

## **EnliteXP FAQ – New System**

### **Q. How to setup Garment Prices ?**

- Go to Main Menu → Manager Access → Item Price
- Click Basic Price, Extra Price, Special Price to set different price lists.  
(if you have more than one station, make changes on Main computer. On station computer, open Item & Price screen to refresh station prices)

### **Q. How to setup Enviroment Tax and Sales Tax?**

- First set the rates at: Main Menu → Manager Access → Option Change → Program → Detail Invoice.
  - Sales Tax: Tax Rate (percentage), enter 0.05 for 5%, enter 0.065 for 6.5%
  - Enviroment Tax:
    - *Environmental Surcharge Method*: enter number 0 to 4 (0-None, 1-By GarmentPieces, 2-By Ticket 3-Percentage 4-By TagPieces)
    - *Environmental Surcharge Amount*: enter 0.10 for 10 cents or 0.10 for 10%, enter 0.05 for 5 cents or 5%.
- Go to Manager Access → Item & Price. Checkmark the column Tax and ESC for each garment that you want to apply taxes.  
(if you have more than one station, make changes on Main computer. On station computer, open Item & Price screen to refresh station setting)

### **Q. How to setup upcharge options ?**

- Go to Main Menu → Manager Access → Item Price
- Click on garment id 1 (M-SUIT), click on the first garment, click Upcharge.
- Add upcharges on Color, Material, Extra and Designer as you wish.
- Restart Enlite program and the upcharges will start to show.  
(if you have more than one station, make changes on Main computer. On station computer, open Item & Price screen to refresh local prices)

### **Q. How to change the footnote on my receipt ?**

- Go to Main Menu → Manager Access → Option Change → Printing → Invoice → look at the Invoice Foot Note and change it to what works for you.

### **Q. How to change/add employees ?**

- Go to Main Menu → Back Office → Employee.
- Select the Security Level for each employee: Employee, Manager, Owner. You may have several managers and owner set. Make sure you always know an owner password, otherwise you can not access the Back Office.

### **Q. How to change the default pickup dates for each day of the week ?**

- Go to the Main Menu → Manager Access → Store Option → Pick-up Arrangement
- Go to the line "Monday Drop-> Pick-up (day\_of\_week)", this is the description Line, change it to for example to Monday Drop-> Pick-up TUESDAY. Then go to the next column to the right (Text for selection list) and enter the day and also the time as you wish it to appear on the customer walk-in screen.
- Then move to the next column to the right (Date) and change the Pick-up date by counting the days from drop day to the Pick-up date. For example if they dropped their order on Monday and they wish to pick-up on Tuesday you should enter 1. if they drop on Monday and wish to pick-up on Thursday you should enter 3.
- Go to every line from Monday to Friday and change the default pick-up date to what you want. Exit the system and the options will start to show at the customer walk-in screen.

### **Q. How to pickup and not pay an invoice or pickup an invoice already paid ?**

- On the Pickup Screen, select the pickup box for the invoices you want, click CASH button, click YES to confirm no payment and pickup only.

### **Q. How to change or delete a payment made wrong ?**

- Go to Main Menu → Back Office → Payment History.
- Enter customer phone number or name.
- To Delete: click on left side of the line you want to delete. Press the Delete key on the keyboard.
- To Change: go to line you want to make change and adjust amount values and you wish. (ONLY OWNERS HAVE ACCESS TO BACK OFFICE FEATURES)

### **Q. How to void or delete a invoice ?**

- Go to Main Menu → Manager → Ticket Mgt.
- Type ticket number.
- Select ticket on left side. Click Ticket Void button or Ticket Delete button (only owners can delete)

### **Q. How to change/add garments to invoice ?**

- Go to Main Menu → Invoice Change (an invoice can not be changed if it has been pre-paid already)

### **Q. How to set a customer at special price ?**

- On Customer Walk-in Screen, type customer phone number or name, click Cust Info button (bottom screen), select Price Level field.  
(Price list can be set at Manager, Item Price, Extra Price and Special Price buttons)

### **Q. My receipt/tag printer is not working, what to do ?**

- Turn off printer and turn back on. Make sure there is no error light and printer is ready
- Check cable connection. You may unplug the cable and plug back in the same port.
- Restart computer.
- Print a test page on windows to make sure printer is working properly. (Start Menu, Control Panel, Printer, right-click on printer, Properties, Print Test Page).
- Make sure setting on Enlite have not been changed.
  - Receipt printer settings are at: Manager, Option Change, Printing, Receipt, Quick Ticket Printer and Quick Ticket Printer Type.
  - Tag printer settings are at: Manager, Option Change, Printing, Dry cleaning/Laundry Tag Printer Type, Dry cleaning/Laundry Tag Printing Port
  - Close program and come back in.

(ONCE YOU STORE IS SET AND RUNNING DO NOT MAKE CHANGES ON OPTION CHANGE IF YOU DO NOT KNOW WHAT YOU ARE DOING)

### **Q. How to add drop store location (multi-store function) ?**

- Go To Main Menu → Manager Access → Store Option → Multi-Store.
- Add new store locations as you wish.
- On Customer Walk-in Screen, type customer phone number or name, click Cust Info button (bottom screen), select store on right-top side of the screen.

### **Q. How to change quantity of ticket, Invoice, receipt, invoice to print ?**

(ONCE YOU STORE IS SET AND RUNNING DO NOT MAKE CHANGES ON OPTION CHANGE IF YOU DO NOT KNOW WHAT YOU ARE DOING)

- Go to Main Menu → Manager Access → Option Change → Printing
- Ticket, Ticket printing piece counter, default (2).
- Invoice, Copy of Invoice, default (1)
- Receipt, Receipt printing piece counter, default (1)

### **Q. How to turn off Employee Login ?**

- Go To Main Menu → Manager Access → Option Change → Store Setup → Login Required.
- Type False
- Restart program

### **Q. The preview report shows only half page ?**

- An regular printer (laser or inkjet) has to be installed and set as default to preview and printer standard reports
- If you do not own a printer, install HP LaserJet 4M Plus and set as default printer so you can preview the reports correctly.