

SMARTPOS



Quick Start Guide



What's inside your SmartPOS bundle?

SmartPOS box:

- Dual-screen SmartPOS
- Power cord

Cash drawer box:

- Cash drawer
- RJ11 cable

Receipt printer box:

- Receipt printer
- Power cable
- USB cable
- Receipt tape roll

Barcode scanner box:

- Barcode scanner
- Barcode scanner base
- USB cable

Additional items:

- 10 ft Ethernet cable
- SmartPOS Quick Start Guide
- Barcode scanner programming guide



We strongly suggest using a surge protector for all power connections to ensure longevity of your equipment.
OPERATING SMARTPOS WITHOUT A SURGE PROTECTOR VOIDS THE WARRANTY.

Installing SmartPOS

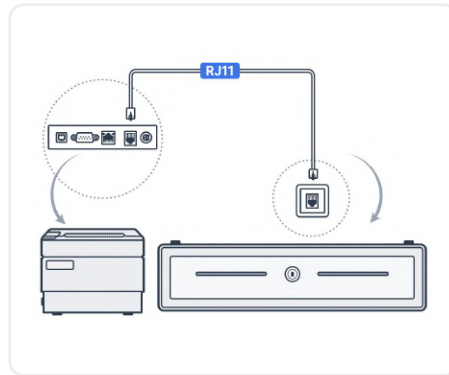


1. Choose a convenient spot.

Please adhere to the installation sequence specified on this page.

First, unpack the cash drawer and place it in the spot where you will use SmartPOS for sales.

The picture above shows the example of how to arrange the equipment upon completion of the installation.

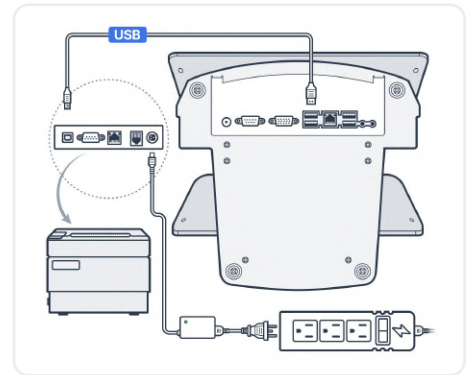


2. Cash drawer and receipt printer.

Find the RJ11 cable included with the cash drawer. Insert one end of the RJ11 cable into the port on the bottom of the cash drawer.

Unpack the receipt printer and place it beside the cash drawer.

Insert the other end of the RJ11 cable into the port on the back of the receipt printer.



3. Receipt printer and SmartPOS.

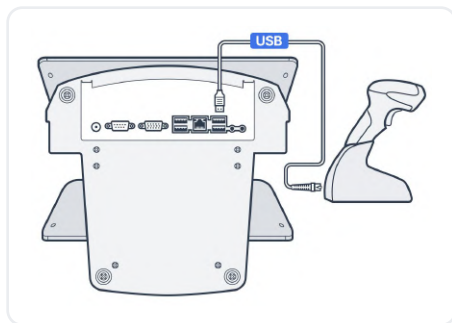
Find the USB cable included with the receipt printer.

Insert one end of the USB cable into any USB port on the bottom of SmartPOS.

Insert the other end of the USB cable into USB port on the back of the receipt printer.

Find the power cable included with the receipt printer.

Plug the receipt printer into a surge protector.



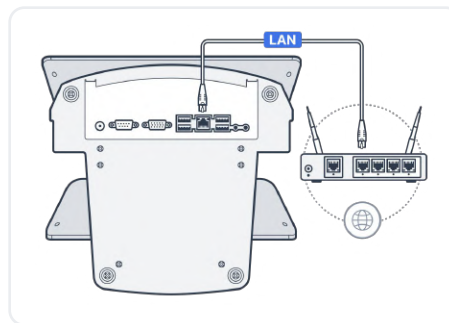
4. Barcode scanner and SmartPOS.

Unpack the barcode scanner box.

Attach the barcode scanner to the barcode scanner base.

Insert one end of the USB cable into USB port of the base.

