A M S Y

User Manual

Stock, sales and customers for your store

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About this manual

0

> A step-by-step guide to every screen of AMSY, for store owners, managers and staff. Read the chapter for the job you are doing; each one stands on its own.

0.1 Who this manual is for

AMSY is the stock and sales system of your store. Every item carries a small RFID tag; a tag reader tells AMSY which item is in front of you, and AMSY does the rest: showing the item to a customer, selling it, counting the shop, moving stock to another business. You do not need any technical knowledge.

Role	What this person can do
Owner	Everything, including Staff Management, Billing and Data Export.
Store Manager	The same as the owner, except Data Export. Given by the owner in Staff Management.
Staff	Only the parts of AMSY the owner ticked for that person, for example Showroom, Sales and Products.

0.2 How the chapters are organised

Chapters 1–3 get you signed in and your store set up. Chapters 4–5 cover products and tags. Chapters 6–8 are the shop floor: Showroom, Sales and Customers. Chapters 9–16 cover accounts, stock counts, transfers, the public Boutique, reports, billing, support and data export. Chapter 17 explains the tag reader; chapter 18 lists problems, messages and words used.

0.3 How to read the pictures

Screens in this manual show a sample store, *Harbour Lane Jewellers*. Your own name, products and numbers will differ. A red number such as 1 on a picture points to something on the screen. The same number in the list under the picture explains it.

0.4 Boxes in the text

TIP A TIP is a shortcut or a better way of doing something.

NOTE A NOTE explains something that may surprise you.

IMPORTANT IMPORTANT marks something that cannot be undone, or that protects your data, your money or your customers.

0.5 If something does not look the same

AMSY is improved all the time and shows each person only what they are allowed to use. If a button in this manual is missing on your screen, your account may not have that part (ask your owner), or your screen may be narrower than the one shown. On a phone or tablet the large tiles stack into one or two columns; everything works the same way.

Getting started

1

> Sign in, find your way around, set up your own profile, and sign out safely.

1.1 Signing in

1. Open **app.amsy.au** in your browser (Chrome, Edge, Safari or Firefox).
2. Type your **login ID** and password. Owners use the ID they were given; staff use the form `storename.staffname`.
3. Press **Sign In**. You arrive on the Dashboard.

The first time you sign in, AMSY may ask you to read and accept the **Terms of Service** (a page called "We have updated our terms"). Read the short text, press **Agree and continue** and AMSY remembers it. You will only be asked again when the terms change.

IMPORTANT Never share a login. Every person in your store has their own sign-in (see chapter 3). Sales and changes are recorded under the name of the person who made them.

1.2 The Dashboard

The Dashboard is your home page. It is built from large tiles, one for each part of AMSY you are allowed to use. Tap a tile to open that part.

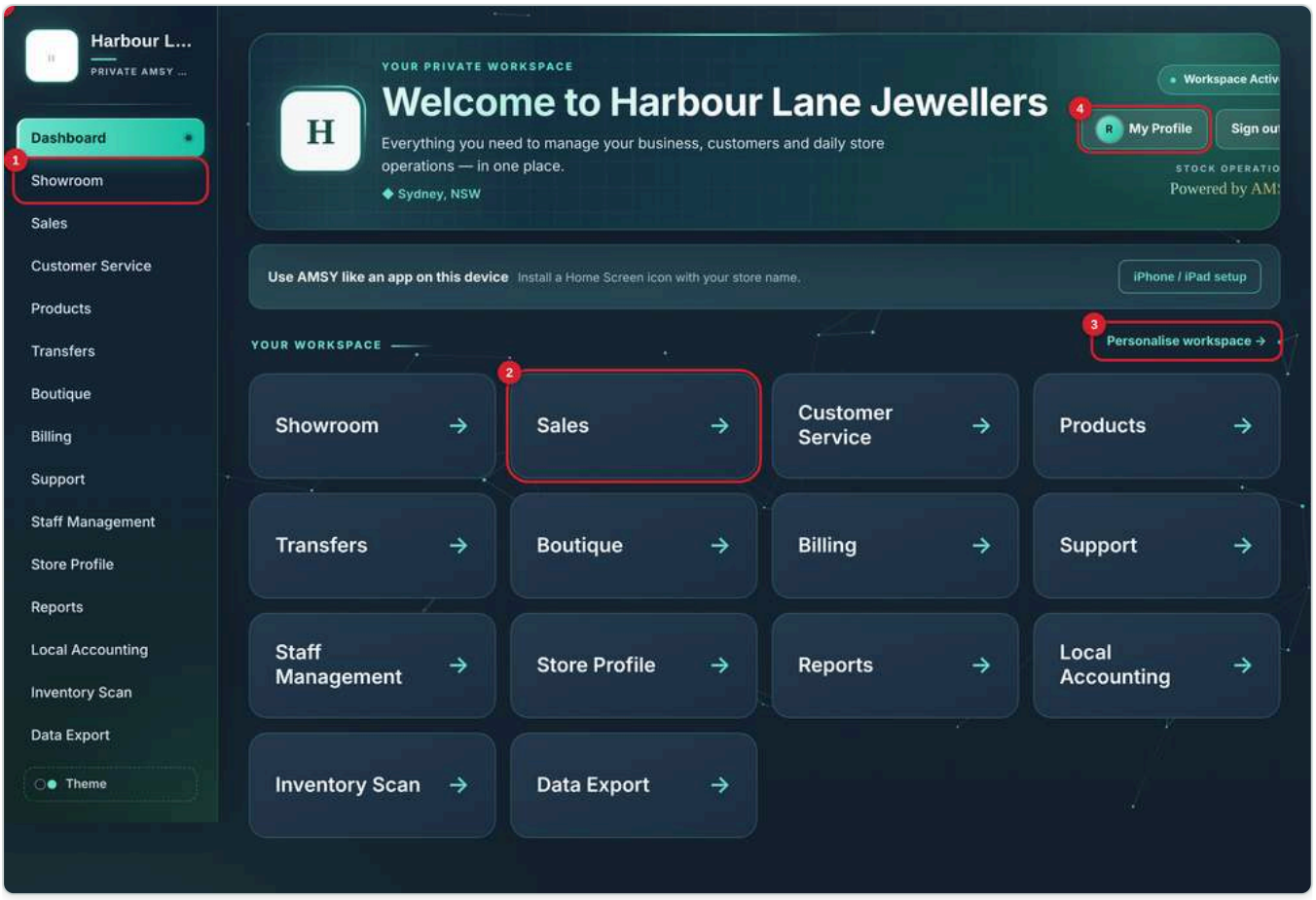


Figure 1. The Dashboard.

1. The menu on the left lists the same parts of AMSY. It is always there while you work.
2. A tile. Tap it to open that part of AMSY. The owner decides which tiles each staff member sees.
3. **Personalise workspace** – choose which tiles appear and in what order (owner only).
4. **My Profile** – your name, password and colours (section 1.5).
5. **Use AMSY like an app** – add an AMSY icon with your store name to the Home Screen of a phone or tablet (section 1.4).

1.3 Finding your way: the menu

The menu on the left of every screen lists your parts of AMSY. The part you are in is highlighted. Small ← **Back** buttons sit at the top-left of every screen and take you one step up, so you never lose your place.

1.4 Using AMSY on a phone, tablet or counter computer

AMSY adapts to the screen. On a phone the tiles show two across; on a tablet three or four. All buttons are large enough to tap with a finger. On an iPhone or iPad open the **Use AMSY like an app on this device** bar and follow the three steps to add an icon to the Home Screen. On Android and computers use the browser's **Install** or **Add to Home screen** command.

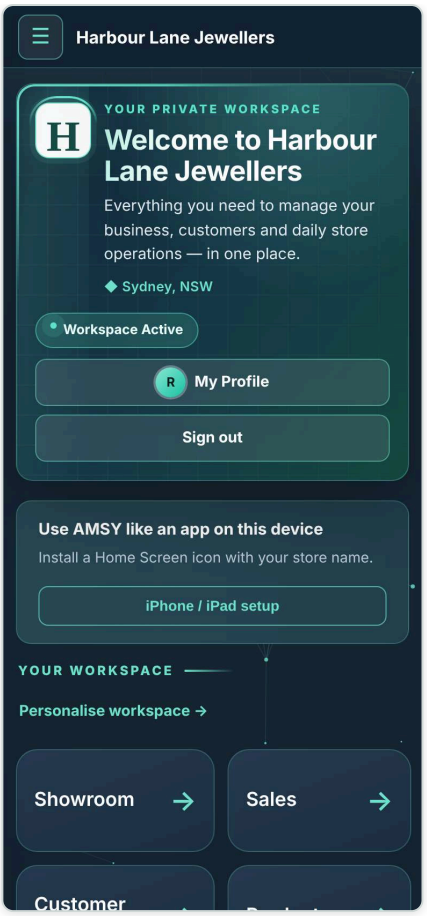


Figure 2. The Dashboard on a phone.

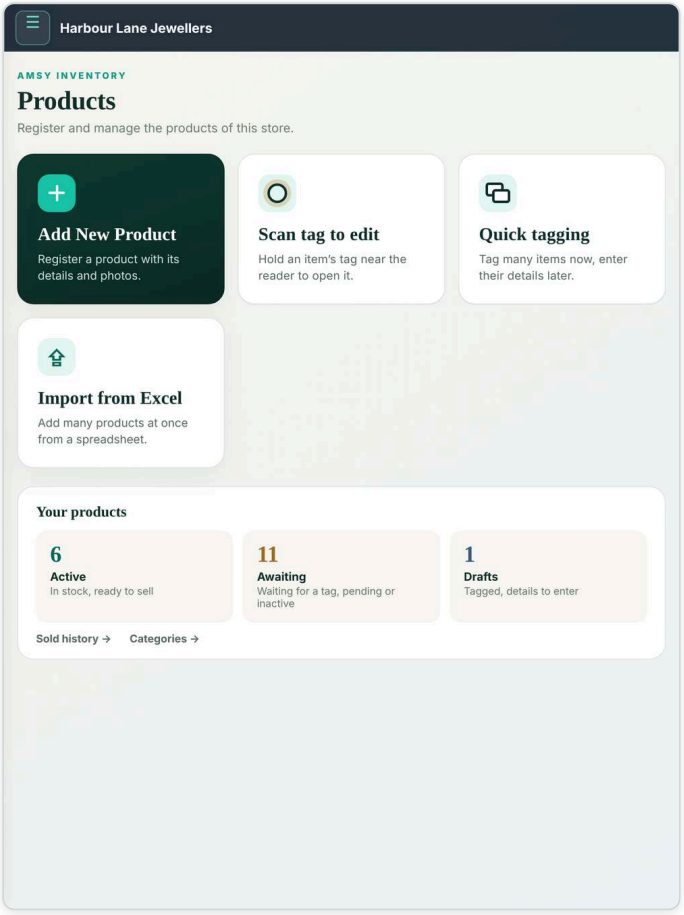


Figure 3. The Products page on a tablet.

1.5 My Profile

Open **My Profile** from the Dashboard. Here you change only your own details.

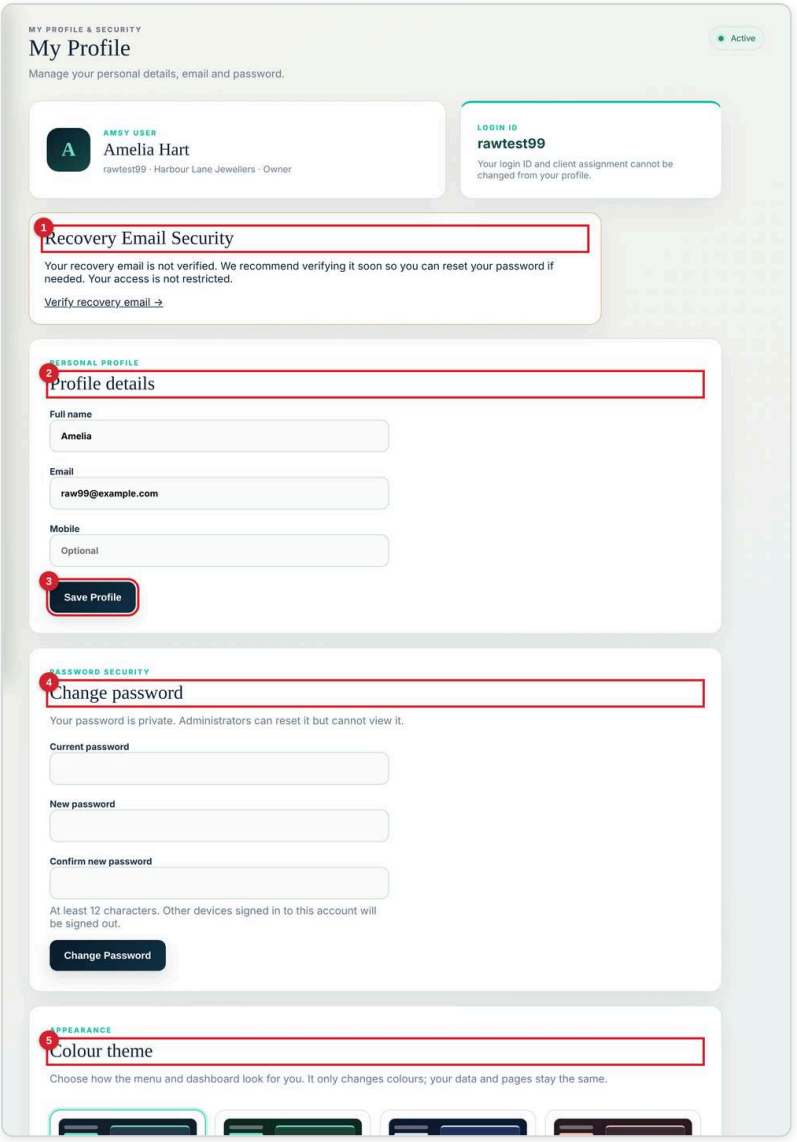


Figure 4. My Profile.

1. **Recovery email** – a second email used if you ever forget your password. Press **Verify recovery email** and type the 6-digit code AMSY sends you (valid 10 minutes).
2. **Profile details** – your full name, email and mobile number.
3. **Save Profile** – saves the three fields above.
4. **Change password** – type your current password, then the new one twice. It must have at least 12 characters. Changing it signs you out of your other devices.
5. **Colour theme** – Midnight Teal, Emerald, Sapphire, Rose, Onyx or Ivory Light. Only colours change; your data stays the same.

1.6 Forgot your password?

On the sign-in page press **Forgot password?**, enter your login ID or recovery email and follow the link or 6-digit code you receive. If you never verified a recovery email, ask your owner to reset your password in Staff Management (owners can contact AMSY Support).

1.7 Signing out

Press **Sign out** in the top right of the Dashboard. On a shared counter computer always sign out when you leave.

Store Profile 2

> Tell AMSY who you are once. The details appear on sale invoices, in the Boutique and in emails to customers.

2.1 Open Store Profile

Dashboard → **Store Profile**. The page has five parts: identity, location, contact and online presence, currency and tax, categories. Each has its own **Save** button; always press it before leaving the part.

2.2 Store identity

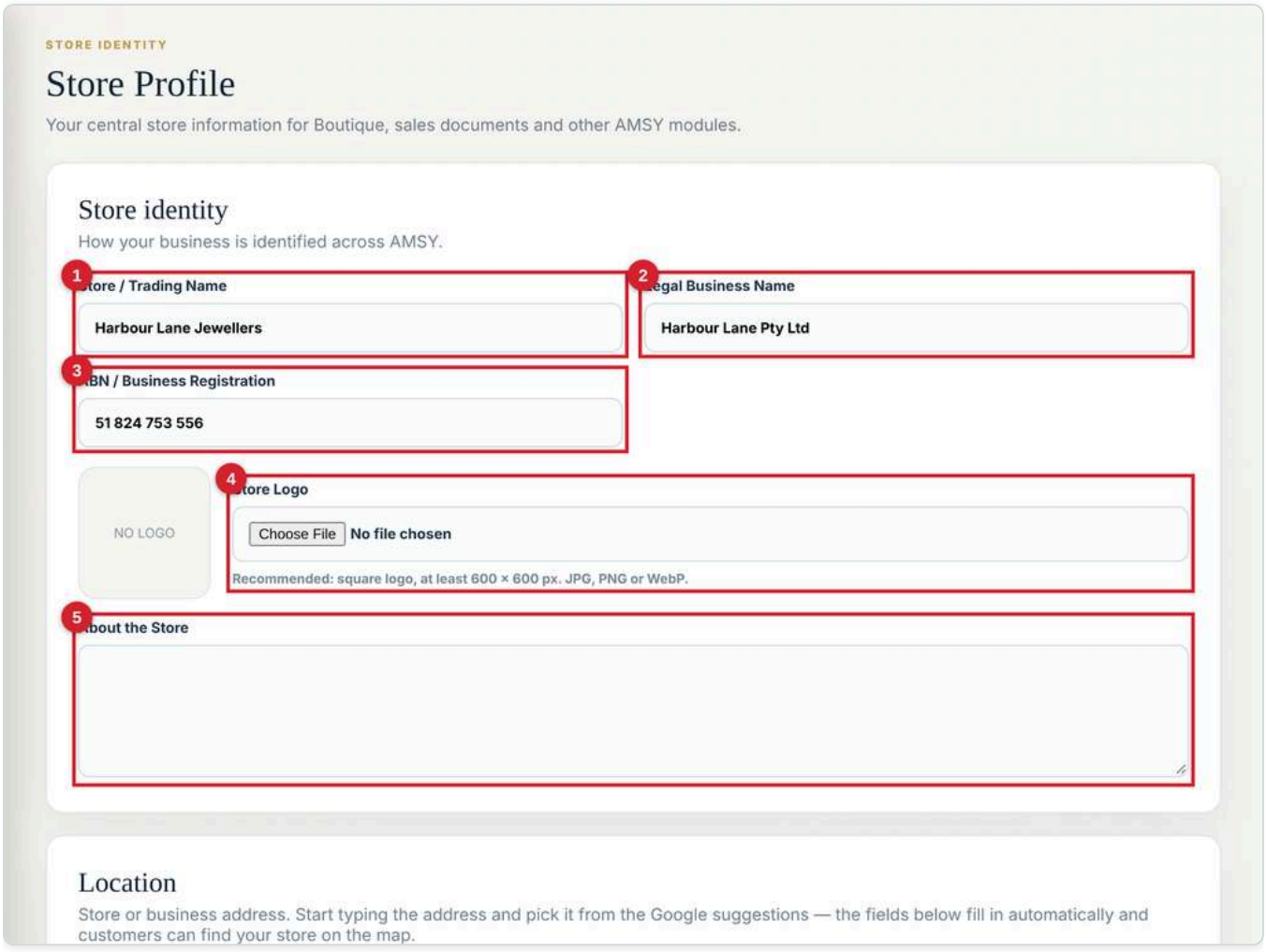


Figure 5. Store identity.

1. **Store / Trading Name** – the name customers know. It is the big name on invoices and in the Boutique.
2. **Legal Business Name** – your registered company or trading entity, if different.
3. **ABN / Business Registration** – printed at the top of every sale invoice. If you leave it empty the invoice shows “ABN:” with a blank line, so it is obvious it is missing.
4. **Store Logo** – square, at least 600 × 600 px (JPG, PNG or WebP).
5. **About the Store** – two or three sentences customers see in the Boutique.

2.3 Location, contact and what is public

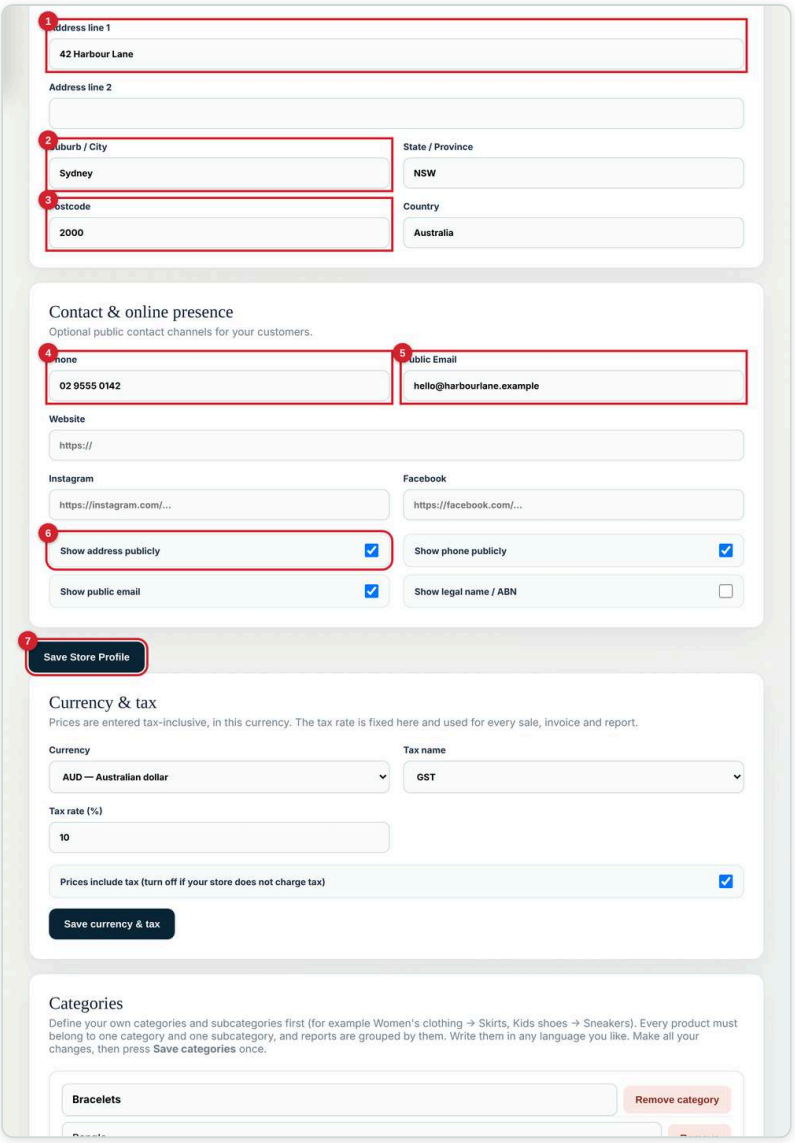


Figure 6. Location, contact, and public choices.

1. **Address line 1** – start typing and pick your address from the suggestions; the other fields fill in by themselves.
2. **Suburb / City**.
3. **Postcode**.
4. **Phone** – the contact number printed on every sale invoice and receipt.
5. **Public Email** – customers can reply to your emails at this address.
6. The four **Show … publicly** ticks decide what the public Boutique shows: address, phone, email, and legal name / ABN. Invoices always show your ABN, address and phone.
7. **Save Store Profile**.

2.4 Currency and tax

Choose your currency, the tax name (GST, VAT, Sales Tax) and rate. Prices in AMSY are **tax-inclusive**: the price you type is the price the customer pays, and AMSY works out the tax inside it. Press **Save currency & tax**.

2.5 Categories

Define your own categories and subcategories first, for example *Rings → Solitaire*, *Women's clothing → Skirts*. Write them in any language. Every product belongs to one category and one subcategory, and reports are grouped by them. Make all your changes, then press **Save categories** once.

> **TIP** Do Store Profile before adding products. The ABN, address and phone you enter here are printed automatically on every invoice.

Staff Management 3

> Give every person their own sign-in and decide what each can open.

3.1 Why everyone needs a sign-in

Each sale, product change and count is recorded with the name of the person who did it. Shared logins make that impossible and put your store at risk. Only the **owner** can open Staff Management.

3.2 The Staff Management page

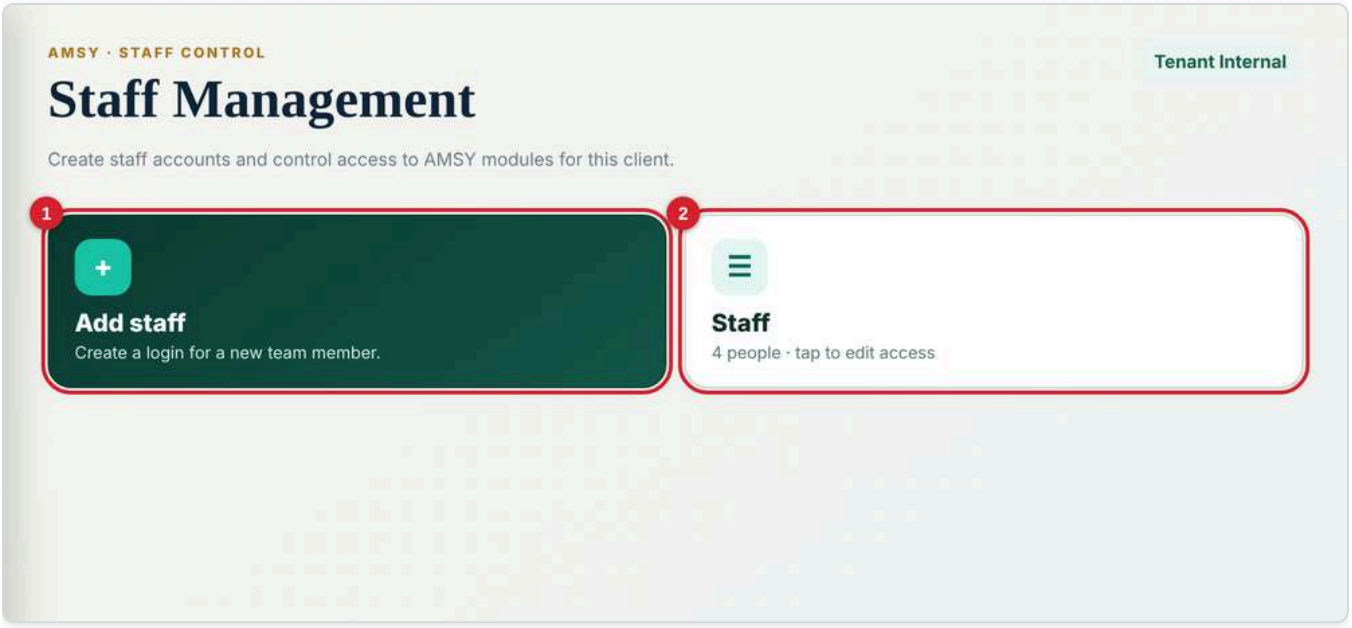


Figure 7. Staff Management.

1. **Add staff** – create a sign-in for a new team member.
2. **Staff** – the list of everybody. The tile shows how many people there are. Tap to edit access.

3.3 Add a staff member

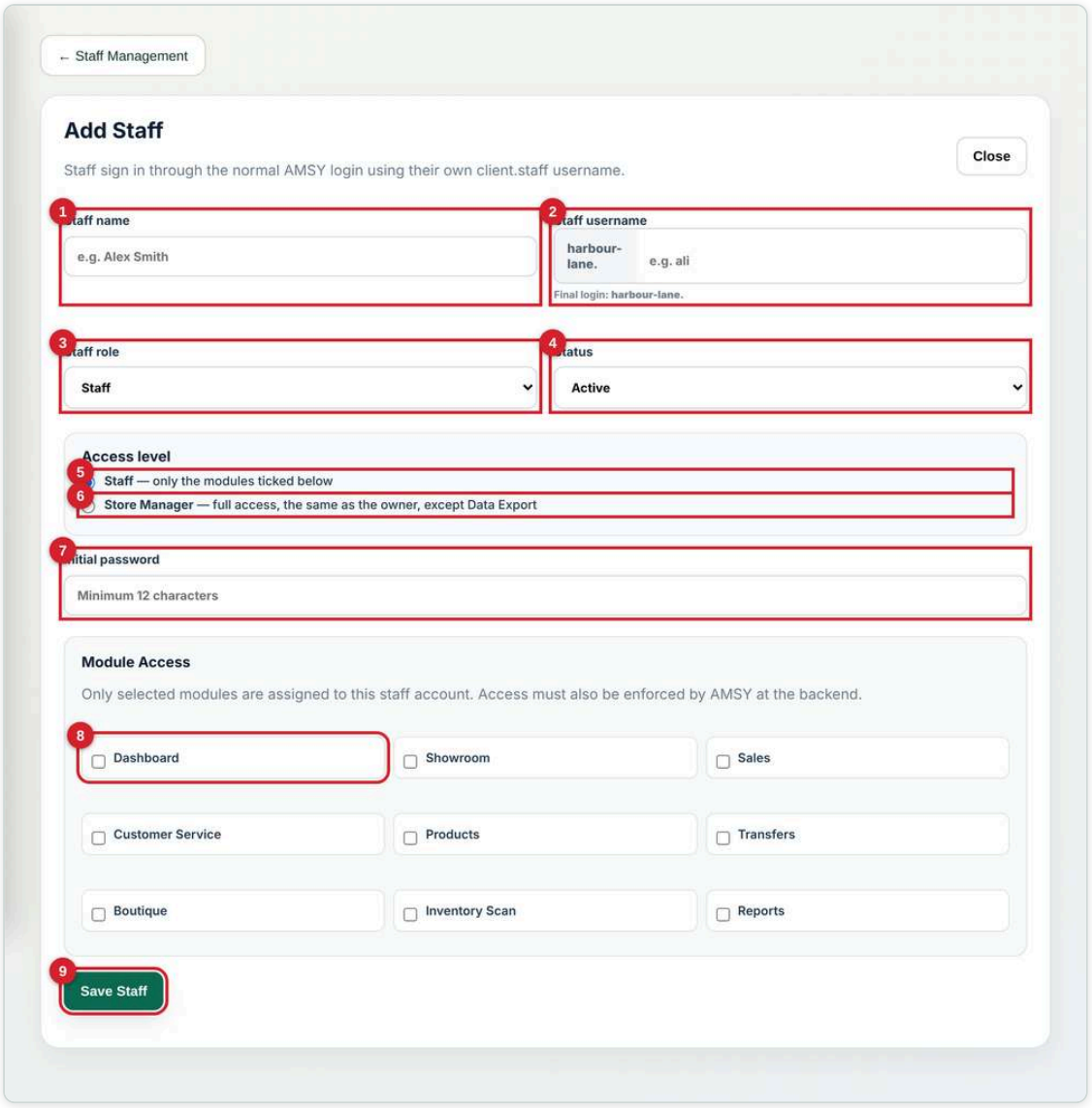


Figure 8. Add Staff.

1. **Staff name** – the person's real name.
2. **Staff username** – the last part of the login. The full login ID appears under the box, for example `harbour-lane.jack`.
3. **Staff role** – a label shown in lists (Staff, Sales Staff, Supervisor, Manager).
4. **Status** – Active can sign in; Inactive cannot.
5. **Staff** – only the parts ticked below are opened for this person.
6. **Store Manager** – full access, the same as the owner except Data Export. Choosing this hides the list of parts. AMSY shows one short line explaining it; there is nothing else to tick.
7. **Initial password** – at least 12 characters. Tell the person to change it in My Profile after signing in.
8. **Module Access** – one tick for each part: Dashboard, Showroom, Sales, Customer Service, Products, Transfers, Boutique, Inventory Scan, Reports.
9. **Save Staff**.

3.4 Change access, reset a password, switch someone off

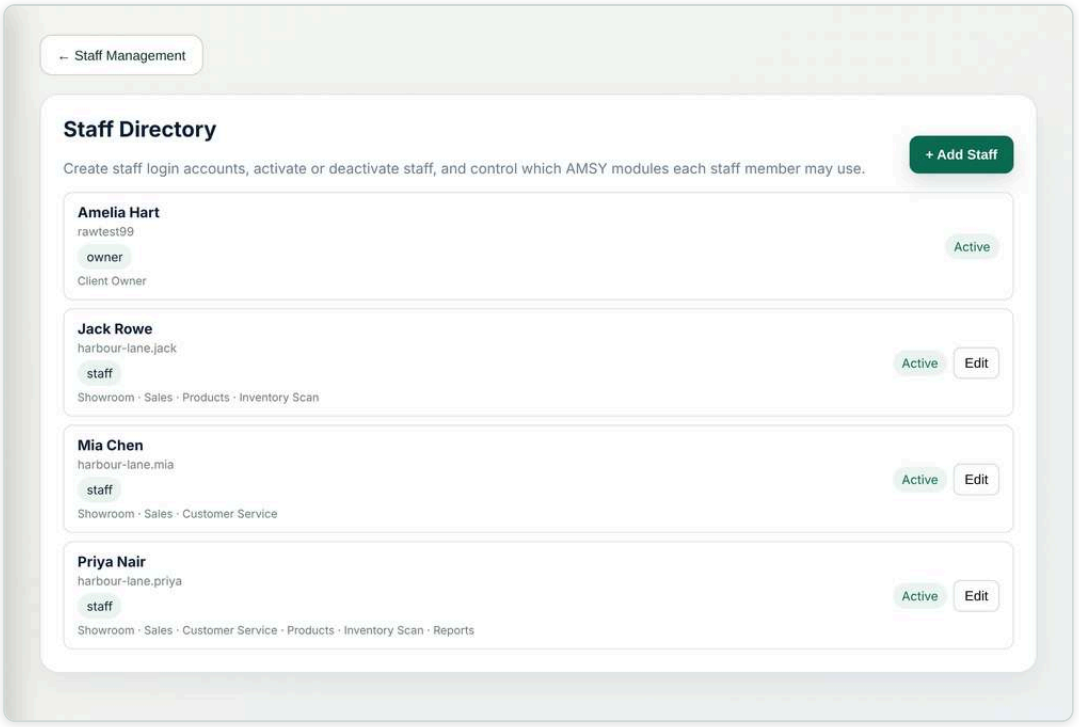


Figure 9. The staff list.

1. Open **Staff** and press **Edit** next to a name.
2. Change the ticks, the role, or type a new password. Press **Save**.
3. To stop someone signing in set **Status** to Inactive. Their past sales stay in the records.

> **IMPORTANT** Making someone a Store Manager gives them access to almost everything, including billing and every customer. Do this only for people you trust like yourself.

Products

4

> Add every item once, with a clear name, category and price. AMSY then keeps track of it from the shelf to the sale.

4.1 The Products page

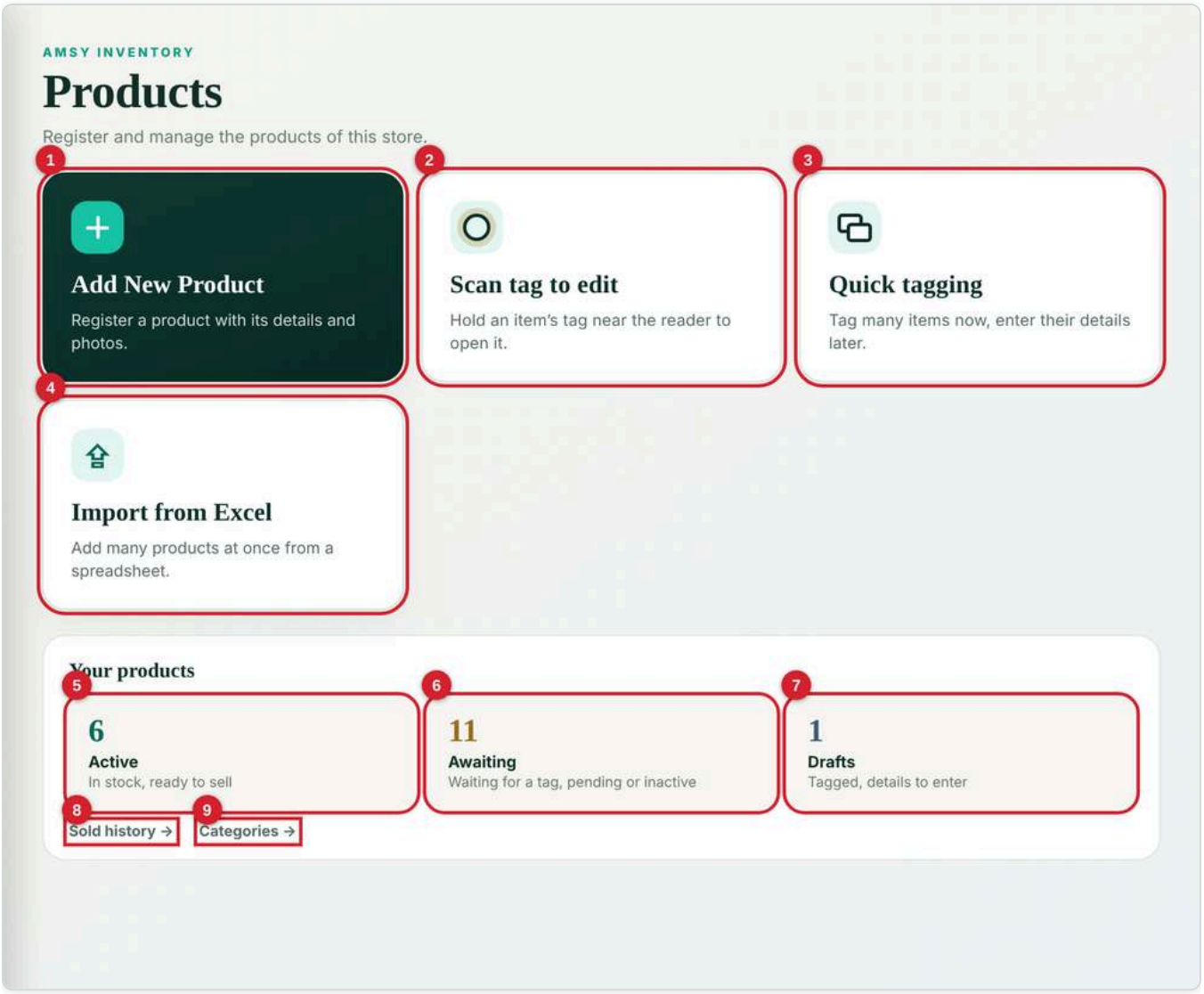


Figure 10. Products.

1. **Add New Product** – create one product (section 4.2).
2. **Scan tag to edit** – hold a tagged item to the reader and its edit screen opens (section 4.6).
3. **Quick tagging** – tag many identical items fast (section 4.7).
4. **Import from Excel** – load a whole list at once (section 4.8).
5. **Active** – items that are tagged and ready to sell.
6. **Awaiting** – items waiting for a tag (section 4.4).
7. **Drafts** – products you started but did not finish.
8. **Sold history** – everything sold, searchable.
9. **Categories** – opens Store Profile so you can edit your categories.

4.2 Add a new product

Press **Add New Product**. Fields marked with a star are required. Fill the form from top to bottom.

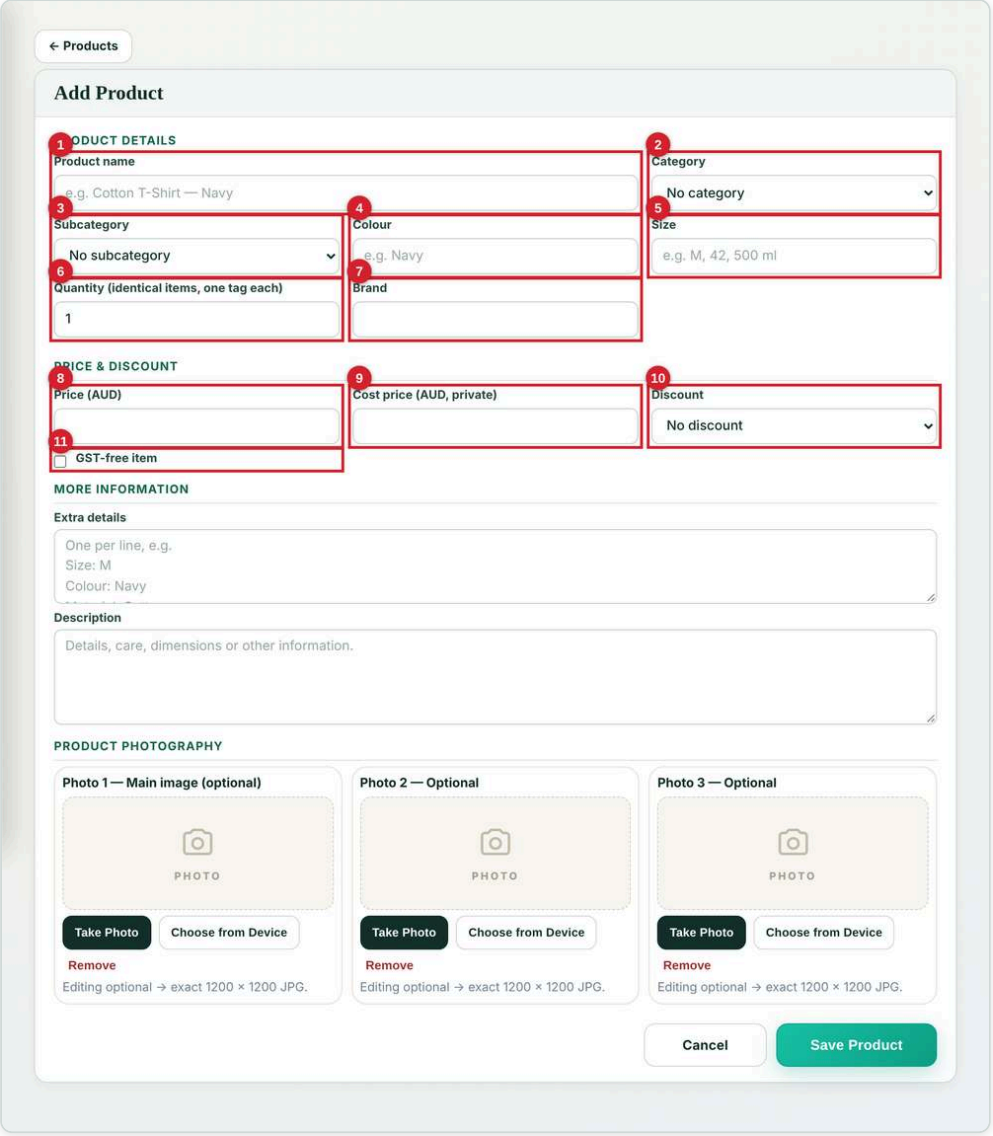


Figure 11. The Add Product form.

1. **Product name** – what the customer sees, for example “18ct gold solitaire ring”.
2. **Category** – from your Store Profile list.
3. **Subcategory** – changes when you change the category.
4. **Colour** – optional.
5. **Size** – optional, for example 52, M, 10.
6. **Quantity** – how many identical items you have. AMSY prepares one tag place for each.
7. **Brand** – optional.
8. **Price** – the price the customer pays, including tax.
9. **Cost** – what you paid. Only your reports use it; customers never see it.
10. **Discount** – a price reduction shown to the customer as “was / now”.
11. **GST-free** – tick only for items that carry no tax.

Below the fields is a photo area: add up to several photos of the item (take them with the phone camera or choose files). Press **Save product**. The product appears in **Awaiting** until its tags are attached.

> **TIP** Photos make the Showroom and the Boutique far more attractive. One clear photo against a plain background is enough.

4.3 Edit a product

Open **Active** or **Awaiting**, find the product and press **Edit**. Change anything and save. Price changes apply to the next sale only; past invoices are not rewritten.

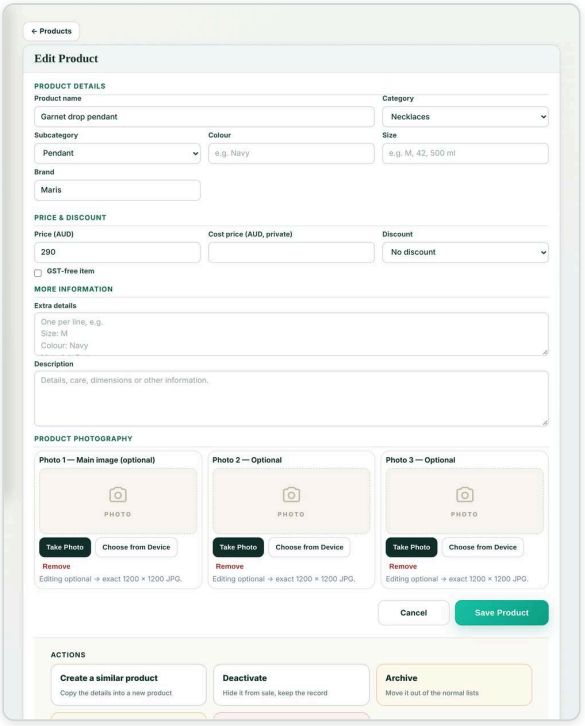


Figure 12. Editing a product.

