

Solmio® Manual

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SOLMIO HQ CLOUD SERVICE INTRODUCTION

Solmio HQ is a cloud-based management website for the Solmio cash register system. The management website enables users to set up features that affect the cash register, such as products and cash register users. Users can also track real-time sales development and view various cash register reports on the website. The Solmio HQ management website is located at hq.solmio.net/

MANAGING YOUR BUSINESS AND SALES POINTS

- Create or edit an existing sales point by selecting Add new sales point or Edit next to the existing sales point, respectively.
- Fill in the necessary information for the sales point. Name is the information that is displayed in the Solmio HQ. The rounding value in Finland is 0.05. The Quick Sale feature enables sales points to automatically print receipts without asking. Active on the home page affects whether the sales point is displayed in the sales point list in the Solmio HQ control panel.
- The next section lists Receipt Information records. These data directly affect what texts are written on the sales point's sales receipts.
- In the ALV rates section of the next section, select the VAT rates used at the sales point. The VAT rate selection affects the "Other or Open Sale" feature of the cash register application. The default selection should be the VAT rate that is most frequently used for "Other or Open Sales" at the sales point (green "+" sign in the cash register application).
- Select Save changes. Solmio HQ creates a new sales point with default payment methods. • Select Edit for the newly created sales point if you want to add new payment methods or edit the names of existing payment methods. Scroll down to Payment methods and perform the desired action. You can change the order in which payment methods appear in the cash register application using the Up/Down buttons.

CASH REGISTERS

- Create a new cash register by selecting Add new cash register if necessary.
- Fill in the necessary information about the cash register. The cash register name is the information that is displayed in Solmio HQ and the customer's receipts. Select the sales point to which the cash register belongs. Select the payment terminal from the list that the cash register will use as its payment terminal. You can also select No payment terminal if the cash register will not be integrated with a payment terminal. You can do this on the cash register itself when you first log in to the application.
- Select Print Merchant Receipt if you need to print one. • Select Use Change Calculator if needed. This option may also be found in Solmio's internal settings. • Select Save changes.

PAYMENT TERMINALS

- Create a new payment terminal by selecting Add new payment terminal if necessary.

- Fill in the necessary information about the payment terminal. The payment terminal name is the information that is displayed in the Solmio HQ. Select the sales point to which you want to link the payment terminal.
- Select Device type, which can be found by checking the payment terminal model.
- If the payment terminal is connected via Cloud, you can check the payment terminal's Cloud ID by examining its properties (Terminal ID) in Poplapay's POT service.
- Select Save changes.

KITCHEN PRINTERS

- The company that sold the cash register system is responsible for these settings. If you have any problems with the kitchen printer, please contact your Solmio reseller.

USERS

- Create the necessary users by selecting Add New User.
- Fill in the necessary user information. The seller's name will appear on the customer's receipt as the user's first name and the first letter of their last name. Give the user either Cashier or Admin access rights. An Admin user can perform functions in the HQ service and sales in the Solmio application, while a Cashier user can only make sales in the Solmio application.
- Select Save Changes.

LICENSES

- You can view the Solmio licenses recorded for your company and their expiration dates. At the same time, you can see which cash register device uses which license.

PRODUCT MANAGEMENT

- Go to hq.solmio.net and log in.
- Select Products from the left menu.
- Select Add New Product.
- Fill in the required product information. The PLU code is the product's identification code, which you can define freely and is only visible in HQ. The reporting name is displayed on reports and customer receipts.

PRODUCT BUTTON APPEARANCE

- Specify the text you want to appear at the top of the product button in the "Button Text 1" field. Note that this text will only appear if a separate image is not set for the product button. Specify the text you want to appear at the bottom of the product button in the "Button Text 2" field. This text will remain visible even if a separate image is set for the product.
- In the Product Button section, you can upload your own product icon to the cash button. Use the PNG image format to create a transparent icon.