Insert the other end of the USB cable into USB port on the bottom of SmartPOS.

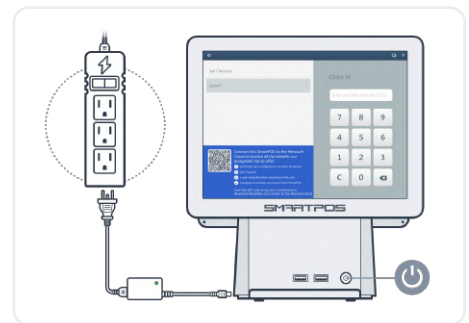


5. Connect SmartPOS to the internet.

Find an internet router or a network switch connected to the internet router in the location where you will use SmartPOS.

Insert one end of the Ethernet cable into the port of the internet router or the network switch.

Insert the other end of the Ethernet cable into the network port located on the bottom of SmartPOS.



6. Turn SmartPOS on.

Plug SmartPOS into the surge protector with the power cord.

Press the power button on SmartPOS to turn it on.

SmartPOS may start uploading an update.

After uploading the update, SmartPOS reboots and the log-in screen appears.

Follow the instructions on the next page to activate your SmartPOS.

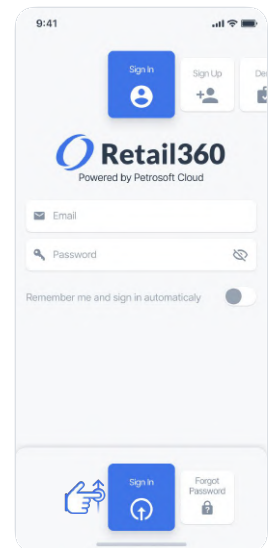
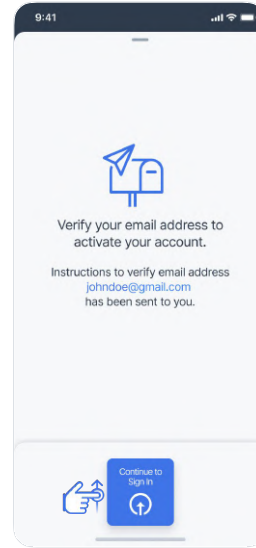
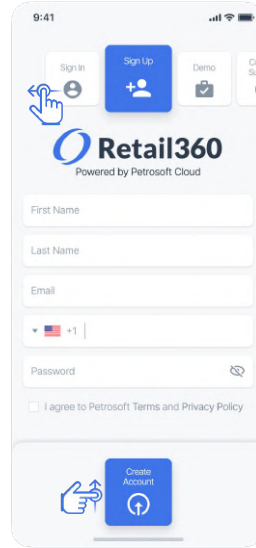
Activating SmartPOS



To activate your SmartPOS, follow these steps:

1. You will need the **Retail360** mobile app to activate your SmartPOS. To get this app, **scan the QR code** in the lower left part of the SmartPOS screen with your phone, then download the app.

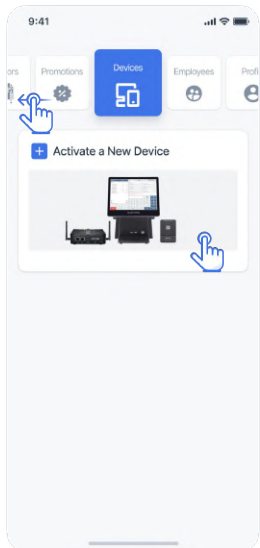
Alternatively, you can find this app in App Store or Google Play yourself.



2. Open the Retail360 app. Swipe left to the **Sign Up** form. Enter your first name, last name, email, phone number, and make a password. Tap the check box to agree to the policy. In the lower menu, select **Sign Up** and swipe up.

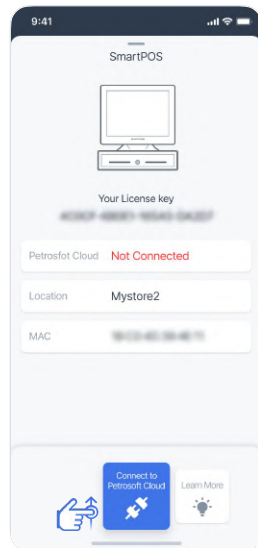
Activate your account by following the instructions sent to your email. After activating your account, select **Continue to Sign In** in the lower menu and swipe up.