4.4 The status lists

List	What is in it	What you do there
Awaiting	Products saved, but one or more items have no tag yet.	Press **Attach tag** (chapter 5).
Active	Products with tags, available to sell.	Search, edit, check the price.
Drafts	Products started but not completed (for example, imported with missing data).	Press **Complete details**.
Sold history	Items already sold.	Look up what was sold and when.

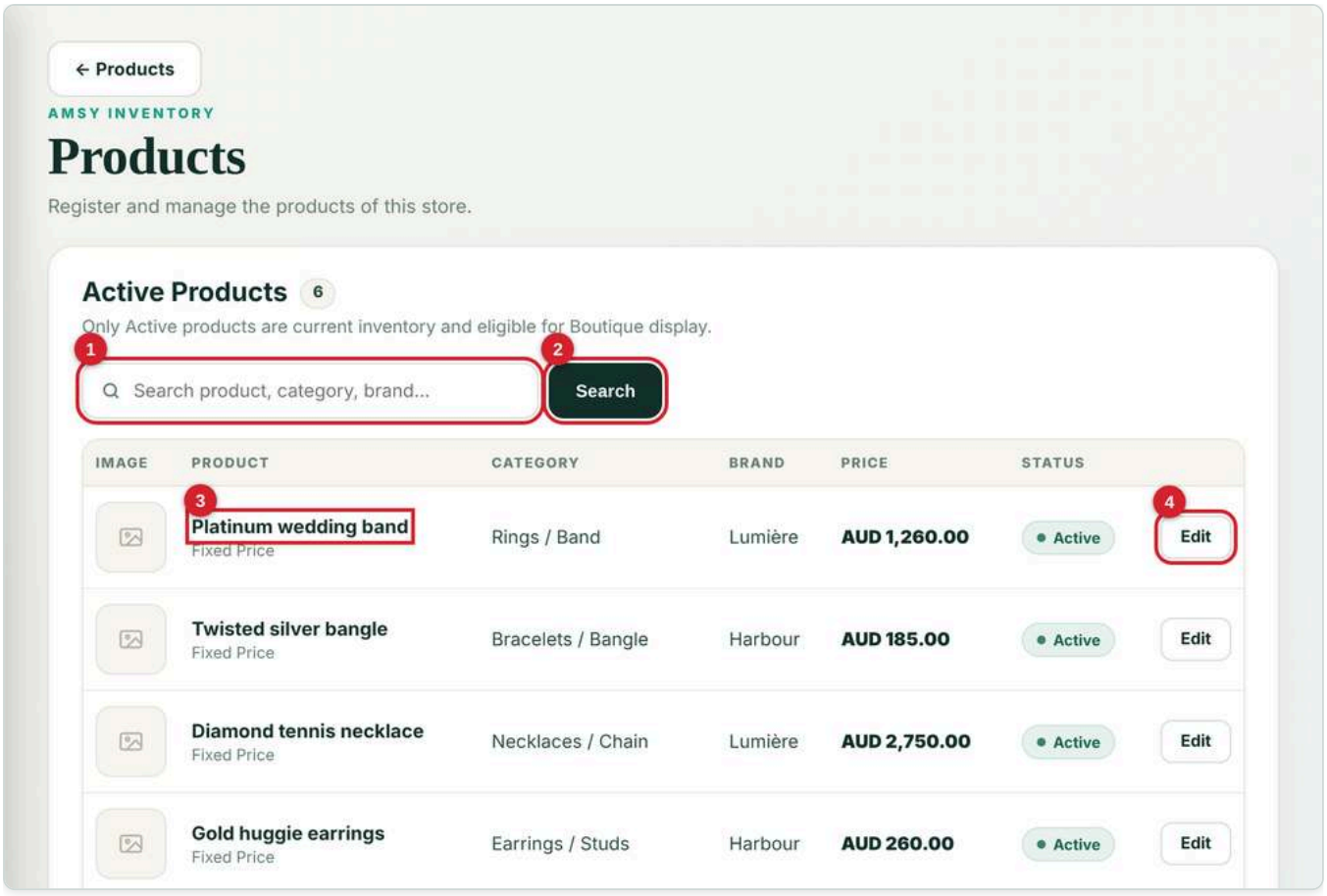


Figure 13. The Active list.

1. Search box – type part of a name, category or tag.
2. **Search**.
3. A product. The number shows how many items are in stock.
4. **Edit**.

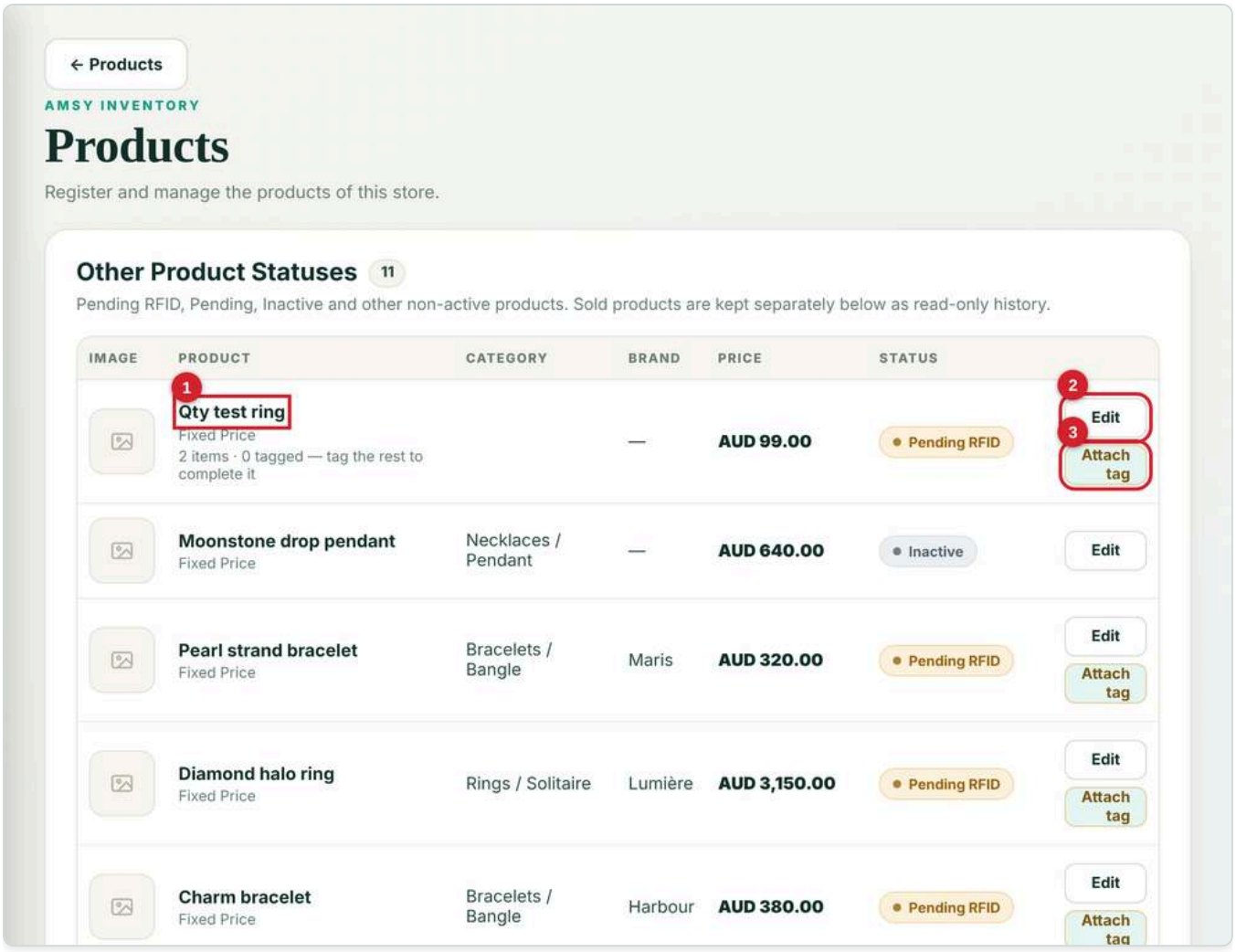


Figure 14. The Awaiting list.

1. A product waiting for tags.
2. **Edit**.
3. **Attach tag** – go straight to attaching (chapter 5).

4.5 Drafts

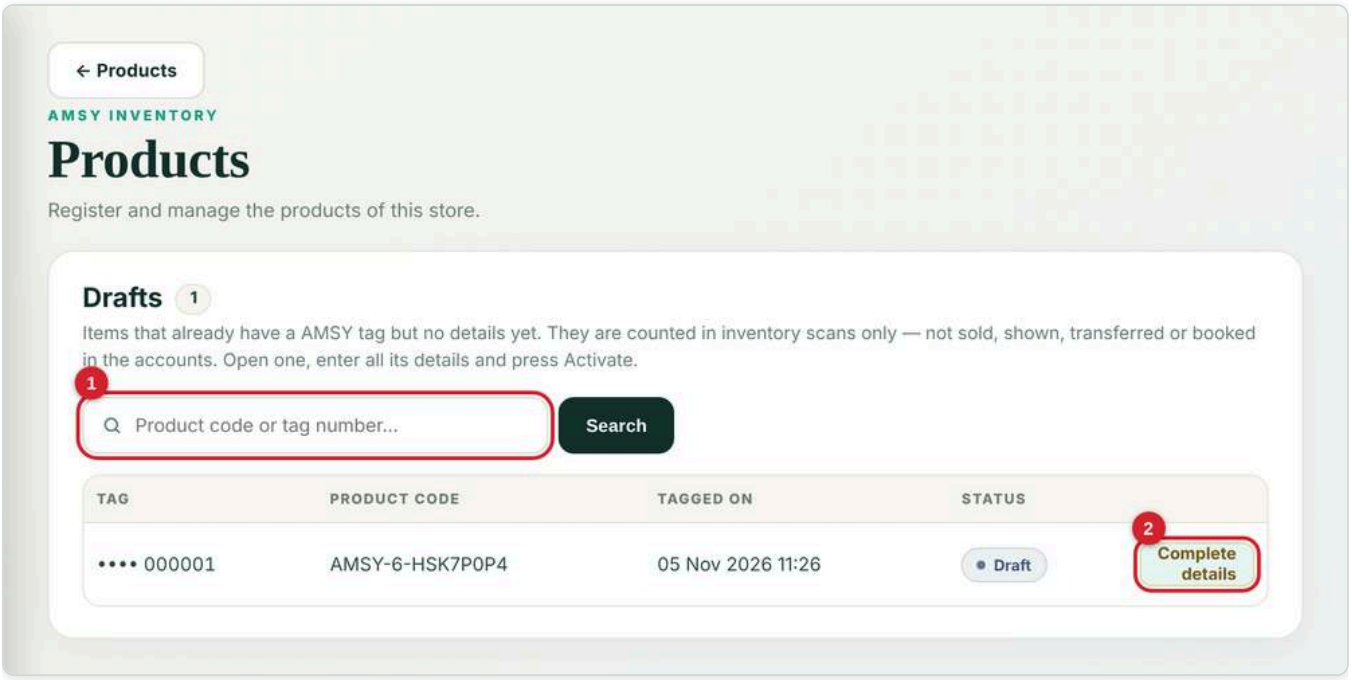


Figure 15. Drafts.

1. Search box.
2. **Complete details** – opens the form with what is already filled in, so you finish it and save.

4.6 Scan tag to edit

Press **Scan tag to edit**, then hold any tagged item to the reader. The product's edit screen opens at once. No typing is needed.

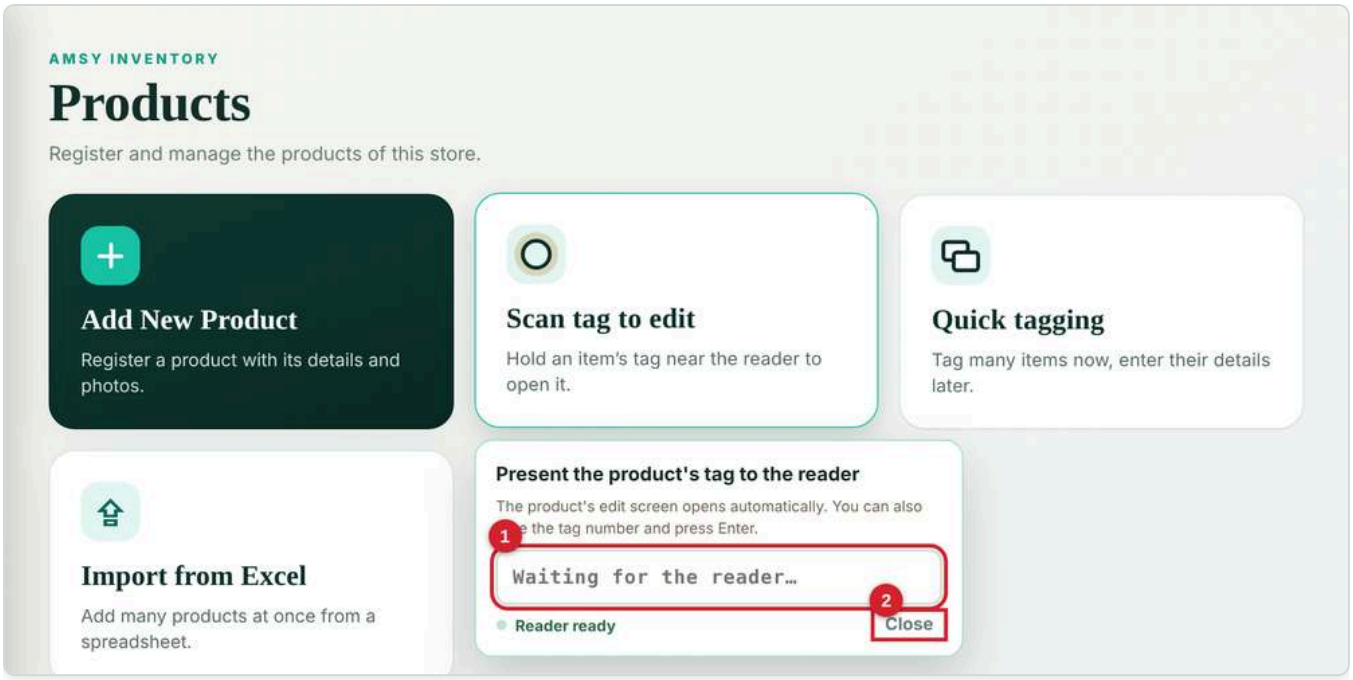


Figure 16. Scan tag to edit.

1. The reader types the tag here by itself. You can also type or paste the tag number and press Enter.
2. **Close**.

4.7 Quick tagging

When you have, say, 40 identical rings, create the product once with quantity 40, then use Quick tagging to read the tags one after another without opening any screen.

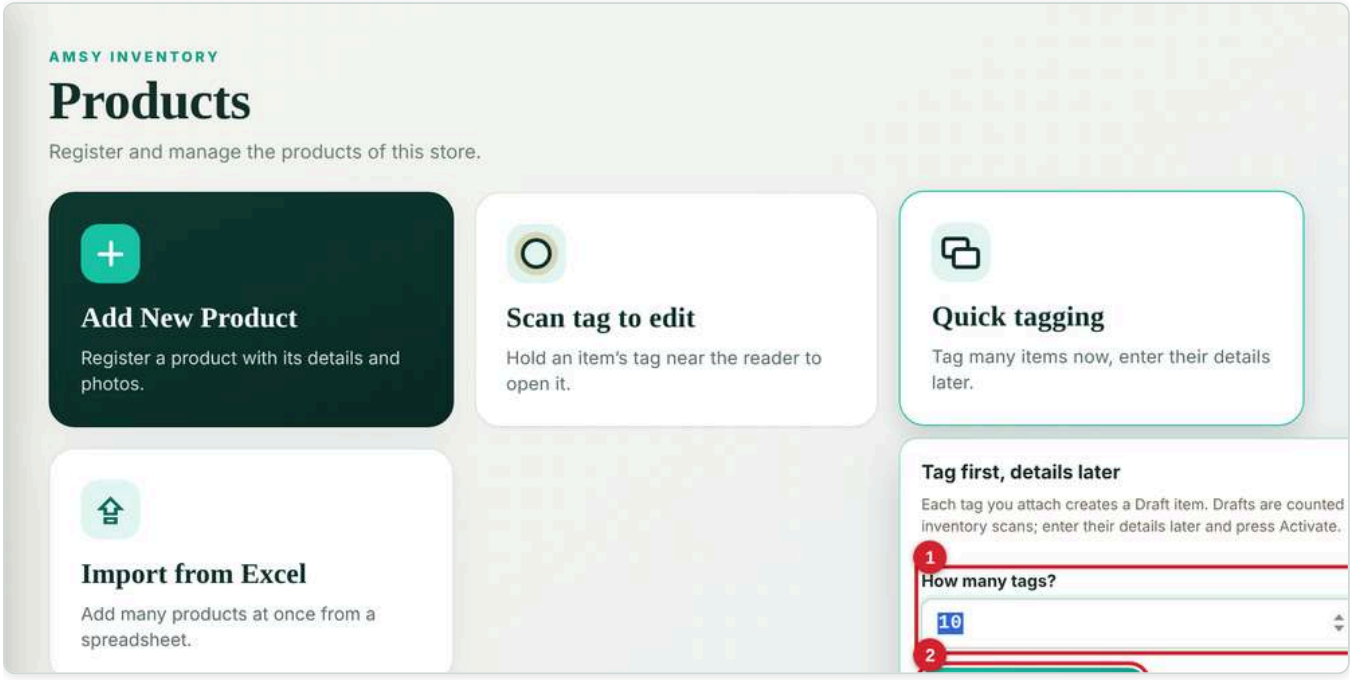


Figure 17. Quick tagging.

1. **How many tags** – the number you plan to read.
2. **Start Quick tagging** – then pass each item over the reader. AMSY counts them aloud on the screen and stops at the number you gave.

4.8 Import from Excel

If you already have a list of products in Excel, AMSY can load it.

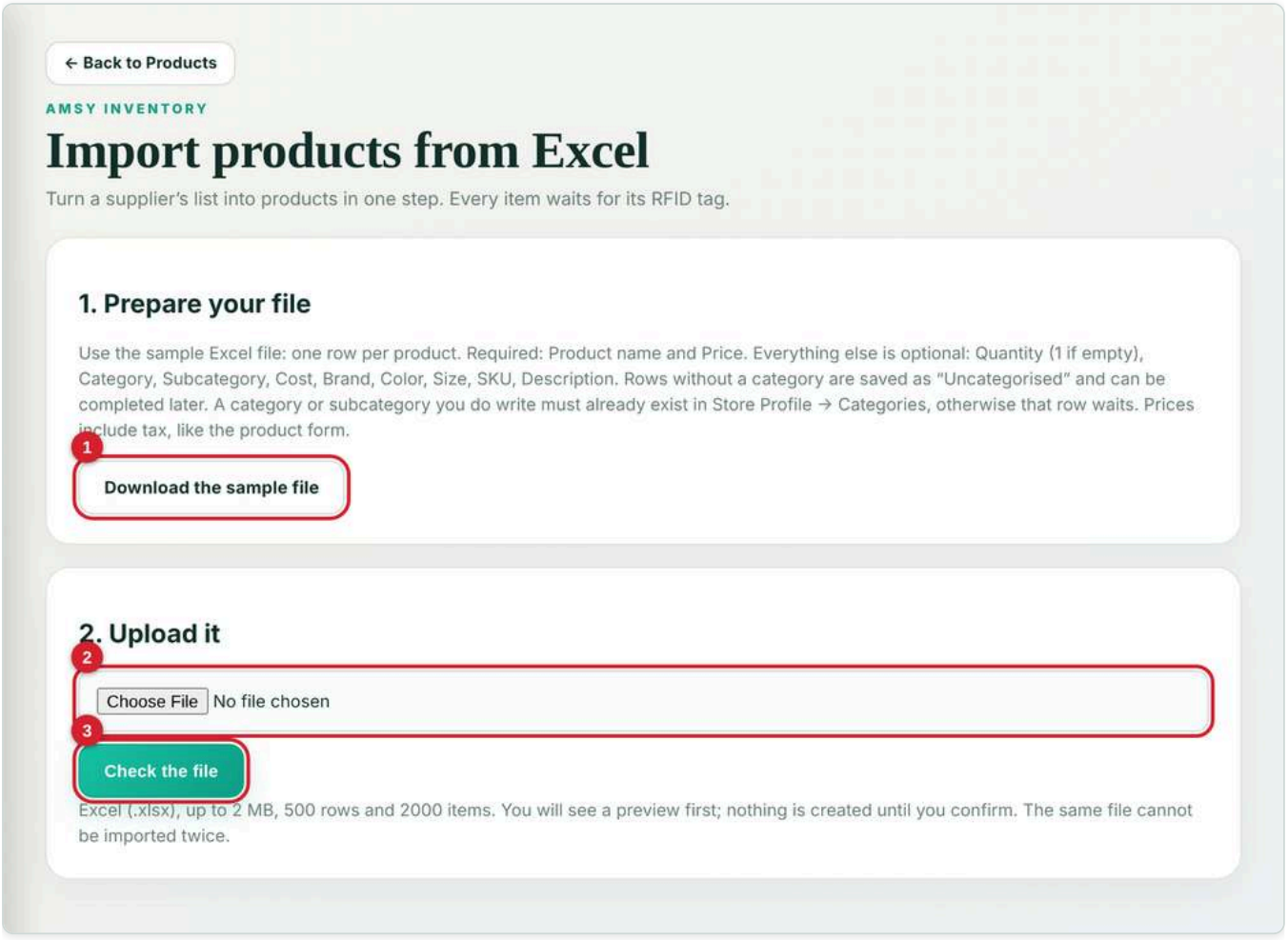


Figure 18. Import from Excel.

