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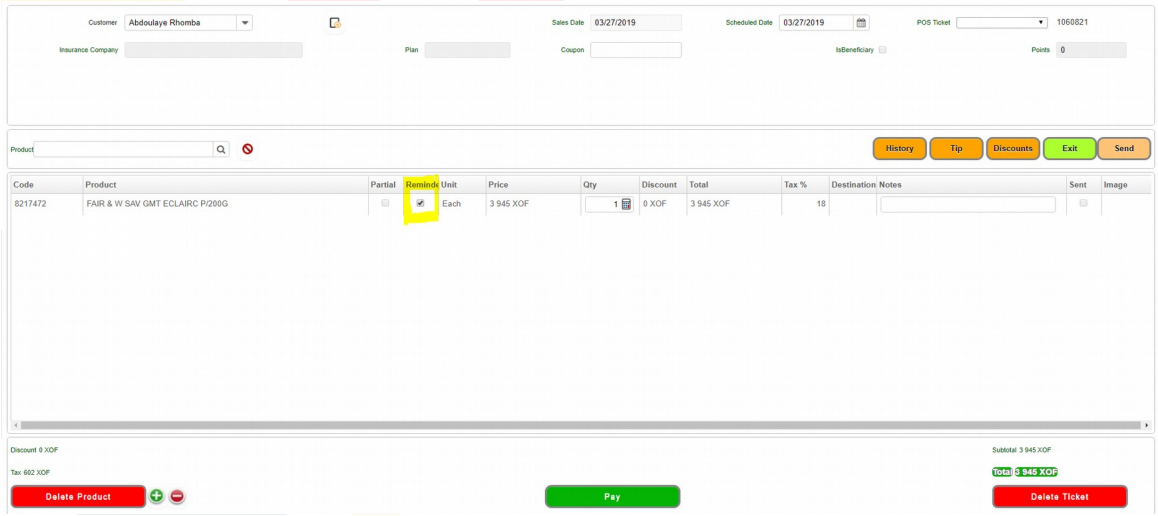
1. Product Refill Reminders.

For Current Customers Use Only, does not works for Default/Desk Sales User.

On the main SmartPOS window, we developed a new option to indicate that the product requires a Refill Reminder meaning that now we can select from a basket which products will apply for a refill. Hence, it will create a reminder for this refill.

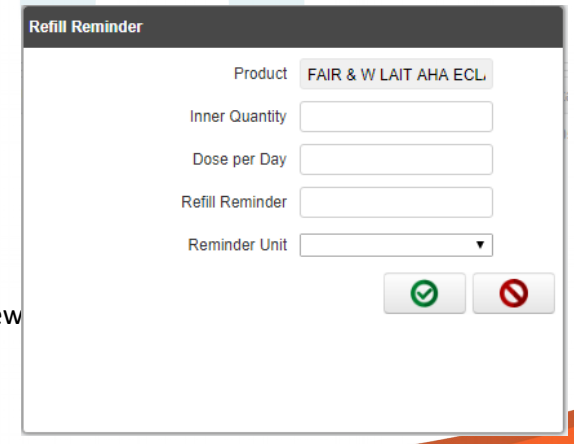
These selected products will require some additional information as: the internal amount of the product and the dose per day, helping the system determine the next refill date for that specific product and customer and creating an alert that the manager can easily consult every day, to perform a follow up on the customer.

Lets have a detailed look on how this process works:



Following the regular process of a purchase in SmartPOS, select a customer and a product, include it in the basket, we can see now a new option in the form of a checkbox labeled as Refill Reminder (See the image above).

If the customer requires a Refill of this product just mark the tick box and the following pop up window will appear asking for the following information:



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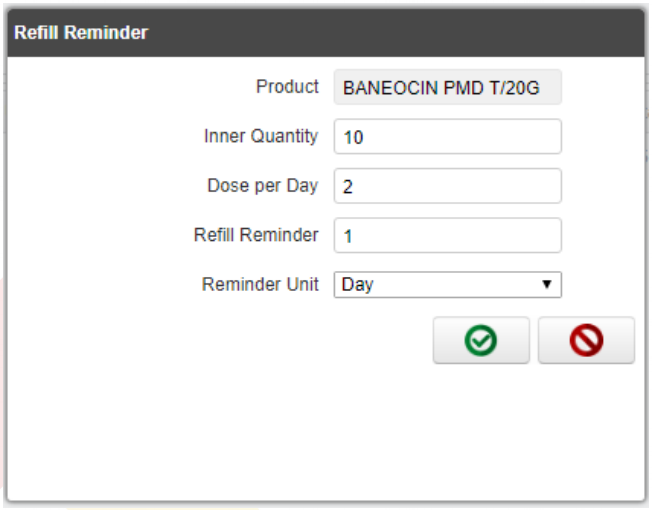
Inner Quantity: internal amount of the product. For ex. BANEOCIN comes in a presentation of 10 pills.

Dose per Day: directions given by the doctor on how often the product should be ingested. For ex. 2 pills every day.

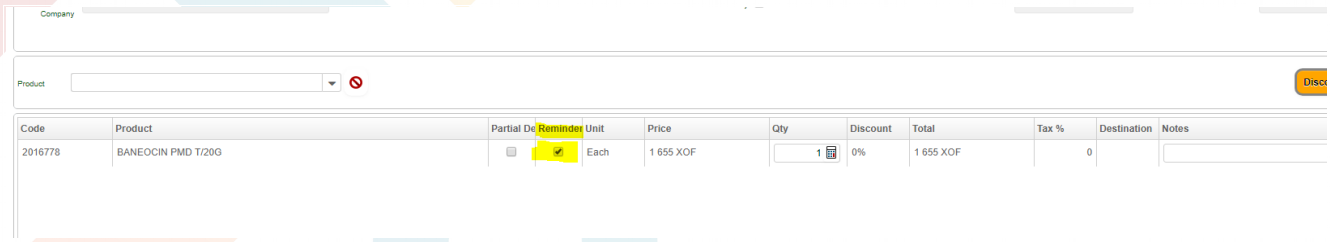
Refill Reminder – Reminder Unit (for Manager use): this parameter defines the time when the reminder is activated (depending on the unit of time selected) before the customers product is finalized.



Click Ok, Once the transaction is completed, this information will be stored on the Business Partner window for this specific customer.

Note: Default Customers would not be able to use this functionality.

Once the reminder is confirmed and the data stored, the system will have that product marked down:



If the customers list is composed of more than one product we can follow the same process with the ones that require a Refill Reminder.

If you wish to review the information you have inserted on Reminder Window just click again on the tick box and the same data will be displayed:

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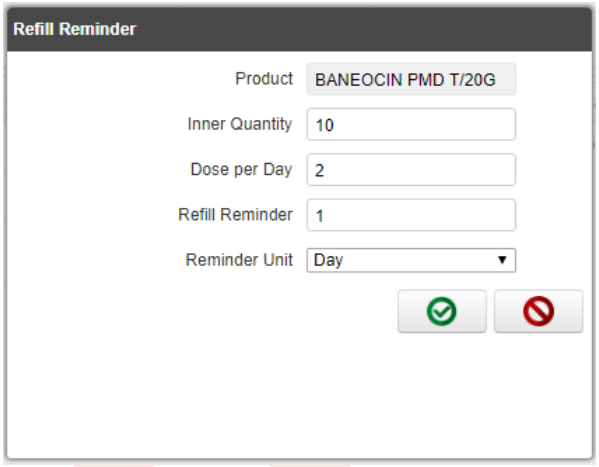
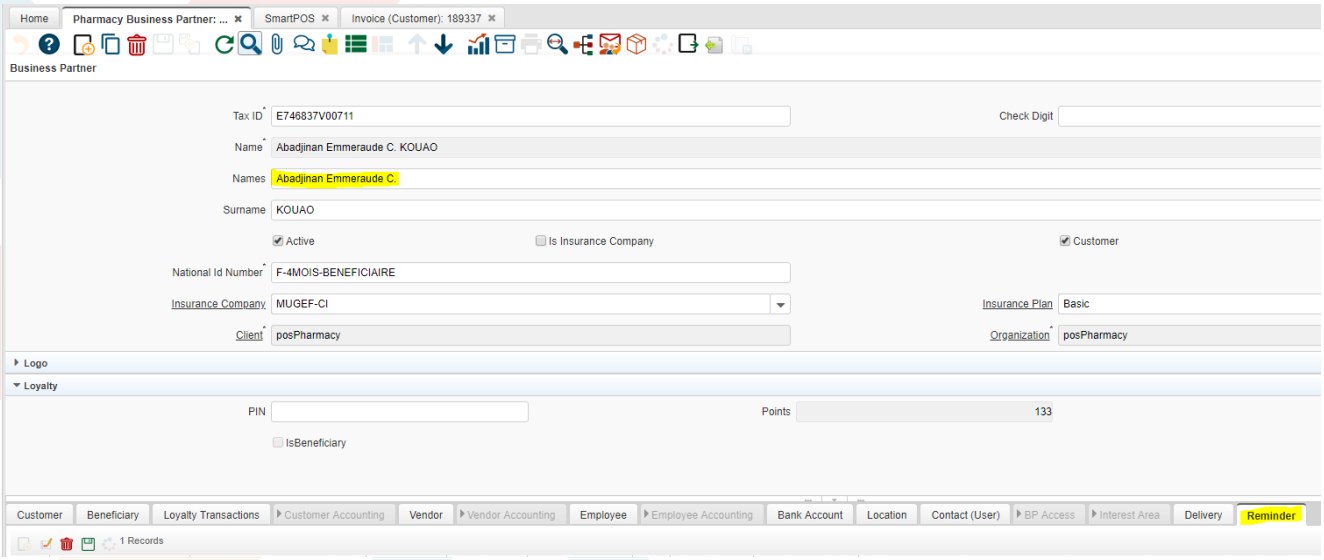


Proceed then, with the payment protocol as usual:

Now lets see how the information is stored in the Customers info:



We can see the customers information and a new TAB called **Reminder** at the bottom right side of the window with the information previously entered, including the date of the Next Refill:

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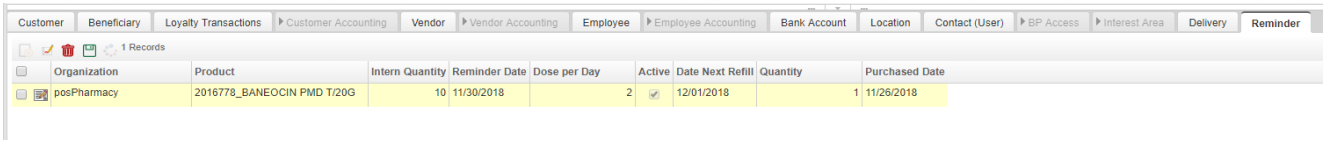


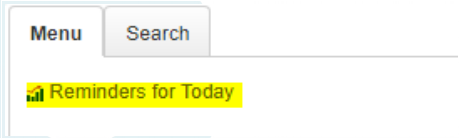
1.1 Reviewing a Refill Reminder

At some point the clerk would have to make a follow up on every customer to review the ones that have active refill reminders, this could imply an endless task every day of having to look at every customers file to find active reminders.

