

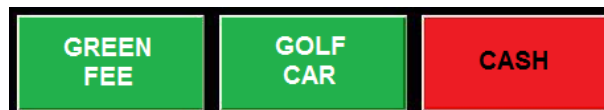
SQLPos Screen Design Concepts

Designing effective screens for a POS system is partly subjective but mostly practical. The main goal is to make the screen easy for the employees to use. By fulfilling this goal, your operation will benefit by providing faster service to the customer while simultaneously encountering fewer employee sales mistakes.

The most important starting place is to consider who's going to be using the screen. Find out if any of the potential users have color blindness issues to discover colors to stay away from. For example, to a person who cannot distinguish between red and green, if you place a red button on top of a green background, that person may not be able to see it very easily if at all.

Next, remember that the English language is read left-to-right, and top-to-bottom. The reader's eye has been trained to scan a page of paper (or a video screen!) in the same sequence. If you use this consideration in placing the most commonly sold items or groups of items on the screen your users will find them faster. In a high customer traffic situation, placement of the "hot selling" items is critical to moving customers through the checkout process:

Example: In a golf pro shop, if the top two items you sell are a golf greens fee and a golf car, make the first button in the upper left corner the greens fee and the button immediately to its right (or just beneath it) the golf car and make them the same color. If the most common form of payment is in cash, make the next button a cash tender and your staff can simply hit the buttons one after the other -- "bing-bing-bing -- accept the customer's money and print the receipt:



Or if you need *even more* efficiency, use a "bundle" button that sells both the green fee and golf car simultaneously, requiring only two buttons:



You might apply the same concept to a snack bar operation; in this case, the position of the top two selling items took the first buttons in their respective columns: food items were placed in the first column and beverages in the second column with color differentiation for clarity:



A key element to efficient screen layout design is having excellent familiarity with the many functions that the POS system can provide *before* you start defining buttons. Without planning, you may wind up creating a haphazard design that's confusing or even intimidating to employees while also being inefficient and slow to use. With creative placement of sales items and functions, you can often eliminate multiple pages of screens which can make finding items more difficult for your users. For example, you might create a screen that contains all the types of customer payments you accept and then simply have a button that says "TENDER" to cause the screen of available tenders to appear, organized of course with the most commonly used tenders for your operation in the most prominent positions:

Cash	Visa
Check	Mastercard
Member Charge	Discover
Gift Certificate	Amex

However, SQLPos POS gives you maximum flexibility; you may place a tender button anywhere – on any panel or multiple panels if you like -- opening the door for designing fast-service screens where the most popular tender types customers use at your facility are always visible. Or, you might use one of the ten, permanent square buttons (right next to the sale window) to place your favorite tender button so that it's available regardless of which screen the user has visible.

SQLPos Screens

The SQLPos display uses three main visible screen areas:

1. **The Sale Window** – this is a vertical box along the left side of the screen in which individual items of the sale are displayed. The sale window is always visible; when "splitting" a sale between two customers, the sale window is split into upper and lower halves.
2. **"Option" buttons** – this is a single column of ten square buttons alongside the sale window, about 1/3 of the way across from the left side of the screen. Option buttons are always visible and accessible to the user (unless further defined as hidden with the button editor). With few exceptions, option buttons may be defined as any button type.
3. **"Panel" buttons** – the right 2/3 of the screen displays fifty user-definable buttons arranged in five columns of ten buttons each. SQLPos includes 101 such "pages" of fifty buttons each for a total of 5,050 user-definable buttons which may be configured as any button type.