1. **Sample file** – download it and copy your data in. Keep the headings exactly as they are.
2. Choose your finished file here.
3. **Check the file** – AMSY reads it and tells you what is wrong (for example a missing price) *before* anything is saved.

> **NOTE** Rows with problems become Drafts rather than stopping the whole import. Complete them later from the Drafts list.

4.9 Sold history

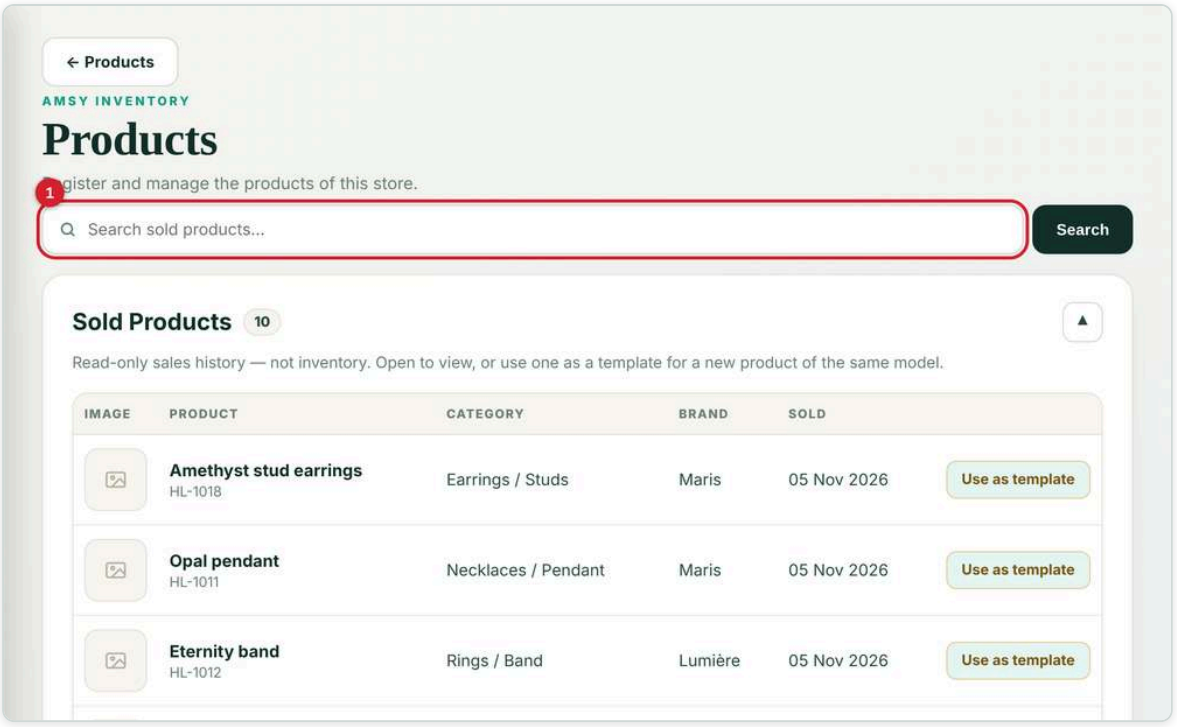


Figure 19. Sold history.

1. Search by product name, category, customer or date.

Attaching tags

5

> A tag is a small RFID label. Attaching tells AMSY that this physical item is that product.

5.1 What you need

- Tags, in a roll or loose, each with a printed or coded number.
- A tag reader plugged into the computer by USB (it behaves like a keyboard). See chapter 17.
- The product already created (chapter 4).

5.2 Step by step

1. Open **Products → Awaiting**.
2. Find the product and press **Attach tag**.
3. Put the tag on the item, then hold the item to the reader. The tag number appears and AMSY says it is attached.
4. Repeat for the next item. When all items have tags, the product moves to **Active** by itself.

IMPORTANT One tag can belong to only one item. If you read a tag that is already attached, AMSY tells you which product has it and does not attach it again.

TIP For many identical items use Quick tagging (section 4.7); for different items attach one by one.

5.3 If a tag will not read

Move the item slowly closer to the reader and away again. Metal and the human body reduce range. If it still does not read, type the number printed on the tag and press Enter. See chapter 17.

Showroom 6

> Show an item to a customer on a large screen just by holding it to the reader.

6.1 What it does

The Showroom is made for a second screen or tablet facing the customer. When you present a tagged item to the reader, its photo, name, size and price appear in large type.

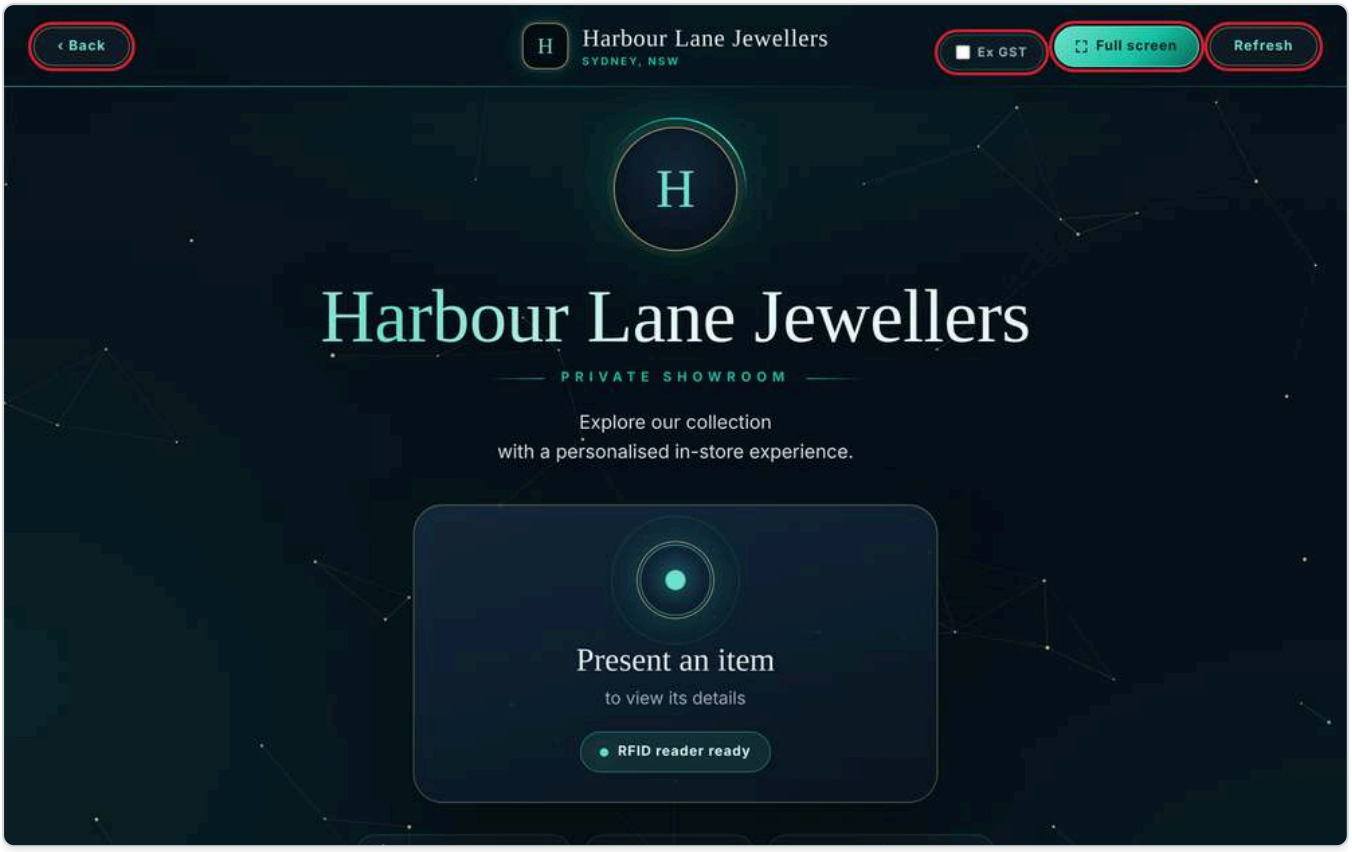


Figure 20. The Showroom.

1. **Back** – returns to the Dashboard.
2. **Ex GST** – show prices without tax (for trade buyers).
3. **Full screen** – hides the browser frame. Press Esc to leave.
4. **Refresh** – use if the screen seems stuck.

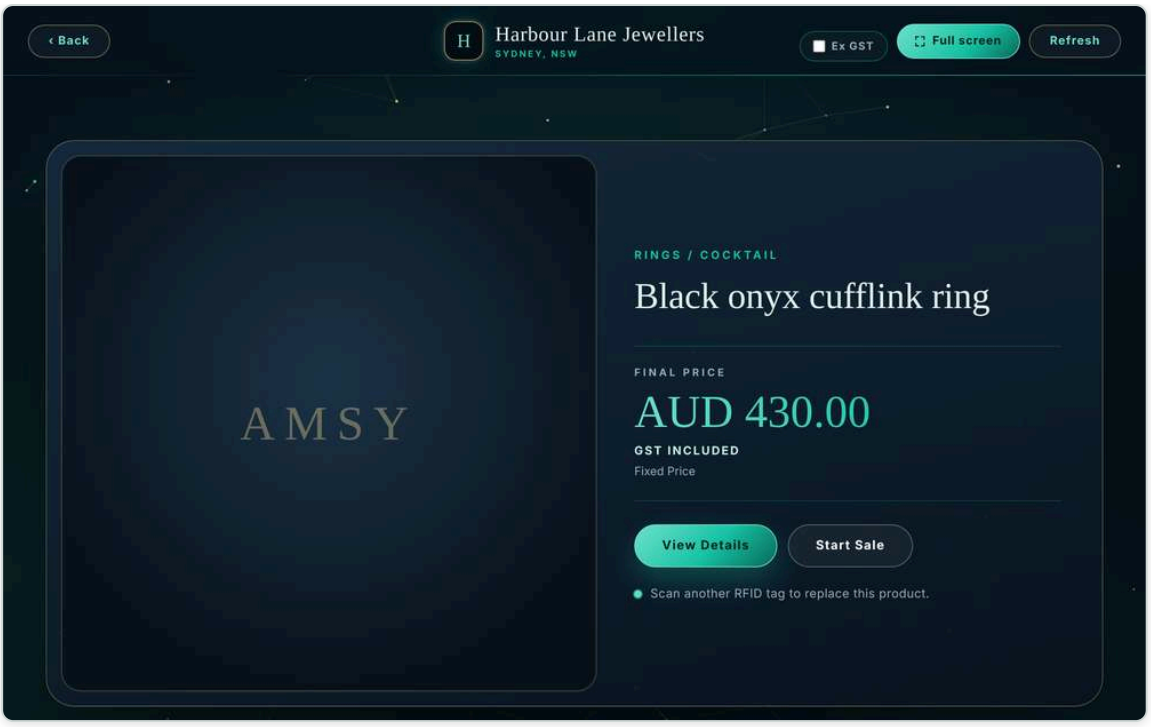


Figure 21. An item on display.

6.2 Step by step

1. Open **Showroom** and press **Full screen** on the customer’s screen.
2. Hold a tagged item to the reader.
3. The item appears. If you read another, it replaces the first.

> **TIP** Keep the Showroom open on a counter tablet all day. It is read-only: customers cannot change anything.

Sales

7

> Sell with the reader in seconds, or by hand when an item has no tag. Print or email a Sale Invoice.

7.1 The Sales home

Staff do not see sales totals here. The page has two large tiles and the register.

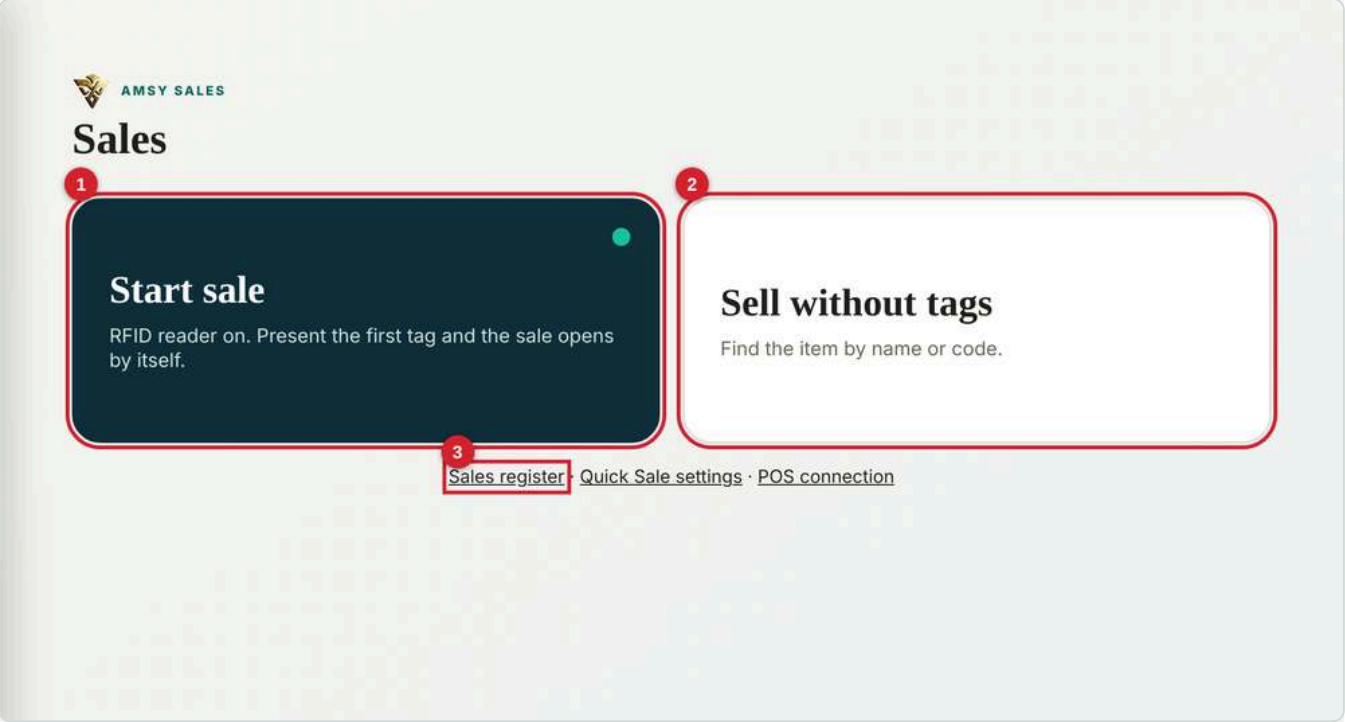


Figure 22. Sales.

1. **Start sale** – sell items by reading their tags.
2. **Sell without tags** – type the product name and price yourself (section 7.4).
3. **Sales register** – the list of past sales (section 7.7).

7.2 Quick Sale with the reader

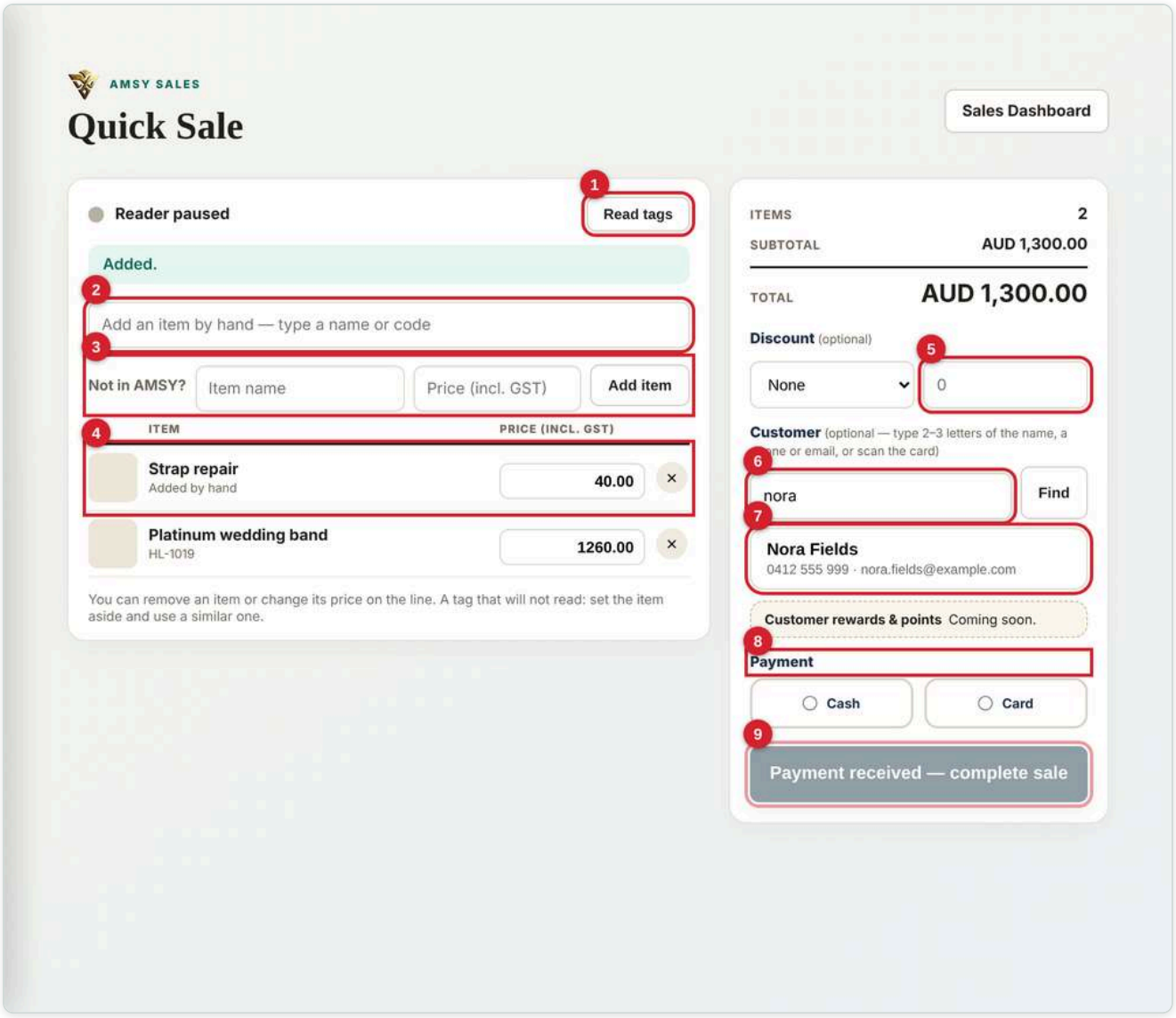


Figure 23. Quick Sale.

1. **Read tags** – click here (it is already active), then pass each item over the reader. Each one is added.
2. Or search by hand: type part of a product name and pick it.
3. **Not in AMSY?** – add a product that has no tag (section 7.4).
4. An item row. Remove it with the cross.
5. **Discount** – a dollar value taken off the whole sale. It must be smaller than the subtotal.
6. **Customer** – optional (section 7.3).
7. The suggestion list while you type a customer.
8. **Payment** – Cash or Card (required).
9. **Complete sale** – the green button shows the total to be charged.

1. Press **Start sale**.
2. Pass each item over the reader. The total updates.

3. Optionally set a discount and choose the customer.
4. Choose **Cash** or **Card**.
5. Press **Complete sale**. The invoice opens.

7.3 Choosing a customer

Type two or three letters of a name, phone number or email. AMSY lists *your own* customers that match. Tap the right one; the box now shows the name. Alternatively read the customer's **8-digit global card** with the reader: AMSY recognises the customer in any store (chapter 8). Leave the box empty to sell to a walk-in.

Message	What it means / what to do
No customer of yours matches "x". Keep typing, or clear the box to sell as a walk-in.	Nobody in your list matches. Continue typing, or clear the box.
No customer found for "x". Clear the box to sell as a walk-in, or check the number.	The card number is not on any customer. Check the digits.
That looks like a product tag, not a customer card. No customer was set.	You read an item tag into the customer box. Nothing was changed.
Choose the customer from the list, or clear the customer box to sell as a walk-in.	You typed text but did not pick a person. Pick one or clear the box.

7.4 Sell without tags / Not in AMSY?

For an item with no tag, a service, a repair or a one-off, tap **Sell without tags** (or **Not in AMSY?** inside Quick Sale). Type the item name and its price, then press **Add**. It joins the sale like any other line and appears on the invoice. It does not change your stock.

Message	Meaning
Enter a price greater than zero, for example 25 or 25.50.	The price was empty or zero.
Add at least one item before completing the sale.	The sale has no lines.

7.5 Discount and payment messages

Message	Meaning
The discount must be less than the subtotal.	You cannot discount a sale to zero or below.
Choose how the customer paid: Cash or Card.	Payment method is required.

7.6 The Sale Invoice

After a sale AMSY opens the **Sale Invoice**. It is not a tax-invoice title; it is called Sale Invoice everywhere. Your store's ABN, address and phone come from Store Profile.

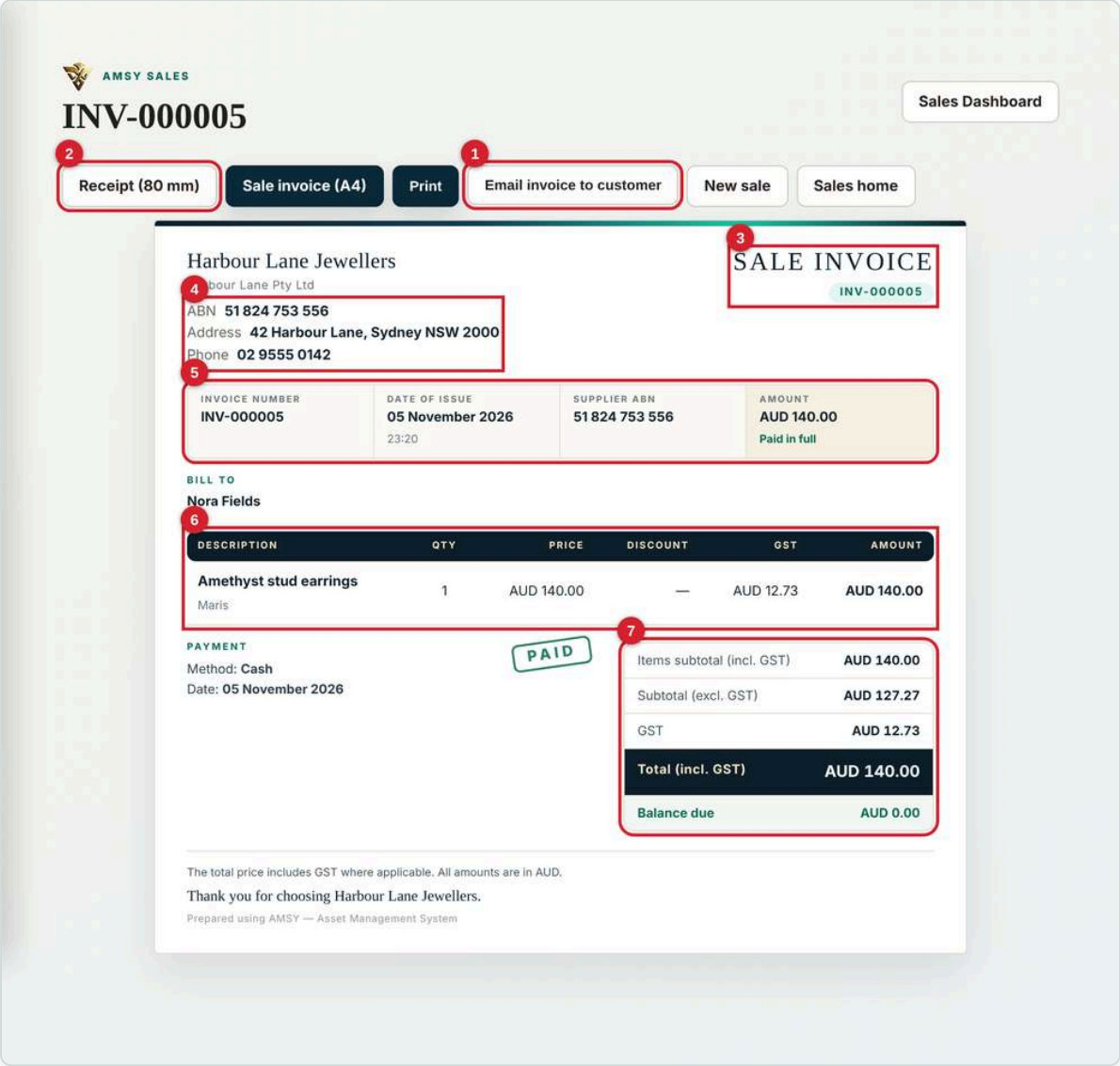


Figure 24. Sale Invoice (A4).

1. **Email invoice** – send the invoice to the customer's email (shown only if the customer has one).
2. **Receipt (80 mm)** – switch to the narrow receipt format for a till printer.
3. Title: **SALE INVOICE**.
4. Seller block: store name, ABN, address and phone from Store Profile. If the ABN is missing the line is left blank.
5. Invoice number, date, customer and payment.
6. Items table: name, size/colour and price. Internal item codes are not printed.
7. Subtotal, discount, tax included, and total.

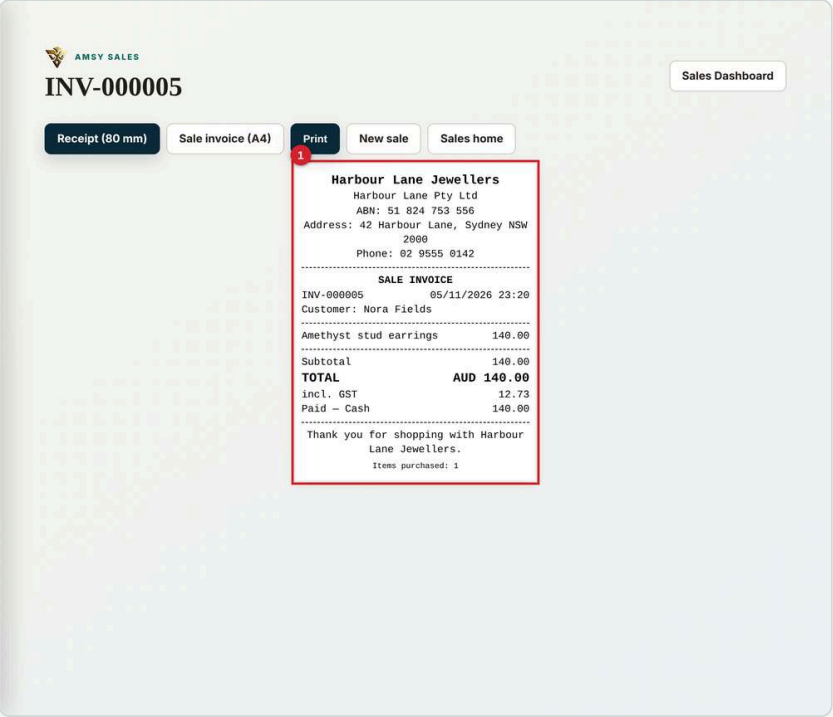


Figure 25. The 80 mm receipt.

1. The same invoice in receipt width.

Press **Print** (browser print) for paper. **Email invoice** sends all items to the customer and replies go to your store email.

Message	Meaning
The invoice was emailed to the customer.	Sent.
The invoice email could not be sent. Check the customer's email address.	Correct the email in the customer's profile and try again.

7.7 Sales register

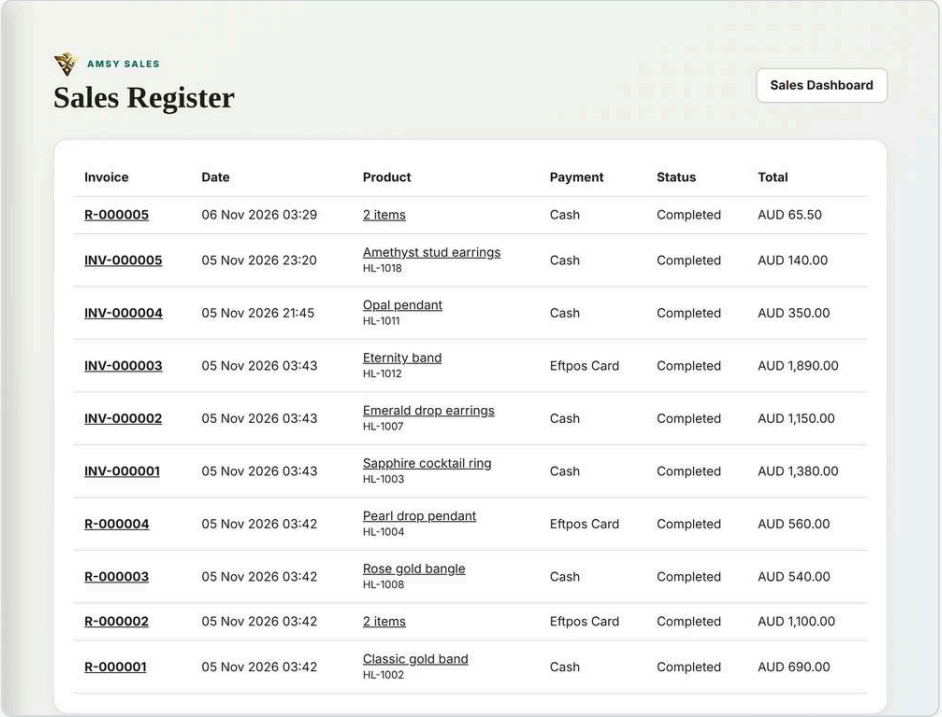


Figure 26. The Sales register.

Search past sales, open an invoice again, or print a copy.

Customers 8

> Keep your customers, send them emails, and give them a card that works in every store.

8.1 Two kinds of customer

Kind	What it is
Store customer	Belongs to your store only. Created with Add customer.
Global customer	Has an **8-digit card**. Any AMSY store can recognise this person by reading the card. Your store is recorded as the one that introduced them.

8.2 The Customers page

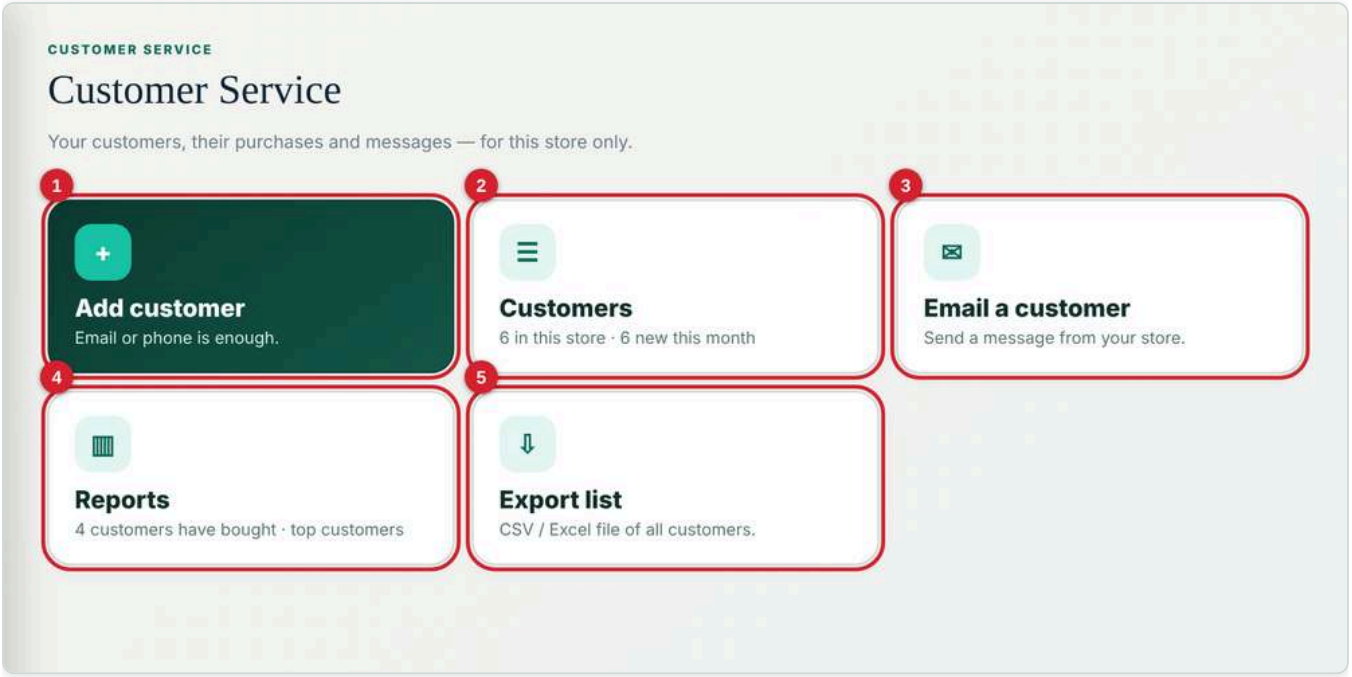


Figure 27. Customers.

1. **Add customer**.
2. **Customers** – the list.
3. **Email a customer** – up to 50 emails a day for your store.
4. **Reports**.
5. **Export list** – download your customers.

8.3 Add a customer

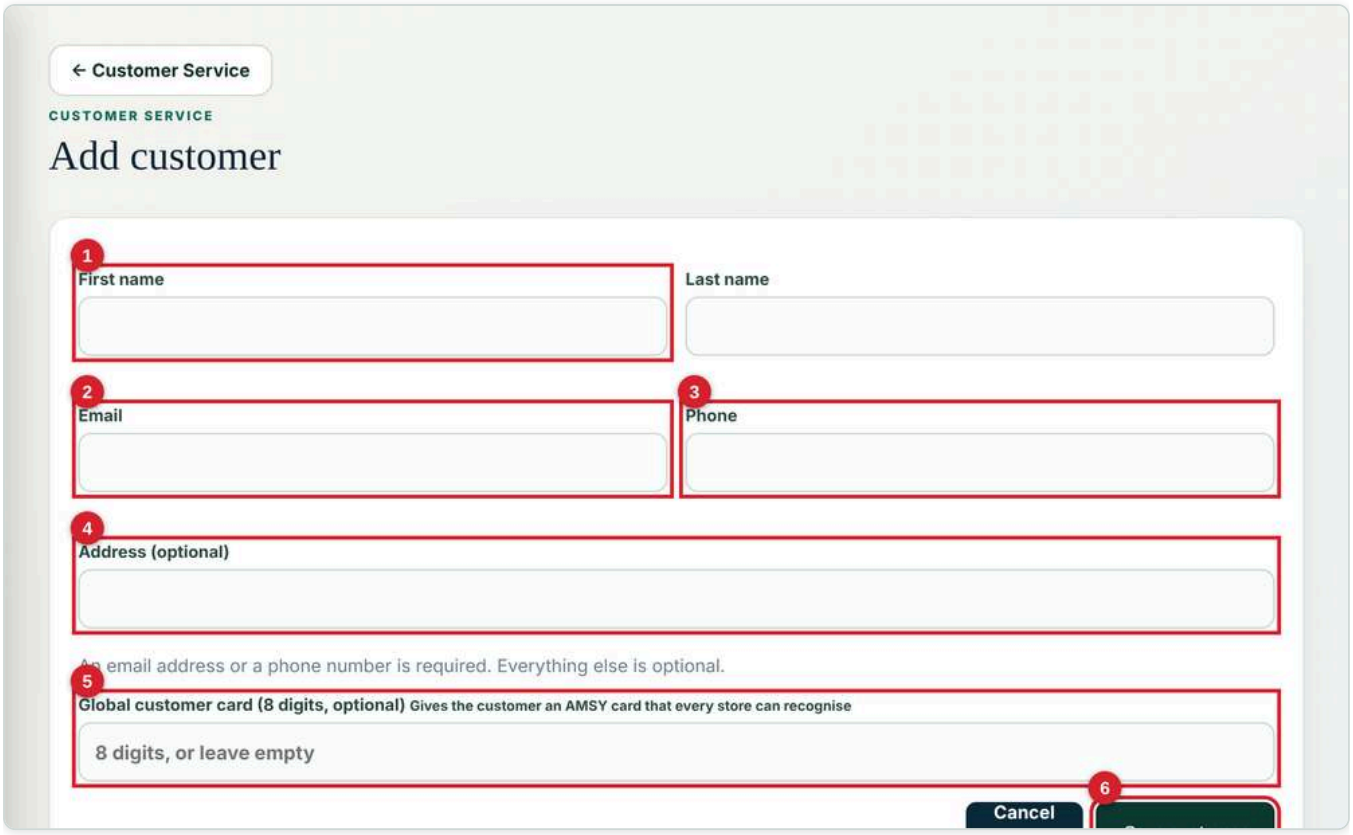


Figure 28. Add customer.

1. **First name** (and last name next to it).
2. **Email**.
3. **Phone**.
4. **Address**.
5. **Global customer card** – optional; 8 digits, or press **Generate** to create one.
6. **Save customer**.

IMPORTANT Either an email address or a phone number is required.

Message	Meaning
An email address or a phone number is required.	Fill at least one.
That email address is not valid.	Check the spelling.
That is not a customer card. A customer card number is exactly 8 digits.	Use exactly eight digits.
This card number already belongs to another global customer. Use a different card.	Card numbers are unique across all stores.
This customer is already a global customer with a card from another store.	Use their existing card; do not make a new one.
Global customer card saved. This customer can now be recognised in every store.	Success.

8.4 The list and a customer’s profile

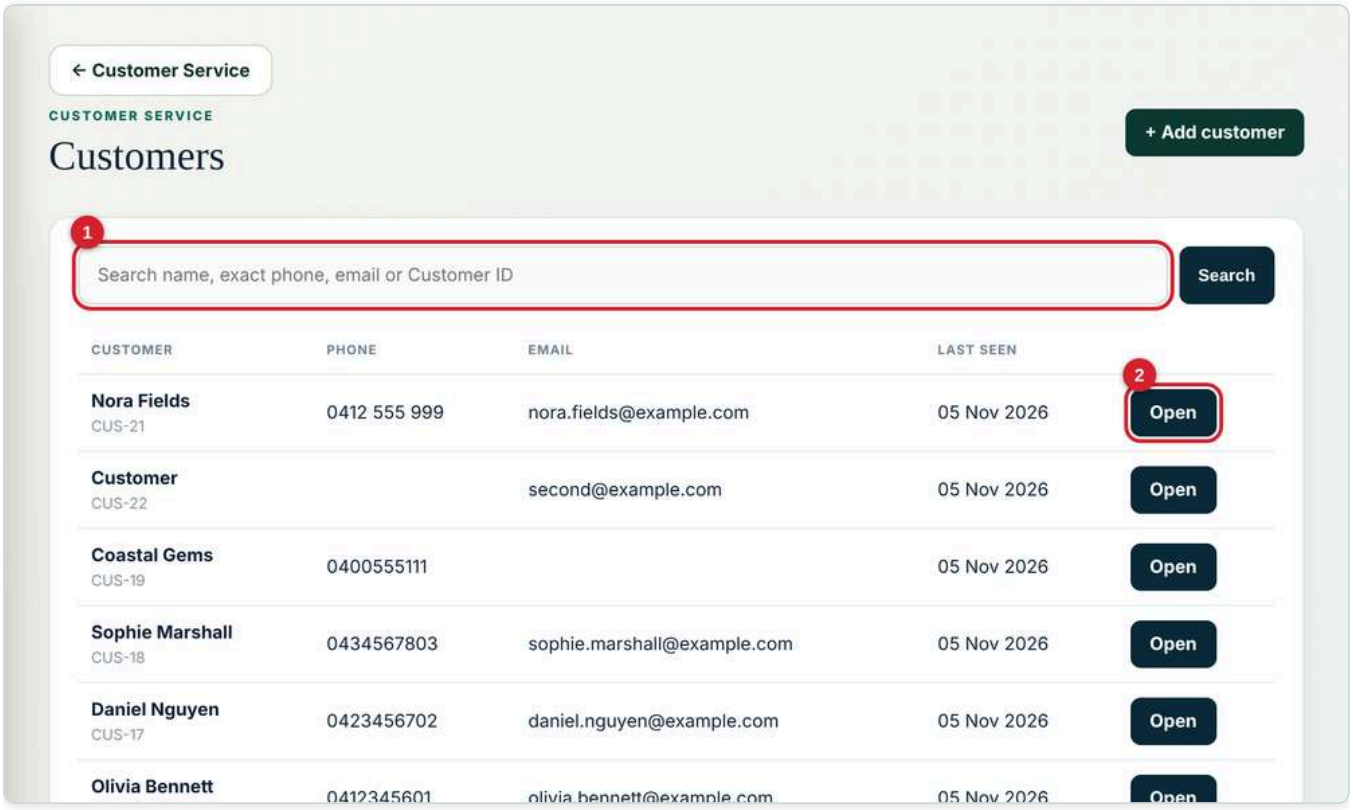


Figure 29. The list.

1. Search by name, phone, email or card.
2. **Open**.

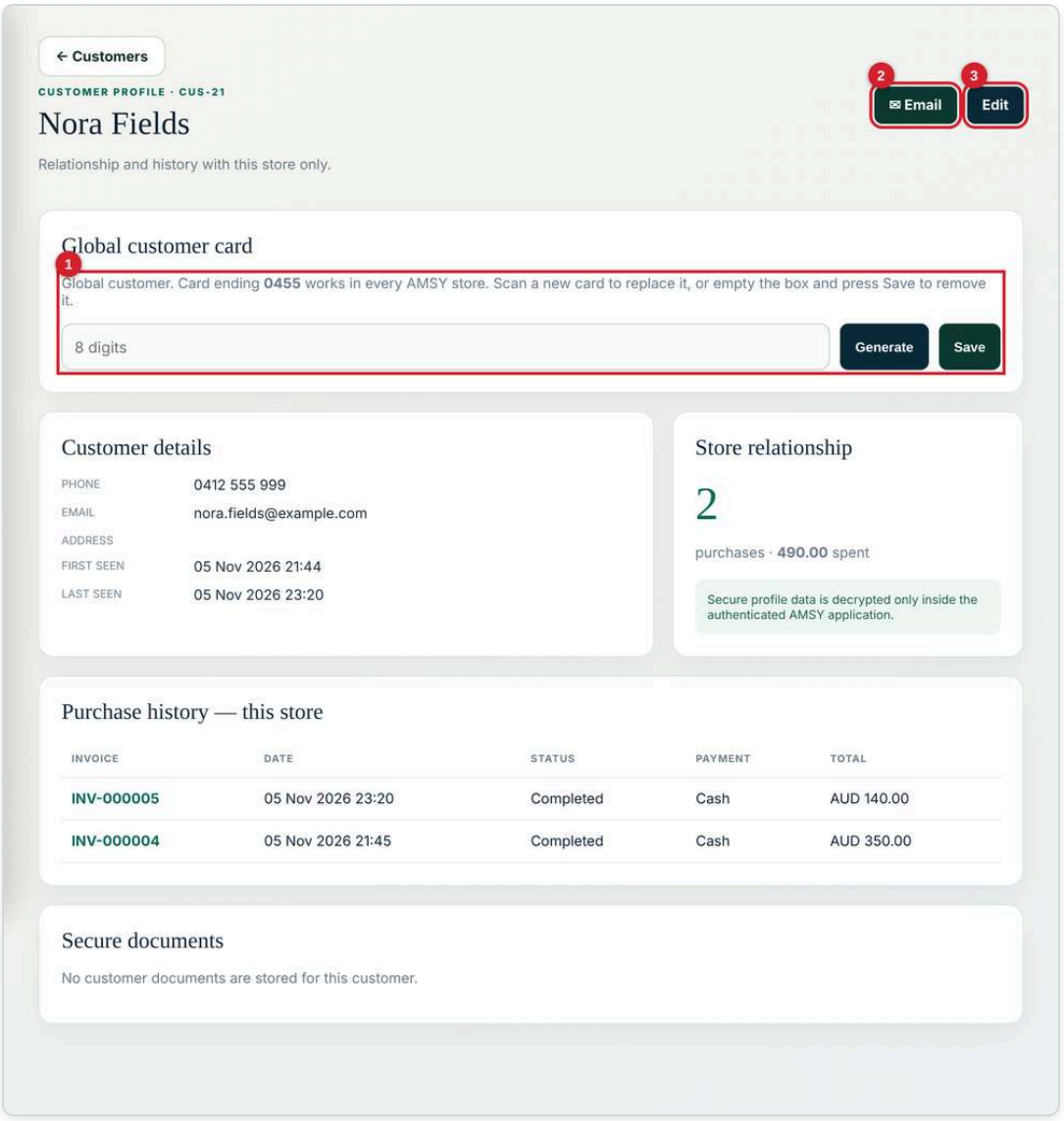


Figure 30. A customer's profile.