Foreseeing this, we created a new custom window where the clerk can directly consult the active reminders for a certain period of time or a particular Product or customer, which allows the clerk or manager to have an easy and agile way to consult this info.

This new Window is called **Reminders for Today** and will have the following parameters.

Pharmacy → Reports → Reminders For Today



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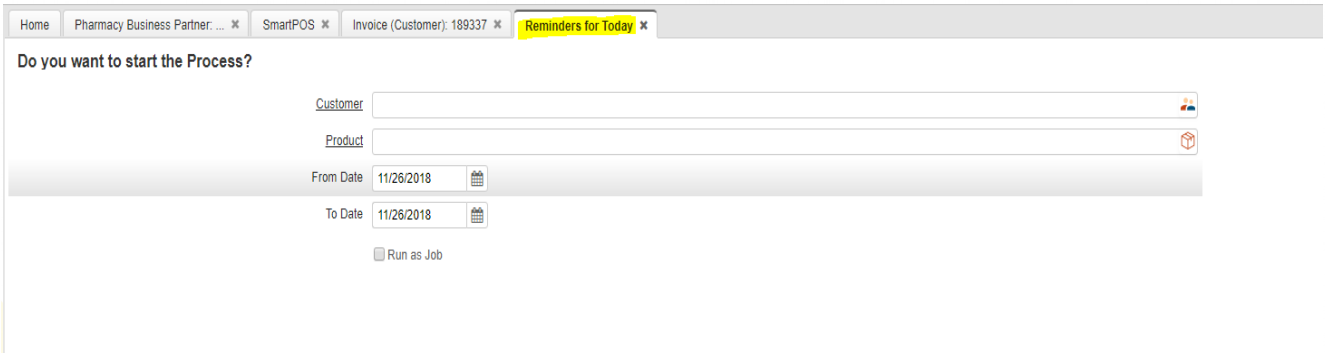
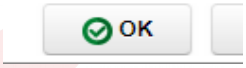


By default, the system will set today´s date as the only parameter to look for, lets see what the report throws with only this parameter, click OK at the bottom right side of the window to run the process:

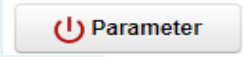


Name	Product	Qty	Purchased Date	Reminder Date	Date Next Refill	Address	City	Phone	2nd Phone	Intern Quantity	Dose per Day
Andres Felipe Melo	BANEOCIN PMD T/20G	1	01/04/2019	01/08/2019	01/09/2019	BP 1104,,,	Sankadiokro			10	2

The report shows that there is only one reminder for a transaction made on 01/04 (Purchased Date) for that specific customer and product, and that the Date of Next Refill is on 01/09, which is the date that the system have calculated using the Dose per Day and the Internal Quantity of the product.

The reminder Date is for the 08, meaning that the Refill Reminder Unit was set to one (1) day.

This report will open in a new Window, if you wish to run the process again, go back to the initial report window (Reminders for Today) and then click on:



Change the parameters as required and run the process again to see a new report.

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2. Payment With Debt.

Only For Current Customers. Does not works for Default/Sale Desk User

A new addition to the payment process is the option to 'pay with debt' or a credit option where if a customer wish to take the products with him and make the payment later on, he now can do it.

To fulfill this and for security reasons, this process can be done only if the Pharmacy Manager authorizes the transaction, this meaning we have implemented a new security check to allow this transaction.

Also in order to use this payment method the customer must have a credit amount available configured on his file. Without this, is not possible to use this payment method. (Credit Capacity)

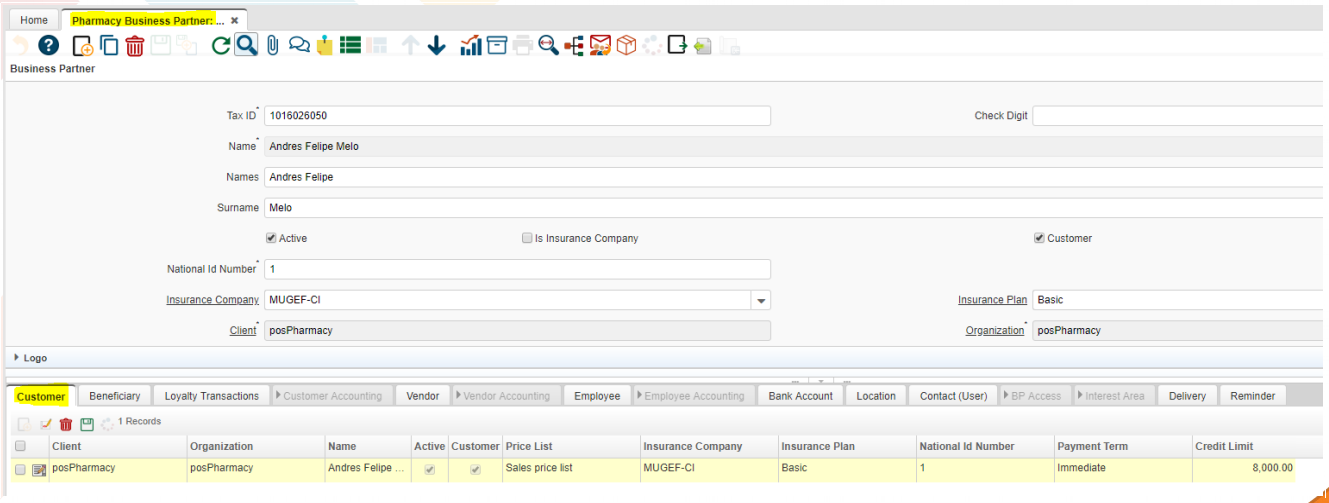
Once this two steps are completed then this option is available to use.

When a customer decides to pay its debt, we created a new simplified payment window only to receive payments with cash, check or card, no other method is accepted, this new window will bring the customers Total Debt in display.

When the payment is done, a new security check (this time for the customer) is requested, once the customer pass the security check, he can continue with the payment of his debt, he can even make partial payments that will be added up to the total debt.

Now lets go through the entire process to see how it works.

First, we need to validate that the customer has credit available in his file, we can go to Pharmacy Business Partner and look for the customer:



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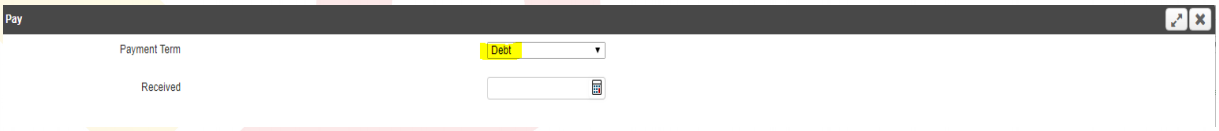
On the first TAB called 'Customer' the last field (Credit Limit) determines the amount of credit or debt available for this customer, in this case is XOF 8000.

If a customer does not have a credit limit defined, you can double click on this field and modify it as permitted by the manager.

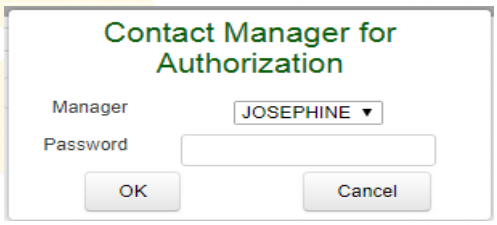
Click save and lets proceed with a new transaction.

Lets suppose this customer comes to the pharmacy and decides to purchase some products, but at the moment he does not have cash with him, therefore he wishes to use his credit available or 'Payment with debt' option.

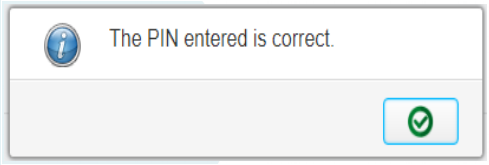
The transaction flows normally when selecting the products but at the moment of performing the payment, we are going to select the Payment Term, 'Debt' instead of immediate:



Once we select this option, a manager´s Password will be requested to continue with the transaction:



Once the manager approves the transaction and enters the correct Password, the credit option will become available and therefore you can continue with the transaction:



Enter the amount of the transaction that the customer desires to pay with credit and proceed with finalizing the transaction as usual:

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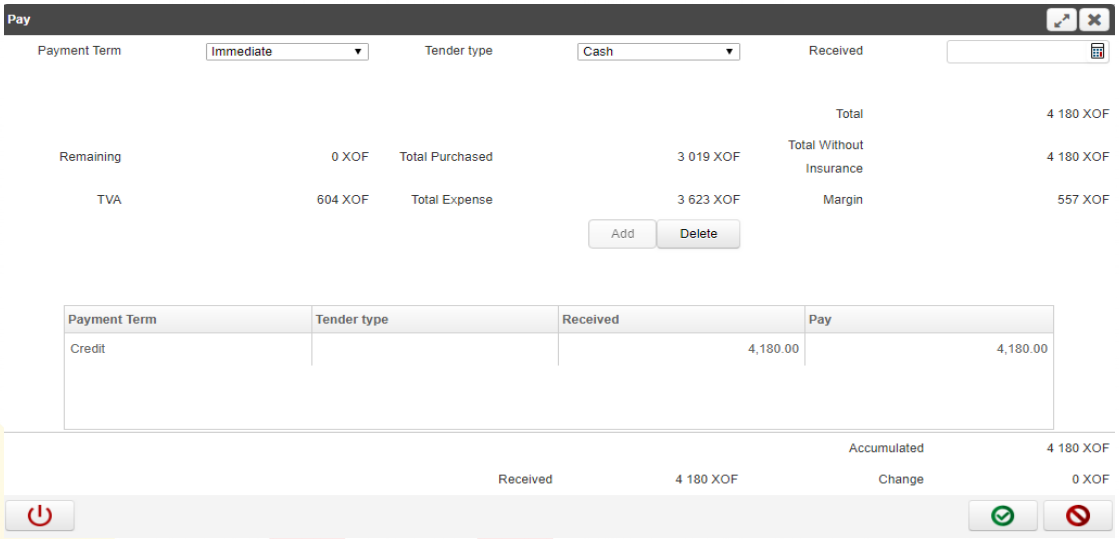
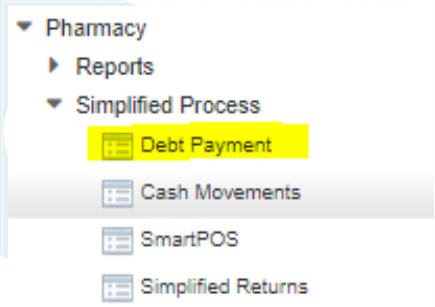


As we can see, the process is simple and this credit record will be stored on the customers file.