PRODUCT FEATURES

- Enter the product barcode if a barcode reader is connected to the cash register.
- Select the correct VAT rate for the product.
- Select the correct Basic Unit for the product.
- Select the correct recipe from the list if recipes have been created in the system. Recipes are created from the "Stock" feature in Solmio HQ. The Stock feature is an additional service for tracking inventory balances, importing shipments to the system, and inventorying stock items. The recipe automatically deducts predetermined inventory items from the system after each sale. For more information, see section 4.3 Recipes.
- If desired, you can activate Open Quantity and Price Entry by checking the boxes for those features. These features affect the product sales process. If a product has these features enabled, the cash register always asks for the product's quantity or price when the product is selected. This way, the cashier can influence the final quantity and price of the product sold.

PRODUCT PRICING

- Set the Default price at which the product is sold.
- Under the Pricing section, select the sales points where the product will be sold and select "In use" for those sales points. Below the same header, you can set the Sales point specific price for the product. NOTE! The product will only be available for sale in the sales points marked as "In use".

ADDING A PRODUCT TO A PRODUCT GROUP

- If you want to add a product to a product group, go to the Product Groups section, select the group, and then select "Add product to group". You can have multiple product groups, and you can add them retrospectively.
- Finally, select Save changes.
- NOTE! Solmio HQ recommends restarting the Solmio cash register application after saving the changes. This should be done as soon as possible so that the changes take effect in the cash register. If the Solmio application has been on in the cash register of the sales point that sells the product while changes are made, the sale of the product should be avoided so that the sales are not recorded incorrectly. Instructions for restarting the Solmio cash register can be found in section 6.2 Application Restart.

ADDING A PRODUCT GROUP

- Go to hq.solmio.net website and log in.
- Select Products from the left menu.
- Select "Add product group". Type in the desired name for the product group.
- Finally, select Save changes.
- You can now assign a product to the product group by editing the details of an existing product or adding a new product.

- NOTE! Solmio HQ recommends restarting the Solmio cash register application after saving the changes. This should be done as soon as possible so that the changes take effect in the cash register. Instructions for restarting the Solmio cash register can be found in section 6.2 Application Restart.

MANAGING THE CASH REGISTER PRODUCT TABLES

- Go to hq.solmio.net website and log in.
- Select Products and Cash register product tables from the left menu.
- Choose Add new product table.
- Set Name, Color, and Product table size for the table.
- The larger the product table, the smaller the buttons will become. Not all products need to fit on the same page. Solmio-kassa creates more space by creating a new tab when the page is full. Save changes.
- You can edit the product table by clicking on its name on the list. The product table view that will also be visible on the cash register will open below the list.
- Click the box you want to edit and select Edit.
- Under Button type, you can choose whether to set a product, link to another product table, or a discount button on the box.
- Choose the desired product from the list and press Save changes.
- By clicking on the added product in the table, you can either edit another button in the grid, remove the product from the grid completely, or edit the product information itself.
- Once you have made your changes, press Save changes next to the table.
- NOTE! Solmio HQ recommends restarting the Solmio cash register application after saving changes. This action should be taken as soon as possible to ensure that the changes take effect on the cash register. If the Solmio application has been running on the cash register of the sales point selling the product while making changes, sales of the product should be avoided on the cash register so that the sales are not recorded incorrectly in the system. Instructions for restarting the Solmio cash register can be found in section 6.2 Application Restart.

SOLMIO HQ - DEFINING PRODUCT TABLES

- Go to hq.solmio.net website and log in.
- Select Products and Cash register product tables from the left menu.
- In Sales points, you can define which product table is displayed at the sales point.
- Select the appropriate product table as the start page and press Save changes.
- NOTE! Solmio HQ recommends restarting the Solmio Cash Register application after saving changes. This should be done as soon as possible so that the changes take effect in the cash register. If the Solmio application has been running on the cash register of the point of sale where the product is being sold, sales should be avoided on the cash register so that the sales are not recorded incorrectly in the system. Instructions for restarting the Solmio Cash Register can be found in section 6.2 of the manual.

INVENTORY MANAGEMENT

The inventory feature is a paid add-on service that is managed in the Solmio HQ cloud service. If your company is using the inventory feature, you can find the "Inventory" section in the Solmio HQ sidebar.