1. Assign or change the global card here.
2. **Email** this customer.
3. **Edit** details.

8.5 Email a customer

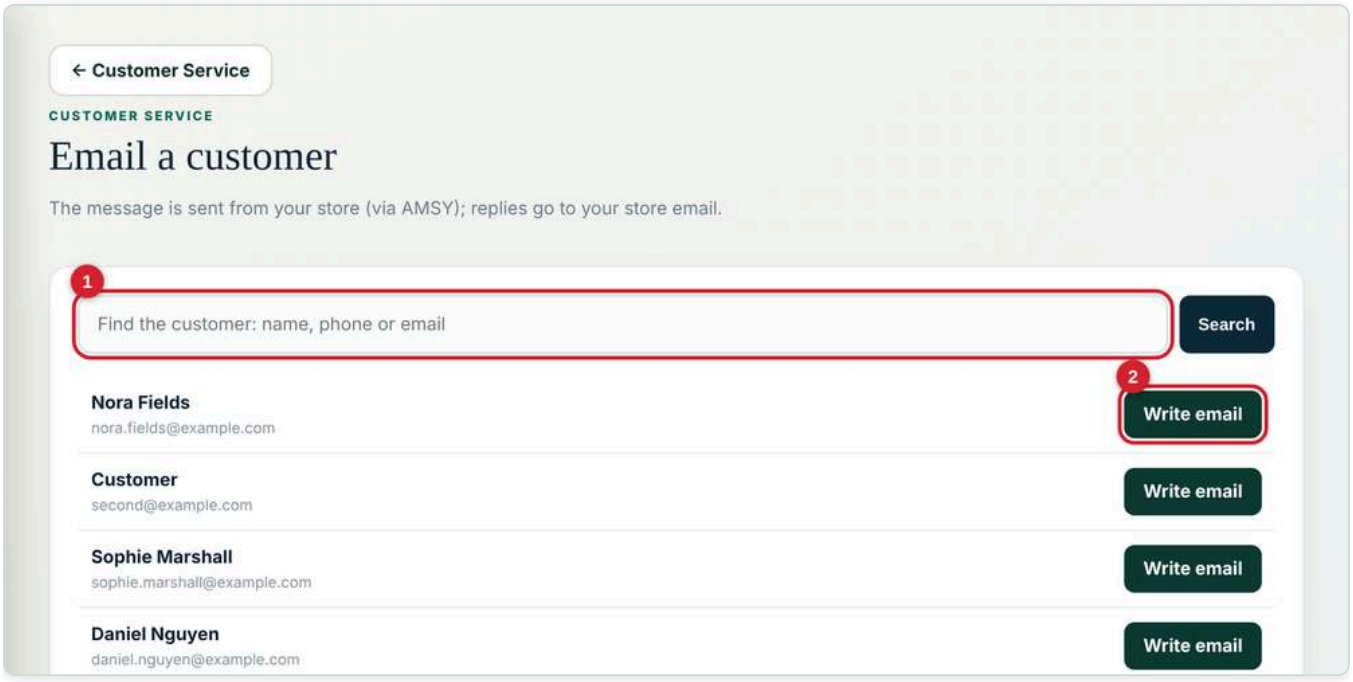


Figure 31. Email a customer.

1. Search for the person.
2. **Write email** – subject and message; it is sent in your store's name and replies reach your store email.

8.6 Customer reports

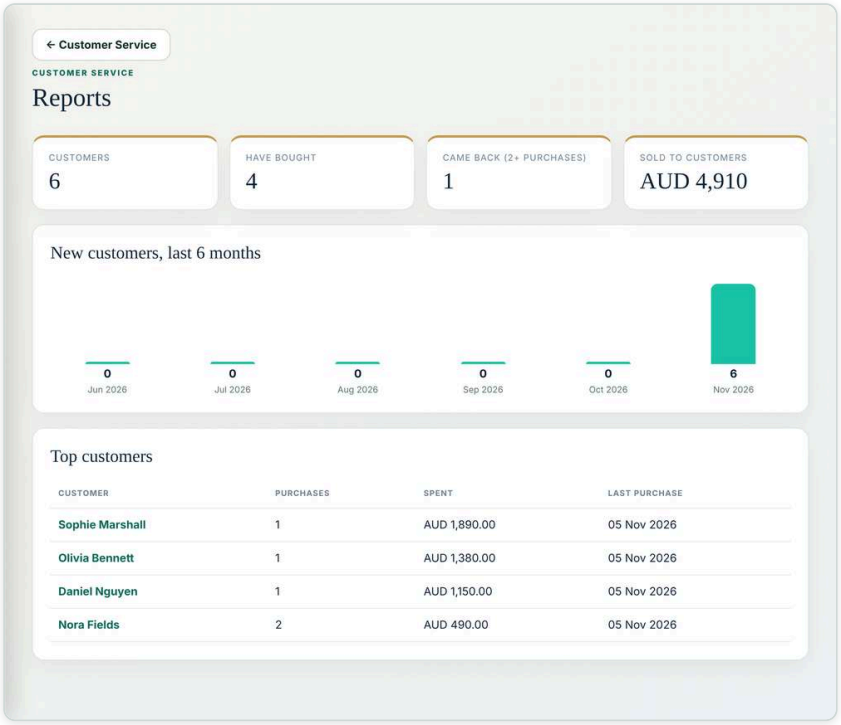


Figure 32. Customer reports.

Local Accounting 9

> Record money in and out against customers and partners, and see each balance.

9.1 The home page

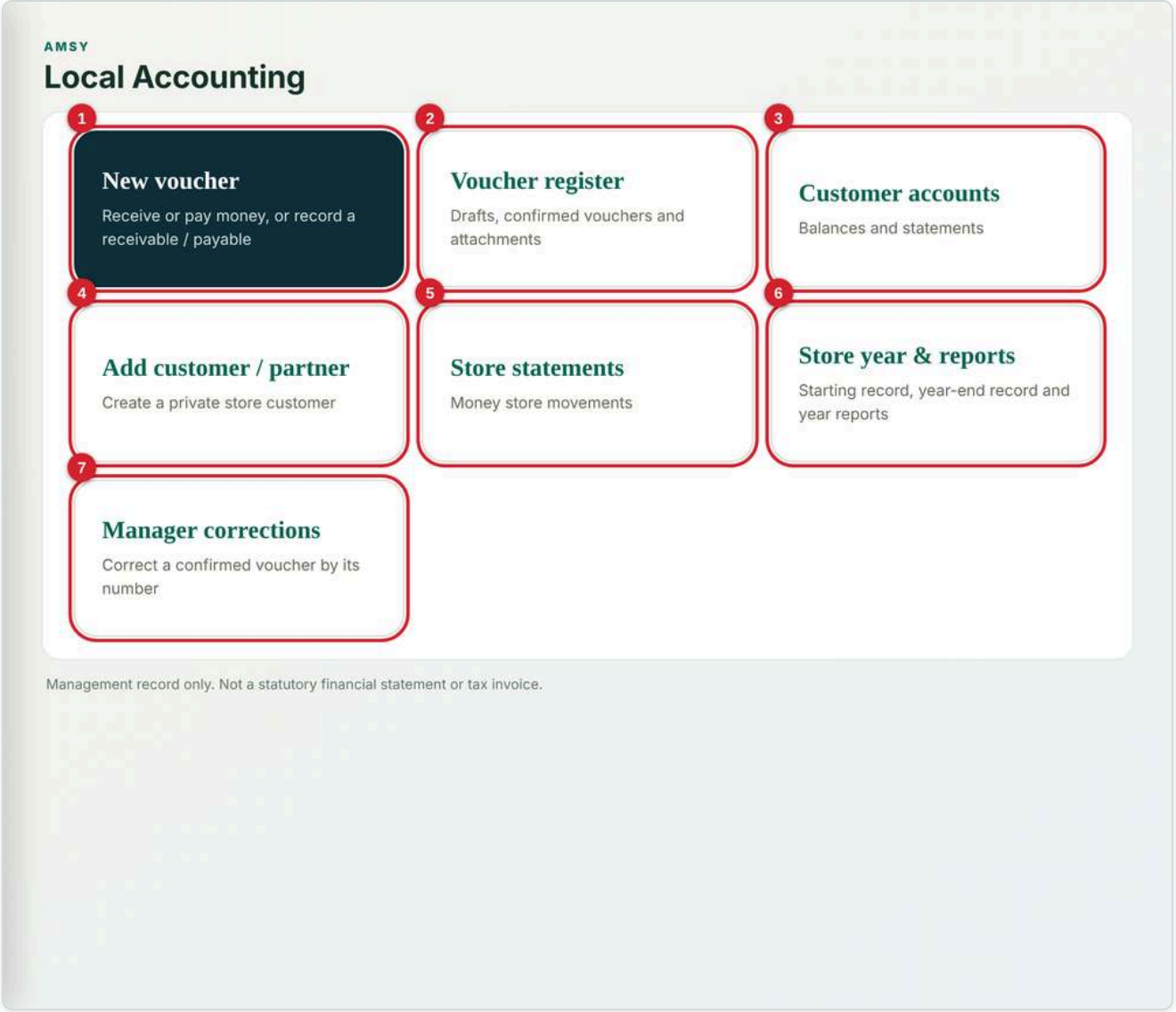


Figure 33. Local Accounting.

1. **New voucher** – record a payment or charge.
2. **Voucher register** – every voucher.
3. **Customer accounts** – balance of each customer/partner.
4. **Add customer / partner**.
5. **Store statements** – the money ledger of your store.
6. **Store year & reports**.
7. **Manager corrections** – fixes by a manager (leaves a trace).

9.2 New voucher

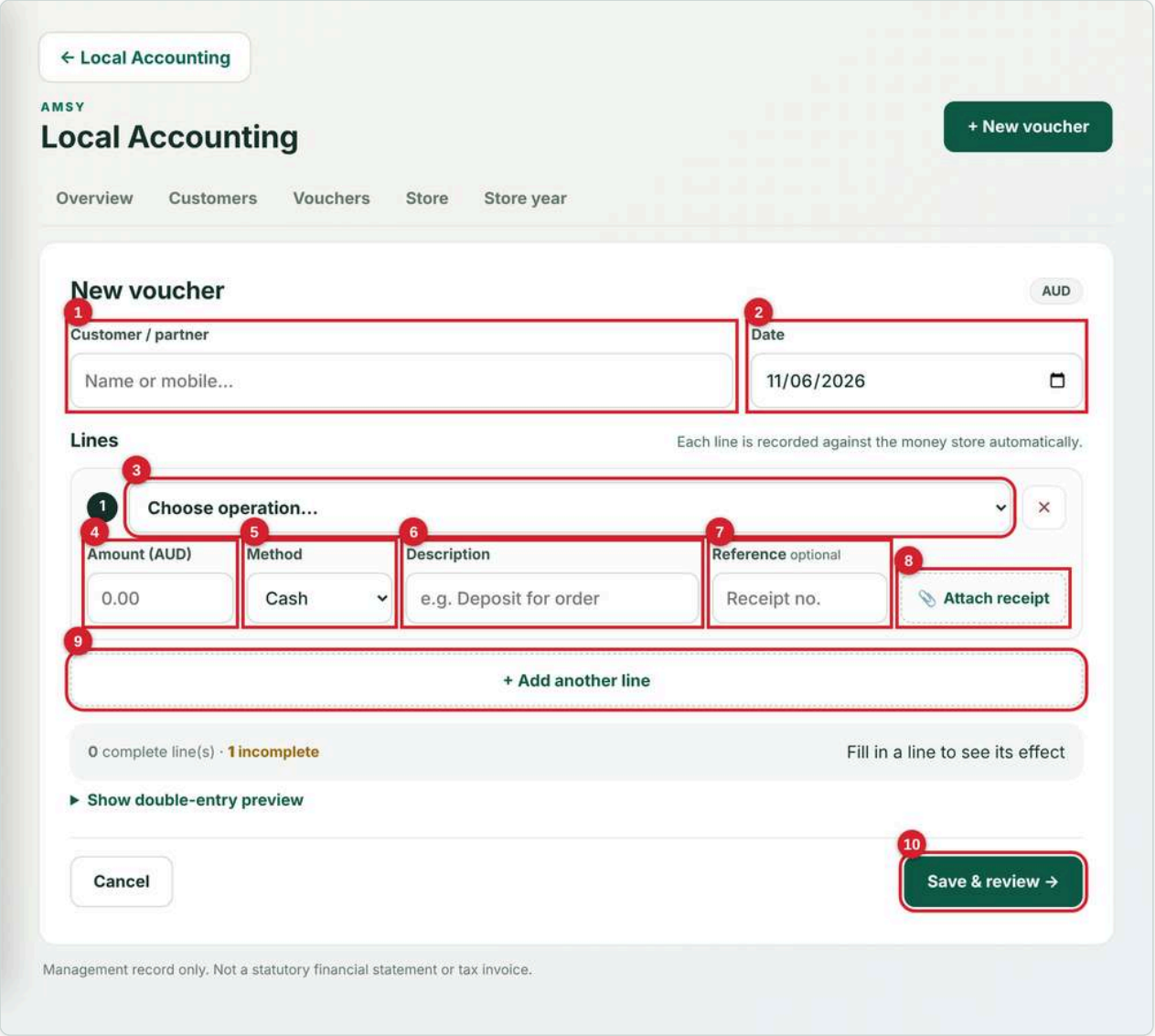


Figure 34. New voucher.

1. **Customer / partner**.
2. **Date**.
3. **Operation** – for example receipt, payment, charge.
4. **Amount**.
5. **Method** – cash, card, transfer.
6. **Description**.
7. **Reference** – your own number.
8. **Attach receipt** – photo or PDF.
9. **Add another line** – several lines in one voucher.
10. **Save & review** – shows a summary before it is final.

> **IMPORTANT** A saved voucher is never deleted. Mistakes are corrected with a Manager correction so the history stays complete.

9.3 Registers and reports

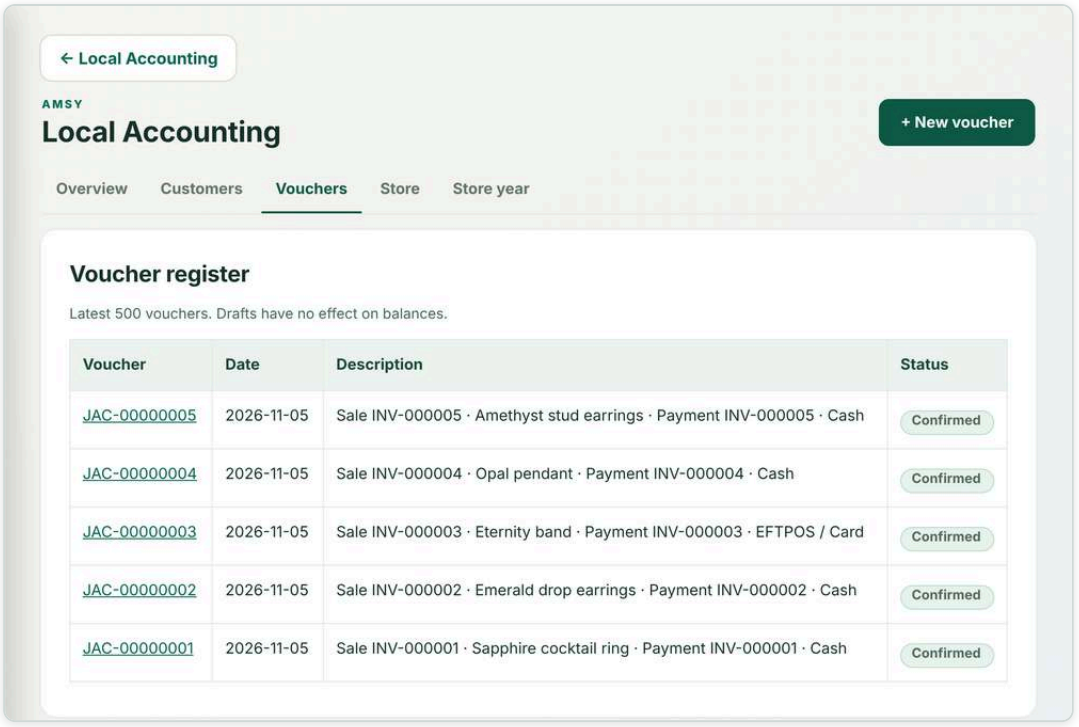


Figure 35. Voucher register.

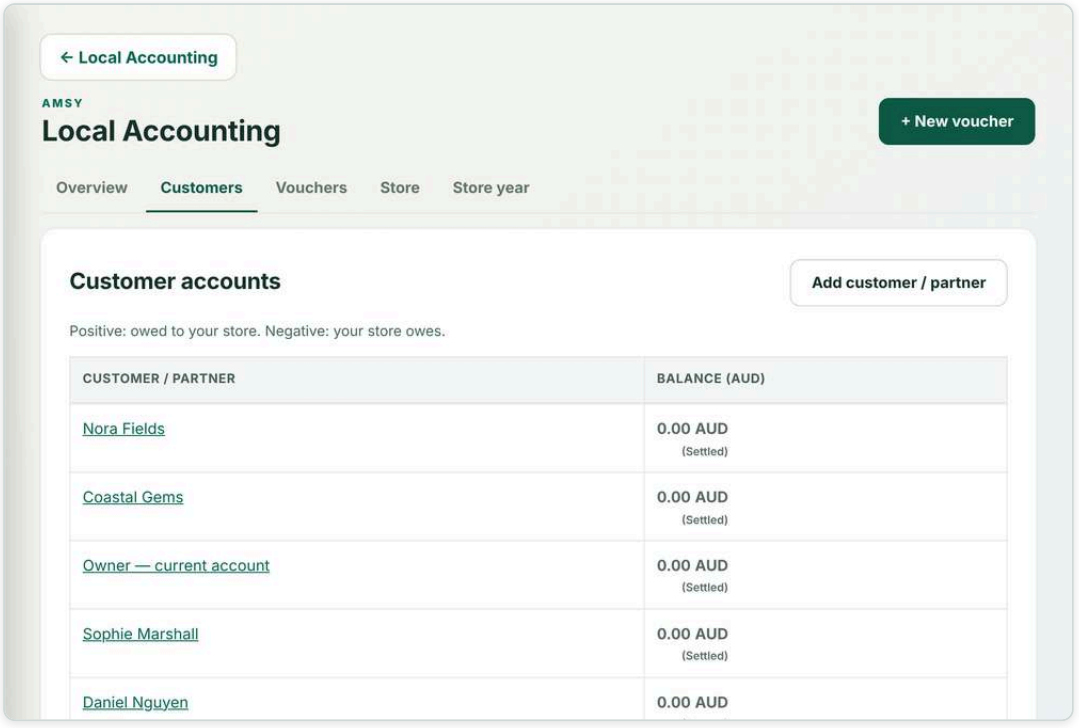


Figure 36. Customer accounts.

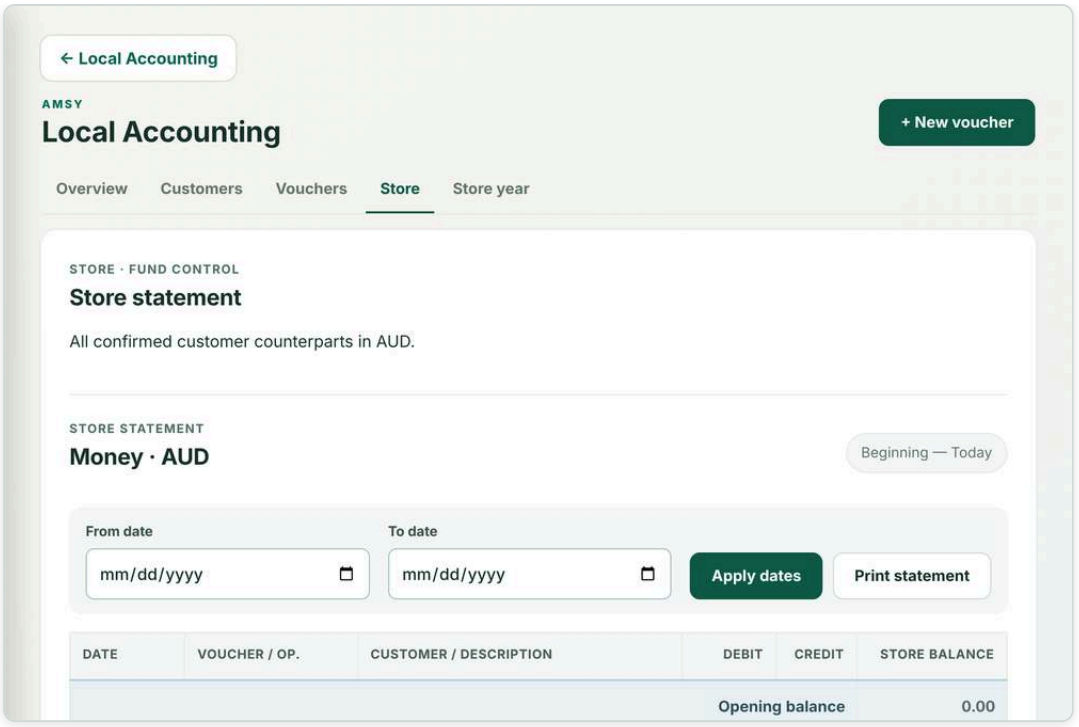


Figure 37. Store statements.

