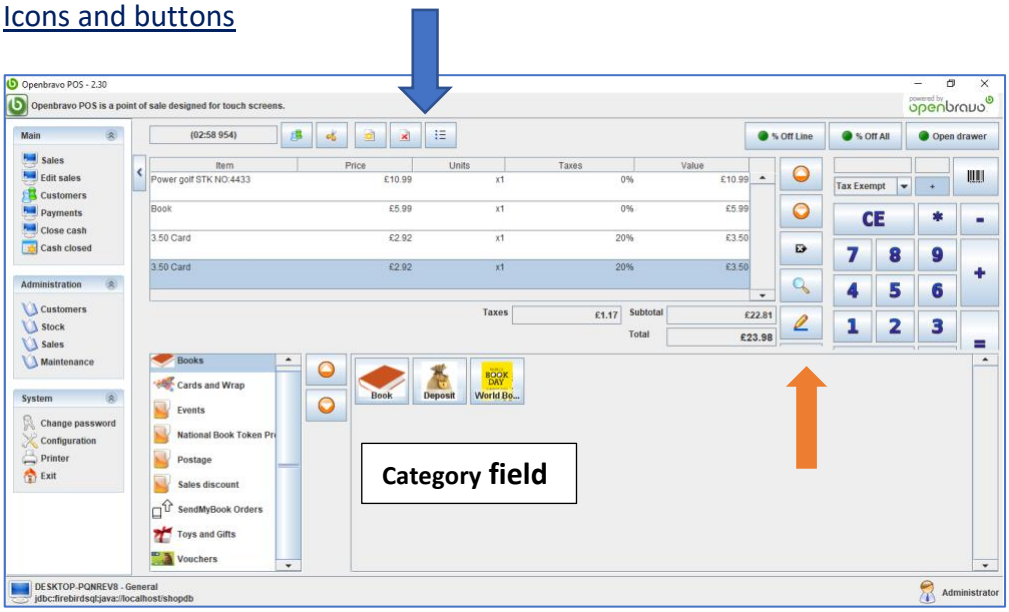
User Guide to Open Bravo

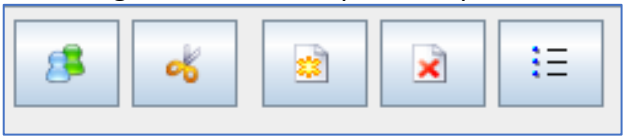
Starting Open Bravo

To start Open Bravo, double click on the desktop icon. The standard login is as Administrator because this gives access to a full range of functions. It is possible to login as a member of staff with an associated password. Contact us about this.

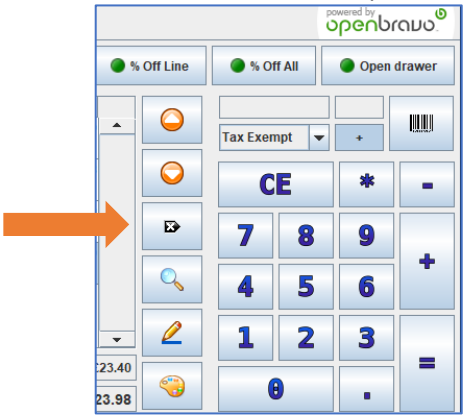
Icons and buttons



Left to right: Customers, Split Receipt, New Receipt, Delete All, View Receipts



Right of keypad, top to bottom: Up Arrow, Down Arrow, Backspace/Delete, Search Products List, Edit, Attributes. (Please note that the Attributes icon disappears at full screen.)



MAIN MENU

Sales Screen

After logging in, the default screen is the Sales screen.

Selling

Selling Barcoded Items

When you scan a barcode, the item description, ex-VAT price, quantity, VAT and selling price will be displayed in the register. Three fields at the bottom of the register show total Taxes, Subtotal (the ex-VAT price) and Total, which is the VAT-inclusive price. Scan to add further items.

Selling Non-Barcoded Items Using Buttons

To sell an item such as a card that has no barcode, select the category from the Category Field then select the icon of the item to be sold from those shown.

Selling 'Not Found' Items

Sometimes an item can be scanned and an 'Item Not Found' message will be displayed. The easiest way to cope with this occurrence is to select the category of the item from the Category Field, then select the un-priced icon for the product you want to sell. For example, to sell a book that is not found, select the category Books then click on the Book icon. An Edit Line box will open and you will be prompted to enter a price.