INVENTORY

INVENTORY STATUS

On the "Inventory Status" tab, you can view the inventory balances of your company's sales points.

- Select the desired sales point.
- Select the day for which you want to check the inventory balance.
- Select the "Update" button.

The "Inventory Status" report shows the number, value, latest inventory date, and information on who last inventoried the inventory items.

INVENTORY LOCATIONS

On the "Inventory Locations" tab, you can create different inventories for different sales points or combine the same inventory for multiple sales points.

- Select "Add a new inventory location."
- Add a name for the inventory location.
- You can add information about the inventory location in the description.

INVENTORY ITEMS

On the "Inventory Items" tab, you manage your company's inventory items. Inventory items are physical products in your inventory that can be combined to create different recipes that the products for sale use.

- Select "Add a new inventory item."
- Enter information for the inventory item: SKU code, Inventory item name, Base unit, Wholesale package size, Inner package size, and Base unit price, i.e., the purchase price of 1 base unit. Proper marking of different package sizes makes inventory and delivery recording easier.
- If you want the quantity of the inventory item to be editable in inventory, select "Inventoried item".
- Select Save changes.

You can also edit existing inventory items by clicking the Edit button next to the inventory item.

You can also delete inventory items by clicking the Delete button next to the inventory item.

Example: Add the inventory item ice cream. SKU code: 001. Name: Ice cream. Base unit: liter. Wholesale package size: 3 liters. Inner package size: 1 liter. Base unit price: €3.00. Inventoried item: yes.

RECIPES

On the "Recipes" tab, you create recipes from inventory items that are linked to the product button. The recipe defines how much inventory items decrease when products are sold.

CREATING A RECIPE

- Select Add a new recipe.
- Enter the Recipe name.
- Select the Inventory item and Quantity for the recipe. You will see the "Quantity" text after the inventory item's base unit in parentheses.
- Select Add to recipe.

- If you want to add multiple inventory items to the recipe: Return to step 3 and add inventory items to the recipe until the recipe is complete.
- Select Save changes.

LINKING A RECIPE TO A PRODUCT BUTTON

Product sales only reduce inventory items when the recipe is linked to the product button.

- Select the Products tab from Solmio HQ.
- Find the product you want and select Edit.
- In the product information, there is a Recipe section that opens a menu. Find and select the appropriate recipe for the product.
- Select Save changes.

Example: Create a new recipe. Name it "Ice cream with 1 scoop." Add inventory item ice cream 0.1 liter. Add inventory item waffle 1 pc. Save changes. Go to the product listing, find the product "Ice cream with 1 scoop," and add the corresponding recipe to the product. Save changes.

INVENTORY

On the "Inventory" tab, you can adjust the inventory balance if necessary.

- Select the Sales Point from the dropdown menu.
- Selecting the sales point opens a list that shows the inventory balance of the sales point's inventory items.
- You can specify the amount of inventory items by entering the number of wholesale packages, internal packages, or individual packages for the respective item. The system adds up the entered amounts.
- The last item in the inventory item row shows the amount to be inventoried and the change compared to the previous inventory balance. This varies depending on what you enter in section 3.
- Once you have marked the corrected balance for all desired inventory items, select "Inventory." This updates the changes to the inventory reports.

In the "Inventory History" section, you can see the information for previous inventories. After the inventory, there is a "View" button that allows you to see the changes made in that inventory. Behind the "View" button is also the option to "Undo Inventory," which cancels the changes made in that inventory.

DELIVERIES

On the "Deliveries" tab, you record product deliveries to your sales points. You can make deliveries for inventory items or recipes.

In the "Delivery History" section, you can see the information for previous deliveries. After the delivery, there is a "View" button that allows you to see the items imported in that delivery.

CREATE A DELIVERY FOR AN INVENTORY ITEM

- First, select the Sales Point from the dropdown menu.
- The system automatically offers the current date and time, but if you wish, you can also create a delivery for other dates or times by clicking on the "Create delivery on date" checkbox.
- Enter values for inventory items in the "Wholesale packages," "Internal packages," or "Individual" fields, depending on the type of delivery batch.
- You can also set a new price for the delivered items if the current price differs from the price previously set for the inventory item.

