RMH POS USER INTERFACE & NAVIGATION

Disclaimer

Information in this document, including URL and other Internet Web site references, is subject to change without notice. Unless otherwise noted, the example companies, organizations, products, domain names, e-mail addresses, logos, people, places and events depicted herein are fictitious, and no association with any real company, organization, product, domain name, email address, logo, person, place or event is intended or should be inferred. Complying with all applicable copyright laws is the responsibility of the user.

Without limiting the rights under copyright, no part of this document may be reproduced, stored in or introduced into a retrieval system, or transmitted in any form or by any means (electronic, mechanical, photocopying, recording, or otherwise), or for any purpose, without the express written permission of Retail Realm. Retail Realm or Retail Hero may have patents, patent applications, trademarks, copyrights, or other intellectual property rights covering subject matter in this document. Except as expressly provided in any written RMH license agreement, the furnishing of this document does not give you any license to these patents, trademarks, copyrights, or other intellectual property.

The document, SDK help file and demo projects are subject to the Partner's non-disclosure and VAR agreements signed by Retail Realm.

Support is provided through the RMH support system: http://support.rrdisti.com/account/login.

RMH Product Website: www.rmhpos.com
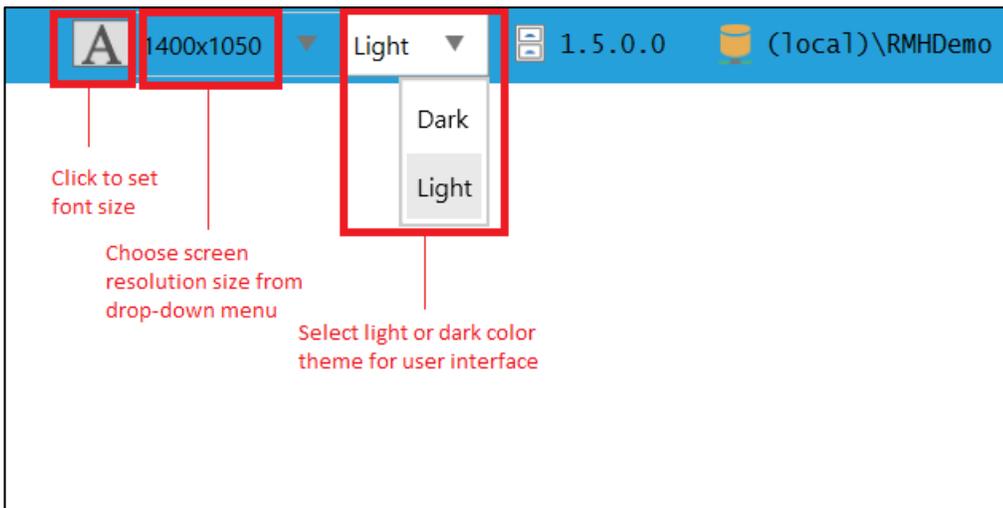
RMH Point-of-Sale

Overview

Utilize (and customize) RMH's graphical user interface and handle all the point-of-sale functions at store checkout terminals. Cashiers can perform sales transactions, look up inventory, accept different tenders, and more. The system supports multiple POS devices and payment processors.

Online Training Video: https://vimeo.com/album/3520470/video/163856318 (shows the user interface and navigation overview for both the RMH Manager and RMH POS applications)

