



A vertical color calibration bar with five squares of varying shades of blue, from dark to light.*ISS45 V7 WinPoS User Reference*
Version 7.1.5.0

ISS45 V7 WinPoS User Reference

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1

Introduction

Chapter one introduces you to WinPOS and helps familiarize you with some of the PoS basics.

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WinPOS Screen Format

Depending on store requirements and equipment configuration, WinPOS displays may be set up as follows:

Screen Format:

- Wide Menu Panel - enables contact sensitive touch keys (1 X 8) programmable for specific cashier functions.
- Touch Screen – enables contact sensitive touch keys for cashier functions (2 X 5), numeric keypad and alpha keyboard (optional). The cashier touch menu buttons can display text or pictures.
- Full Screen - enables cashier to see a full screen without the soft-keys.

VGA Configuration:

- Single Screen - 2 x 20 cashier display and a single VGA customer display.
- Dual Screen - 9 or 14-inch cashier display and a 9 inch or larger customer display.
- Single Screen - VGA cashier display and 2 x 20 customer display.

Note:

ISS45 has the ability to display Customer Display information on the PinPad. This feature may be used to replace Customer Displays when implementing hardware cost savings in the store. The store's installed MTXEPS OpenEPS version must support this feature. In addition, the MTXEPS Scrolling Receipt Screen Files option must be installed for the specific PinPad hardware.

The PinPad displays the line information as it is displayed in the Customer Display (without the capability of scrolling). After the cashier presses the Total key and the total is displayed on the PinPad, no additional display information will be sent to the device (unless the cashier returns to sale mode and scans additional items). The Balance Due will be sent to the PinPad only if the Receipt Printing Parameter "Print 'Bal. Due' each time subtotal is pressed" (6-1-3-11) is checked. When the order is finished, WinPOS will send a command to clear the PinPad display. Since the PinPad device only supports up to 31 characters per line, the description of the item might be truncated. The running total, food stamp balance and weight will not be displayed at the PinPad device.

This manual has been written with the assumption that:

- You are using a wide menu panel format for the cashier PoS display. However, note that a few features are displayed with a touch screen format.
- You are familiar with the ISS45 PoS terminal.
- You are familiar with the operation of the peripheral equipment connected to the terminals.

Note:

Due to their customizable nature, soft-key sets displayed in pictures within this manual will most likely differ from those implemented at the store.

Sign-On

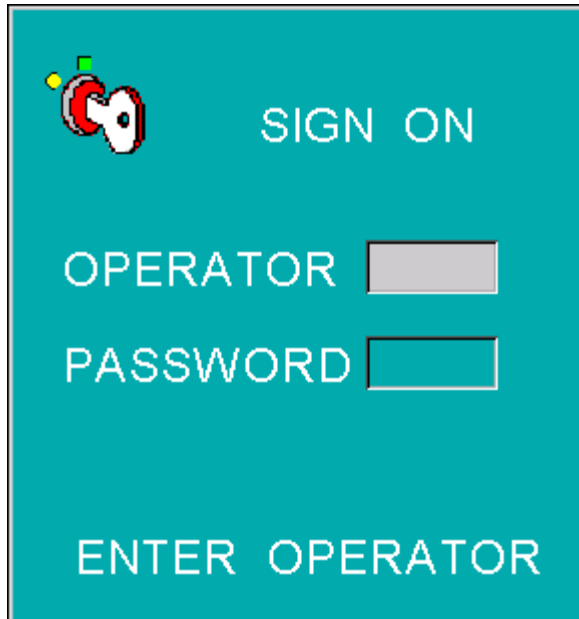
Cashiers must sign on to PoS terminals before performing any sales transactions. PoS terminal cash drawer accountability is either by cashier or by PoS, depending on your system settings. If accountability is by cashier, each cashier maintains accountability for all sales, loans and pickups from the time they are assigned until they are locked.

Note

The PoS terminal must complete the previous day's end of day process before signing on.

About Signing On

Terminal prompts may vary during sign-on, depending on the way system parameters are set up.



- The sign-on procedure may also be activated via the sign-on option from the PoS menu.
- Depending on Office settings, the PoS terminal prompts for the cashier ID and password. The cashier's name is displayed. If this cashier has already signed on at another terminal, the message: ALREADY SIGNED-ON is displayed.

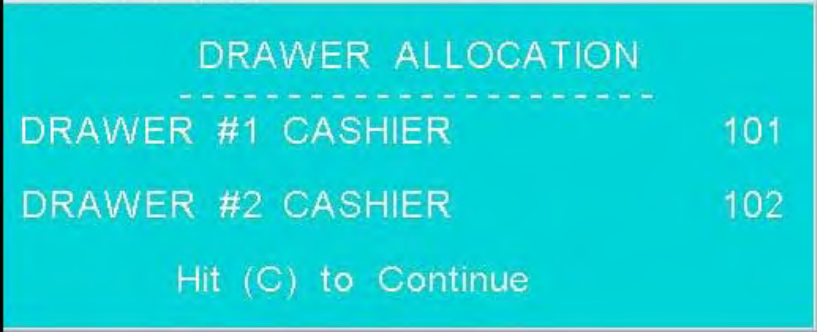
- The cash drawer may open after sign-on. Cash drawer will only open if an opening loan must be put in the drawer.

Dual Cash Drawers

For POS Terminals configured to use dual cash drawers, the first cashier that signs onto the POS is assigned to the first cash drawer. The drawer will open; the cashier will insert a till and close the drawer. In order for another cashier to sign onto the POS to use the second cash drawer, the first cashier must sign off (and choose not to release the drawer). The second cashier that signs onto the POS is assigned to the second cash drawer. The drawer will open; the cashier will insert a till and close the drawer.

Any cashier that attempts to sign onto the POS when both cash drawers are assigned to other cashiers will get a notification that both cash drawers are allocated and will not be permitted to sign on.

POS Terminals that are configured to use Keyboard Function Code 845 (Display Drawer Allocation), may display which drawer belongs to which cashier).



DRAWER ALLOCATION	

DRAWER #1 CASHIER	101
DRAWER #2 CASHIER	102
Hit (C) to Continue	

Password Resets

Cashier password resets can be done voluntary (through the WinPOS Change Password function) or forced (using the ISS45 Reset Password function).

When prompted to change the password on WinPOS, the following screen will appear:

Version 8.1.0.1-034 POS-001 06/23/2005 14:39

Key in old password and press Enter. Next, key in the new password and press Enter. Finally, re-key the new password and press Enter.

Note:

The “Minimum number of characters for cashier password” General System Parameter (located in the Store \ Front Office \ System \ Security folder) controls the minimum number of characters the POS application will require the cashier to enter when setting the password at the terminal.

Password Resets

Cashier password resets can be done voluntary (through the WinPOS Change Password function) or forced (using the ISS45 Reset Password function).

When prompted to change the password on WinPOS, the following screen will appear:

The screenshot shows a POS terminal interface. A teal-colored dialog box is centered on the screen with the title "PASSWORD CHANGE". It contains three input fields: "OLD PASSWORD" (empty), "NEW PASSWORD" (filled with four asterisks), and "REPEAT NEW" (filled with four asterisks). To the right of the dialog box is a numeric keypad with buttons for digits 0-9, a decimal point, a back arrow, a question mark, and an "Enter" button. Above the keypad is a section with eight buttons; the second button in the second row is labeled "ENTER PASSWORD HERE". At the bottom of the screen, a status bar displays "Version 8.1.0.1-034", "POS-001", and "06/23/2005 14:39".

Key in old password and press Enter. Next, key in the new password and press Enter. Finally, re-key the new password and press Enter.

Opening Loan

At the start of every day the system may be set up so that cashiers must enter different media loans.

After entering the cashier ID and password, the terminal prompts for opening loan data. This parameter is optional, per tender

type, and will only display at day's first sign-on. With opening loans, you will be prompted to enter the loan amount and press Enter (for YES) to continue.



OPENING LOAN

CASH

AMOUNT

LOAN

TOTAL

After all tenders have been accepted, the opening loan details print.

Note

The system may be configured to bypass the opening loan prompt when a supervisor or store manager signs on to a PoS terminal.

Sign-Off

Cashiers must sign off the terminal at shift/day end. The system may be set up through parameters in the Office application to automatically sign off a terminal after a predefined number of minutes without operator use.

About Signing-Off

Depending on system setup, the following may occur during sign-off:

- An X read report and Tax report may print
- Cashier password may be changed
- Cash drawer may open automatically
- Cash drawer-open alarm may sound
- Password may be required

A forced sign-off may be performed remotely from the PCs (servers) by a manager or supervisor, if the cashier did not sign off at the PoS terminal. If an operator has not signed off when the 'End of Day' process is initiated, the system will detect this and notify you that a cashier has not signed off. The cashier may then be told to manually sign-off at the PoS terminal, or you can perform a forced sign-off.

Force Logoff with Dual Cash Drawers

If the "Force Log Off" option is used to log off a cashier that is assigned to a dual cash drawer, the drawer will be released as well.

When a cashier signs off, they will be prompted to release the drawer.



If the cashier chooses not to release the drawer, they will still be assigned to that cash drawer. If the cashier chooses to release the drawer, the cash drawer opens for the till to be removed. The drawer is then available for another cashier to sign on.

Note:

POS Terminals may use Keyboard Function Code 846 (Release Drawer) to display drawer assignments and be prompted to choose a drawer to release.

PoS Terminal Keyboard

All keys on a PoS terminal may be customized according to store requirements. Keyboards are programmed via the POS Keyboard Programming option in the Office application.

For data security purposes, an authorization level may be assigned to each terminal function key. This may be done either by cashier privilege or keylock positions.

For key functions that require a specific privilege, the terminal may prompt for the ID and password of a supervisor. The supervisor number and password entered should belong to an authorized user with the appropriate privilege.

Whenever key functions require specific keylock positions, cashiers will be prompted with the message `INVALID KEYLOCK`.

Note

Using the soft-key panel option enables soft keys to be context sensitive and the cashier sees only those soft keys that are relevant to a specific function or situation.

PoS Terminal Keylock

Keylock positions control which transactions may be performed, and what level of user may bypass an error message. The following keylock positions may be attached to various transactions and functions:

- **SVR:** Perform supervisor functions, and clear errors that require supervisor approval.
- **MGR:** Perform manager functions, and clear errors that require manager approval.

Note

Depending on the terminal/keyboard type, other keylock positions may be applicable.

PoS Terminal Display

A typical sale screen may look similar to this:



The terminal display contains five areas:

- The *input area* is where you enter most terminal input. Input is also made in prompt windows displayed in the prompts and display area.
- The *prompts and display area* is used to show the details of the items you enter, and the results of your input. Items can be entered either by scanning, or manually by keying in the item or department number. Throughout this manual 'enter item' means 'scan or key in item/department number'.
- The *subtotal* area shows the *balance due* and the *item* count as you enter items, and the *change* amount after tendering.

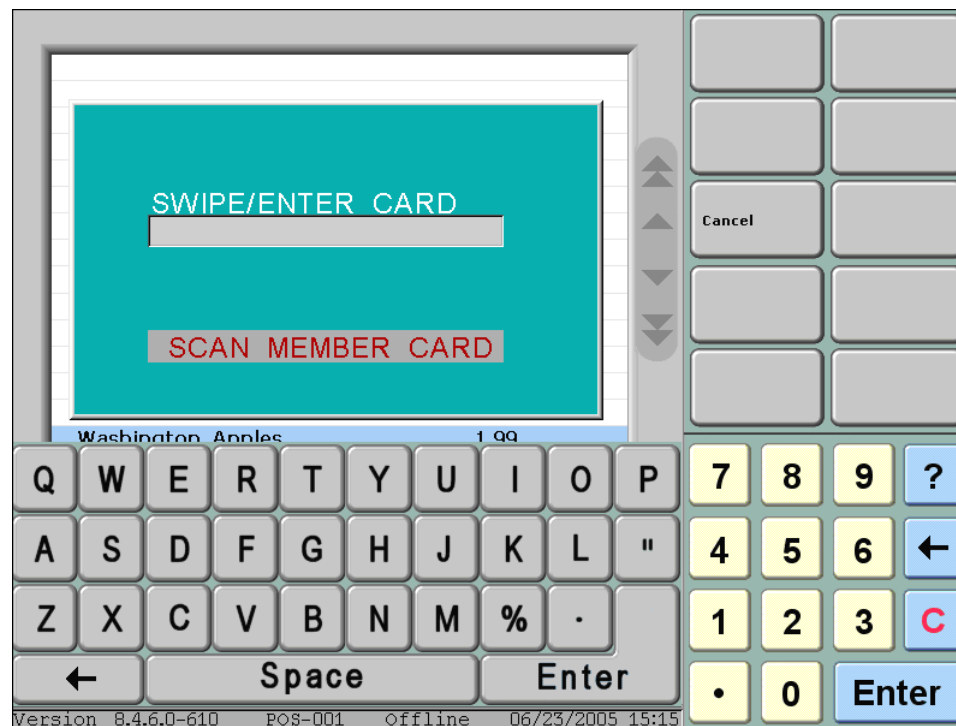
Note

If a scale is connected, and the weight display is required on-screen, the number of items is replaced by the weight display.

- The *status line* displays information showing the PoS number, model number and software versioning, date and time. Various other messages could display in this area, for example OFFLINE, when the PoS terminal is either in stand-alone mode, or not communicating with the servers.
- The *soft-key* panel enables keys to be context-sensitive to specific functions or situations. Cashiers see only the relevant buttons.

Touch Screen Display w/Alpha Keyboard

If the PoS Display is configured for touch screen with an alpha keyboard, the alpha keyboard will display on the bottom of the cashier screen as shown below:



The numeric keypad is fully functional and the alpha keyboard may be used to perform the following PoS functions:

- POS Item Search
- Received on Accounts (ROA)

- Paid Outs
- Member Card Information (name, address, etc.,)
- Order Save and Recall

Note

On Save/Recall transactions, the alpha keyboard can be used to recall the customer order if the system is configured to "Prompt for Customer ID on a Saved Transaction".

PoS Terminal Printer

The terminal printer prints a record of all terminal transactions. It prints:

- Continuous audit tape showing transaction data for store use. (Only certain printers have this option).
- Sales receipts.
- Management reports.

The terminal printer may also print:

- Personal checks (front of the check).
- Check endorsements.
- Credit card vouchers and multi-part receipts.
- Gift vouchers
- Store coupons.

WinPOS supports various receipt printers, including regular impact printers and thermal printers. Some features are available only on thermal printers, due to their enhanced print quality.

Buffered printing is an option which delays the physical printing of transaction receipts until the last operation of a transaction is completed. The buffered printing option (system parameters) must be checked to take advantage of the *reorganize receipt* options. Use the reorganize receipt options to sort the customer receipt in various ways.

Messages

The PoS terminal displays various messages.

- **Error messages.** Error messages are displayed when the cashier attempts to perform an entry or a function, which is not allowed.
- **Informative messages.** Such messages are issued to notify the cashier of various situations. There are three types of informative messages:

Sign-on Messages

Sign-on messages can be sent to cashiers with every sign-on or just the first sign-on of the day. The messages can be sent to a specific cashier, a range of cashiers, or all cashiers. Sign-on messages may require cashier acknowledgement. They can be scheduled for automatic deletion during the end-of-day process.

Immediate Messages

Immediate Messages can be sent to display immediately after it is received at the PoS terminal, unless the cashier is in the middle of a sales order. In this instance, the message displays at the end of the transaction. Similar to sign-on messages, immediate messages can be sent to a specific cashier, a range of

cashiers, or all cashiers. Immediate messages may require a cashier response. All immediate messages are valid for the current day and are deleted during the next end-of-day process.

- **Control check messages** These are user-defined messages that display when the terminal executes a control check.
- **PLU Item messages** When a specific PLU item is sold and the item has a message attached to it, the PoS terminal displays a message or comment.

Control Checks

Control Checks are customized messages, which are triggered by the system as certain events occur at the PoS terminal.

The system executes control checks while performing various functions at PoS terminals. Control checks are defined via the Control Check Maintenance option. Control checks are attached to such objects as departments, tender types, discounts, and promotions. For example, for a department, a control check may ensure that the amount entered for a department item is not too low or too high.

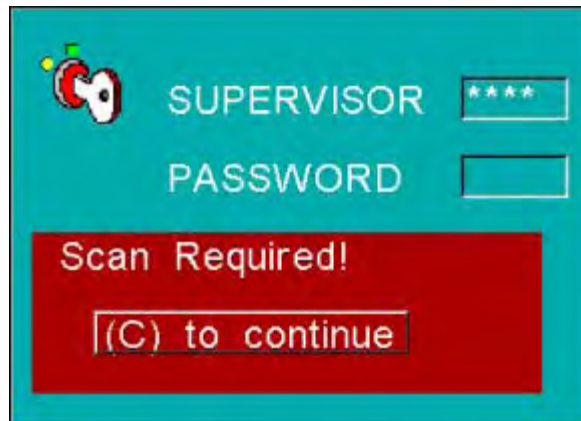
Control checks display a user-defined message at the PoS terminal, and take various forms of action as defined in the Control Check Maintenance file. These actions are:

- **Warning only:** User defined message displays on terminal screen. The C key must be pressed to continue.
- **Supervisor keylock required:** User defined message displays on terminal screen. The terminal keylock must be put in SVR position to continue.



ISS45 may require supervisors to scan barcodes when supervisor intervention is required (i.e. overriding control checks).

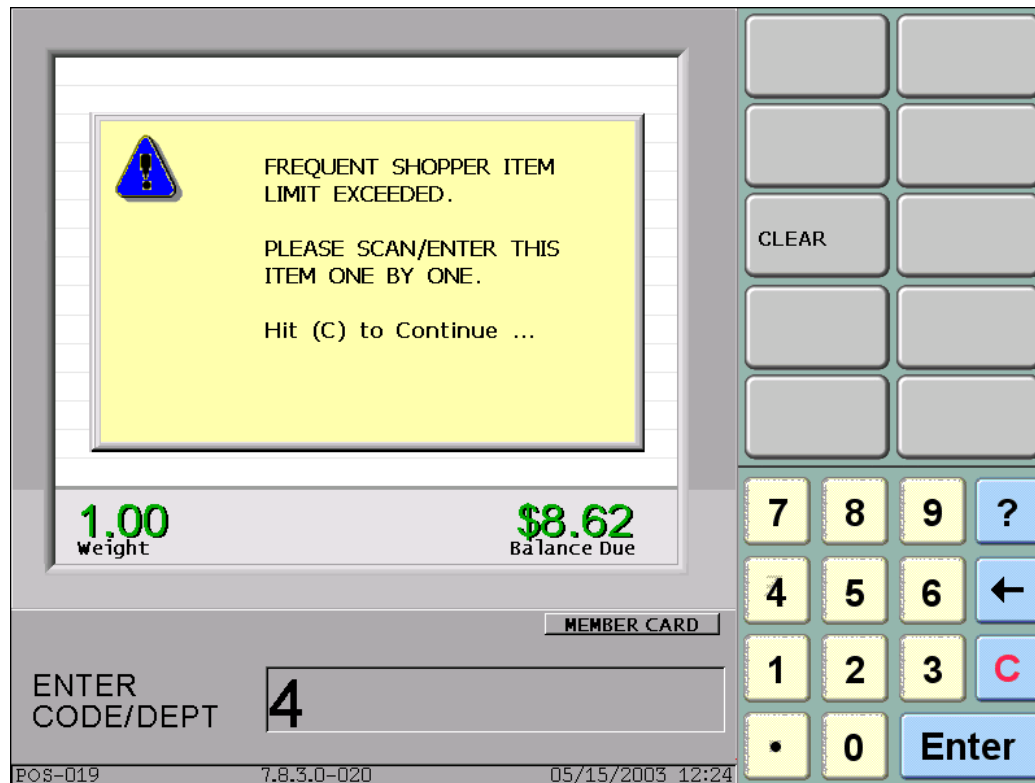
The following message will appear on the cashier display when "Force Supervisor ID barcode when supervisor intervention is required" parameter is checked and a key-entry of the Supervisor ID is attempted:



When the “Mask User ID and Password when supervisor intervention is required” parameter is checked, key-entry is masked on the supervisor screen, the cashier electronic journal, receipt and back office electronic journal.

- **Inhibit activity:** User defined message displays on terminal screen. Particular function may not be performed, but transaction can be continued.

Below is an example of a control check where a frequent shipper item limit has been exceeded:



- **Manager keylock required:** User defined message displays on terminal screen. The terminal keylock must be put in MGR position to continue.
- **Ask Yes/No:** The message Continue Yes/No? appears on the PoS terminal screen. Cashier can press Yes to continue or No/Exit to stop the activity.
- **Delayed Authorization:** The cashier can delay Control Checks during a ticket, to be authorized at the end of a ticket.

A control check may have a privilege number attached to it. In this case, a cashier is required to take an appropriate action when a control check is triggered, based on the privilege assigned to the cashier. For example, if a cashier is assigned privilege 1, and a control check with privilege 1 is triggered, the cashier is authorized to continue by pressing the C key.

If the cashier does not have this privilege, the following message displays on the terminal: Supervisor password required.

In this case, an authorized cashier (supervisor, etc.) must enter the privilege number at the PoS terminal, in order to continue the transaction.

Cashier Notification Icons

Icons on the cashier display the status of cashier requests, manager authorization requests and control checks sent to Pocket Office from the POS. Icons let cashier know if the events have been sent to, read and/or approved by Pocket Office RMA (Remote Manager Authorization) users.

Control checks and keyboard functions that trigger manager authorization requests will display as circles. Cashier requests from pre-defined POS keys (i.e. "Need Change") display as diamond shapes on the POS display.

Icons are color-coded to indicate where in the approval process the event resides.

Blue – Indicates the request has been sent

Yellow – Indicates the request has been read

Red – Indicates the request was ignored

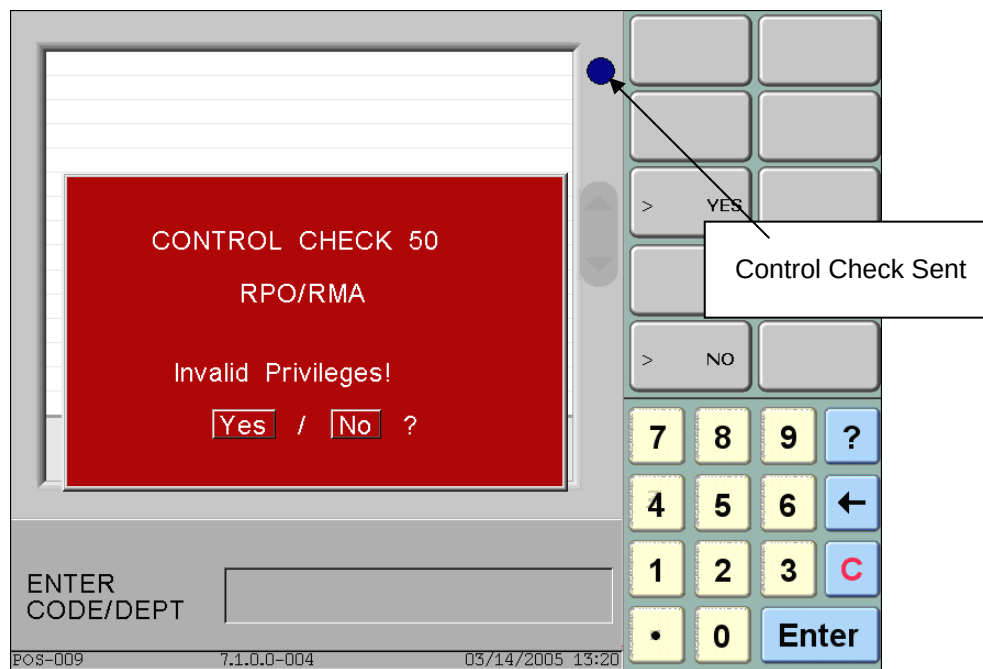
Green – Indicates the request was approved

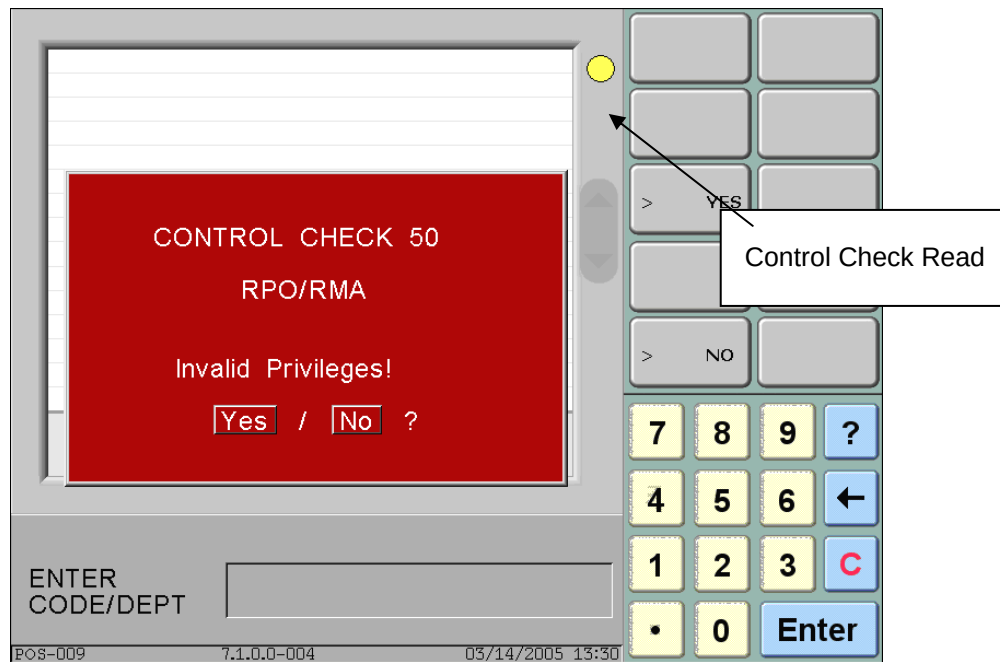
Note:

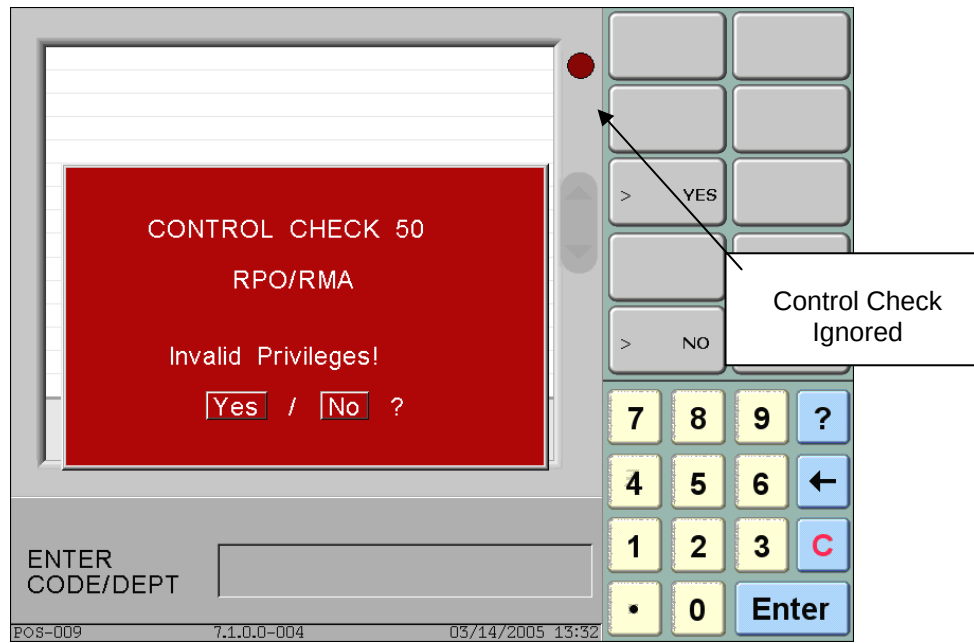
In the case of POS Control Checks and Keyboard Function Privileges, the Green Icon indicates the **POS** button was tapped by the Pocket Office RMA User (rather than the **Appr.** button). If the **Appr.** button was tapped, the circle icon will be removed from the POS display before turning green.

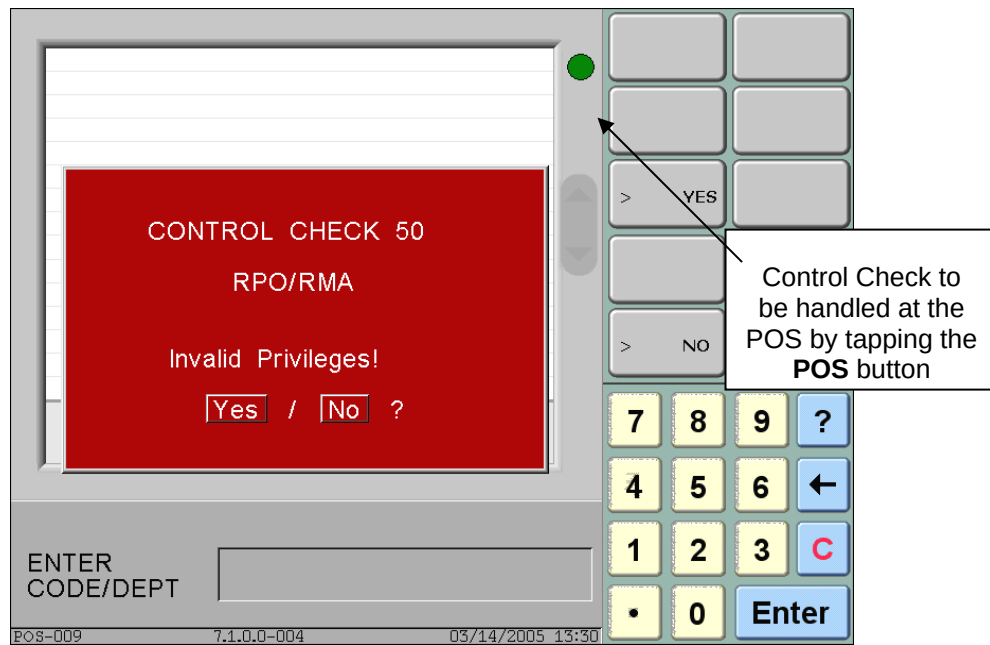
Examples

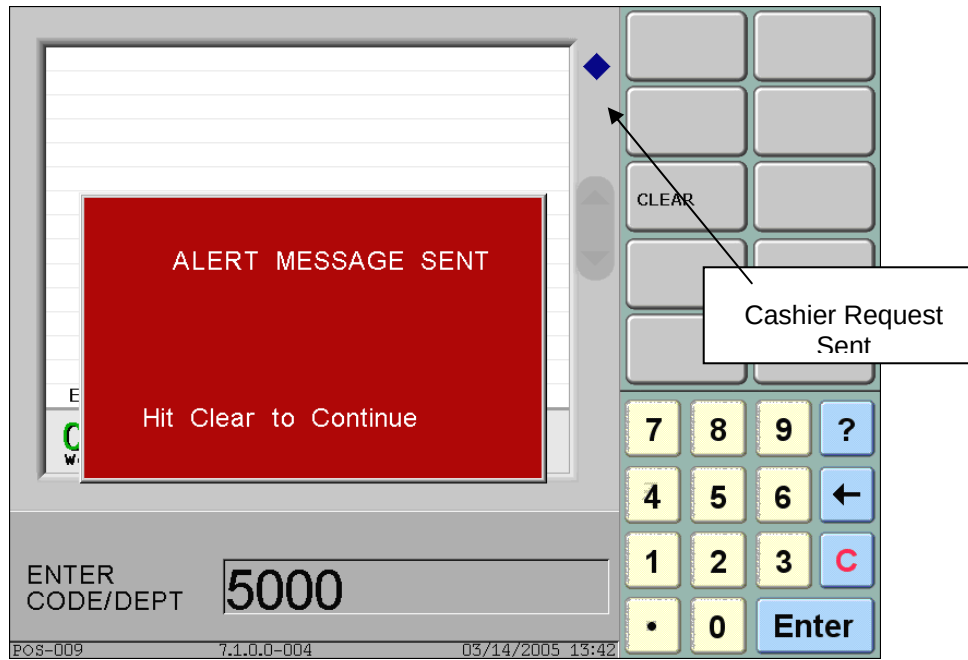
The following screens show the location and status examples of Cashier Notification Icons.



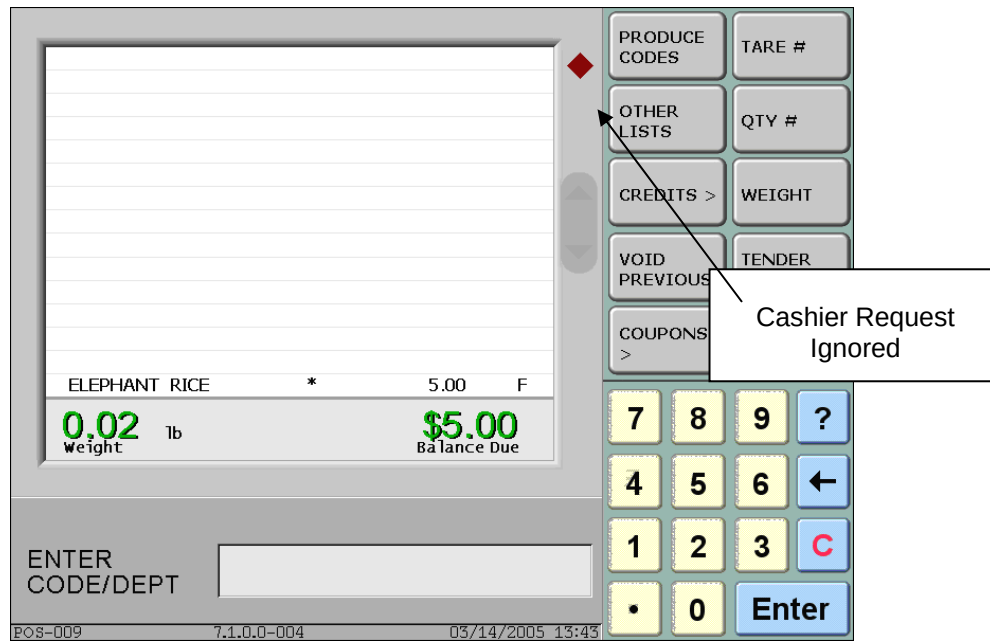


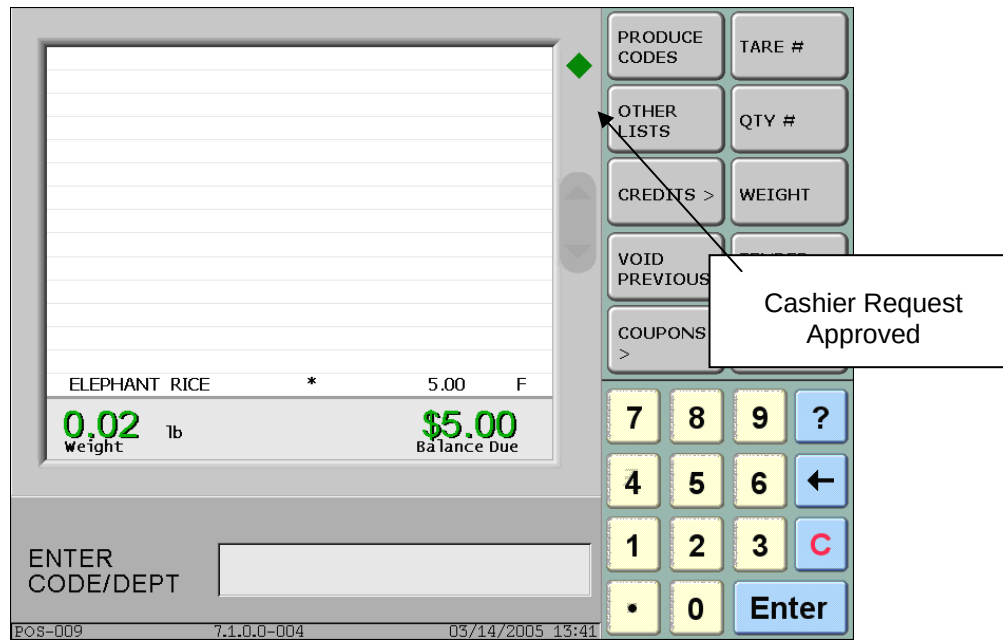




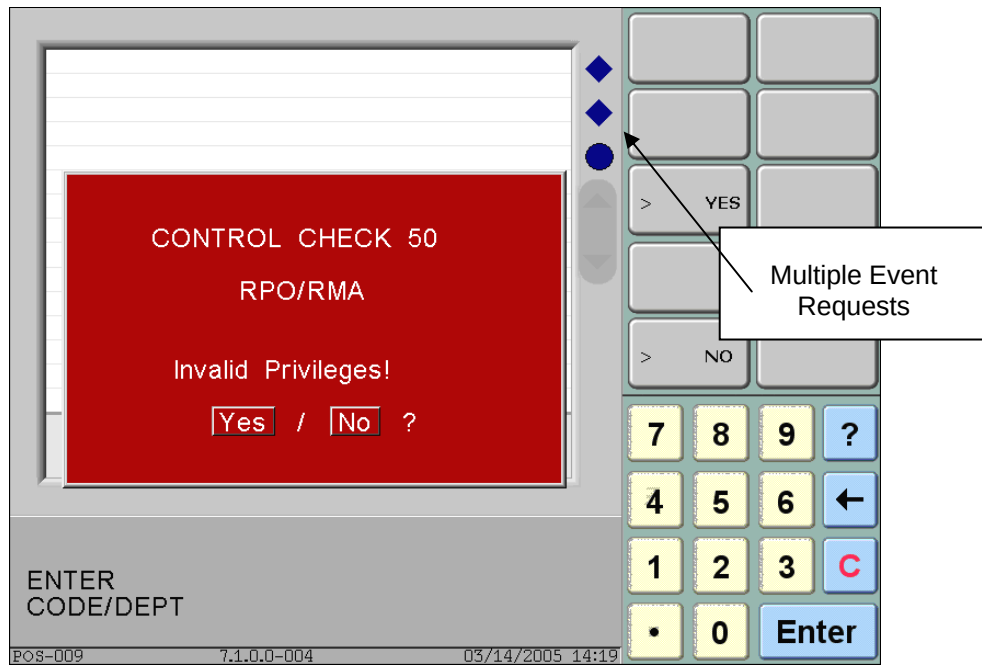






**Note:**

The Parameter "Cashier Notification Icon Time Limit" determines how long to display the cashier request icon (diamond) on the POS display before automatically being removed. This parameter has no affect the control check (circle) icons. The cashier can manually remove cashier request icons anytime by tapping the icon (regardless of its status color).

**Note:**

There can be multiple event requests at any given time and therefore multiple icons may display (see above). If the maximum number of icons has been reached, the oldest cashier requests will be removed before posting a new icon.

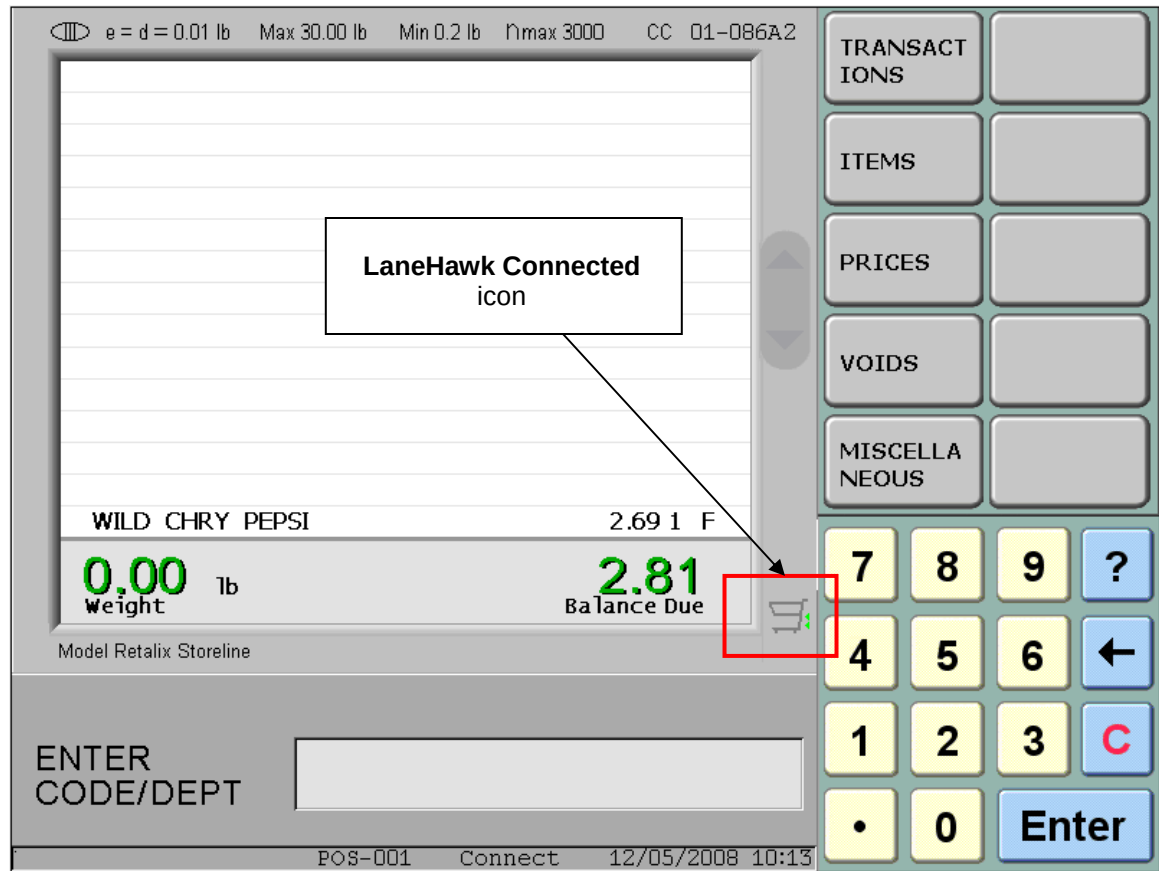
LaneHawk Notification Icons

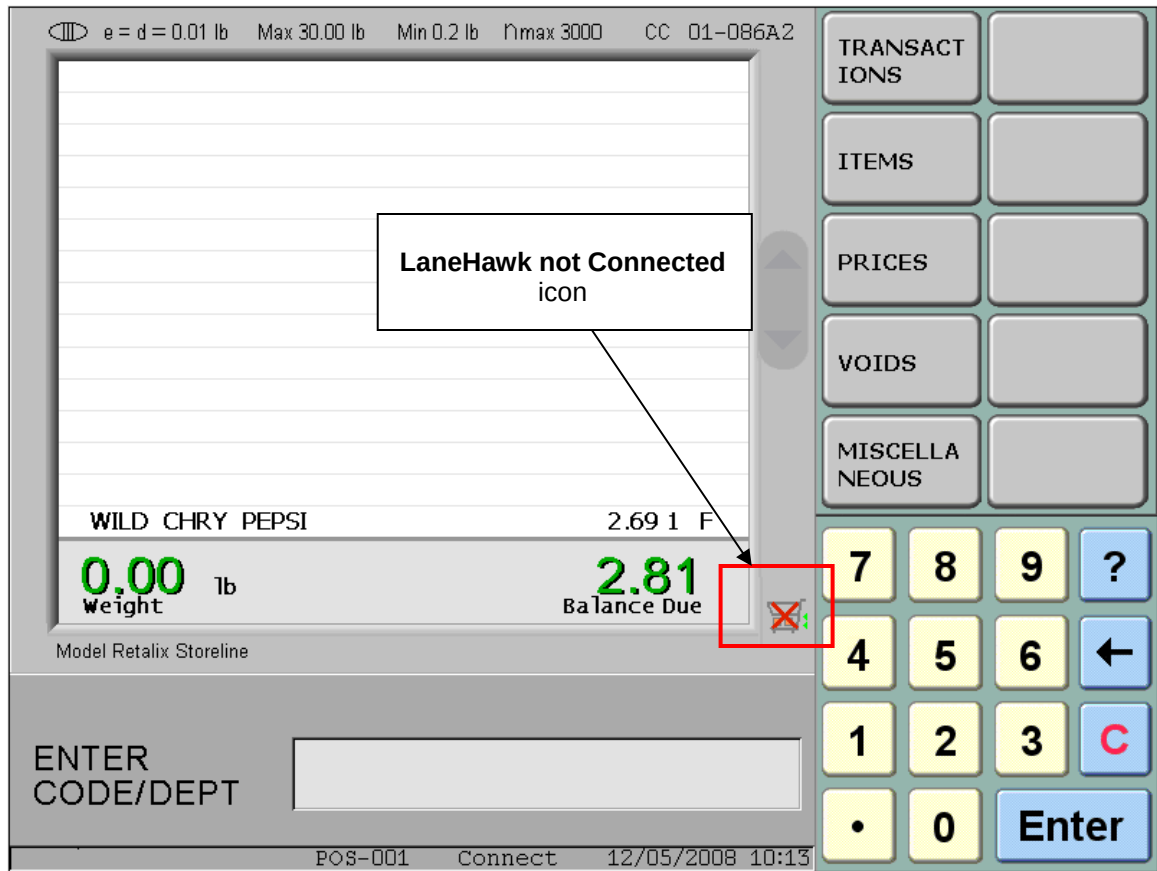
LaneHawk is a solution from Evolution Robotics that uses digital video cameras and software to identify “when” and “what” items are on the bottom of a customer’s cart. Using “visual pattern recognition” for object recognition, LaneHawk automatically detects and identifies “below the basket” items.

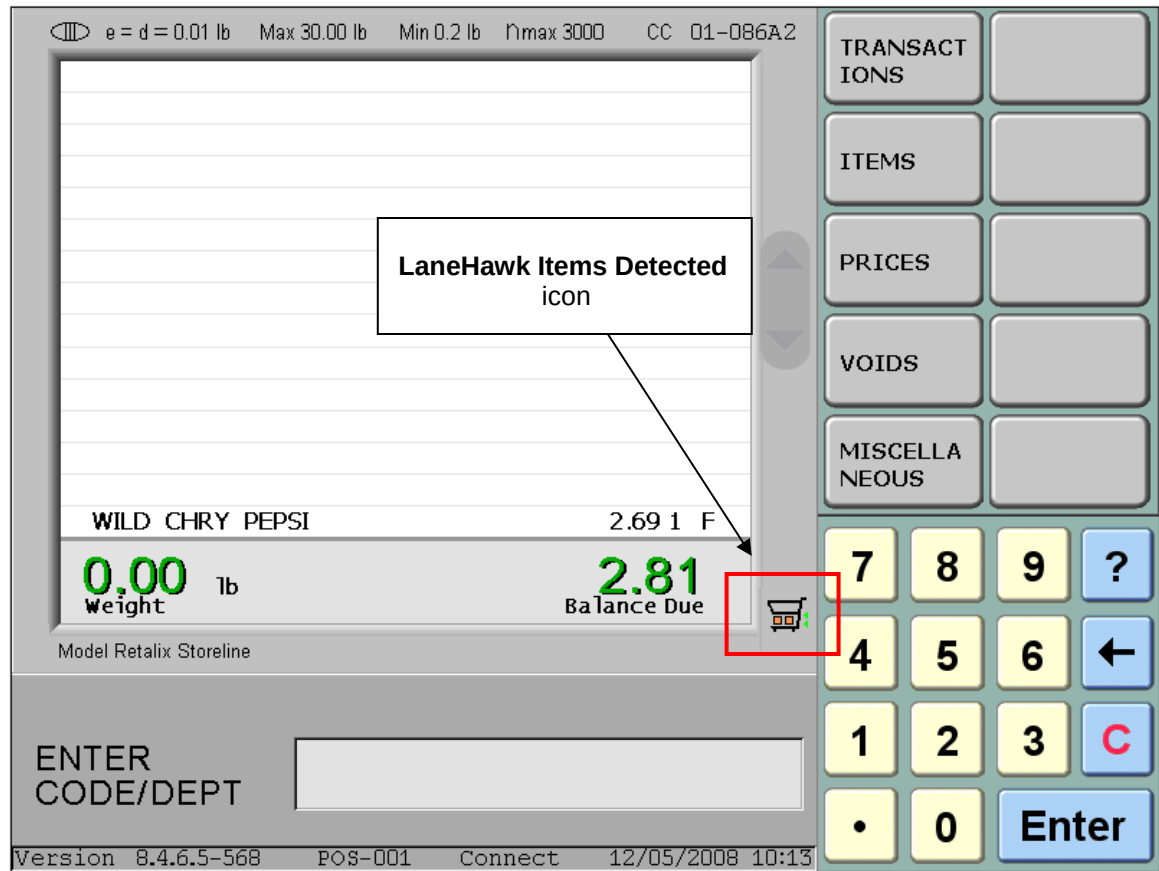
If LaneHawk is enabled, cashier notification (shopping cart) icons will notify the cashier of the three different LaneHawk status conditions:

- LaneHawk Connected (empty shopping cart) – StoreLine is connected to the LaneHawk interface.
- LaneHawk not Connected (red X through the cart) – StoreLine is not connected to the LaneHawk interface.
- LaneHawk Items Detected (blocks below cart) – Items have been detected “below the basket” by LaneHawk.

These icons appears below and to the right of where the Balance Due amount is displayed.







2

Entering Sales Data

Entering a sales transaction at a PoS terminal consists of the following stages:

Starting a sale

Entering items

Totaling the sale

Tendering the sale

This chapter deals with starting a sale and entering items. Totaling and Tendering is described in the chapter 'Tendering'.

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Keyboard

Depending on your store's hardware and system setup, function and preset keys may be designed for frequently used functions, items or departments. You only need to press one key to perform a function, thus saving keystrokes. Preset keys are assigned via the POS Keyboard Programming option.

The PoS Terminal keyboard may contain:

- Various function keys used for specific PoS functions.
- Preset/Dedicated keys used for entering specific items, departments discounts, and returns.
- A numeric pad used for entering numbers. The terminal automatically assigns decimal points to numeric entries. For example, if you enter 1000, the system records 10.00.

Soft Keys and Hard Keys

Soft keys are found only on certain equipment. Hard keys refer to the numeric keypad as well as other preset function keys.

Accept (soft-key)

The *Accept* key is used to respond with "Yes" to a terminal prompt.

Cancel (soft-key)

The *Cancel* key may be used to:

- Respond with 'No' to a terminal prompt.

- Cancel an operation before it is executed. For example, if you have entered a weight and pressed the *Weight* key, and you don't want to continue the operation, press *No/Exit*.
- Exit prompt and list windows without entry or selection. For example, if you have pressed the *Inq* key and you don't want to perform an inquiry, press *No/Exit* to quit.
- Cancel the KEYLOCK INVALID message. This message is issued when a control check message appears, and the cashier presses C, but the keylock key is not in the correct position. *No/Exit* aborts the function being performed when the message appears.

Clear (hard key)

The C (Clear) key may be used to:

- Cancel the last input.
- Confirm and remove error messages, and continue with the transaction.

Note

The *Clear* key is not available after pressing *Enter*.

Enter Key (hard key)

The *Enter* key may be used to:

- Enter an item with a valid check digit code, manually.
- Enter a value (price, etc.).
- Accept a value or an operation.

Enter an item number and press *Enter*. The terminal displays the item's description and price.

PLU Key (hard key)

The *PLU* key is used to enter an item via the keyboard numeric pad.

Enter an item and press *PLU*. The terminal displays the item's description and price.

Sales Receipts

A sales receipt is printed for each transaction and may differ according to system settings. An example of the PoS terminal sales receipt:

			Receipt Graphic Logo
WELCOME TO OUR STORE			Receipt Header
Frequent Shopper # 40007313925			

DAIRY			Item details: (Grouped by department for this configuration)
BUTTER	\$ 2.39 NF		
VENDOR COUPONS	-\$ 0.50 NF		
MILK	\$ 1.99 NF		
You saved \$.38			Item description
TOTAL DEPARTMENT	\$ 4.88		Item price
PRODUCE			Frequent Shopper/Club Card
GREEN PEAS			Savings
1.50lb @ \$2.00/Lb	\$ 3.00 NF		Weighted Item details
TOTAL DEPARTMENT	\$ 3.00		Customized signs (Non Taxable /Taxable Food Stampable)
TAXABLE GROCERY			
BANDAGES	\$ 2.69 T		
TOTAL DEPARTMENT	\$ 2.69		
4	BAL DUE	\$ 9.79	Subtotal details:
			Number of items purchased
			Balance due
CASH	\$10.00		Tender details:
CHANGE	\$.21		
CLUB SAVINGS TOTAL	\$.38		
			Tender type selected
			Tender amount given
			Change due
SUB TOTAL	\$ 9.57		Member Savings Total
TOTAL TAX	\$.22		Sub total and tax details:
			Subtotal (before tax)
			Total tax amount
			Total amount paid

TOTAL		\$ 9.79	

YOUR SAVINGS TODAY!			

TTL COUPONS	\$.50	}	Totals Savings: Coupon Savings Frequent Shopper/Club Card Savings
TTL FREQUENT SHOPPER	\$.38		
TOTAL SAVINGS	\$.88		

CARD NO 40007313925		}	Member Card Number Member Name Points this Visit Total Points to Date
MEMBER NAME: GRAHAM			
ASHWORTH			
POINTS THIS VISIT	25		
INCLUDES:		}	Transaction data: Cashier ID C0010 Transaction number #0018 Transaction time 17:45:45 Transaction date 18 MAY 2002 Store number S0001 Terminal (register) number R025 Receipt Footer
BONUS POINTS	10		
TOTAL UP TO 7/7/2005	575		

CASHIER NAME: JOHN LOFT			
C0114 #0018 17:45:45			
7JULY2005			
S00001 R025			
THANKS FOR SHOPPING WITH US			

There are various combinations available for the printing of sales receipts, for the benefit of the customer. Once the receipt printing definition has been specified, all PoS terminals will use the same format for receipt printing.

Note:

The receipt header and footer can vary by PoS terminal.

Depending on the way in which your receipt printing setup is defined, the following may or may not appear on your receipt:

- **Individual Tax** - this will print the different tax details (tax code; taxable value; tax value and local tax).

- **Frequent Shopper Savings** - the savings earned and totals may appear.
- **Your Savings Today** - if there are items or departments in the receipt with valid discounts, promotions, offers and reductions, the amounts saved are categorized and listed at the end of the receipt.
- **Member Card Points** - if the Member Card print option is set up, points print on the receipt whenever member card is in use.
- **Your Could Have Earned XXX Points** – with Member card points, an option can be set up to print the points that could have been earned on non-member receipts.

Reorganize Receipt

There are various combinations available for the printing of sales receipts, for the benefit of the customer.

Combine Same Items

All identical items are grouped together and print as one entry, with the number of items indicated.

Note:

If the "Combine Same Weighed Items" parameter is also checked, you can also same "weighed" items on the customer receipt. For example, produce item 105 is sold 3 times during a transaction at the following scale weights: 2.55lbs., .8 lbs. and 1.95 lbs. With this new parameter checked, the item will appear once on the receipt with its total weight listed (i.e. 5.30 lb @ \$0.59/lb for \$3.12).

Buffer Printing

The Buffer Printing facility enables you to define how the ticket is printed. By setting up the various Office parameters, you can define the following:

- Main Sort
 - ♦ Department Name
 - ♦ Department Name plus Total
 - ♦ Item Name
 - ♦ Price Ascending
 - ♦ Price Descending
 - ♦ Department Number
- Second Sort
 - ♦ Alphabetically
 - ♦ Price Ascending
 - ♦ Price Descending
- Special Format Printing (Bold, Italic, Color, etc.)

Sale Mode Options

You can start a sale in various ways, depending on the way your system is set up, i.e. Frequent Shopper in system, Member card in system, etc.

Basic Sale

Every transaction is a normal sale, unless another type of transaction is started. If any key other than a specific transaction type key (preset return, preset cash pick up, etc.) is pressed at the beginning of a transaction, that transaction is a normal sale.

A 'normal' sale is where a cashier begins entering items straight away, without any prompts appearing on the PoS terminal.

Member Card Sale

A Member Card identifies a customer as being eligible for points and discounts in certain promotions. Member Cards may be swiped, scanned or key-entered at any time during a sale.

➤ To start a Member Card Sale

- 1 Swipe/scan the Member Card in the card reader or manually key in the card number when the prompt allows you. A MEMBER CARD message displays.
- 2 Begin entering items. See Item Entry, on page 2-17.
Depending on the way in which your system is set up, various rewards are given to the customer.

Biometric Finger Scan for Member Number

If the loyalty card number was received from MTXEPS via a PBT (Pay By Touch) biometric finger scan and the "Display Loyalty Member Name from PBT" parameter is checked, the member name will display:

The screenshot displays the ISS45 POS terminal interface. The main screen area is a grid with a prompt 'Member Name Displayed' pointing to a specific cell. Below this, there is a 'weight' field with a dashed line and a 'Balance Due' field showing '\$0.00'. At the bottom, there is a field containing '7127089 John Doe' and a prompt 'ENTER CODE/DEPT'. To the right of the main screen is a numeric keypad with buttons for digits 0-9, a decimal point, an 'Enter' key, and function keys like 'LOOKUPS', 'ERROR CORRECT', 'DEPTS', 'SPECIAL FUNCTION', 'WIC ORDER', 'QTY/FOR', 'VOID', 'COUPONS', 'REDEEM COINS', and 'MORE'. The bottom status bar shows 'Version 8.4.6.0-535', 'POS-001', and the date/time '05/09/2005 10:51'.

Secondary ID Prompting

In situations where the customer does not have their member card available at checkout, ISS45 supports the customer entering their secondary ID (i.e. 10-digit phone number) on the payment terminal pin pad. If the customer does not want to key-enter the phone number at the pin pad, the cashier has the ability to key-enter the phone number through the point of sale terminal.

In idle mode, the pin pad will prompt for the customer's secondary ID if one of the following prompts is displaying at the POS:

- Member Card prompt
- Frequent Shopper prompt
- Secondary ID prompt

The cashier may initiate the secondary ID prompt at the pin pad by using the secondary ID function key at the POS. In sales mode, the pin pad will also prompt for the customer's secondary ID.

If Corema is used, the secondary ID will be validated against loyalty database. If the member file is contained locally (in Member Maintenance), the secondary ID will be validated against local member file. Once verified the prompt will be cleared at the POS and the pin pad will enter payment mode.

Note

The parameter Prompt for Member Secondary ID at the Pin Pad (6-1-2-1-4) must be checked to use this feature.

Frequent Shopper

Frequent Shopper cards may be swiped, scanned or key entered. Depending on your store's settings, the above may occur either at the start of a sale, or any time during a sale. If the Frequent Shopper option is set in the system, the following screen is displayed at the beginning of each sale:

The screenshot shows a POS system interface. On the left is a large screen with a white background and horizontal lines. A teal-colored dialog box is overlaid on the screen, containing the text 'FREQUENT SHOPPER No' and a white input field with the number '0' entered. To the right of the screen is a numeric keypad with buttons for digits 0-9, a decimal point, an 'Enter' key, and function keys labeled 'ACCEPT', 'CANCEL', '?', and a left arrow. The bottom of the screen displays the text 'POS-019 7.8.3.0-020 05/15/2003 12:19'.

➤ **To enter a Frequent Shopper number**

- 1 Type in the Frequent Shopper number and press *Accept*, or;
- 2 If the customer is *not* a Frequent Shopper, press *Enter/Cancel* and continue with the sale as usual.

You can now ring up the customer's items as usual. Discount is automatically deducted from any items that have been set up with a Frequent Shoppers' discount.

Customers can also scan their Frequent Shopper cards at the PinPad rather than handing the card to the cashier. This gives the customer full control of their Frequent Shopper cards. To implement this feature, a Frequent Shopper function must be assigned to a key on the keyboard or to an item in the on-screen menu.

➤ **To process a Frequent Shopper Transaction by scanning the card at the PinPad:**

- 1 The card is scanned at the PinPad.

The pinpad will accept a Frequent Shopper card and send WinPOS an unsolicited message with the Frequent Shopper number. WinPOS will store this number in a temporary buffer until the cashier presses a "Frequent Shopper" key or "Total".

- 2 The cashier presses the **Frequent Shopper Key** or **Total** key.

The frequent shopper discounts and member promotions (if applicable) will be calculated. WinPOS will reinitialize the buffer at the end of the transaction.

MobileLime

ISS45 supports a payment interface with MobileLime.

