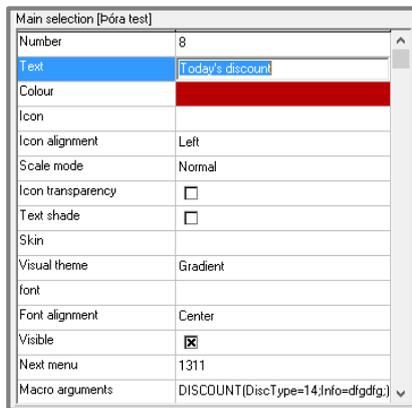
INTRODUCTION TO SCREEN LAYOUT

A screen similar to the one below will appear after logging on:



The area on the right side of the screen contains three sections; the “Properties editor”, the “Actions list” (Macros) and the “Item list”. Those can be repositioned within the working area by pressing the Options button.

Description of the menu editing sections:

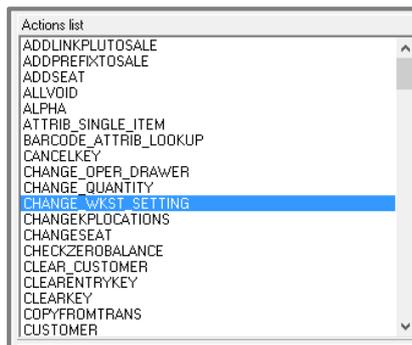


Properties editor

General designs like the theme of each button, colors, fonts, text effects and icons are selected here.

“Macro arguments” and the ID of the “Next menu” or “Modifying menu” are displayed here, along with the text on the button.

To open the full scale color editor which supports all colors used by Windows, double click on the color field.

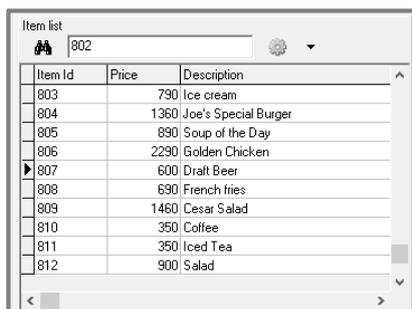


Actions list (Macros)

Macros are predefined action codes that allow functions to be attached to menu buttons.

To add a macro to a button within the menu and keyboard editor simply click first on the button, then click on the required macro, and drag it to the active button.

Holding the shift button will allow multiple macros on a single button.



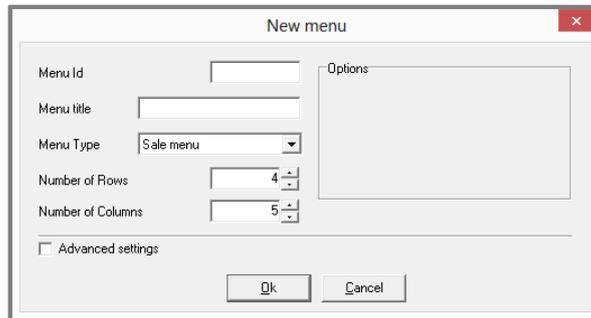
Item list

Items are “dragged” from the items list and “dropped” on the selected button.

That will make that button a “sale” button and the sale macro will appear in the properties editor. The name of the item will also appear by default. That can be modified along with the other effects related to the appearance of the button.

CREATE A NEW MENU

Select “New menu” from the file menu, or by clicking the “New” button, selecting “menu”.