On the **Sign In** form, select **Sign In** in the lower menu and swipe up.

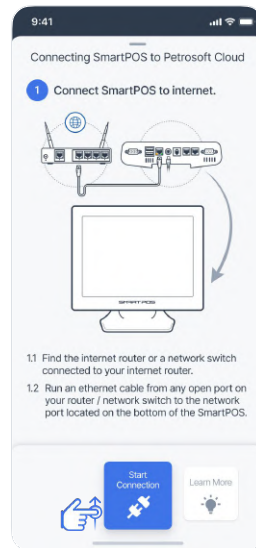


3. In the upper menu of the app, swipe left and select **Devices**.

4. In the devices list, tap **Activate a New Device**.

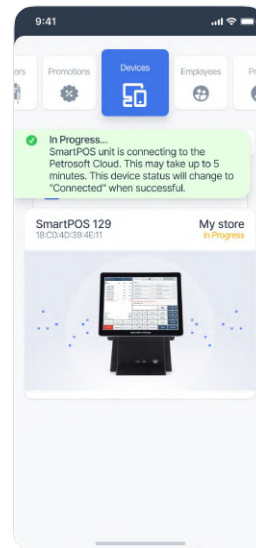


5. In the lower menu, select **Connect to Petrosoft Cloud** and swipe up.

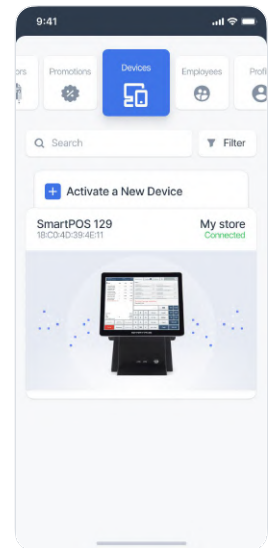


6. Make sure the SmartPOS device is installed and connected properly.

7. In the lower menu, select **Start Connection** and swipe up.

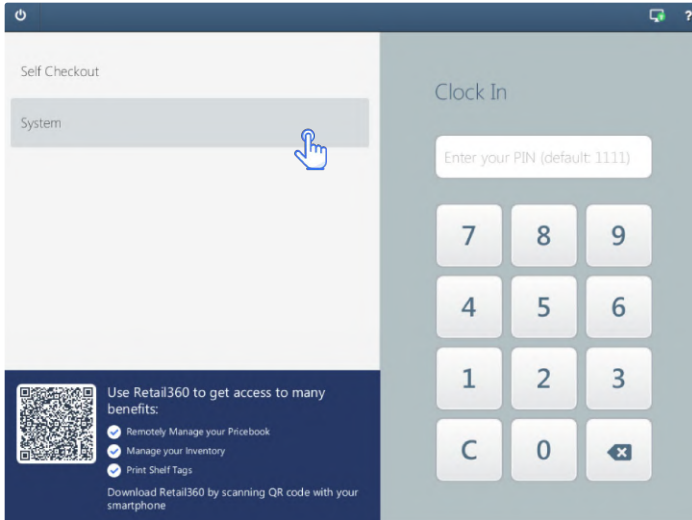


8. Wait for your SmartPOS to connect to the Petrosoft Cloud.



9. When your SmartPOS successfully connects to the Petrosoft Cloud, the status will change from In Progress to Connected.