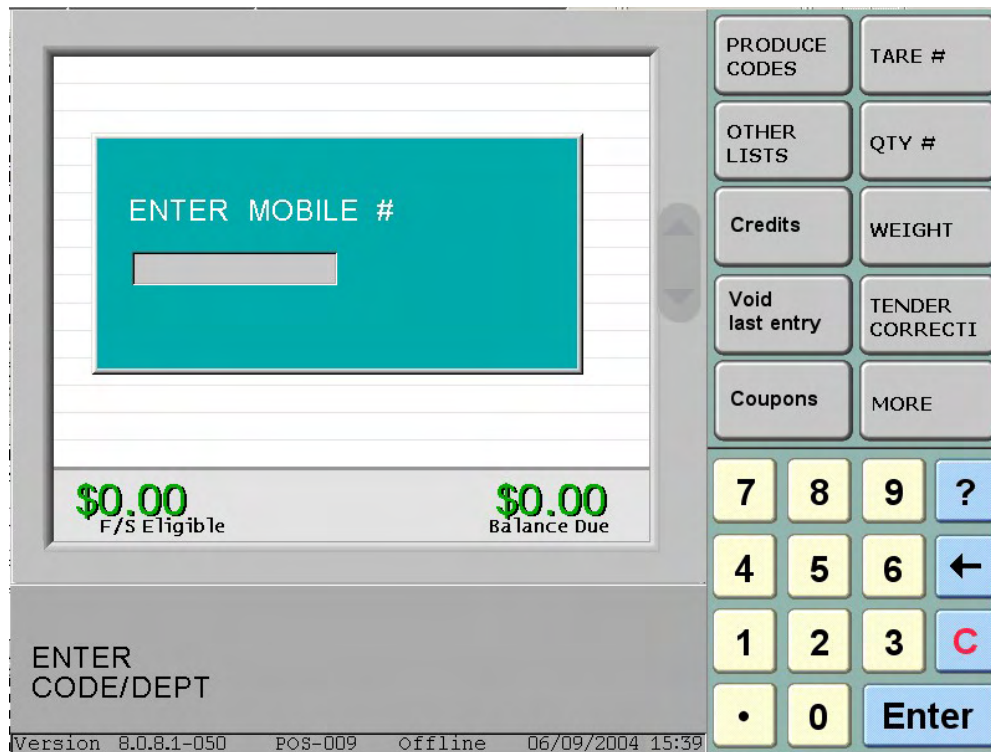
MobileLime is a payment provider for stores where customers can pay for their purchases with their cell phone number.

Note:

If the "Prompt for MobileLime Loyalty at Start of Ticket" parameter is checked, the cashier will be prompted to enter the customer's MobileLime number at the start of the ticket. In stores with large numbers of MobileLime Loyalty Members, the automatic prompt will save the cashier time in locating the MobileLime Loyalty button/key.

- **To enter a MobileLime Loyalty Number at the POS:**
- 1 While in sale mode, press the MobileLime Loyalty key.

The MobileLime prompt is displayed:



Note:

MobileLime loyalty works independently of other loyalty programs (i.e. Corema, OEM). The first member number entered into the transaction will determine which loyalty program is used.

- 2 Key in the MobileLime Number and press **Enter**.

WinPOS checks if a valid card number has been entered. If so, Segment information is received from MobileLime and applicable promotions are applied.

Note:

The prompt can be bypassed using **Clear**, **Cancel**, or **Exit/No** and will remain if **Enter** is used without a value.

Customer Information

Use this function to enter a customer's name, address and telephone number, at any time during a sale. Customer Information details appear on the cashier's display after the details have been entered and are not printed on the receipt or journal. To view customer details, use the Electronic Journal in the Office application.

Item Entry

Items are assigned a unique barcode number. Item data may be entered in the following ways:

- Scanning item barcodes.
- Keying in item numbers manually and using the *Enter* or *PLU* key.

After entering an item by keying in the item number, you can press the *Enter* or *PLU* keys, depending on whether the item is assigned a valid check digit code. If the item is assigned a valid check digit code, then press *Enter*. If the item is not assigned a valid check digit code, the *PLU* key must follow the entry.

Scanning Item Codes

Items may be scanned or keyed in manually using the numeric pad and the *PLU* or the *Enter* key.

Consecutive Scan Count Display

The Consecutive Scan feature enables a cashier to see the number of times a specific item has been scanned in the order.

For example, if an item is scanned five times consecutively, this information is displayed on the cashier screen. This enables the cashier to monitor the correct number of scanned items.

Weighed items whose details (item type and weight) are identical are also included in this function.

The Consecutive Scan Count Display is activated either by scanning single items, or by using the *Quantity* key.

If one or more scanned items are cancelled, the scan total and sales balance are adjusted accordingly.

Preset Item Key

A terminal key may be assigned to represent one specific item, via the POS Keyboard Programming option. Such a key is called a preset or a dedicated item key. Preset item keys are used for fast-moving items.

To sell a dedicated item, press the appropriate preset key.

General Department Key

The general department key is used to enter a department sale transaction. This means that the sale is associated to a department instead of a specific item. For example, some dairy products can be sold via the dairy department, and not by specifying an item number. When a department item is entered, all attributes and limitations, such as tax rates, food stamp eligibility, weight allowed, maximum and minimum values, are taken from the department record.

➤ **To enter a department item using the Dept key**

- 1 Press *Dept* and select the applicable department from the available list on the soft-key panel.
- 2 If an amount is not defined for the specified department, you are prompted to enter the amount.
- 3 Enter the item price and press *Accept*. The department's name and the entered price display, OR
- 4 If you don't know the department number press the *Dept* key. The list of the available departments displays on the soft-key panel.
- 5 Select the applicable department from the list and enter the price.

➤ **To enter a department by price**

- 1 If you know the price to be charged to the department, type the amount in the Enter Code/Dept field.
- 2 Press the *Department* key. The Department list appears in the soft-key panel.
- 3 Select the applicable department from the list. The price you entered in step one above is charged to the selected department.

Note

This method may be used with Department preset keys as well.

Preset Department Key

A PoS terminal key may be assigned to represent one specific department via the POS Keyboard Programming option. These keys are called 'preset' or 'dedicated' department keys.

There are two ways a department item may be entered using a preset department key:

Press the preset *Department* key. The system prompts for the amount. Enter the item price, and select *Accept* from the soft-key panel.

- (If the system has been set up this way) Press the *Dept #* key. The system automatically rings the price.

Restricted Sale/Birthday Validation

When the Restricted Sale/Birthday Validation feature is set up, the PoS terminal performs department-based validation on restricted items such as liquor, beer, wine and cigarettes. A restricted sale means that the item can only be purchased at a particular time of day. A birthday validation means the item can only be purchased by an individual of a minimum specified age.

- The sale of an item can be restricted at a certain time of the day (restricted sale).
- The sale of an item can be restricted to individuals who have reached a certain age (birthday validation).
- The sale of an item can be restricted both by the time of day and the age of the customer (restricted sale and birthday validation).

Restrictions can be set up for up to ten departments. All items in the restricted departments are subject to validation. Validation occurs both upon department and item code entry.

If control checks have been defined for restricted sale, birthday validation and bypassing birth date entry, the system executes these checks when entering the restricted item.

➤ **To enter a restricted item**

- 1 Enter restricted item or department as described in the previous sections. If birthday validation is set up, the terminal prompts for the customer's birthday.

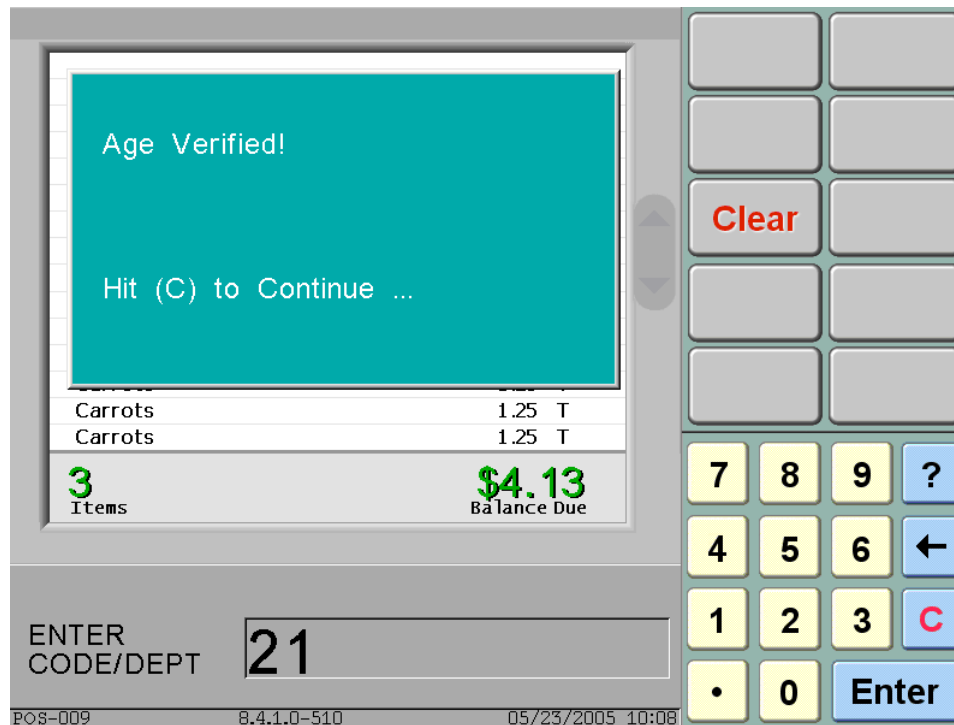
The screenshot shows a POS terminal screen with a sales receipt and a birthday prompt. The receipt lists items: RED CHERRIES (2 @ 7 FOR \$1.00, \$0.29 N F), CAT FOOD (3 @ 7 FOR \$1.00, \$0.43 N P), and RED CHERRIES (2 @ 7 FOR \$1.00, \$0.28 N F). A large teal box in the center of the screen displays the prompt: "PLEASE ENTER CUSTOMER BIRTHDAY (MMDDYY)0". Below the prompt is a button labeled "NO to abort". To the right of the screen is a numeric keypad with buttons for digits 0-9, a decimal point, an "Enter" key, and function keys like "PRODUCE CODES", "TARE #", "OTHER LISTS", "QTY #", "CREDITS >", "WEIGHT", "VOID PREVIOUS", "TENDER CORRECTI", "COUPONS >", and "MORE". At the bottom of the screen, there is a status bar with the text "POS-019 7.8.3.0-020 05/15/2003 12:45".

- 2 Type in the birth date in the specified format and press *Accept*. The terminal prompts for verification.
- 3 Confirm the customer's birth date. Press *Yes* to confirm, or *No* to re-enter the date.

- 4 Continue the item or department entry as usual. The birth date displays on the terminal and prints on the receipt.

Biometric Finger Scanning

The following POS screen will appear if the customer's birth date passes the age verification process through PBT (Pay By Touch) biometric finger scanning, indicating the customer is of age to purchase the item:



If the loyalty card number was received from MTXEPS and the “Display Loyalty Member Name from PBT” parameter is checked, the member name will display:

POST Item Messages

This feature can be used to trigger messages on the display. For example: If a customer buys liquor, a popup age confirmation message may display.

This feature can be set up in various ways, via the Office application:

- Display a message when an item is sold. An age restriction can be specified for this message type.
- Display a message when *Total* is pressed.
- A SALE NOT ALLOWED message can be displayed.
- Display the message when an item is scanned twice in succession.

Entering Weighed Items

There are several ways for entering a weighed item:

- Using a scale connected to the PoS terminal.
- Keying in item's weight using the numeric pad and the *Weight* key.
- Weight can be encoded in the item code.

Tare Weights

Tare weight is the weight of an item's container. If the 'Weighed Item' parameter in an item's record is checked and the 'Tare Weight' field has a tare weight code, then a tare weight may be subtracted from the item weight.

The tare weight is automatically subtracted from the item weight. It is not displayed in the sale entry, nor is it printed on the receipt. Item weight displayed and printed is the item weight after tare weight.

Weighed items may or may not utilize tare weights.

Tare weights can be entered by:

- Specifying a predefined tare weight code.
- Entering the tare weight manually.
- Automatically: If a tare weight code is entered in the Tare Weight field of an item record, the tare weight is automatically entered when entering that item.

Entering a Weighed Item/Department Item without a Scale

➤ With no tare or with automatic preset tare

- 1 Enter item weight.
- 2 Press the *Weight* key.
- 3 Enter item/department item.

If the item/department item has a pre-set tare weight, it is automatically subtracted from the item weight. The tare weight is not displayed or printed at any time.

➤ **With preset tare code**

- 1 If you know the tare weight code, press the *Tare* key on the soft-key panel. The terminal displays the tare weight corresponding to this code.
- 2 Enter item weight and press *Weight*. The tare weight is subtracted from the item weight.
- 3 Enter item/department item.
- 4 The terminal prompts for the amount. Enter the item/department item price and press *Enter*.

Note

If you don't know the tare weight code, press *Tare*. Select the required tare weight code and press *Accept* to select it. The selected tare weight displays on the terminal.

➤ **With manual tare**

- 1 Enter item weight and press *Weight*.
- 2 Enter tare weight and press *Tare*. The net weight is calculated and displayed.
- 3 Enter item/department item.
- 4 The terminal prompts for the amount. Enter the item/department item price and press *Accept*.

OR

- 5 Enter tare weight and press *Tare*.
- 6 Enter item weight and press *Weight*. The net weight is calculated and displayed.

- 7 Enter item. The sale entry is displayed as in 'Preset tare code'.

Entering a Weighed Item/ Department Item with a Scale

➤ With no tare or with automatic preset tare

- 1 Place item on scale.
- 2 Enter item/department item. For department items, the terminal prompts for the amount. Enter the item price and press *Enter*.

➤ With preset tare code

- 1 If you know the tare weight code, place an item on the scale.
- 2 Enter tare weight code and press the *Tare* key. The net weight is calculated and displayed.
- 3 Enter item/department item. For department items, the terminal prompts for the amount. Enter the item price and press *Enter*.

Note

If you don't know the tare weight code, press *Tare*. Select the required tare weight code and press *Accept* to select it. The selected tare weight displays on the terminal.

➤ With manual tare

- 1 Place item on scale.
- 2 Enter tare weight with decimal point and press *Tare*. The net weight is calculated and displayed.

- 3 Enter item/department item. For department items, the terminal prompts for the amount. Enter the item price and press *Enter*.

Note:

ISS45 has the ability to print the tare weight (on the customer receipt. This ensures the customer that the proper weight value has been deducted from the scale weight.

Tare weights can be printed for all items with tare codes (whether taken from the Tare Table or entered manually) or just those items where tares are manually entered.

The "Print Tare Weight on Receipt" Receipt Printing Parameter enables this feature.

Repeating an Entry

You can press the *Repeat* key immediately after entering an item or a department item, to repeat the item entry.

Notes

1. Repeated item entry is not allowed for weighed items, decimal quantity items, or coupons.
2. Repeated item entry is not allowed if the Inhibit Qty/Repeat parameter in the item's record is checked.
3. Repeat key is not allowed for return items.
4. The *Tax Rev* and *F/S Rev* keys affect only the initial item entry. It does not apply to the repeated item entry.

Repeating a Department Entry

You can press the *Repeat* key immediately after entering a department item, to repeat the last department entry.

➤ **To repeat a department entry**

- 1 Enter the department using the *Dept* key or a preset key.
- 2 Press *Repeat* as many times as required.

Entering Quantity

The multiply key *X*, enables you to enter a number of identical items.

Notes

1. The multiple key may not be used with coupons.
2. Multiple item entry is not allowed for weighed and decimal quantity items.
3. Multiple item entry is not allowed if the Inhibit Qty/Repeat parameter in the item's record is checked.
4. An item may require that a quantity be entered. See 'Forced quantity' below.

Decimal Quantity

If an item's quantity is measured in decimal units, the quantity can be entered using a decimal point. The Decimal Quantity parameter in the item's record must be checked. For a department sale, the Decimal Quantity parameter in the department's record must be checked.

➤ **To enter an item with a decimal quantity**

- 1 Enter the item quantity using the decimal point. For example, 1.5.
- 2 Press *X*.

- 3 Enter the item.

Forced Quantity

If the Forced Quantity parameter in an item's record is checked, the PoS terminal forces you to enter a quantity for that item.

➤ To enter an item with forced quantity

- 1 Enter the item.
- 2 The terminal prompts for the quantity.

The screenshot shows a POS terminal interface. A red overlay box in the center-left of the screen contains the following text:

- MUST ENTER QUANTITY FOR CAT FOOD
- ITEM PRICE 0.59
- ENTER QUANTITY 0

To the right of the red box, a list of items is visible, including 'CAT FOOD' with a price of 0.59. Below the red box, there is a 'MEMBER CARD' section with the text 'ENTER CODE/DEPT' and the number '3'. At the bottom of the screen, a status bar displays 'POS-019', '7.8.3.0-020', and '05/15/2003 12:42'. On the right side of the terminal, there is a numeric keypad with buttons for digits 0-9, a decimal point, an 'Enter' key, and function keys like 'ACCEPT', 'CANCEL', and 'C'.

- 3 This window displays the item's name and price. Type in the quantity and press *Accept*.

Entering Manual Item Prices

For some items you may be required to enter a price manually, or confirm the displayed item price.

If a price exists for the item, the terminal displays that price, and prompts you for confirmation. If the item has no price, you are prompted to enter it manually.

➤ To enter a manual price

- 1 Enter the item. The terminal prompts you for the new price.

MANUAL PRICE ENTRY
PASTA

CURRENT PRICE 2.30

NEW PRICE 2.30

0.00
Balance Due

MEMBER CARD

ENTER CODE/DEPT 66

POS-019 7.8.3.0-020 05/15/2003 14:09

Keypad buttons: ACCEPT, CANCEL, 7, 8, 9, ?, 4, 5, 6, ←, 1, 2, 3, C, ., 0, Enter

- 2 If the item has a current price, it displays in New Price also. You can accept this price by pressing *Accept*. To enter another price, overwrite the new price and press *Accept*. If the item has no current price, key in the new price and press *Accept*.

Price Override: Pre-item Entry

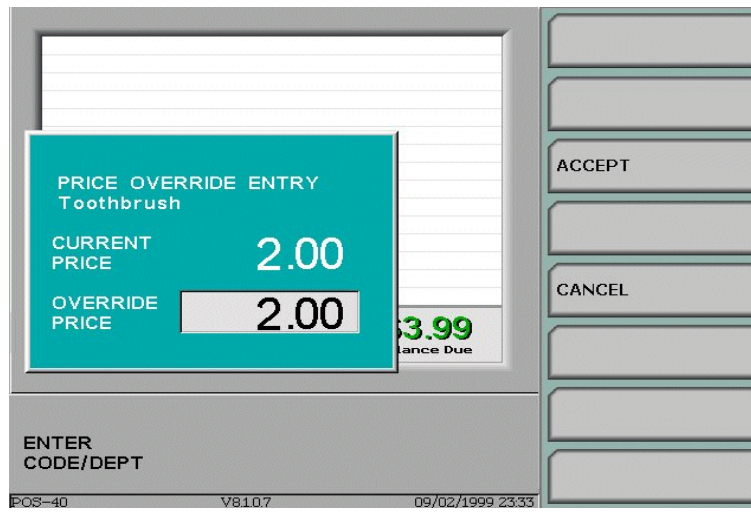
The price override option may be used to enter a price that is higher or lower than the normal item price, *before* the item is rung up.

Before an item is rung up on the terminal, the cashier must press the *Price Override* key. The new price may be entered at this point. The customer receipt shows only the override price, not the original price or any adjustments.

Note

A price override may only be performed on one item at a time.

- **To override a price before ringing up an item (pre-item)**
 - 1 Press the *Price Override* key. The PoS displays a Price override status message at the bottom of the screen.
 - 2 Scan the item or key in the item number. The terminal displays the current price and the override price, (defaults to current price).



- 3 Type in the required price and press *Accept*. The override price and original price shows on the display and prints on the receipt and audit rolls.

Price Override: Post-item Entry

This override option may be used to enter a price that is higher or lower than the normal item price, *after* the item has been rung up.

After an item has been rung up on the terminal, and the price displayed is not the required price, the price override amount may be entered at this point. The cashier may then enter the correct price, and the terminal calculates the discount to apply to the old price. The new calculated amount and the discount amount shows on the display, and prints on the receipt and audit rolls.

Notes

1. A post-item price override may not be performed on a multiple selling unit item, a store coupon or a vendor coupon.
2. If the price of a promotion item is overridden, the displayed original price will be the promotion price.

➤ **To override a price after the item is rung up (post-item)**

- 1 Enter the item.
- 2 Enter the price override discount code and press the *Disc* key.
- 3 The terminal prompts for the new price.
- 4 Type the new price and press *Accept*. If price override is defined in terms of percents (in the Discount Types file), type the override percentage (e.g. 120 for adding 20% to original price). The display shows the difference in price. If the new price is lower than the original price, the difference is negative (with a minus sign). The customer receipt also shows the difference in price.

Price Shift

The Price Shift keyboard functions allow a different price to be charged for an item by calling a designated PLU associated with the price shift key. This feature allows a store, for example, to charge a different price for an item that is one-day old, two-days old or is out-of-date. The item file will need to be maintained according to the following rules.

Each Price Shift key, when depressed prior to scanning or key-entering the PLU number will append a single digit to the PLU number according the Price Shift key (1, 2 or 3) and retrieve the information from the generated PLU number. For example, using

Price Shift 1 prior to entering PLU "50", will ring PLU "501". Using Price Shift 2 prior to entering PLU "50" will ring PLU "502". Finally, using Price Shift 3 prior to entering PLU "50" will ring PLU "503".

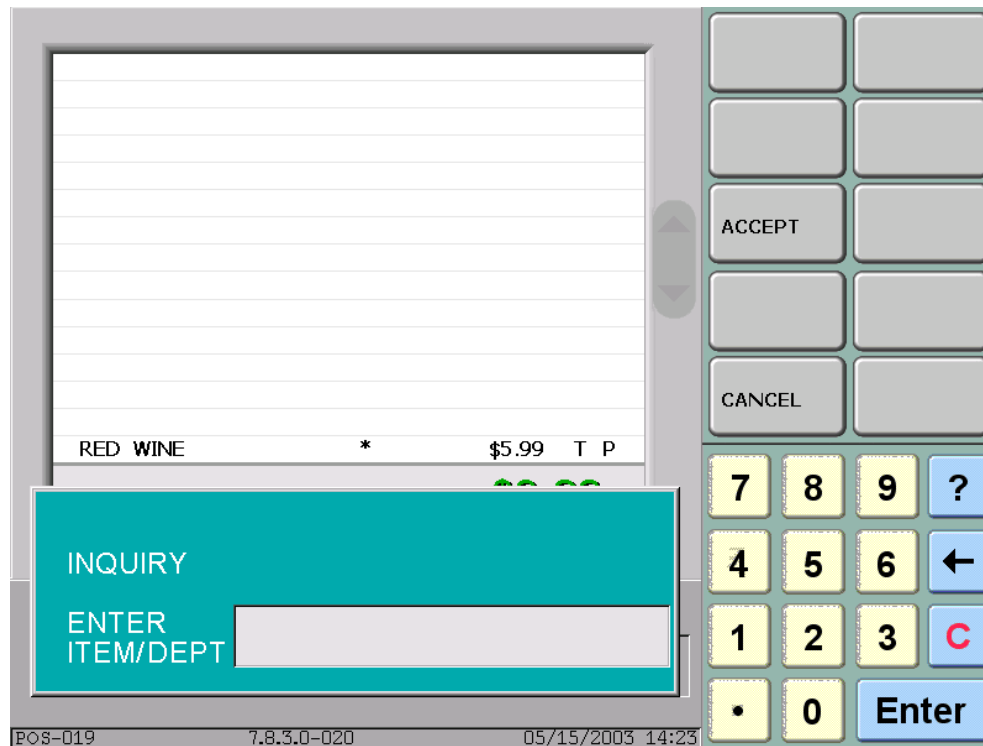
Price Inquiry

The price inquiry (*Inq*) key is used to verify an item price before entering the item.

Price inquiries may be performed at any time, during or outside a transaction.

➤ **To perform a price inquiry**

- 1 Press *Inq*. The terminal prompts for the item code.



- 2 Enter item. The terminal display shows the item number and price.

ITEM INQUIRY

1790000207
ALSACE

6.00

Execute / Abort

ENTER
CODE/DEPT

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Keypad buttons: YES, NO, 7, 8, 9, ?, 4, 5, 6, ←, 1, 2, 3, C, ., 0, Enter

- 3 Press Yes to enter the item or No to exit without item entry.

PLU Groups (Short Groups)

Short Groups are used to list items without barcodes. You can use short groups at any time.

➤ **To enter a short group item**

- 1 Press the *Short Group* key. The short groups list displays.

DELI

DINNER R	1/	0.44	34
HOT DOGS	1/	2.00	28
MASHED P	1/	3.99	1242
TURKEY D	1/	0.01	1237
WINE COO	1/	6.00	6

Select item and hit ENTER

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PRODUCE CODES TARE #

OTHER LISTS QTY #

CREDITS > WEIGHT

VOID PREVIOUS TENDER CORRECTI

COUPONS > MORE

7 8 9 ?

4 5 6 ←

1 2 3 C

• 0 Enter

- 2 Highlight the required group using the arrow keys and press *Enter* to select it. The items belonging to that group are listed.
- 3 Highlight the required item and press *Enter*.

Discounts

Discounts may be applied to items or department entries.

Discount Types

There are two kinds of discounts:

Single item discounts apply to one item.

- Transaction discount apply to all eligible items within a sales transaction. (For example, Senior Citizen, Employee, etc.)

The available discounts are:

- Fixed percentage discount - (may or may not be changed by the cashier. A maximum percentage applies to discounts that can be changed).
- Fixed amount discount - (may or may not be changed by the cashier. A maximum value applies to discounts that can be changed).
- Price override (for single item discounts)
- Upcharge – (A discount record can be set up as a specific surcharge that applies to selected customers. The Item Discount Only and Upcharge parameters in this record must be checked)

Discount Type Entry

A discount type may be entered using the following methods.

- Using a preset (dedicated) discount type.
- Using the general discount key and discount codes: Enter discount code. Press the *Disc* key.
- Using the discount types list. Enter item and press the *Disc* key.

A decimal point is needed to enter a discount rate. When no decimal point is entered, the terminal records a decimal point after the last digit entered.

Item Percentage/Amount Discount

➤ **To apply a discount percent or amount to a single item**

- 1 Enter the item.
- 2 Select the discount type.

One of the following occurs:

- Discount is automatically applied (fixed percentage/amount discount). The terminal displays the discountable amount, the discount amount and the discount percent.

You may not change any of these values. Press *Enter/Accept* to accept the discount or *No/Cancel* to exit the discount.

- The PoS terminal shows the discount rate (variable percentage/amount discount with default option).

FIXED DISCOUNT

DISCOUNT AMOUNT 5.99

DISCOUNT AMOUNT 0.60

DISCOUNT PERCENT 10.000

99 N F
99 N F
99 N F

7.97
ance Due

ACCEPT

CANCEL

7 8 9 ?

4 5 6 ←

1 2 3 C

• 0 Enter

ENTER CODE/DEPT

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You can press *Enter/Accept* to accept the discount, or key in a different percentage/amount and press *Enter*.

- Discount is not allowed because the Discount Prohibited parameter in the item's record is checked, or the Allow Discount parameter in the department's record is not checked.

Transaction Percentage/Amount Discount

Entire transaction must be voided to remove a transaction discount. Additional items may be entered after tendering has begun. A previously entered transaction discount rate also applies to the additional items.

➤ **To apply a discount percentage rate/amount to all eligible items within a sales transaction**

- 1 Enter all items.
- 2 Press *Total*.
- 3 Enter the discount type.

One of the following occurs:

- Discount is automatically applied (fixed percentage/amount transaction discount). The terminal displays the discountable amount, the discount amount and the discount percent/value.

You may not change any of these values. Press *Enter/Accept* to accept the discount or *No/Cancel* to exit the discount.

- The PoS terminal shows the discount percentage rate/amount (variable percentage transaction discount with default option).

You can press *Enter/Accept* to accept the discount, or key in a different percentage and press *Enter*.

Promotions

Promotions are handled automatically by the system when a promotional item is rung up. Promotion prices are limited by start and end dates and quantities. The promotion price is displayed and printed on the receipt.

There are three types of promotions:

- Promotions
- Reductions
- Offers

If a control check for minimum purchase has been defined in a promotion/reduction/offer record, the system executes this check after entering the promotion item, in case the required minimum purchase amount has not been reached. For further explanations on control checks, see Chapter 1 in this manual or refer to the *Office User Guide*. Items that are on promotion, reduction or offer may or may not be set up as discountable.

Sale items are defined via the Batch Maintenance option. Sale items are handled automatically by the system. When an item on sale is rung up, the sale price is displayed and printed on the receipt.

Promotions

The retail price for a *promotional item* is reduced by any amount. For example, \$1.50 for an item that originally cost \$1.70.

When a promotional item is rung up, the terminal first displays the item's description and then the promotion's description. Only the promotion price is displayed and printed on the receipt.

The screenshot displays the ISS45 WinPOS terminal interface. The main display area shows a receipt for 'BAGLE CHIPS' and 'BAGLE SPECIAL' with a total of \$2.19. The interface includes a keypad with buttons for PRODUCE CODES, TARE #, OTHER LISTS, QTY #, CREDITS >, WEIGHT, VOID PREVIOUS, TENDER CORRECTI, COUPONS >, and MORE. The bottom status bar displays POS-019, 7.8.3.0-020, and 05/15/2003 14:52.

Item	Price	Quantity	Unit
BAGLE CHIPS			
BAGLE SPECIAL	\$2.19	N	F
\$2.19			
Balance Due			

Weight

ENTER CODE/DEPT

MEMBER CARD

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Reductions

The retail price of a *reduced item* is reduced by a specific dollar amount or percentage. For example, a \$3.00 item may be reduced by 10% or .30 (cents).

When a reduced item is rung up, the terminal first displays the item's description and then the reduction's description. The retail

price and the negative reduction amount display and print on the receipt.

		PRODUCE CODES	TARE #
		OTHER LISTS	QTY #
		CREDITS >	WEIGHT
		VOID PREVIOUS	TENDER CORRECTI
		COUPONS >	MORE
BAGLE CHIPS BAGLE SPECIAL \$2.19 N F BABY ORAL CARE \$5.00 T P SPECIAL REDUCTI -\$0.75 T P			
----- weight		\$6.65 Balance Due	
ENTER CODE/DEPT		MEMBER CARD	
		7 8 9 ? 4 5 6 ← 1 2 3 C • 0 Enter	
POS-019 7.8.3.0-020 05/15/2003 14:53			

Offers

An offer allows customers to get an item at a discounted price if they buy a specified quantity of that item. For example, 'Buy 2, get 1 free', or 'Buy 1, get the second one half price'.

It is possible to allow an item's discounted price to be limited. For example, 'Item is 20% off, limit 3'; or 'Buy 2, get 1 at special price, limit only 1 at special price'.

In addition, two or more items can be linked to the same offer. For example, 'Buy 1 item and get another item for free or at discount'.

The screenshot displays the ISS45 WinPOS interface. The main display area shows a receipt with the following items:

Item	Price	Qty	Type
BAGLE CHIPS			
BAGLE SPECIAL	\$2.19	N	F
BABY ORAL CARE	\$5.00	T	P
SPECIAL REDUCTI	-\$0.75	T	P
SIMILAC LA-CTOSE FRE			
1 @ MANAGER OFFER	\$4.50	T	P

Below the receipt, the total amount is displayed as **\$11.38** in green, with the label "Balance Due" underneath. To the left of the total, there is a dashed line and the word "weight".

