# Oakbank Bowling Club

# Work Instruction: Using the Square EFTPOS Terminal

**Task**: Open the Square terminal, enter transactions, generate reports and Close the Cash Drawer

**Performed By: Bar Manager or Delegated assistant**

**Prerequisites**:

* All persons serving alcohol are required by law to possess an RSA certificate
* Ability to use applications on a tablet (in this case – an Apple iPad)
* Access to the club’s Square Stand EFTPOS system
* Online access to the club’s Square Account if you need to create accounting reports

**Background**:

OBC purchased a Square Stand in 2022, and use it to record **ALL receipts of funds** at the club’s rooms. This includes **both cash and credit card purchases**, for both goods and services (eg, Membership Fees).

**We** **do NOT use a linked cash register**, and **we do NOT have a receipt printer**. If customers require a receipt, they can be sent via email or SMS.

The original Square Reader can optionally be connected to the Square Stand via the USB hub.

Finally, the Square Stand is linked to the club’s **Square Account**, which can be accessed on the internet, providing easy access to most of the features available on the Stand EFTPOS terminal. You can access this via login at [this URL.](https://squareup.com/login?lang_code=en-au) All Square sales, either by card or cash, are automatically sent through to the club’s MYOB accounting system, courtesy of the [Amaka.io](http://app.amaka.io) financial integration tool . Neat…

Note that whilst the iPad happily runs on battery power, the **Square Stand should be connected to mains at all times**.

This guide covers the key areas of usage… entering transactions, updating our products and prices, and generating reports required for maintaining our P&L accounts. Details of that are documented in the Accounting/MYOB Work Instruction.

# Start-Up

1. Turn on the iPad mounted in the Square Stand, if required. The access code for this system is the same as the access code for the club’s Security Alarm
2. Open the Square EFTPOS app. It lives on the main page, but should also be visible in the task bar
3. Wait for the Square system to **Connect** to the Stand… this should only take 2-3 seconds
4. While waiting, why not load the cash register with the **Bar Float**, which we use a standard amount of $428. At the time of writing, this our standard bar float breakdown:

|  |  |  |
| --- | --- | --- |
|  | **Opening** | |
| **Denom** | **Count** | **Value** |
| $100.00 | 0 | $0.00 |
| $50.00 | 3 | $150.00 |
| $20.00 | 3 | $60.00 |
| $10.00 | 10 | $100.00 |
| $5.00 | 12 | $60.00 |
| $2.00 | 20 | $40.00 |
| $1.00 | 10 | $10.00 |
| $0.50 | 10 | $5.00 |
| $0.20 | 10 | $2.00 |
| $0.10 | 10 | $1.00 |
|  | **TOTAL** | **$428.00** |

# Entering Transactions

1. On entering the first sale, you will be prompted to **Open the Cash Drawer**, unless you have already done so.
2. Typically, just enter the predefined amount of $428… unless you have actually loaded the till with a different amount
3. The default start-up screen is our **Favourites** page, which shows all our sales **Categories** at top, and individual items in the space below (and potentially on additional pages)
4. If you need to look up something from our **Library,** select that from the top menu bar, but this should be rare. For now, just note that several tabs exist, and how to move between them
5. Tapping an item adds a single quantity of the item. Quickly enter small multiples by tapping several times. Add other items, for example, items NOT shown on the home screen by selecting the appropriate Category, eg Clothing or Admin (for Membership Fees, or Raffles etc)
6. Change quantity, or include a discount, by tapping on the sale amount on the right
7. Clear a sale entirely by tapping on the three dots above the amount
8. Hit the **Charge** button…
   1. For card sale, have the customer present their card (or phone or watch) near the illuminated square logo (or optionally connected Square Reader)
   2. For Cash sales, it is a little more effort:
      1. Tap **All Payment Options**
      2. Enter the cash tendered by the customer. You may need to use “Custom”
      3. Provide the amount of **Change** shown on screen
9. **NOTE: *All membership fees etc should have the member’s name added to the sale … top right… Add Customer***
10. **Ensure credit transactions are** **authorised** before proceeding, and take the opportunity to generate a receipt if required. This is recommended for Membership Fees, or any other large payment.
11. Tap “New Sale” to start over

## End of Day

When all sales are completed, you need to **CLOSE THE CASH DRAWER.**

1. From the **Reports** menu at bottom right, select **Cash Drawer.**
2. **Count** the cash in the till using the club’s laptop and the **Kitty Cash Calculator** tool if you wish
3. **Compare** the actual cash in the drawer with the expected amount. With any luck, it will be the same… If there is a significant difference, count again. If it is a trivial amount, say a dollar or less, move on. If there remains a significant difference, make a note of it.
4. Enter the Closing Amount, and **Confirm**

This will trigger an email being sent to the Treasurer showing the cash sales for the day. If any additional cash sales happen on the day, you will need to reopen the cash drawer.

## Other Actions

You can see various useful summaries of the day’s sales activity.

To see all transactions, tap the **Transactions** thing at bottom of screen. Go back to the main screen by tapping **Checkout**. To view other options, tap on **More**

# Managing Items

From the main Square menu, select **Items.** This will display a list of everything we sell, with details of the Category, stock level, and sales price.

To change an item price, just click on the item, and edit as required, and Save.

Add new items by clicking **Create Item** and filling in details. To include a picture of the item, it is best to use the iPad to take a photo… you can then easily add it to the Square Item.

After adding a new item, you might want it to appear on our Favourites screen on the iPad… <HOW?>

## Adjusting Stock levels

Although not strictly necessary, it is handy to know how many of each stocked item we are holding, albeit this is limited by the fact that we group all standard beers into one item, etc.

That said, Square will send emails when stock levels get below a minimum reorder threshold… use if you wish. Probably more useful for things like shirts, caps etc

# Creating Reports

Many useful reports can be created in Square, from either the Square Stand, or from the [Square account login](https://squareup.com/login?lang_code=en-au) via a browser. The purpose of this section is NOT to provide a detailed user guide on all the possibilities… most are fairly self-explanatory.

Of particular use, however, is the **Item Sales Summary**… which is needed to estimate the **Cost of Goods Sold** in our accounting system (Currently MYOB Business Lite… which has a separate document describing basic usage)

1. Go to the Reports menu, select **Item Sales**.
2. Enter the desired date range… which is perhaps the previous month
3. Use the Filter By drop-down to select categories for which we maintain inventory in MYOB… Drinks, Nibbles and Clothing. Leave everything else unchecked
4. Click the **Export** button, and select either Summary CSV or Detail CSV. For the purpose of calculating COGS for the month, the Summary export is sufficient. If you want to generate a multi-month sheet, you should export the Detail version.
5. Save the exported spreadsheet. Details of how to calculate COGS, and enter it into MYOB, will be covered in the Accounting/MYOB Work Instruction document.

**Additional Resources**

There is lots of online help about how the use the Square EFTPOS system online. Start [here](https://squareup.com/au/en/point-of-sale)

**Caveats**

Discounts, eg 50% off for new members, **are applied to the ENTIRE sale**. If there are multiple items entered, they will ALL be discounted! Beware. Solution: Enter any such items as a separate transaction – not grouped with bar sales etc.

**System Failure!!!**

Occasionally, the Square system may lose it’s WIFI connection to the router. Try restarting the Square app, then wait for the Stand to connect… If this fails, you may need to resort to a full restart of the iPad itself. <HOW?>