Clock In

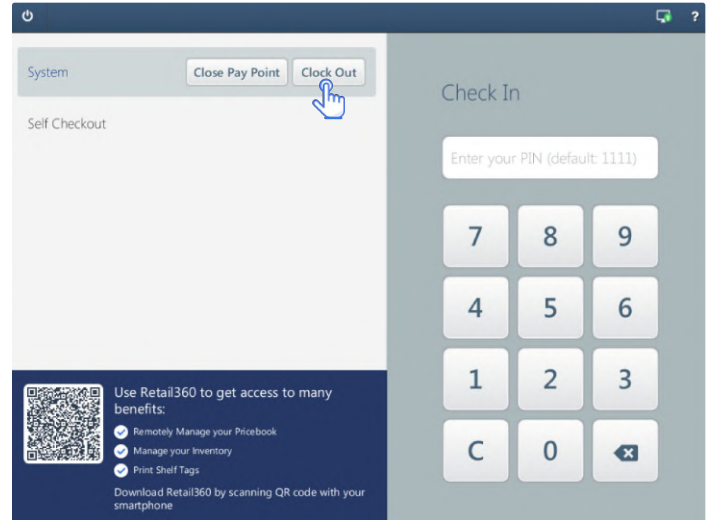


To start operating SmartPOS, a user must clock in. The clock-in is intended to record presence of the user in the location. Once a user clocks in, SmartPOS starts tracking time for this user and logging the actions this user performs.

To clock in, follow these steps:

1. Tap the user in the left part of the screen.
2. Tap 1111 to enter the password in the right part of the screen.

Clock Out

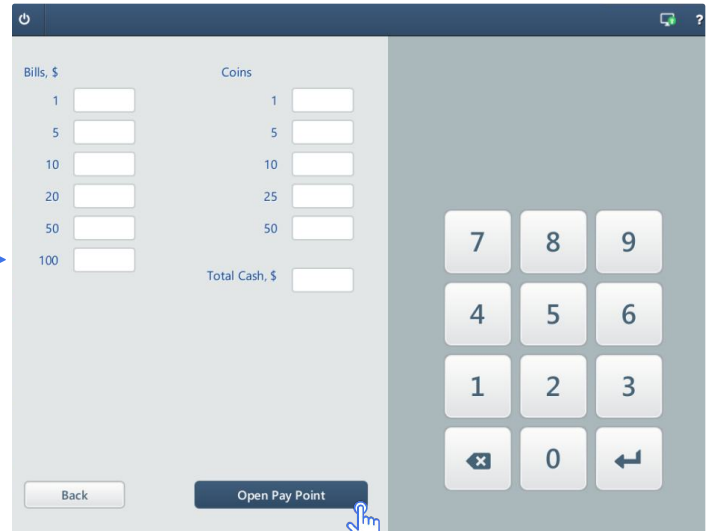
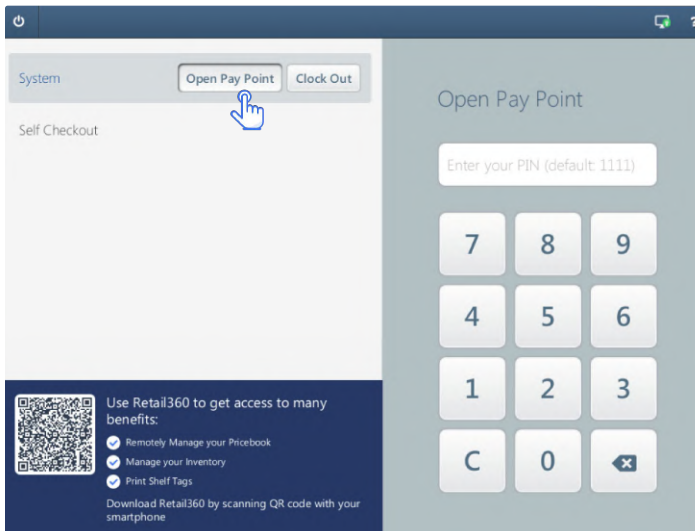


At the end of a working shift, the user must clock out before leaving the location.

To clock out, follow these steps:

1. Select the clocked-in user in the left part of the screen.
2. Tap **Clock Out**.
3. Enter the password in the right part of the screen.