Selling an Item as a Price (No VAT)

If no record is found and no category fits the item to be sold, then it is possible to key in a price. To do this key in the price using the keypad (a keyboard can also be used), then press the '+' symbol. The item will be added to the sales register just as a price. All prices are entered using the decimal point, although trailing zeros are not required. For example, £15.00 can be entered as 15, £14.50 can be entered as 14.5. The default VAT using this method is 'Tax Exempt'. Note: this will be a 'No Category' sale if this method is used.

Selling an Item as a Price (VAT Included)

To sell an item as a price with VAT, select the appropriate rate from the tax dropdown list then follow the procedure above.

CE Key

The 'CE' key cancels any amount entered via the keypad.

Discounts

Percentage Discount from One Item

To give a percentage discount of a single line, first add the item to the sales register using one of the methods above. Once the item is on the sales register, highlight it by either touching or clicking. Enter the percentage discount to be given using the keypad then click on the '% Off Line' button. The amount of discount will appear beneath the discounted line.

Percentage Discount from Entire Receipt

To give a percentage discount off an entire receipt, enter the percentage discount then click on the '% Off All' button. The amount of discount will appear at the bottom of the sales register.

Cash Discount

To give a set amount off a receipt, enter the amount to be deducted using the keypad. Press the '-' (minus) key. A negative amount will appear at the bottom of the sales register.

Use a Cash Discount Button

It is possible to set up a button in the Discount category that can be used to record a cash discount. Clicking on this button will prompt for the cash amount to be deducted from the receipt. If no such button exists, contact us for assistance in setting one up.

Changing Quantities

By Scanning

Scan an item multiple times to add further instances of the same item.

Use the '+' (Plus) Key

To increase the quantity of an item, highlight the line and press the '+' key to increment the quantity by one.

Use the '-' (Minus) Key

To decrease the quantity of an item, highlight the line and press the '-' key to decrease the quantity by one.

Use the '*' (Multiplication) Key

To increase the quantity of an item by multiple quantities, first highlight the item. Press the '*' (Multiplication) key. Select the multiplication quantity using the keypad then press the '+' key. The units field on the sales register will display the new quantity.

Deleting Lines

Deleting All Lines

To delete all lines from an uncompleted receipt, click the Delete All icon at the top of the screen.

Deleting Single Lines

To delete a single line, highlight the line then press the Backspace icon next to the keypad.

Editing Lines

Highlight the line to be edited. Click on the Edit icon next to the keypad and enter the new price in the 'Price + Taxes' field. The quantity can be adjusted in the Unit field.

Multiple Receipts

Creating a New Receipt

It is possible to have multiple receipts open at the same time. To open a second receipt without deleting the existing receipt, click the New Receipt icon. A new blank receipt will be displayed in the sales register.

Viewing and Switching Between Receipts

When more than one receipt is be used, it is possible to switch between them. Click on the View Receipts symbol and a list of available receipts will be displayed, showing the time they were created. Click on the button that corresponds to the required receipt. Receipts will automatically be removed from this list as and when they are completed.

Payments Screen

Completing the Receipt

To complete a receipt and take payment click on the '=' (Equals) button. The Payment screen will appear.

Taking Payment – Credit Card

The default payment method is Credit Card and pressing OK will take the amount outstanding as a credit card payment. See CONFIGURATION at the end of the document.

Taking Payment - Correct Cash

Once the Payment screen appears, click on the OK button. The payment will be taken, the cash drawer will open and the receipt will print.

Taking Payment and Calculating Change

Once the Payment screen appears, the amount of cash tendered can be input by clicking on a combination of the currency icons to make up the amount tendered or by using the keypad. The amount entered will appear in the Payment field beneath the keypad. As this amount is entered, the amount of change due will appear on the Change field.

Other Payment Methods

Cheque

On the Payment screen select the Cheque button. The system defaults to the full amount be paid by cheque. If the amount paid is less than the full amount, enter the amount to be paid by cheque in the Payment field below the keypad then press the '+' button. The amount outstanding will be reduced by the cheque amount.

Voucher

On the Payment screen, select the Voucher button from the list. A drop-down box will appear with the available voucher options. Select the voucher to be used and enter the amount to paid using the voucher. If the payment amount is less than the amount outstanding, press the '+' button to reduce the amount outstanding. Further payment options can then be taken.

National Book Tokens

Most accounts will be set up in advance and the NBT logo will automatically appear in the list of payment types. A separate guide is available for customers who wish to sell and redeem National Book Tokens through BatchLine. Contact mail@batch.co.uk to receive a copy.

