StoreNext

ISS45

ISS45 WinPoS User Reference

Version 8.1.5.0

ISS45 Version 8 WinPoS User Reference

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Address comments and corrections to:

StoreNext Retail Technologies LLC
Software Program Director
6100 Tennyson Parkway
Suite 130
Plano, Texas 75024

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Introduction

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

In this chapter:

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.

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

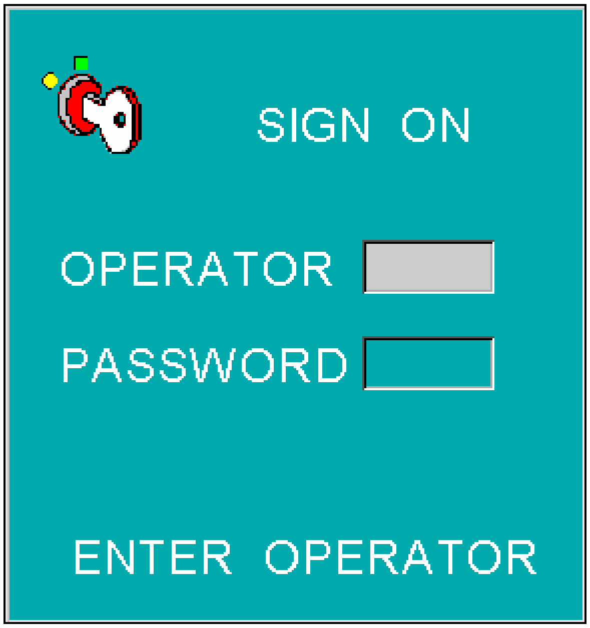
Cashiers must sign on to PoS terminals before performing any sales transactions. PoS terminal cash drawer accountability is either by cashier or by PoS, depending on your system settings. If accountability is by cashier, each cashier maintains accountability for all sales, loans and pickups from the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



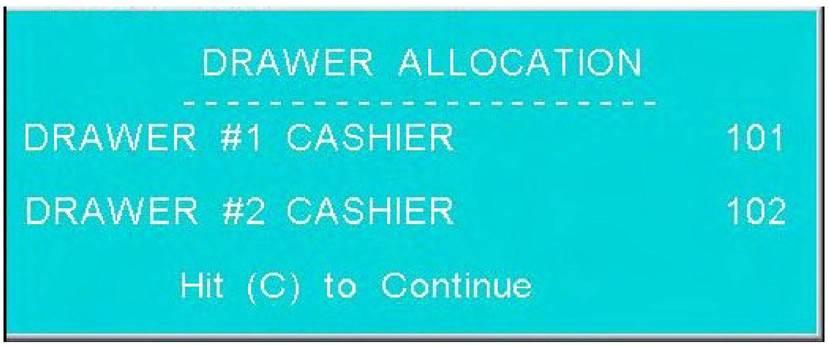
- The sign-on procedure may also be activated via the sign-on option from the PoS menu.
- Depending on Office settings, the PoS terminal prompts for the cashier ID and password. The cashier's name is displayed. If this cashier has already signed on at another terminal, the message: `ALREADY SIGNED-ON`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

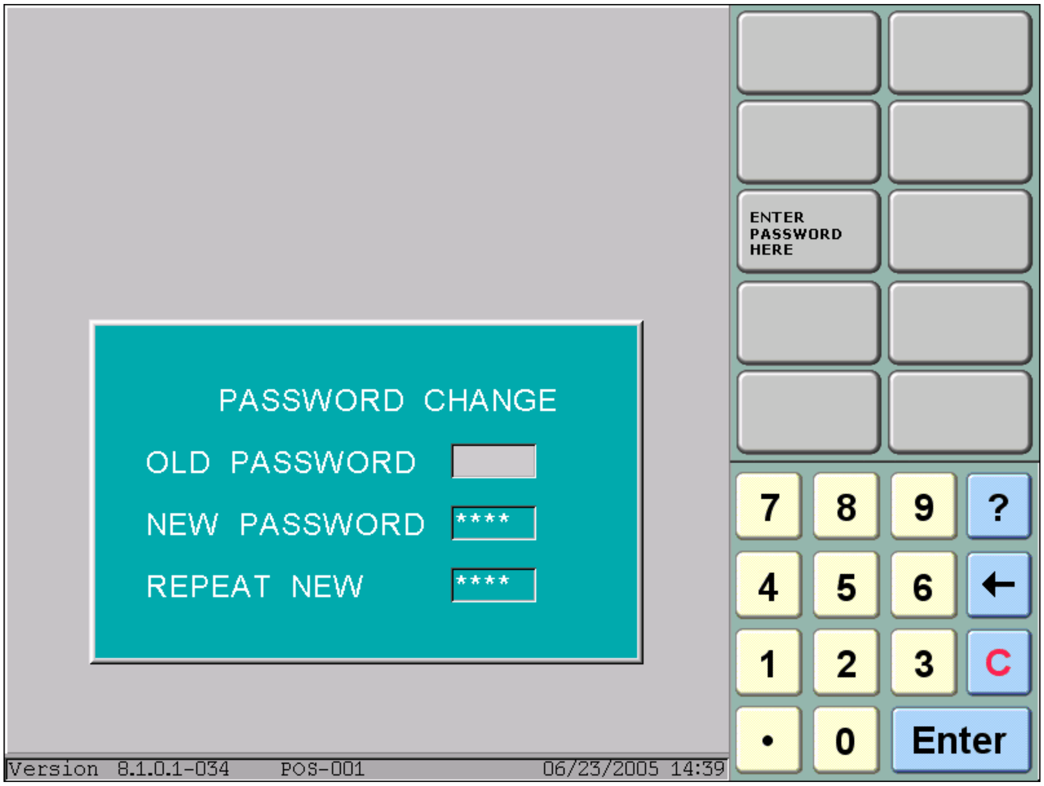
POS Terminals that are configured to use Keyboard Function Code 845 (Display Drawer Allocation), may display which drawer belongs to which cashier).



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:



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.

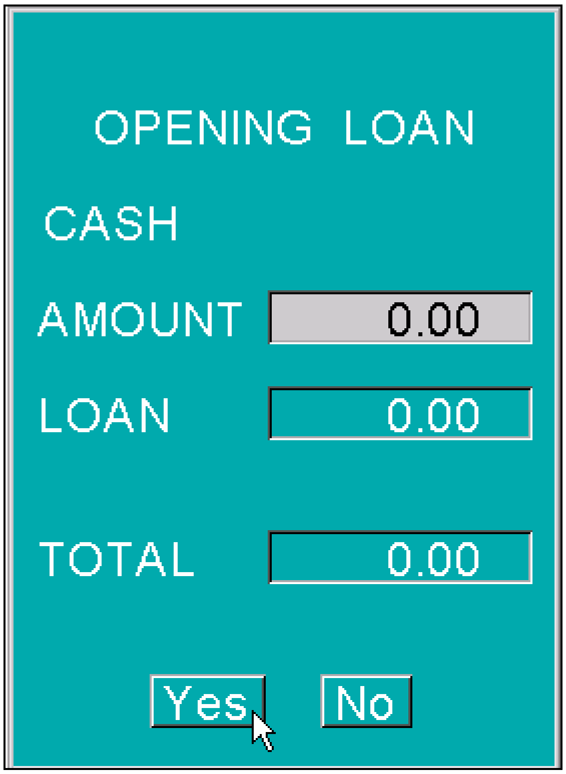
Note:

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.

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.



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.

POS Force Cashier Logoff Function

WinPOS allows a supervisor to force a log off from POS terminal in a secure mode state while in the lane. In cases when the cashier has a transaction in progress, this force log off gives the supervisor the additional ability to:

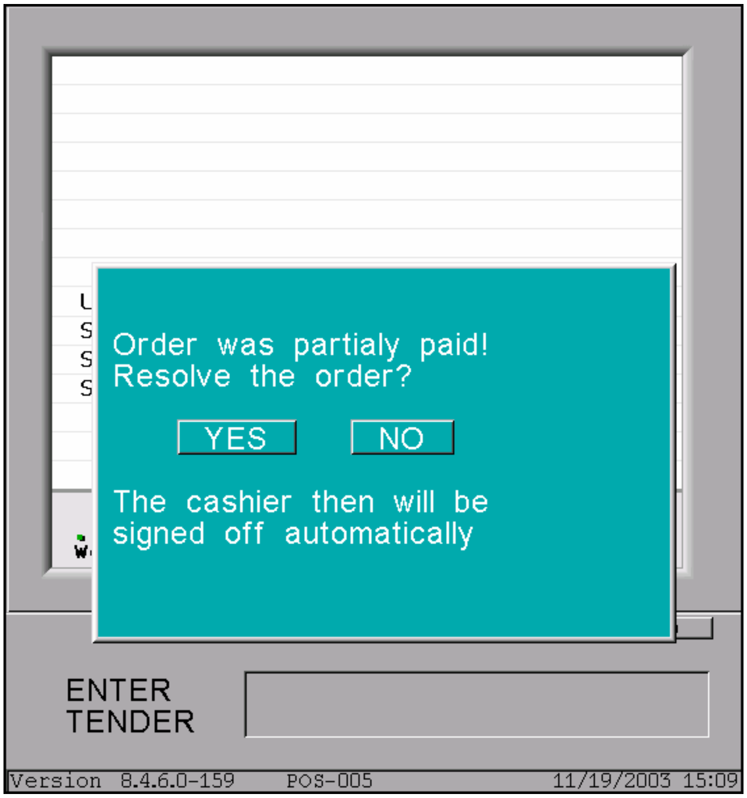
- Void the transaction
- Save the transaction (if partial tendering has taken place)
- Finalize the transaction (if partial tendering has taken place)

Note:

- In order to utilize this feature, the Supervisor Menu must have function "1095" (Force Log Off) privileges.

Tendering in Progress

The following POS window will display to the supervisor if the terminal being forced to logoff is being partially tendered.



➢ **To force a log off on a POS terminal that is in Secure Mode (with no order in progress):**

1 Enter Supervisor Mode.

2 Log in as the supervisor.

3 Select Force Logoff.

4 Select the Cashier/POS to logoff.

The cashier is logged off and the operator sign off receipt is printed.

