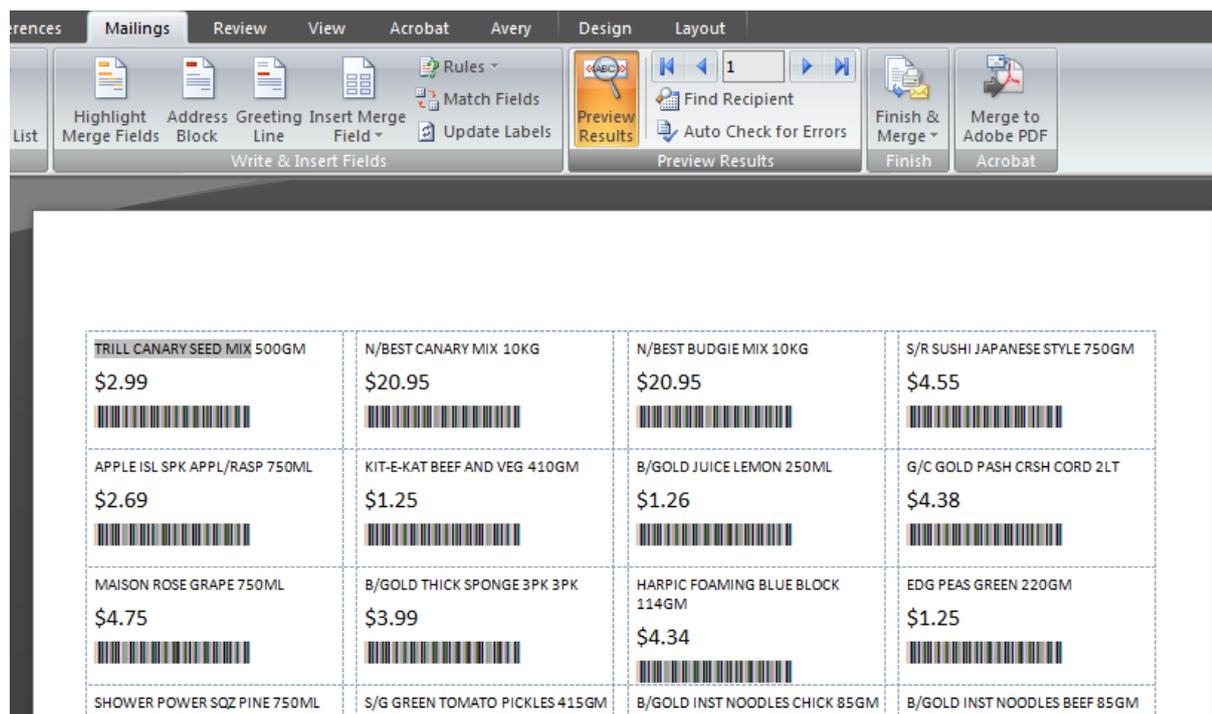# SAMPOS F.A.Q

How can I print labels after I export the LABELS.TXT from the EXPORT LABEL screen?

Located in the SamPOS installation directory are two word documents (**Labels Avery J4720.DOC** & **Labels Avery J4721.DOC** formatted to these Avery label standards pointing to C:\lables.txt utilising mail merge to read C:\labels.txt into each of the labels. Those with minimal mail merge in Word experience should find this very easy to utilise

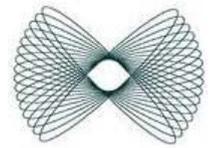### *I set a PLU as PRESET OVERRIDE but all I get is an error on the till.*

For PRESET OVERRIDE to work the price of an item must be set to one cent or higher.

Can I program the till keys using SamPOS?

SamPOS can't do direct key programming but PLU's can be mapped to default key locations by simply renumbering the PLU's EG: PLU 1 goes to key 1 PLU 2 to key 2 etc

Do I do still do a Z1 at the cash register?

NO. SamPOS will Z the cash register each time it calls sales. If you Z the register at the register it will wipe sales and leave SamPOS with no data.

Comms to the register works but is very erratic.

The communications cable needs to be "full hardware handshaking". In other words use five wires rather than three.

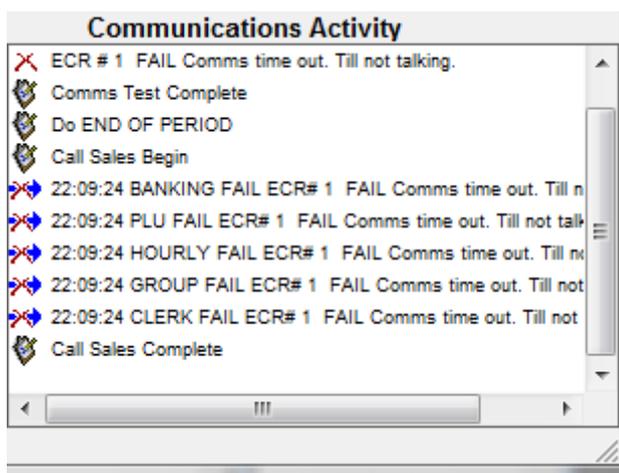*I send items to the register with no error but they are NOT at the register.*

Please note the "How full is the ECR" graph in the Till Setup Screen is advisory only so as to prevent over filling the ECR. IS more items are sent to the ECR than it can store the register won't return any faults. Check at the register that its memory isn't actually full.

USB to SERIAL converter only seems to work well sometimes.

You need to ensure you use the SAME USB PORT each time you use it other wise the computer will select a different "COMM PORT NUMBER" than the cable was set for last time it was plugged in.

Comms are good but there is no data.

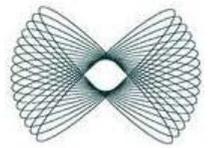Are you sure Comms are good? The communications indicators on the right hand side, are they little blue ticks or red X's

Note, this is not at all a successful download.

What are the fastest ways to make changes?

1) Prices and some flags can be set by Group or Family in the Global Price Change Screen.
2) PLU and PRICE Spreadsheets can also make editing quite quick.

Can SamPOS create Purchase Orders?

No. The recommended reorder reports are useful for deciding what to purchase but the format and layout of specific purchase orders are up to you.

What comms setting do I need to program at the register and computer?

COMPUTER: Just point the register to a Comm Port no more no less. As long as the Comm Port number is correct in the Till setup screen then you has the right computer settings. Selecting the right model Till of course helps.

TILL: Set the Comm Port to PC-COMMS BAUD RATE: 9600 → PARITY: NONE →   DATA BITS: 8 → STOP BITS: 1

I get intelligent communications to the Till but it is not sending/receiving requested data.

If the Till is an ER600 or a ER650 the TILL NUMBER needs to be programmed into the actual cash Register.

Can I export data to MYOB?

These two reports are flat file formatted CSV files suitable for importing into MYOB. MYOB's import capabilities allow for creating reusable import templates.

Profit and Loss is a summary of sales and GST.
Bankable Media is banked media (cash EftPos etc etc)