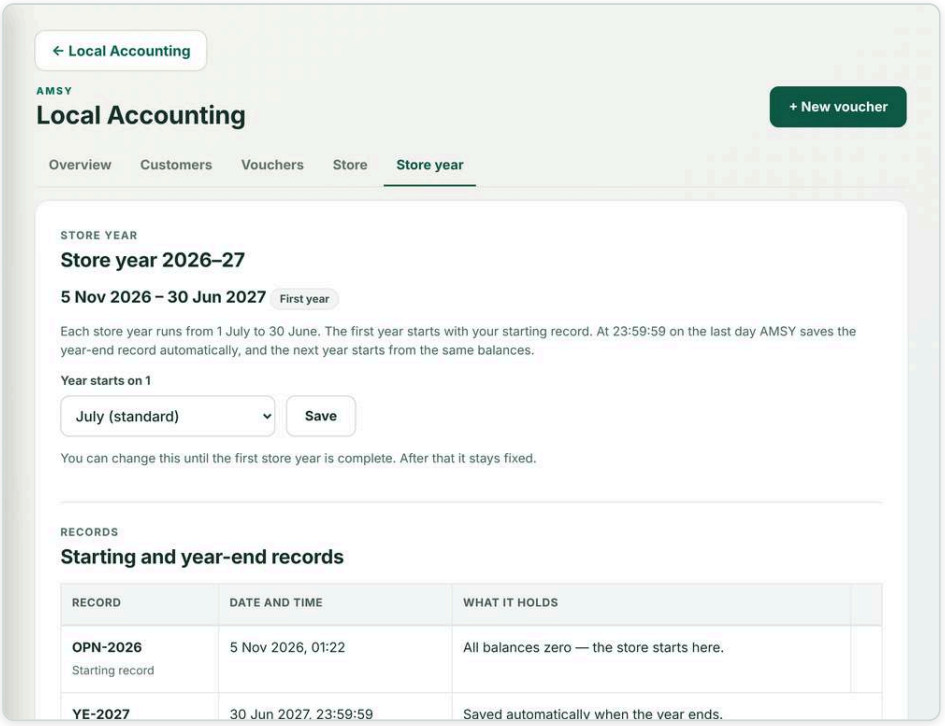


Figure 38. Store year and reports.

Inventory Scan

10

> Count the whole shop with the reader and find out what is missing.

10.1 Start

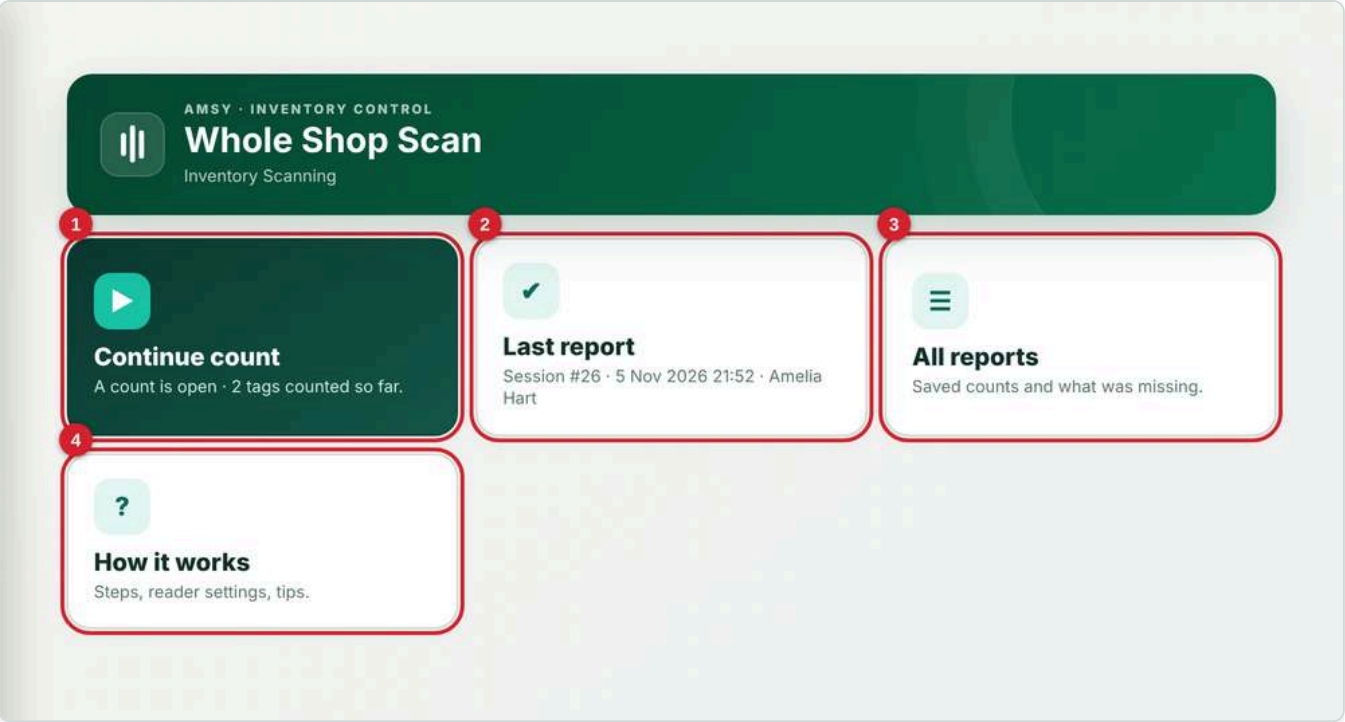


Figure 39. Inventory Scan.

1. **Start count** (or **Continue** if one is open).
2. **Last report**.
3. **All reports**.
4. **How it works**.

10.2 Counting

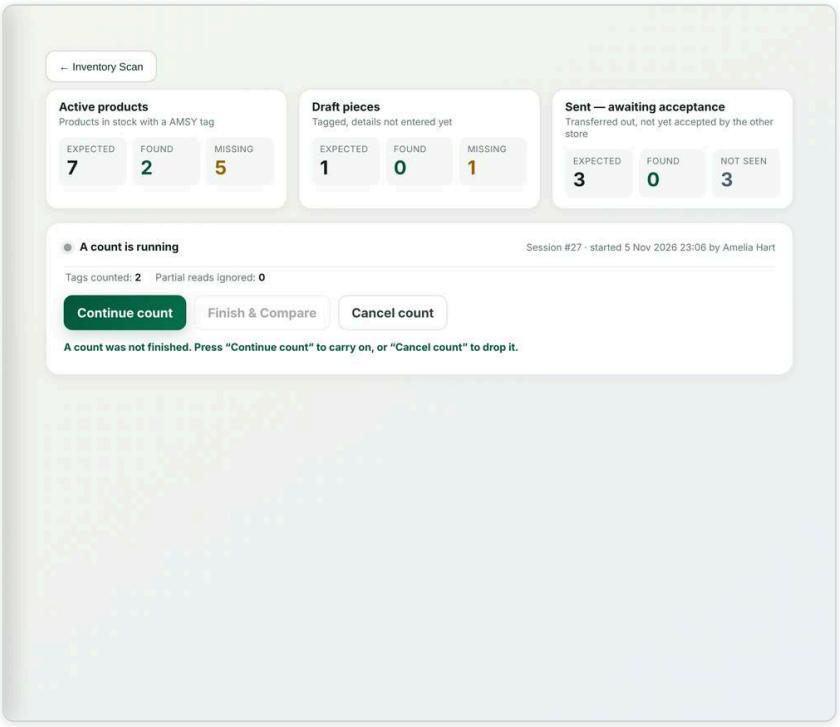


Figure 40. A count in progress.

1. Press **Start Scan**.
2. Walk the shop with the reader. Keep it in keyboard (HID) mode with Enter after each tag.
3. Press **Pause** any time. A count can be continued, even on another device.
4. When every expected item is found the count is saved automatically and a banner appears. Otherwise press **Finish**; items not found are listed as missing.

> **IMPORTANT** Avoid sales and transfers while a count is open. Items sold during a count would show as missing.

10.3 Reports

Each finished count gives a report: found, missing and unexpected items. Open it from **Last report** or **All reports**.

Transfers

11

> Move stock to or from another AMSY business and keep both stock lists right.

11.1 The Transfers page

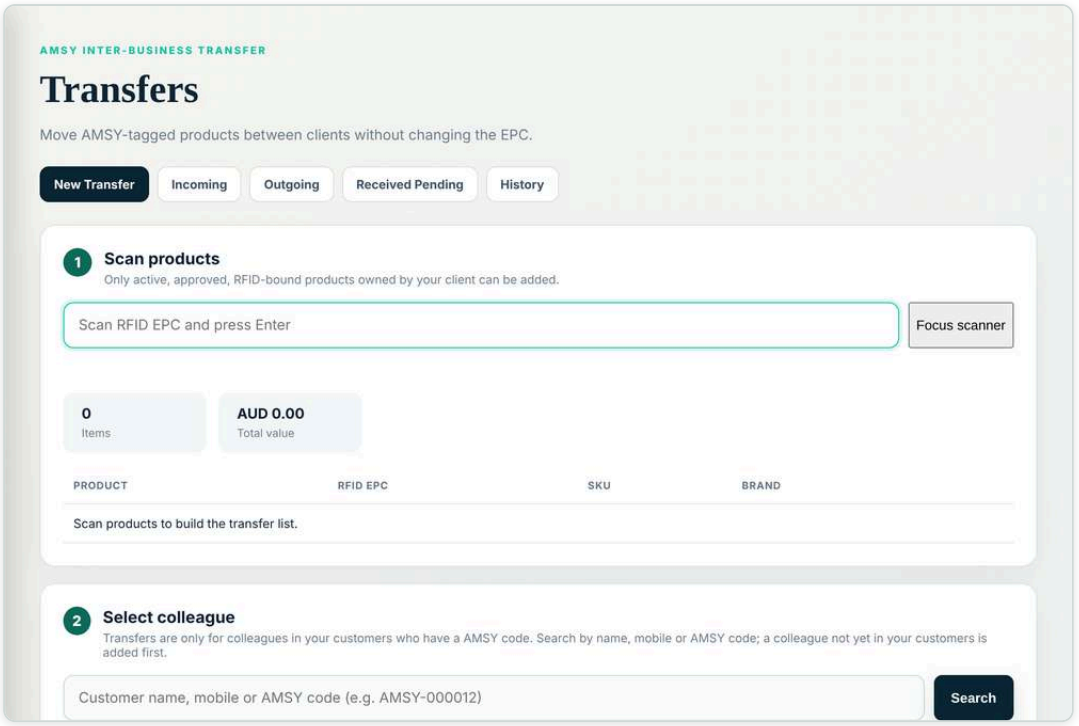


Figure 41. Transfers.

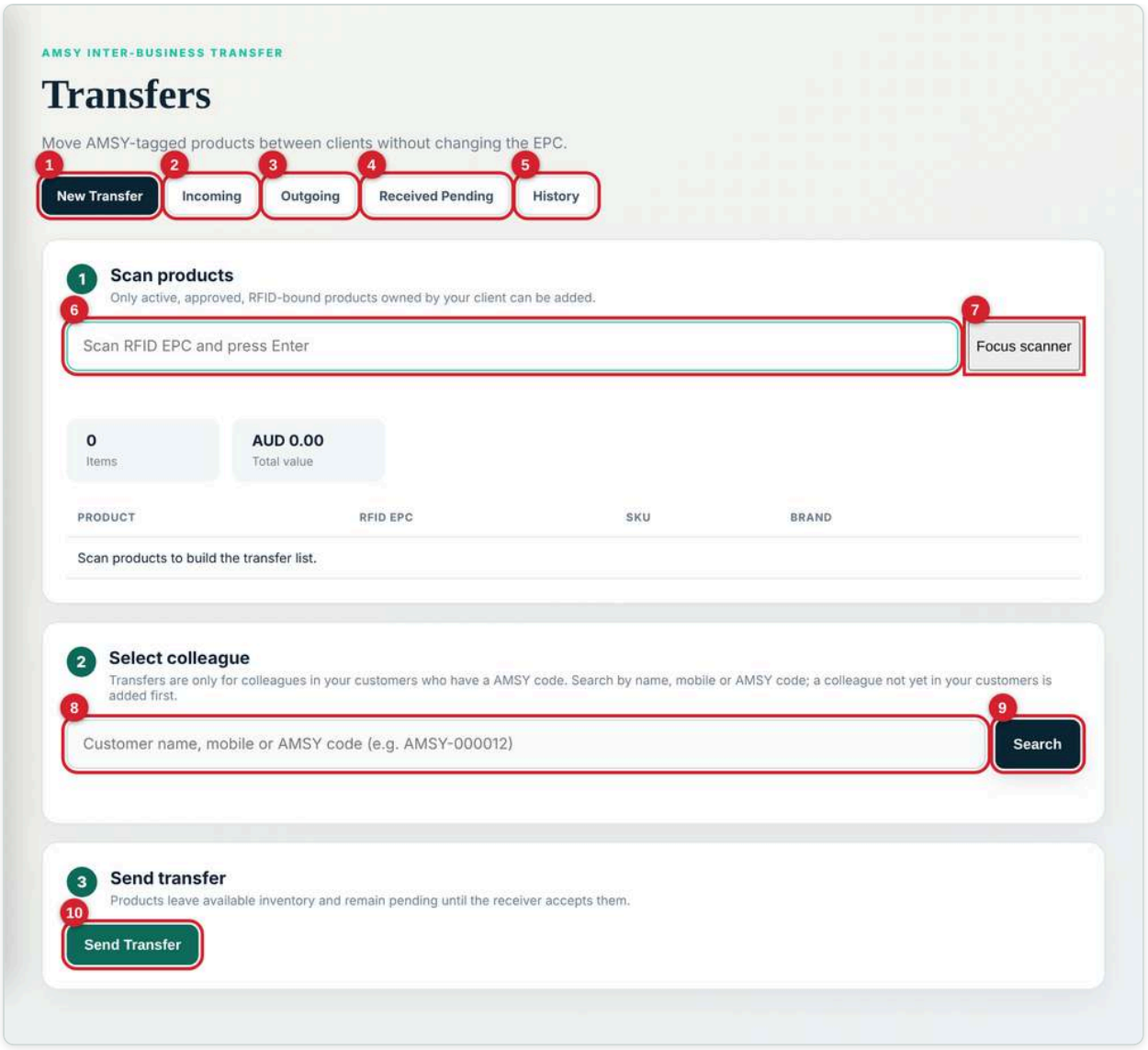


Figure 42. New transfer.

1. **New Transfer**.
2. **Incoming** – transfers sent to you.
3. **Outgoing** – transfers you sent.
4. **Received Pending** – items arrived, waiting for your check.
5. **History**.
6. Scan the items to send; the reader fills this box.
7. **Focus scanner** – click here if the reader is not typing.
8. Search for the colleague store by name.
9. **Search**.
10. **Send Transfer**.

11.2 Sending

1. Open **New Transfer**.
2. Find the receiving store and select it.

3. Scan each item.
4. Press **Send Transfer**. The items leave your stock.

11.3 Receiving

Open **Incoming**. Scan what arrived and press confirm. The items join your stock.

Boutique

12

> Your public online shop window, built from the products you choose.

12.1 The Boutique page

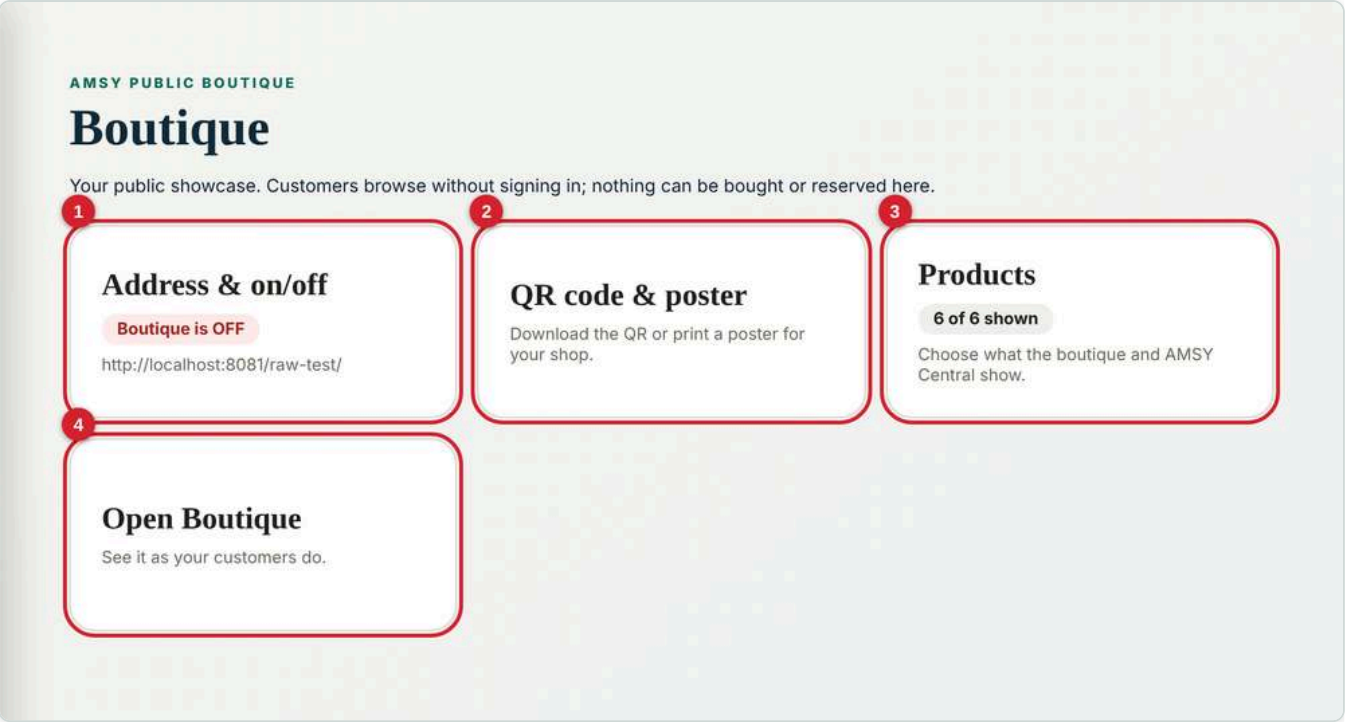


Figure 43. Boutique.

1. **Address & on/off**.
2. **QR code & poster**.
3. **Products**.
4. **Open Boutique** – see it as customers do.

12.2 Address and on/off

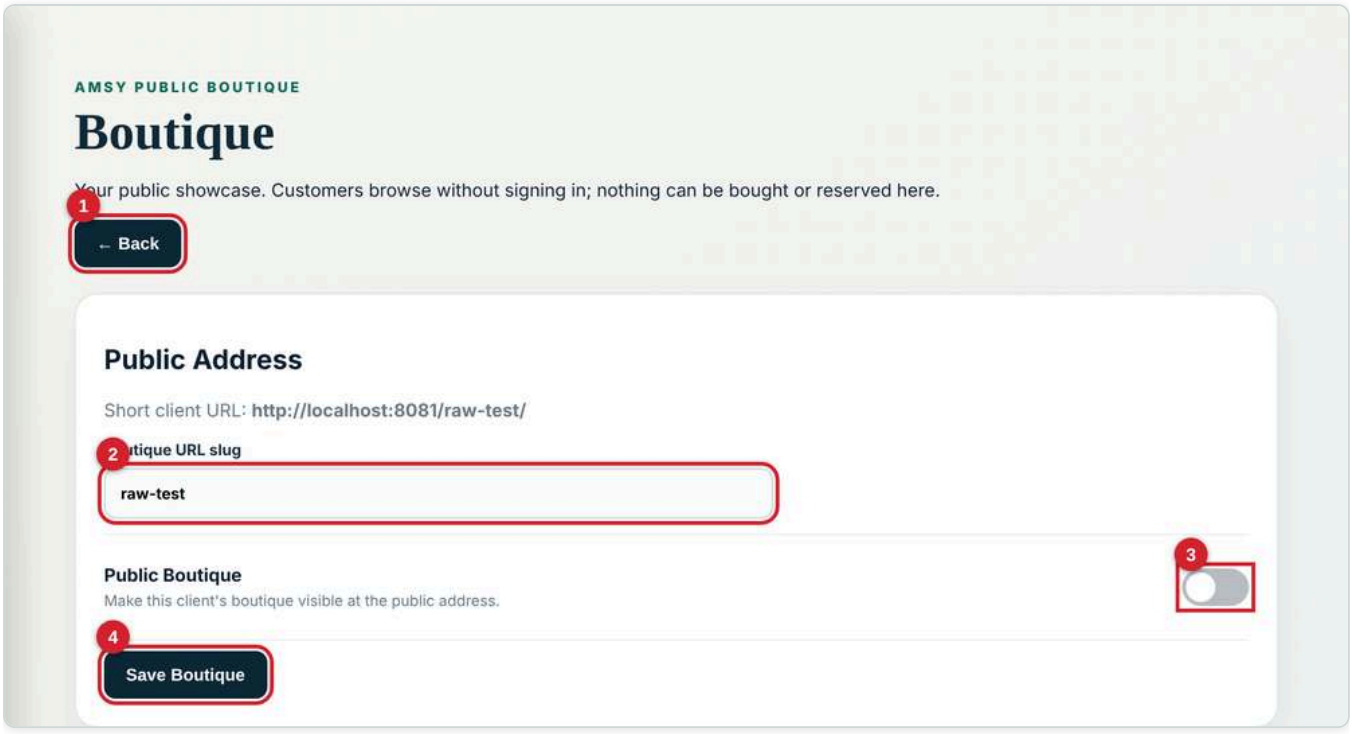


Figure 44. Address.

1. **Back** (top left).
2. **URL slug** – the last part of your web address.
3. **Public Boutique** – on by default.
4. **Save Boutique**.

