

LEGEND FRONT OF HOUSE PROCEDURE – OPENING/CLOSING SHIFTS

OPENING A SHIFT

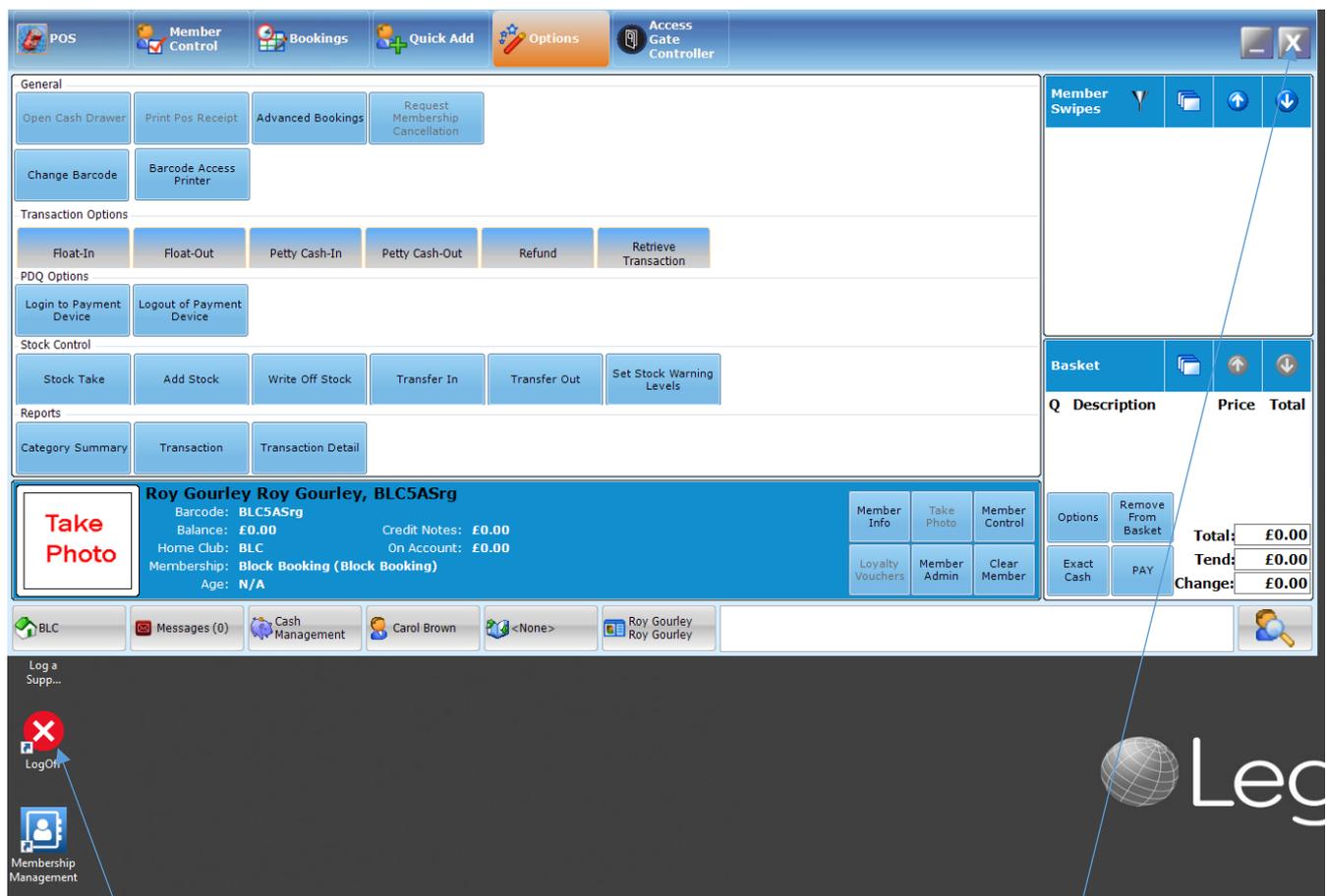
- Legend login – via Citrix Receiver – Server Address: cloud.legendonlineservices.co.uk
- Double click on 'Front of House' icon
- Click on the Authenticate button
- Enter your username and password to open the shift
- Add a Float (£70.00)

IDENTIFYING SHIFT DETAILS

The screenshot displays the Legend POS system interface. At the top, there is a navigation bar with icons for POS, Member Control, Bookings, and system settings. Below this, the interface is divided into several sections: General (Open Cash Drawer, Print Pos Receipt, Advanced Bookings, Request Membership Cancellation, Change Barcode, Barcode Access Printer), Transaction Options (Float-In, Float-Out, Petty Cash-In, Petty Cash-Out, Refund, Retrieve Transaction), PDQ Options (Login to Payment Device, Logout of Payment Device), Stock Control (Stock Take, Add Stock, Write Off Stock, Transfer In, Transfer Out, Set Stock Warning Levels), and Reports (Category Summary, Transaction, Transaction Detail). On the right side, there is a Member Swipes section and a Basket section with a table showing Q, Description, Price, and Total. The main area displays member details for Roy Gourley (BLC5ASrg) with a barcode, balance of £0.00, credit notes of £0.00, home club of BLC, on account of £0.00, membership of Block Booking (Block Booking), and age of N/A. Below the member details, there are buttons for Member Info, Take Photo, Member Control, Loyalty Vouchers, Member Admin, and Clear Member. At the bottom, there is a status bar showing the user name Carol Brown, a shift button labeled <None>, and the member name Roy Gourley. The system clock shows 13:22 on 20/06/2019.