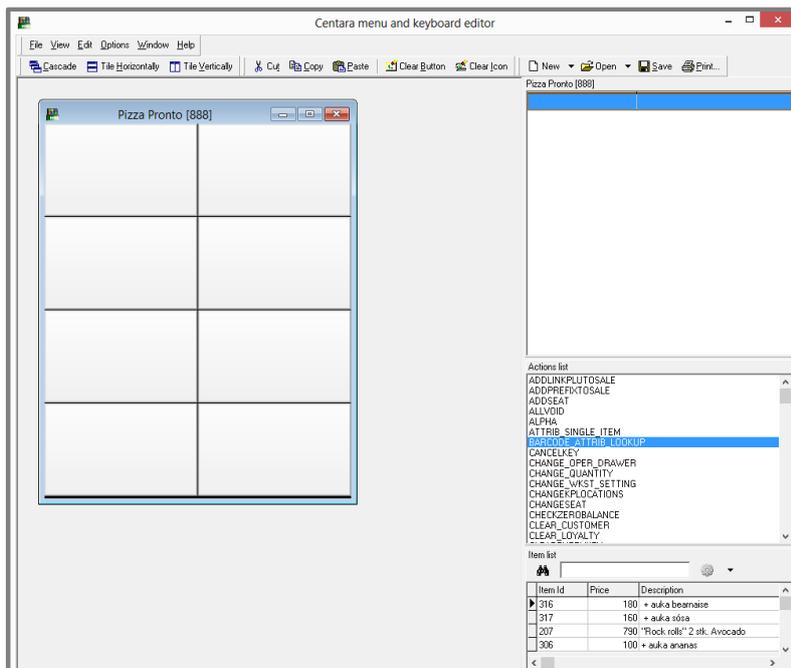
Fill in the following:

Menu Id	Numeric identification of the menu
Menu title	Descriptive name of the menu
Menu type	Sales menu: Normal sale menu Action menu: Calls upon an action to be performed, payments etc. Modify menu: Intended to show changes to the item being sold, such as the cooking of a meal etc.
Number of rows	Number of rows in the menu
Number of columns	Number of columns in the menu

New menu – void of items, actions and design features.

Each menu can have any number of rows and columns.

This one has 2 columns and 4 rows, a total of 8 buttons.



When designing on-screen menus, it has to be kept in mind that operators must be able to fit their fingers on each of the buttons.

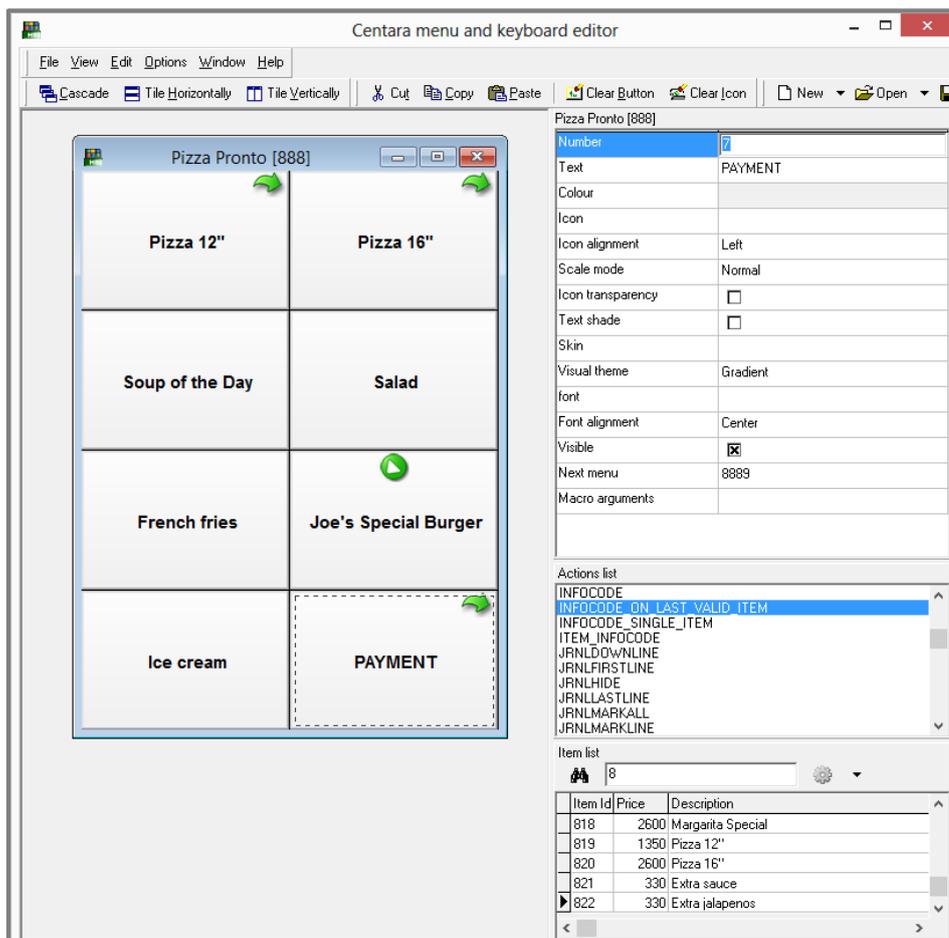
The Properties editor, Actions list and Item list are visible on the right. Nothing is displayed in the properties editor since no button has been selected.