Gift & Loyalty Cards

Scanning either a Gift or a Loyalty Card which have a redemption value will appear as a payment option on the Sales screen where they can be treated like any other payment method.

Adding Further Voucher Types.

The system will usually be set up with any requested voucher types at the time of installation, but contact us to add additional voucher types.

Credit & Debit Cards

To take a card payment select Card, then conduct the card payment with the card machine. Press OK to complete the process. Card payments should be either for the full amount or should be taken as the last payment if using multiple payment methods.

Multiple Payments

To take payment with more than one payment type, select the type first and enter the amount to be paid using that method. If the amount is less than the full amount, press the '+' button to reduce the amount outstanding. If a card payment is used, do this last as it is not possible to take less than the full outstanding amount with a card.

Debt

It is possible to take payment as debt via a customer account. To use this facility the customer must be selected before displaying the Payment screen. To do this enter select Debt as the payment method then enter the amount to be added to the account. Debt can also be used as part payment.

Free

Using this payment option will sell either the entire amount or the remaining amount free of charge.

Note To set a default for Payment Types see CONFIGURATION at the end of the document.

Completing a Transaction

To complete a transaction, print a receipt and open the cash draw, click on the OK button.

Not Printing a Receipt

For BatchLine versions prior to 4.60, the default action on completing a sale was to print a receipt automatically. The default is now not to print.

Note To set a default for Receipt Printing see CONFIGURATION at the end of the document.

What Change Should be Given

Once the OK button has been selected on the Payment screen, the screen closes and the amount of change to be given is no longer viewable. However, the change value of the last transaction is displayed at the top of the screen.

Split Payments – One receipt, two customers

It is possible for one receipt to be split into two in cases where two customers want to pay for items on the same receipt. On the Receipt screen, select the Split Payment symbol and the Split Payment screen will be displayed. Use the Arrow icons to transfer items from the original receipt to the new receipt. If the line quantity of an item is more than one, each transfer will only move one of the total quantity at a time. Multiple key presses will increase the quantity being transferred. Once the transfer has been completed, press the OK button to display the Payment screen and complete the payment. The original receipt minus the items transferred will remain behind once the payment has been made.

Edit Sales Screen

The Edit Sales screen is where a number of post sales functions can be carried out including viewing, refunding, exchanging and deleting receipts. To refund or delete a receipt, the receipt must first be found and displayed on screen.

Last Issued Receipt Viewable in Edit Sales

Prior to version 4.60 it was only possible to view a receipt by either entering the number of the receipt or searching for it by date and time as described above. This version now shows the last receipt issued when entering Edit Sales.

Finding and Viewing Existing Receipts

– Find a receipt by receipt number

Every receipt issued by Open Bravo has a unique number printed on the bottom. If this number is known, go to the Edit Sales screen and use the on-screen keypad or the keyboard to key in the receipt number. This will automatically be entered into the Receipt Number field beneath the keypad. Click the green Tick button and the receipt will be displayed.

– Scroll through existing receipts

Once a receipt has been displayed, use the up and down Arrows above it to scroll back and forth through all available receipts.

– Find a receipt by date range

Go to the Edit Sales screen. Click on the Search button, enter a start and end date in the format dd-mm-yyyy (20-Oct-2021) and press Execute Filter. To see all the receipts for a single day enter Start date: 20-Oct-2021 End date: 21-Oct-2021 and the receipts within the range will be displayed on screen showing receipt number, issue date and time, the value and who issued the receipt. To see details, highlight the receipt and click on the OK button at the bottom of the screen.

– Select a date & time using the calendar function

As well as finding a receipt by date range using the keypad, you can use the calendar function. To do this, select Search then click on the calendar button next to the Start and

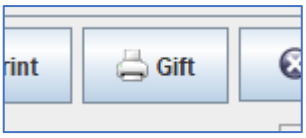
End date fields. Click on a date on the calendar or use the up and down Arrows to scroll through months and years. The clock and the associated Arrows can also be used to select a specific time.

– Find a receipt issued against a customer account

Go to the Edit Sales screen. Click on the Search button. Enter the surname of the customer in the Customer field. If entered manually the surname has to be exactly as entered in the Customer Account form: if the first letter of the name is in uppercase then the first letter of the name entered in the Search field also has to be uppercase. The best method for entering a surname is to click on the Customers symbol and select the customer from the displayed list. Once entered, click on OK and all receipts issued to that customer will displayed.

Print Gift Receipt Option

A new addition to the menu (version 4.60 onwards) in Edit Sales is the Print Gift Receipt option, which will print the displayed receipt without any of the amounts paid being displayed. Click on this button to produce a Gift Receipt.