- User Name – Person Logged In
- Shift Information – In this illustration there is no shift open <None> When a shift is currently opened the button will display the shift type (All Day), the date, and the time the shift was opened
- The person logged in – will close and reconcile at the end of their shift

LOGGING OFF – DURING A SHIFT – (BREAKS)



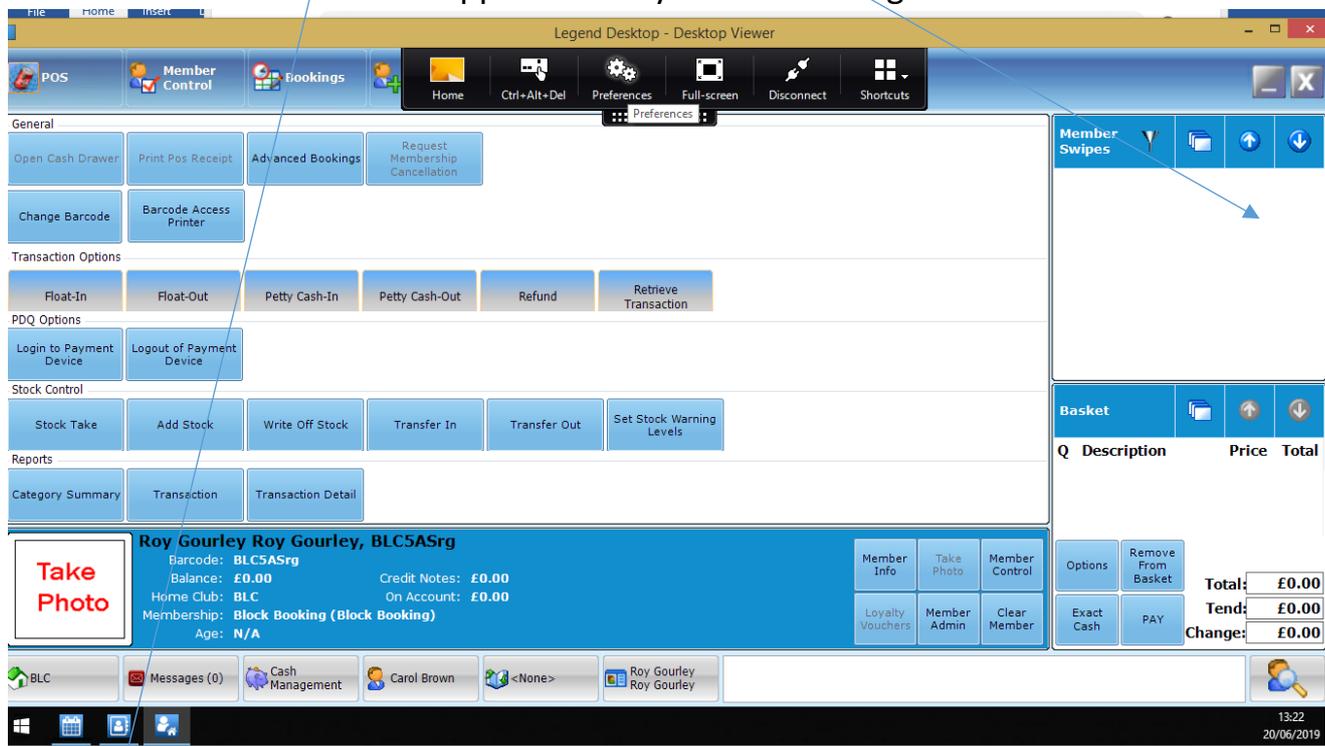
- User must always log off correctly when leaving their terminal – failure to do so will result in accountability for other staff members errors
 1. Close down all applications (icons) by clicking on the Grey X
 2. When all applications are closed, click on the White X to log off completely
 3. DO NOT CLOSE THE SHIFT

LOGGING BACK IN TO AN ALREADY OPENED SHIFT

- Check that the previous user has logged out correctly
- Via Citrix Receiver – login using your User ID and Password
- Enter User ID and Password
- Use the existing shift – the shift will remain opened until it is reconciled

OPENING MULTIPLY APPLICATIONS

- Minimise the opened application screen – minimised screens will be displayed at the bottom of the screen
- Double click on the additional application you wish to open
- User can alternate between applications by double clicking on the icons



CLOSING AND RECONCILE A SHIFT

Shifts are closed and reconciled by the Customer Advisor at the end of each shift
IMPORTANT – Do not select END Of Day Processing. This is only selected when closing POS 1 at centre closure

1. Reconcile Income – *see separate procedure on reconciling income*
2. Click on the shift button
3. In the PassPort section select Close Shift
4. Click on Reconcile button and complete reconciliation process
5. Log off by closing all applications – see Step 1 Logging Off
6. Click on the White X to completely log out – see Step 2 Logging Off
7. To ensure your session is closed – close Citrix server – X at top right hand corner

The staff member from the next shift taking over will log back into the Citrix Server to open a new shift