SQLPos Button Types

SQLPos includes ten different types of buttons that perform different generalized actions; any type of button can be placed virtually anywhere on any of the 101 pages of panel buttons on the system. The SQLPos Operation Manual contains complete information about button types and what they do:

- Type 0 - Text Only
- Type 1 - Normal Panel Selector
- Type 2 - "Stay-in" Panel Selector
- Type 3 - Inventory item
- Type 4 - Inventory item linked to message
- Type 5 - Inventory bundle
- Type 6 - Inventory bundle linked to message
- Type 7 - Item number keypad/barcode scan
- Type 8 - Function button
- Type 9 - Tender button

Type 8 - Function Buttons

SQLPos POS includes seventy-six functions that you may place on virtually any button; they're listed here by their function number. Full descriptions of what the functions do are included in the SQLPos Manual:

1 - Lookup Inventory	40 - Backup Data
2 - Lookup Member	41 - Hold Sale - Expediter + Send Order
3 - Lookup Employee	42 - Lookup Member + Photo Combo
4 - Lookup Vendor	43 - Show Member Profile
5 - Lookup Hold Sale	44 - Open New Sale+Employee Lookup Combo
6 - Lookup Completed Sale	45 - Instant Line Item \$\$\$ Discount
7 - Shutdown Workstation	46 - Instant Line Item % Discount
8 - Reprint Receipt	47 - Alpha Member Lookup
9 - Clear Sale/Start Over	48 - Alpha Member Lookup + Photo Combo
10 - Quantity	49 - Alpha Member Lookup + Profile Combo
11 - Coupon Redemption	51 - Move item UP a line in the ticket
12 - Sale % Discount	52 - Move item DOWN a line in the ticket
13 - Sale \$ Discount	53 - Move item to UPPER ticket
14 - Tax Exempt Sale	54 - Move item to LOWER ticket
15 - Open Cash Drawer	55 - Remove item
16 - Non Inventory Item	56 - Split Ticket

17 - Hold Sale - NO PRINT	57 - Combine Two Tickets
18 - Hold Sale - Local Print Only	58 - Return/Exchange Sale Toggle On/Off
19 - Hold Sale - Send Order	59 - Hold Sale Viewer Only
20 - Lookup Member Credit Book	60 - Table Button Recall Hold
21 - Free Form Note	61 - Set Seat #
22 - Duplicate Items/"Another Round"	63 - Divide Check by X-Ways
23 - Open New Sale/New Ticket	65 - Member Select
24 - Table Number	70 - TimeClock
25 - Toggle Printers Off/On	74 - Issue or add to Gift Card
26 - Covers	75 - Lookup Gift Card Value
27 - Print Optional Message Now	81 - Send Order - Keep Sale Open
28 - MemoMail	84 - Payment on Account
29 - Re-open Pre-Authorized Ticket	86 - Paid Out
30 - Additional Gratuity	87 - Paid In
31 - Print Gift Receipt	88 - Cash Drawer Balance
33 - View Photo	91 - Server Select Button
34 - Predefined % Discount	92 - Server Lock Screen
35 - Hold Sale + Send Order + Lock Screen	93 - Show SQLPos Help
36 - Line Discount % Mode Toggle On/Off	94 - Show Procedures Help
37 - Table Select	95 - Product Out/Push Item
38 - Predefined % Gratuity	96 - Reset Home Panel
39 - Print to Expediter	99 - Clear Sale/Lock Screen

The built-in SQLPos Button Editor is used to define buttons. The editor includes the capability to change the button's background color, the size and color of the text to show on the button, whether the button should also include a picture or even whether the button should be visible at all. Depending on the type of button currently being edited, other button configuration options activate which concern conditional text messages or coupons, remote printing destinations, aliasing and more.