12.3 QR code and poster

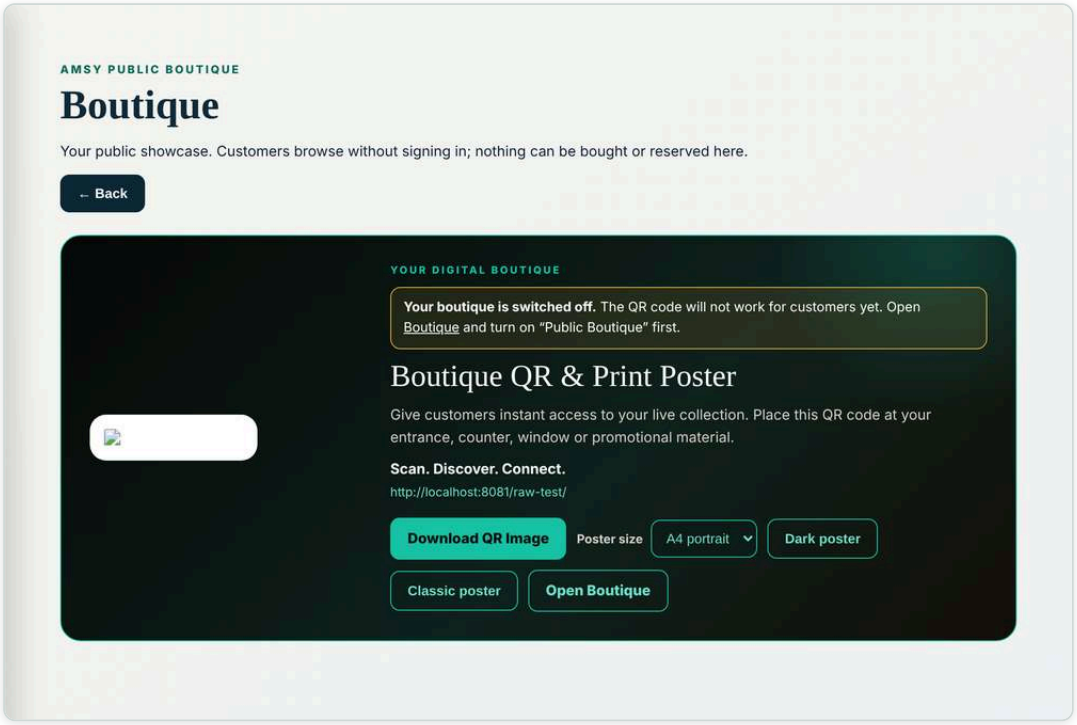


Figure 45. QR code.

Print the poster for the window so passers-by can scan and look at your products.

12.4 Choose products

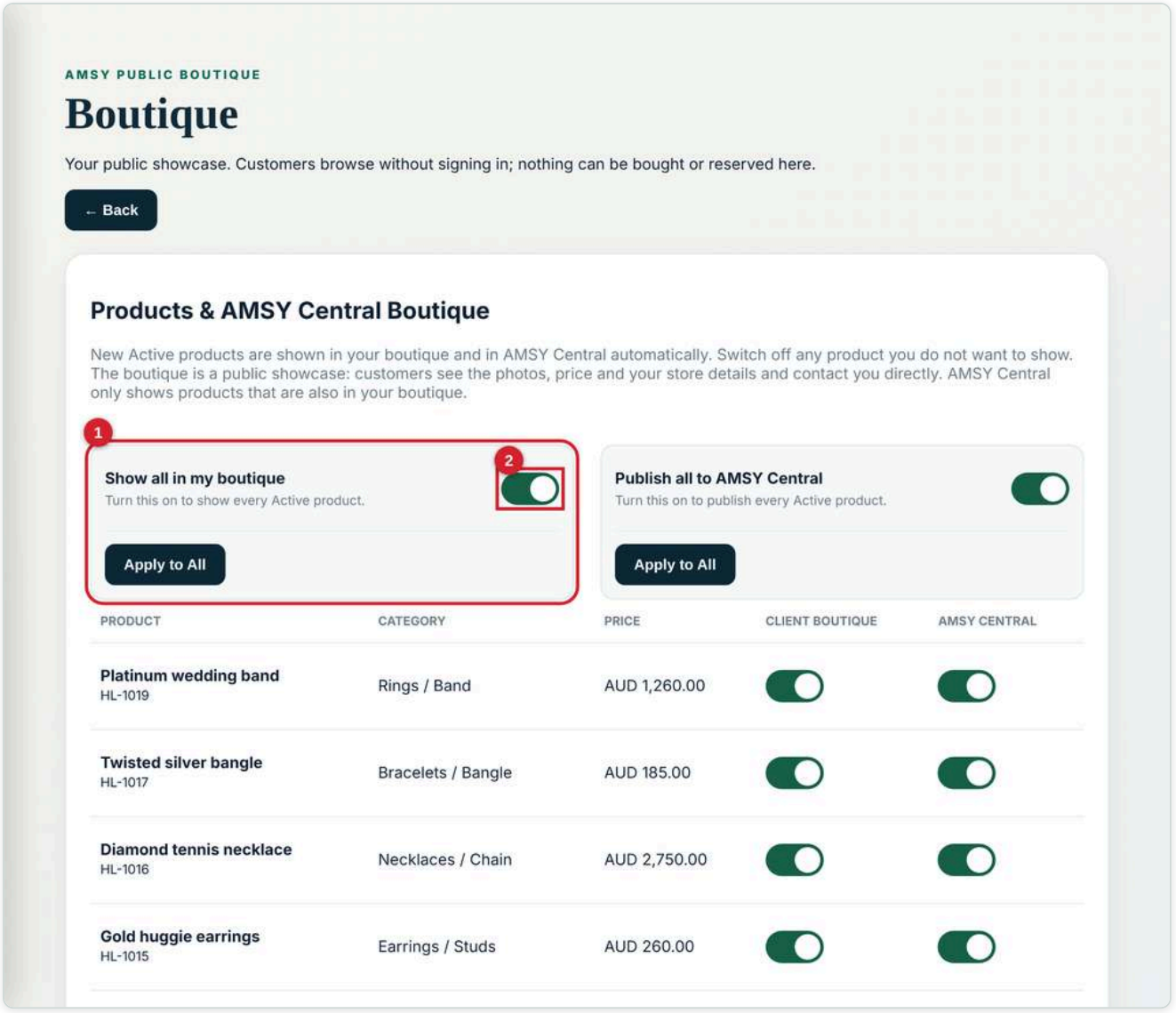


Figure 46. Products.

1. Bulk box – show or hide many at once.
2. Switch for one product.

Reports

13

> See how the shop is doing for any period.

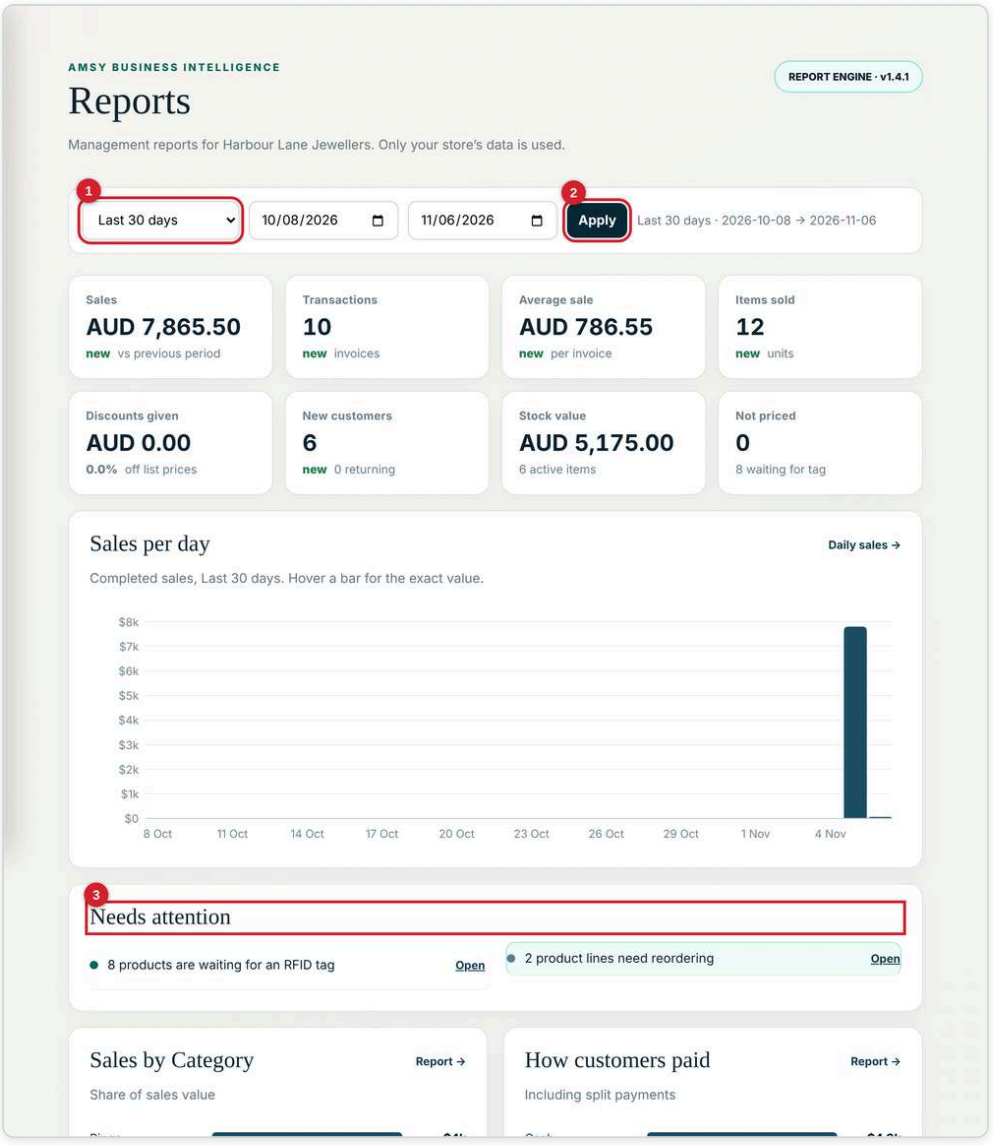


Figure 47. Reports.

1. **Period**.
2. **Apply**.
3. **Needs attention** – items to look at.
4. **Report Library**.

Billing

14

Your AMSY plan and invoices (owner only).

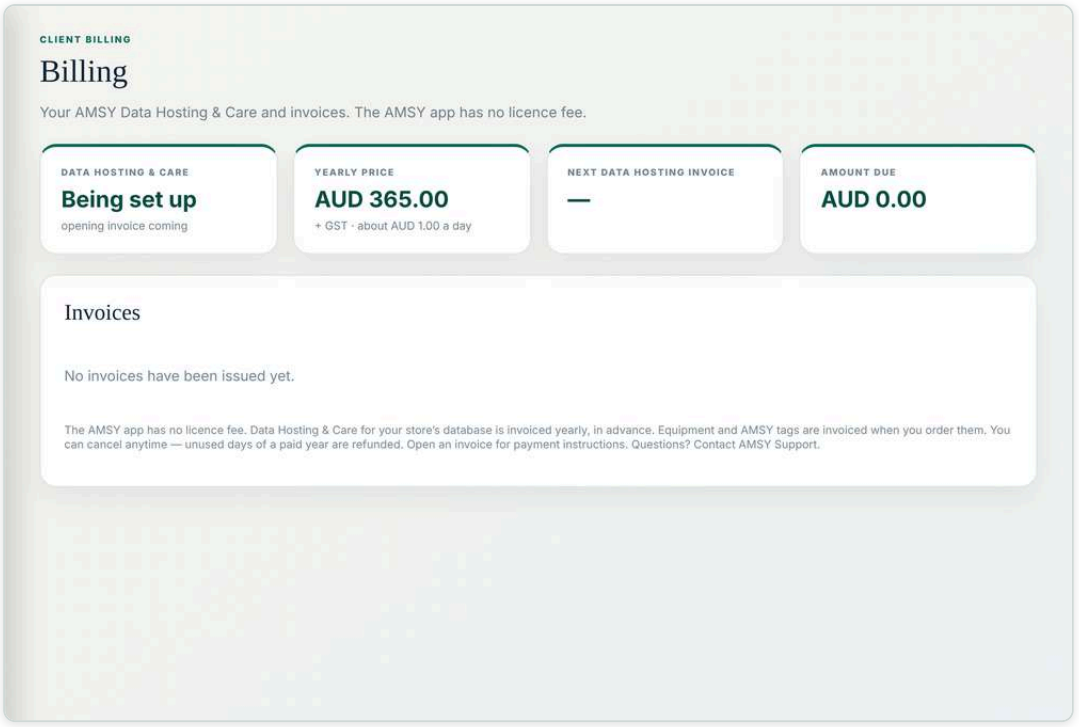


Figure 48. Billing.

Support

15

Get help from AMSY and learn from guides and videos.

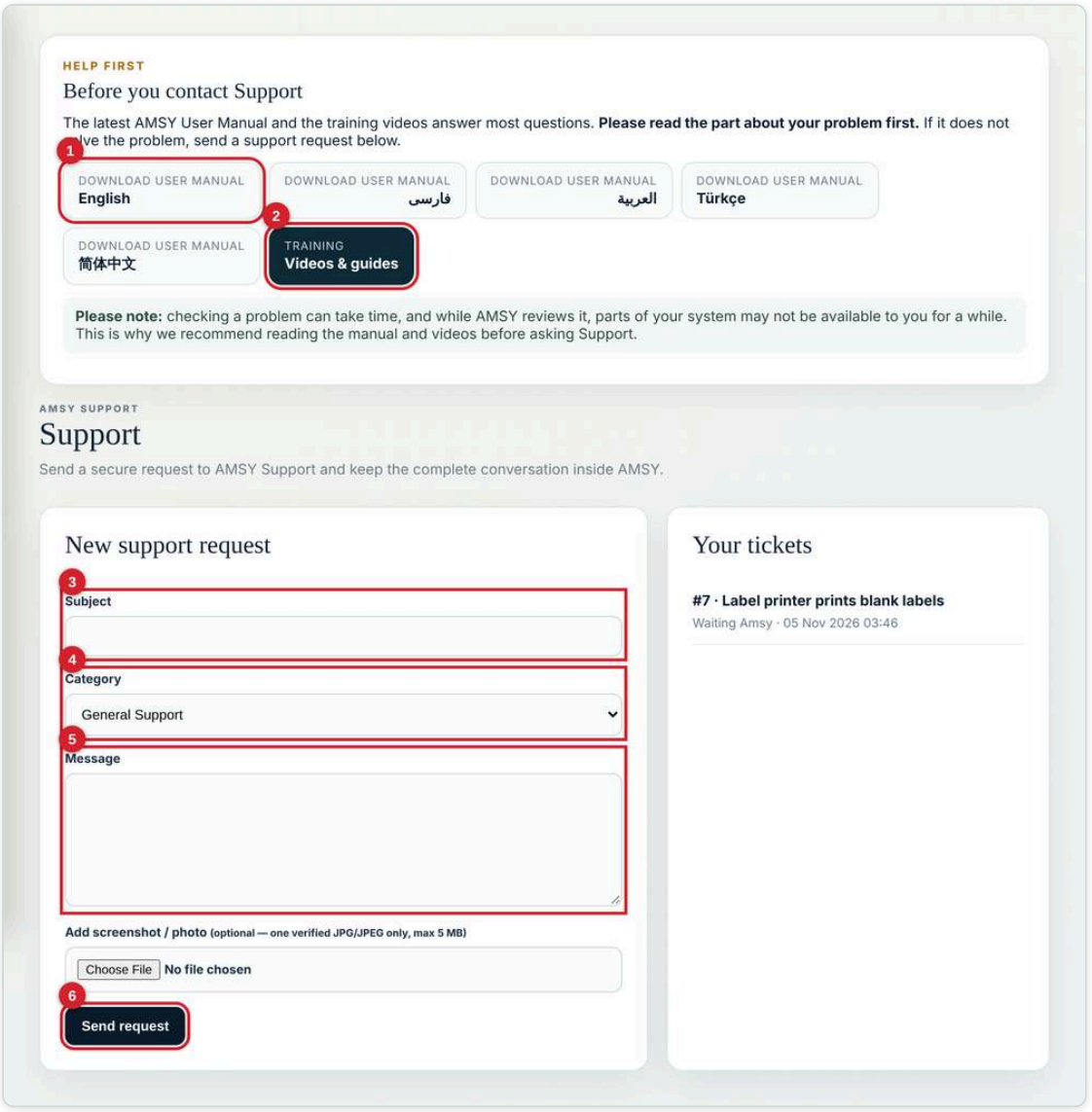


Figure 49. Support.

1. **English** user manual download.
2. **Training videos**.
3. **Subject**.
4. **Category**.
5. **Message** – describe what you did and what you saw.
6. **Send request**.

Data Export

16

> Take a copy of your data (owner only).

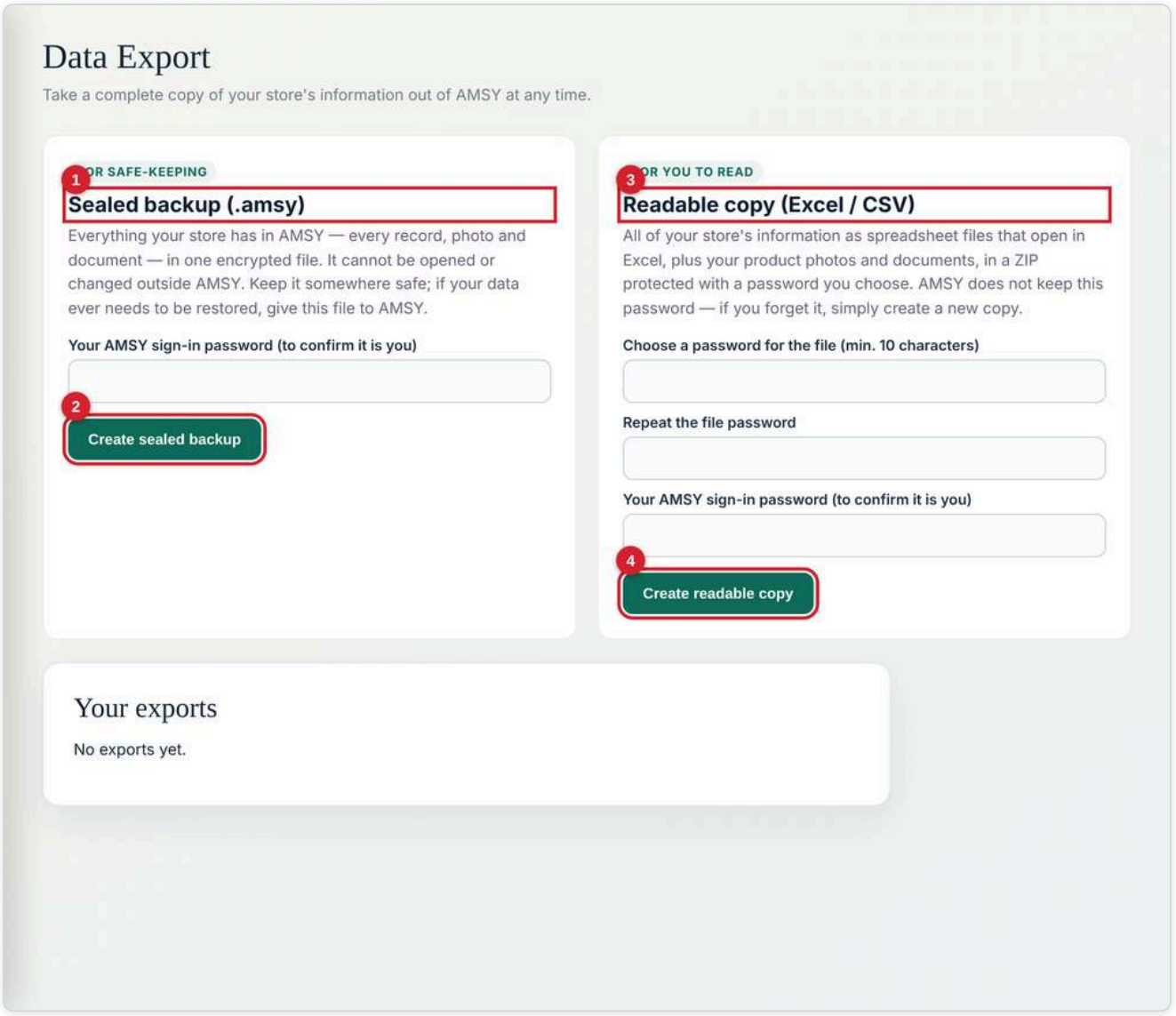


Figure 50. Data Export.

1. **Sealed backup** heading.
2. **Create sealed backup** – a protected file for safekeeping.
3. **Readable copy** heading.
4. **Create readable copy** – spreadsheets you can open.

Using an RFID reader

17

> How the reader works with AMSY and how to keep it behaving.

17.1 The basics

The reader acts like a keyboard: it types the tag number and presses Enter. Plug it in; no software is needed.

17.2 The reader guard

AMSY only accepts reader input in screens that need it (sale, products, scan, transfers, inventory). Elsewhere it is ignored to stop numbers being typed into forms. If you see “Reader code ignored here. Open a scan screen to use the reader.” open the right screen.

17.3 Tag numbers and cards

- Product tags are 24-digit codes.
- Customer cards are exactly 8 digits.
- Numbers are fine in any keyboard language.

Problems, messages and glossary

18

18.1 Quick fixes

Problem	Try this
Reader types nothing.	Click the scan box; check USB; confirm reader is in keyboard mode.
Item not found.	The tag may not be attached: Products → Awaiting.
Missing menu item.	Ask your owner to tick it in Staff Management.
Page looks old.	Refresh the browser.

18.2 Glossary

Word	Meaning
Tag	RFID label on an item.
Global customer	Customer with an 8-digit card recognised in all stores.
Voucher	A record of money in or out.
Draft	Unfinished product.