➢ **To force a log off on a POS terminal that is in Secure Mode (but with a transaction in sales mode):**

1 Enter Supervisor Mode.

2 Log in as the supervisor.

The Order in Progress window appears.

3 Press:

4 "Save Order" to save the transaction.

The Save Transaction message appears:

Press:

- "Yes" to save the transaction:

The Save Transaction receipt is printed, the cashier is logged off and the operator sign off receipt is printed.

OR

- "Void Order" to void the transaction:

The Void Transaction receipt is printed, the cashier is logged off and the operator sign off receipt is printed.

➢ **To force a log off on a POS terminal that is in Secure Mode (for a transaction in progress without tendering):**

1 Enter Supervisor Mode.

2 Select Force Logoff.

3 Select the Cashier/POS to logoff.

The Tendering in Progress window appears.

4 Press:

5 “Yes” to finish tendering the transaction.

When the tendering is finished the receipt will print, the cashier is logged off and the operator sign off receipt is printed.

OR

- “No” to either save or void the transaction.

The Save Transaction message appears:

Press:

- “Yes” to save the transaction:

The Save Transaction receipt is printed, the cashier is logged off and the operator sign off receipt is printed.

Note:

Control checks in place for saving a partially tendered transaction must not be set to “Inhibit Activity”.

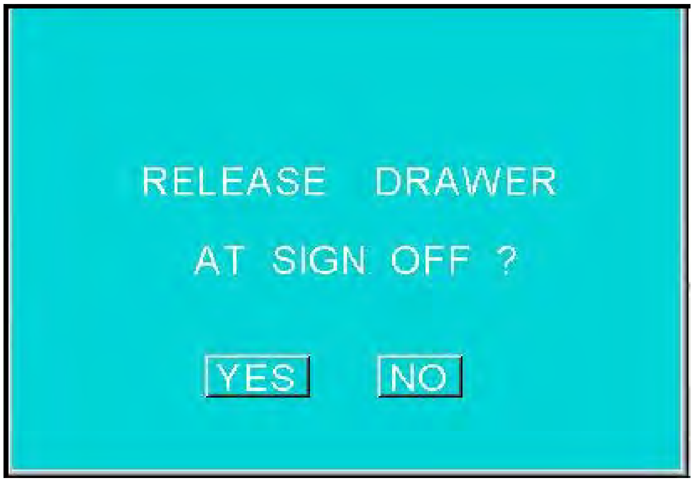
- “No” to void the transaction:

The Void Transaction receipt is printed, the cashier is logged off and the operator sign off receipt is printed.

Force Logoff with Dual Cash Drawers

If the Cashier Utilities Folder’s “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.

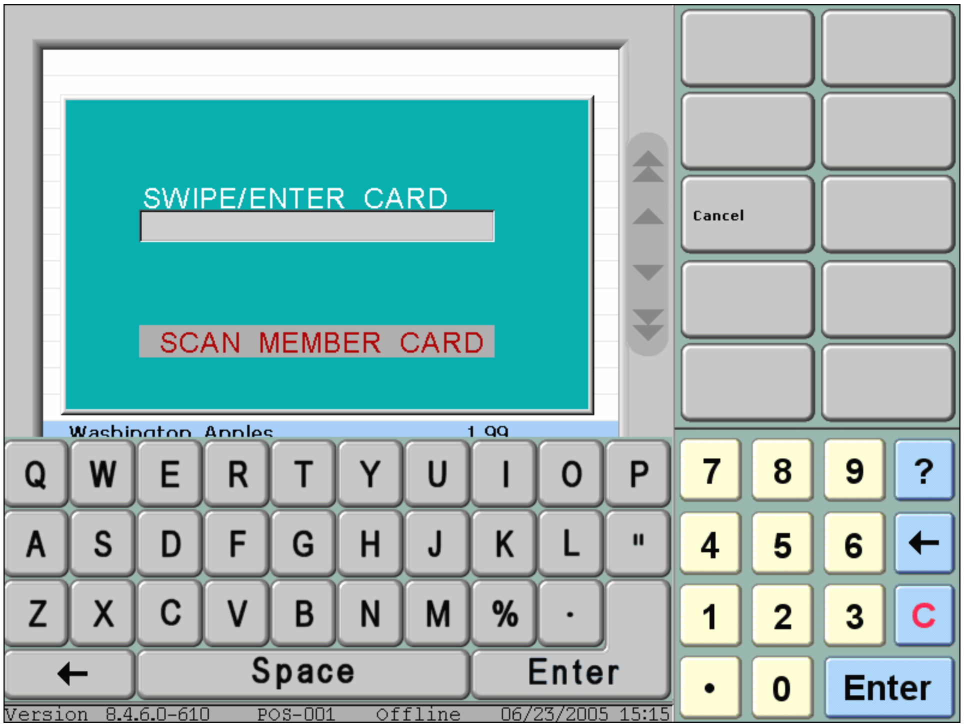
Note

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, software version, 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.

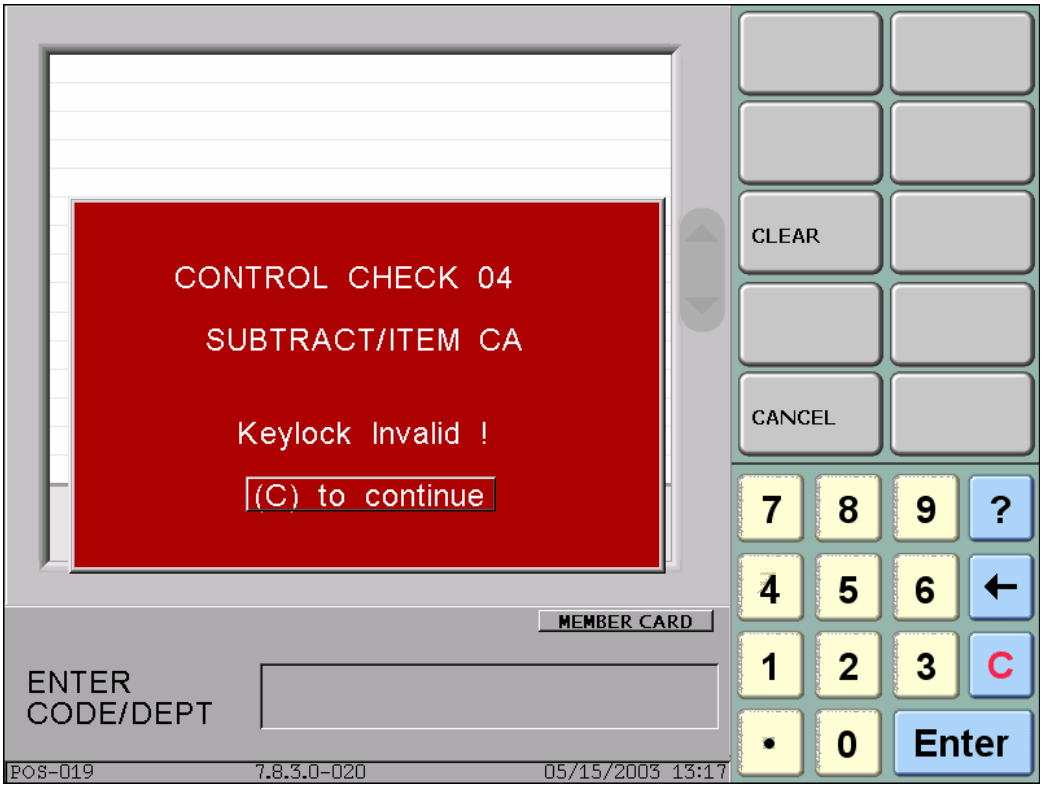
Control Checks

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.

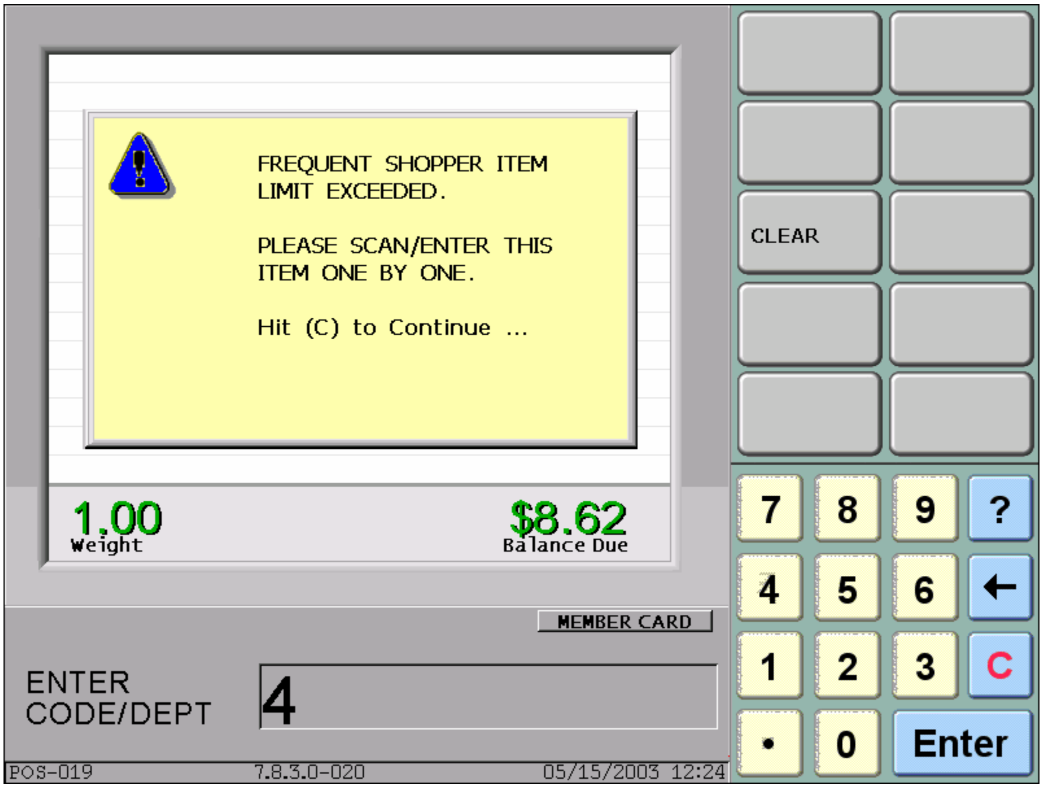
Control checks display a user-defined message at the PoS terminal, and take various forms of action as defined in the Control Check Maintenance file. These actions are:

- **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.