At the bottom of the screen, there is a section for "ENTER CODE/DEPT" with a text input field. To the right of this field is a "MEMBER CARD" button. The bottom status bar shows "POS-019", "7.8.5.0-020", and "05/15/2003 14:54".

On the right side of the interface is a keypad with the following buttons:

- PRODUCE CODES
- TARE #
- OTHER LISTS
- QTY #
- CREDITS >
- WEIGHT
- VOID PREVIOUS
- TENDER CORRECTI
- COUPONS >
- MORE
- 7, 8, 9, ?
- 4, 5, 6, ←
- 1, 2, 3, C
- , 0, Enter

Member Promotions

Member Promotions are handled automatically by the system when an item assigned to a Member Promotion is rung up. They can be designed to reward Member Cardholders, or customers who are not loyalty members. Member Promotion prices are controlled by start and end dates, minimum quantities and values, and various other rules. The Member Promotion price is displayed and printed on the receipt.

There are various types of Member Promotions:

- Immediate Promotions
- Enhanced Promotions
- Group Promotions
- Order Promotions
- Order/Levels Promotions
- Order/Group Promotions

Where minimum purchase requirements and other rules are defined for a promotion, the system checks if the rules for the item or department entered are met. This checking process occurs after each item or department is entered, or at the end of the sale, depending on the promotion type.

Immediate Promotions

An Immediate Promotion allows you to specify a reward amount for a specific item. For example, a reward of 50 cents for an item that originally costs \$3.00. Customers qualify for the reward (and multiple rewards), by purchasing the quantity you specify

Enhanced Promotions

Enhanced Promotions give you more flexibility in setting up promotions, reductions and offers. You can specify promotion start and end dates, as well as a mark down department. Customer savings, or rewards, are allocated to this mark down department. As in all promotions, customers qualify for rewards (and multiple rewards) by purchasing the quantities you specify.

Group Promotions

Group Promotions have additional parameters and choices, allowing you to build promotions covering a wider selection of products. Group Promotions include a choice of ten group types. You can define each group with different purchase quantity requirements.

Customers qualify for rewards by purchasing the required quantities or minimum purchase amount you specify.

Order Promotions

Order promotions differ from others, in that the reward is only calculated and applied at the end of the transaction. Rules you apply here force the customer to purchase minimum item values as well as quantities.

Order Promotions include parameters to allow for Member Card points and assigning a promotion to departments as well as items. In addition, you can define the minimum item value and maximum reward amount

Order/Levels Promotions

Order/Level Promotions, similar to Order Promotions, calculate and apply the reward at the end of the transaction. The rules you apply here, with the *banded* (stepped) purchase requirement, encourages customers to purchase greater quantities to achieve bigger rewards. Use the bands to define progressively larger rewards. Reward types include: Cash value, Percentage off, Member Card points and Per Item Discount.

Order/Level Promotions share the same promotion number range as Order Promotions.

Order/Group Promotion

Order/Group promotions share features from both Group Promotions and Order Promotions. Rewards are calculated and applied at the end of the transaction.

Order/Group Promotions include a choice of three group types, and you can define different purchase value and quantity requirements for each group. The award is triggered when the transaction meets all the defined thresholds. You do not have to use all three groups in a promotion.

For example, you can set up a promotion which is triggered only if the customer buys 3 items of X and 1 item of Y and 3 items of Z.

Reward types include: Cash value, Percentage off, Member Card points Per Item Discount and Target Message.

Tax Reverse

The tax reverse key (*Tax Rev*) reverses tax for a single eligible item. You press it before entering an item whose taxability is to be reversed.

It works as follows:

- If the item is taxable, the *Tax Rev* key cancels all taxes for that item.
- If the item has no tax, the *Tax Rev* key taxes that item according to the tax rates set up via the system parameter Tax Rates to be checked for Tax Reversal.
- Once the *Tax Rev* key has been pressed, a Tax Reversal message displays in the input area. The terminal prompts for the item.
- The *Tax Rev* key is a toggle switch. If it is pressed in error, press it a second time to clear. The Clear key is not used to remove the tax reversal).

Note

Both tax reversal and food stamp reversal may be applied to the same item. Press the *Tax Rev* and the *F/S Reverse* keys in any sequence. The message TAX & F/S REVERSAL displays in the input area.

Food Stamp Reverse

The food stamp reverse key (*F/S Reverse*) reverses food stamp eligibility for a single item. It is pressed prior to entering the item whose eligibility is to be reversed.

It works as follows:

- If the item is food stamp eligible, the *F/S Reverse* key cancels the eligibility for that item.
- If the item is not eligible, the *F/S Reverse* key allows that item to be purchased by food stamps.
- A sign for food stamp eligibility and non-eligibility may be defined via the PoS Setup. This sign displays and prints to the right of an item that is food stamp eligible or not food stamp eligible.
- Once the *F/S Reverse* key is pressed, a F/S Reverse message displays in the input area. The terminal prompts for the item.
- The *F/S Reverse* key is a toggle switch. If it is pressed in error, press it a second time to clear. The Clear key is not used to remove the food stamp reversal.

Notes

1. The food stamp eligibility sign is reversed on the sales receipt. Other than that, there is no indication on receipt that the *F/S Reverse* key was used.
2. Both tax reversal and food stamp reversal may be applied to the same item. Press the *Tax Rev* and the *F/S Reverse* keys in any sequence. The message TAX & F/S REVERSAL displays in the input area.

Bottle Deposits and Returns

Bottle deposits are attached to items. The bottle deposit is rung up automatically when the item is scanned or keyed.

General Void

Use this option to void (cancel) various activities or events within a transaction. The system has a 'smart void' function. The

screen only displays the void types applicable to the contents of the current sale and mode of the terminal.

The General Void options are:

Void Option	Result
Void Last Item	Voids the last item scanned or entered.
Void Item	Voids any one item already entered in the transaction.
Void Transaction	Voids the entire transaction, before it has been tendered.
Void Member Card	Voids a Member Card already swiped.
Void Coupon	Voids a coupon already tendered.
Void Tender	Voids any partial tender accepted. Once the complete sale has been tendered, void options cannot be used. The PoS terminal must be in tender mode.

Note:

The "Cancel Item" function (Keyboard Function #901) voids the last item added to the ticket. The "Cancel Item" function differs from the "Subtract Item" function (Keyboard Function #902) in that the Subtract Item function prompts for an item/dept number and then voids the entered item/dept. If the "Subtract Item" key is pressed again when the POS prompts for the item/dept number, the "Cancel Item" function is performed (voiding the last item added to the ticket).

3

Transactions & Other Functions

This chapter covers various types of functions that affect different types of transactions both in sale mode and in tender mode.

In this chapter:

Returns/Refunds,
page 3-3

Cost Plus,
page 3-4

Price Inquiry,
page 3-11

No Sale,
page 3-11

Tender Purchase,
page 3-11

Total,
page 3-18

Void Transaction,
page 3-20

Returns/Refunds

Both coded and uncoded items may be refunded.

The following return types may be set up in the Return Types file:

- **Fixed item return** is a specific item identified by a return type. A fixed item return may be entered within a transaction.
- **Return transaction** is a transaction in which all the items entered are returned items. All returned item prices are entered in negative values.
- **General item return** means that the next sale is a return. As in a return transaction, the item is credited at the current price.
- **Link item** when one item is sold, a linked item is also sold automatically.

About Return Types

A return type may be entered using the following methods:

- Using a preset (dedicated) return type.
- Using the general return key and return codes.
- Using the return types from the soft-key panel list.
(If you don't know the return code, just press the *Return* key. The return types list displays on the soft-key panel.)

Depending on system setup, the following details may be found on a Transaction Return receipt.

- Return print description
- Return name (Return Transaction)
- Returned amount

- Return type description
- Items returned
- Reason for return

The above details are filled in by the customer and cashier at the PoS terminal. The number of receipts to print at the PoS terminal may be defined in the Office application.

To perform a return transaction, select a return type from the soft-key panel and enter the item(s) to be returned. The item(s) are entered with a negative price(s). The item's price is deducted from the balance due.

If price confirmation is set up for a return type, the terminal displays the current price of the item, and prompts for a new price. You may accept the displayed price or enter a new price.

Gift Card Activation

Based on a Gift Card Option setting (6-1-3-9-4), gift cards may be activated before or after the transaction (in which they are purchase) is tendered. After tendering, the activation request is then sent to the host. Once activation approved, the activation code is printed on the receipt.

Note:

The Gift Card mechanism can also be configured to activate Phone Cards, either through a range of PLUs or Departments. Phone card activations require a swipe at the Pinpad.

The following message will be displayed at the POS after tendering, when gift card activation takes place.



GIFT CARD ACTIVATION
PLEASE SWIPE CARD

Note:

For multiple magnetic stripe activations, the POS will prompt for the gift card with the specified amount and PLU number. For example: **"Swipe \$25.00Card w/PLU 00052000000050"**.

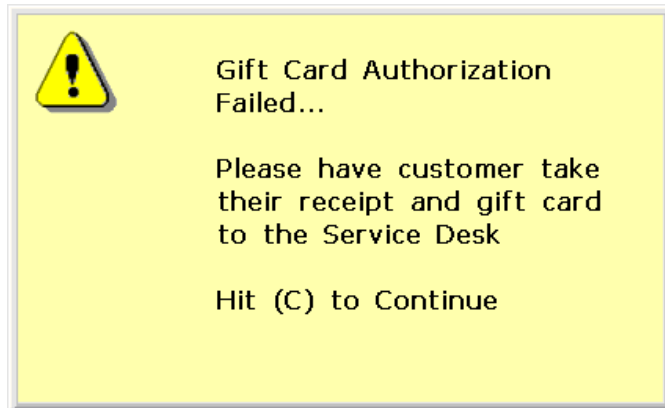


GIFT CARD ACTIVATION
PLEASE WAIT

Note:

If multiple EAN 128 cards are being activated (see EAN Gift Cards below), the display will show the current card and total card counts of the activation progress. (Swipe activated cards are not included in the count). For example: **"Activating Gift Card 2 of 12"**.

An individual receipt will print for each Gift Card sold bearing the Gift Card type, card number, the activation code and the date and time of the transaction. If activation fails or is declined, the receipt will print the Gift Card type, card number and the decline reason. Once the activation process is complete, the following message will display:



➤ **To override the price of a Gift Card:**

- 1 Locate and press the Price Override Key.
- 2 Scan or key-enter the Gift Card number. The control check will be issued.
- 3 Respond to the control check. If accepted, the price prompt will display.
- 4 Enter the price for the card. (This is the price will be sent to MicroTrax).

Note:

If the control check is rejected, the cashier will have to scan the item again and sell it at the set price.

EAN 128 Gift Cards

ISS45 also supports Gift Cards that contain EAN 128 barcodes, a high-density alphanumeric bar code that is capable of storing both the UPC # and Card Account #. Both fixed value (e.g.

\$10.00, \$25.00, \$50.00, etc.) and variable value gift cards are supported.

Gift cards that contain EAN 128 barcodes can be sold and activated at the same time (rather than having to activate separately after scanning the purchased gift card's barcode). In addition, an individual gift card receipt for each gift card activated in a transaction is generated.

Note:

As of this writing, MicroTrax version 815.3 (and higher) is required to support EAN 128 Gift Cards.

The POS will validate the EAN 128 Gift Card based on the gift card department range or PLU range settings.

If the cashier key-enters the Gift Card PLU number:

- And the Gift Card is validated using a PLU range, the card will be activated as it has previously.
- And the Gift Card is validated using a department range, the gift card will be activated using the “two pass” method, with a request made to scan the card at the pinpad.

If the cashier key scans the Gift Card:

- And the PLU is in either the PLU range or department range, it will be activated as an EAN 128 Gift Card.
- And the PLU is not in either the PLU range or department range, the sale will not be allowed and the following error message will display.

**Note:**

Set the Inhibit Qty/Repeat flag for gift cards in the PLU record to prevent the Quantity and Repeat POS functions from being used.

Note:

Processing fees are not sent to MicroTrax but are handled by linking the card to another PLU (similarly to bottle deposits).

Phone Cards

Use the following steps in order to sell and activate phone cards.

- 1 Add Phone Cards to the Card Process Profile in MTXEPS WinEPS.

- 2 Add the Phone Card Prefix to Allowable Card Prefixes in MTXEPS WinEPS.
- 3 Modify the WinPOS.ini file to include the two-character ID for Phone Cards defined in Step 1.

Note:

The "PhoneCardID" parameter in the WinPOS.ini file (located in the C:\Program Files \ POSWare \ WinPOS folder) provides the store the ability to set a two-character identifier for the phone card.

For example:

PhoneCardID=ID

- 4 Create a Department for phone cards in Department Maintenance (1-6-1-1).
- 5 Create PLU(s) for Phone Cards in (1-4-1) PLU Maintenance and attach the department assigned in Step 1. Set the price at \$0.00. Check the Manual Price and Inhibit Qty/Repeat flags.
- 6 Setup Gift Card Options (6-1-3-9-4) to include the Phone Card PLU Range and Phone Card Department Range previously set up in Steps 1 and 2.
- 7 (Optional) Modify templates PHON_ACT_C and PHON_C_ACT in Templates/Multiple Part Receipts (1-6-10) so it contains the desired fields to print on the receipt for phone card activation.
- 8 (Optional) Modify templates PHON_ACT_D and PHON_D_ACT in Templates/Multiple Part Receipts (1-6-10) so it contains the desired fields to print on the receipt for a decline of phone card activation.

Phone Card Activation Flow

The following steps are involved with a phone card sale and activation:

- 1 Sell the Phone Card UPC setup in Step 5 above.
- 2 Cashier Display prompts to swipe card for activation.
- 3 Cashier swipes magnetic stripe at the Pin Pad.
- 4 MTXEPS sends transaction to HOST.
- 5 If the transaction is approved and the phone card is activated, the Phone Card activation template is printed.
- 6 If the transaction is declined, the Phone Card decline template is printed.

Note:

If the MTX Card Type response does not match the Phone Card ID defined in WinPOS.ini, the transaction is handled as a Gift Card for receipt printing purposes.

Cost Plus

Cost plus items and departments are sold at cost price plus a specific percentage added on to the total purchased. The percentage added on depends on the total value of cost plus items in the transaction, as well as the cost plus definitions. Typically, the more a customer buys, a smaller percentage is added on.

➤ **To override a cost plus entry**

- 1 Press the *Cost Plus* preset key, usually after totaling the transaction. (If the override function is used before totaling, the result is the same).

- 2 Enter the desired percentage amount, using the decimal point only if a decimal percentage is required, for example 33.3%.
- 3 Proceed to tender the sale as normal.

Price Inquiry

A price inquiry may be performed within a transaction or as a separate transaction to verify item price before entering an item.

For more details, see the chapter *Entering Sales Data*.

No Sale

- The *No Sale* key opens the terminal's cash drawer.

Tender Purchase

Certain tender types may be purchased from customers. There are two methods that can be used, tender purchase and automatic tender purchase. Tender purchases are entered as separate transactions.

After entering a tender purchase transaction, the cashier's accountability for the tenders in the transaction is automatically updated.

Note

The Check Fee option may be in use in your store. This feature charges a preset amount (according to the cash back amount) with overtender check transactions and cash tender purchase.

Automatic Purchase of Tender

The difference between this method, and Tender Purchase above, is the number of steps the cashier has to complete. This method is generally shorter and more flexible.

POS Transactions

POS transactions are performed by either:

- Using a transaction specific key.
- Selecting an option from the POS menu. Press the *POS Menu* key to activate the Back Office menu.

A typical Back Office menu may look similar to the following:

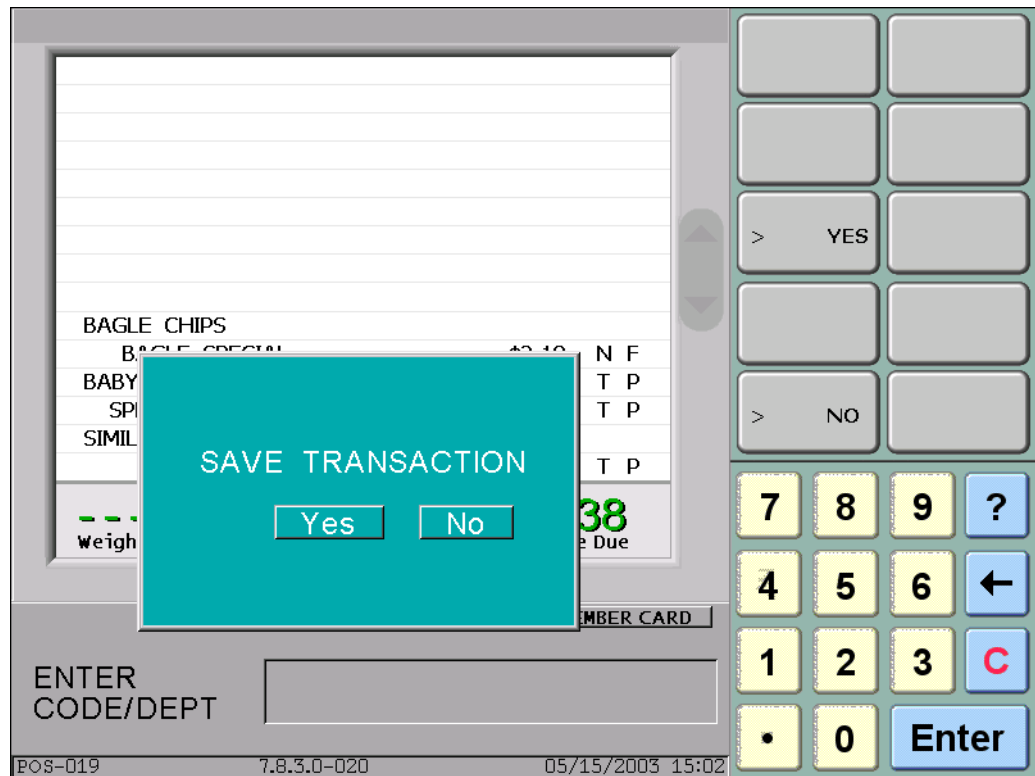
- POS Item Search
- Pos Messages (Post email)

Save and Recall

The save and recall functions allow a transaction to be saved and recalled at a later time for totaling and tendering. This function can be used when a customer wishes to return to the floor to find another item, or needs to leave the store before the entire balance can be paid.

About Save/Recall Transactions

- Each PoS terminal location can have several saved transactions at a time. You will receive a confirmation prompt to save the transaction.



- A transaction can be saved at any time, except after full tendering.
- If you are using a *thermal printer*, saved transactions have their information printed as a barcode. To recall a saved transaction, the cashier scans the barcode.
- A saved transaction can be recalled from any terminal, and will not be lost with a sign-off.
- Saved transactions that are not recalled are deleted during the end of day procedure.

Note

If the system is not able to save the transaction, due to any reason (e.g. saved transactions file is full), an error message displays: FAIL TO COMPLETE SAVE TRANSACTION. Hit (C) to continue, followed by the message: TRANSACTION IS VOIDED. Hit (C) to continue.

- If the specified transaction has already been recalled, the terminal displays the message:
SAVED TRANSACTION WAS ALREADY RECALLED.
- If the specified transaction is not found, the terminal displays the message: SAVED TRANSACTION NOT FOUND ON MASTER.
- If the system is unable to recall the transaction, the terminal displays the message: FAIL TO RECALL.
- The terminal displays a message similar to: RECALLING TRANSACTION xx PLEASE WAIT (xx is the number of the requested transaction). At this point, more items may be entered or the transaction may be tendered. The entire receipt is re-printed.

Wait Mode

Wait mode allows waiting time between or during sales transactions. While the terminal is in wait mode, the keyboard cannot be used. Time is not recorded as idle time on the Cashier Report.

To switch to wait mode, press the *Wait* key. The terminal displays a wait mode message, on both the cashier and customer displays. To exit wait mode, press *Wait*.

Secure Mode

Secure mode renders a PoS terminal inactive. It prevents unauthorized use of a terminal in case a terminal must be left unattended.

A PoS terminal may switch to secure mode automatically after a predefined number of minutes without operator use.

Secure mode may be activated between or during transactions. If a terminal is used while secured, it does not respond to keystrokes and a warning tone sounds when keys are pressed.

To secure a terminal, press the *Secure/Break* key. The terminal prompts for confirmation. Press *Yes* to secure, or *No* to cancel this operation. After pressing *Yes*, the message `START SECURE MODE` prints on the audit tape.

Note:

The “Omit Confirmation Manual Secure Mode” Sign On/Off, Secure Parameter provides the option to enter secure mode immediately after the secure mode key is pressed, without displaying the prompt to acknowledge.

To de-secure a terminal, press *Secure/Break*. The terminal prompts for a password, enter the cashier password and press *Enter*. The message `END SECURE MODE` prints on the audit tape. Cashiers may continue sales as usual.

Tax Exemption

Tax exemption forgives all exemptable taxes for all eligible items within a transaction. You may press the *Tax Exempt* key at any time during a transaction. After you enter the customer's tax

exempt number, the balance due shows the new amount without tax.

Note

The *Tax Exempt* key is a toggle switch. If it is pressed in error, press it a second time during a transaction to clear tax exemption. The balance due immediately displays the amount including tax. The message TAX EXEMPT VOIDED prints on the receipt.

Total

The *Total* key ends the item entry process and begins the tendering process. The total amount displayed reflects all items recorded, applicable taxes, and all credits/discounts applied. The total balance due shows on both the cashier and customer displays.

For ease of viewing, your system may be configured to display a large BALANCE DUE message on the cashier display, as shown below:

CEREAL			
10 @	\$5.99	\$59.90	N F
ALSACE			
5 @	\$6.00	\$30.00	T P
----- Weight		\$91.40 Balance Due	

MEMBER CARD

ENTER
TENDER

CASH \$	FOOD STAMP TO
EFT	
CHECK	KEY MISC TENDER
WIC TOTAL	GIFT CERTIFIC
COUPONS >	MORE

7	8	9	?
4	5	6	←
1	2	3	C
.	0	Enter	

POS-019
7.8.3.0-020
05/15/2003 15:15

After pressing *Total*:

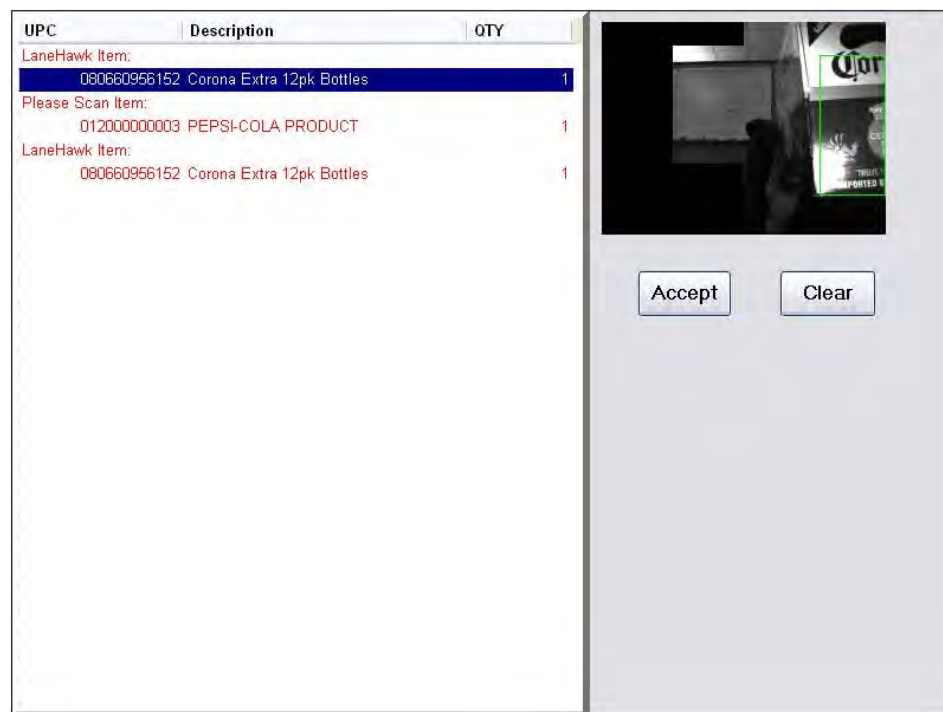
- Tender type may be selected.
- Transaction total and items sold may be printed on sales receipt and audit tape.

LaneHawk Item Resolution

Note:

LaneHawk is a solution from Evolution Robotics that uses digital video cameras and software to identify “when” and “what” items are on the bottom of a customer’s cart. Using “visual pattern recognition” for object recognition, LaneHawk automatically detects and identifies “below the basket” items.

When an ISS45 transaction is totaled with LaneHawk items, the LaneHawk interface window will be granted focus:



The cashier can take one of three possible actions.

- Add the highlighted item to the ISS45 transaction by pressing the “Accept” button (without removing them from beneath the cart). The item will be removed from the LaneHawk items list.
- Add an item to the transaction by scanning the UPC code. The item will be added to the ISS45 transaction and removed from the LaneHawk items list.
- Clear the item from the LaneHawk items list by pressing the “Clear” button. The item will not be added to the ISS45 transaction and removed from the LaneHawk items list. (This button is used if the item already has been added to the ticket, it will be added later or the wrong item was detected).

Once LaneHawk items have been resolved and the list is empty, the LaneHawk interface application will return focus to WinPOS to continue totaling and tendering the transaction.

Note:

At the time interface window is launched, the POS will not accept a scan from devices that need application focus (like scanners configured as keyboard emulation).

Note:

The ISS45 LaneHawk interface is an optionally licensed ISS45 module and requires the purchase and installation of additional hardware and software from a third-party vendor. Please contact StoreNext for additional information.

Note:

A POS terminal with a touch panel is required.

Note:

LaneHawk is supported in site using Fujitsu 92U Keyboards (without a touch-screen POS terminal). When the LaneHawk interface window has focus (after totaling the ticket) ISS45 traps keystrokes normally sent to the POS and sends messages to LaneHawk when the **ENTER** (13), **CLEAR** (4), **UP** (328) or **DOWN** (336) keys are pressed. (All other key presses are ignored). When the LaneHawk interface no longer has focus (after “below the basket” item resolution has completed) processing continues as normal.

Void Transaction

An entire transaction may be canceled with the *Void Transaction* key, if:

- The first item has been entered (in a regular transaction).
- The cash drawer has not been opened.

POST Void

Any completed transaction may be canceled with the *POST Void* key, if:

- You know the terminal number where the transaction was performed.
- You know the transaction number.

Reject Transaction

ISS45 WinPOS is able to recover transaction data after a failure such as a power failure in the middle of a sales transaction. When such a failure occurs, the message `REJECT TRANSACTION` is

printed on a receipt when the power returns. The transaction details are not lost. When the terminal resumes work, the transaction may be continued as usual, and the receipt is reprinted with the message RECOVER TRANSACTION.

Print Last Transaction

The *Print Last* key allows you to print a copy of the last transaction on the terminal.

Send Transaction to Q-Buster

Using Q-Buster, a customer transaction can be alternatively initiated from either a hand-held computer (HHC) or a Department POS. This allows a sale transaction to be rung at one or more Department POS terminals and temporarily saved until the customer reaches the checkout lane where additional sales and final tendering takes place. There the card is re-scanned to resume all partial sales transaction performed at the Department POS and sale can be totaled and tendered (along with other item purchases).

Note:

The “Q-Buster in System” POST Parameter must be enabled to use this feature.

To send a Department POS Transaction to Q-Buster:

- 1 Add items to the transaction as normal.
- 2 Press the Send to Q-Buster key.

The “Send to Q-Buster” confirmation window appears.

- 3 Press the Yes key.

The Q-Buster receipt is printed at the POS.

```

Coke 6 Pack                1.99  T F
Sprite 6 pack              1.99  T F
Sugar 5 LBS.              1.79  T F
* * * * *
*   Sent to Q-buster       *
*   T E R M I N A L :      0 0 1   *
*   T R A N S - N O :      0 0 5 3   *
* * * * *

CASHIER NAME: Retalix USA
C0001   #0053   15:20:12   24JUN2002
          S00017   R001

XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX

```

Note:

The following rules apply to Q-Buster transactions:

- Partially tendered transactions cannot be sent to Q-Buster
- Transactions with coupons (or coupons required) cannot be sent to Q-Buster
- A Member Card must be entered in the transaction before it can be sent to Q-Buster
- Transactions sent to Q-Buster will appear in the Electronic Journal as do saved transactions

Bagger ID

Cashiers can use this option to record a bagger ID number on the customer receipt and journal tape.

Note

Depending on system settings, the Bagger ID prompt will be displayed when the *Total* key is pressed.

4

Tendering

Tendering is accepting payment for goods purchased and giving change as required. This chapter explains how to tender with different tender types.

In this chapter:

Cash in Drawer Limits, page 4-3

Tender Type Entry, page, 4-5

Coupons, page 4-72

Foreign Currency, page 4-72



Cash in Drawer Limits

The cash drawer limit amount is the maximum amount a cash drawer should contain.

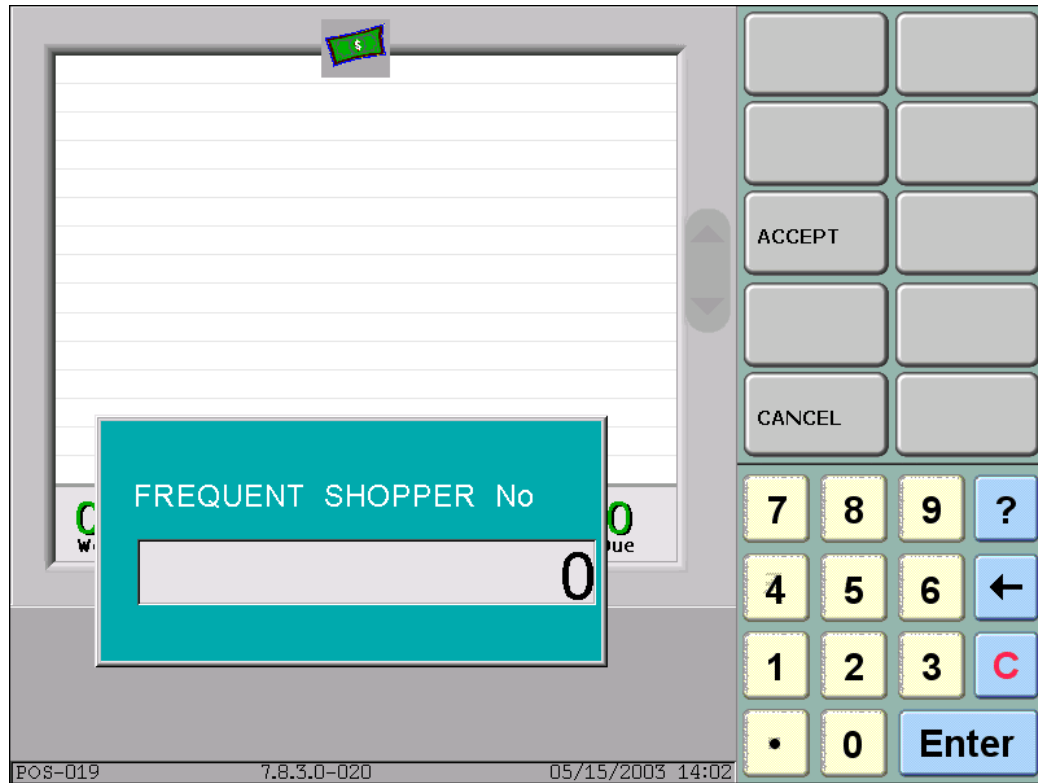
There are two types of cash drawer limits in the system.

- General cash drawer limit (blinking dollar sign or audible beep).
- Minimum and maximum amount in drawer - defined for each PoS terminal as required.

You can use these methods simultaneously.

Cash Drawer Limit Alert

Once cash in drawer exceeds drawer limit, a blinking dollar sign appears on the balance due line, in the sub-total area of the terminal display.



In addition, the system may be set up to have the terminal beep 10 times when the limit has been exceeded. At this point, a cash pick up should be performed. The sign disappears and the beep stops after the cash in drawer has been reduced below drawer limit, and the next transaction has been entered.

Note

1. Transactions may still be entered when the limit has been exceeded.
2. The terminal beep (10 times) is optional and controlled by a system parameter.

Cash Drawer Limit Control Checks

You can define control checks for minimum and maximum amounts in the cash drawer. When the amount in the cash drawer goes above the maximum, or below the minimum defined amounts, the appropriate control check displays.

Note

The control checks will continue to display after every transaction, until the situation is rectified.

Once the Control Check for Maximum Amount in Drawer displays for cash, the manager must address the control check, even if pickups are performed using a 3rd party safe application or not.

Tender Type Entry

To start tendering, press *Total*. The terminals input area display changes from: ENTER CODE/DEPT to ENTER TENDER.

A tender may be entered using the following methods:

- A preset (dedicated) tender type key that represents a single tender type, like *Cash* or *Check*.

Note

If a fixed tender amount has been defined for a preset tender key, the terminal does not prompt for the amount.

- Selecting a tender from the tender types list on the soft-key panel.
- Selecting a tender from a dropdown menu.

Entering Additional Items after Partial Payment

Additional items may be entered after a transaction is tendered and before the total balance due has been paid.

After partial tendering, simply enter additional items, and then tender the transaction as usual, if your system has been set up that way.

Canceling or Subtracting a Partial Tender Entry

A tender entry may be canceled after partial payment, using the *Cancel* key, depending on how the tender type is set up.

Another way to cancel a partial tender is to select the General Void option from the PoS menu.

Cash Sale

➤ **To tender a cash sale**

- 1 Press *Total*.
- 2 Select tender type *Cash*.
- 3 Enter the amount that the customer presents. The terminal displays the change amount due, and prints the receipt. The cash drawer opens.
- 4 Place cash in drawer, present customer with change due and sales receipt.
- 5 Close cash drawer.

Check Sale

The system supports check printing on the front and back of checks. Check front information is printed as illustrated in the following example.

	<u>MAY 19, 2005</u>
PAY TO THE	
ORDER OF	<u>ISS45 SUPERMARKET \$ *34.50*</u>
	<u>*THIRTY FOUR DOLLARS AND 50/100*DOLLARS</u>

Check endorsement information is printed on the back of a check as illustrated in the following example.

FOR DEPOSIT ONLY
MID AMERICAN NATIONAL BANK
ACT # 1238890946

ISS45 SUPERMARKET
CHECK \$34.50 145674
001 01 1 0012 13:51 19MAY05

Depending on system setup, check endorsement may include such information as:

- **Bank deposit information:** bank name, bank account number, and store name.
- **Tender information:** tender type, tender amount, and media account number.
- **Transaction information:** store number, terminal number, cashier number, transaction time and date.

If for some reason the check validating (endorsing) is not successful, you can use the Slip Revalidation option to revalidate the last check.

Select this option from the PoS back office menu.

Depending on system settings, a check fee may be charged if tendering by check.

If your store is using the Check Fee option, it is transparent to you. The check fee amount prints on the customer receipt (as a minus value) above the change due amount.

➤ **To tender a check sale**

- 1 Press *Total*.
- 2 Select tender type *Check*.
- 3 Enter the customer's check account number and press *Enter*.
- 4 The prompts from this stage onward depend on whether checks are printed automatically or written manually by the customer, and whether or not the account number exists in the Bad Accounts file. In addition, a prompt for ECCA may display. Continue to the relevant section below.

Notes

1. If the account number exists in the Bad Accounts file, the system displays the appropriate control check message.
2. If ECCA is defined in the system, a prompt for customer information may display.

Printing Checks

Check printing is an option that may be set in the Office application. When checks are printed, customers only have to add their signature.

Follow the on-screen prompts for check printing.

Notes

To abort check-front or endorsement printing at any stage, or to omit one of the stages (e.g. print check but no endorsement), press the *Cancel* key.

Manual Check Writing

Manual check writing means that the customer fills in all the check information.

ECC Check Tendering

An ECC is similar to a debit card transaction. The customer hands the cashier a check. The check placed into the Printer/Scanner and returned to the customer after the sale is authorized and tendered. The customer's checking account is debited in approximately 2 days. An ECC transaction saves the store check handling fees and reduces cash turnaround time.

➤ **To tender an ECC transaction:**

- 1 Total the transaction and choose the ECC tender.
The message "Check Image Scan: Insert Check Front Face Up. Press Yes to Bypass Scan" appears.
- 2 Insert the check into the Printer/Scanner.
The message "Check Image Scan Please Wait appears".
After approval the "Please Return Check to Customer" message appears.
- 3 Hit the Clear [C] to continue.

ECC Decline Receipt Printing

ISS45 will print a receipt when an Electronic Conversion Check (ECC) check is declined. The POS will print a separate receipt (including logo, header, footer, trailer) containing the receipt data from MTXEPS. The receipt data is also written to the ISS45 Electronic Journal as a text transaction

The decline receipt will only print if the check tender has the ("Z") TAC setup in WinEPS to print decline receipt and the ISS45 Buffer Print parameter (located on the Reorganize Receipt Parameter Screen 6-1-3-6) is enabled.

Note:

The Tender Type Maintenance Screen's **Print Receipt on Denial** checkbox for the ECC tender has no effect on this feature.

Credit Card Sale

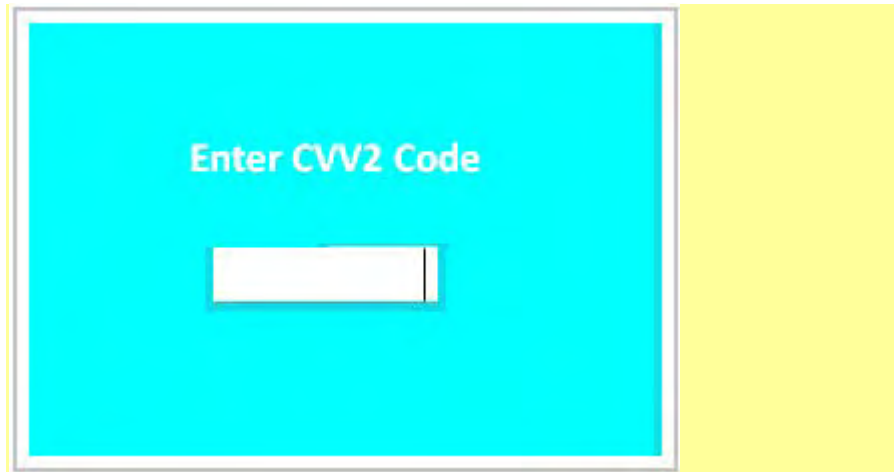
Credit cards may be entered via a Magnetic Stripe Card reader (MCR). If a card number does not match any of the ranges defined in the Debit/Credit Card file, the terminal displays an error message: INVALID ACCOUNT NO. Hit (C) to Continue.

➤ **To tender a credit card sale**

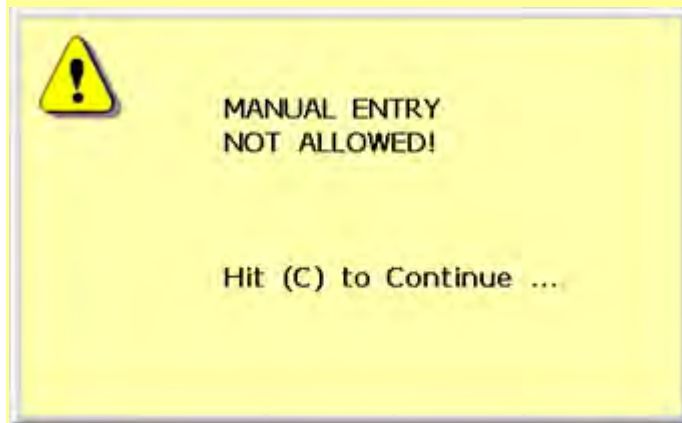
- 1 Press *Total*.
- 2 Swipe the relevant credit card. If the card swipe is not successful, key in the card number when the prompt allows you.
- 3 Follow the on-screen prompts.

Note:

The POS will display an input screen for the Credit Card CVV2 number when requested by MTXEPS OpenEPS. The 3 to 9 digit number entered by the cashier is passed on to OpenEPS when requested on Credit Card tenders. The CVV2 (a.k.a. Customer Card ID) number is printed on the back of Visa MasterCard and Discovery Credit Cards but not contained in the magnetic stripe information. The CVV2 value validates the customer has a card in their possession and the card account is legitimate.

**Note:**

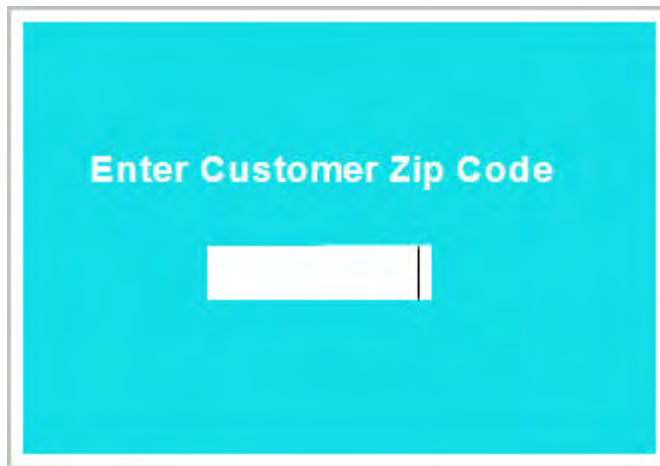
The POS prevents Credit Card and Debit Card account numbers from being manually entered. If attempted, the following message displays:



Repeated bad card swipes will require another tender to be used.

Zip Code Request

The POS displays an input screen for Zip Code entry when requested by MTXEPS on manually-entered Credit Card numbers. The 5-character Zip Code entered is passed on to OpenEPS.



Multi-part Receipts

Depending on system settings, PoS terminals may issue multi-part receipts for credit card sales, as well as for Electronic Benefits Transfer tenders (EBT).

A multi-part receipt consists of two separate slips:

- **Store copy:** credit card voucher
- **Customer copy:** credit card voucher

Note:

Depending on system parameter settings, you may set your system to 'Suppress Credit Card Signature'. This enables the cashier to suppress printing the signature slip. This feature also enables you to suppress printing depending on the defined dollar amount.

Displayed Signature Capture

If the "Display Captured Signature on Cashier Display with Accept or Reject" parameter is checked, a transaction that is approved by the EFT provider and requires signature will appear as follows:



To approve the EFT transaction, the cashier must press the “Yes” key. If rejected (by press the “No” key) by the cashier, the customer may sign again or cancel the transaction. If “Cancel” is chosen, a paper receipt is printed for signature.

Debit Card Sale

Debit card sales are handled in the same way as credit cards. Refer to Credit Card Sale, above.

FSA Cards

Flexible Spending Arrangement (FSA) cards are health-care debit account cards. The FSA debit (likely within a split-tender transaction) can tender only the sum of the qualified health-care and prescription co-pay items. The POS separates prescription co-pay amounts from the other health-care qualified purchases and reports them as separate totals to the EFT payment system.

Note:

As of this release, MTXEPS WinEPS version 823.0 (or higher) is required to use this feature.

Customers using FSA cards must tender them as the **first** payment medium in a transaction. Card balances are used to pay prescription co-pay (Rx) items/departments first and then the other health-care qualified items are paid next from the card's account.

When the FSA tender is complete, the customer tenders other media to complete the transaction for any remaining balance due on the health-care qualified items (for insufficient funds in the FSA account to cover all qualified purchases) plus the payment due on all non-healthcare qualified items.

The customer receipt displays the flags for Non-Rx Healthcare items (i.e. "H") and Rx items (i.e. "P"), the FSA Card Payment descriptor and the text from the optional FSA Totals and FSA Disclaimers Templates.

Note:

Modify as desired the template defined in the **Template Name for FSA Totals** parameter through the Templates/Multi Part Receipts application (1-6-10).

Report format	
HEADER	*****
0000000002	FSA Purchase Summary:
0000000003	Non-Rx <HC_TOTAL>
0000000004	Rx <RX_TOTAL>
0000000005	FSA Total <FSA_TOTAL>
SECTION	*****
FOOTER	*****

If the store does not want the totals to print on the receipt, leave the **Template Name for FSA Totals** parameter (6-1-3-9-7) blank.

Note:

Modify as desired template defined in the **Template Name for FSA Disclaimer** parameter the Templates/Multi Part Receipts application (1-6-10).

If the store does not want the disclaimer to print on the receipt, leave the **Template Name for FSA Disclaimer** parameter (6-1-3-9-7) blank.

Example FSA Transaction

The following is an example on how an FSA transaction is handled:

- The cashier scans or manually keys in \$10.00 for an RX item, \$12.50 for Non-Rx Healthcare items, and \$5.00 in general merchandise. The customer's total is \$27.50 (excluding taxes).
- The POS checks the **Rx Print character** and **Non-Rx Print character** parameters (6-1-3-9-7).
- The POS displays a flag next to each item. (For example **H** for Non-Rx Healthcare and **P** for Rx).
- The POS checks the parameter **Enable Healthcare Item Substantiation** (6-1-3-9-7).
- If checked, the Non-Rx Healthcare item amounts (and applicable taxes) are added to the Non-Rx Healthcare total and the Rx item amounts are added to the Rx total.
- The cashier presses the **Total** key.

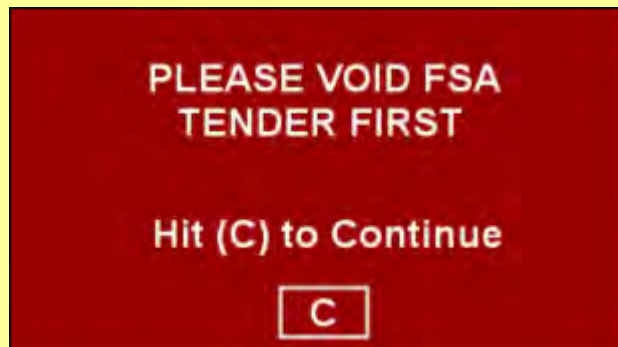
- The cashier presses the **EFT** key.
- The customer swipes an FSA card at the Pin Pad.
- The customer selects Credit on the Pin Pad display if prompted for tender type.
- The POS gets the flag from MTXEPS indicating whether the tender is an FSA tender.
- If the tender is FSA:
 - The POS sends Rx and Non-Rx Healthcare amounts to MTXEPS.
 - MTXEPS sends data to the switch for authorization.
 - If the transaction is not authorized, the POS is returned to the Tender mode.
 - If the transaction is authorized, the POS retrieves the FSA card number and other information from MTXEPS.
 - The POS writes the Non-Rx Healthcare total, Rx total, Non-Rx Healthcare amount tendered and Rx amount tendered into the TLOG.
- The System parameter **Template Name for FSA Totals** is checked (6-1-3-9-7).
 - If the parameter contains a value and the value represents a valid file on the system, the file is used as the template for printing before the receipt footer.
 - If the parameter contains no value, a template is not printed.
- If the tender is not FSA:
 - Process as credit card using current functionality.

Example FSA Transaction (with Voided Items)

The following is how the FSA transaction is handled with voided items after a partial tender of the FSA Card:

Note:

FSA items (Non-Rx Healthcare or Rx items) cannot be voided if there have been any FSA tenders in a transaction. ISS45 first requires the cashier to void the FSA tender before FSA items can be voided. If an FSA item void is first attempted, the following error message will be displayed:



- Cashier scans or keys Non-Rx Healthcare and/or Rx items.
- Partial payment is made with the FSA tender.
- The Non-Rx Healthcare total and/or Rx total is adjusted depending on coverage by partial payment. The coverage is based on a hierarchy of payment: Rx items first, then Non-Rx Healthcare.
- Cashier selects Void.
- Cashier scans or keys a Non-Rx Healthcare or Rx item to void.
- If the item to void is either a Non-Rx Healthcare or Rx item, the POS must validate there has been no FSA tenders accepted in the transaction.

- If a FSA tender has been accepted, then the item can not be voided and the POS prompts the cashier to void the FSA tender before voiding the item (see above error message).
- Cashier presses Void tender.
- FSA partial tender voided by MTXEPS.
- The Non-Rx Healthcare total and/or Rx total is adjusted depending on partial payment coverage (i.e., amount applied to Rx, then amount applied to Non-Rx Healthcare).
- Cashier voids the item.
- The POS adjust the Total Due.
- If the item was a Non-Rx Healthcare or Rx item, the Non-Rx Healthcare and/or Rx total is adjusted.
- The POS continues normal processing.

FSA Flags in the Cashier EJ

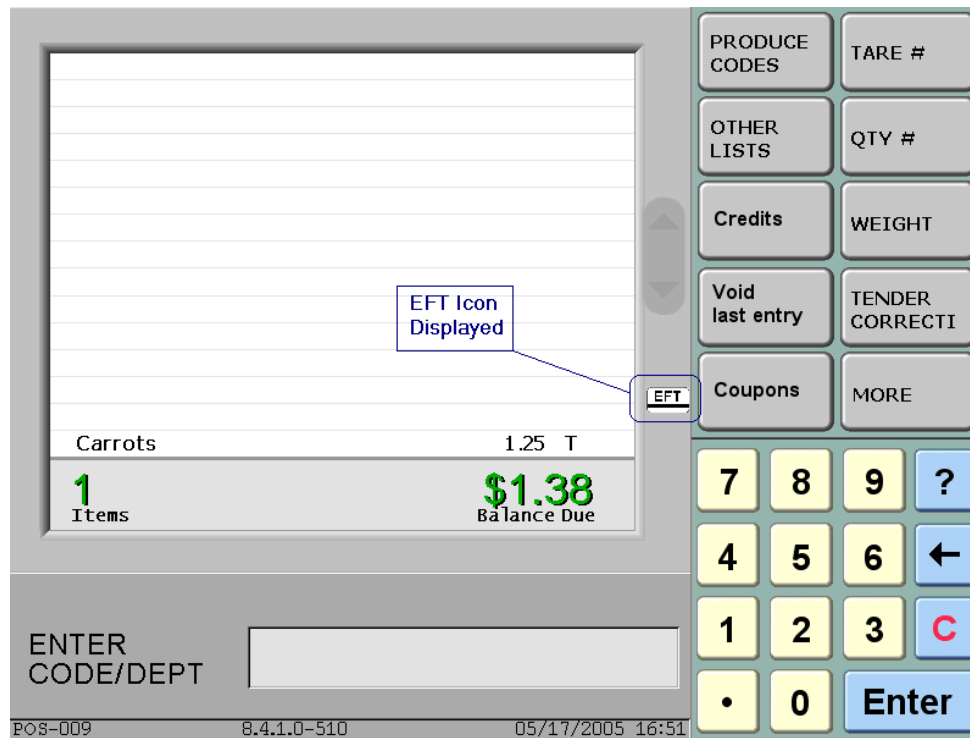
The Cashier Electronic Journal Screen displays the Non-Rx Healthcare and Rx item flags (in the same location as the food-stampable flag).

DANNON 24PK 500ML PL	\$4.74	t F
FRUIT RAFTS	\$0.65	t F
Advil	\$3.55	t H
Vicodin	\$15.45	t P
BALANCE DUE	\$26.40	
FSA	\$19.00	
CASH	\$ 7.40	
FSA Purchase Summary:		
Non-Rx	\$ 3.84	
Rx Total	\$16.72	
FSA Total	\$20.56	
CHANGE	\$0.00	
0.04 weight 1b	\$0.00 Balance Due	
CHANGE AMOUNT	0.00	

Flags for Non-Rx
Healthcare and Rx Items

Pay by Touch

Payment information may be retrieved via a PBT (Pay By Touch) biometric finger scan. If the "Display EFT Payment Icon on Cashier Display" parameter is checked and the POS does not already have an indication that an EFT payment was initiated, an EFT Icon will display to the cashier:



MobilLime Sale

MobileLime is a payment provider for stores where customers can pay for their purchases with their cell phone number.

To tender a transaction using MobileLime:

- 1 While in tender mode, press the MobileLime tender key.

The MobileLime prompt is displayed.

Note:

If the MobileLime Loyalty Number was entered in while in Sale Mode, you will not be prompted to re-enter the number.

- 2 Key in the MobileLime Number and press Enter.

WinPOS checks if a valid card number has been entered. If so, transaction information is sent to MobileLime. The return response is validated against net transaction amount and if no

problem exists the sale is finalized and a commitment record is sent back to MobileLime.

Note:

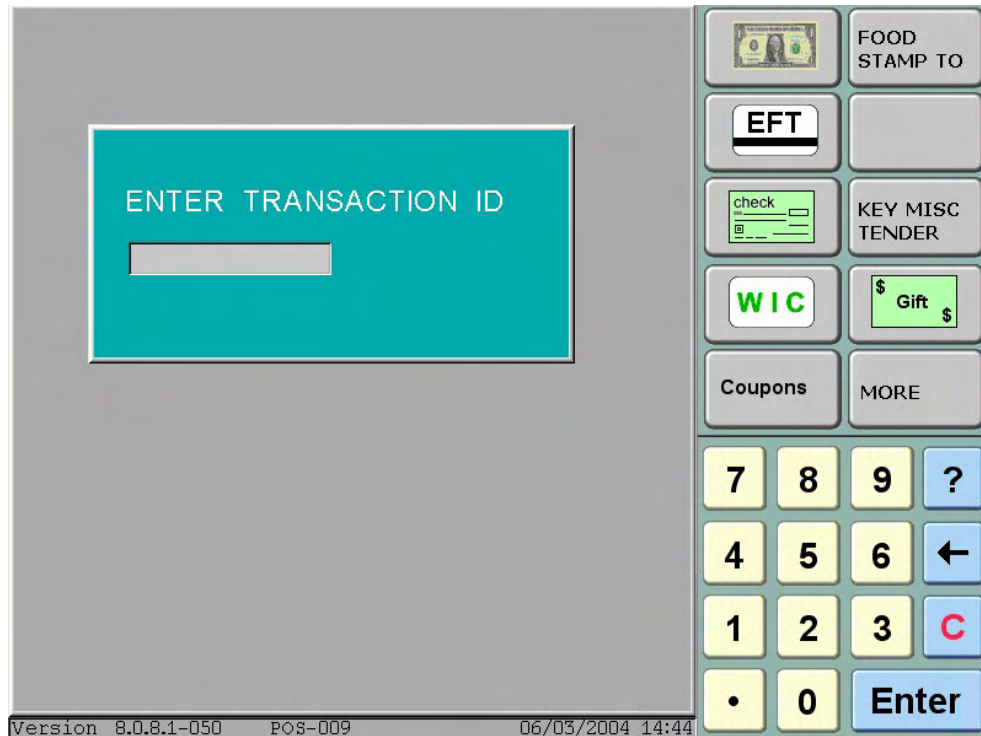
The following rules apply to MobileLime Tendering:

- No partially tendered transactions are allowed. The full amount of the transaction is sent.
- MobileLime transaction cannot be tendered offline.
- There is no cash back given in a MobileLime transaction.

To perform a Return Transaction that was tendered using MobileLime:

- 1 Begin a return transaction and scan the returned items.
- 2 Tender the transaction using the MobileLime Tender key.

You are prompted for a Transaction ID:



- 3 Key in the Transaction ID printed on the previous sales receipt and press Enter.

The information is sent to MobileLime for processing and approval.

Card Daily Sale (ECCA)

The Card Daily (ECCA) option allows you to check for daily limits on amounts, counts, cash-back and bad accounts, during tendering. This feature can be used with any tender type that requires an account number to be entered at the terminal.

If the account number entered is new to the system, the cashier is prompted to enter its details.

Food Stamp Sale

Food stamps may be used as tender for eligible items.

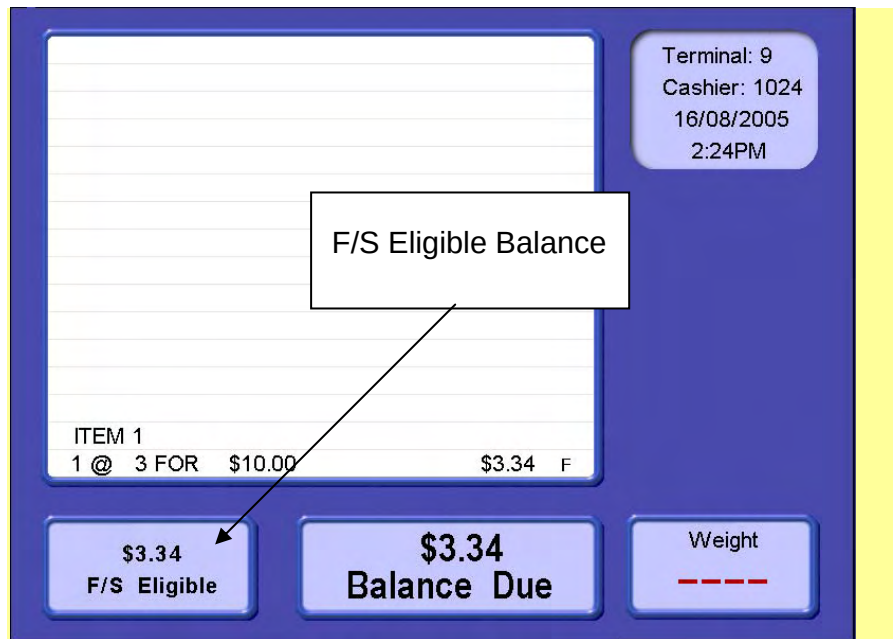
If food stamp tendering is not allowed in non-whole amounts, and amount entered is not a whole dollar value, the following message is issued: FOOD STAMP MUST BE WHOLE DOLLAR VALUE.

➤ To tender a food stamp sale

- 1 Press *Total*.
- 2 Select food stamp tender. The terminal displays the food stamp total and prompts for the tender amount.
- 3 Enter the food stamp tender amount and press *Enter*.
- 4 Follow the on-screen prompts.

Note:

While the cashier enters the transaction, the customer may view the food stamp eligible balance in the lower left hand corner of the customer display screen.



WIC Sale

The Office application supports WIC transactions and tendering. Only WIC tender is acceptable in a WIC transaction. A WIC transaction can include only WIC eligible items and departments.

Note

The prompt may ask for amount, expiry date (or issue date) or both.

➤ To tender a WIC sale

- 1 Press *Total*.
- 2 Select WIC tender.
- 3 Enter the WIC check amount and follow on-screen prompts.

WIC CFI Items

ISS45 also supports the purchase of fresh bananas using WIC checks. As of this release, this option allows up to 2 pounds of bananas to be substituted for a set amount (ounces) of baby food under the WIC program.

The WinPOS installation contains a WICCFI.DAT file with the PLUs that qualify under this program. When WinPOS initializes at the POS, if a WICCFI.DAT file resides (in the Program Files \ POSware \ WinPOS folder) it will be loaded in to the GEN_TBL.QDX file.

When the POS is in WIC Sale Mode and an item is added to a ticket that has the WIC CVV flag set, the POS checks if the item resides in the GEN_TBL.QDX file. If the item exists in the file, it will be added to the ticket (as if the “Pmt by WIC” flag was checked).

Note:

It is the responsibility of the cashier to:

- Look at the WIC check to confirm the WIC CVV item is eligible.
- Ensure the quantity is accurate.
- Place the quantity of the item on the scale for weighing.

Note:

Items flagged for “Pmt by WIC CVV” that do not reside in the WICCFI.DAT file will continue to be prohibited from being added to a WIC Ticket.

WIC CVV Sale Mode

While traditional WIC checks are item-based, dollar-based WIC CVVs (Cash Value Vouchers) facilitate the purchase of fruits and vegetables since few fresh fruits and vegetables are sold in standard weight units (with uniform bar codes) and their prices may vary considerably (between seasons, regions and stores).

The POS supports WIC CVV Sale Mode transactions using the following steps:

Note:

In Keyboard Programming, a Sale Mode Preset for the WIC CVV tender needs to be established and added to the POS Menus.

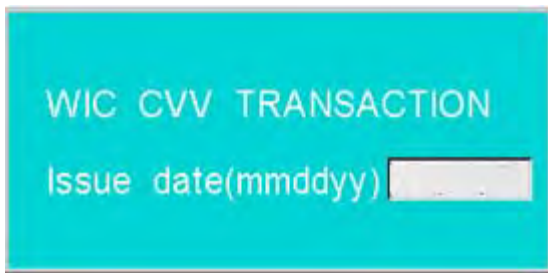
- 1 The cashier presses the WIC CVV button in Sale Mode. The cashier is prompted for the voucher amount:



WIC CVV TRANSACTION

Check amount

- 2 The cashier keys in the voucher amount (with assumed two place decimal) and presses **Enter**. Depending on WIC CVV prompting options cashier may be prompted for the voucher Issue Date:

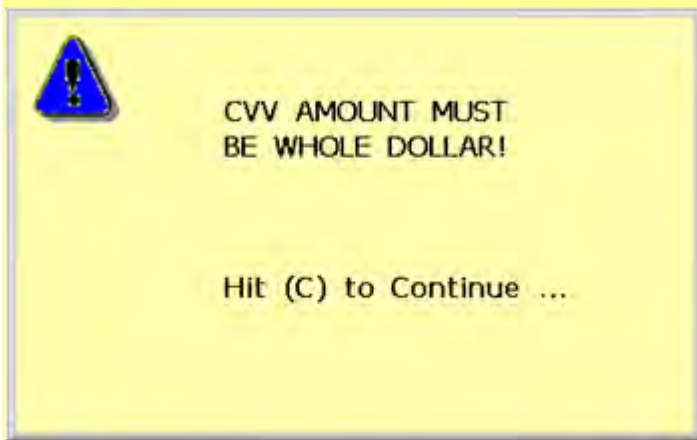


WIC CVV TRANSACTION

Issue date(mmddyy)

Note:

If the cashier enters a non-whole dollar value (or 0.00), the following warning message displays:



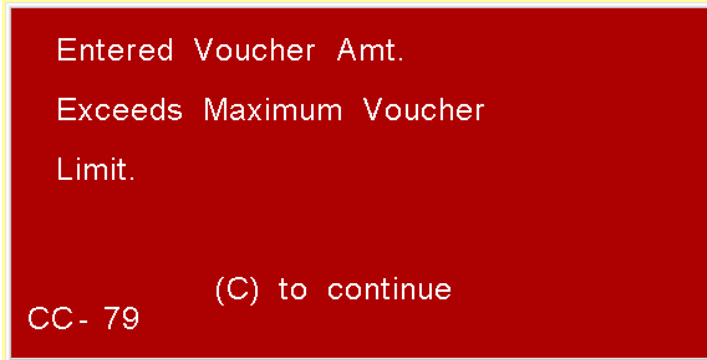


CVV AMOUNT MUST
BE WHOLE DOLLAR!