2.1 Paying a Debt (Total or Partially)

When a customer decides to pay its debt, we created a new simplified window similar to the SmartPOS main window, in this new window by just typing the customers name the system will display the Credit Used (Total debt) and the credit available, and it will only work to pay current debts.

This new window is called 'Debt Payment' you can find it on the Simplified Process Sub menu Within Pharmacy:



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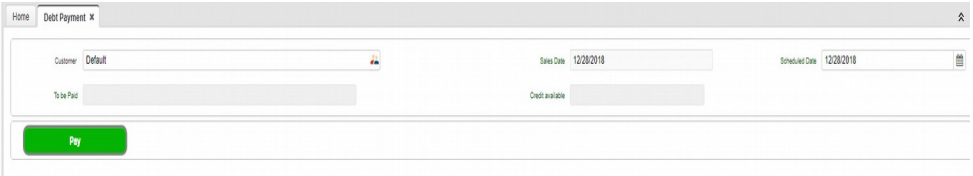
As we can see is a simplified version of the SmartPOS main window, only with the 'Pay' button:



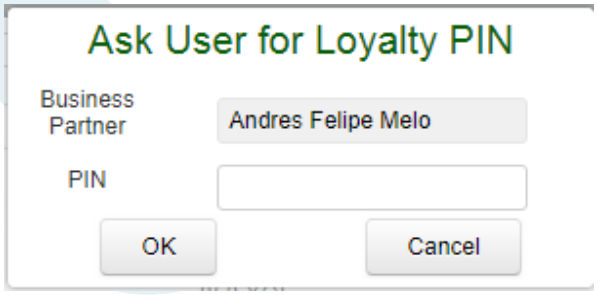
Here you can type the customers name and it will immediately display the credit used also notice that the button 'Pay' will become activated, if the customers does not have a credit used the 'Pay' button will be inactive.

Proceed with the payment procedure, Click on Pay and the payment window will appear:

Enter the amount, it could either be the total amount or a partial amount, if its a partial amount the system will add it up to the total debt.

In case the payment is full the credit used will be recalculated and the debt fully paid.

To confirm the transaction, the system will ask for the customers PIN Number (New Security Layout):



If the PIN is correct, the transaction will be confirmed and the debt paid off. If not the system will return to the Payment window and no transaction will be confirmed.

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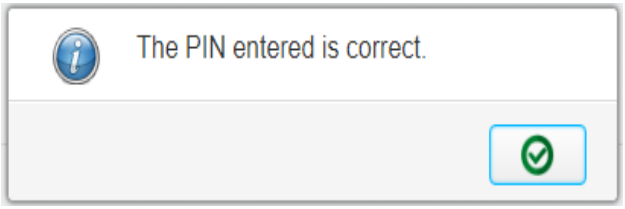


3. Sale Without Stock

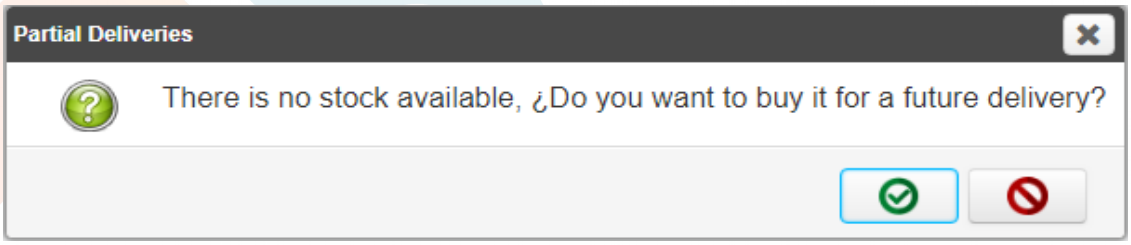
A new functionality implemented allows the system to perform payments without having stock of a product, on the ticket the product will be marked as Sale No Stock (checkbox) and the system will mark the ticket with a different status: Pending Delivery (PDE).

The customer could pay this product in advance and come pick it up later, when there is inventory available.

In the customers file (Business Partner) a new tab called Delivery will record the products that have a pending delivery for this customer and will be removed from this list when the customer picks up the product.

Lets follow the purchase process to see how this works:

Create a new ticket and select a product that does not have inventory, when this happens the following message will appear asking if you want to continue with the transaction even knowing that there is no inventory:



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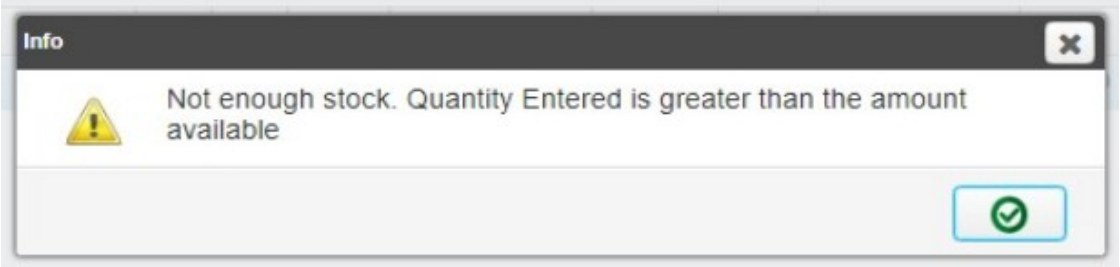
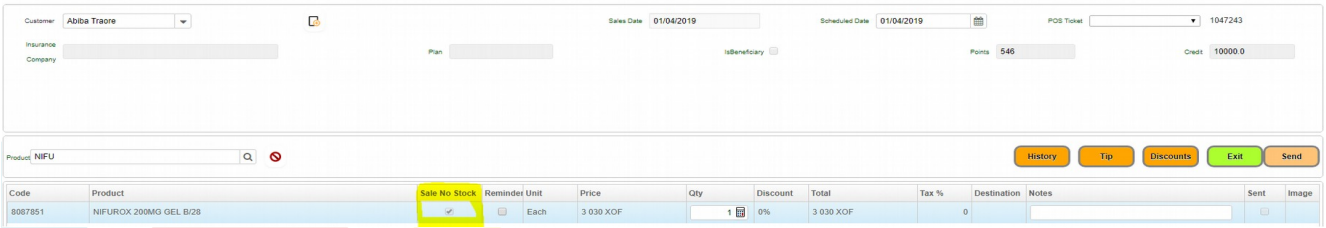
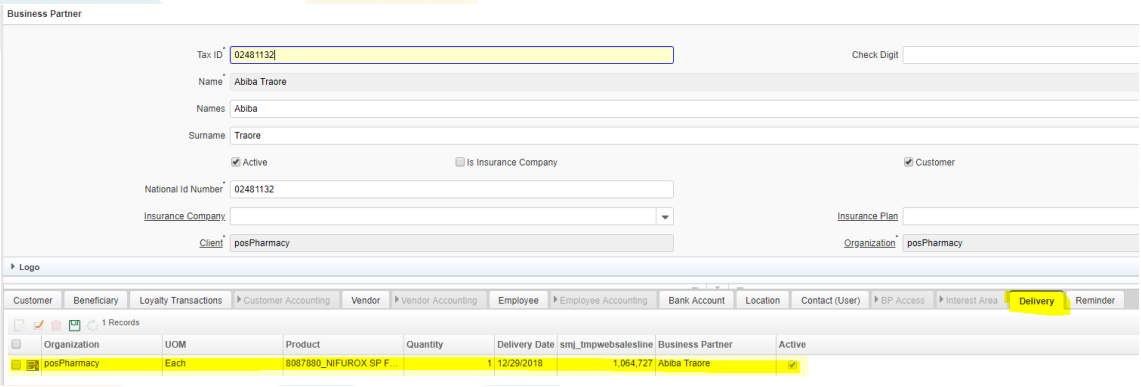
NOTE: If you are using a default customer then the following message will appear and you will not be able to select the product:



Then the product will populate the basket, with an active tick box. Add all the products you wish to add even if these do not have any inventory, then proceed with the payment:



Once you have completed the payment, go to Business Partner window and look up the customer, on the Delivery TAB you will see this product as pending for delivery:



Once you have inventory available of this product and you have reached the customer to come pick the product up, you can look for the ticket going to the initial SmartPOS Window and filtering the tickets with status 'Pending Deliveries'.