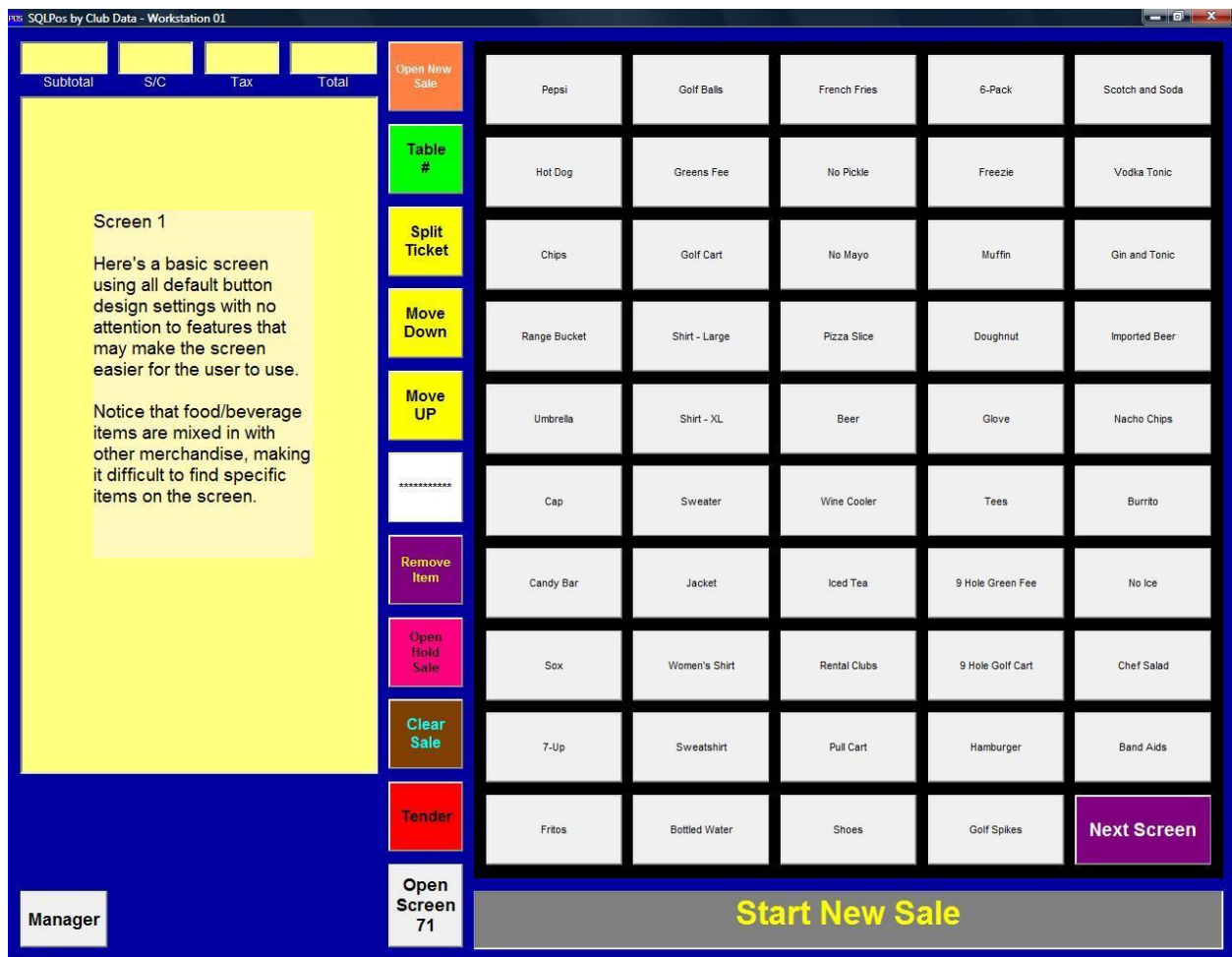
The button editor is also used to change the colors of the three main background sections of the main SQLPos screen or the color of the text that appears in the sale window and summary totals boxes just above the sale window itself.

The SQLPos Operation Manual contains complete information about using the button editor.

Defining useful and efficient screens is an ever-changing process in most operations because seasonal changes often dictate the items that are sold, employees who use the system and sometimes even the customers as well.

In the sample screen displays that follow, we'll show how simply a single panel button page can be changed to increase its effectiveness. For simplicity, the manager at our sample facility has decided to place all the item buttons from all departments on one single screen. While this is generally not the case at most facilities, it's appropriate for our purposes in this guide. In terms of screen design, our manager has also chosen to make the sale window yellow, the main screen a medium blue and the background of the panel buttons black for added contrast. Note the small "Open Screen" button at the bottom of the option buttons column tells us that we're looking at panel #71 of the 101 panels available.