Hit (C) to Continue ...

The cashier must press the Clear key and re-enter the correct amount.

Likewise, the POS will check that the amount does not exceed the maximum voucher value as defined by the setting of the “Maximum Value” in the Tender Maintenance for WIC CVV tender. If the maximum amount is exceeded the control check defined for the “Maximum Value” will be displayed:



- 3 The cashier keys in the Issue Date and presses **Enter**. The cashier is prompted for the Expiration Date.

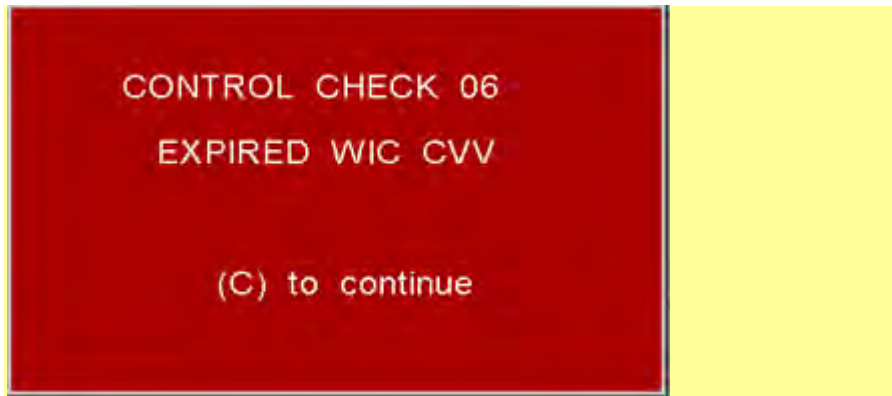


- 4 The cashier keys in the Expiration Date and presses **Enter**. The following prompt displays.



Note:

The POS validates both the WIC CVV Issue Date and Expiration Date. If the voucher is expired, the POS will issue the Control Check designated by the “CC for Exceeding WIC CVV Expiry Date” parameter. For example:

**Note:**

Once the validity period for a voucher has been validated, the POS will check if the maximum number of vouchers (based on the Tender Maintenance "Maximum times in ticket" setting) has been reached. If the maximum number of vouchers allowed to be accepted in a ticket has been reached the POS will exit voucher declaration and there be will no more prompting for vouchers.

- 5 If "Yes" is selected, repeat steps 2 through 4 for the next voucher. If "No" is selected, the POS is placed in WIC CVV Sale Mode (as indicated by the indicator on the Cashier Display).



- 6 The cashier enters WIC CVV designated items into the transaction (or optionally rings a department sale to a WIC CVV designated department). The POS will automatically flag the items as “non-taxable”.

**Note:**

If at any time during the transaction adding an item to the ticket causes the ticket sub-total to exceed the total amount of vouchers declared at the beginning of the transaction, the POS will issue the Control Check set by the "CC for Exceeding WIC CVV Check Amount" parameter.

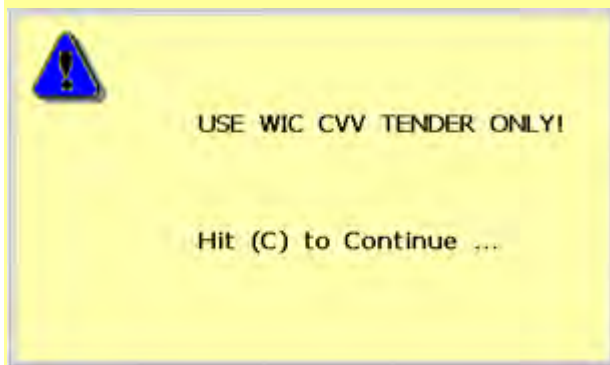
In sites where split-tendering is enabled, the store may want to issue a Control Check Type of "Ask Yes/No" so the cashier can confirm that the customer has other tenders prior to adding the item to the transaction. In sites where split-tendering is disabled, the store might choose to issue a Control Check Type of "Inhibit Activity".

- 7 The cashier totals the transaction and selects the WIC CVV tender to tender the transaction. The POS prompts the cashier to enter a WIC CVV voucher for tendering and endorsement.



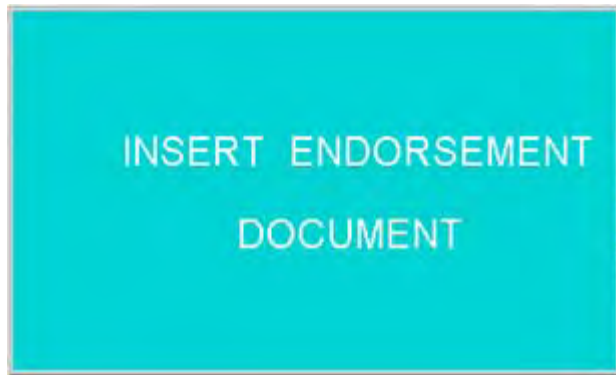
Note:

If a non-WIC CVV designated tender is selected, the following warning message displays:

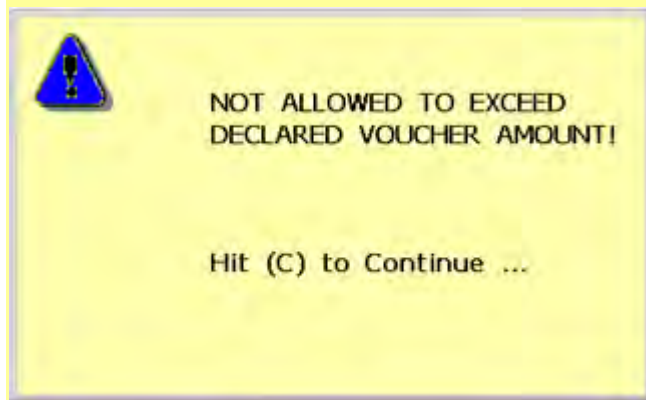


The cashier must press the Clear key to return to Tender Mode to select the correct tender.

- 8 The cashier keys in the voucher amount (with assumed two place decimal) and presses **Enter**. The cashier is prompted to insert the voucher for endorsement.

**Note:**

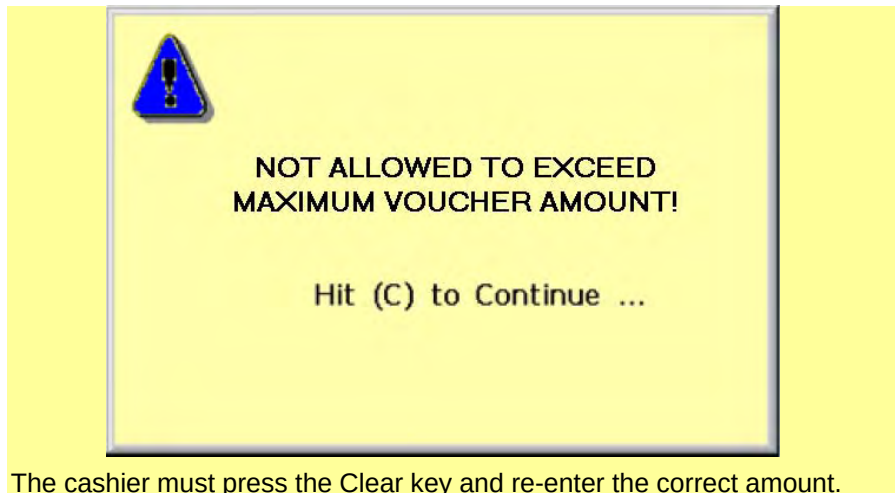
At tender level, the POS will also check to see if the tendered WIC CVV amounts are greater than those declared at the beginning of WIC CVV transaction. For example, assume there were three declared vouchers at the beginning of the ticket (\$8.00, \$6.00 and \$4.00). If first voucher is entered and endorsed for \$8.00 and a second voucher amount is entered for \$8.00, the following warning message displays since \$8.00 is greater than the next largest, declared voucher amount (of \$6.00).



The cashier must press the Clear key and re-enter the correct amount.

Note:

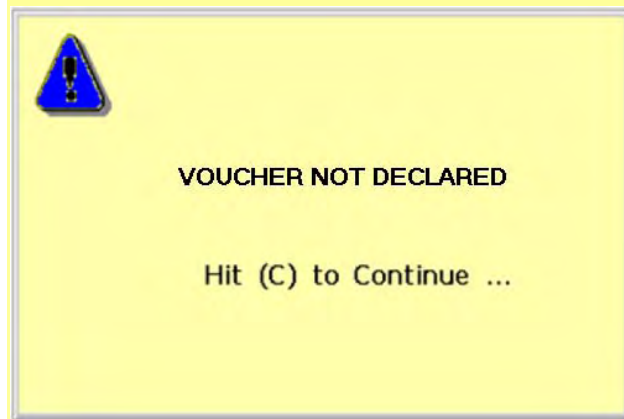
If the cashier enters a WIC CVV tender amount greater than the Maximum Amount configured in Tender Maintenance for the designated WIC CVV tender, the POS will issue the following warning message:



The cashier must press the Clear key and re-enter the correct amount.

Note:

If the “Enforce tendering declared vouchers in WIC CVV Sale Mode” parameter is enabled and an un-tendered, declared voucher amount match is identified, the voucher is accepted and endorsed. If a matching un-tendered voucher is not identified, the voucher is not accepted and the following warning message appears:



When the warning is cleared, the POS returns to tender mode.

- 9 The cashier inserts the voucher for endorsement.

Note:

The existing Control Check “CC for bypass check endorsement” (6-1-2-7) also monitors the cancellation of printing of the WIC CVV voucher endorsement.

- 10 Repeat steps 7 through 9 until the transaction is fully tendered.

Note:

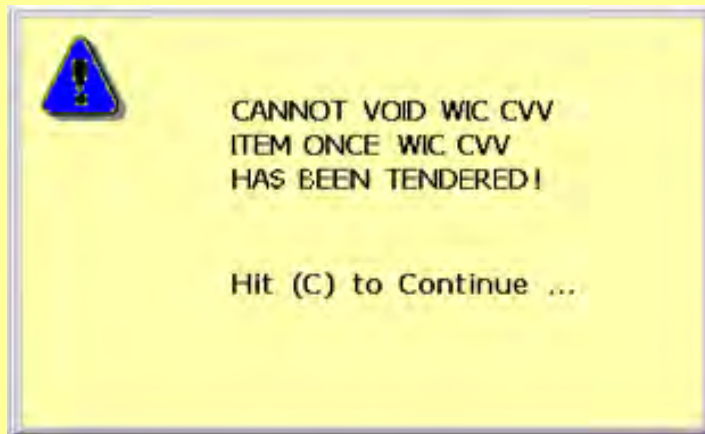
A voucher will never be endorsed for over its face amount and no change is dispersed in a WIC CVV transaction. No warning message will be issued to the customer that benefits will be lost. If a voucher of \$6.00 is tendered in ticket which has a remaining balance of \$2.50, the voucher will be endorsed for \$2.50.

Note:

It is the retailer's responsibility to set up the endorsement template for WIC transactions (and link it to the WIC CVV tender in Tender Maintenance).

Note:

WIC CVV items (or department sales) cannot be voided if a WIC CVV tender has already been accepted. The following warning message will display:



The WIC CVV tenders will need to be voided prior to voiding WIC CVV items (or departments).

Note:

If a WIC CVV transaction is cancelled or post voided or if WIC CVV items are voided after WIC CVV vouchers have been endorsed, it will be the customer's responsibility to submit them to the agency responsible for re-issuance.

Split-Tendering with WIC CVVs

When inside WIC CVV Sale Mode with split-tendering allowed:

- The transaction total is allowed to exceed the WIC CVV tender's maximum allowable value multiplied by the maximum allowable times permitted in a ticket.
- If the sale of a non-WIC CVV item is attempted in a WIC CVV Sale Mode the "Allow WIC CVV eligibility" Control Check will be displayed. If the control check is denied the item is not added to the ticket and the POS returns to the enter item screen
- After all declared vouchers have been tendered and endorsed, additional vouchers will be allowed.
- It is not required that any declared WIC CVV voucher is used (if the customer decides later to use another tender).
- A WIC CVV Voucher can be tendered for any amount up to the WIC CVV tender's maximum allowable value, regardless of any WIC CVV Vouchers entered at the beginning of the transaction. If the voucher was not entered in the beginning, the cashier will be required to visually inspect the dates on the voucher. (If the voucher is tendered for an amount greater than the WIC CVV Subtotal, the WIC CVV Tender Amount will be automatically reduced by the system to the amount of the WIC CVV Subtotal.)

Whether inside or outside WIC CVV Sale Mode with split-tendering allowed:

- No change is allowed to be given for WIC CVV vouchers. If the balance due is less than the value of the last WIC CVV voucher to be tendered in a ticket, the voucher will only be allowed to be tendered and endorsed for the remaining balance due in the ticket. (The cashier enters the actual dollar value of the last WIC CVV voucher and

the POS will adjust it to the remaining WIC CVV balance due).

WIC CVVs must be the first tender selected in a transaction. If Food Stamps are used in a split-tender transaction (where WIC CVV tenders have been used), they must be the second tender selected. Lastly, traditional WIC checks cannot be tendered in the same transaction as a WIC CVV voucher.

Mixed Baskets with WIC CVV

In a mixed-basket transaction, the ticket includes both non-WIC CVV and WIC CVV items. In a split-tender transaction, additional tenders in addition to WIC CVV are allowed in the same ticket (both inside and outside of WIC CVV Sale Mode).

Note:

In a mixed-basket transaction, split-tendering is automatically enabled regardless of the setting for the parameter "Allow Split Tendering in a WIC CVV Transaction" (6-1-2-15).

A normal sale transaction with WIC CVV allowed as a tender functions as a normal sale does today with the following exceptions:

- Upon totaling the ticket the cashier must tender the WIC CVV vouchers first. If any other tender is tendered first WIC CVV vouchers will not be allowed.
- For each WIC CVV voucher tendered the POS will validate and endorse the voucher for the tendered amount (using the same process as WIC CVV Sale Mode).

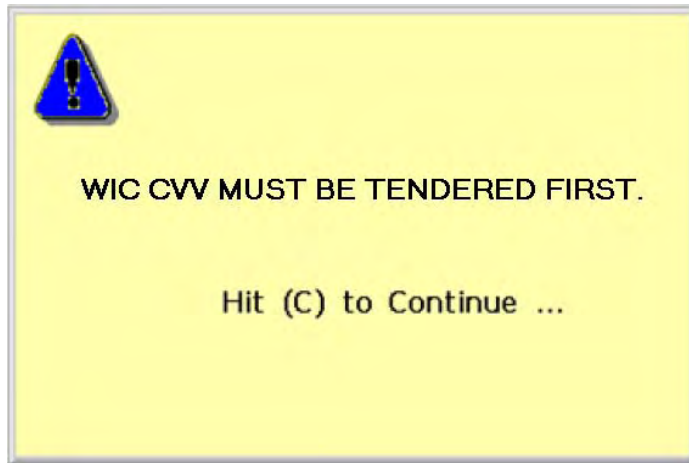
Note:

In a mixed-basket transaction, WIC CVV vouchers are tendered like WIC CVV Sale Mode with split-tendering enabled (and limited to the WIC CVV tender's maximum allowable value and "Maximum times in ticket" settings).

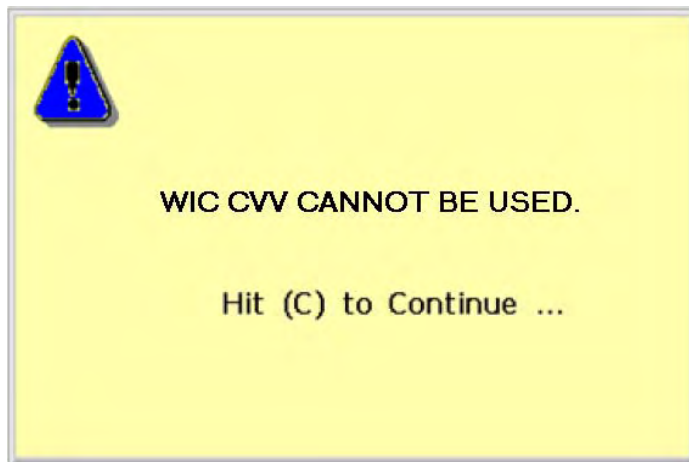
Additional Warning Messages

If either the "Allow WIC CVV in a Mixed Basket Transaction" or "Allow Split Tendering in a WIC CVV Transaction" parameter is enabled and a WIC CVV Tender Type is selected after a non-

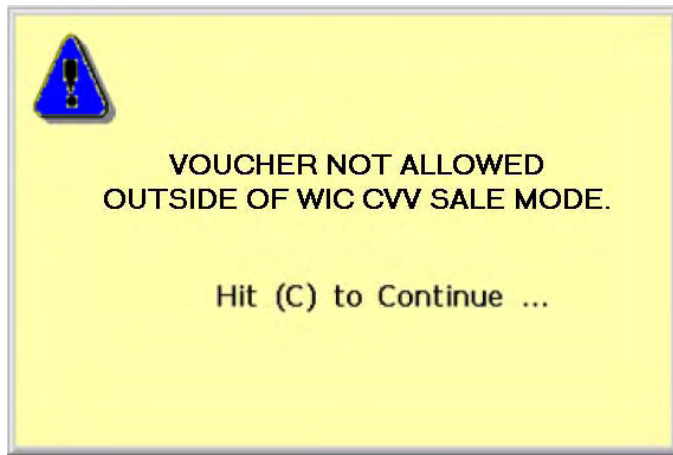
WIC CVV Tender Type has been previously tendered, the tender will not be accepted and the following warning displays:



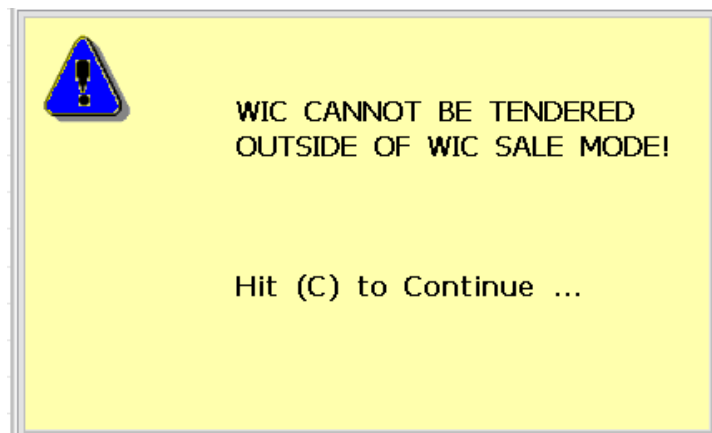
If either the “Allow WIC CVV in a Mixed Basket Transaction” or “Allow Split Tendering in a WIC CVV Transaction” parameter is enabled and a WIC CVV Tender Type is selected and there is not a positive WIC CVV subtotal in the transaction, the tender will not be accepted and the following warning displays:



If the “Allow WIC CVV in a Mixed Basket Transaction” parameter is disabled and a tender type of “WIC CVV” is tendered outside of WIC CVV Sale Mode, the tender will not be accepted and the following warning message is issued:



If a traditional WIC check is attempted to be tendered inside WIC CVV Sale Mode or when tendering outside of WIC CVV Sale Mode (with mixed-baskets enabled) the tender will not be accepted and the following message will be issued:



When prompted, if an invalid voucher Issue or Expiration Date is entered (or if the user attempts to bypass date entry), the following warning message displays:



WIC CVV Prompting Options

Prompting for WIC CVV Voucher information will vary depending on the setting of “WIC CVV prompt options” (6-1-2-15). The following rules are applied:

Note:

Date prompting will only occur at the beginning of a ticket in WIC CVV Sale Mode. If more vouchers are tendered than declared, it will be the cashier’s responsibility to inspect the dates for validity.

Note:

The voucher amount is always prompted for when tendering inside or outside of WIC CVV Sale Mode if a voucher amount was not previously entered prior to selecting the WIC CVV tender.

When the “WIC CVV Prompt Options” is set to “No Extra Prompt”:

- There is no declaration prompting for voucher amount, expiration date or issue date.
- The “CC for Bypassing WIC CVV Expiry Date” parameter is ignored.

When the “WIC CVV Prompt Options” is set to “Prompt for Amount”:

- The voucher amount is prompted for when declaring vouchers in WIC CVV Sale Mode.
- There is no Issue Date or Expiration Date prompting.
- The “CC for Bypassing WIC CVV Expiry Date” parameter is ignored.

When the “WIC CVV Prompt Options” is set to “Expiration Date”:

- When declaring vouchers in WIC CVV Sale Mode, if the WIC CVV Date Type is set for “Issue Date” or “Both”:
 - The user is prompted for an issue date.
 - The user is prompted for the Expiration Date.
 - The “CC for Bypassing WIC CVV Expiry Date” is issued if a date is not entered.
 - The “CC for Exceeding WIC CVV Expiry Date” is issued if the voucher has expired.
 - The validity period of the voucher will be checked against the values set for the parameters “WIC CVV validity period (in days)” or “WIC CVV validity period (in months) for date format MM/YY” (depending on the WIC CVV date format). If exceeded, the CC for Exceeding WIC CVV Expiry Date” is issued.
- When tendering vouchers in a mixed-basket transaction, if the WIC CVV Date Type option is set for “Issue Date” or “Both”:
 - The user is prompted for an issue date
 - The user is prompted for the Expiration Date.
 - The “CC for Bypassing WIC CVV Expiry Date” is issued if a date is not entered.
 - The “CC for Exceeding WIC CVV Expiry Date” is issued if the voucher has expired.

- The validity period of the voucher will be checked against the values set for the parameters “WIC CVV validity period (in days)” or “WIC CVV validity period (in months) for date format MM/YY” (depending on the WIC CVV date format). If exceeded, the CC for Exceeding WIC CVV Expiry Date” is issued.

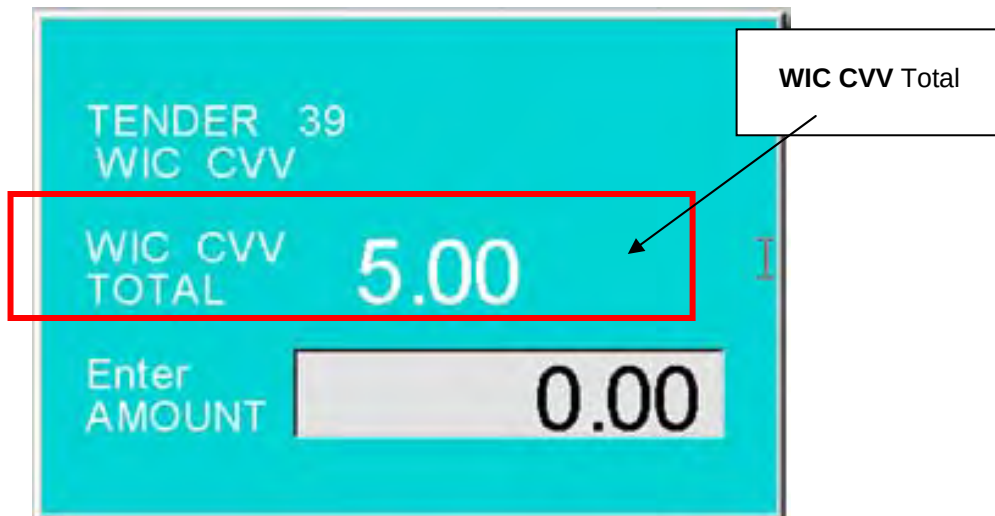
When the “WIC CVV Prompt Options” is set to “Prompt for Amount and Expiration Date”:

- When declaring vouchers in WIC CVV Sale Mode, if the WIC CVV Date Type option is set for “Issue Date” or “Both”:
 - The user is prompted for the voucher amount.
 - The user is prompted for an issue date.
 - The user is prompted for the Expiration Date.
 - The “CC for Bypassing WIC CVV Expiry Date” is issued if a date is not entered.
 - The “CC for Exceeding WIC CVV Expiry Date” is issued if the voucher has expired.
 - The validity period of the voucher will be checked against the values set for the parameters “WIC CVV validity period (in days)” or “WIC CVV validity period (in months) for date format MM/YY” (depending on the WIC CVV date format). If exceeded, the CC for Exceeding WIC CVV Expiry Date” is issued.
- When tendering vouchers in a mixed-basket transaction, if the WIC CVV Date Type option is set for “Issue Date” or “Both”:
 - The user is prompted for the voucher amount (if a tender amount was not previously entered prior to selecting the WIC CVV tender).
 - The user is prompted for an issue date.

- The user is prompted for the Expiration Date.
- The “CC for Bypassing WIC CVV Expiry Date” is issued if a date is not entered.
- The “CC for Exceeding WIC CVV Expiry Date” is issued if the voucher has expired.
- The validity period of the voucher will be checked against the values set for the parameters “WIC CVV validity period (in days)” or “WIC CVV validity period (in months) for date format MM/YY” (depending on the WIC CVV date format). If exceeded, the CC for Exceeding WIC CVV Expiry Date” is issued.

WIC CVV Sale Totals

A WIC CVV Tender POSware Presentation Manager (PPM) screen displays the ticket's WIC CVV Eligible amount when the WIC CVV tender is selected. If both the “Allow WIC CVV in a Mixed Basket Transaction” and the “Display WIC CVV Eligible Total on Cashier Display” parameters are enabled and the WIC CVV Tender is selected prior to entering a voucher amount, the ticket's allowable WIC CVV tender amount displays above the entry field:



The displayed amount is reduced by any previously accepted WIC CVV vouchers.

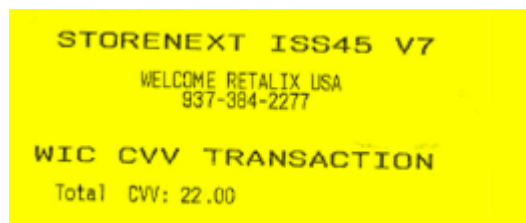
Note:

In Tender Mode when the WIC CVV tender is selected, the POS will check if the maximum number of vouchers (based on the Tender Maintenance “Maximum times in ticket” setting) has been reached. If so, the designated Control Check will be issued.

WIC CVV Receipt Printing

Voucher information from tendered WIC CVVs may appear on the customer receipt, depending on the “WIC CVV print options” parameter setting (6-1-2-15).

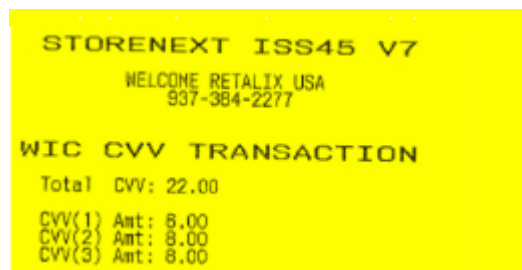
If the parameter is set to “No extra print”, the top of the receipt will appear as follows:



STORENEXT ISS45 V7
WELCOME RETALIX USA
937-384-2277

WIC CVV TRANSACTION
Total CVV: 22.00

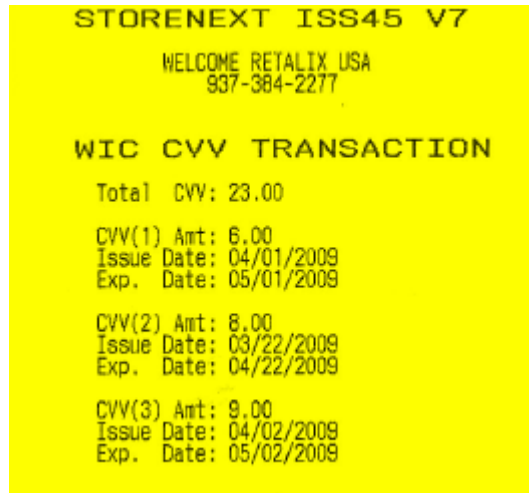
If the parameter is set to “Print Amount”, the top of the receipt will print as follows:



STORENEXT ISS45 V7
WELCOME RETALIX USA
937-384-2277

WIC CVV TRANSACTION
Total CVV: 22.00
CVV(1) Amt: 8.00
CVV(2) Amt: 8.00
CVV(3) Amt: 8.00

If the parameter is set to “Print Amount and Expiration Date”, the top of the receipt will appear as follows:



Taxable Bucket Adjustments

WIC CVV items are food stamp eligible therefore tax is forgiven on WIC CVV items within any transaction. Tendered WIC CVV vouchers reduce Food Stamp Taxable amounts by the maximum allowable amount. Assume a \$20.00 Food Stamp eligible sale has \$10.00 of WIC CVV eligible items. Items totaling \$5.00 are taxable, WIC CVV eligible and items totaling \$10 are Food Stampable, WIC CVV eligible. If an \$8.00 WIC CVV voucher is tendered:

- The CVV taxable amount is reduced by \$5.00 (the maximum allowable).
- The Food Stamp taxable total is reduced in parallel by \$5.00.

EBT WIC CVV Tendering

ISS45 supports redeeming WIC CVV (Cash Value Vouchers) benefits on EBT WIC cards with embedded “smart-chips” (a.k.a. Smart Card WIC EBT). These cards carry “amount-based” WIC CVV benefits for fruits and vegetables (in addition to “Unit of Measure-based” WIC benefits). The EFT/Pin Pad device is used

to read the card to get WIC CVV benefits information and update information on the chip as CVV items have been purchased.

WIC CVV benefit redemption at the POS with Smart Card WIC EBT is seamless with existing functionality (see page 4-43) noting the following differences:

- The WIC CVV benefit quantity displayed on the EBT WIC Beginning Balance Report, EBT WIC Ending Balance Report and the Redemption Report will be a dollar amount and not a unit of measure amount.
- A WIC CVV benefit Unit of Measure (i.e. \$\$\$) indicating dollars will be printed on the EBT WIC Beginning Balance Report, EBT WIC Ending Balance Report and the Redemption Report.
- The WIC CVV benefit subcategory (i.e. FRUITS &/OR VEGETABLES) from the card's Benefit Prescription File will be printed on the EBT WIC Beginning Balance Report, EBT WIC Ending Balance Report and the Redemption Report.
- When a WIC CVV item is sold, the dollar amount sold (in cents) is the amount of benefit decremented from the EBT WIC Smart Card's Benefit Prescription Record.
 - The "net price" of the redeemed WIC CVV item (less any discount) is the amount of benefit used.

