



Matchpoint



1) Could you explain to me how to suppress the fees of all users at the same time?

Global discounts, validating fees with dates up to a certain date.

2) How to delete an erroneous collection, receipt and ticket without having to make a credit note?

You will have to go to collections or movements and click on the red cross to delete cash movements. If you want to delete the receipt, the programme allows you to delete it with the same icon. Officially, I always recommend you to make corrective documents, so that the economic reports are not affected.

3) Fractionate collection: Is the total amount or the amount collected on each receipt printed on the receipt?

You would have to print the receipt so that it shows the amount collected and the amount pending.

4) You said to use the tpv screen but I don't see anything in my program. What do we have to see there? I don't have it activated?

It is an additional module for the stock control part. If you are interested, please inform the sales department.

5) If you make a collection of many receipts, to make it faster you can do it by multiple collection or by debt, right? But how can you issue a document or receipt that justifies the amount collected when there are many receipts without giving a receipt for each of the payments. Imagine someone who has played tennis every day and pays me 30 courts of 2.5 € each more or less.

In the receipts section you can print out the receipt that the customer has paid at that moment.

6) Is it possible to register several accounts to be able to choose when making the remittance? At the moment there is only one bank account of the sender (centre).

Soon we will have the option to select from several accounts which one we want to use to receive the receipts issued in the bank remittance. For the moment you can indicate another account when making the remittance in the corresponding fields.

7) If you do remittance or cash and bank invoicing, can you order the cash and bank or does it have to be done separately?

When you invoice charges you can do it together or separately, i.e. invoice everything, regardless of the payment method or select a payment method (bank). Then in the remittances only the receipts with the bank payment method will be included. Fraccionar cobro: Se imprime en el ticket la cantidad total o la cantidad cobrada en cada ticket?

8) Does closing a till at a later date mean that you have to modify the opening and closing of the following days?

As long as you have the openings and closings for the rest of the days you would not have any problems, another thing is that in a week there would be an opening on Monday, movements and closing on Friday. If you want to make openings and closings for all the days of the week, you will have to redo the last closing on Friday.

9) You mentioned the possibility of grouping documents (tickets) in a single invoice, but it has not been seen.

In the section FINANCE>TICKETS, you have the option to INVOICE several documents and convert them into an invoice.

10) If you pay something in cash, how do you reflect it?

Well if you use the POS or green ticket from the document you can charge and the system gives you the option to charge in cash or card. If you make a mistake, you can go to the collection section or in the cash movements and change the payment method that was marked by mistake. I recommend that, in the document itself, you also modify the form of payment in which the document was charged.

11) If you have three different cashiers, how do you do it?

In the section SYSTEM-> USERS, you can define the cash desk of each user. When the user makes the payment directly, it will be included in their cashbox. When you open the POS, you can select the user's cash desk so that everyone can use the same window and each one can mark the cash desk of their payment for that sale.

12) How can we gather different payments in the same ticket?

You can invoice the payments and gather them in the same ticket from Tools> Invoice grouped tickets.