Note To set a default for Receipt Printing see CONFIGURATION at the end of the document.

Refunds

A refund will automatically adjust the stock quantity of any BatchLine item being refunded. The process of completing a refund is as follows:

- Scan the item to be refunded or exchanged, then use the Edit button to change the quantity to a negative, eg. -1.
- If exchanging, scan the item(s) to be exchanged.
- The result will either be a negative value such as -£5.99 to refund to the customer or an exchange amount. In this case: refund £5.99, sell an item at £6.99 and the total to pay will be £1.
- The payment/refund type including debt can be selected from the Payments screen.
- This method returns the refunded items to stock.

Exchanges

An exchange of one item for another can be completed on the Refund screen. Follow the procedure for a refund and select the item or items to be refunded. If an item is to be taken in exchange for one being refunded, scan the item to be exchanged. This item will appear on the Refund screen and the total to be refunded or owing will be displayed on the Total field at the bottom of the form. Click on the '=' button to display the Payments screen.

Note on Exchanges and Refunds

Refunding an item does not mean that this receipt item can no longer be refunded or exchanged against.

Payment Screen

By pressing the '=' button on the Refund screen the Payments screen will be displayed. The amount to be refunded or to be paid will be displayed in the Total field. If the amount is negative then an amount is to be paid back to the customer. If the amount is positive then this amount should be paid by the customer. As with normal receipt payments the amount refunded or to be paid can be done via any available payment type or using a combination of payment types.

Refunding to a Customer Account

Prior to pressing the '=' button on the Refund screen, select the customer using the green Customer Account symbol. On the Payments screen select the Debt button.

Note on Refund Payments

Open Bravo places no constraint on how a refund is made. For example, a refund can be made in cash for a card payment. Therefore, before making a refund check the original payment method.

Customers Screen

The Customers screen on the Main Menu is for paying customer accounts.

Account Selection

Click on the green Customer icon then on Execute Filter to view all accounts, which will be displayed in alphabetical order. The Tax ID, Search key and Name fields can be used to narrow the search. Note that these fields are case sensitive.

Paying a Customer Account

Select the customer as described above.

– To pay the total outstanding balance

On the Customer's screen, click on the Pay Account button. The Payments screen will be displayed with the full amount outstanding. Select the payment method and click OK and the full amount will be deducted from the account.

– To pay part of the account balance

Enter the amount to be paid in the field to the left of the Pay Account button then click on that button. The Payments screen will be displayed with the amount to be paid already entered. Select the method of payment and press OK. The amount taken will be deducted from the outstanding balance.

– Refunding a customer account

Follow the normal refund procedure set out above. Before accessing the Payments screen, select the customer account to be refunded. Press the '=' button and select the Debt button to refund the selected account.

Payments Screen

The Payments Screen is for paying in and taking out cash from the till. This is typically for petty cash.

Petty Cash Payments

To take cash from the till, click on the Payments menu item. In the Reason field select '(out) Cash'. In the Total field enter the amount being taken. In the Notes field enter the reason for taking the cash such as 'Window Cleaner', 'Sugar, etc. To complete the transaction, click on the Save icon. (It is not possible to save the transaction without entering a reason.) If money needs to be put back into the till, select '(in) Cash'.

– Petty Cash Payments on X and Z reads

Petty cash payments, values and reasons are recorded on X and Z reads.

Close Cash Screen

Close cash displays the current period's takings broken down into payment categories. It also displays VAT taken.

X Read

To print the current takings to the receipt printer, click on the Print (X) button at the bottom of the screen.

Z Read

To close the current period and print a Z read, click the Close cash (Z) button at the bottom of the screen.

Reprint Close Cash / Z Read

Version 4.60 introduced the option to reprint the Z read from any date in the past. To use this go to:

- Close Cash.
- Click on the Load Old Cash button at the bottom of the screen and the date selection screen will be displayed.
- Select the required date and that day's values will be displayed. Note: the single arrow goes back or forwards one month; the double arrow goes back or forwards one year.
- Click on the Print (X) button to reprint. (The Close Cash (Z) button will be greyed out.)