By double clicking on the menu title bar, the menu will expand and fill in the available space in the screen. Select “cascade” or “tile” to separate it from the rest of the screen.

ASSIGN ITEMS AND MACROS TO MENU BUTTONS

The touch screen menu is a collection of menu buttons with miscellaneous functions supporting both the handling and payment of goods. In the hospitality industry it also handles the tables and ordering, to name a few. Some are sale buttons and others perform diverse actions when pressed, such as opening the cash drawer. A payment button calls on an action menu with payment options. A sale button can call on another menu, with a selection of buttons for example, where sizes can be chosen. To further modify the item a special menu can also be chosen.

Here, items have been selected from the item list, and assigned to buttons to create a menu. Submenus are indicated by green arrows.



Drag and drop items and macros

Assigning items and macros to menu buttons by dragging and dropping action.

The items are assigned by clicking any of the item fields (Item Id, Price, Description etc.) and dragging the item subsequently over to the button of choice. That will automatically assign a "Sale" macro to the button. The item name will appear on the button by default but can be edited.

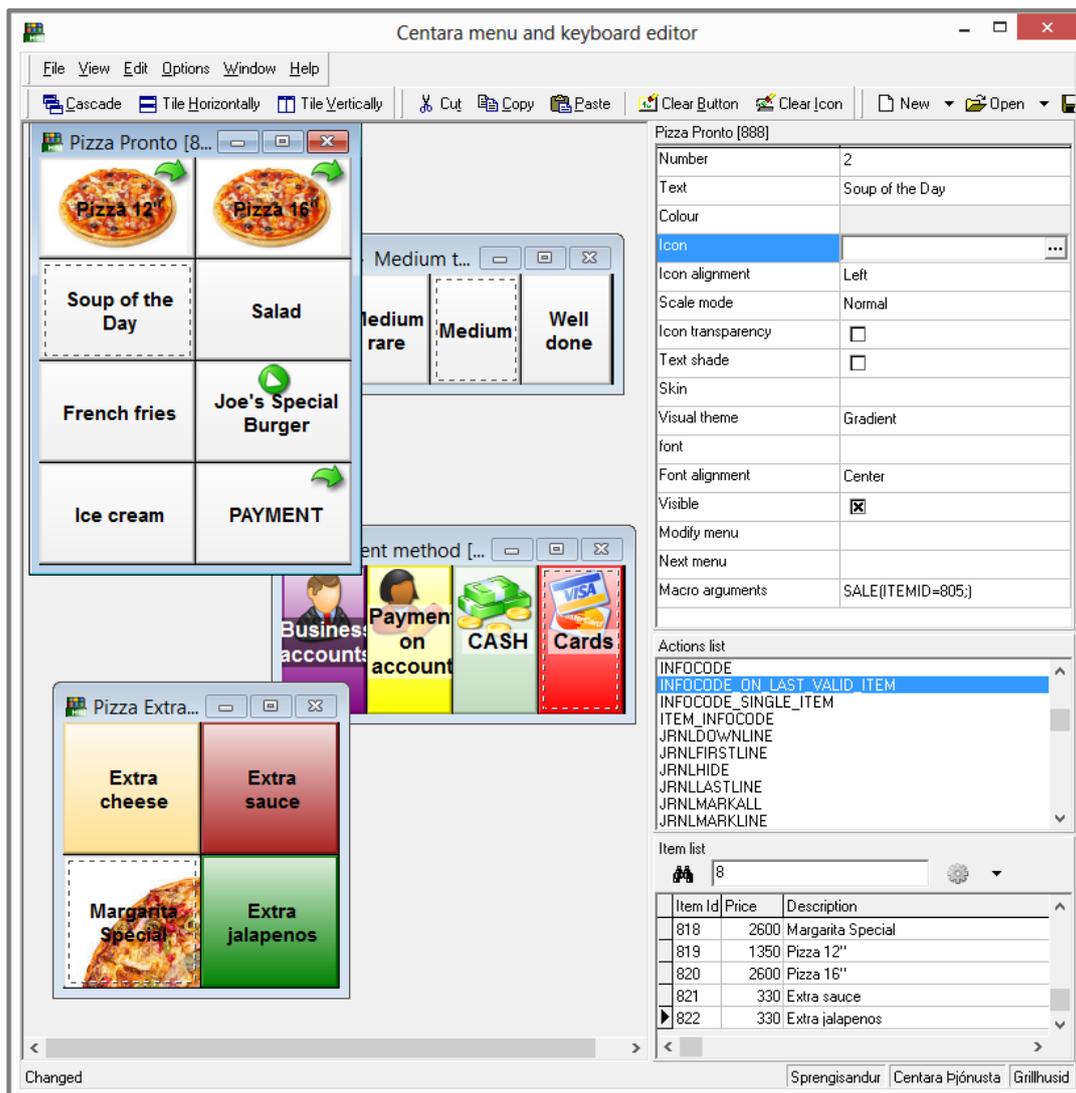
Macros are selected from the Actions list and dragged over to a preselected button to attach function/action to it. Hold down the shift key when more than one macro is to be added to a single button.