Configuring the Point of Sale

The POS uses the same Database and Register configuration as used by the Store Manager. To make any required changes for the POS, use the Store Administrator.
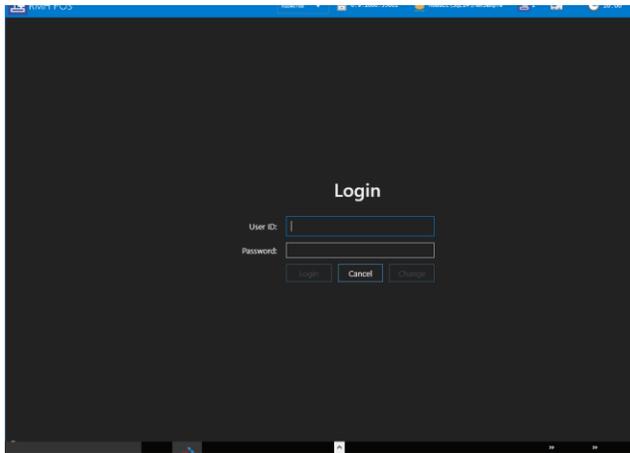
From either the Login screen or the main user interface, you can customize the POS screen by setting the font size, screen size resolution and also interface skin color (light / dark) by using the available options on the top menu bar.
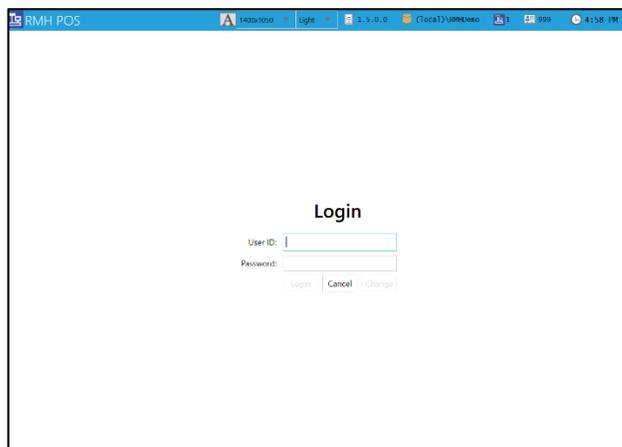

NOTE: For documentation purposes, the majority of subsequent screenshots in this document will utilize the light color scheme.
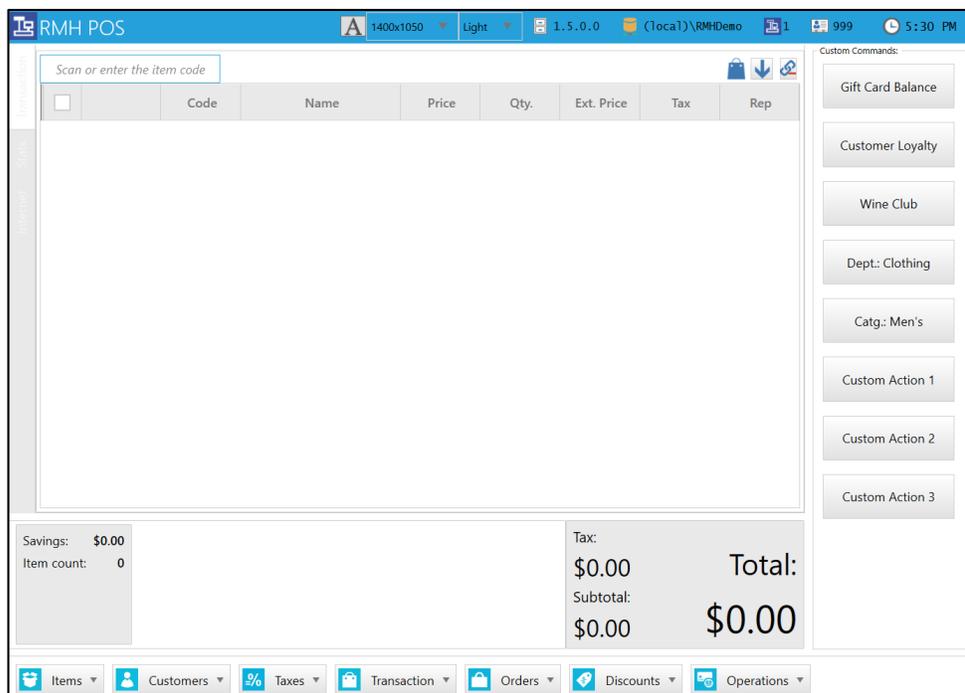
Starting the POS for the First Time

1. Click on the **RMH POS** icon on your desktop, which will launch the POS. See following figure:

NOTE: Depending on whether you have selected the dark or light color scheme, the POS login screen may appear as follows:
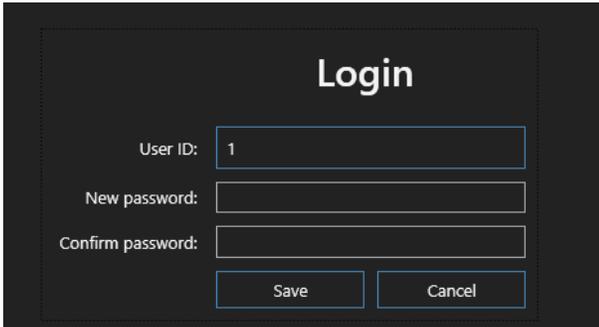