- Select "Create Delivery." From the popup window, you can see all inventory items that you are adding to the sales point's inventory.

DELIVER AS A PRESCRIPTION

Delivering a prescription adds multiple inventory items based on the values set for the prescription.

- First, select the Sales Point from the drop-down menu.
- The system automatically offers the current date and time, but you can also make a delivery for other dates or times by clicking the Create delivery for date checkbox.
- Select the prescription you want to add to the delivery from the "Add as a prescription" drop-down menu.
- Set the quantity of the prescription according to the type of delivery.
- Select Add.
- You can view the added prescription by selecting Expand or remove the addition by selecting Remove. If you want to deliver multiple prescriptions, return to step 3.
- Select Create delivery. From the pop-up window, you can see all the inventory items that you are adding to the sales point's inventory.

USING THE SOLMIO APPLICATION

- If necessary, download the Solmio application from the Google Play store.
- Start your payment terminal first and make sure it is on the same internal network as the cash register device. You can read more about connecting the payment terminal to the same network in section 7 of the instructions.

NOTE! If you are using Poplapay's Cloud feature in the payment terminals, the cash register device and the payment terminal do not need to be on the same internal network.

- Once the payment terminal is up and running, start the Solmio application on your cash register device.
- The application will ask for permission to use the application the first time you use it, grant permission.

NOTE! If you refuse to grant permission, you will not be able to use the Solmio application.

To give permission after refusing permission, go to Settings → Applications → Search and select Solmio from the list → Permissions → Select All.

- Log in with your Solmio credentials. Your Solmio reseller or supervisor will provide you with credentials.

CONNECTING THE PAYMENT TERMINAL TO THE CASH REGISTER

- Verifone payment terminal: When the Solmio application is running, press the 0 button on the Verifone payment terminal keyboard and then the WiFi symbol in the upper right corner of the screen. After successful pressing, the payment terminal will indicate that it is connecting to the cash register. To enable the payment terminal to connect to the Solmio cash register, the correct settings must be entered into the payment terminal. In case of any problems, please contact your Solmio cash register reseller.

- Poplapay payment terminal: When the Solmio application is running, it automatically searches for your payment terminal when the devices are on the same network. To enable the payment terminal to connect to the Solmio cash register, the correct settings must be entered into the payment terminal. If the payment terminal is connected to the cash register through Poplapay Cloud, the payment terminals do not need to be on the same network.

You can check the connection type from the Solmio HQ service under Company → Payment Terminals → Device Type. If the device type is followed by (Cloud), the devices are connected to each other through the cloud, and therefore the devices do not need to be on the same internal network. In case of any problems, please contact your Solmio cash register reseller.

- When the Card payment button in the Solmio application turns from gray to color, you can start using the payment terminal.

- Test the payment terminal connection by making a test purchase with the Card payment method. If the amount appears on the payment terminal screen, the connection is working. You can cancel the transaction.

RESTARTING THE APPLICATION

- If you need to restart the application, pull the menu from the left edge of the screen and select Power → Close the application.

- Start the Solmio application again.

LOGGING OUT OF THE APPLICATION

- If you want to log out of the application, pull the menu from the left edge of the screen and select Power

→ Log out.

- Log in to the Solmio application to continue using it.

SELLING WITH THE SOLMIO® APPLICATION

- Start the Solmio cash register application.

- Select a product from the cash register product table.

- Select the product again if you want to sell multiple units.

- You can edit the product's discount, quantity, or remove the product by selecting the product from the left side of the receipt view list. Press the X button to remove the product. You can set the quantity of the product and the percentage discount by pressing the pen button.

- When you want to end the cash transaction, select the payment method from the bottom left corner.

Payment methods can be browsed by swiping them horizontally. You can create additional payment methods from the Sales Point information in the Solmio HQ service.

- When the payment method is selected, a window appears on the screen where you can print the receipt for the customer. Merchant receipts are automatically sent to the Solmio HQ service.