CREATE MENUS / SUBMENUS

Submenus consist of sale menus, action menus and modifying menus. Those menus are all created the same way as a regular sale menu and are accessed in the properties editor.

In the menu below, “Action menus” have been created for 3 buttons, the 12”, 16” Pizzas and PAYMENT, indicated by green arrows. The “Payment” button is an example of a button with an underlying action menu, which function is bringing forth the action menu. In this case the action menu is a list of payment methods.

A “Modifying menu” has been created for “Joe’s Special Burger” indicating how the meal should be cooked. This is also indicated by a green colored pointer.



Connect a submenu

In order to connect a submenu to a selected button, first click the button and then click either the “Next menu” field in the properties editor and make a selection from a drop down list, or select “Modify menu” and choose a menu. A green arrow will appear on the button. Remember to press “save” or “save as” when creating a new menu.

The menu can be viewed by right-clicking on the button and selecting “Load Next menu” or “Load Modify menu”.

BUTTON DESIGN WITH THE PROPERTIES EDITOR

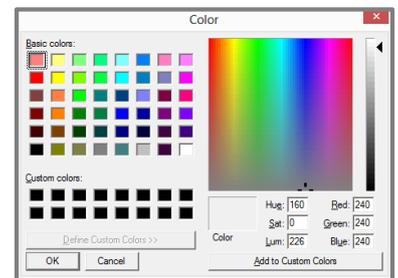
Pizza Pronto [888]	
Number	5
Text	Joe's Special Burger
Colour	
Icon	
Icon alignment	Left
Scale mode	Normal
Icon transparency	<input type="checkbox"/>
Text shade	<input type="checkbox"/>
Skin	
Visual theme	Gradient
font	
Font alignment	Center
Visible	<input checked="" type="checkbox"/>
Modify menu	8988;
Next menu	
Macro arguments	SALE(ITEMID=804;)

For those who want to personalize the look of their on-screen menu, the properties editor is the main design tool, both for the feel and the function of the menu.

General designs like the theme of each button, colors, fonts, text effects and icons are selected here.

“Macro arguments” and the id numbers of the “Next menu” or “Modifying menu” are displayed here.

To open the full scale color editor which supports all colors used by Windows, double click on the color field.

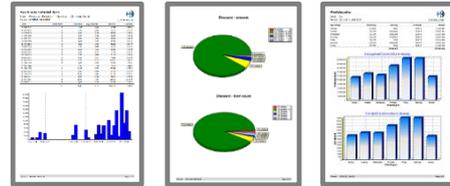


Properties editor overview:

Number	The default number of each menu button; starts with 0 from top left.
Text	The text to be displayed on the button. The item name appears on the button by default. Here it can be edited.
Color	Full scale RGB color palette available along with pre-set design colors.
Icon	If an icon is to be used on the button, this accesses the Windows file search.
Icon alignment	Choice of placing the icon left, right or center.
Scale mode	Choices for fitting the icon. Normal, stretch and resize.
Icon transparency	Increases the transparency around the main object when checked.
Text shade	Makes the text easier to read by placing a light grey background behind it.
Skin	Upload a png file and use on the button for decorative look, either as a graphic effect or as a picture. Skins automatically adjust to button sizes.
Visual theme	Select “flat” or “gradient” when using plain colors on buttons. Select “skinned” when using skins.
Font	All supported fonts available with font styles, colors, sizes and effects.
Font alignment	Choice of placing the text left, right or center. Center placement is by default.
Visible	When checked, an x is placed on the button and the button is not visible.
Modify menu	The id number of the modify menu which appears at the press of the button.
Next menu	The id number of the menu which appears at the press of the button.
Macro arguments	Macros are predefined action codes which are displayed here.

