Sharp ER-A411 and ER-A421 operation and programming Manual

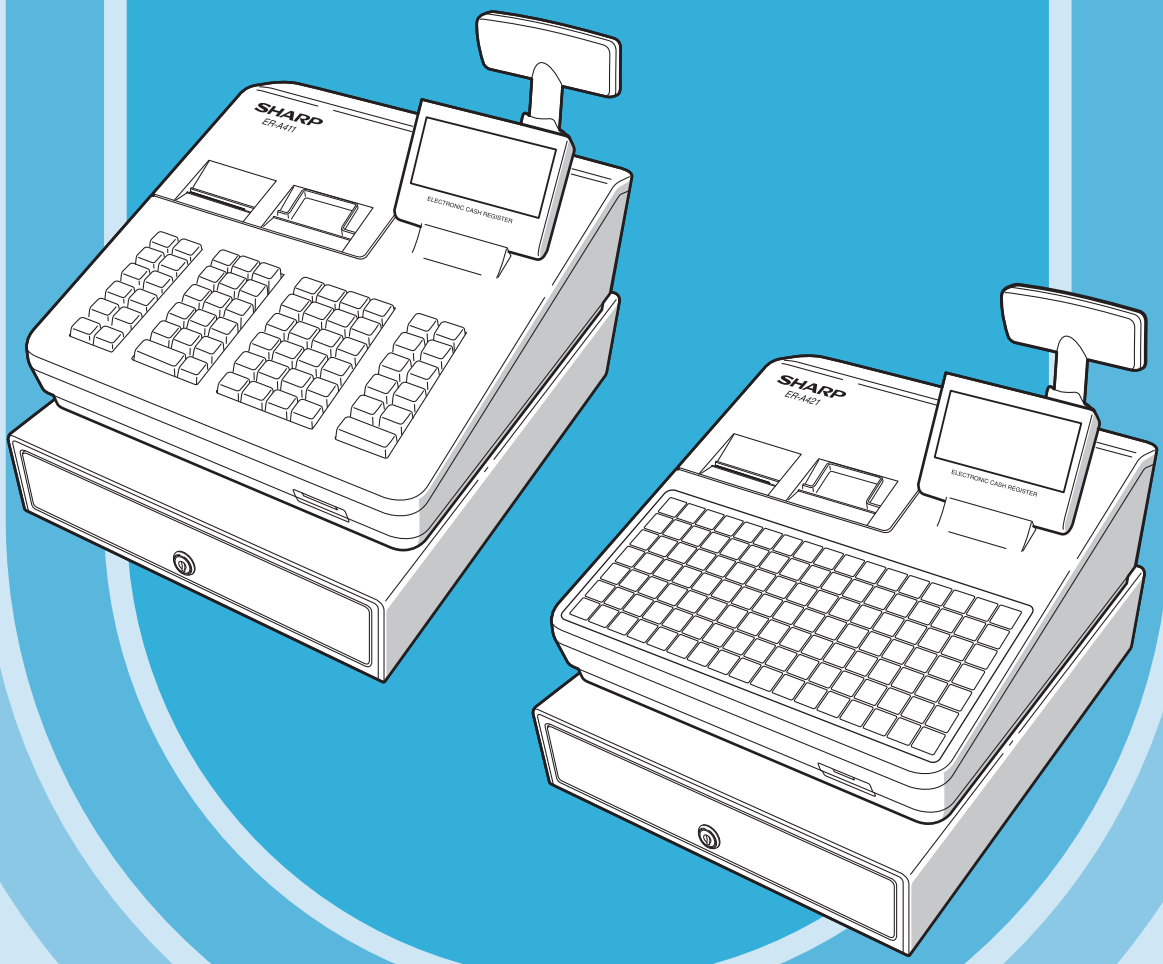
SHARP®

ELECTRONIC CASH REGISTER

MODEL

ER-A411
ER-A421

FULL DETAILED INSTRUCTION MANUAL



CONTENTS

INTRODUCTION 3
IMPORTANT 3
PRECAUTION 3
1 Part Names and Functions 9
External View 9
Front view 9
Rear view 9
Printer 10
Keyboard (ER-A411) 11
Standard keyboard layout 11
Function key list 11
Optional key list 12
Keyboard (ER-A421) 13
Standard keyboard layout 13
Function key list 13
Optional key list 14
Inserting the keyboard sheet 15
RS232 Connector/SD Card Slot 16
RS232 connector 16
SD card slot 16
Displays 17
Operator display 17
Customer display 18
Screen save mode 18
2 Selecting an Operating Mode 19
Operating Modes 19
Mode Selection 20
3 Prior to Making Entries 21
Preparations for Entries 21
Receipt paper roll 21
Receipt ON/OFF function 21
Clerk assignment 21
Error Warning 22
Item Selection from the Menu 23
Starting Cash Memory Entry 24
4 Entries 25
Item Entries 25
Single item entries 25
Repeat entries 28
Multiplication entries 29
Split-pricing entries 31
Successive multiplication entries 33
Single item cash sale (SICS)/single item finalize (SIF) entries 35
Special Entries for PLU/EAN 36
Promotion function 36
PLU/EAN link entries 39
EAN learning function 40
PLU/EAN information inquiry (view) function 41
EAN price change function 42
Set PLU/EAN entries 43
PLU level shift (for direct PLUs) 44

Price level shift 46
Condiment entries (for PLU) 48
Display of Subtotals 50
Subtotal 50
Difference subtotal (Differ ST) 50
Finalization of Transaction 51
Cash tendering 51
Cash sale that does not need any tender entry 51
Check tendering 52
Check sale that does not need any tender entry 52
Mixed tendering (check + cash) 53
Credit sale 53
Mixed-tender sale (cash or check tendering + credit tendering) 54
Computation of VAT (Value Added Tax)/Tax 55
VAT/tax system 55
VAT shift entries 57
Guest Check (GLU) 58
Guest look up (GLU) system 58
Deposit entries 60
Bill printing 61
Transferring guest checks out or in (Transfer-in/out) 61
Intermediate GLU reading 62
Bill totalizing/bill transfer 63
Bill separating 64
Tip-in entries 67
Tip Paid Entries 67
Auxiliary Entries 68
Percent calculations (premium or discount) 68
Discount entries 69