If the merchant wants to print their own copy of the receipt, it can be enabled from the Cash Register information in Solmio HQ.

If you want to cancel a sale before payment has been made, press and hold the left side of the receipt view. The application will ask "Delete all?", choose OK.

CASH CHANGE CALCULATOR ACTIVATION

If a lot of cash is received at the store or the final payment amounts are not made with exact change, it may be necessary to activate the cash change calculator.

- Go to hq.solmio.net website and log in.
- Choose Company from the left menu.
- Scroll down the list to Cash Registers and select Edit for the cash register for which you want to activate the change calculator.
- Select Edit cash register and then select the Change calculator property.
- Select Save changes.
- If the Solmio cash application is in use when the changes are saved, close and restart the Solmio application on the cash register.

MIXED PAYMENT SALES

If a customer wants to pay with multiple payment methods, the cash register has a Mix payment option.

- Select the items to be sold from the menu.
- Swipe once to the right on the bottom left payment method menu and select MIX.
- From the opened window, select multiple payment methods for the transaction.
- From the CASH section, you can select a pre-set amount or enter the amount to be paid with cash by selecting "Enter".
- From the OTHER PAYMENT METHODS section, you can select other payment methods. When you select a payment method, a window will appear where you enter the amount to be paid with that payment method.
- CARD payment immediately transmits the payment amount to the payment terminal once you press OK.
- Finally, select Done. A receipt will always be printed when using Mix payment.
- If you want to cancel a Mix payment before payment has been made, press the Cancel button. The application will ask "Do you want to cancel?", choose OK.

NUMBER AND DISCOUNT OF THE PRODUCT FOR SALE

Several pieces of the same product can be added to the receipt by pressing the product button as many times as necessary. If the user needs to add large quantities of a certain product to the receipt, it can be done with the following instructions. It is possible to give a percentage discount for each product.

- The first way: Touch the product you want from the cashier's product table for a long time until a new window appears on the screen.

The second way: Add the product normally to the "receipt". Then select the product from the list on the left side of the receipt view and press the pen button.

NOTE! This feature only works for products that do not have an open quantity or price feature.

- Use the plus and minus keys to increase or decrease the quantity of the product. You can also enter the quantity by selecting the text field, which allows the use of decimals in the product quantity.

NOTE! Remove the product line by pressing the X button next to the quantity. Selecting zero as the quantity removes the product line from the receipt.

NOTE! You can also select a negative number as the quantity.

- Select the discount percentage by pressing the discount percentage buttons. Selecting multiple buttons adds up the discounts. You can also enter the amount by selecting the text field, which allows the use of decimals in the discount amount.

NOTE! Remove the discount by pressing the X button next to the discount percentage.

- Select Accept to accept the changes or Cancel to reject the changes.
- The discount given and accepted can be canceled by touching the red discount line that appears in the receipt view and selecting the X button.

DISCOUNT FOR THE ENTIRE RECEIPT IN EURO OR PERCENTAGE AMOUNT

Discounts that cover the entire final amount of the receipt can be given either in euros or as a percentage.

- Select the three-line button in the upper right corner and select Add product, and then Discount to give a discount to all products sold. You can enter the discount in euros or percentages.
- You can name the given discount by selecting the Discount text on the right and entering descriptive text.
- Select Accept to accept the discount you entered or Cancel to cancel the discount.
- The discount given and accepted can be canceled by touching the red discount line that appears in the receipt view and selecting the X button.

OPEN PRODUCT SALES

If the product button for the product to be sold is missing from the cash register's product table, sales can still be made at the cash register, which can also be recorded in the correct product group if necessary. The open product feature cannot be used to create products in the system, as it is a one-time product sale.

- Select the three-line button in the upper right corner and select Add product and then Open product to add a product to the receipt that has not been predetermined.
- You can name the product from the Description section.
- If product groups have been created in the system, you can select the product group to which the product belongs by pressing the already selected product group. This way, the product sale will be recorded in the sales of the selected product group. You can read more about adding product groups to the system in section 3.3 Solmio HQ - Adding a Product Group.
- Select the applicable VAT rate if necessary.
- Select the price of the product to be sold. You can also make a negative sale by pressing the +/- button at the bottom.
- Select the quantity of the product to be sold from the Quantity section. You can also make the quantity negative by pressing the minus key.
- Select Accept.
- If you want to cancel entering the open product, select Cancel.