2. Enter the Cashier's **User ID** and **Password**, and then click **Login**. The main transaction screen displays.

Setting the Password for an Existing Cashier

The first time RMH POS is used with a Cashier who has not previously used the system, it will prompt for a new password. See following figure:
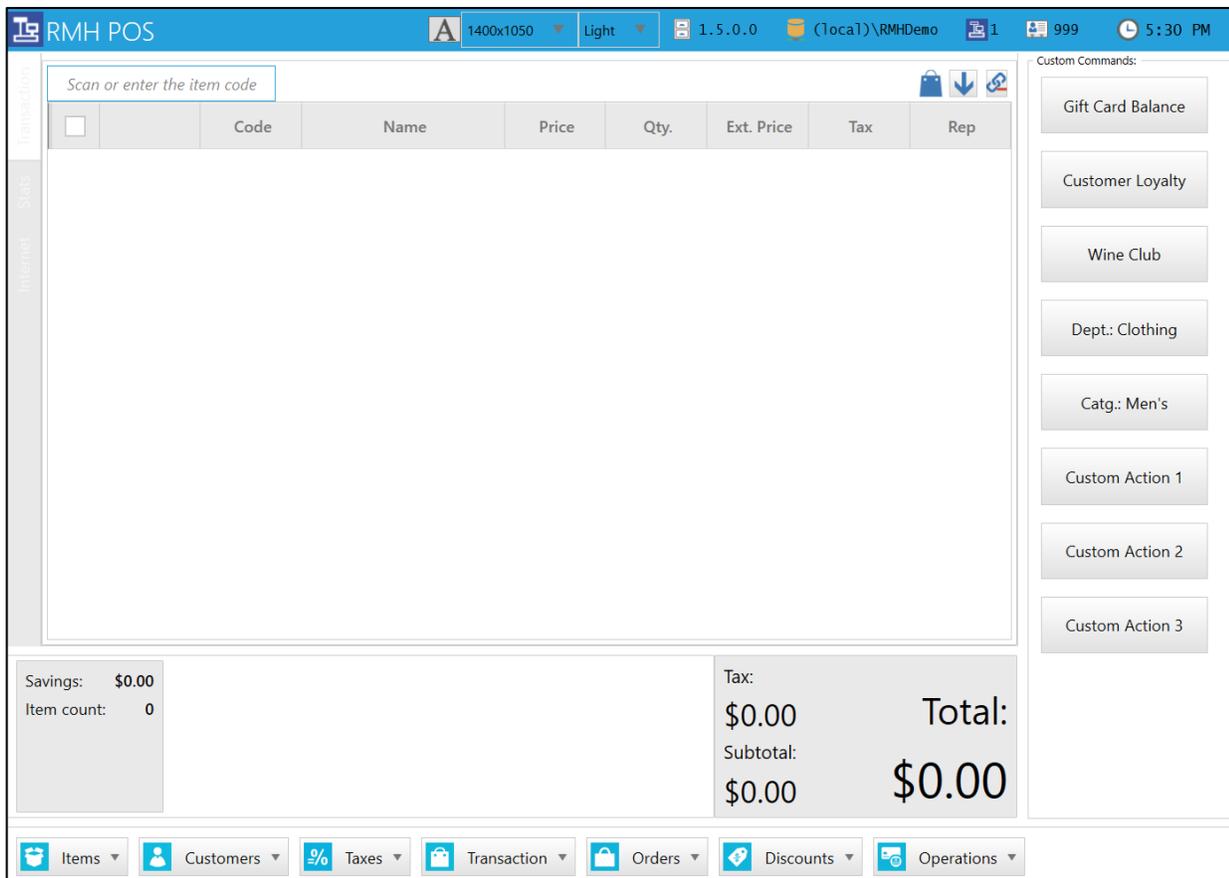