Refund entries 70
Printing of non-add code numbers 70
Payment Treatment 71
Currency exchange 71
Received-on-account entries 72
Paid-out entries 73
No-sale (exchange) 74
Cash payment transfer 75
Cashing a check 76
Age Verification 77
Electronic Journal View 77
TRAINING Mode 78
Overlapped Clerk Entry 79
5 Correction 80
Correction of the Last Entry (Direct Void) 80
Correction of the Next-to-Last or Earlier Entries (Indirect Void) 81
Subtotal Void 82
Correction after Finalizing a Transaction 82
6 Special Printing Function 83
After Transaction Receipt / Copy Receipt Printing 83
Guest Check Copy 84
Receipt for Remote Printers (KP#1 and KP#2) 85
Type of receipts 85
Sorted Receipt Function 86

7 Manager Mode 89
Entering the Manager Mode 89
Override Entries 89
8 Reading (X) and Resetting (Z) of Sales Totals 90
How to take a report 90
Flash report 90
Daily Sales Totals 93
General report 93
Department report 96
Individual group total report on departments 97
Full group total report on departments 97
PLU/EAN report (by specified range/pickup) 98
PLU/EAN report by associated department 99
Individual PLU/EAN group report 100
PLU/EAN group total report 101
PLU/EAN stock report (by specified range/pickup) 101
PLU top 20 sales report (by sales amount/by sales quantity) 102
PLU/EAN zero sales report (full) 103
PLU/EAN zero sales report (by dept.) 103
PLU/EAN category report 104
Transaction report 105
Total in drawer report 105
Commission sales report 105
Individual clerk report 106
Individual cashier report 108
All clerk report 110
Hourly report 110
All cashier report 110
GLU report by specified range 111
GLU report by clerk 111
Balance report 111
Periodic Report Sample 112
General information 112
Daily net report 112
Compulsory Cash/Check Declaration 113
Display sample 114
Report sample 114
9 Non-accessed EAN Deletion 115
Non-accessed EAN report 115
10 Prior to Programming 116
Programming Keyboard Layout 116
ER-A411 116
ER-A421 116
How to Program Alphanumeric Characters 118
Mobile phone method (ER-A411)/Text keyboard method (ER-A421) 118
Entering character codes 119
11 Programming 120
Basic Instructions 120
Programming screen 120
Programming example 121
Article Programming 123
Department 124
PLU/EAN 126
PLU range 128

Set PLU table 129
Link PLU table (for PLU/EAN link) 129
PLU condiment table 130
Promotion table 132
EAN Non-PLU code format 134
Press code (for EAN) 135
PLU/EAN stock 136
EAN delete 136
PLU group text 136
Direct Key Programming 137
Direct key 137
Functional Programming 139
Discount key (⊖ and ⊖2 through ⊖4) 140
Percent key (%1 through %4) 140
Commission 141
Miscellaneous functions 141
Deposit 141
RA/RA2 142
PO/PO2 142
Cash tip/Non-cash tip 142
Cash in drawer 143
Check change 143
Media Key Programming 144
Cash key (Cash and Cash2 through 5) 145
Check key (Check and Check2 through Check5) 146
Credit key (Credit1 through Credit9) 147
Check cashing (Check1 through Check5) 148
Foreign currency (Foreign1 through Foreign4) 148
Training Clerk/Cashier Programming 149
Function Text Programming 150
Personnel Programming 152
Clerk 153
Cashier 155
Manager 156
Contactless key 157
Prohibition of the contactless key 158
Terminal Programming 159
Date/Time Setting 160
Optional Feature Selection 161
Function prohibition 162
Function selection 164
Print selection 166
EURO change 168
Report Programming 169
Zero skip 170
Hourly report 170
Z1 General report 171
Stacked report 173
Message Programming 175
Receipt logo 175
Entertainment bill message 176
Scrolling message for customer display 176
Device Configuration Programming 177
Built-in printer 178

Remote printer (KP#1 and KP#2) 179
Scanner 180
Online 180
Clerk key 180
EFT 180
GLU Code Programming 181
Tax Programming 182
Tax 1 through 6 182
On-line Configuration Programming 183
VMP Configuration Programming 184
Automatic Sequencing Key Programming 185
Basic Preset 185
Key Sequence 186
Function key list 187
Reading of Stored Programs 189
Program reading sequence 189
Sample printouts 190
SD CARD Mode 203
Inserting and removing an SD memory card 203
SD card formatting 203
Folder creating 203
Folder name selecting 204
Data saving 204
Data loading 205
iSDC Mode 206
Host preset 206
Send item 207
Report 208
Terminating the communication 209
12 Electronic Journal 210
Electronic journal 210
13 European Article Number (EAN) or Universal Product Code (UPC) 211
EAN or UPC code 211
Add-on code 212
14 EURO Migration Function 213
15 Operator Maintenance 215
In Case of Power Failure 215
In Case of Printer Error 215
Cautions in Handling the Printer and Recording Paper 215
Cautions in handling the printer 215
Cautions in handling the recording paper (thermal paper) 215
Replacing the Paper Rolls 216
Recording paper specifications 216
Removing the paper rolls 216
Installing the paper rolls 217
Removing a Paper Jam 218
Cleaning the Printer (Printer Head/Sensor/Roller) 219
Removing the Till and the Drawer 220
Opening the Drawer by Hand 220
Drawer Lock Key 220
Installing the Fixing Angle Bracket 221
Before Calling for Service 222
16 Specifications 223

This is a “Table of Contents preview” for quality assurance

The full manual can be purchased from our store:
https://the-checkout-tech.com/manuals/sharp/ER-A411 and ER-A421 operation and prog

And our free Online Keysheet maker:
https://the-checkout-tech.com/Cash-Register-Keysheet-Creator/

HTTPS://THE-CHECKOUT-TECH.COM