PRODUCT SEARCH

If a product is missing from the cash register's product table, but it has been created in the system and activated for use at the sales point, it is still possible to sell the product from the cash register by using the product search feature.

- To search for products, select the three-line button in the upper right corner and choose "Search for products".

The product table will be replaced by the product search view.

- Select the "Search by name, PLU or barcode" text field and enter the search term, then press Done. You can enter part of the product name, PLU, or barcode, and the product search will display the search results.
- Select the desired product and it will appear in the receipt view.
- To start a new product search, select the Clear button in the upper right corner and go back to step 2.
- Close the product search by pressing the close button.

OPEN TEXT ON RECEIPT

In some situations, it may be necessary to write free text on the receipt, which may include important information about the product purchase for the customer. This text could include, for example, the product's warranty period, serial number, or care instructions.

- To add free text to the receipt, select the three-line button in the upper right corner and choose "Receipt text". The product table will be replaced by the free text input view.
- Select the "Free text on receipt" text field and enter the desired text for the receipt.
- Select Save to save the changes and close the free text input view.
- If you want to cancel entering the free text, select Cancel, or if there is text in the text field, select Clear first and then Cancel.

REMOVING A PRODUCT FROM THE RECEIPT VIEW

A product that has been added to the receipt can be removed from the receipt view in two different ways.

Method 1:

- Select the product from the left side of the receipt view by pressing it.
- The product will be highlighted in gray, press the X button on the right side of the product to remove it.

Method 2:

- Remove the product from the receipt view by touching its product button in the product table until a new window appears.
- Use the minus button to zero or the X button to remove the product

OPEN PRICE AND QUANTITY FEATURE USAGE

It is possible to define the Open price and Open quantity features for a product in Solmio HQ service. By using these features, the user can always specify customized price and quantity information when selling the product. The Open price feature can be useful, for example, in situations where there are several different price variations for the product being sold and not all variations need their own

product buttons. The Open quantity feature can be useful, for example, in situations where the quantity of the product being sold is measured by weight, and the product weight is not presented in even kilograms, but there is a need for fast decimal input.

- The product must have Open price and/or quantity activated in Solmio HQ. Instructions on activating the features can be found in the Product features section of the guide.
 - Select the product from the cash register product table for which the feature has been activated.
 - If the product has only Open price:
 - The cash register suggests the default price of the product. Change the price by entering it on the right-hand side numeric keypad. You can enter decimals by selecting the dot button.
- NOTE! You can also choose a negative number as the price by selecting the +/- button.
- You can add multiple rows of the selected product by pressing the ADD button.
 - Finally, select Accept to add the product to the receipt.

If the product has only Open quantity:

- The cash register suggests the default quantity of the product as one piece. Change the quantity by entering it on the right-hand side numeric keypad. You can enter decimals by selecting the dot button.
- NOTE! You can also choose a negative number as the quantity by selecting the +/- button.
- You can add multiple rows of the selected product by pressing the ADD button.
- Finally, select Accept to add the product to the receipt.

If the product has both Open price and quantity:

- The cash register suggests the default price and quantity of the product.
- You can edit the price and quantity of the product to be added by entering the information on the right-hand side numeric keypad. You can enter decimals by selecting the dot button.
- You can switch between price input and quantity input by selecting either the Price or Quantity buttons. You edit the information that is highlighted in red.
- NOTE! You can also choose a negative number as the quantity by selecting the +/- button.
- You can add multiple rows of the selected product by pressing the ADD button.
- Finally, select Accept to add the product to the receipt.
- Complete the sales transaction normally.