- **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 quantity 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

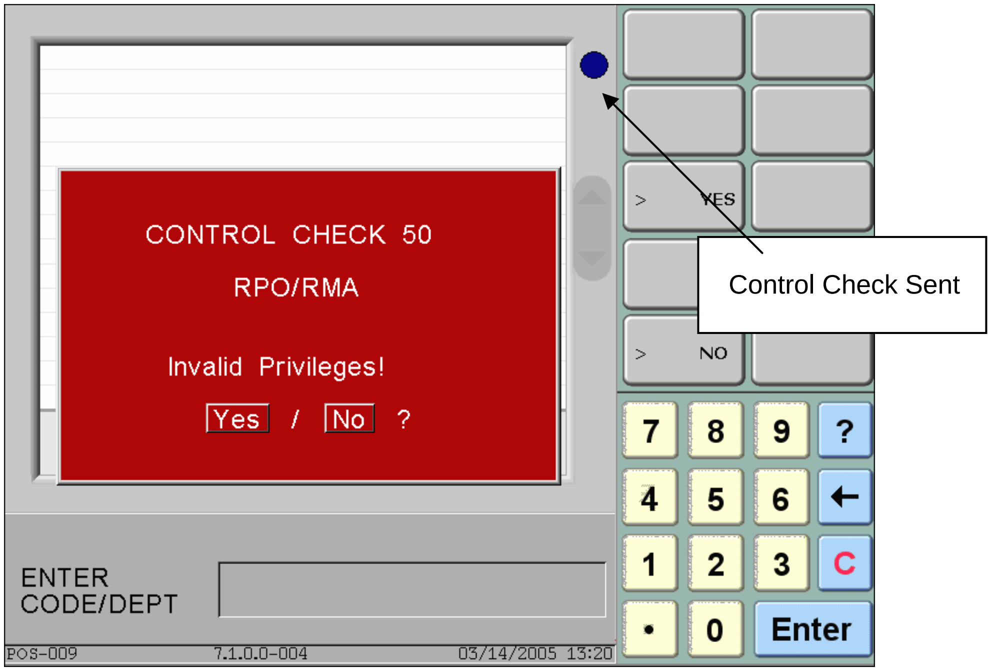
Green – Indicates the request was approved

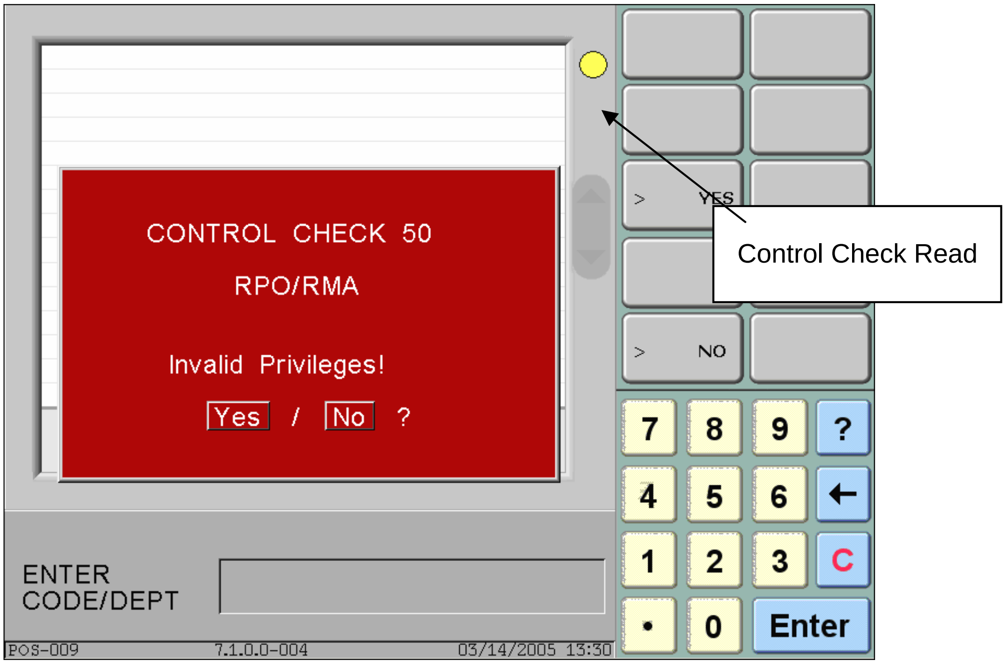
Note:

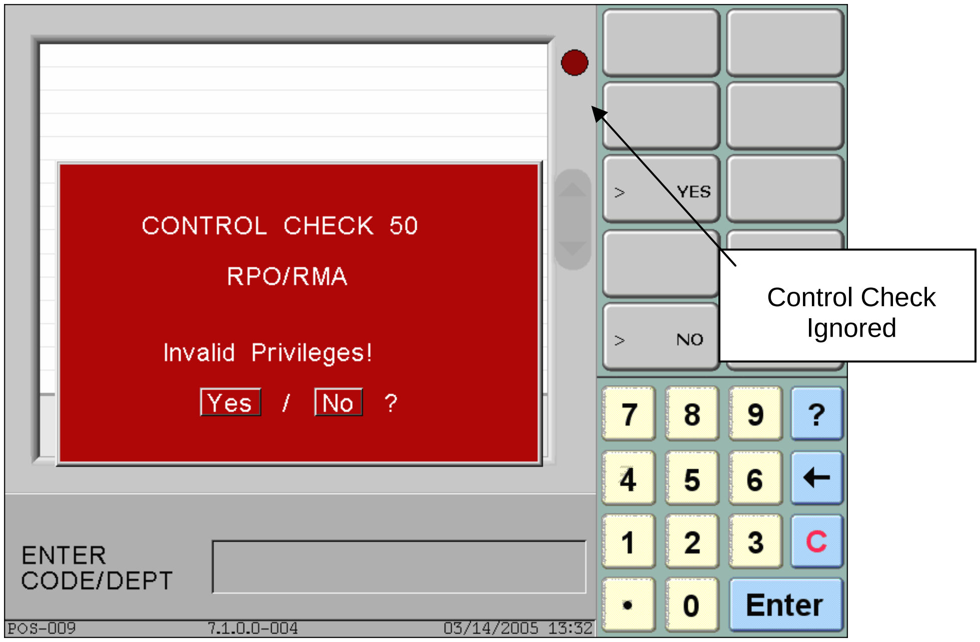
- In the case of POS Control Checks and Keyboard Function Privileges, the Green Icon indicates the **POS** button was tapped by the Pocket Office RMA User (rather than the **Appr.** button). If the **Appr.** button was tapped, the circle icon will be removed from the POS display before turning green.

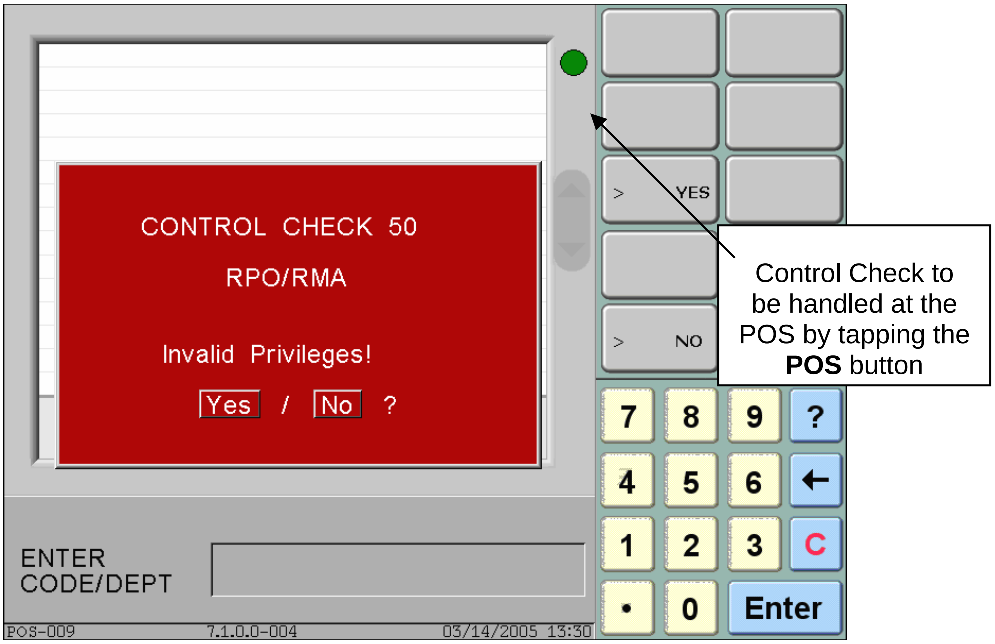
Examples

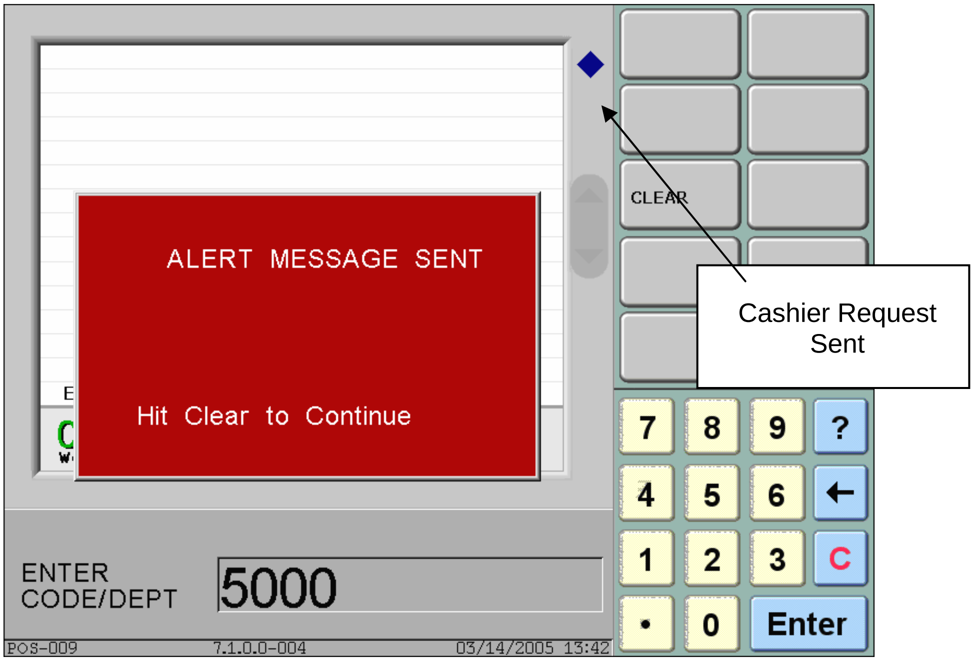
The following screens show the location and status examples of Cashier Notification Icons.