REPORT MANAGER

INTRODUCTION TO SCREEN LAYOUT AND REPORT CATEGORIES

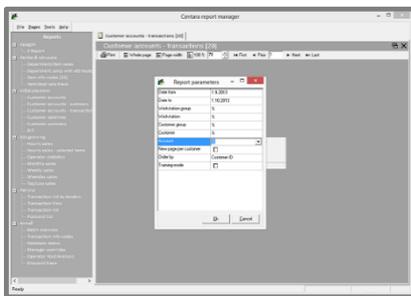


Continuous monitoring of point-of-sale data sheds light on sales trends, product demand and allows for improved marketing strategies. This reporting tool provides the manager with the necessary information needed to analyze sales data.

Every Centara report is designed to get the most out of the information accumulated on a daily basis. Flash reports, daily sales reports, departmental and item sale reports, operator statistics, all workstations, stores, individual transactions, post voids, discount trace and top/low sales to name a few.

View trends, compare hours, evaluate performances, and manage loss prevention.

SCREEN LAYOUT



After logging in, a screen will appear where all the available reports are listed on the left hand side, grouped by categories.

By double clicking on the report name, a dialogue box with report criteria will open up and a new report can be created.

Once a report has been created it stays on the screen to be viewed, printed or exported.

Multiple reports can be viewed and new ones generated with different parameters. The last parameters entered in the dialogue box are stored by default.

AVAILABLE REPORT CATEGORIES

- TOTAL SALES
- SALES DETAIL
- CUSTOMER ACCOUNTS
- SALES ANALYSIS
- TRANSACTIONS
- MISCELLANEOUS

Sample reports:



TOTAL SALES THE X-REPORT

OVERVIEW

In the Centara Report Manager, the X Report is the fundamental daily balance report, where sales totals are grouped, and VAT and discounts are also specified. It is an important tool which can also be used to view any given time period. Real time updating allows managers to view current status any time.

A dialogue box opens up after the report type has been selected. This is the dialogue box where the report parameters for X report are selected.

REPORT PARAMETERS

In order to generate reports, parameters need to be filled in or selected in the parameter dialogue box; the time period, workstation, workstation group and operator if needed.

In the dialogue box on the left, the “%” sign stands for “All” and that shows that all operators are selected for this report. All “Workstation groups” have also been selected.

When “Hide additional info” is checked, the report shows only “Tender in drawer”, “Currency” and “VAT overview”.

Note: The data is presented in a tabular format and can be exported as a table, pdf, text format or as a RTF. Use the Export option in the top left corner and save as needed.

The main criteria covered in the X Report:

- Tender in drawer (EFT, On account and Cash)
- Foreign currency
- VAT overview

Other criteria covered are:

- Line discount
- Other information
- No. of transactions
- No. of sold items
- No. of return items
- No. of voided items
- No. of post void
- No. of price override transactions
- Tender loan
- Tender pickup
- Open operator transactions
- Open table transactions
- Return amount
- Refund amount
- Voided item amount
- Voided transaction amount
- Post void amount
- No sale transactions
- Paid in
- Paid out

For convenience, page numbers are shown at the bottom of each page along with the date the report was created. This information can be edited in the exported document as needed.

SALES DETAIL DEPARTMENT / ITEM SALES

OVERVIEW

View each item or department as a percentage of sales, or examine how many items have been sold. Identify slow sellers and Use sales analysis reports options for further information breakdown.

Information regarding certain items or departments can be grouped by stores, workstations, workstations groups and staff.