Note:

Similar to WIC "UOM-based" benefits, partial-item tendering with the Smart Card is prohibited with WIC CVV items. If there are not enough WIC CVV benefits on the card to fully purchase an item, no benefit redemption is permitted.

Smart Card WIC EBT Tendering

The POS supports tendering with Smart Card WIC EBT. Transactions tendered with Smart Card WIC EBT can be performed for "mixed-basket" transactions (where both Electronic

WIC and non-Electronic WIC items are purchased) with the following options:

- An additional receipt can be printed informing the customer of the amount that they must tender in addition to WIC. This will help prevent situations where a customer is not able to tender the rest of the order after Smart Card WIC EBT has been accepted.
- A Control Check can prompt the cashier to verify that the customer has an additional form of tender before the Smart Card WIC EBT benefits are removed from the card.

Note:

The parameter "CC for Allowing Mixed Basket" (WIC Options, 6-1-2-3) controls prevent updating the benefits on the EBT WIC card before an additional tender has been verified.

Note:

The POS can be configured with Keyboard Functions EBT WIC Balance Inquiry (#1297) and EBT WIC Certification Mode (#1298).

➤ **To tender with Smart Card WIC EBT**

- 1 WIC items are entered into a transaction.
- 2 The transaction is totaled.
- 3 The cashier presses EBT WIC Tender Preset Key.

Note:

EBT WIC must be first tender key pressed (in case multiple tenders are used).

- 4 The card information (including the PAN) and state code is read from the Smart Card.
- 5 The Smart Card is authenticated and checked against the Hot Card List.
- 6 The customer's PIN is entered.
- 7 The POS receives available benefits on the Smart Card for the customer to use, prints beginning benefits balance and the EBT WIC Benefits Redemption report (on what items EBT WIC will cover).

 STORENEXT 6100 Tennyson Avenue Plano, Texas 75024 972-265-4816		 STORENEXT 6100 Tennyson Avenue Plano, Texas 75024 972-265-4816	
***** EBT WIC Beginning Balance PAN: *****0910*** State: TX QTY UOM Description		***** EBT WIC Benefits Redemption 1.00 gln MILK &/OR BUTTERMILK PRAIRIE FARMS WHOLE	
998.00 gln MILK &/OR BUTTERMILK 999.00 lb CHEESE (AUTHORIZED) LEAST 999.00 dozen EGGS-A OR AA LARGE/MED/SM 999.00 can JUICE 46 FL OZ &/OR 12 OZ 999.00 ounce CEREAL (AUTHORIZED) 999.00 jar PEANUT BUTTER 18 OZ 999.00 lb DRIED BEANS (SEALED PKG) 999.00 lb/cn CARROTS BAG &/OR 14-16 OZ 999.00 can TUNA IN WATER 6 OZ EACH 999.00 can EVAP MILK 12 OZ		***** These benefits expire at MIDNIGHT on 07/31/2007 ***** CASHIER NAME: ROSA LOPEZ C0102 #0353 16:30:47 6JUL2007 S12345 R011 CLUB CARD SAVINGS WITHOUT THE CARD THANK YOU FOR SHOPPING AT STORENEXT!	
		***** CASHIER NAME: ROSA LOPEZ C0102 #0353 16:30:52 6JUL2007 S12345 R011 CLUB CARD SAVINGS WITHOUT THE CARD THANK YOU FOR SHOPPING AT STORENEXT!	

Note:

WIC CVV benefit quantities for fresh fruits and vegetables are displayed on the EBT WIC Beginning Balance Report, EBT WIC Ending Balance Report and the Redemption Report with a dollar amount and not a unit of measure amount.

- 8 The customer is prompted at the Pin Pad if the WIC Items are correct. Customer answers "Yes". The cashier slip prints. (If customer answers "No", the POS returns to Tender Mode).

**Note:**

This optional receipt (also known as the "chit") must be set up in Multi Part Receipts.

- 9 The card is updated with EBT WIC units purchased.
- 10 EBT WIC item records to written to the TLOG.
- 11 EBT WIC tender information is written to the TLOG.
- 12 The normal item receipt, EBT WIC Beginning Balance Report, EBT WIC Benefits Redemption Report and EBT WIC Ending Balance Report are printed.

Note:

If the transaction also includes non-Electronic WIC items, the customer then pays with an additional tender (for non- Electronic WIC items) before the transaction completes. Mixed WIC tender transactions are not supported (where both WIC vouchers and Smart Card WIC EBT are presented for payment).

Certification Mode Indicator

When the POS is in EBT WIC Certification Mode, an indicator displays at the bottom of the screen:



Note:

The EBT WIC "Certification" Mode function is only available in Training Mode.

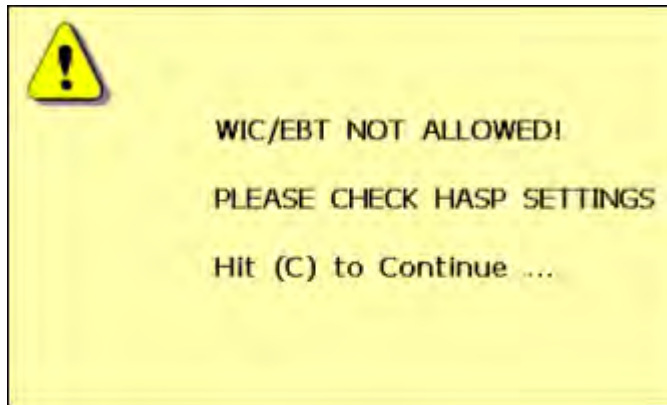
Note:

Certification Mode can only be entered in No Sale Mode. Transactions are paid with an EBT WIC Training Card and written to the TLOG.

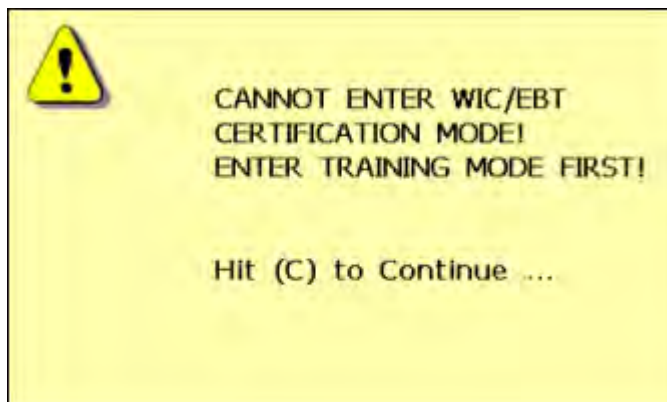
Smart Card WIC EBT Messages

The following messages may appear during a Smart Card WIC EBT transaction according to the following scenarios.

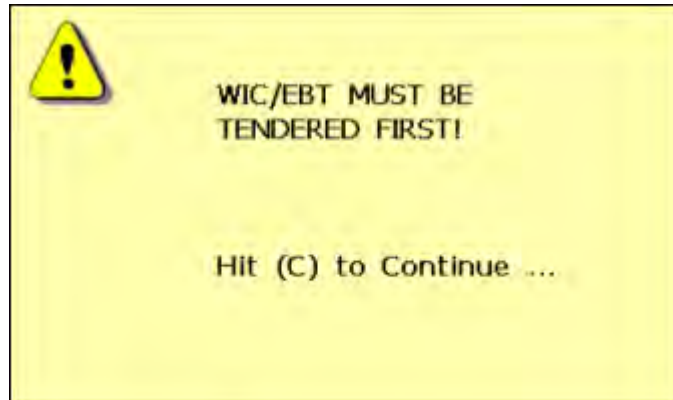
- If the cashier presses the EBT WIC Tender Key or EBT WIC Balance Inquiry Key and the EBT WIC HASP bit is off:



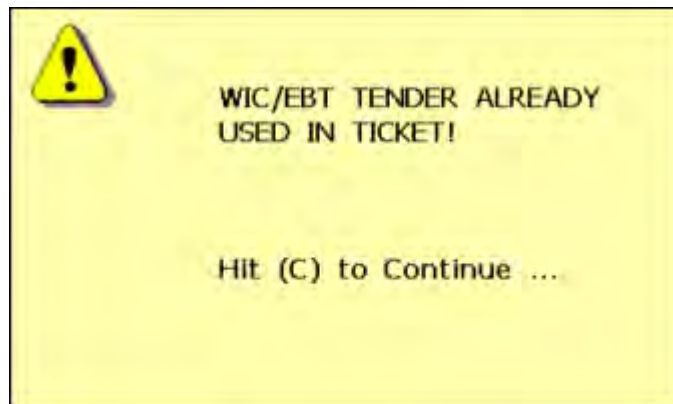
- If attempting to run EBT Certification Mode (Keyboard Function #1298) from outside Training Mode:



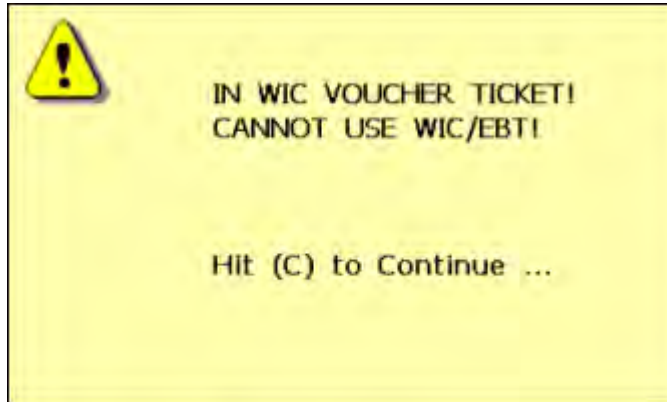
- If EBT WIC is not the first tender:



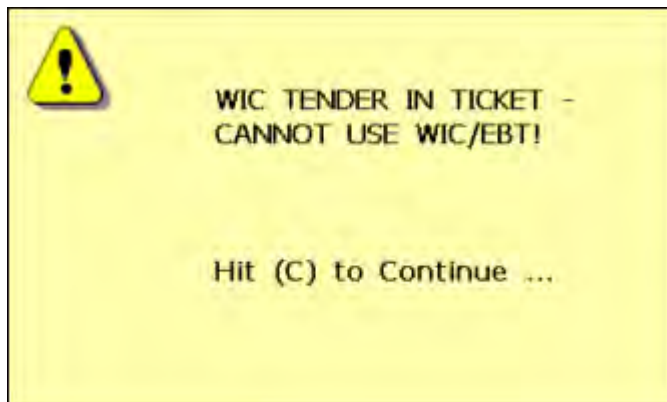
- If cashier presses the EBT WIC preset tender key after EBT WIC has already been tendered:



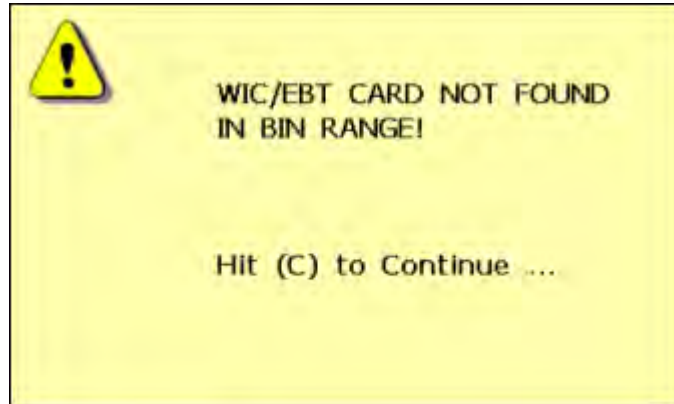
- If cashier presses the EBT WIC preset tender key but the ticket already has a WIC Voucher tendered:



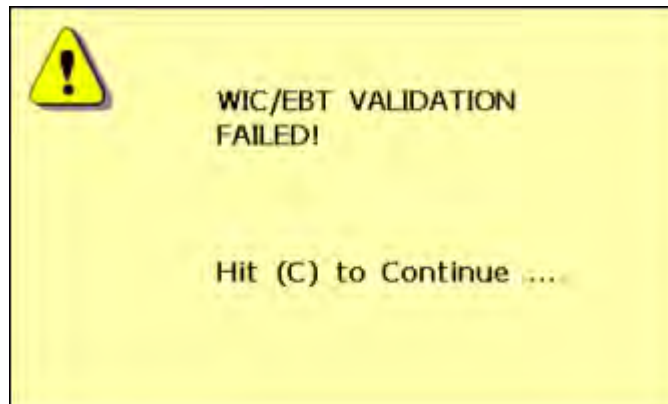
- If cashier presses the EBT WIC preset tender key but a WIC voucher has already been selected:



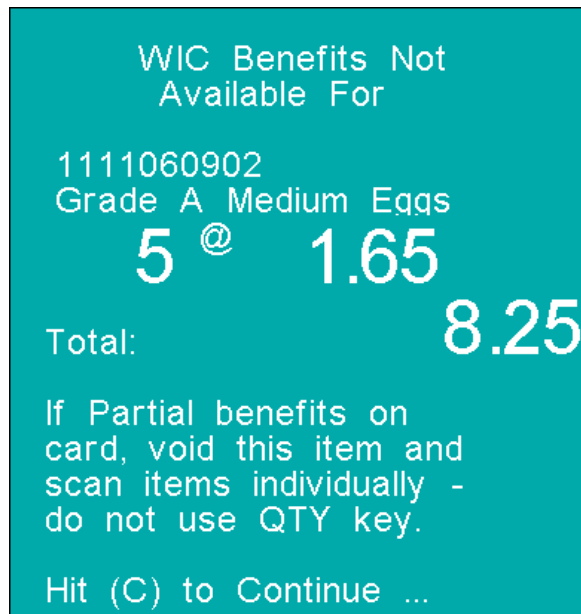
- If no match is found between state data and card PAN prefix:



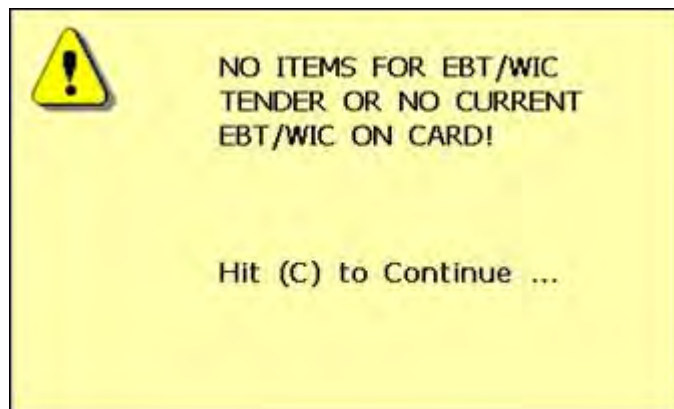
- If a match is found between state data and the card PAN prefix but the PAN length does not match:



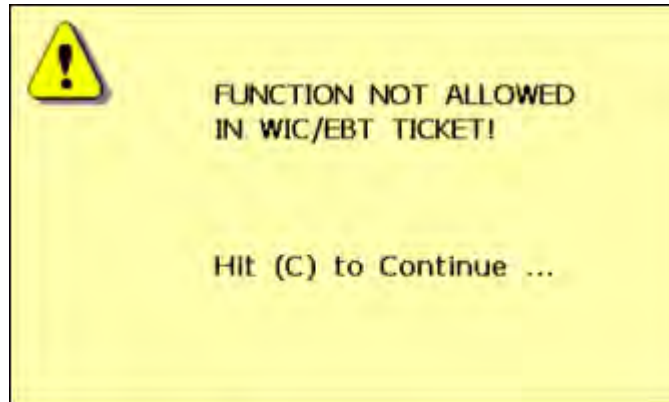
- If partial benefits exist for the item but cashier rang the item using the QTY key:



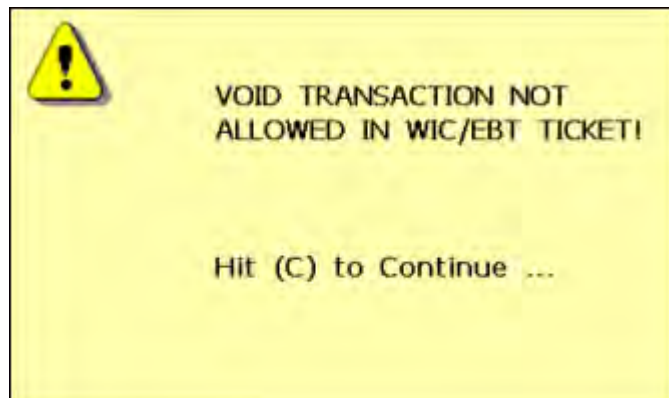
- If no WIC benefits are available:



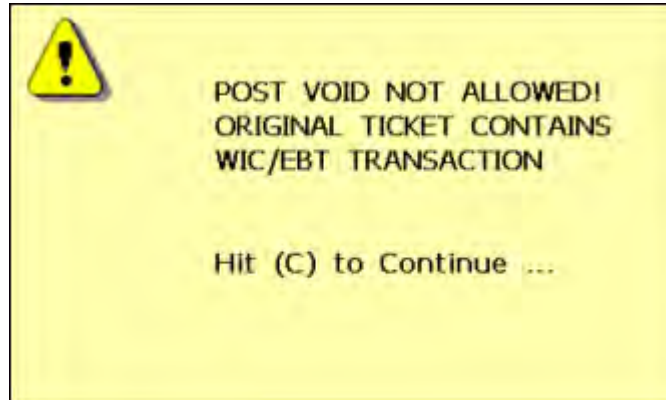
- If the void of the EBT WIC Tender is attempted:



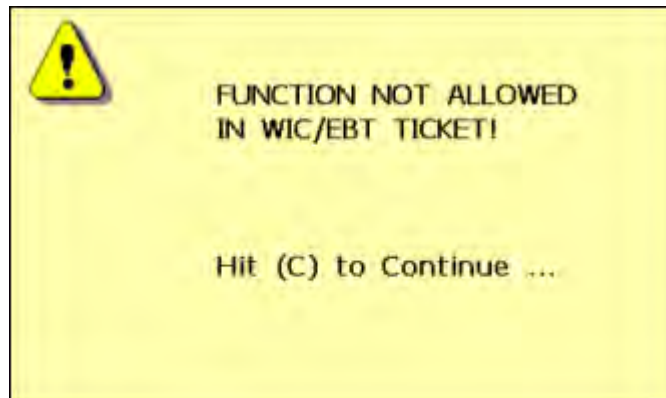
- When a Void Transaction is attempted of a ticket that has a completed EBT WIC tender:



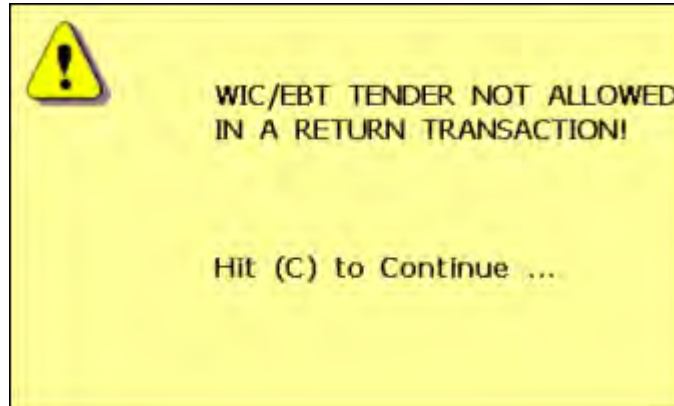
- When a POST Void is attempted on a Smart Card WIC EBT Transaction:



- After a customer partial tenders a transaction with EBT WIC, a void of items is not allowed. When a void item is attempted after EBT WIC Tendering has completed:



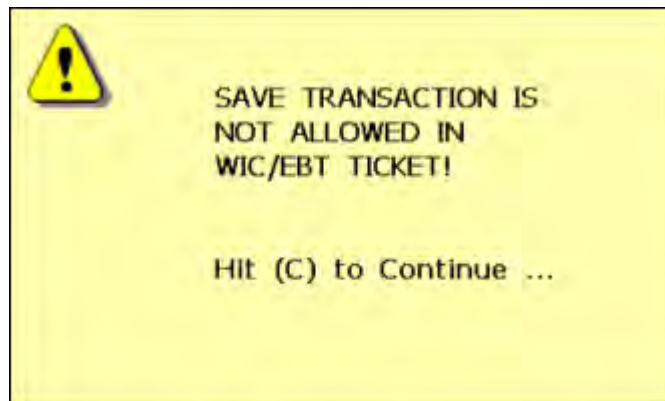
- When EBT WIC tendering is attempted in a return transaction:



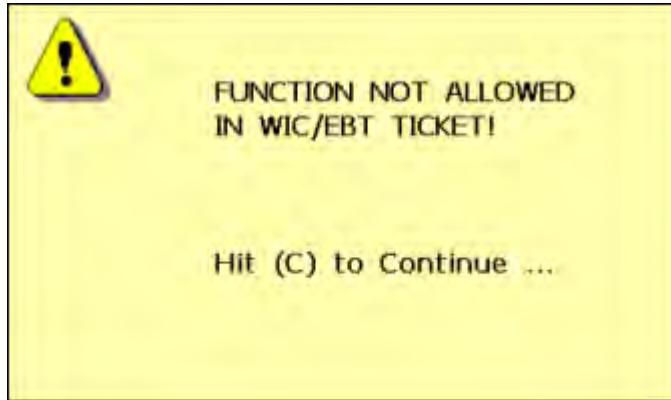
Note:

Once the EBT WIC tender is accepted and benefits removed from the Smart Card, it is not possible for the store to return benefits to the card.

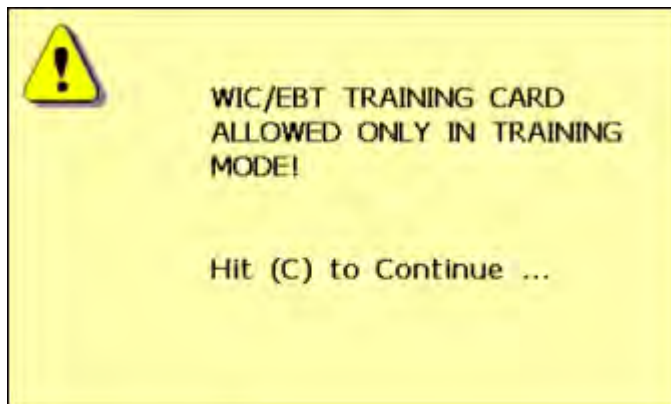
- WinPOS will not allow the cashier to save the ticket. If the cashier tries to save a ticket:



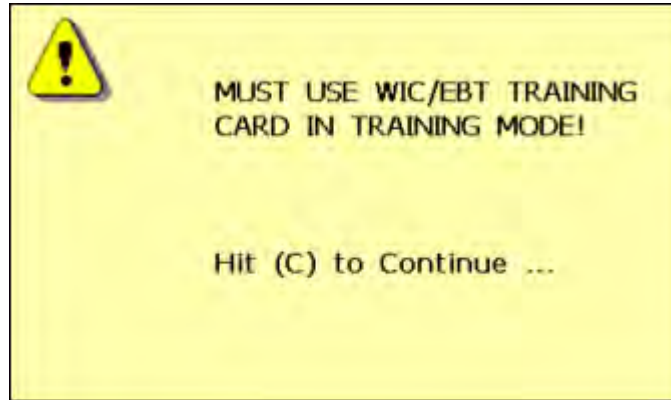
- If Member or Frequent Shopper Card entry is attempted after EBT WIC has already been tendered in ticket:



- If an EBT Training Card is used outside Certification Mode:



- If a non-EBT Training Card is used inside Certification Mode:



Online WIC EBT Tendering

Online WIC EBT (a.k.a. “eWIC”) is replacing both traditional paper-based WIC tenders and Smart Card WIC EBT in several states. Similar to other PIN-based EFT tenders, ISS45 supports Online WIC EBT cards (issued from multiple WIC agencies).

ISS45 Online WIC EBT uses MTXEPS ServerEPS to query an online database that has the customer’s latest WIC prescription information. This allows retailers to receive real time approval for claims (eliminating paper processing) making WIC transactions more seamless at the POS.

Note:

Online WIC EBT is not controlled by the HASP plug (as Smart Card WIC EBT is using Software Flag ID #4).

POS Online WIC EBT Tendering

The POS supports Online WIC EBT tendering using the following steps:

1. Cashier adds items to ticket on the POS.
2. Transaction is totaled.

3. Cashier selects the Online WIC EBT tender or Generic EFT Keyboard Function Code 840 (and customer selects tender from Pin Pad).

Note:

Online WIC EBT must be the first tender key pressed if multiple tenders are used.

4. POS follows transaction flow for Pre-Authorization based on the First Action and TAC Sequence defined in MTXEPS ServerEPS.

Note:

MTXEPS ServerEPS treats Online WIC EBT as a PIN-based EFT Tender (similar to Debit Cards). The Manual TAC Sequence for Online WIC EBT and required PIN entry must be configured in ServerEPS.

5. POS sends Pre-Authorization to Host.
6. The Online WIC EBT Account is authenticated at the Host.
7. Host responds with Online WIC EBT data.

Note:

The response returned from the MTX_POS_GET_eWICRx call is written to the wpeft.log file.

8. POS reads prescription data and finalizes Pre-Authorization.
9. POS determines Online WIC EBT eligibility for items in transaction.

Note:

ISS45 employs "progressive redemption" logic for electronic WIC items. If insufficient benefits (or no benefits) are available within the item's specific subcategory, ISS45 checks benefits in the broadband subcategory.

- If sufficient benefits exist by combining subcategories, the redemption is split across subcategories (using the specific subcategory first).
- If no benefits exist in the item's specific subcategory, benefits are redeemed against the broadband subcategory.
- If insufficient benefits exist by combining both specific and broadband subcategories, the item is deemed ineligible.

Note:

Similar to Smart Card WIC EBT, for determining Online WIC EBT benefit redemption:

- Order level promotions are apportioned between Electronic WIC and non-Electronic WIC items.
- Free items cannot be used for prescription benefits.
- Reduced item prices are used for claims (not the full item price).

Note:

Prescription benefit details are written to the WinPOS.log file.

10. POS prints Beginning Balance Report to receipt (using the "Display Eligible Benefits Only" setting for the state) listing the quantity of units eligible to be redeemed, the unit of measure and the description of the subcategory.
11. POS prints the Benefits Redemption Report to receipt listing eligible WIC items.
12. POS initiates a Pre-Authorization Completion. POS follows transaction flow for Pre-Authorization Completion based on the First Action and TAC Sequence defined in MTXEPS. If the "Customer OK Amount" TAC is configured, the customer is prompted if the amount is OK.
13. If the amount is approved, the POS sends updated prescription data to Host.

Note:

If the amount is not approved, the POS returns to Tender Mode. The cashier may modify the order at this time and re-tender.

Note:

Data (with updated prescription data) sent with the MTX_POS_SET_eWICRx function call is written to the wpeft.log file.

Note:

Rejection responses from the host pertaining to the price of the item being higher than the amount of state reimbursement benefit are ignored. The store will lose money on these items (as detailed by the reconciliation report received by the state at the end of the month).

14. Host responds with approval and final prescription data.
15. Online WIC EBT data are written to the TLOG.

16. The cashier may accept other tenders to complete the transaction (for mixed baskets and/or insufficient prescription benefits).
17. The POS prints the sales receipt, Beginning Balance Report, Benefits Redemption Report and Ending Balance Report.

Note:

The Ending Balance Report will print "No Benefits Available" if all benefits are used in the transaction and the "Display Eligible Benefits Only" setting for the state is enabled.

Online WIC EBT Balance Inquiry Support

Keyboard Function Code 842 (EBT Balance Inquiry) can be used to provide a customer a printout of their available prescription benefits. The POS follows transaction flow for Pre-Authorization based on the First Action and TAC Sequence defined in MTXEPS ServerEPS. After the Online WIC EBT Account is authenticated with the host and the POS approves the state, it builds the benefits list and prints the Online WIC EBT Beginning Balance Report to the customer receipt.

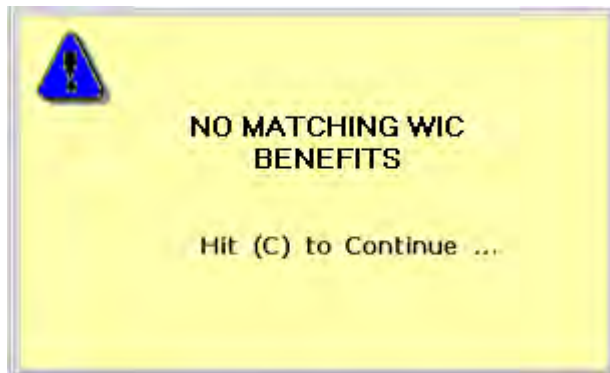
Online WIC EBT POS Messages

The warning and error messages shown below may appear during an Online WIC EBT transaction under their accompanying scenarios.

- If there are no WIC items in a ticket, the following message appears when an Online EBT WIC card is attempted to be tendered:



- If WIC items exist in the ticket but there are no benefits available for these specific items, the following message appears when an Online EBT WIC card is attempted to be tendered:



- If WIC items exist in the ticket but there are no benefits available on the Online WIC EBT card (whether matching or non-matching), the following message displays when the Online EBT WIC card attempted to be tendered:

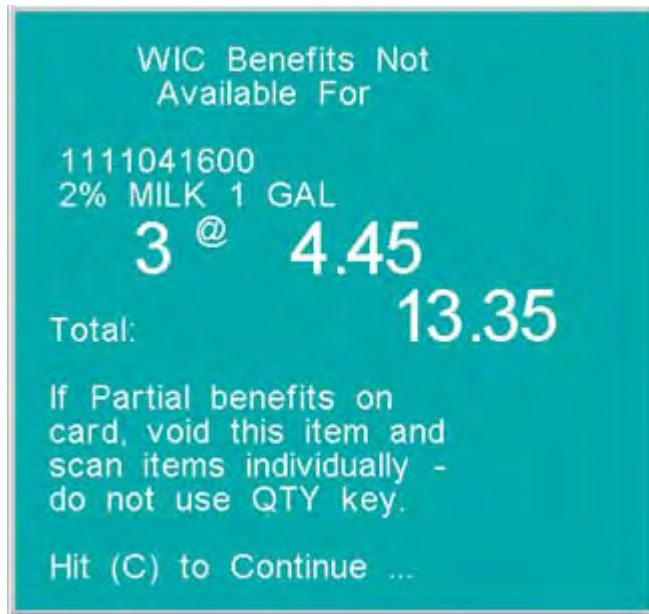
**Note:**

For purposes of determining whether there are WIC items in the ticket, the items must exist in the state APL file and have been flagged to "Enable WIC Sale".

