

Topic: **COMMUNICATION - BASICS**

FAQ: How do I collect sales information from the ECR/POS terminal?

- Use the **Collect Sales (Z)** function - this feature retrieves sales information from the POS terminal and resets it ready for the next day's sales

FAQ: What is the purpose of the "Sales Date" on the Collect Sales screen?

- Most sales reports collected from your ECR/POS terminal contain totals only and do not include the date the sales were entered at the terminal. When SharpLynx Lite extracts sales figures from the terminal, by default it associates the sales it collects with the date of the collection. However, if the sales are being collected prior to start of business the following morning, you can adjust the "Sales Date" so that the sales will be correctly associated with the previous day.

FAQ: Should I process the batches?

- Every time sales are collected from an ECR/POS terminal a sales batch is created
Note: See the tutorial "Understanding Sales Batches" for more information
- Generally, sales batches should be processed at the time of collection by ticking the **Process Sales Batches** checkbox

FAQ: How do I send price changes or new items I have added to the ECR/POS terminal?

- Use the **Send Program** function - you can select which program data you want to send

FAQ: What are the Options at the bottom of the Send Program screen?

- **Send updated records only** - when this option is selected only records that have been changed are sent to the terminal thus reducing the time required to send the program data to the terminal
- **Delete all records in Sales Terminal before sending program** - this option deletes items from your terminal that are no longer required. Deleting the items from the software does not automatically remove them from the terminal.
 - **Warning:** You should always 'Collect Sales (Z)' prior to performing this function it will delete any sales figures from your ECR/POS terminal