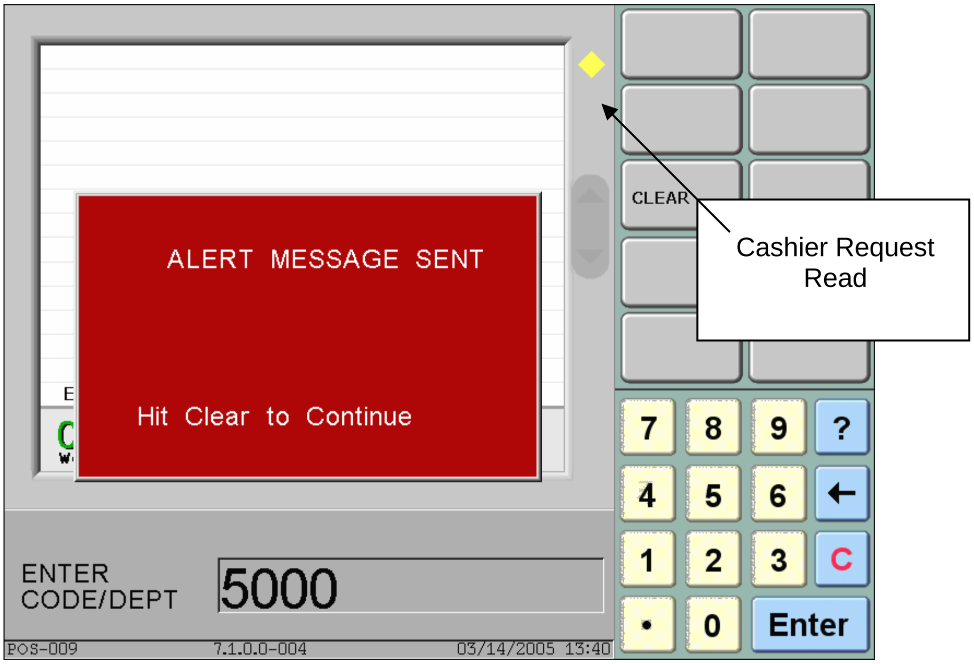

CONTROL CHECK 50
RPO/RMA
Invalid Privileges!
Yes / No ?
> YES
> NO
Control Check Sent
7
8
9
?
4
5
6
1
2
3
C
0
Enter
ENTER
CODE/DEPT
POS-009
7.1.0.0-004
03/14/2005 13:20


CONTROL CHECK 50
RPO/RMA
Invalid Privileges!
Yes / No ?
> YES
> NO
Control Check Read
ENTER CODE/DEPT
7 8 9 ?
4 5 6
1 2 3 C
• 0 Enter
POS-009
7.1.0.0-004
03/14/2005 13:30

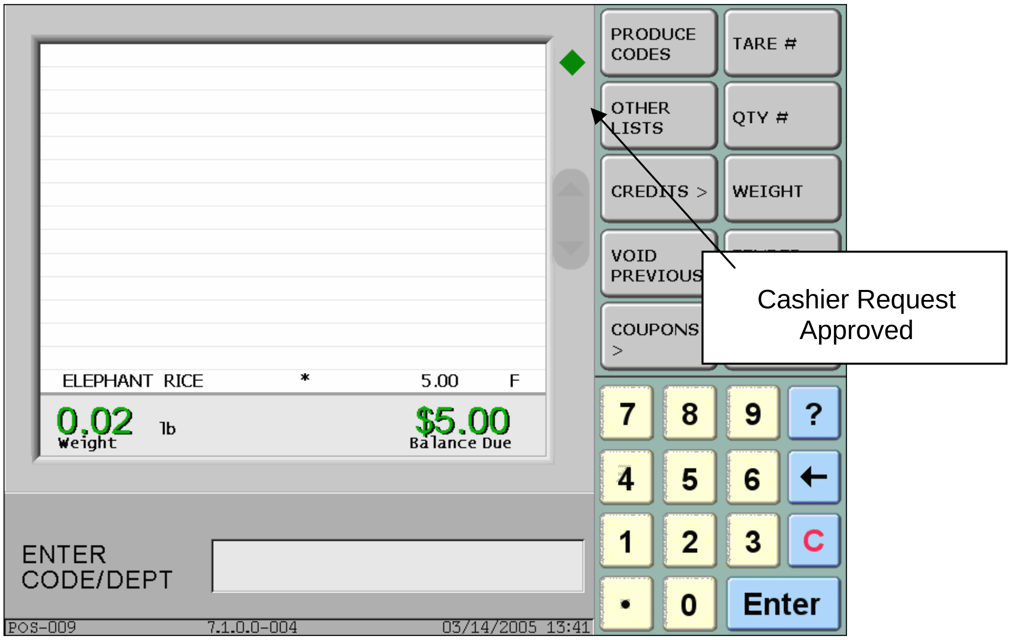

CONTROL CHECK 50
RPO/RMA
Invalid Privileges!
Yes / No ?
ENTER
CODE/DEPT
POS-009
7.1.0.0-004
03/14/2005 13:32
> YES
> NO
7 8 9 ?
4 5 6
1 2 3 C
• 0 Enter
Control Check Ignored


CONTROL CHECK 50
RPO/RMA
Invalid Privileges!
Yes / No ?
ENTER
CODE/DEPT
POS-009
7.1.0.0-004
03/14/2005 13:30
YES
NO
7 8 9 ?
4 5 6
1 2 3 C
0 Enter
Control Check to be handled at the POS by tapping the POS button


CLEAR
ALERT MESSAGE SENT
Hit Clear to Continue
Cashier Request Sent
7
8
9
?
4
5
6
1
2
3
C
0
Enter
ENTER CODE/DEPT
5000
POS-009
7.1.0.0-004
03/14/2005 13:42

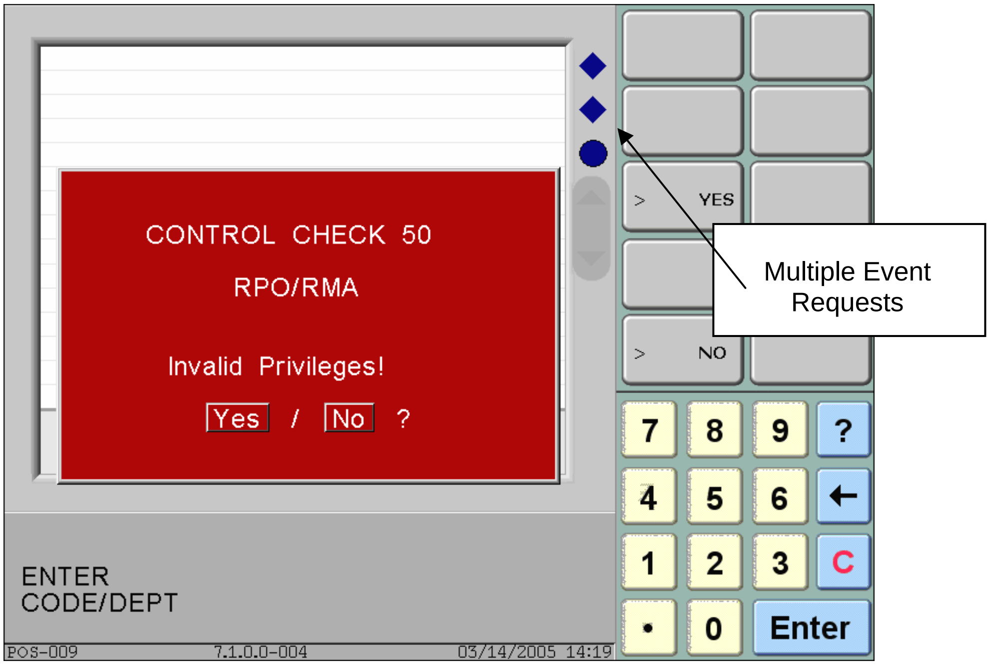

ALERT MESSAGE SENT
Hit Clear to Continue
CLEAR
Cashier Request Read
ENTER CODE/DEPT
5000
POS-009
7.1.0.0-004
03/14/2005 13:40
Enter


PRODUCE CODES
TARE #
OTHER LISTS
QTY #
CREDITS >
WEIGHT
VOID PREVIOUS
TENDER
COUPONS >
Cashier Request Ignored
ELEPHANT RICE * 5.00 F
0.02 lb
Weight
$5.00
Balance Due
7 8 9 ?
4 5 6
1 2 3 C
• 0 Enter
ENTER CODE/DEPT
POS-009
7.1.0.0-004
03/14/2005 13:43



Note:

- The "Cashier Notification Icon Time Limit" General System Parameter (located in the Store \ Retalix Pocket Office folder) 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. <u>The cashier can manually remove cashier request icons anytime by tapping the icon (regardless of its status color).</u>



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.