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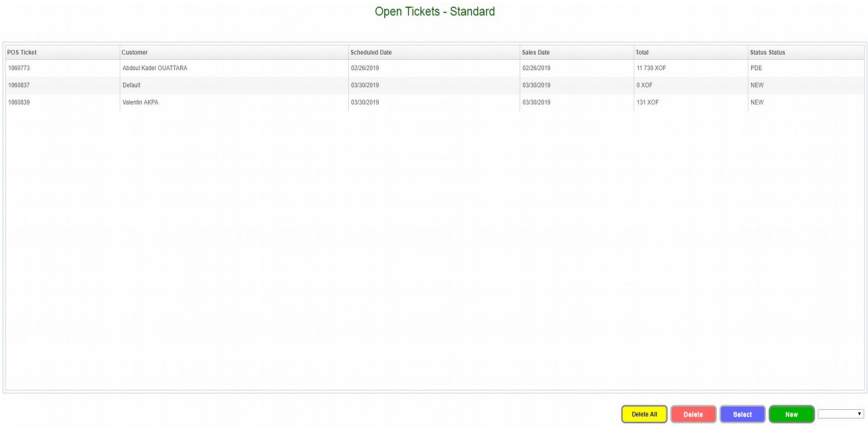
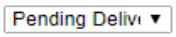
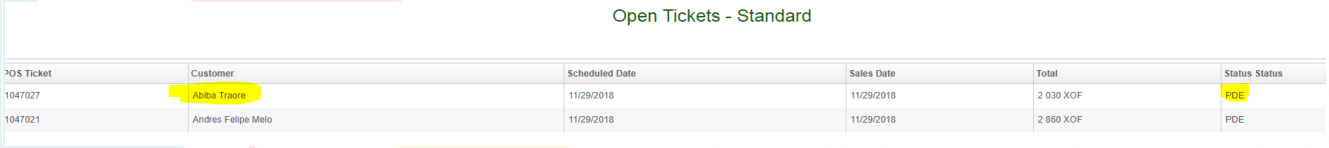


The filter is located at the bottom right side of the screen:



And a list of all tickets with pending deliveries will appear:



Select the one corresponding to the customer and click 'Select' at the bottom part:

The system will bring up that old transaction showing only the products with pending deliveries:

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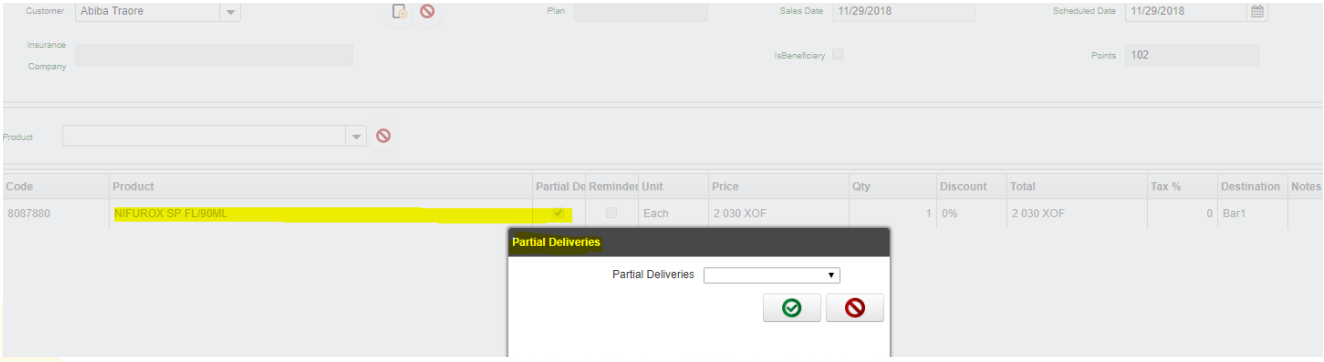
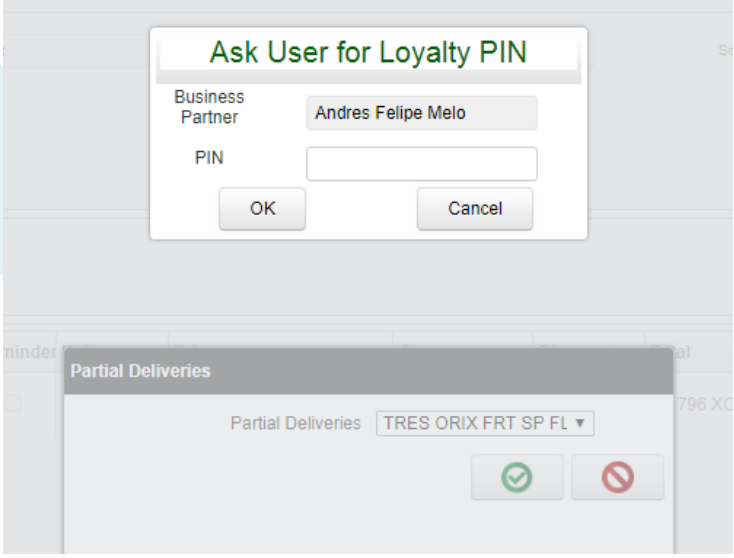


Select from the drop down the product that the customer is going to pick up and click OK. The system will validate the inventory and right before completing the operation the System will ask for the customers PIN number:



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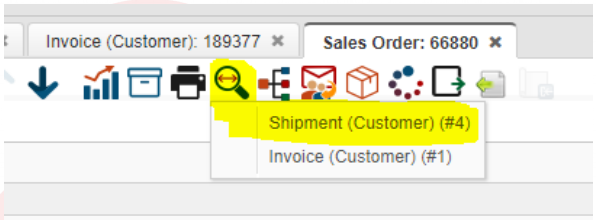
Once the PIN is entered the transaction will be completed and inventory will be removed from the system.

If there is more than one product, the PIN will be requested only once and the remaining products will be on list ready to be sent for pick up. Once the pick up is completed, the ticket will be closed and the transaction will be completed.

You can validate this movements by going to the Shipments associated to this Sales Order:



4. Recording Medical History.

As a part of a better pharmacy service we have implemented a new functionality including a record of medical history for every customer, which includes a disease history, clinical conditions and its related prescriptions of medicament that will appear on the main screen once the customer comes to the pharmacy to purchase new products.

This functionality will allow the pharmacists using SmartPOS to give a better advice to the customer in terms of the drugs that might be forbidden due to current medical conditions or medicament that can be counterproductive and might create issues to the customers.

This new information will be recorded on the Pharmacy Business Partner window for every customer and it would have to be manually entered.

Lets have a look on the Pharmacy Business Partner Window how this information is stored:

There are three new TABS: Disease History, Clinical Condition and Prescriptions each of which describes a different topic for the customer:

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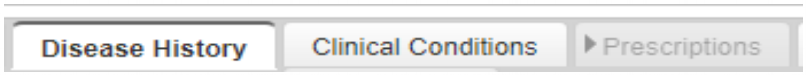
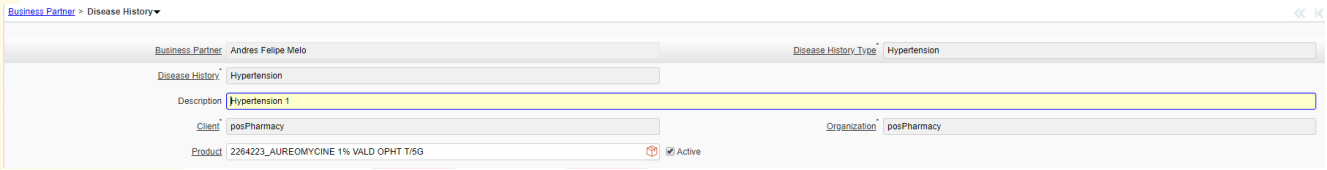
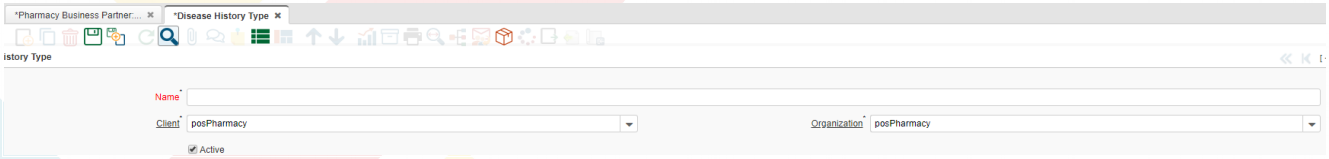


Disease History: Where the pharmacist can insert a list of different medical conditions that will be updated every time a new customer chooses to share this information with the pharmacy:

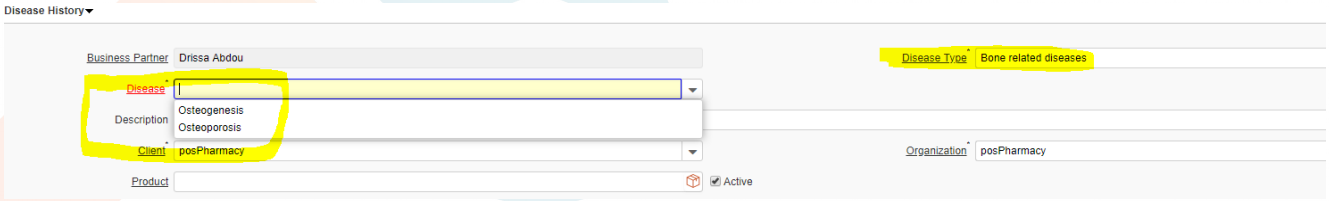


Every disease needs to be previously configured on the Window "Disease Type":



General Disease History

	Organization	Name	Disease Type	Active
	posPharmacy	Allergy to nuts	Allergies	✓
	posPharmacy	Hypertension	Hypertension	✓
	posPharmacy	Varicella 1	Varicella	✓
	posPharmacy	Osteoporosis	Bone related diseases	✓
	posPharmacy	Osteogenesis	Bone related diseases	✓



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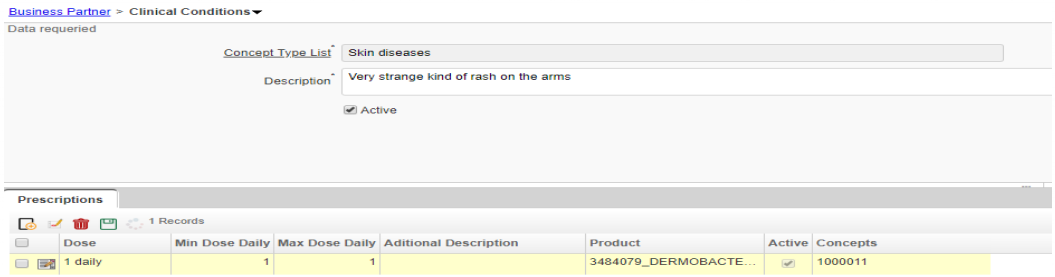
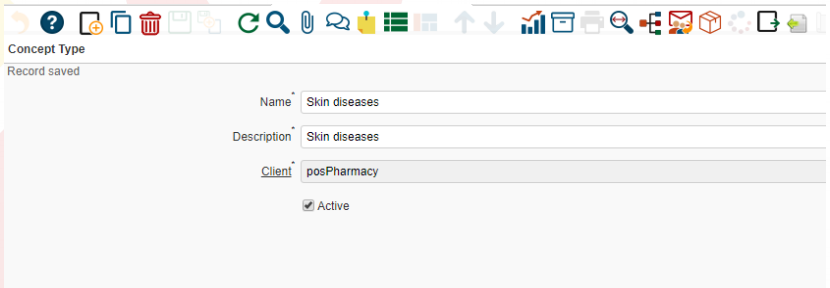
This new "Disease Type" will cover a group of diseases associated to it that can be configured on the window “Disease”, lets see a clearer example:Clinical Conditions: Current medical conditions, directly associated with prescriptions.