Note:

For purposes of determining whether there are WIC Benefits available on the Online WIC EBT card, there must be a non-zero benefit balance in at least one category/subcategory.

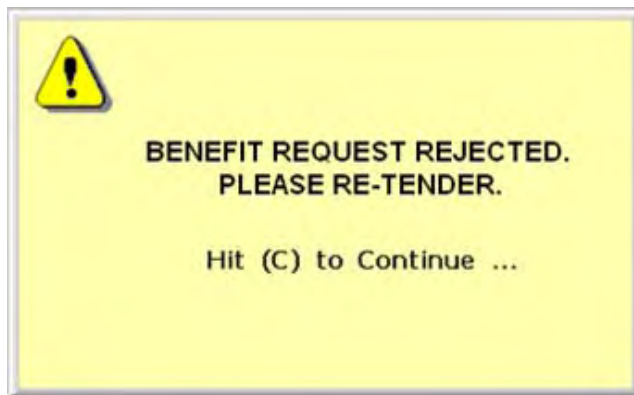
- If the Quantity key is used on an Electronic WIC item and there are insufficient benefits available, the items will be treated as non-Electronic WIC and a warning message similar to the one below displays:



Note:

The cashier will need to void the items added to the ticket using the quantity key and sell the items individually.

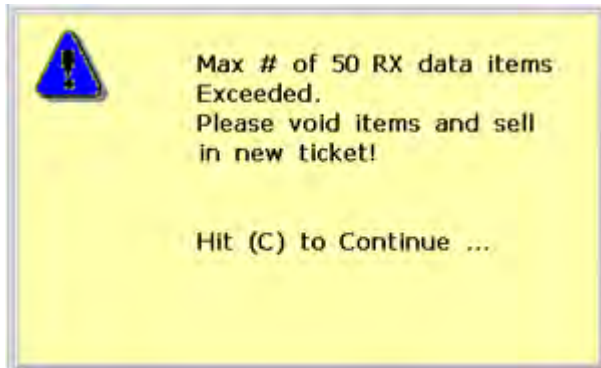
- If the Host denies the claim after an approval is sent, the following warning message displays and the POS returns to Tender Mode, the following warning message appears:



- If the "Customer OK Amount" TAC is configured, and the customer chooses not to use Online WIC EBT in the ticket, the following message displays to the cashier.

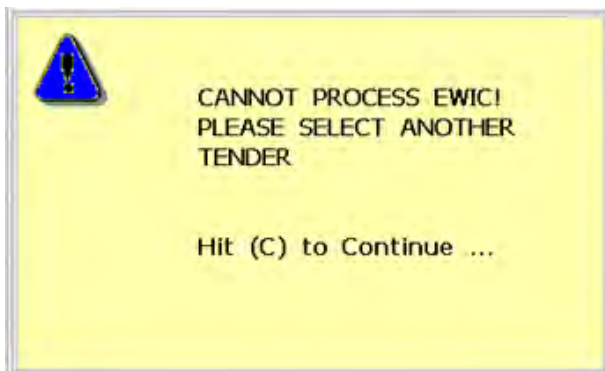
**CUSTOMER CANCELED
EWIC TENDER!**

- If more than 50 prescription benefit item are present in a ticket being tendered with Online WIC EBT, the following message displays to the cashier:

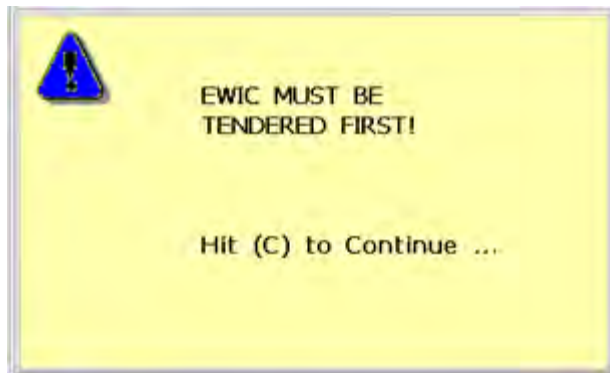
**Note:**

The cashier will need to void the excess items, tender the ticket and then ring the extra items separately into a second ticket.

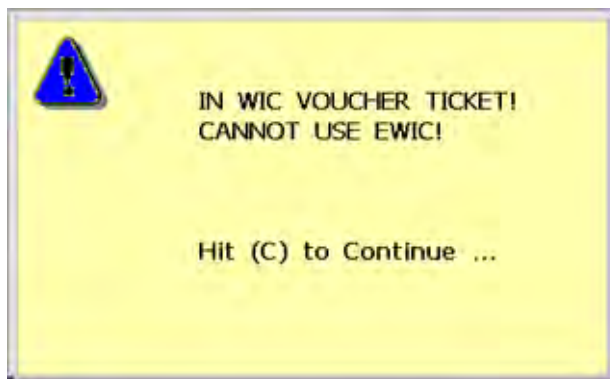
- If a vendor coupon applied to an Electronic WIC item reduces the order balance to zero, the POS will not allow Online WIC EBT to be tendered and the following warning message displays:



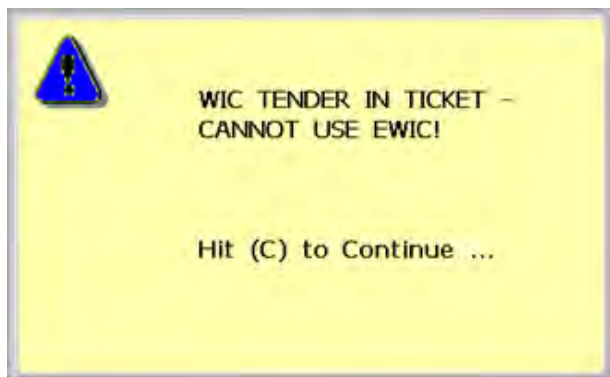
- If Online WIC EBT is not the first tender, the following warning message appears:



- When in a WIC ticket and Online WIC EBT tendering is attempted, the following warning message displays:

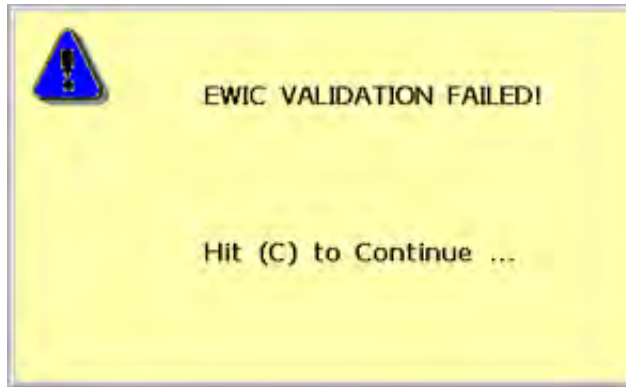


- Likewise, if the ticket has been partially tendered with Smart Card WIC EBT and Online WIC EBT tendering is attempted, the following warning message displays:

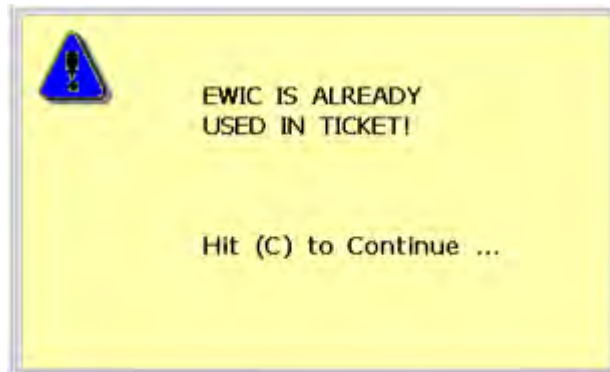


- If the state's Online WIC EBT card is not defined in Electronic WIC State Maintenance or is defined with an

Electronic WIC Type of “EBT WIC”, the following warning message appears when attempting to tender Online WIC EBT with the card:



- If the customer attempts to tender with Online WIC EBT a second time in a transaction, the following warning message displays (and the POS returns to Tender Mode when cleared).



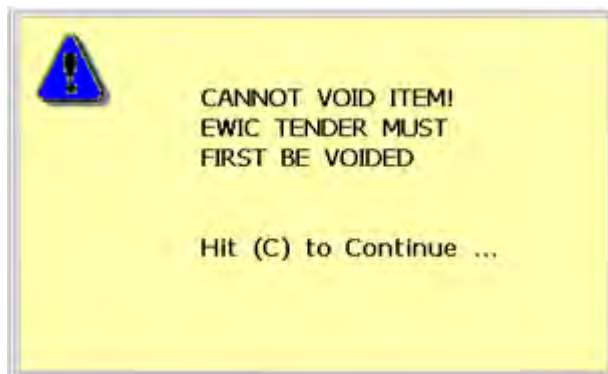
- Post Void Transactions are not allowed for transactions tendered with a WIC tender. When attempted, the following prompt displays:



If "Yes" is selected, the following error displays:



- If the cashier attempts to void any item in a ticket after Online WIC EBT has been tendered, the following warning message displays:



Note:

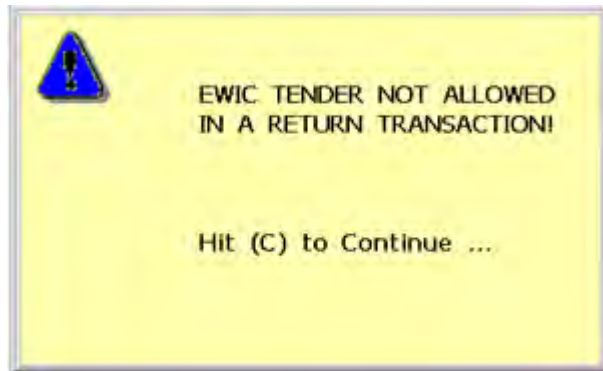
Voiding an item after Online WIC EBT has been tendered could affect promotions, discounts, and or taxes (for state claim purposes). The cashier must first void the Online WIC EBT tender.

- A member card or frequent shopper card cannot be entered into a ticket if Online WIC EBT has already been tendered. If attempted the following warning message displays:

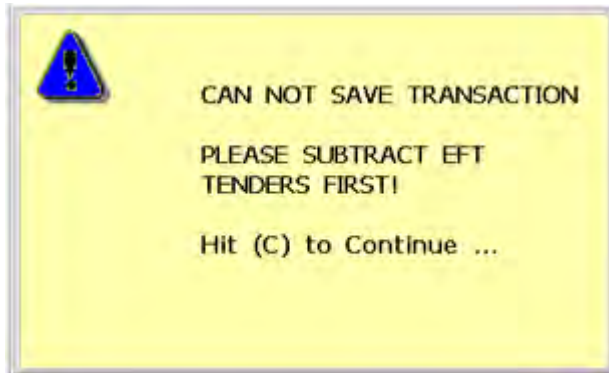
**Note:**

The cashier must first void the Online WIC EBT tender before entering the member number.

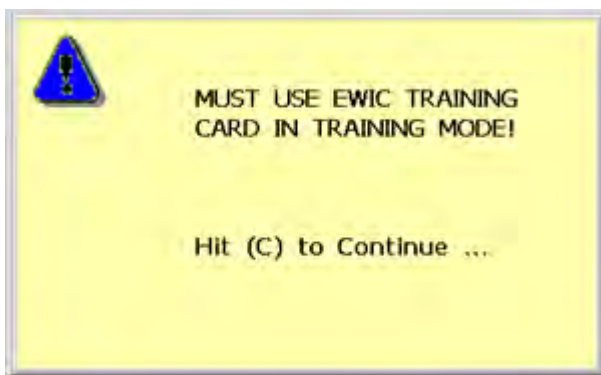
- If Online WIC EBT is attempted to be tendered in a return transaction, the following warning message displays:



- If a transaction is attempted to be saved when partially tendered with Online WIC EBT, the following warning message displays:



- If a non-training Online WIC EBT card is entered in training mode, the following message displays to the cashier:



- If Online WIC EBT tendering is attempted on a self-checkout lane:

**Note:**

When "Print Last Transaction" is performed for a ticket that has tendered Online WIC EBT, the Beginning Balance Report, Benefits Redemption and Ending Balance Report will be printed in addition to the sales receipt.

Coinstar

Customers receive Coinstar vouchers when they deposit their loose coins at an in-store Coinstar Change machine. These vouchers are considered tender (bar-coded) and can be scanned or key-entered at the PoS terminal.

When a Coinstar voucher is presented during a sales transaction, it is handled as a tender, reducing the sale and adding to a separate tender total for accountability. If the Coinstar voucher exceeds the order total, the system will issue cash change, similar to cash or check over-tender amounts.

When a Coinstar voucher is presented outside an order, it will be the only type of transaction allowed in the order, similar to "Coupon Only Orders". It will reduce cash and increase the accountability for Coinstar tender.

➤ **To tender a Coinstar voucher using the scanner**

- 1 Press *Total*.
- 2 Select Coinstar. (It may list on the second page of tenders).



- 3 Scan Coinstar voucher.
 - 4 Press *Cash*.
 - 5 The terminal displays the change amount due, and prints the receipt. The cash drawer opens.
 - 6 Place Coinstar voucher in drawer, present customer with change due and sales receipt.
 - 7 Close cash drawer.
- **To tender a Coinstar voucher using the keyboard**
- 1 Press *Total*.
 - 2 Select Coinstar. (It may list on the second page of tenders).
 - 3 Enter the 13-digit barcode number printed on the Coinstar voucher and press *Enter*. The terminal displays the change due amount, and prints the receipt. The cash drawer opens.
 - 4 Place the Coinstar voucher in drawer, present customer with the change due and sales receipt.

Coupons

Coupon types:

- Store coupons: issued by and charged to a store.
- Vendor coupons: issued by and charged to a product manufacturer.
- Bonus coupons: calculated against vendor coupons and charged to a store.
- Triple coupons: issued by the store, is used in conjunction with both UPC5 and Bonus coupons.
- Databar coupons: began replacing traditional UPC5 barcodes on manufacturer coupons in 2010.

Coupons are considered as tenders but entered on the PoS like an item. The system allows scanning or keying of coupon numbers.

Notes

1. A coupon must not be the first or only item in a transaction.
2. The number of coupons may be more than the item count in a transaction. A control check can trigger for confirmation.
3. Coupons may not be entered prior to the item to which they are expected to attach.

Databar Coupons

ISS45 identifies when a Databar coupon barcode is scanned at the POS and parses the barcode data for execution and optional validation (using company prefix and family number).

If the coupon is not valid, the warning message “Invalid Coupon Sale” will appear on the Cashier Display. If the Databar coupon engine determines the coupon is valid, logic based on both existing coupon parameters and the Databar General System Parameters is implemented.

Existing Coupon Settings and Parameters

Tender Maintenance settings for Tender Types of “Store Coupons” and “Vendor Coupons” will be followed for Databar

coupons. In addition, the following existing coupon parameters will be used for coupon validation:

- Maximum coupon face value (6-1-5-2-#5).
- Control Check to allow override of maximum face value of scanned coupons.
- Control Check to allow more coupons than items (6-1-5-2-#3).
- Control Check to allow coupon as first item in ticket (6-1-5-2-#13).
- Forgive tax on vendor coupon if F/S tendered (6-1-2-4-#7).
- Department net on Vendor coupon (6-1-5-1).
- Department net on Store coupon (6-1-5-1).

Note:

Databar coupons can be defined as Vendor Coupons or Store Coupons. If it is defined as a Store Coupon, it may also be defined to apply to up to 8 qualifying items. In these cases ISS45 will only apply the coupon to one item each time the coupon is scanned. Therefore, if coupons are allowed for multiple qualifying items, the coupon will have to be scanned again by the cashier in order to get the offer each successive time. If the coupon is rejected, the "Invalid Coupon Sale" message will display.

Databar Coupon Validation

If the new "Databar coupon in System" parameter is enabled and a Databar coupon barcode is scanned or key-entered at the POS, the message "Barcode not defined" will be displayed and the coupon will be rejected.

If the "Databar coupon in System" parameter is enabled and the "Level of Databar coupon validation" is set to **Family <3 digit>**, validation will be performed at the both the Company (i.e. Manufacturer) and Family level. If set to **Company prefix**, validation will be performed at the Company level only.

Note:

If a coupon contains a Family Code of "000", no Family Code validation will be performed.

If the “Level of Databar coupon validation” is set to **Family Code Wildcard**:

- If the Family Code in the Databar coupon has no trailing zeroes, then it will be matched exactly against the 3 digits of the Family Code in the item PLU. If a match is identified, it will be added to the ticket. Otherwise, the coupon will be declined.
- If the Family Code in the Databar coupon has one trailing zero in the Databar coupon, it will be matched against item PLU family codes in the 120-129 range. If a match is identified, it will be added to the ticket. Otherwise, the coupon will be declined.
- If the Family Code in the Databar coupon has two trailing zeroes in the Databar coupon, it will be matched against item PLU family codes in the 100-199 range. If a match is identified, it will be added to the ticket. Otherwise, the coupon will be declined.

For store coupons, if the “Validate Databar Company Prefix for Databar Store coupons” parameter is enabled, when the scanned Databar store coupon’s Global Location Number (GLN) does not match that of the new “Retailer GS1 Company prefix” parameter, the “Invalid Coupon Sale” message will display. If the “Validate Databar Company Prefix for Databar Store coupons” parameter is disabled, no company validation will be performed on store coupons.

Note:

The number of times the coupon can be applied is equal to the value defined in the Store Coupon flag. For example if the value is 3, coupon can be scanned three times in the same transaction as long as qualifying criteria is met.

Note:

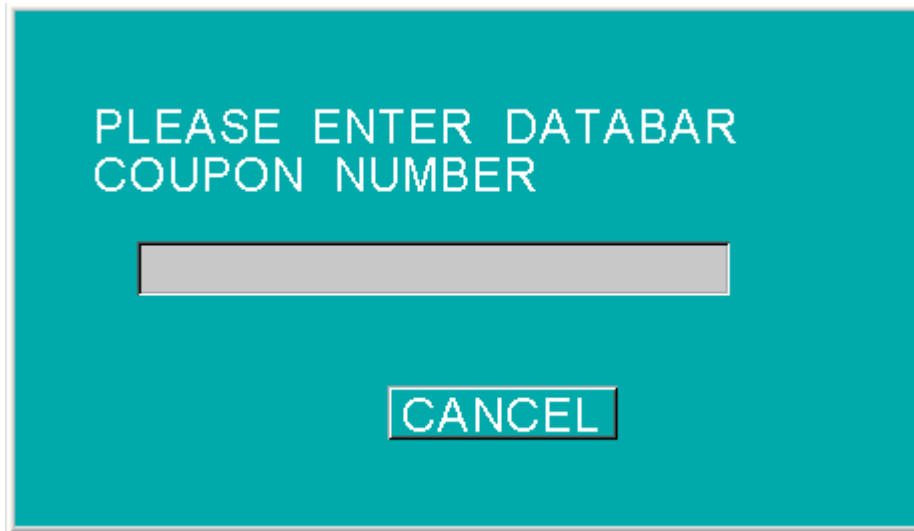
Databar Coupons can be applied to individual items, group of items or order level total (depending on the structure of the coupon).

Note:

If the validated coupon can be used on multiple ticket items, the Databar Coupon will be applied so the customer receives the best deal.

Manual Databar Barcode Entry

When a Databar coupon is unscannable, the coupon can be key-entered by executing the new Manual Databar Entry Keyboard Code. The following prompt displays:

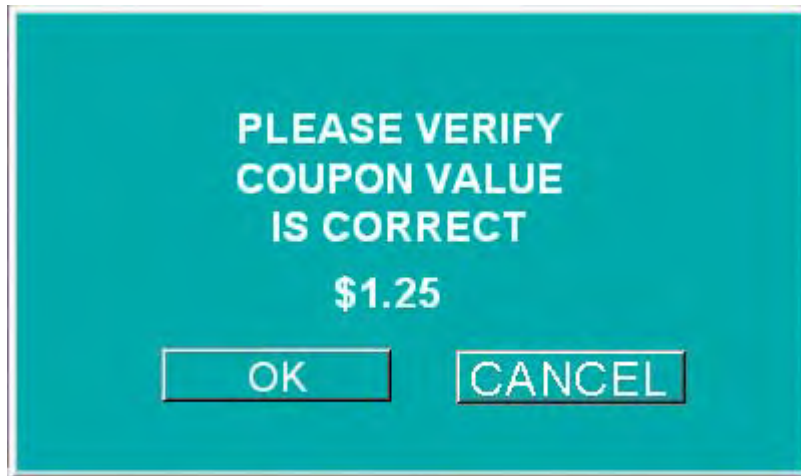


The cashier is only required to enter the company prefix and offer code (between 12 and 18 digits – the only cashier-readable numbers on the coupon). The cashier will then be prompted to enter the coupon amount (and no validation against the items in the order will be performed). If the entered number does not match the required length, the “Invalid number” message displays.

Cashier Intervention

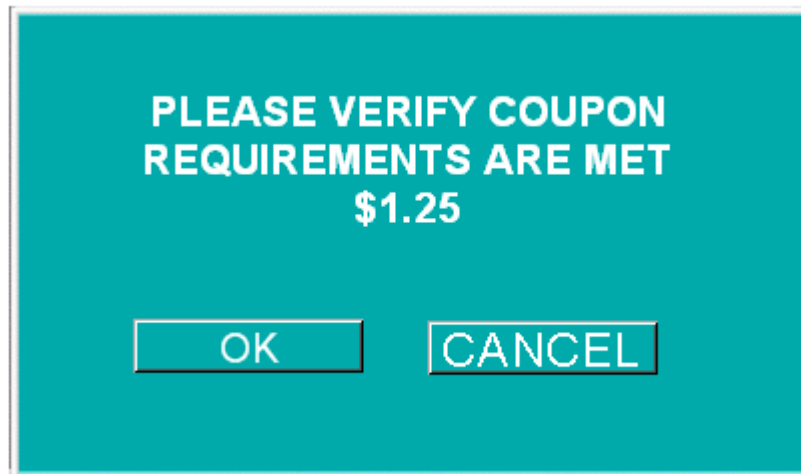
There could be several situations that require the cashier to either verify the coupon or apply the discount manually (usually determined by the coupon data).

When the coupon save value is present and an item is attached, a save amount verification message will appear on the Cashier Display:



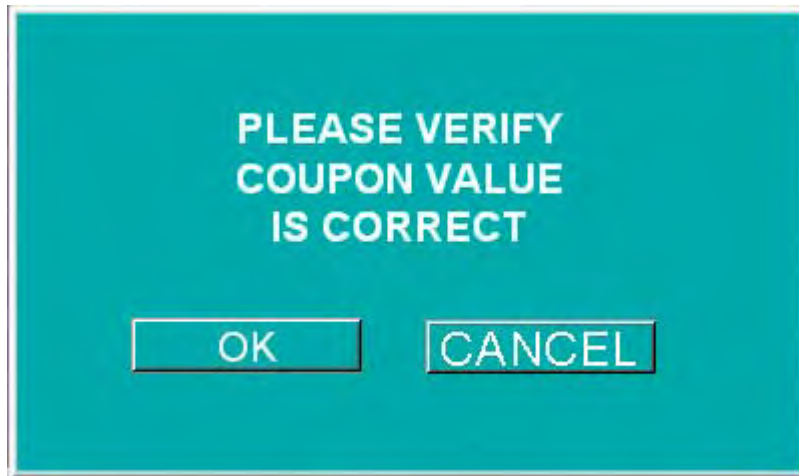
If the cashier presses OK, the coupon amount is applied to the item. If the cashier presses Cancel, the coupon is not added to the ticket and the POS returns to Sale Mode.

When the coupon save value is present but an item is not attached, the following message displays:

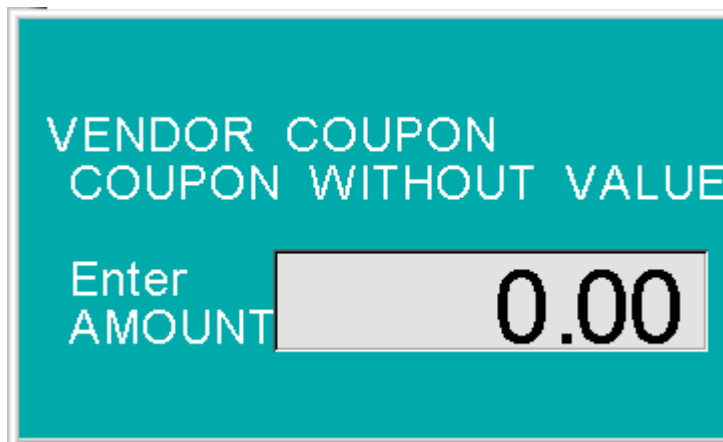


When OK is pressed a department list will display and the cashier will be prompted to choose a department to which the coupon should be applied.

If there is no coupon save value but the item is attached, the following message will appear on the Cashier Display:



If the cashier presses Cancel, the coupon is not added to the ticket and the POS returns to Sale Mode. If the cashier presses OK, a coupon value will be requested:



If there is no coupon save value and no item is attached, the cashier will be prompted to enter both the coupon value and to choose a department to which the coupon should be applied.

Foreign Currency

Depending on store location or policy, foreign currency may be accepted as payment.

It is possible to give customers change in foreign or local currency.

Charge Posting

For stores that allow customers to purchase on account, use this tender option to record sales to individual customer accounts.

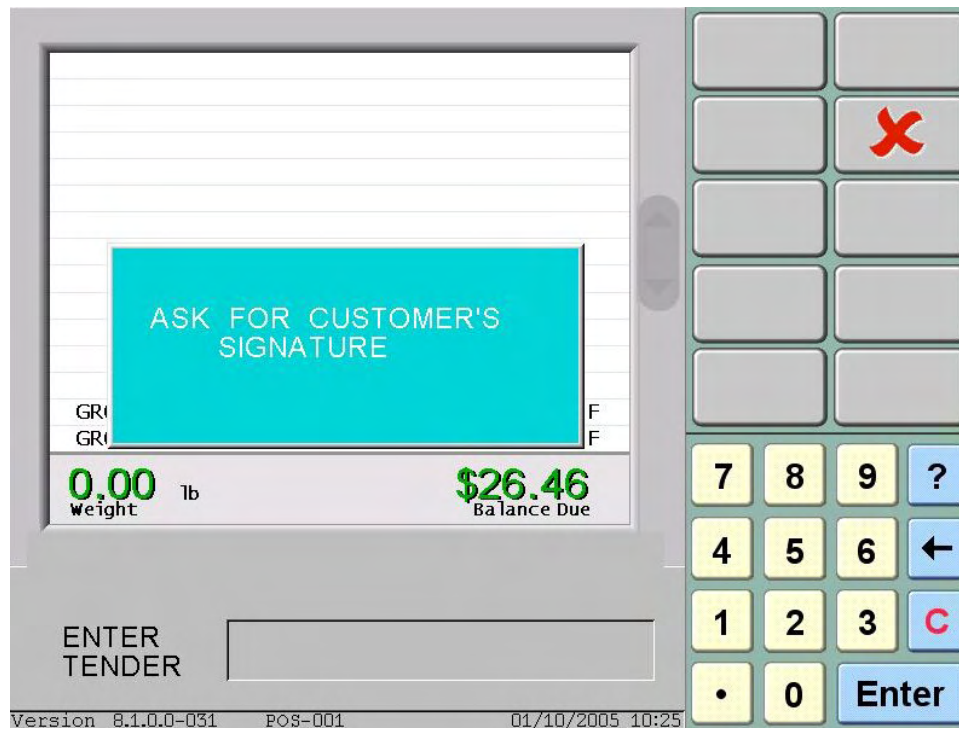
Only stores equipped with a suitable accounts-receivable package can make use of this feature.

➤ To tender a Charge Posting transaction

- 1 Press *Total*.
- 2 Select *Charge Posting*. The terminal prompts for the customer account number.
- 3 Enter the customer account number and press *Enter*.

The terminal displays the customer name, account balance and account limit.

The following prompt will appear at the POS when an in-house charge is tendered with a signature capture request:



At the same time the "Please Sign Below" message will display to the customer on the PinPAD device. The customer will be required to sign at the payments terminal so the signature can be captured. The signature will be captured locally and can be displayed within the Electronic Journal.

5

In this chapter:

Terminal Operating Modes

In addition to regular sales mode, PoS terminals may operate in the following modes:

Training Mode:

Terminal transactions may be practiced by trainee cashiers without affecting the store totals.

Stand-alone Mode:

Allows store operations to continue if both servers fail or the connection to the terminal fails. Also useful for 'sidewalk' sales, where you need to use a PoS terminal away from the store.

Training Mode,
page 5-3

Stand-alone Mode,
page 5-4

Training Mode

Training mode is used for practicing terminal transactions.

- Cashier must be signed off to begin training mode and exit training mode.
- Cashier is allowed to perform training transactions and functions according to privileges assigned in the cashier's record.
- Training sales are tracked separately from regular sales in the System database.
- Neither terminal nor Back Office reports reflect training transactions. A Training report can be optionally printed (at the back office), at end of day.
- File maintenance updates performed in the system while a terminal is in training mode, are applied to that terminal.

If the system parameter Open Drawer in Training Mode is checked, the cash drawer is open during transactions that require the cashier to enter media in the drawer. Otherwise, the cash drawer remains closed.

While in training mode, the message ****TRAINING MODE **** is printed on the audit tape and receipts.

The following training symbols appear for items in a transaction:

- **T** Items sold
- **R** Items returned

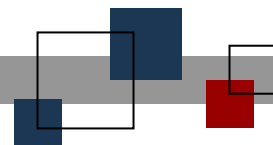
Stand-alone Mode

Stand-alone mode allows terminal operations to continue if both servers should happen to fail or if the connection to the terminal(s) fails. Stand-alone mode is also useful for sidewalk sales, where you need a terminal away from the store. Before end of day is run, re-connect the terminal to the network. The servers then receive all the terminal's data.

- When in stand-alone mode the X-read report on the terminal remains accurate.
- None of the reports in the Back Office reflect any sales performed in stand-alone mode, until the terminal has gained connection and exited stand-alone mode.
- While in stand-alone mode, system updates do not reach the terminal.
- Bad accounts cannot be checked while in stand-alone mode.
- The *Save/Recall* key cannot be used.

In case the terminal fails to establish communication with the Back Office PC, the message `OFFLINE` appears at the bottom of the PoS display. The terminal may now be run in stand-alone mode.

When the PoS terminal is reconnected to the network, the message `CONNECT` appears at the bottom of the PoS display, this means that communication with at least one of the PCs has been re-established. The terminal is back in regular mode. All data accumulated on the PoS terminal while in stand-alone mode is automatically transmitted to the PC (MFS).



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