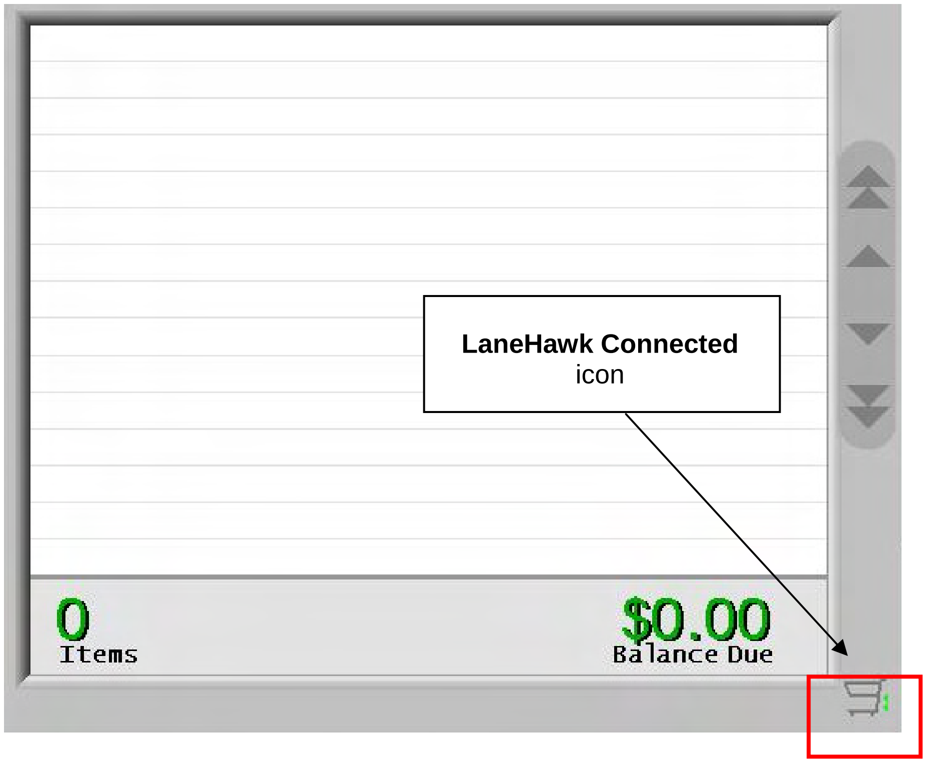
LaneHawk Notification Icons

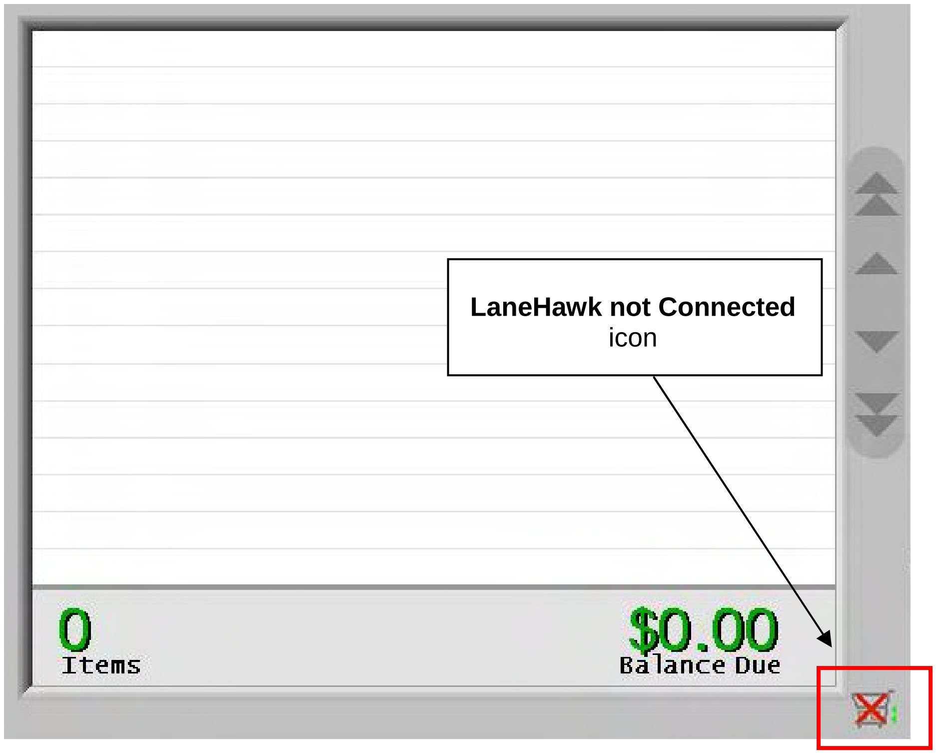
LaneHawk is a solution from Evolution Robotics that uses digital video cameras and software to identify “when” and “what” items are on the bottom of a customer’s cart. Using “visual pattern recognition” for object recognition, LaneHawk automatically detects and identifies “below the basket” items.

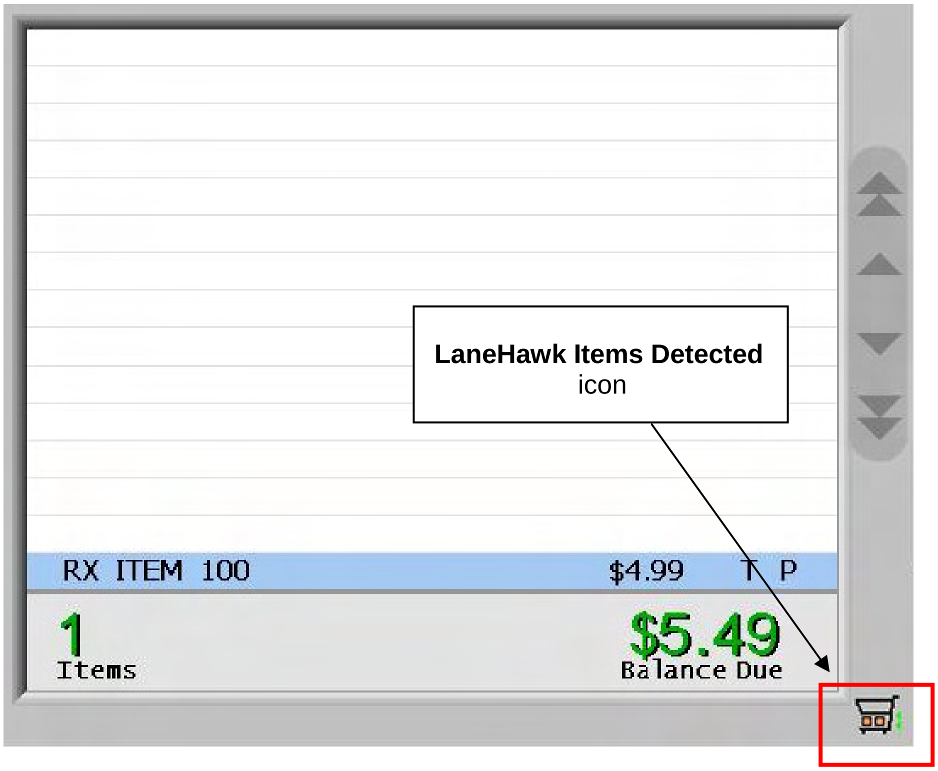
If LaneHawk is enabled, cashier notification (shopping cart) icons will notify the cashier of the three different LaneHawk status conditions:

- 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.


LaneHawk Connected
icon
0
Items
$0.00
Balance Due


LaneHawk not Connected
icon
0
Items
$0.00
Balance Due


LaneHawk Items Detected
icon
RX ITEM 100
$4.99
T P
1
Items
$5.49
Balance Due

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'.

In this chapter:

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:

```
StoreNext
         WELCOME TO
          OUR STORE
Frequent Shopper # 40007313925
----------------------------------------------------
DAIRY
BUTTER                          $  2.39 NF
VENDOR COUPONS                 -$  0.50 NF
MILK                            $  1.99 NF
              You saved $.38
TOTAL DEPARTMENT                $  4.88
PRODUCE
GREEN PEAS
1.50Lb      @   $2.00/Lb        $  3.00 NF
TOTAL DEPARTMENT                $  3.00
TAXABLE GROCERY
BANDAGES                        $  2.69 T
TOTAL DEPARTMENT                $  2.69

4             BAL DUE           $  9.79

CASH                            $10.00
CHANGE                          $   .21
CLUB SAVINGS TOTAL              $   .38

SUB TOTAL                       $  9.57
TOTAL TAX                       $   .22
```

Receipt Graphic Logo

Receipt Header

Item details: (Grouped by department for this configuration)
Item description
Item price
Frequent Shopper/Club Card Savings
Weighed Item details
Customized signs (Non Taxable /Taxable Food Stampable)

Subtotal details:
Number of items purchased
Balance due

Tender details:
Tender type selected
Tender amount given
Change due
Member Savings Total

Sub total and tax details:
Subtotal (before tax)
Total tax amount
Total amount paid

```
TOTAL                          $ 9.79
-----------------------------------------------------
        YOUR SAVINGS TODAY!
        -----------------------------------
TTL COUPONS                    $  .50
TTL FREQUENT SHOPPER           $  .38

TOTAL SAVINGS                  $  .88
-----------------------------------------------------
CARD NO 40007313925
MEMBER NAME:  GRAHAM
ASHWORTH
POINTS THIS VISIT                  25
INCLUDES:
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
```

Totals Savings:
Coupon Savings
Frequent Shopper/Club Card Savings

Member Card Number
Member Name
Points this Visit
Total Points to Date

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

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.

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.)

Dynamic Receipts

The Dynamic Receipt Engine is a dedicated receipt printing mechanism that resides on the POS. Receipt design is completed centrally (through templates – see below). Ticket data from the POS is fed into the engine along with promotion data from Retalix Loyalty to produce a customer-friendly receipt.

fresh 2008
Fresh thinking creates new value

825 North Main
Canton, IL 61520
Store Director: Tom Benoit

****
Congratulations!!
This is your 4th visit this month and you are entitled to 20% off your next visit
****

Promoted Products

Diet Ice tea lemon (Was 1.09)	
10% off each item	0.98
Bottle Deposit 0.20 Included	
Diet Ice tea lemon (Was 1.09)	
10% off each item	0.98
Bottle Deposit 0.20 Included	
Hamburger rolls (Was 3 for 1.00)	
Buy 3 pay 20 cents each	
4 @ 0.20 each	0.80
Potato Chips Giveway	
BBQ Potato chips	0.89
Onion Potato chips (0.89)	FREE

Snacks & Drinks

Chocolate Cookies	1.49
Diet Ice tea lemon	
2 @ 1.09	2.58
2 Bottle Deposit 0.40 included	
Premium Orange Juice	
2 @ 1.60	3.20
Sour Cream Pretzels	1.75

Grocery Products

Banana 8 pack	3.79
Campbell Tomato Soup	
2 @ 1.29	2.58
Golden Apples	
1.05 @ 0.99/Lb	1.04
Large White Eggs	2.05
Nescafe Gold Blend	10.55
Total before Tax	28.18
State Tax	1.00
City Tax	2.00
Balance Due	**$31.18**

Transaction Discounts

10% Employee Discount	-3.40
$0.50 off per $10 Spend	-1.50

Payment Details

Gift Card	20.00
Account: xxxxxxxxxx4567	
Cash	20.00
Change Due	**$7.26**

Loyalty Summary
Saul Simon - Card *****2336

Total Savings $6.73

Thank you for shopping at

Fresh 2008

Receipt Printing Suppression

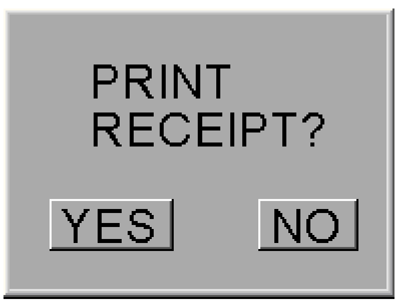
Sales receipt printing can be suppressed and generated only when requested by the customer. Suppressing receipt printing does not affect the collection of data in the TLOG file. All information will be recorded as normal and may be viewed through the Electronic Journal.

