

VAT INCREASE TO 17.5%  
Instructions for RSG Customers  
Increase Date 1<sup>st</sup> January 2010

These instructions will guide you the steps required to amend the VAT rate from the current 15.0% to the new rate 17.5% to be applied from 1st January 2010. The selling price of the items on the till will NOT be affected, only the amount of VAT charged on each transaction will change.

The Vat change should be applied sometime from the end of business on the 31st December and the start of business on the 1st of January. It is not possible to preset the changes or backtrack once sales have been processed at the old rate.

We anticipate that Thursday 31st and Monday 4th January could potentially be a very busy period for our support team. In order to reduce the potential delay in responding to your support call, I would ask ALL customers to view the instructions prior to the changeover date and ensure you are familiar with the instructions.

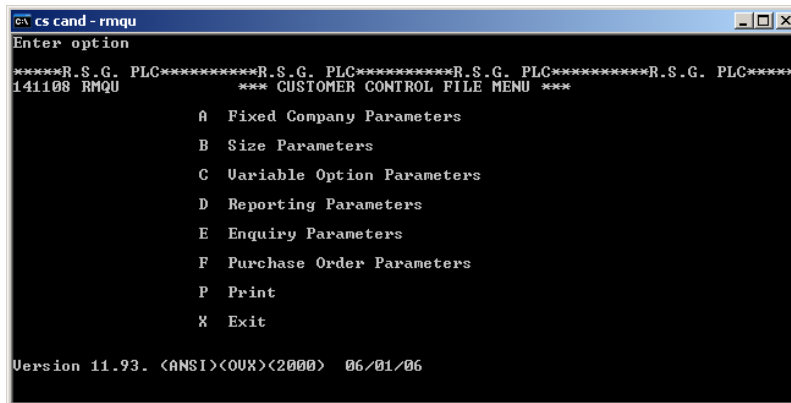
If you have any queries regarding the changing of Vat on your tills, please contact the support number below.

Support calls on 1st January will be handled by the RSG Support team when they return after the bank holiday.

Tel: 0844 880 5611  
Mike Evans  
RSG Support  
15 October 2009

## Retail Manager VAT Changes

1. Get to the RSG prompt
2. Then type in RMQU and Enter
3. Option A Fixed Company parameters

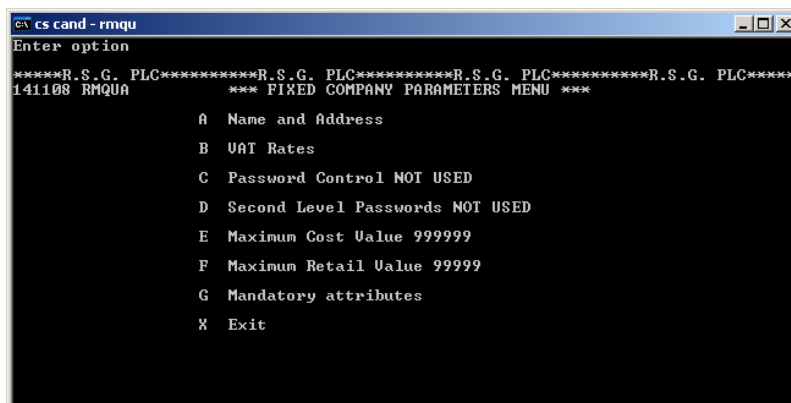


```
cs cand - rmqu
Enter option
*****R.S.G. PLC*****R.S.G. PLC*****R.S.G. PLC*****R.S.G. PLC*****
141108 RMQU          *** CUSTOMER CONTROL FILE MENU ***

      A Fixed Company Parameters
      B Size Parameters
      C Variable Option Parameters
      D Reporting Parameters
      E Enquiry Parameters
      F Purchase Order Parameters
      P Print
      X Exit

Version 11.93. <ANSI><OUX><2000> 06/01/06
```

4. Option B VAT Rate



```
cs cand - rmqu
Enter option
*****R.S.G. PLC*****R.S.G. PLC*****R.S.G. PLC*****R.S.G. PLC*****
141108 RMQUA        *** FIXED COMPANY PARAMETERS MENU ***

      A Name and Address
      B VAT Rates
      C Password Control NOT USED
      D Second Level Passwords NOT USED
      E Maximum Cost Value 999999
      F Maximum Retail Value 99999
      G Mandatory attributes
      X Exit
```

5. Press Enter so 1 is displayed at the top

```
@C:\WINDOWS\system32\shell3
Enter VAT rate 1 <ENTER to leave as is> _
***** RSG plc ***** RSG plc ***** RSG plc ***** RSG plc *****
121009 RMQUA
U.A.T.      %
0           0.00
1           15.00
2           0.00
3           0.00
4           0.00
5           0.00
6           0.00
7           0.00
8           0.00
9           0.00
```

6. Type in 17.5 to change VAT Rate

```
@C:\WINDOWS\system32\shell3
Enter VAT rate 1 <ENTER to leave as is> 17.50_
***** RSG plc ***** RSG plc ***** RSG plc ***** RSG plc *****
121009 RMQUA
U.A.T.      %
0           0.00
1           15.00
2           0.00
3           0.00
4           0.00
5           0.00
6           0.00
7           0.00
8           0.00
9           0.00
```

7. Press enter until Correct Y/N

```
@C:\WINDOWS\system32\shell3
Correct? <Y/N> _
***** RSG plc ***** RSG plc ***** RSG plc ***** RSG plc *****
121009 RMQUA
U.A.T.      %
0           0.00
1           17.50
2           0.00
3           0.00
4           0.00
5           0.00
6           0.00
7           0.00
8           0.00
9           0.00
```