Open pay point

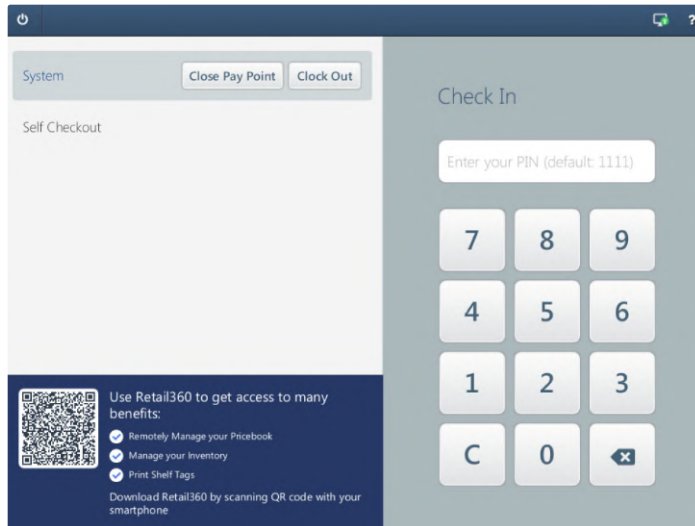


To start sales, a clocked-in cashier must open the pay point.

To open the pay point, follow these steps:

1. Tap **Open Pay Point**.
2. Enter the password in the right part of the screen.
3. Enter either the number of bills and coins or enter the total cash amount.
4. Tap **Open Pay Point** in the lower part of the screen.

Check In

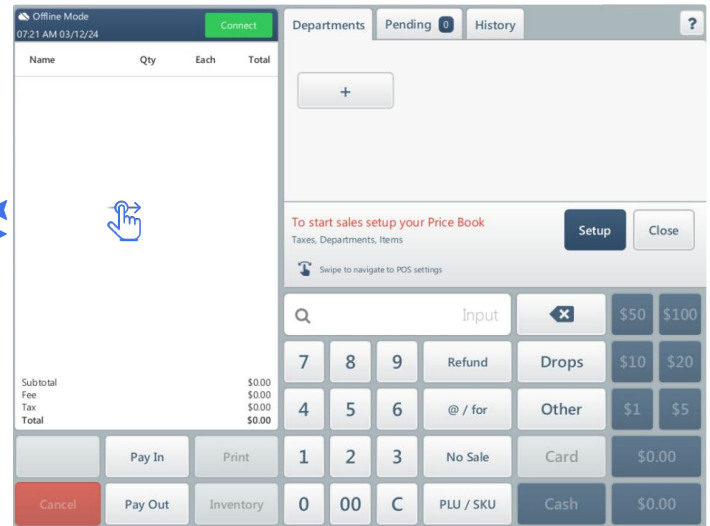


To enter the system, the clocked-in user must check in. After checking in, the user can perform the operations he or she has permissions for.

To check in, follow these steps:

1. Select the clocked-in user in the left part of the screen. The selected user is highlighted with a gray frame.
2. Enter the user password in the right part of the screen.

Check Out

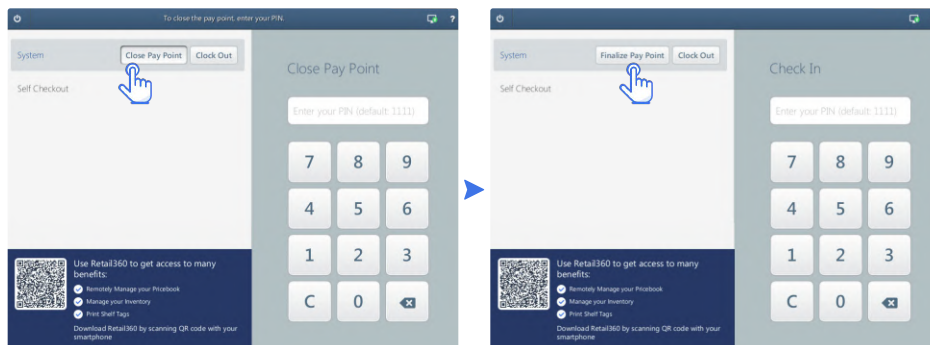


To escape the system, the user checks out. After checking out, the user ends at the log-in screen.

In the right part of the screen, tap **Close** on the pop-up to close it.

To check out, swipe from left to right once from the screen that appeared after checking in.