Note:

The Receipt Printing Suppression options are found on the General Parameters Tab of Checkout Banks screen. See Checkout Bank Groups in the ***ISS45 Office Administrator's Reference*** for more information.

Other types of printing such as endorsement printing, suspended transaction printing, or administration receipts (such as X Read Report, POS Reports, Pick-up and Loan slips) are not affected by receipt suppression.

The following POS prompt will display when the receipt suppression is set to prompt the cashier.



Note:

If a sales receipt is not generated, the "Print Last Transaction" POS Function can still be used to print a sales receipt.

MTXEPS Receipts

ISS45 can print EFT receipt data as received from MTXEPS for EFT approvals, balance inquiries, card activations (deactivations and recharges) and declines.

If the General System Parameter “Use MTX Receipt Data” (located in the Store \ POST \ MTX EFT folder) is set to “Yes”, the system will use MTX receipts on EFT transactions. If this parameter is set to “No”, ISS45 Templates will be used for EFT receipt printing.

Note:

MTXEPS WinEPS must be setup to require a receipt for the tender. EFT receipts (including decline receipts) will print only if the tender has the (“Z”) TAC setup in WinEPS under Terminal Configuration.

Note:

Buffered printing must be enabled for this functionality to work correctly. The General System Parameter “Buffer Printing” is located in the Store \ POST \ Presentation \ Receipt \ Buffer Printing folder.

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 2-19.

Depending on the way in which your system is set up, various rewards are given to the customer.

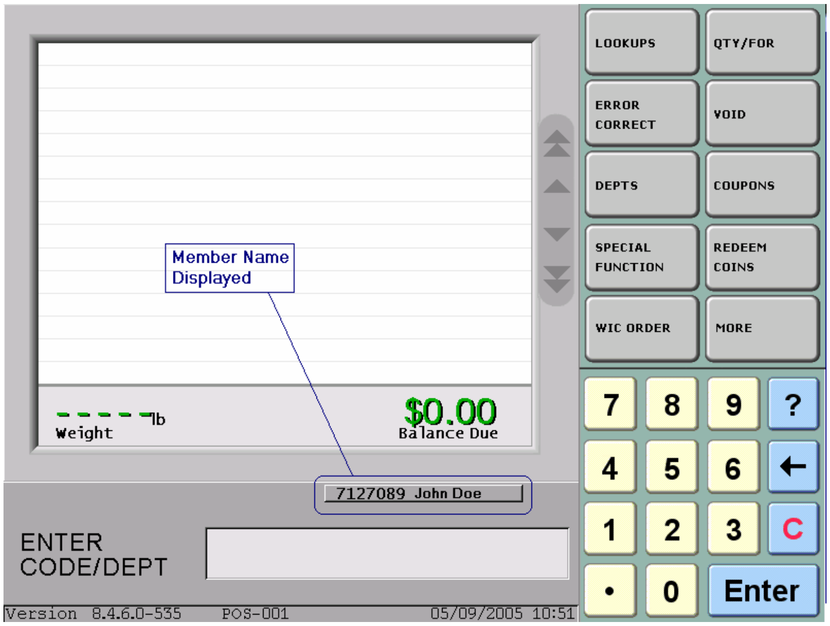
PBT (Pay-By-Touch) Member Card Retrieval

ISS45 can automatically obtain customer loyalty card numbers in transactions where the PBT finger scanning payment method is used. The TLOG will indicate if the member card was obtained via PBT.

Note:

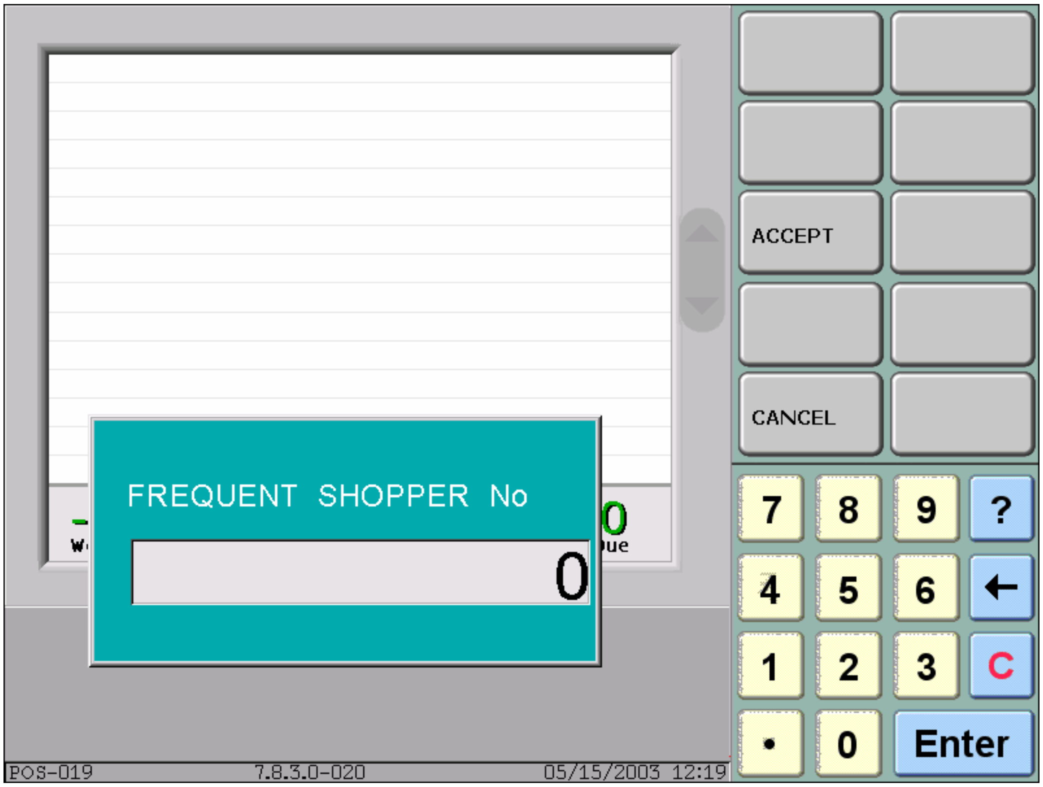
PBT (Pay-By-Touch) biometric finger scanning allows a customer to initiate and tender a sales transaction with no physical documentation (i.e. loyalty card, tender, driver's license).

If the loyalty card number was received via PBT and the General System Parameter “Display Loyalty Member Name from PBT” parameter is “Yes”, the member name is displayed on the cashier display.



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:



➢ **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.

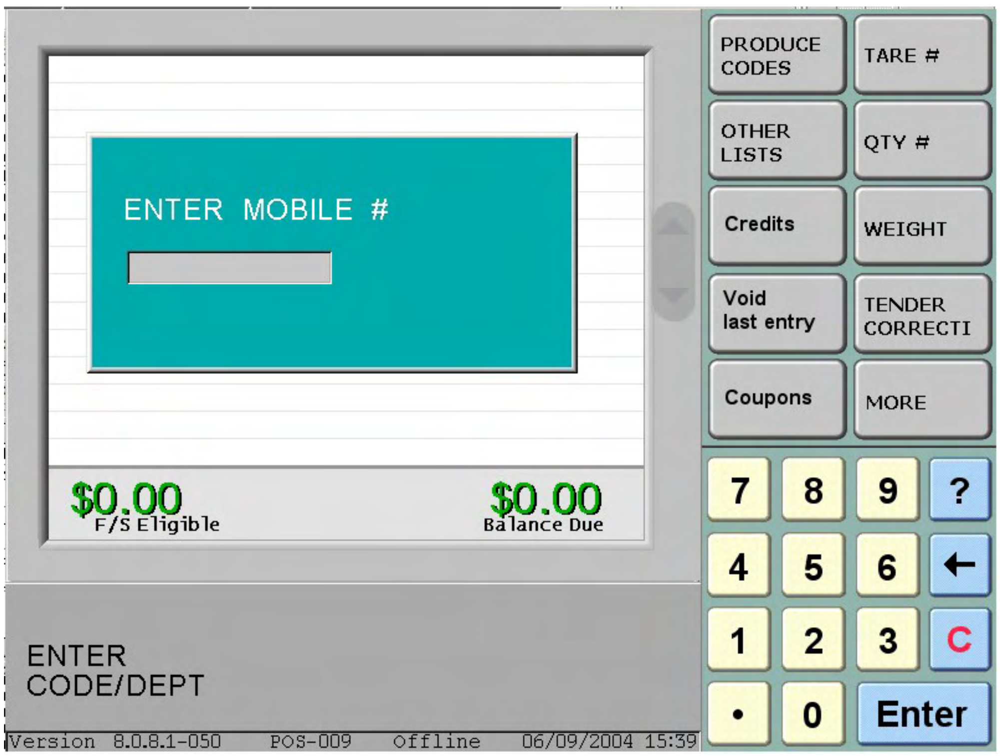
MobileLime

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.

➢ **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.

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.

Note:

ISS45 supports the scanning of RSS14 and RSS Expanded barcodes at the POS to comply with UCC regulations for Global Trade Item Numbers (GTIN) as well as RSS (Reduced Space Symbology). All RSS elements are registered in the TLOG and a flag marks it as an RSS item sale. The Packing Date, Sell by Date, Batch/Lot Number and Serial Number data will be printed on the customer receipt.

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.

➢ **To enter multiple quantities of the same item:**

1. Press the *Quantity* from the available list on the soft-key panel.
2. Enter the number of items purchased.
3. Scan the item.

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.

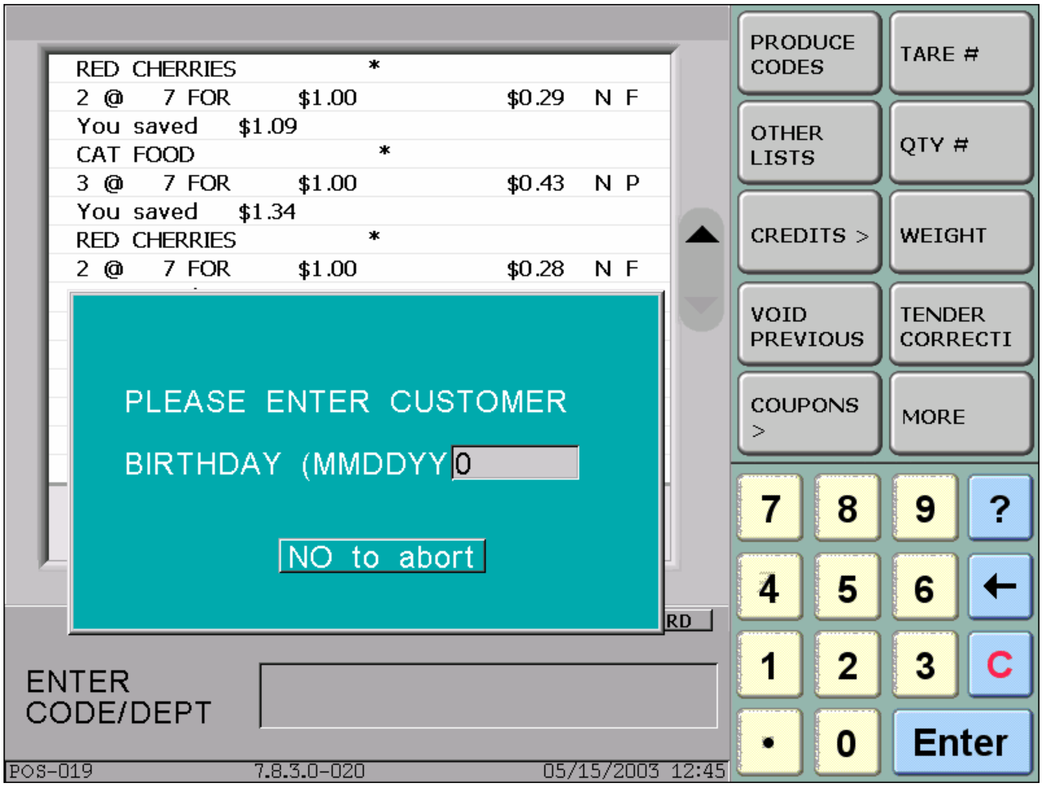
- The sale of an item can be restricted at a certain time of the day (restricted sale).
- The sale of an item can be restricted to individuals who have reached a certain age (birthday validation).
- The sale of an item can be restricted both by the time of day and the age of the customer (restricted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



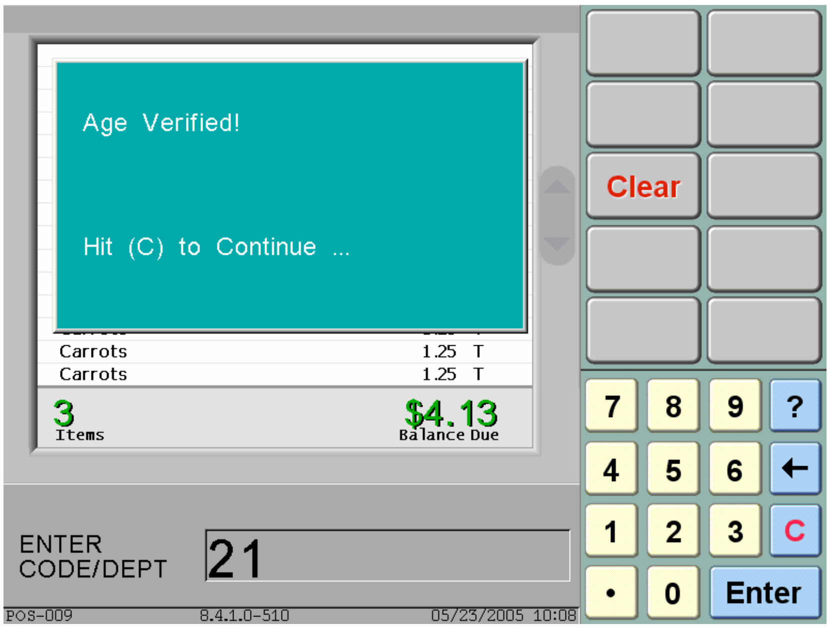
2 Type in the birth date in the specified format and press *Accept*. The terminal prompts for verification.

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.

PBT (Pay-By-Touch) Age Verification

The following POS screen will appear if the customer's birth date passes the age verification process through PBT indicating the customer is of age to purchase the item:



The message will only appear when the first item (requiring age verification) is entered into the transaction. The TLOG will indicate if the birth date was obtained via PBT.

Note:

PBT (Pay-By-Touch) biometric finger scanning allows a customer to initiate and tender a sales transaction with no physical documentation (i.e. loyalty card, tender, driver's license).

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 *Weigh*t. 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*

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.

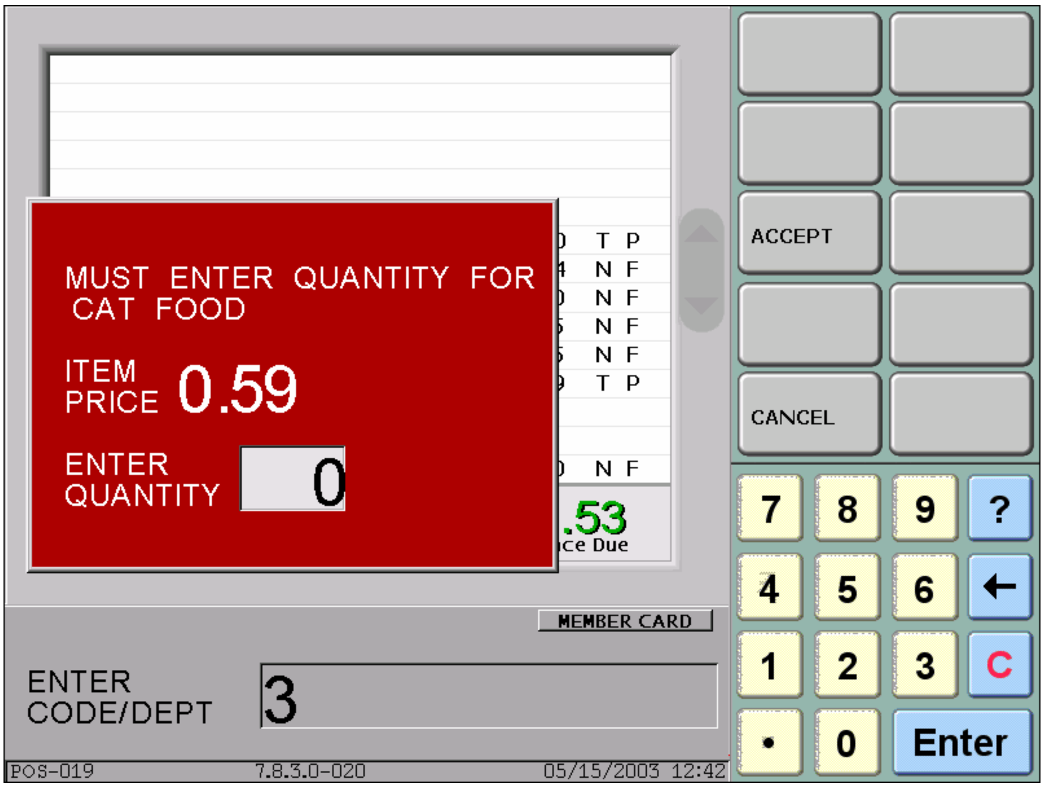
Forced Quantity

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.



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

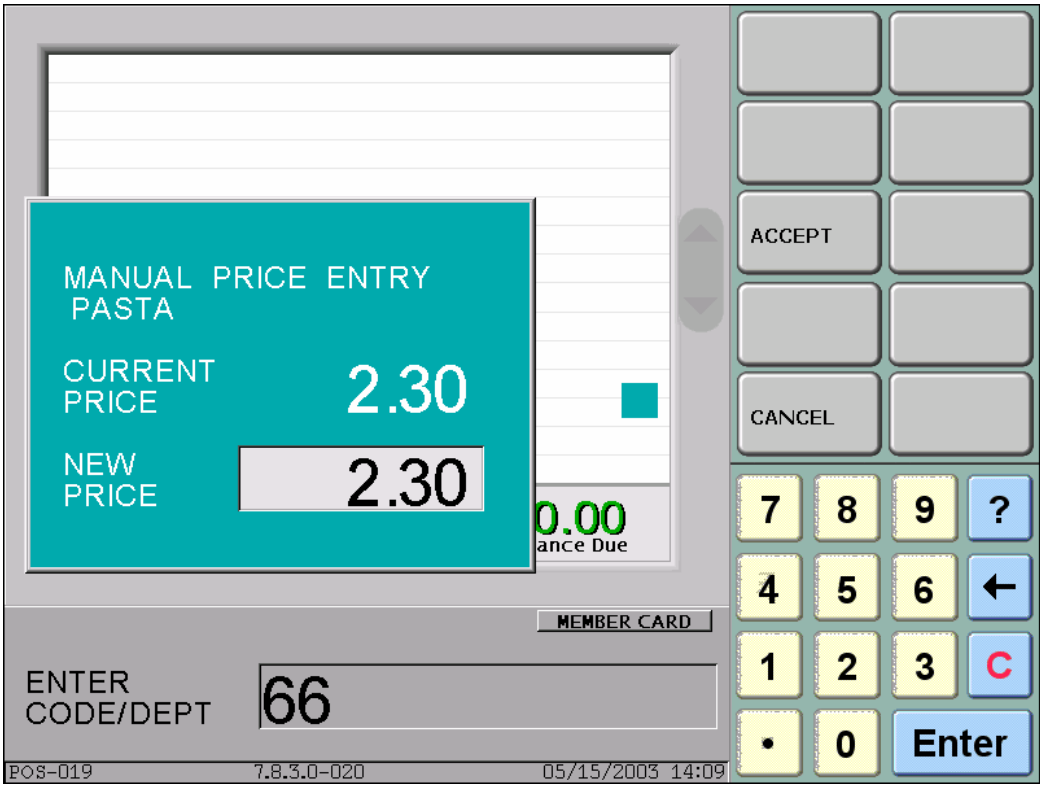
Entering Manual Item Prices

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.