The password must include at least one number. For example, "password1". After confirming and saving the password, the Cashier can then log in using the new credentials.
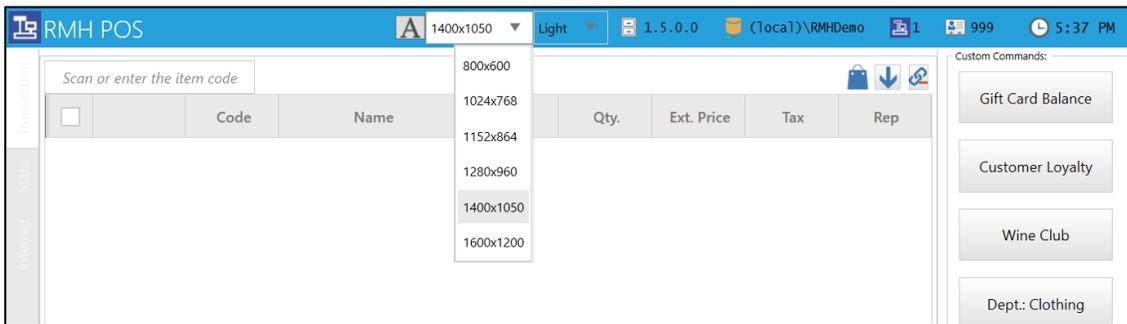
Navigating the POS User Interface

After successfully logging onto RMH POS, the main user interface displays.

Menu bar

The top menu bar provides customizable tools and information about your RMH system. For example, change the font size, screen resolution and light/dark color scheme. The RMH application version also displays (i.e., 1.5.0.0) and the name of the database you're connected to (local database RMH Demo). Next you'll see the register that connects to your system (Register 1) and also name of the Cashier ('999'). The far right displays the system time.

Display options

The bar on the left of the transaction screen provides three display options:

- **Transaction:** Displays the main POS transaction screen (by default)
- **Stats:** Displays sales totals via graphs and charts for inventory
- **Internet:** Displays internet browser page (for example, look up store websites, product catalogs, etc.)
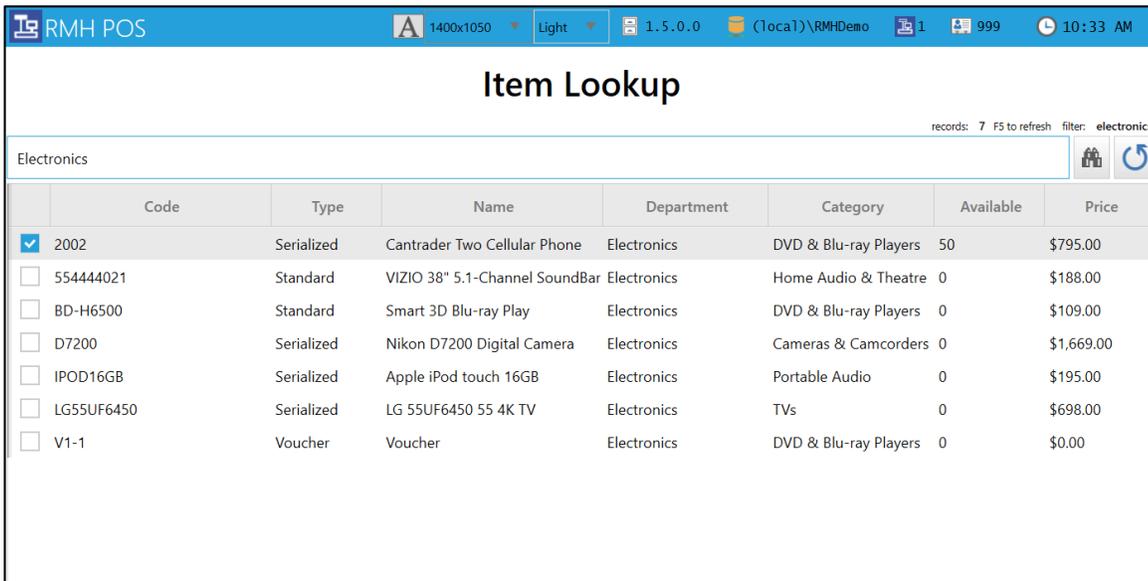

Custom commands

The right side of the transaction screen is the Custom Commands section that displays the customized POS buttons. This enables you to activate or access any third-party integrations or internal commands. For example, Gift Card Balance or Customer Loyalty. The Custom Action buttons let you develop your own POS action commands.