Department	Item No.	Quantity	Sales
1110	1110001	100	10000
1110	1110002	50	5000
1110	1110003	20	2000
1110	1110004	10	1000
1110	1110005	5	500
1110	1110006	3	300
1110	1110007	2	200
1110	1110008	1	100
1110	1110009	1	100
1110	1110010	1	100

REPORT PARAMETERS

Store	1
Workstation group	%
Workstation	%
Operator	%
Department	1110
Item	%
Date From	1.7.2013
To	1.8.2013
Hide item info	<input type="checkbox"/>
Order by	Item no. descending
Training mode	Item no. descending

As in the X report, the “%” sign stands for “all” and in this dialogue box, the parameters are set for all items in Department nr. 1110 and the order of the results is selected by descending item nr.

When the “Hide item info” box is checked, the report shows totals for the items in each department and no percentages.

Order by “item number ascending” is advisable when looking for information on a special item within a department. When researching item performance in general, the quantity or amount ascending should be used. This key information allows for better planning and shows where there is room for improvement.

When ALL departments are selected, each item is displayed with information about its share of the total sales, and the percentage of the quantity/how many items have been sold.

When ONE department is selected, the items show a percentage share within that department.

The following criteria are covered in the Department/Item sales Report:

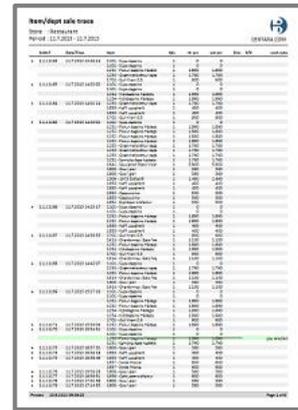
- Individual item sales
- Item sales performance within a department
- Percentage of total department sales
- Percentage of total sales
- Department totals
- Department performance numbers
- Departments share of total sales
- Item/department sales per operator

ITEM /DEPARTMENTS SALE TRACE

OVERVIEW

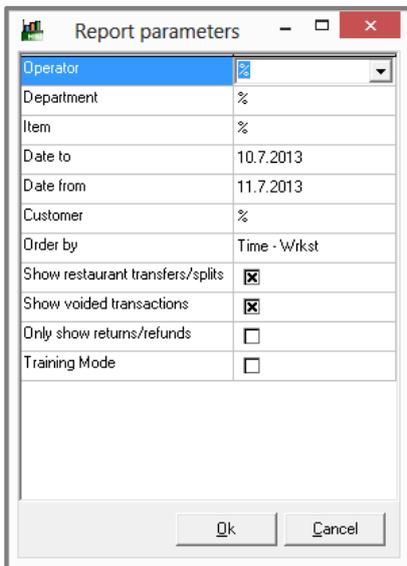
This report type provides particularly useful information when researching certain items or what took place at the tills at any given time. The transactions are shown in ascending chronological order and grouped by workstations.

Choose departments, operators or items and see all voided and post-voided sales along with transfers and splits.



Date	Time	Operator	Department	Item	Amount
10.7.2013	10:00:00	Operator	Department	Item	1.00
10.7.2013	10:05:00	Operator	Department	Item	2.00
10.7.2013	10:10:00	Operator	Department	Item	3.00
10.7.2013	10:15:00	Operator	Department	Item	4.00
10.7.2013	10:20:00	Operator	Department	Item	5.00
10.7.2013	10:25:00	Operator	Department	Item	6.00
10.7.2013	10:30:00	Operator	Department	Item	7.00
10.7.2013	10:35:00	Operator	Department	Item	8.00
10.7.2013	10:40:00	Operator	Department	Item	9.00
10.7.2013	10:45:00	Operator	Department	Item	10.00

REPORT PARAMETERS



Operator	
Department	%
Item	%
Date to	10.7.2013
Date from	11.7.2013
Customer	%
Order by	Time - Wkst
Show restaurant transfers/splits	<input checked="" type="checkbox"/>
Show voided transactions	<input checked="" type="checkbox"/>
Only show returns/refunds	<input type="checkbox"/>
Training Mode	<input type="checkbox"/>

The parameters on the left provide a sale trace report listing all transactions between the chosen dates, for all operators, all departments, all items and all customers. The order of the transactions will be chronological and grouped by workstations. In order to narrow the search further the parameters need to be changed

When a single transaction needs further looking into, running the “Transaction view” report can be useful. A group of transactions can be viewed as well in the “Transaction list” report. (See page 10)

OTHER AVAILABLE REPORTS FOR SALES DETAIL:



DEPARTMENT SALES WITH ATTRIBUTES

This report option shows attributes linked to each item. This is particularly useful when researching different size, color and style performances.