ADMINISTRATION MENU

Customers Screen

Customers

The Customers form is for adding, deleting and editing customer accounts. (See also Main Menu item **Customers**.) The fields on the customer form are:
Tax ID. The legal ID of the customer for invoices. (Not used in the UK)
Search key. A search term that can be added to speed up searching for the customer.
Name. The name of the customer.
Card. The number of the customer's loyalty card, which is a number generated by pressing the related Edit button. It is printed on the loyalty card as a barcode and is used to assign that customer to a receipt in the sales panel. Note: It is not possible to edit a Loyalty Card here. Instead, these are entered on the Customer Account Screen on BatchLine.
Customer tax category. (Not used.)

Visible. Indicates whether the customer is active or not.
Max debt. This field is the maximum debt allowed for this customer.
Debt current. This field is not editable. It shows the customer's current debts.
Debt date. This field is not editable. It shows the start date of the customer debts.

Contact tab. Contact details of the customer.
Address tab. This field is also editable in the Search customers panel.
Notes tab. Text field where the user can write notes related to this customer.

Customers Reports

The report can be used to view all customers or individual customers. To see all customers, click on Execute Report. To view an individual customer's details, enter their name in the search field or click the Customers symbol for advanced search options. Once the customer has been selected, Execute Report will display:
Customer Loyalty Card
Max debt
Debt current
Debt date
Notes

Customers defaulting

This report lists all customers who have outstanding debts. The report can be accessed as above by either searching for a particular customer or viewing all customers. The report displays elements as above.

Customers diary

This report lists all customer transactions. As with other reports, individual customers can be selected. An optional date range or all customers can be viewed.

Stock Screen

Maintenance/Product Usage in Open Bravo

The Products form lists all products currently stored by Open Bravo. Items can be added, edited or deleted from this form. Shown are products that are both in BatchLine and Open Bravo and some products that are in Open Bravo only. Any new item created in BatchLine is automatically added to the Open Bravo product listing. An item record added or created in Open Bravo is visible in Open Bravo *only*; it will not be visible in BatchLine. Note: Do not add a product to Open Bravo if stock control is required on it.

Form Description

The form is split into two halves. The top half of the form is used for searching for particular products. The bottom half is for adding, editing and deleting.

Product Page Tabs

The product page has three tabs.
General. This tab is used for creating new products

Stock. The only field currently in use is the 'In catalog' check box. Checking this field displays an icon for the product on the Sales screen.
Properties. Not used.

Adding New Products (See note about Products above.)

To add a new product, click on the New icon (third in from the right) to create a blank New Record and fill in the following fields:
Reference. If the new product has a barcode, this can be used as the reference. Simply scan into the field. If there is no barcode, use the next number in the series 001, 002, etc.
Name. Enter a unique product name.
Barcode. Scan the barcode if available, otherwise use the same number as used in the reference field.
Buy price. This is generally entered as 0, but can be used to record the actual cost price of an item.
Sell price. This field should be left blank. It will be populated automatically when the next field is filled in.
Sell price + tax. Enter the gross price including VAT.
Category. Select the product category from the drop-down list
Attributes. The attributes field is used to select different attributes of the same product. (Eg. different colours or sizes of clothing.)

Once the compulsory fields have been entered click on the Save icon (the floppy disk).

Images can be attached to a product to be displayed as sales icons. Use the Folder icon to browse files on your PC, then select Open to import the image to the product.

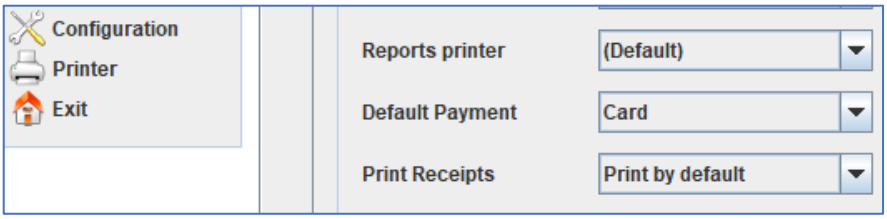
SYSTEM MENU

Configuration Screen

Setting Defaults for Receipt Printing and Payment Types

Another feature introduced with version 4.60 is the ability to set your defaults for receipt printing and payment types. To do this you will need to be logged in as Administrator or you will not be able to see the following option:

- Click on System/Configuration (on the left-hand menu).
- Scrolling down in the Configuration screen you will see two new options:
    - Default Payment
    - Print Receipts
- Default payment can be set as any payment type available (the current type is Card).
- Print Receipts can be set to either Print by Default or Do Not Print by Default.
    - If set to 'off' and a customer wants a receipt, click on the Printer button on the Payments screen. It is now easy to reprint the last receipt by going to the Edit Sales screen where it will be displayed.



Contact for all support requests: mail@batch.co.uk
www.batch.co.uk