SALES EXCEPTIONS AND CORRECTIONS

PAYMENT TRANSACTION CORRECTION (CANCELING SALES AND RETURNING MONEY TO THE CUSTOMER)

Incorrect payment transactions can be reversed and refunded through the transaction history. The receipt number of the transaction to be corrected helps in finding the correct transaction.

- Swipe from the left edge of the screen to the center.
- Open Transaction history.
- Select the transaction to be corrected/refunded from the list or search for it by receipt number.
- Press the transaction in the list, the selected row will be highlighted in blue.
- Select Correction from the upper right corner.
- Cash transactions will be refunded to the customer in cash, card payments will be refunded to the card.

- The cash register application may ask about printing a customer receipt, select Yes, No, or send the receipt to the customer's email.
- The corrected transaction will appear as light red in the list. The correction transaction receipt number will appear after the original transaction. The correction transaction will appear as a new line in the list with bright red text.

OFFLINE SALES

Sometimes things don't go as planned, and the cash register's internet connection may be lost. Even if the internet connection is down, the Solmio cash register can still be used, for example, for cash sales. The loss of internet connection primarily affects the acceptance of card payments and the transfer of sales from the cash register to the cloud. Offline sales are stored in the cash register application's internal memory. The application attempts to send offline sales to the cloud as soon as the internet connection is restored. NOTE! Some credit cards may also work in offline mode.

- Offline sales, i.e., sales made without an internet connection, can only be made mainly with cash and "other" payment methods. It is also possible to make card sales with some banks' credit cards.
- When the internet connection is restored to the cash register, navigate to the Transaction history page in the Solmio application. You can find more information about this in section 9.1 Transaction history, Offline sales & Unconfirmed of the instructions.
- By pressing the Transaction history text on the opened page, you can open the drop-down menu and select Offline transactions to see the payment transactions made in offline mode.
- From the upper right corner of the opened Offline transactions page, you can send the payment transactions by selecting Update. After sending the transactions, they will be updated to the Solmio HQ system in the cloud as well as to the Transaction history page of the cash register application. NOTE! The cash register device also updates offline transactions automatically over time. However, using the Update button is a faster way to update transactions to the cloud.
- Make sure that the Offline transactions list is cleared and that the payment transactions in it have been transferred to the main Transaction history page.

UNCONFIRMED CARD TRANSACTIONS

In some situations, the cash register application may indicate that there are unconfirmed card payment transactions in the register. This is because there may have been a disruption in the connection between the cash register application and the payment terminal during an active card payment transaction. This does not always mean that the payment has not been charged to the customer's payment card, but rather that the cash register application does not have information on whether the payment has been charged or not.

When there are unconfirmed card payment transactions in the register, the application will warn you with the help of the red flashing Application Options slider. The slider appears on the left side of the screen when the cash register is on.

- Swipe from the left side of the screen to the center.
- Select Unconfirmed Card Payments, which appears at the top of the Options menu. This opens up the Unconfirmed section, which can also be found under Transaction History.

- Select the Check button to the left of the unconfirmed payment transaction.
 - The card payment terminal will begin to check processed transactions, which may take over 10 seconds to complete.
 - When the check is complete, the register will display the operation's results on the screen.
 - If the payment transaction is successful, the register will allow you to print a receipt or close the window. The payment transaction will also appear in the transaction history.
- If the payment transaction is unsuccessful, the register will only allow you to close the window. In this case, you should try to make the payment again.
- Exit the view and continue to use the register normally.

TRANSACTION HISTORY AND REPORTING

To access the Options menu, swipe from the left side of the screen to the center. The Options menu allows you to view transaction history, daily reports, settings, or exit the application.

TRANSACTION HISTORY, OFFLINE SALES & UNCONFIRMED

1. In the transaction history, you can see successful sales transactions and transaction cancellations made at the register. You can also view Offline transactions and Unconfirmed card payment transactions from the drop-down menu on the Transaction History page.

Unconfirmed card payment transactions:

- Swipe from the left edge of the screen to the center.
- Select Transaction history from the menu.
- From the top left corner, you can search for transactions by receipt number.
- Once a payment transaction is selected from the list, the functions PRINT and CORRECTION will appear in the top menu.