Close pay point



When a cashier is done for the day, this cashier must close and finalize the pay point.

To close the pay point, a cashier must perform these steps:

1. Tap **Close Pay Point**.
2. Enter the user password in the right part of the screen.
3. Count the number of payment units (bills, coins, and coupons) in the cash drawer.
4. After counting the payment units, proceed to finalizing the pay point.

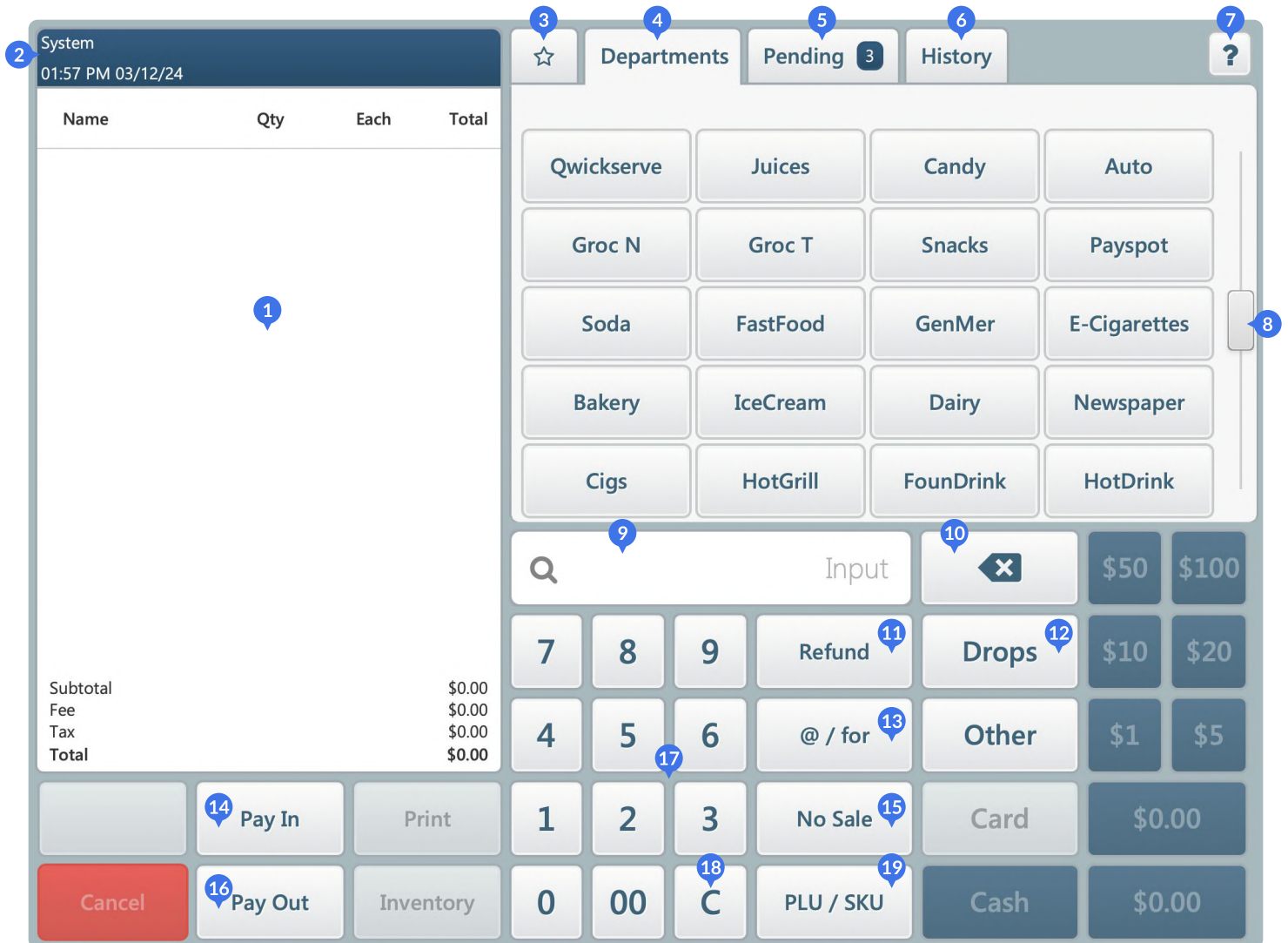
Finalize pay point



To finalize the pay point, the cashier must perform these steps:

1. After closing the pay point and counting the payment units, tap **Finalize Pay Point**.
2. Enter the amount of bills, coins, total cash, coupons, and other available methods of payment.
3. Tap **Finalize Pay Point** in the lower part of the screen.