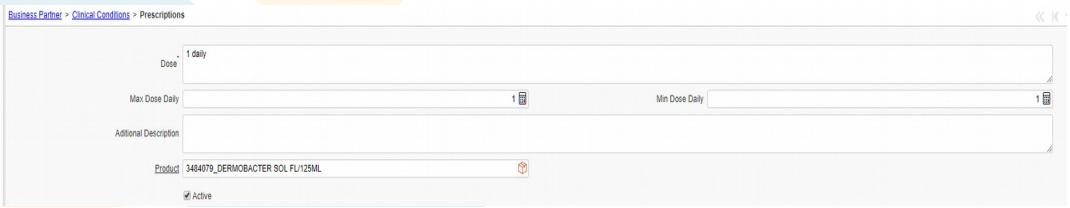


We will also find a new window called Concept Type List, where the physician or pharmacist can create all the concepts for its customers, with a very similar behavior to the Window Disease Type:



This window will be associated to a prescription TAB where the Pharmacist can create records with all the prescribed medicament's for that particular concept.

Prescriptions: Medicament prescribed and current dose.



Now that we have updated a customers medical information, we can proceed to create a new ticket for this customer, click on the button ‘History’ on the right side of the screen and the next pop up window will show up:

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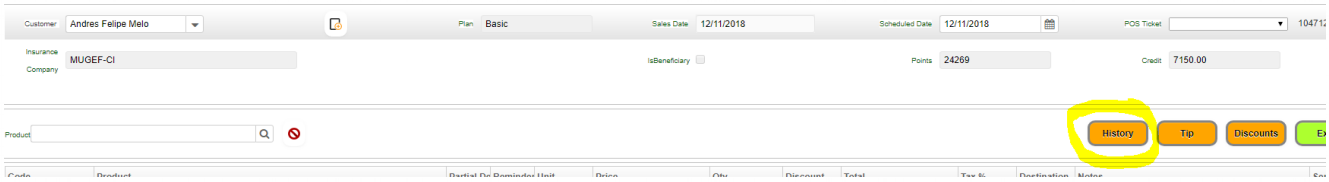
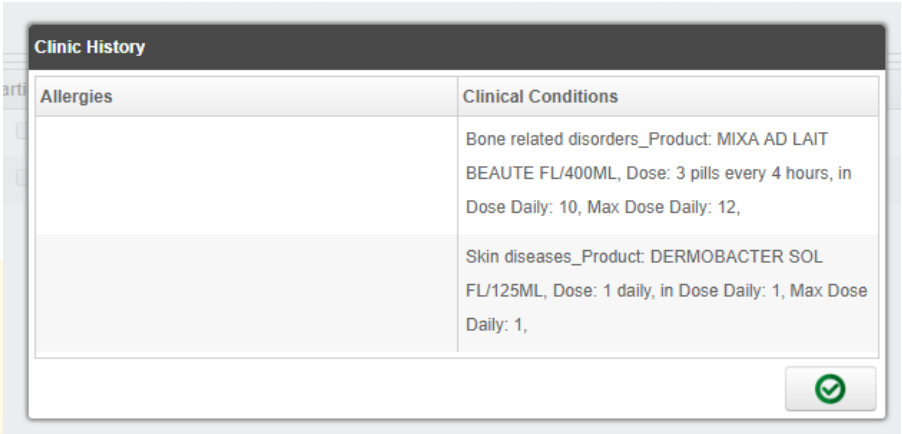
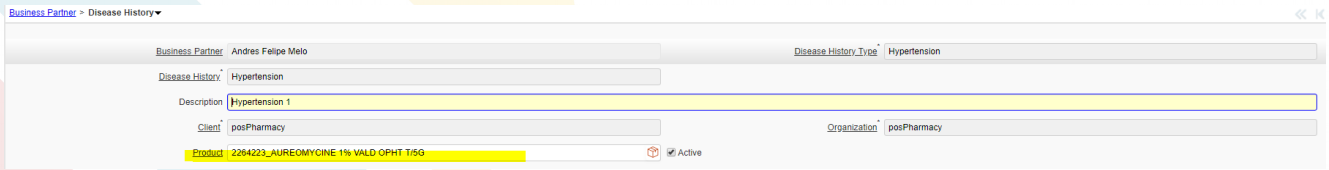




Note: When you create a Disease associated to the Disease Type: 'Allergy', this specific Type will be the only one to appear on the right side of the above screen. (see POS Configuration: Disease Type)

On the left part of the window we can see the allergies that you type on the TAB Disease History and have an allergy associated also in case the customer has any kind of allergy to a medication you can insert it on this TAB Disease History:



On the right side we can see the Current Clinical Conditions coming from the Clinical Conditions TAB.

This pop up window is showing the most relevant medical information, in order that the pharmacist can assess and recommend any medicament or forbid the use of any depending on what he see on the screen for this particular customer.

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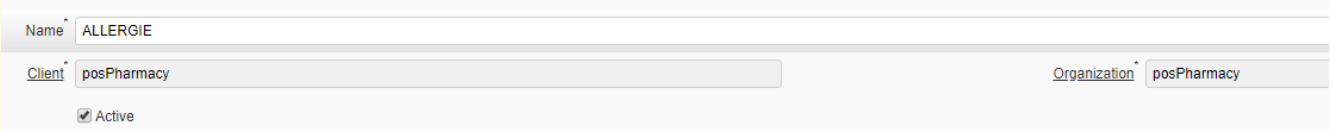
4.1 Restriction to Purchase a Product

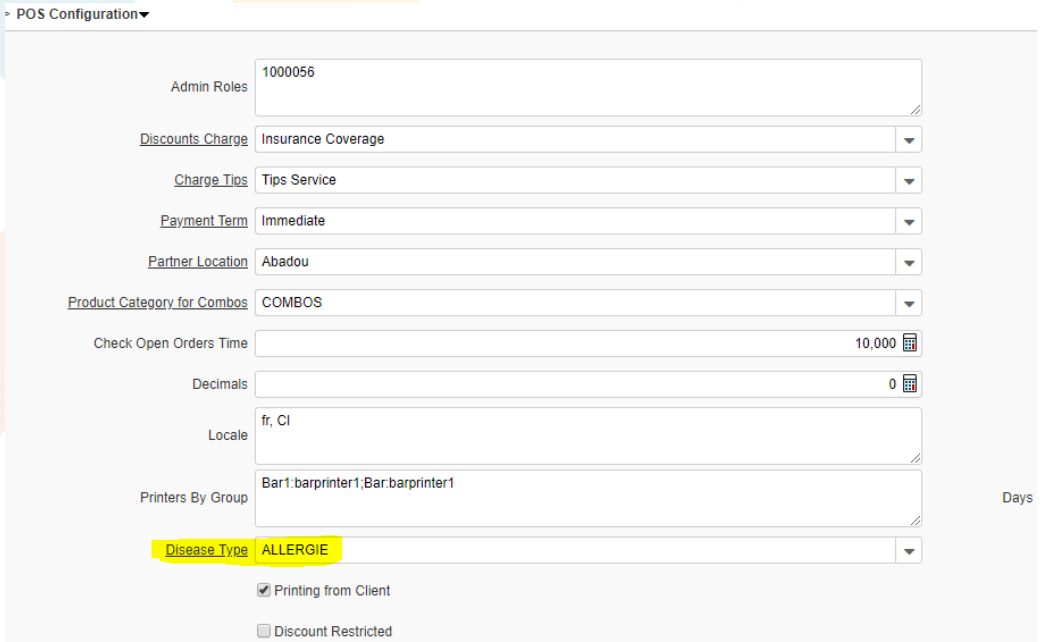
When a Customer is allergic to a particular medicament, the pharmacist can include this info in the customers File. Hence, the system will restrict the customer to purchase this medicament.

Using the Disease History TAB to specify the medicament the customer is allergic to.

Make sure you have created the Disease Type: Allergy – Disease: Allergy.



Once both parameters are created, go to POS Configuration and set the Disease Type Allergy, so the system can apply the restriction to this particular Disease:



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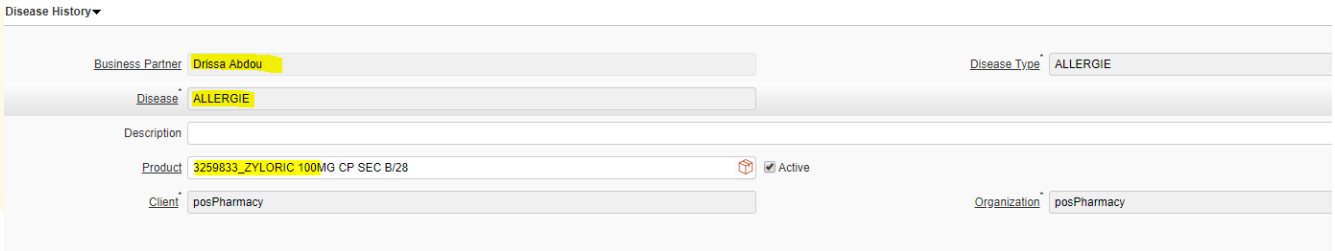
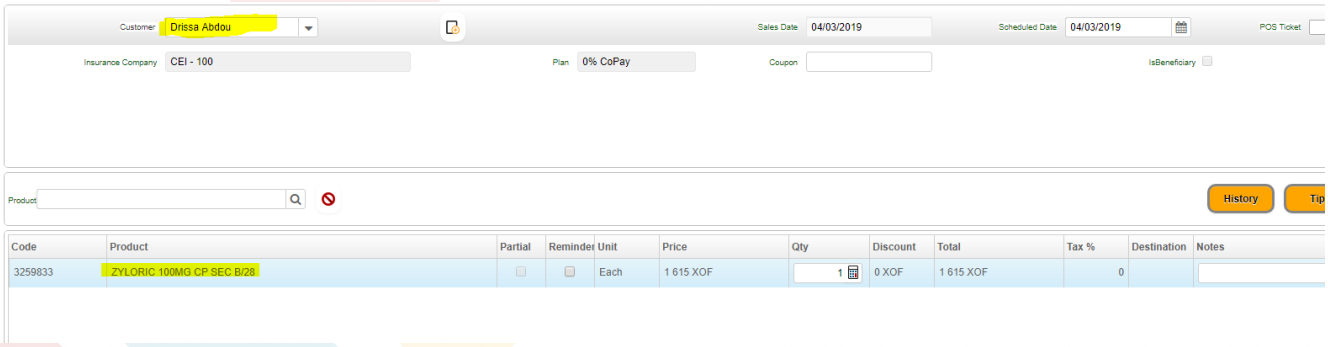
Once this is set up, all the products configured on the Disease History TAB for every customer under Allergies, will not be able to be purchased. Like we can see in the following example:

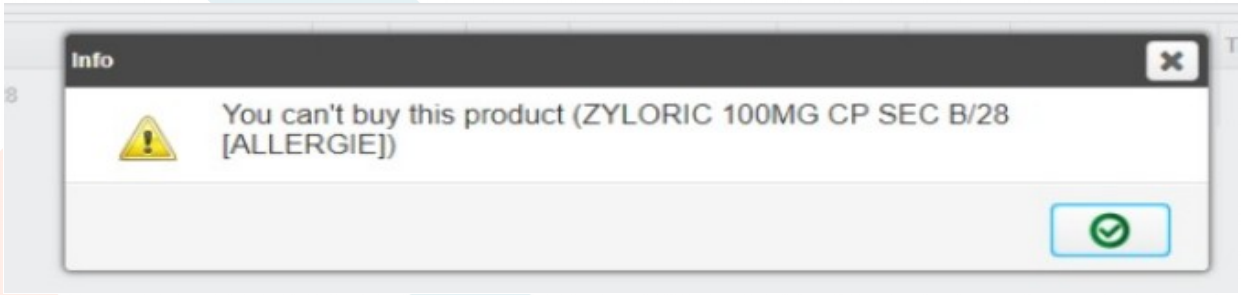
We have customer Drissa Abdou with the following Allergy configured in his file:



When this customer comes to the pharmacy in the near future to purchase that specific product the system will not allow it:



When we click Send for this product the following message will appear:



And the purchase cannot be completed for this particular product.

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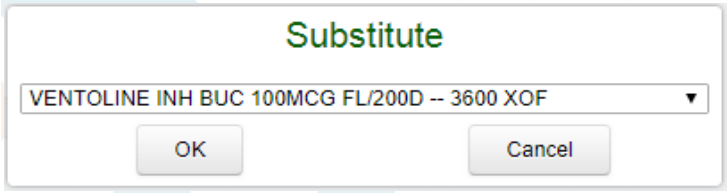
5. Multiple Substitutes.

When a product is out of stock, the system suggest one substitute for this specific medicament, an improvement to this functionality is to add more than one substitute and this additional substitutes will have the price attached to it, so that the election could be based on price.

Lets see how this works on a regular transaction.

On the main SmartPOS Window, on the product search box we can type a product that currently does not have any stock, but has some substitutes configured with stock available,. The system will ask you first if you wish to mark this product as Sale No Stock as previously seen, for this instance we are going to click No (Cancel Icon) and then the following window will show up:



And now the clerk can select from this list one from many different substitutes allocated to the first product which currently have stock available.

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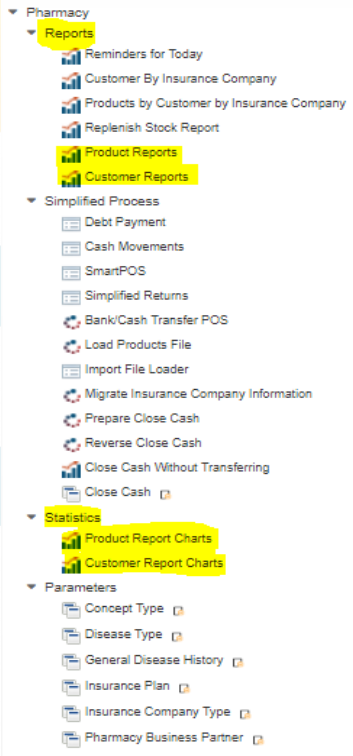
6. Graphics and Reports

As part of the new release we have included seven (7) new reports and its respective graphics, you can find them on the Menu under Pharmacy - Reports - Statistics:



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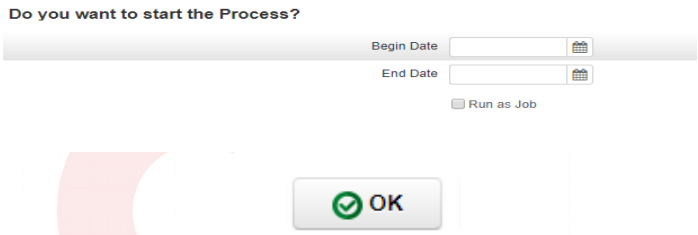
When opening any of these reports just select a period of time and Click on OK and the report will start processing



Here is a summary of all the reports:

6.1 Product Reports

1. Purchase Reports: A summary of all the products purchased and its respective TVA associated.

Name	Supplier	Code	Unit Price	Total Amount Purchased	Total Purchased	Total TVA
JOSACINE 500MG CP B/20	LABOREX - CI	3230692	7,745.0	10.00	77,450.0	0.0
HEMAFER 100MG INJ B/5	LABOREX - CI	5206938000098	10,915.0	2.00	21,830.0	0.0
NUGREL 75MG CP B/30	LABOREX - CI	8061604	6,953.0	1.00	6,953.0	0.0
Acetaminofen	posAdmin	1000000	1,750.0	100.00	175,000.0	0.0
FERAMALT SP FL/100ML	posAdmin	8043925	4,069.0	2.00	8,138.0	0.0
LACOMA CY FL/2,5ML	LABOREX - CI	8073725	6,843.0	10.00	68,430.0	0.0
CELEBREX 200MG GEL B/10	LABOREX - CI	8016093	6,035.0	25.00	150,875.0	0.0
ARTEFAN 80MG/480MG AD CP B/6	posAdmin	8076190	1,424.0	3.00	4,272.0	0.0
EFFERALGAN 1000MG CP PELL B/8	LABOREX - CI	3400936485464	838.0	1.00	838.0	0.0
XOLA CY FL/5ML	LABOREX - CI	3000000015193	6,896.0	1.00	434.0	87.0
AMLOSTAR 10MG CP B/30	LABOREX - CI	3000000115732	4,562.0	2.00	9,124.0	0.0
NARTA DEO PROTECT HM 48H ATM FL/200ML	LABOREX - CI	3000000201725	2,173.0	20.00	43,460.0	7,823.0
KETODERM 2% CR DRM T/15G	LABOREX - CI	3292492	2,718.0	2.00	5,436.0	0.0

2. Kardex Report: Inventory summary on a given day (Specifically the Initial Date set on the above range)

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Report: Kardex

HTML ▾ Kardex ▾ Summary

Name	Code	Kardex
ABZ 200MG SP FL/10ML	3000000258453	7
ACARILBIAL SOL EXT FL/200ML	8017371	2
ACENLAND 100MG CP B/10	3000000164426	2
ACENLAND-P 100MG/500MG CP B/10	3000000164464	1
Acetaminofen	1000000	898
ACFOL 5MG CP B/25	2031795	13
ACLAV 1000MG/125MG SACH B/12	8066553	0
ACLAV 100MG/12,5MG ENF SP FL/60ML	8066582b	0
ACLOGEL 1,5% GEL T/30G	3000000096673	2
ACLOP 100MG/500MG CP B/10	3000000136911	2
ACTAPULGITE 1000MG PED SACH B/20	3282499	9
ACTAPULGITE 3000MG AD SACH B/30	3000549	9
ACTI 5 AB 5ML B/30	3343597	0
ACTINAC 100MG CP B/10	3000000069127	10
ACUILIX 20MG/12,5MG CP B/28	3364079	0
ACUMOL 100MG/500GM CP B/20	3080399	1
ACYCLOVIR DENK 200MG CP V	8040714	0
ADVIL 20MG NN/ENF SP FL/200ML	9000444	0

3. Product Category: A summary of products sold by category

Report: Product Category Statistics_20190404100200

HTML ▾ Product Category Statistics_20190404100200 ▾ Summary

Name	Product Category	Rate	Total Amount Sold	Total Sales	Total tax
Medicament Generique	Medicament Generique	0.0	2.00	16,780.0	0.0
Medicament Public	Medicament Public	0.0	11.00	42,080.0	0.0
Medicament Public	Medicament Public	18.0	1.00	1,155.0	208.0
Parapharmacie	Parapharmacie	18.0	9.00	23,840.0	4,291.0
Parfumerie	Parfumerie	18.0	1.00	3,000.0	540.0
Vrac	Vrac	0.0	2.00	2,650.0	0.0
Vrac	Vrac	18.0	1.00	150.0	27.0
Σ					5,066.0

4. Product Sales Statistics: A summary of all the amount of products sold and total sales in a given period of time.

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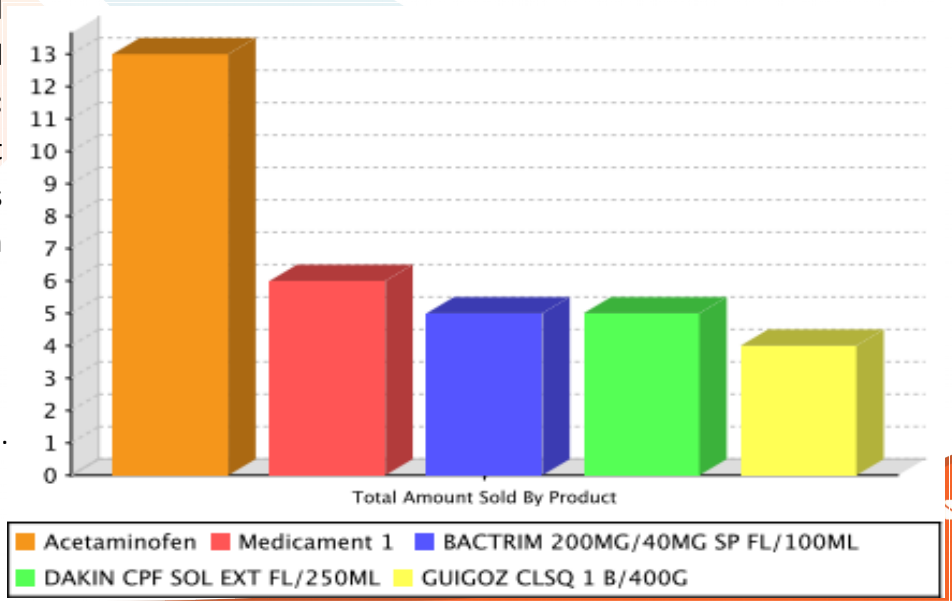
Report: Product Statistics_20190404100304

HTML ▾ Product Statistics_20190404100304 ▾ Summary

Name	Business Partner	Product	Total Amount Sold	Total Sales	Total tax	Unit Price
APDYL-H SP FL/100ML	Default	2264140	1.00	2,510.0	452.0	2,510.0
ARTEMETHER UBI 80MG INJ B/10	Fatoumata OUATTARA	8099452	1.00	9,945.0	0.0	9,945.0
BACTRIM 400MG/80MG AD CP B/20	Adjara Sib	3001069	1.00	2,535.0	0.0	2,535.0
BANDE CREP LABELL CELLO 4MX10CM B/1	Leonnie Adjo	2265470	1.00	670.0	121.0	670.0
CELEBREX 200MG GEL B/10	Jacques Olivier AMANE	8016093	2.00	18,290.0	0.0	9,145.0
EAU OXYGENEE 10V GILB FL/120ML	Default	3316005	1.00	1,320.0	238.0	1,320.0
EAU OXYGENEE DP 10V FL/125ML	Boubacar Dolobzanga	2026860	1.00	1,155.0	208.0	1,155.0
EFFERALGAN 1000MG CP PELL B/8	Jacques Olivier AMANE	3400936485464	2.00	2,530.0	0.0	1,265.0
FANSIDAR CP V	Adjara Sib	8054544	1.00	700.0	0.0	700.0
FERAMALT 100MG GEL B/20	Fatoumata OUATTARA	3000000092514	1.00	5,280.0	0.0	5,280.0
GANIDAN 500MG CP B/20	Leonnie Adjo	3042387	1.00	1,030.0	0.0	1,030.0
GANT EXAM LATEX LABELL 6/7 V	Antoine	8255691	1.00	200.0	36.0	200.0
HELICOBAN CAPS V	Genevieve Adou Tanoh	3000000259528V	1.00	1,950.0	0.0	1,950.0
JUVAMINE FIZZ GOLD CP EFFV T/30	Adjara Sib	8078504	1.00	4,505.0	0.0	4,505.0
MAGNE-B6 CP B/50	Adjara Sib	3125009	1.00	2,655.0	0.0	2,655.0
NARTA DEO ATM CLSQ HM FL/200ML	Adjara Sib	2284527	1.00	2,640.0	475.0	2,640.0
NARTA DEO FR COLG ATM FL/200ML	Adjara Sib	2284533	1.00	3,000.0	540.0	3,000.0
OGESTAN CAPS B/30	Boubacar Dolobzanga	2065038	1.00	6,100.0	1,098.0	6,100.0
OGESTAN CAPS B/30	Antoine	2065038	1.00	6,100.0	1,098.0	6,100.0
SALVATIS PDR B/70G	Default	2008052	1.00	2,150.0	387.0	2,150.0
SALVATIS PDR B/70G	Boubacar Dolobzanga	2008052	1.00	2,150.0	387.0	2,150.0
SERING UBI ONE 3P 10ML + AIG V	Default	8275972V	1.00	150.0	27.0	150.0
TAXIM-O 200MG CP B/10	Fatoumata OUATTARA	3000000165249	1.00	6,835.0	0.0	6,835.0
VALIUM 10MG INJ B/6	Adjara Sib	3111243	1.00	1,655.0	0.0	1,655.0
VENTOLINE INH BUC 100MCG FL/200D	Leonnie Adjo	3443873	1.00	3,600.0	0.0	3,600.0
Σ			**27.00**	**89,655.0**	**5,067.0**	

6.1.1 Product Graphics:

1. Total Amount Sold by Product: Top 5 most sold products in that given period of time



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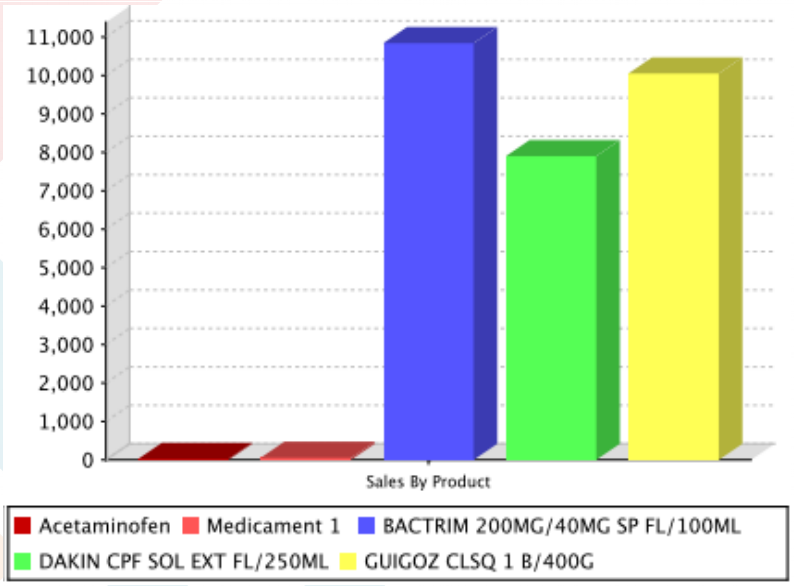
2. Sales by Product: Top 5 most sold products by sales in a given period of time



3. Total Purchased Tax by Product: Total tax (TVA) paid for products.

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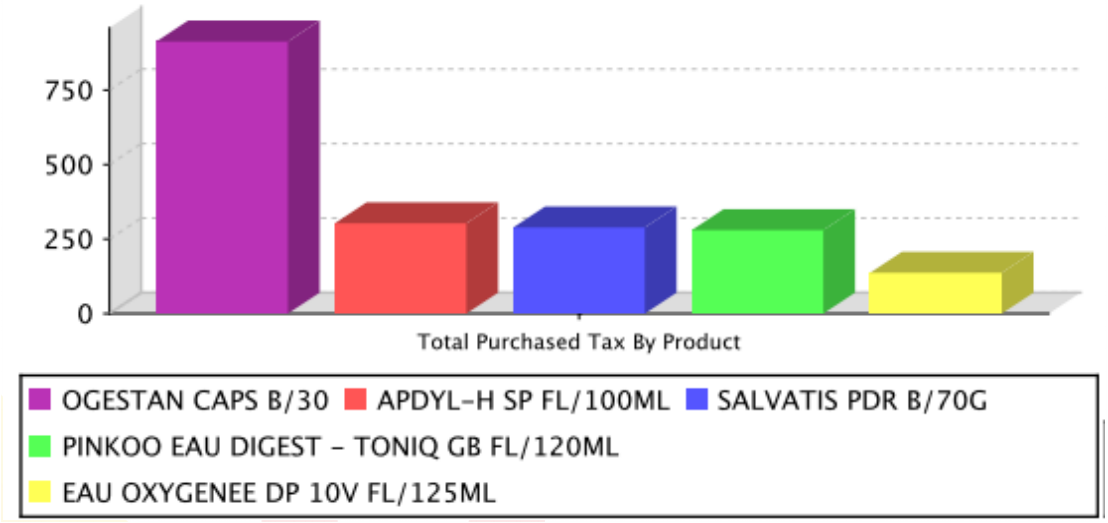
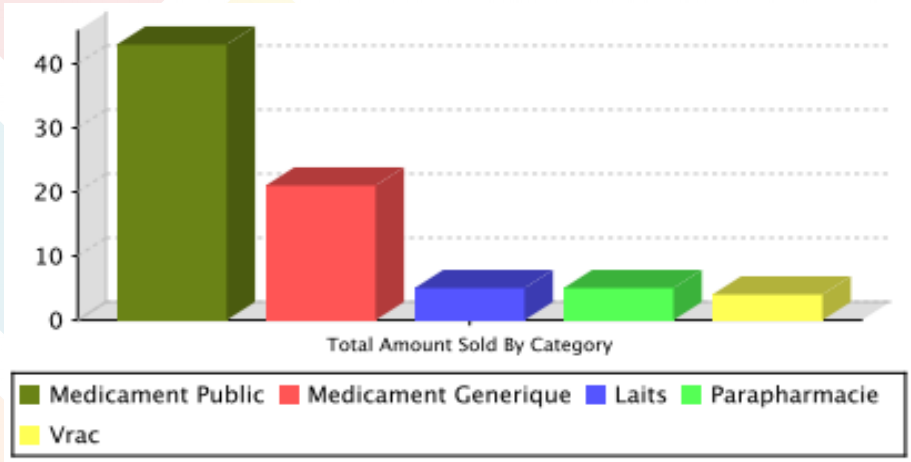


4. Total Amount Sold by Category: Top 5 most sold categories in a given period of time.



6.2 Business Partner Reports

1. Provider Reports: A summary of the purchases done to every supplier (Total Amount, Total Sales)

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Report: Provider Stats

HTML | Provider Stats | Summary

Name	Business Partner	Total Amount Purchased	Total Sales
LABOREX - CI	LABOREX - CI	154.00	2,430.0
TEDIS Pharma	TEDIS Pharma	5.00	27,808.0

2. Business Partner Report (Cashier Report): Total Sales performed by a cashier in a given period of time

Report: Business Partner Report

HTML | Business Partner Report | Summary

Name	Cashier	Total Amount Sold	Total Sales
posAdmin	posAdmin	75.00	94,205.5

3. Customer Stats: A summary of all the purchases done by customers

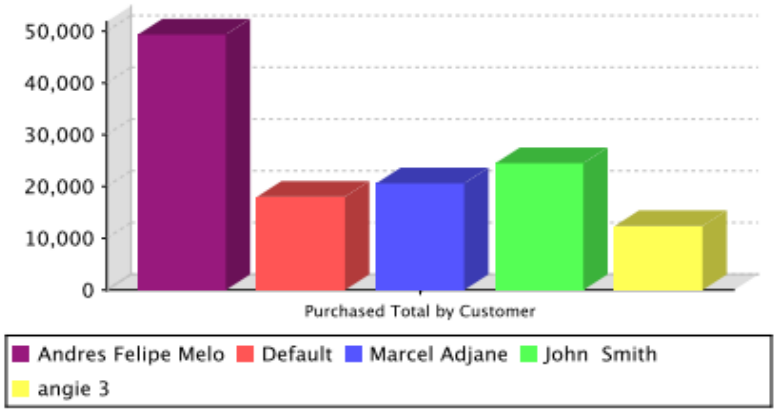
Report: Customer Stats

HTML | Customer Stats | Summary

Name	Business Partner	Total Amount Sold	Total Sales
Abdoul Kader OUATTARA	Abdoul Kader OUATTARA	1.00	900.0
Abdiasse Somda	Abdiasse Somda	3.00	3,240.0
Adou KABRAN	Adou KABRAN	5.00	1,725.0
Kouassi Fieni DONGO	Kouassi Fieni DONGO	8.00	13,440.0
Andres Felipe Melo	Andres Felipe Melo	43.00	37,665.5
Arissoul Abdoul	Arissoul Abdoul	3.00	3,075.0
Ben Yaya J. IBA KOUADIO	Ben Yaya J. IBA KOUADIO	1.00	125.0
Abdoul Doumbia	Abdoul Doumbia	3.00	11,480.0
Default	Default	8.00	22,555.0

6.2.1 Business Partner Graphics:

1. Total Purchased by Customer: A summary of the top 5 customers by purchases ($)



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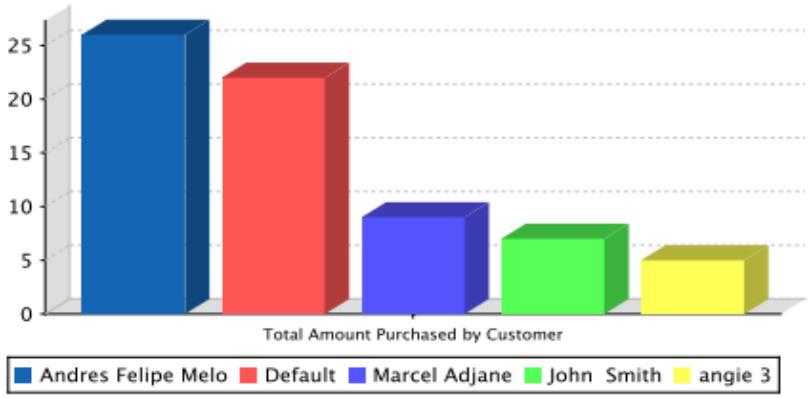
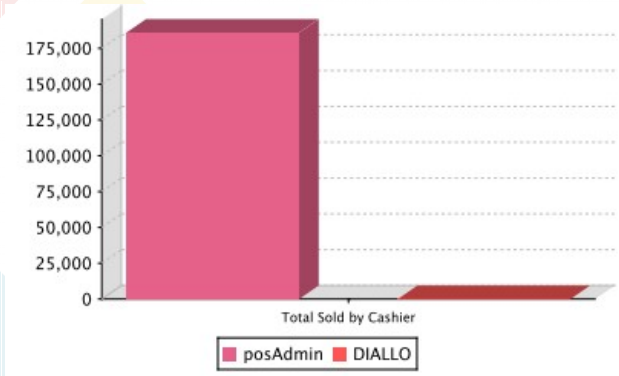
2. Total Amount Purchased by Customer: A summary of the top 5 customers by amount (qty)



3. Total Sales by Cashier: total sales done by a Cashier



4. Total Purchased to a Supplier: Total purchases ($) performed to every supplier

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7. Currency Configuration

An addition to the close cash process is to ask the cashier the number of bills and coins that is receiving every day, prior to proceed with the closing cash process.

Before proceeding with closing cash we need to create the currency denominations, this can be done in the window 'Currency':

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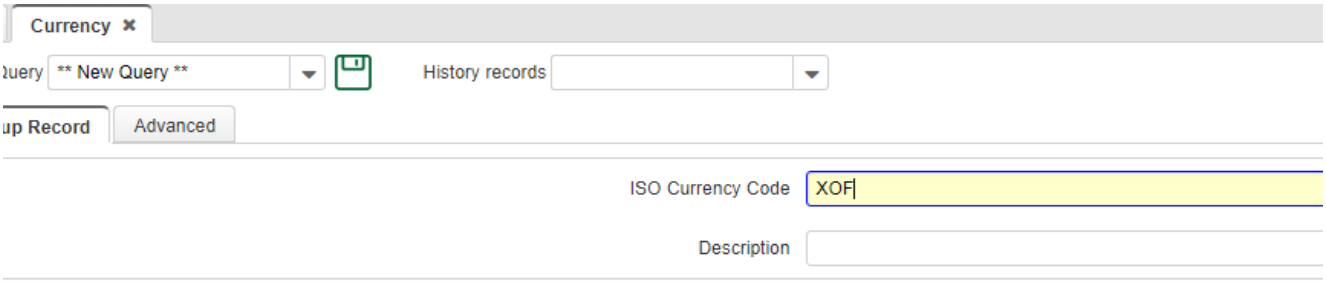
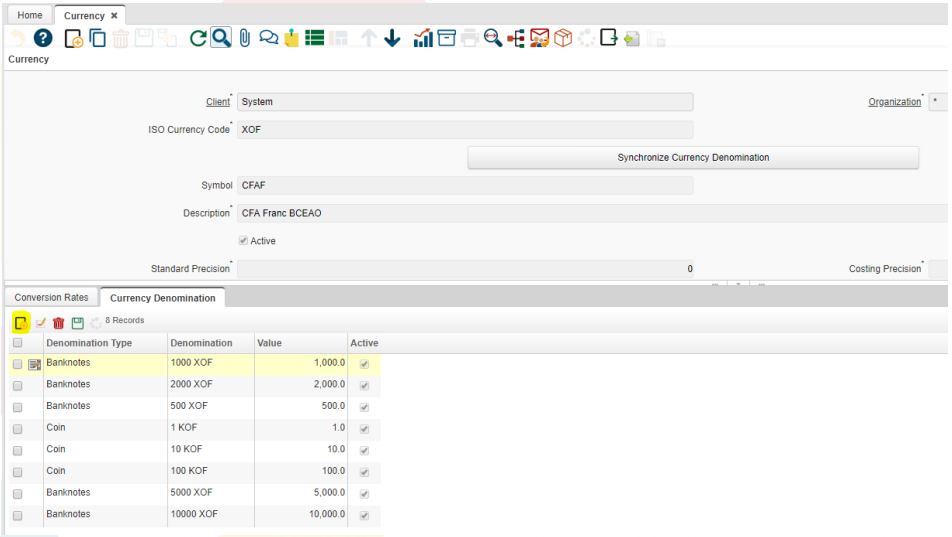
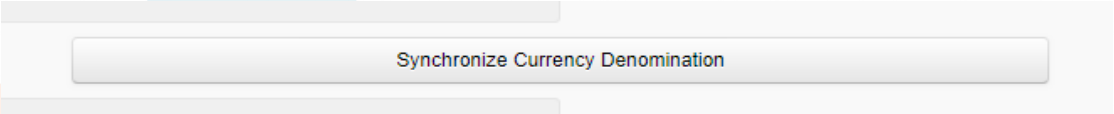


Lets look up for the currency, in this case XOF:



On the TAB Currency Denomination you can create all the Banknotes (Bills) and Coins with their respective value, once this Denominations have been created, lets click on the button seen on the top part of the screen:



This button will synchronize this values into the prepare close cash process, now that we have clicked this button we can see this same fields we created on the previous TAB on the Prepare Close Cash Process:

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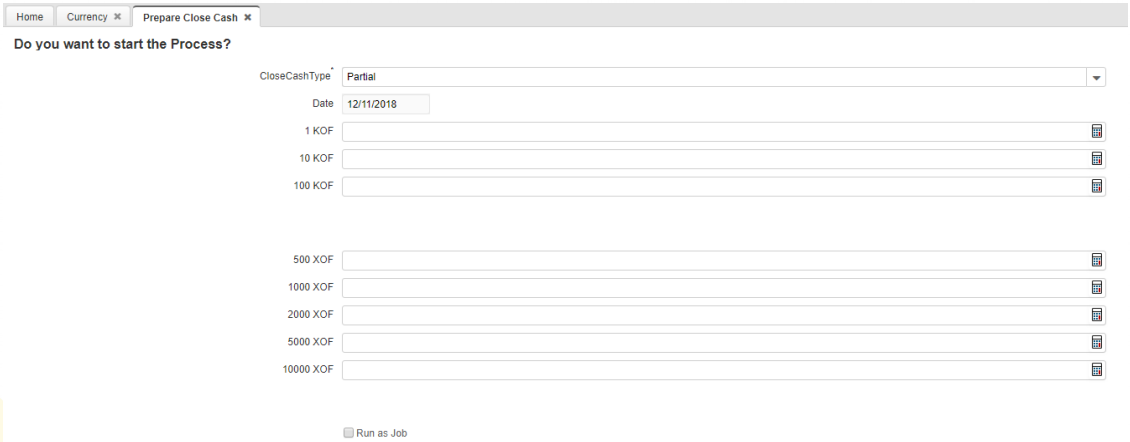

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