Item lookup

On the upper left of the transaction screen is the Item Lookup field, which enables you to search items by item code, description, alias, department/category or combination. Whenever you type something or scan an item, the system will automatically put the focus on this field to facilitate the user experience.
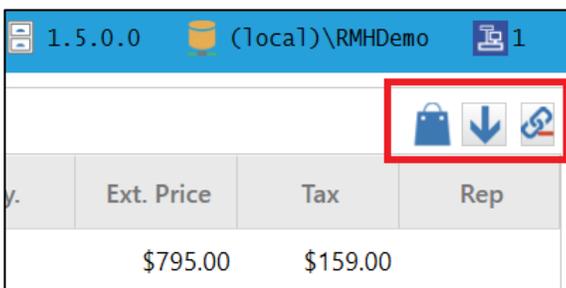
For example, if you enter the 'Electronics' department and click Enter, the system will display all the items in the Electronics department. See following sample figure:

After selecting the item(s) and clicking the **Select** button (assuming there is sufficient quantity in stock), the system will add them to the transaction screen.

Icons

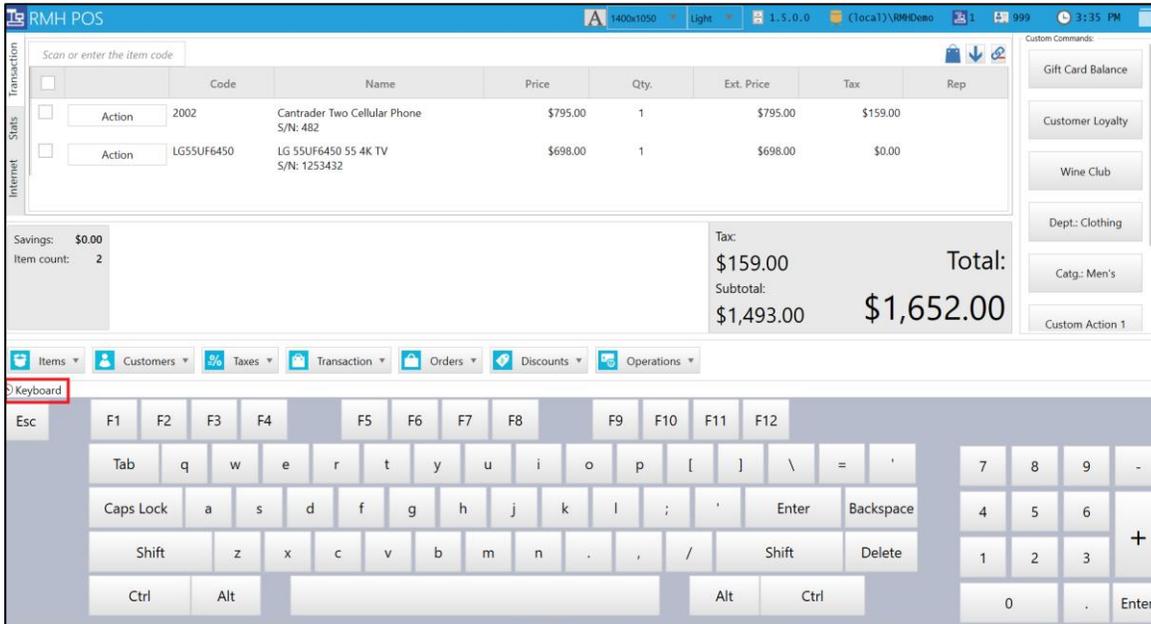In the upper right corner of the transaction screen there are various icons.

Icon	Description
	Displays the current transaction mode. The default is the 'Sale' mode. The icon will switch accordingly pending the type of transaction. For example, Work Order.
	Allows you to change the order for which the items are added to the transaction. For example, the 'Ascending' option means that new items will be added at the bottom of the screen (each new item will be added *below* the previous item). Clicking the icon again will toggle the order and reverse the way in which items are added. If the 'Descending' option is enabled, the new item will display at the top of the screen *above* the previous item.

	Enables you to 'roll up' items. This is useful for when you've scanned the same item but at different times at the POS. If the icon is set to 'no roll up' then RMH will display that same item on different lines on the POS screen in the order they were added. To configure the system so that it will roll up multiple instances of the item to be displayed only on one line item, enable the roll up option and the quantity will be adjusted accordingly.

Keyboard

RMH enables you to use an actual physical keyboard or the onscreen keyboard. To display the onscreen keyboard, click the Keyboard arrow at the bottom left corner of the transaction screen. Clicking it again will toggle the keyboard off.

Function keys

At the bottom of the transaction screen are various function keys. Each key acts as a drop-down menu of related functions. This way, you can quickly access desired tasks. For example, clicking the **Transaction** menu displays associated functions (tender sale, hold, transaction comment, recall transaction, etc.).