ITEM INFO CODES

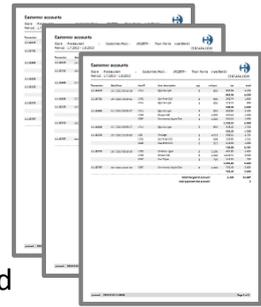
This reports lists up all info codes related to item sales and shows the number of occurrences of each Info code.

CUSTOMER ACCOUNTS

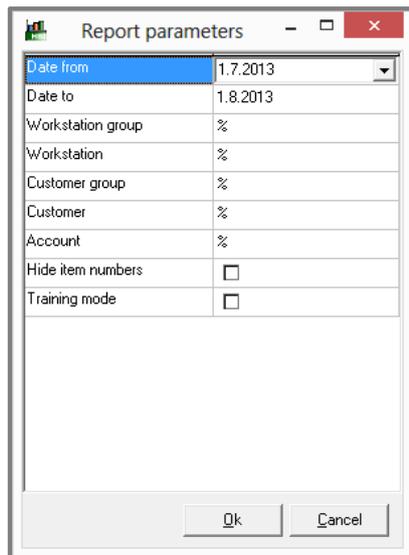
CUSTOMER ACCOUNTS

OVERVIEW

Get a clear view of customer accounts. Select an account, a time period and view all the account transactions. The listings show the transaction numbers and dates, item numbers, prices and descriptions, total prices and VAT.



REPORT PARAMETERS



Each customer can have more than one account. In the parameter dialogue box on the left, the % sign has been used denoting that “all” options have been chosen in the time period.

Used other reports to view detailed information regarding certain transactions or if only a short summary is needed.

In order to view customer activity regardless of the accounts, the “Customer sale lines” report is an option to use.

OTHER AVAILABLE REPORTS FOR CUSTOMER ACCOUNTS:



CUSTOMER ACCOUNTS SUMMARY

This report option shows the total sum which has been charged to each customer’s account within the given time frame.



CUSTOMER ACCOUNTS TRANSACTIONS

This report shows all customer account transactions with dates and transaction numbers, and running totals for the time period given.



CUSTOMER SALELINES

This report shows all customer transactions, independent of whether the purchase was on account or not.



CUSTOMER SUMMARY

This report option shows the total sum which has been charged to each customer within the given time frame.

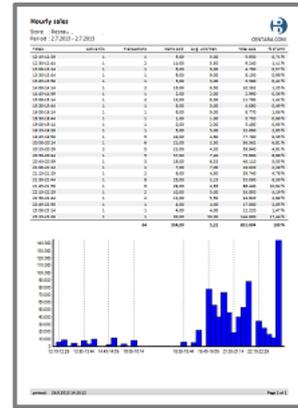
SALES ANALYSIS

HOURLY SALES

OVERVIEW

This report shows total sales for each time period chosen, the number of transactions, how many items were sold, average units per transaction, and the percentage value.

Select a date and view the total sales figures broken down to one hour intervals or less. The options allow for showing the information with as little as 5 minute increments.



REPORT PARAMETERS

Fill in the parameters and make sure the dates and weekdays are filled in as needed. Select one day at a time when the option is to view the sales information at five to twenty five minute intervals.

Viewing reports on f.ex. hourly sales by individual weekdays allows improvement in employee scheduling and supply forecasting.

OTHER AVAILABLE REPORTS FOR SALES ANALYSIS:



HOURLY SALES – SELECTED ITEMS

This report is helpful when items and departments are to be researched individually.



OPERATOR STATISTICS

This important report option shows operator activities. It shows the total amount in sales per individual operator, item count and transactions amounts. All discounts and voids are listed along with Item voids, returns and refunds, price overrides and no sales.



MONTHLY, WEEKLY AND WEEKDAY SALES

These reports options show total sales per month, week or per weekday. The figures are displayed both as numbers and also in a column chart.



TOP/LOW SALES

This report option shows the top selling items or the worst selling items. In the report's parameters, select all departments or a single department and pick how many items should be in the report. Pick order by value or quantity.