Cashier screen. Empty-basket state



1. **Basket queue.** The basket queue represents a shopping cart with items a customer intends to purchase. Tap an item to select it in the basket queue. Swipe the basket queue up or down to scroll it.
2. Current user name and time and date.
3. **Favorites tab.** Add your favorite items to the basket queue from this tab. To add an item to this tab, find the item in the **Departments tab**, tap and hold the item, tap the stars button twice, and tap **Save**.
4. **Departments tab.** Add items from selected department to the basket queue from this tab. Tap a department to select it and tap an item to add it to the basket queue. Tap the magnifier icon on the **Input box** to search for items by the name you enter with the virtual keyboard.
5. **Pending tab.** View and manage pending orders in this tab. A pending order represents a list of items from the basket queue on hold.
6. **History tab.** View executed transactions in this tab. You can reprint the receipt for any transaction, but the no sale. To reprint the receipt, tap the transaction in this tab and tap the **Print button**. Tap the magnifier icon on the **Input box** to search for transactions. Right to the **Input box**, tap the ID you want to search by, and enter the ID with the virtual keyboard.
7. To open the **help**, tap the question mark and tap **Help**.
8. **Scroll bar.** Swipe up or down to scroll where the scroll bar appears.
9. **Input box.** If you tapped the magnifier icon, tap the cross icon on this box to hide the virtual keyboard.
10. **Backspace.** This is the backspace key for the **Input box**.
11. **Refund button.** Tap it to refund the last transaction within 30 seconds after its execution. In the **History tab**, tap the transaction you want to refund, tap the **Refund button**, and scan the item you want to refund with the barcode scanner.
12. **Drops button.** To remove cash from the cash drawer for storing it elsewhere, tap this button, enter the amount with the number pad, tap this button again, and extract the cash.
13. **@ / for button.** Use it to add specific quantity of an item to the basket queue. Enter quantity with the number pad, tap this button, and scan the item or tap it in the **Departments tab** or **Favorites tab**.
14. **Pay In button.** The pay-in allows you to credit cash to house accounts. Tap this button, select the house account, enter the amount you want to credit with the number pad, and tap the **Cash button**.
15. **No Sale button.** Tap it to open the cash drawer not for sales purposes.
16. **Pay Out button.** The pay-out allows you to remove cash from the cash drawer to pay to vendors or for other expenses. To issue a pay-out, enter the amount with the number pad and tap the **Pay Out button**.
17. **Number pad.**
18. Tap **C** to clear the **Input box**.
19. **PLU / SKU button.** Use it to add an item to the basket queue by entering the product code. Only numeric codes are supported. Enter the code with the number pad and tap this button.

Cashier screen. Item-present state

Name	Qty	Each	Total
00012000207198 Pepsi-Cola, Soda Sho	1	\$2.29	\$2.29
00049000079326 POWERADE ZERO ...	1	\$2.69	\$2.69
00028400090094 Lay's, Salt & Vinega	1	\$0.59	\$0.59

Subtotal	\$5.57
Fee	\$0.00
Tax	\$0.56
Total	\$6.13
EBT eligible amount	\$5.57
House Account eligible amount	\$6.13