The Print feature will reprint the transaction receipt. The Correction feature will credit the payment transaction made. More information on this can be found in section 9.2 Payment Transaction Correction in the manual.

NOTE! Some card payment transactions require the original payment card for credit.

- By pressing the Transaction history text, you can open the drop-down menu and select Offline transactions to see the payment transactions made in offline mode.
- From the top right corner of the opened Offline transactions page, you can send the payment transactions yourself by selecting Update. After sending the transactions, they will be updated to the cloud-based Solmio HQ system as well as to the Transaction history page of the cash application.

NOTE! The cash register also updates offline transactions itself over time. However, using the Update button is a faster way to update transactions to the cloud.

- By selecting Offline transactions or pressing the Transaction history text, you can open the drop-down menu and select Unconfirmed to see the card payment transactions for which the cash application has no certainty of clearance. The cash application also reports unconfirmed payment transactions separately. Read more about unconfirmed card payments in section 8.9 Unconfirmed Card Transactions.

DAILY REPORT PRINTING

All reports generated by the Solmio cash register are directly transferred to the Solmio HQ cloud service. However, it is possible to print reports such as the Daily report by cash and seller.

- Swipe from the left edge of the screen.
- Select Daily report from the menu.
- Select the model of the report to be printed: Cash register or Seller.

Cash register: Prints an overview of all sales made on that cash register during the sales day, regardless of the seller ID used.

Seller: Prints an overview of all sales made on that cash register during the sales day according to the logged-in seller ID.

- The report will be printed from the receipt printer.

APPLICATION SETTINGS

The Solmio application settings allow you to configure a separate printer, receipt printing, screen orientation, and daily report settings. In addition, settings can be made for the reports to be printed from the cash register and the sound notification when closing a cash transaction. You can also change the view of the toolbar from the settings.

- Swipe from the left edge of the screen.
- Select Settings from the menu.

SEPARATE PRINTER

- If you want to use a separate printer, activate "Use separate printer".
- Select set printer.
- Choose the Current Printer.
- Select the type of connection.
- Select the printer from the list.
- After this, you can test print or test open the cash drawer.
- NOTE! Make sure that your Solmio reseller supports your printer model for the application.

RECEIPT SETTINGS

- From the receipt printing section, you can choose whether the cash register asks to print a receipt or not.
- From the automatic receipt section, you can choose whether the cash register prints a receipt without asking.

SCREEN ORIENTATION

- You can choose how you want the Solmio cash register to work on the device.
- NOTE! When you make changes, you need to restart the application.

TOOLBAR

- You can choose either the modern or the old style.

- In the modern style, the toolbar is located above the receipt view behind the hamburger menu.
- In the old style, the toolbar appears completely above the receipt view.

DAILY REPORT FORMAT

- You can set the product groups to be included in the daily report printed from the cash register by activating Include product groups in the daily report.

SOUNDS

- If you want the cash register to notify you with a sound when a transaction is completed, select "Transaction completed" and choose the sound you want. You can try different sounds by selecting the sound and completing a payment transaction. If you don't want a sound, select "Not In Use".
NOTE! If the sound selection has been made but there is no sound, check that the "Media" sounds are turned on in your cash register.

CLEAR CACHE

- You can remove a transaction that is stuck in unconfirmed card payments that cannot be cleared by checking, by selecting "Clear cache".
- NOTE! After clearing the cache, the stuck transaction will be completely removed from the system.

ORDER NUMBER

- If you want the order number to be printed on receipts, you can turn on this function under "Use order numbers".
- Solmio cash register creates an order number for the order, which will be displayed on the receipt.

ABOUT THE APPLICATION

- Under the Support option, you can see Solmio cash register's support number, email, and opening hours.
- The Privacy Statement option opens the terms and conditions of Solmio® cash register delivered as a Cloud Service.
- The Send Logs option sends the cash register's log data for the past 10 days to Solmio cash register's technicians. This function is used if there has been a problem with the cash register that requires deeper investigation by Solmio cash register's technicians.

SOLMIO CASH REGISTER CONTACTS

Technical support

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