We've added comments about each screen inside the sale window. The square option buttons are shown just to the right of the sale window and the right 2/3 of the screen displays a page of "panel buttons." We'll start with screen display #1, which was created from a haphazard listing of inventory items using the stock, default settings when defining buttons:



Now we're looking at panel #72, which is a copy of panel #71 except for the changes highlighted by the comments inside the sale window:

The screenshot shows a POS system window titled "SQLPos by Club Data - Workstation 01". The interface is divided into several sections:

- Top Summary:** Four yellow boxes labeled "Subtotal", "S/C", "Tax", and "Total".
- Left Panel (Yellow):** Contains a text box with the following content:

Screen 2
 Here's the same screen with larger text. This is easier to read, but there's no specific order to merchandise, food or beverage items.
 It's better, but it can me much better still.
- Right Grid (Items):** A 5x5 grid of items:

Pepsi	Golf Balls	French Fries	6-Pack	Scotch and Soda
Hot Dog	Greens Fee	No Pickle	Freezie	Vodka Tonic
Chips	Golf Cart	No Mayo	Muffin	Gin and Tonic
Range Bucket	Shirt - Large	Pizza Slice	Doughnut	Imported Beer
Umbrella	Shirt - XL	Beer	Glove	Nacho Chips
Cap	Sweater	Wine Cooler	Tees	Burrito
Candy Bar	Jacket	Iced Tea	9 Hole Green Fee	No Ice
Sox	Women's Shirt	Rental Clubs	9 Hole Golf Cart	Chef Salad
7-Up	Sweatshirt	Pull Cart	Hamburger	Band Aids
Fritos	Bottled Water	Shoes	Golf Spikes	Next Screen
- Bottom Left:** A "Manager" button with a small icon.
- Bottom Right:** An "Open Screen 72" button.
- Vertical Sidebar (Left of Grid):** A column of buttons:
 - Open New Sale (Orange)
 - Table # (Green)
 - Split Ticket (Yellow)
 - Move Down (Yellow)
 - Move UP (Yellow)
 - ***** (White)
 - Remove Item (Purple)
 - Open Hold Sale (Pink)
 - Clear Sale (Brown)
 - Tender (Red)

Now we're looking at panel #73, which is a copy of panel #72 except for the changes highlighted by the comments inside the sale window:



Now we're looking at panel #74, which is a copy of panel #73 except for the changes highlighted by the comments inside the sale window:

The screenshot shows a POS interface titled "SQLPos by Club Data - Workstation 01". It features a menu grid with various items, a left sidebar with control buttons, and a text box containing design notes.

Text Box Content:

Screen 4

By grouping the colors together the screen is vastly easier to use. Now, like-items are much easier to locate, which results in faster customer service and fewer ring-up mistakes.

Note also the location of the items. Since people read left-to-right and top-to-bottom, the most popular items (for this store) were placed in the top position in the first columns of their respective merchandise types. Color differentiation and button location are critically important to making a screen really easy to use.

Even so, the screen can still be improved -- the color difference between the food and beverage items could be more dramatic, as well as the "no ice" or other special modifiers.

Menu Grid Items:

Greens Fee	Golf Balls	Shoes	Cap	Shirt - Large
Golf Cart	Glove	Golf Spikes	Sweatshirt	Shirt - XL
Range Bucket	Tees	Sox	Sweater	Women's Shirt
Rental Clubs	Umbrella	Band Aids	Jacket	No Ice
Pull Cart	Beer	Imported Beer	6-Pack	Wine Cooler
9 Hole Green Fee	Scotch and Soda	Vodka Tonic	Gin and Tonic	Freezie
9 Hole Golf Cart	Pepsi	7-Up	Bottled Water	Iced Tea
Hot Dog	Burrito	Nacho Chips	Doughnut	No Pickle
Hamburger	Chef Salad	Chips	Muffin	No Mayo
Pizza Slice	French Fries	Fritos	Candy Bar	Next Screen

Control Buttons (Left Sidebar): Open New Sale, Table #, Split Ticket, Move Down, Move UP, Remove Item, Open Hold Sale, Clear Sale, Tender, Open Screen 74.

Summary (Top Left): Subtotal, S/C, Tax, Total.

Manager: [Icon] Manager

Now we're looking at panel #75, which is a copy of panel #74 except for the changes highlighted by the comments inside the sale window:

