iWASH - PocketPos

Introduction

PocketPos is an optional version of the iPOS system designed to be run on the new Pocket PC Platform. Pocket PC's are mobile devices that run a cut down version of Windows Mobile (previously known as Windows CE or Pocket PC). These devices have copies of Word, Excel, Outlook and Pocket Internet Explorer (PIE). It is this last program (PIE) which makes using the Pocket PC possible. Pocket PC's have a small screen size. Slightly smaller than half a normal screen, it provides some challenges to make normal screen size program run on the Pocket PC, which is why we have built a separate program called PocketPos.

What PocketPos Does

PocketPos is not a complete version of iPOS, there are a number of features which are not available from the device.
The PocketPos is **not** able to:

- Settle Tables (cash draw is at the counter)
- Print Receipts
- Void Items from the Dockets

It is therefore seen that PocketPos is an add-on to iPOS and should not be considered to be used without access to a normal iPOS system.
To handle the screen size PocketPos does do some things slightly differently. Not everything can fit onto the screen at once. Therefore it is important when taking to order to minimize the number of times you have the screen refresh; you can improve order taking speed by entering all of the orders for the same department at once.

The PocketPos software can also run on a normal computer, and is included with iPOS even if you don't have any Pocket PC's. The window will shrink to Pocket PC size so you can get an idea of how to use PocketPos before you decide to buy the hardware.
PocketPos and iPOS are integrated; Orders taken on the Pocket PC can be modified and settled on iPOS and orders started on iPOS and can continued on the Pocket PC.

Pocket PC - Hardware

There are many manufacturers of the Pocket PC's. The Pocket PC is a standards based device so the difference between manufacturers are minimal and any new Pocket PC with a built in Wireless Network Card will run PocketPos perfectly.

To connect your Pocket PC to the network you will need to have a Wireless Base Station. This base station connects into the network hub/switch and provides the radio communications to the Pocket PC. One base station can support up to 64 Pocket PC's.

The location of the Wireless Base Station will greatly affect its performance. The system is working on Radio waves so anything that affects normal radio will affect the Pocket PC. Placing the Base Station high and in the middle of the service area is best. Think walls, floors and the large amounts of steel in kitchens will affect the ability to get a signal.

A single base station will easily communicate with devices some 50m away (line of sight). If walls, floors and or kitchen areas get in the way a second base station may be needed to fill in the dead spots.
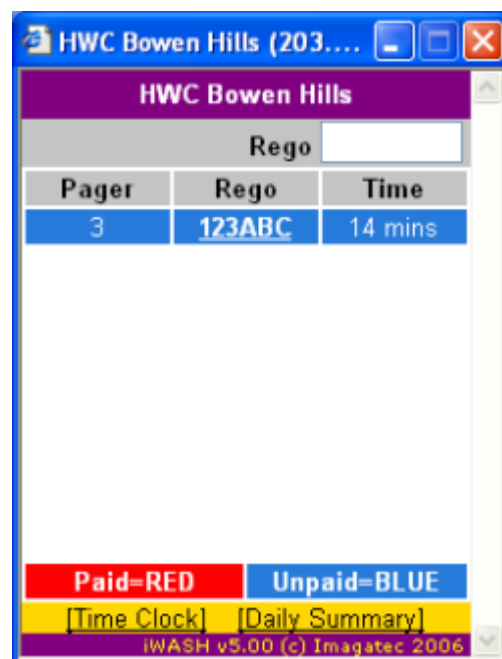
Upgrading the iPOS Server

Each Pocket PC is seen as a computer on the network by the iPOS server. Windows XP has a limit of 10 concurrent connections at any one time to iPOS. (This is not a limit imposed by Imagatec but by Microsoft). Therefore if you are considering installing Pocket PCs you may need to upgrade your iPOS server to Windows Server 2003 to remove the limit of the number of connections you can have.

The upgrade requirement is only to remove the limit on the number of connections. A performance boost will also be gained if extra RAM is added to the server once it is running Windows Server.

How To Use PocketPos

Turn on your Pocket PC. With the Pen Tap the Windows ICON and select Internet Explorer.
You can also use PocketPos on any iPOS workstation by logging in and selecting it from the POS menu.
These screen shots have been taken from the PocketPos running on a normal Workstation.

Driveway Monitor

The first screen is the same first screen in iWASH, just in a different layout as a result of the size.

The colour coding for remains the same. Blue is for unpaid and Red is for paid cars. Tap the Cars rego to select it. Type in the Rego of a car in the top right corner to start a new order.

HINT. Look for the underline. This will indicate that this is something you can tap. Also you need to tap what is underlined the space around it wont work. (You need to take some care as some of the targets are small).

Tap the HOME button on the bottom of the Pocket PC Screen to return to this screen at anytime.
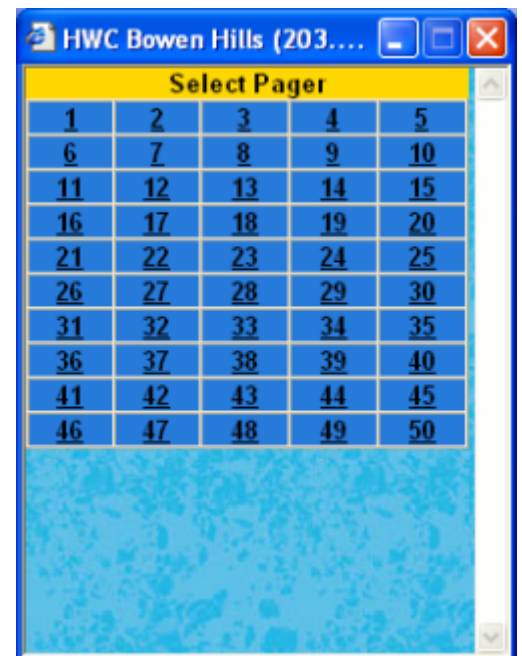

Car Recognition

The system will take the Rego entered on the first screen and search the database to see if it has been here before.

You can see that this car has been here 15 times before for a total of nearly $500 in Sales. Obviously an important customer. If the system also has the Customers name it will be displayed. This car like many wont have the name. With such a regular customer it would a be a good idea to get this data and enter it for future reference.

This screen will also display a number of different messages based on the owners details. Some cars will be on Account (does not pay now) and some may also require a Purchase Order to proceed. Pay special attention to these messages.

Finally there is a notes section for the you to add anything about the car that needs to be known for
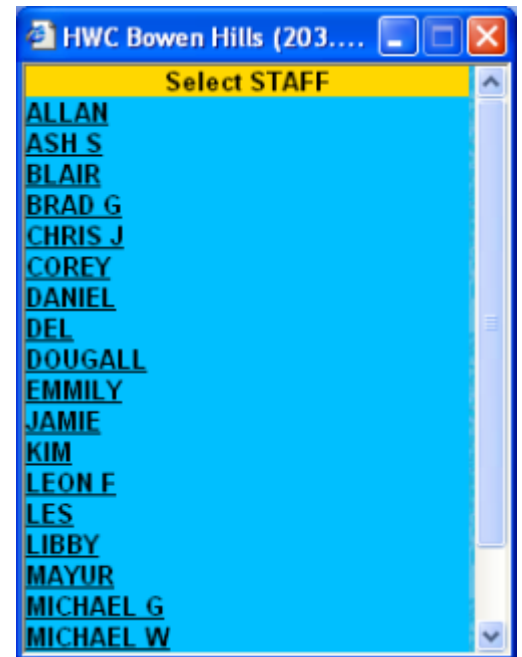
this wash and future services. It could be about existing scratches and dents and or the chemicals to use or avoid on this car.

Pager Selection

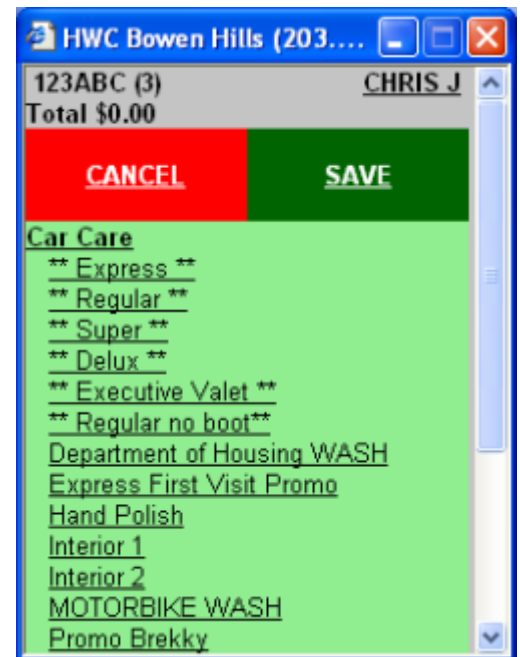If you are using Pagers, the system will ask which pager is being given to the Customer.

Tap the pager number to continue.

Staff Selection

Just like with iPOS, you need to tell the system who you are so that the Sales are correctly added to your Contest and PPA totals.

The names are presented in alphabetical order.

Product Selection

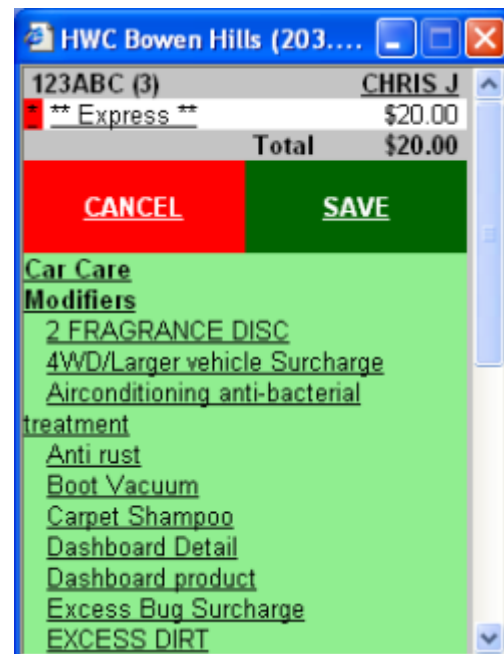Tap the department to see the items in that department.

In this case Car Care appears by default and we can now tap Express to add that to the order.

***HINT**: The restricted screen size means that in many cases a lot of information will not be directly visible. Since we opened the Car Care Department all of the other Departments have dropped off the bottom of the screen. You will have to scroll down to see them.*

Scrolling is an important skill in using the PocketPC.

The Pocket PC has 2 ways you can scroll:

1. The standard scroll bar on the side of the screen will work. You can tap the area above or under the bar to scroll per page, You can tap and drag the bar itself to scroll up and down.
2. The Pocket PC also has cursor button on the case itself. This joystick looking button will let you scroll up and down quickly. You will find that the button is perfectly positioned for the thumb of the hand holding the Pocket PC to be able to rock the button up and down for scrolling, leaving your pen free to do the tapping.

Deleting a Product

Just like with iPOS you can delete an item from the order as long as the docket has **not** been saved and printed. Items that can be deleted from this order are marked with the * .

The Red background indicates that you can tap here to delete. On other screens the * is not red, which is indicating that the product has not yet been printed.

Saving and Printing

To Save and Print, Tap the Green SAVE button.

From: