



Why the price would not update after I done  
“Update Stock & Prices”?



1 Understanding price changes for the POS.

	Promotion changes:	Cost price update:
How they look like?		
How to update?	Updates automatically by system	Manually
When to update?	Every Mondays	Whenever a price rise or new product releases
By whom	<b>By TSG</b>	<b>By you (You will be the one to decide when)</b>

## 2 How to do an Update stock & Prices?

Click Update stock & prices and click Download/import stock & prices.

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The screenshot displays the TSG POS interface. On the left is a vertical sidebar with four main sections: 'Register', 'Administration', 'Stock & Prices', and 'System'. The 'Stock & Prices' section is expanded, and the 'Update Stock & Prices' option is highlighted with a red arrow. The main content area on the right is titled 'Update Stock & Prices' and contains a 'CSV Import' section with a 'Download/Import Stock & Prices' button. Below this is a 'CSV Import Reports' section with a red house icon and three report categories: 'Price Changes', 'Invalid or duplicate data found', and 'Invalid or duplicate data found'.

**Register**

- Sales
- Edit Sales
- Customer Payment
- LayBy Payment
- Close Cash

**Administration**

- Customers
- Stock
- Sales
- Maintenance
- Presence Management

**Stock & Prices**

- Update Stock & Prices

**System**

- Change Password
- Configuration
- Check In/Out
- Logout

**Update Stock & Prices**

CSV Import

Download/Import Stock & Prices

CSV Import Reports

Price Changes

Invalid or duplicate data found

Select supplier and/or categories and click download, wait for the progress bar to reach 100 %

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## Download/Import Stock & Prices



Download Import

Pressing the "Download" button will get a copy of the database from the TSG server. The system will then compare the database from the server and the database locally on the computer.

Any missing products will be added in.

Any incorrect cost prices will be updated.

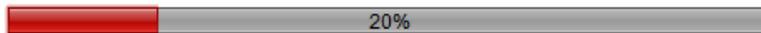
Any incorrect subcategories will be updated.

Any incorrect packet/carton links will be updated.

Download

All Categories

Imperial



New Products

Duplicate Barcodes

Prices Updated

Duplicate Reference

Sub categories Updated

Not Changed

Categories Updated

Make sure there are no more new updates.



New Products

0

Prices Updated

0

Sub categories Updated

0

Categories Updated

0

### 3 “ I have done it. But the cost price has not changed. “

Understanding TSG managed product and custom product.

	<b>TSG managed product:</b>	<b>Custom product:</b>
Definition:	Cigarette product from major suppliers . CGPKT ,CGCTN ,TOBAC etc. These product are downloaded from TSG system .	Custom product from the store. Drinks, gifts etc. These products are created by individual store.
How they look like?	<p>Reference number should always be 4-digit number. Fields have been greyed out and you not able to modify them.</p> <p>Reference: 1027</p> <p>Barcode: <input type="text" value="9327329009103"/></p> <p>Name: <input type="text" value="Escort 26 Silver Pkt"/></p> <p>Supplier: <input type="text" value="Imperial"/></p> <p>Category: <input type="text" value="CGPKT"/></p> <p>Sub Category: <input type="text" value="ESC25"/></p> <p>Tax Category: <input type="text" value="GST"/></p>	<p>Reference number should be combination of numbers and letter. You will able to modify fields.</p> <p>Reference: d679898342</p> <p>Barcode: <input type="text" value="9327329009158"/></p> <p>Name: <input type="text" value="Escort 25/200 Yellow Ctn"/></p> <p>Supplier: <input type="text" value="Imperial"/></p> <p>Category: <input type="text" value="CGCTN"/></p> <p>Sub Category: <input type="text" value="ESC25"/></p> <p>Tax Category: <input type="text" value="GST"/></p>
How to update?	<b>Updates by Update Stock and Prices</b>	<b>Cannot be updated,</b> as the reference number would not match.

**This is just an example using the product in the diagram below.**

Reference: d679898342

Barcode:

Name:

Supplier:

Category:

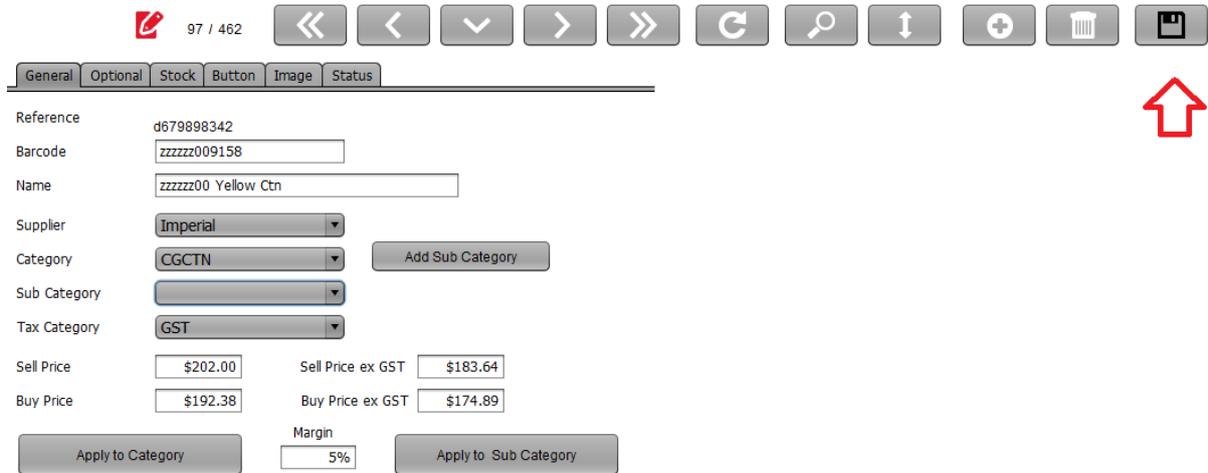
Sub Category:

Tax Category:

In this case, the user has created a custom product for Escort Yellow instead downloading it from the system. This item will able to work in the system but will not be updated in the future as the reference number is not matching.

#### 4 Solution:

Since we may have sales against this product, we will not be able to delete the product. We need to rename the product to something else. such as following:



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General Optional Stock Button Image Status

Reference: d679898342

Barcode: zzzzz009158

Name: zzzzz00 Yellow Ctn

Supplier: Imperial

Category: CGCTN Add Sub Category

Sub Category:

Tax Category: GST

Sell Price: \$202.00 Sell Price ex GST: \$183.64

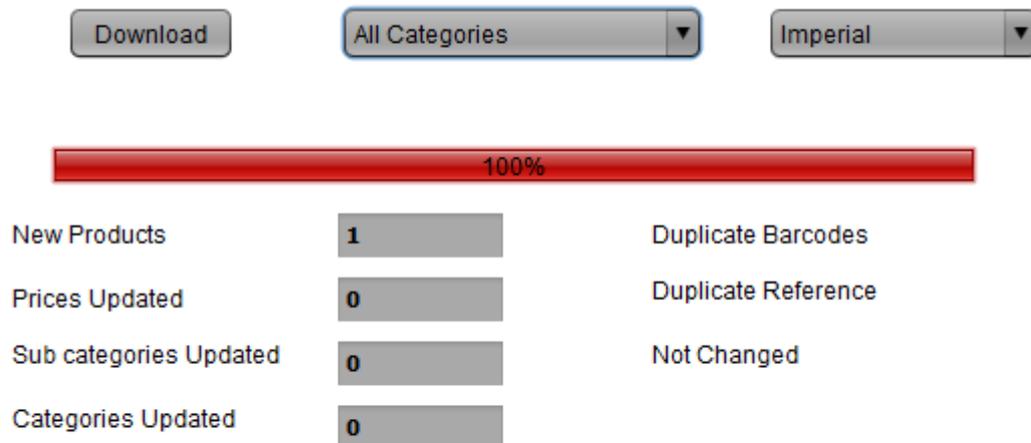
Buy Price: \$192.38 Buy Price ex GST: \$174.89

Margin: 5%

Apply to Category Apply to Sub Category

For the barcode and name fields, take the first 6 letter or number and replaced with zzzzzz. Change the sub-category to blank and click save.

Now go back to download stock and prices, click download again.



Download All Categories Imperial

100%

New Products	1	Duplicate Barcodes
Prices Updated	0	Duplicate Reference
Sub categories Updated	0	Not Changed
Categories Updated	0	

You will see there is one new update. The product has been downloaded to the system in a correct way.