20. **Bookmark.** Tap it to bookmark a receipt. The transaction will appear bookmarked in the **History** tab.
21. **Red cross icon.** Tap it to reduce quantity of the selected item.
22. **Green plus icon.** Tap it to increase quantity of the selected item.
23. **Hold button.** Tap it to hold the current basket queue and start working with the next customer. You can find the saved basket queue in the **Pending** tab.
24. **Other button.** Tap it to choose other available method of payment (MOP).
25. **Price Override button.** The price override allows you to sell items at a price different from the price stated on the item. Select the item in the basket queue you want to override the price for, enter a new price with the number pad, and tap the **Price Override** button.
26. **Tax Exempt button.** Exempt the tax for specific items. Tap the item you want to exempt the tax for in the basket queue and tap the **Tax Exempt** button.
27. **Card button.** Cards can be used for payment when a PIN pad is connected to SmartPOS.
28. **Total due rounded button.**
29. **Cancel button.** Tap it once to remove the last added item from the basket queue. Tap and hold this button to void all items in the basket queue.
30. **Discounts button.** Apply discounts to specific items or the whole basket queue. Tap this button to apply a discount for the whole basket queue. Select an item and tap this button to apply a discount for the selected item.
31. **Cash button.** Enter cash amount the customer handed over to complete the transaction. You can enter the amount by tapping one of the buttons with dollar sign in the lower right part of the screen. To enter the amount manually, tap the **Cash** button, enter the amount with the number pad, and tap the **Cash** button again.
32. **Total due button.**

Visit Petrosoft
University Portal to
learn and explore
SmartPOS.



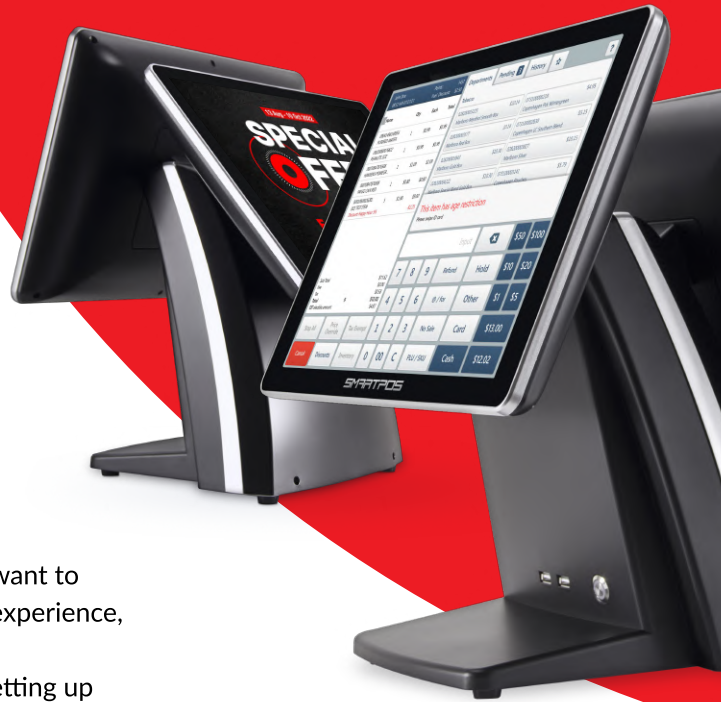
Scan the QR Code with the camera of your phone or follow this link:
bit.ly/smartpos-help

SMARTPOS

Streamline Your SmartPOS: **FREE** Phone Training Session



Setting up your SmartPOS can be exciting and we want to ensure it's also easy! To provide you with the best experience, we offer a **FREE Phone Training Session**. This session will guide you through every step of setting up and efficiently operating your SmartPOS.



How to Sign Up?



1. Scan the QR Code with the camera of your phone or follow the link below.
<https://bit.ly/smartpos-support>
2. Choose a convenient time for your free training session from the available slots.
3. Complete the brief contact form.

Why Register for the Training?

- **Effortless Setup:**
Avoid common issues and start using your SmartPOS with confidence.
- **Time-Saving:**
Get your system up and running quickly with expert advice.
- **Customized Help:**
Receive guidance specific to your SmartPOS setup.
- **Professional Insights:**
Learn insider tips to maximize your system's potential.
- **100% of our customers have positively reviewed our training, noting its immense value.**
Just one hour of your time now can save you hundreds of hours in the future.

Embrace the full potential of your SmartPOS with our expert training!

