

LS Central Quick Reference and Troubleshooting

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PIN Pads

- Remove Card – Please advise customers that the PIN pad will tell them to remove their card as soon as they enter it and to leave it in the reader until they hear the beeps telling them to remove the card. Removing early can lead to the PIN pad freezing.
- Once the card is in the PIN pad, it's supposed to take the payment. Leave in and complete transaction.
 - If there is an error with a discount or price, do not have the customer remove the card. Complete the sale, issue a refund, and then reprocess the sale.
 - Please take your time getting used to the new system, make sure you are ringing things up correctly to avoid this situation.
- “Timeout” – Sometimes the POS will give this message if the PIN pad is taking too long. Select OK to dismiss the prompt and rerun the “EFT” payment. Select “Card” again on the POS. If it asks you to retrieve previous payment, select “No”.
- If the PIN pad freezes, you may need to restart the device. Hold down the **Red X** and **Green O** at the same time for about 5 seconds. This will get you to the device menu, select reboot. This should take about 30 seconds.



Square

- If you need to use the Square to finish the transaction, you will use the Manual (Square) Payment option (Bottom Left Option) once you select total. Process the payment through Square. They will still be printed a receipt.
- Videos for how to use the Square are available at b2outlets.com/training

Items Not Found

- If an item comes up not found in the system. Scan either Misc Non-Tax Sale or Misc Taxable Sale Item. LS will prompt you to enter the Item Price before you can scan the next item. This has mostly been an issue with Apparel that still has the Lightspeed tags.
- The problem should be taken care of within the next week, but you will need to make sure to have these tags or at least the UPCs to enter in case there is an item missing from the system.



Rewards:

- Until all stores are fully switched over to LS, we are not adding members and you will not be able to look members up in the system. When you go to begin a sale, the system will prompt you to enter or search for a member. Select "Cancel" in the bottom right and begin your sale.
- For Wednesday discount day, please regard every customer as a rewards member and give them the rewards discount.
- Rewards members will be entered into the system in mid-October, and you can begin searching for them and adding new members at this time.

Change

- The amount to give back in change is shown at the top of the screen, just under the long green bar.

Closing

- Steps 3 and 4 are the trickiest. Step 3 is where you enter the float entry as \$150. This is for our internal accounting.
- Step 4 is where you will count the drawer, but you will also need to add a -\$150 as the total float. This will keep your drawer accurate. Please do not forget the “-“ before the \$150.
- When counting the drawer for Step 4, refer back to the Report from step one to verify if your drawer is accurate. See picture below. The top amount is calculated. The bottom amount is the is counted amount (declaration). If these 2 numbers are not the same, your drawer is over/under the difference between the 2. Drawers are to be combined as one deposit. Deposit has to match what combined LS total is.

Store no.: 109
Terminal: T109-01
HOLLAND SOUTH
1111 South Washington Ave. Unit 70/80
Holland, US 49423
616-848-7474

Date: 09/08/21 3:41
Staff: 1046

Z-REPORT

Cash	25	183.31
Cards		536.27
Mastercard	5	
Manual Credit		30
Total :		727.00

Staff1118
Cards 1.58

	Float	
Float Entry	1050	150.00
Remove Tender	1046	150.00
Total		0.00

Float entry: 150.00
Remove tender:

Tender declaration:

Cash	183.31
Total \$	183.31

Gross Sales 1,014.04
Discount 118
Rounding

Total Net Sales 727.00

Total including VAT 727.00
Total excluding VAT -41.14
685.86

APPAREL 398.69
GM 122.83
SHOES 185.69
19.59

	Amount	Qty.
No. of Paying Customer		32
No. of Transactions		32
Items Sold		160
No. of Refunds	11.02	2
No. of Suspended	0.00	0
No. of Voided Transact		4
No. of Training		0
No. of Open Drawer		13
No. of Logins		0

Z-Report ID:T000000001

System not responding when selecting a button

- Please make sure to check the top right of the screen. There are often messages up there, but they text is a little small and can be easy to miss.
- It is possible that the system is just waiting for you to complete a final step in the last action you made.
 - For example, if you are trying to input payment with card, but have already selected gift card, the system will be waiting for you to scan the gift card. You cannot just click into cash or card to select a different payment type. You will need to select cancel in the bottom right of the screen. This does not cancel the transaction, just the last action.

System Timeout

- If the system times out and forces you to restart your session, this means that the register is not being fully logged out at the end of the day.
- To fully log out: Log out to the main POS login screen, select Logoff. It will ask you if you want to close POS, select Yes. It will then ask if you want to Leave the site. Select Leave. This will direct you back to the LS Central Homepage. From here, select the user icon in the very top right (It's a circle with the first two letters of your store). Select sign out.

Discounts

- Discounts when entered will apply to all of the items that have been entered so far into the sale. Any items added after the discount will not have it applied. Manual discounts can be applied by line. Just make sure the correct line has been highlighted.
- You can clear the discount for one line per transaction by selecting the line and then selecting Reset Discount.

Returns

- To scan a receipt to process the return, you will just scan the receipt from the main sales page. If you select returns and then try to scan the receipt, it will not accept it. You only need to select returns if you are processing a return without a receipt.
- Returns can be processed for credit cards, but they will need to have the credit card used with them. Debit cards will need to be processed as cash back, the money cannot be returned to the card. No receipt returns need to be processed as a return to store credit.

Scanners

- If the scanners are having trouble scanning or recognizing the labels, especially the new LS labels, disconnect the scanner from the USB port on the computer. Wait 20 seconds. Reconnect and try again. If problem persists, please submit the error to Zendesk with the type of scanner you are using, the Brand and color (Brand is found on the top of the scanner)

Store Credit

- When a customer is redeeming store credit to purchase an item, the form of payment will be store credit. Then you would enter the total purchase amount. The message at the top of the screen (under green banner) will ask you for an Info Code. Enter the code found at the top of the Store Credit slip, the code begins with a T. If there is a remaining store credit balance, the new store credit receipt will print alongside the actual receipt with the new total listed.
- Ring customer up, hit store credit enter amount of store credit. Then look to top of screen, NOW it wants you to enter the credit receipt code.
- If customer has a credit for 20.00 but only uses 10.00, they will be issued a new store credit for 10.00.
- If they use all of their in-store credit, a receipt that state your store credit has been redeemed balance zero will print. This is the first thing that prints, then their actual receipt prints. You will have two pieces of paper each 8 inches long print, they are both trash.
- *** Please note order register tape NOW, as there is a lot of waste ***

Label Errors

- If you are encountering items that are mislabeled, please either capture a picture of the label or notate the item and user that printed the label. The user can be found on the bottom left of the label.
- If the label is scanning a different price than the price shown on the label, please either capture a picture or notate the item number.