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, overtype the new price and press *Accept*.

If the item has no current price, key in the new price and press *Accept*.

Manual Fuel Entry

Users may manually enter fuel transactions when communications to the Fuel Controller is down. ISS45 is able to track fuel sales for pumps that are able to function in stand-alone mode and dispense fuel without the Fuel Controller.

Note:

The POS must be configured with the Manual Fuel Entry Keyboard Function (#1423).

Note:

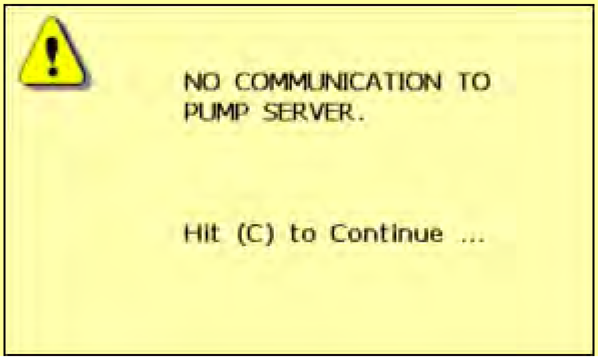
Manual Fuel Entry function assumes that fuel has already been dispensed. It is recommended that Manual Fuel Entry not be used in combination with Prepay or the current Pay Inside functionality.

➢ **To manual designate a pump and grade of fuel**

1. Fuel is dispensed at the Pump.
2. Customer goes to the POST to pay.
3. Cashier selects Manual Fuel Entry key.

Note:

The message “Site controller not available” will only appear if the Pump Server is running. If the Pump Server is down, this message will not appear and Manual Fuel Entry is not allowed. If it is attempted, the following message will appear:



4 Cashier selects Fuel Grade.

5 Cashier key enters dollar amount of fuel purchased.

6 Cashier key enters pump number.

7 Volume is calculated and fuel item is displayed on the Cashier Display.

8 Transaction is totaled and tendered.

9 Customer receipt is printed with the new Manual Fuel format.

10 Fuel transaction data is written to the TLOG.

Note:

EOD must not be run until communication resumes with ISS45 Fuel in order to reconcile the fuel volume sold with the pump readings. Since the volume will be calculated at a 3 decimal place precision by dividing the amount of fuel purchased (2 decimal place precision price) by the price per gallon/liter (3 decimal place precision price/volume), there is room for discrepancy. It is possible that the volume may not reconcile at EOD.

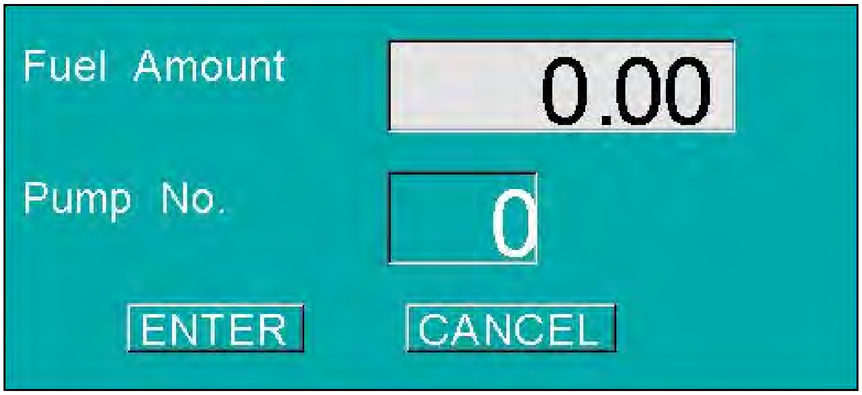
Note:

Manual Fuel functions similarly to Pay-Inside fuel transactions in regards to Error Correction, Void Item, Save/Recall and Void Transaction. Manual Price Entry is not supported if the PFS is offline.

POS Screens

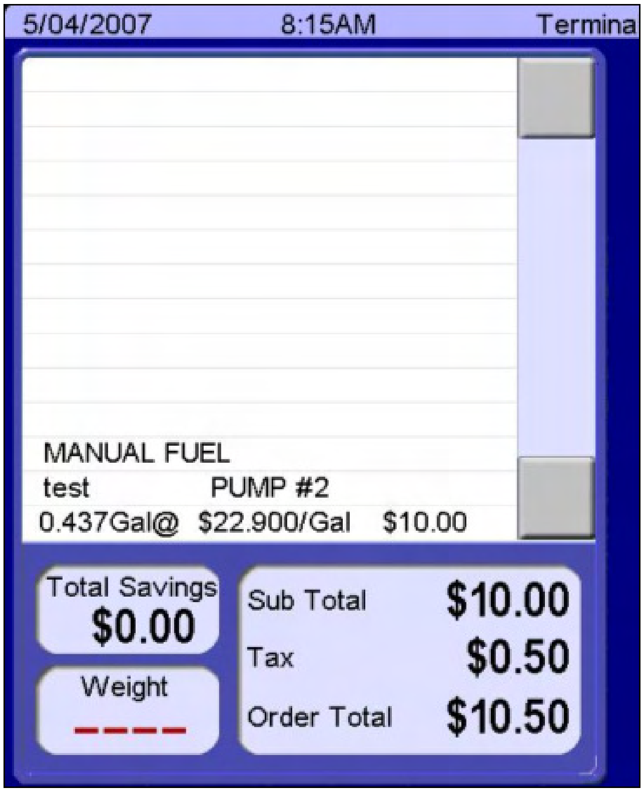
When the Manual Fuel Entry key is invoked, the following screen is displayed to the cashier <u>if a grade has not been previously selected</u>:

Key in the Grade Number (from Grades Maintenance) and press **Enter**. The following screen is displayed:

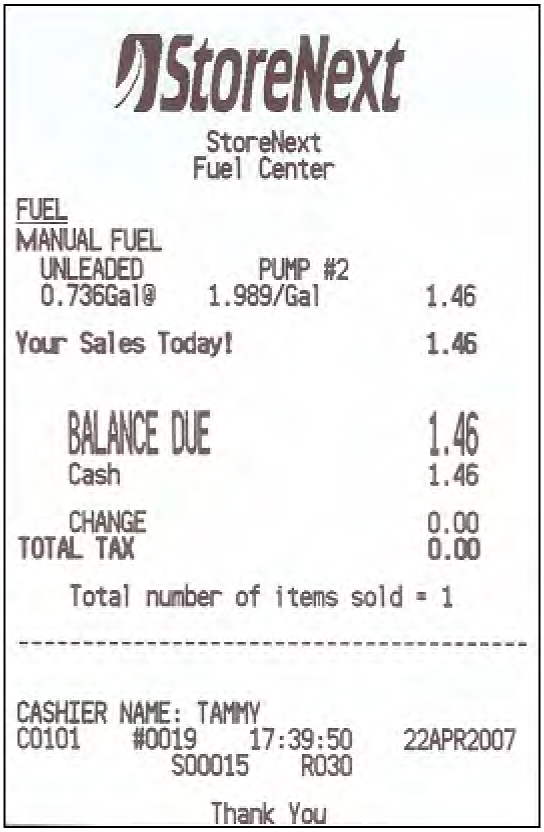


Key in the dollar amount of fuel purchased (a non-zero value up to 999.99) and press **Enter**. Key in the pump number (a non-zero value up to 99) where the fuel was dispensed and press **Enter**. A 3-decimal place precision volume will be calculated from the grade and the dollar amount of fuel purchased.

The customer display will show the summary of the cashier's manual fuel entry.



The manual fuel receipt displays “Manual Fuel” followed by the volume dispensed, price per gallon, purchase amount and pump number.


StoreNext
Fuel Center

FUEL
MANUAL FUEL
UNLEADED PUMP #2
0.736Gal@ 1.989/Gal 1.46

Your Sales Today! 1.46

BALANCE DUE 1.46
Cash 1.46

CHANGE 0.00
TOTAL TAX 0.00

Total number of items sold = 1

CASHIER NAME: TAMMY
C0101 #0019 17:39:50 22APR2007
S00015 R030

Thank You

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.

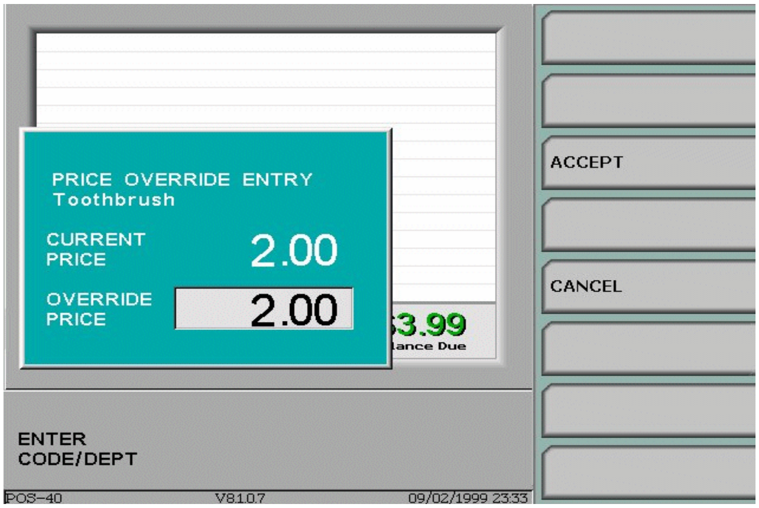
Note

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 show on the display and print 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.

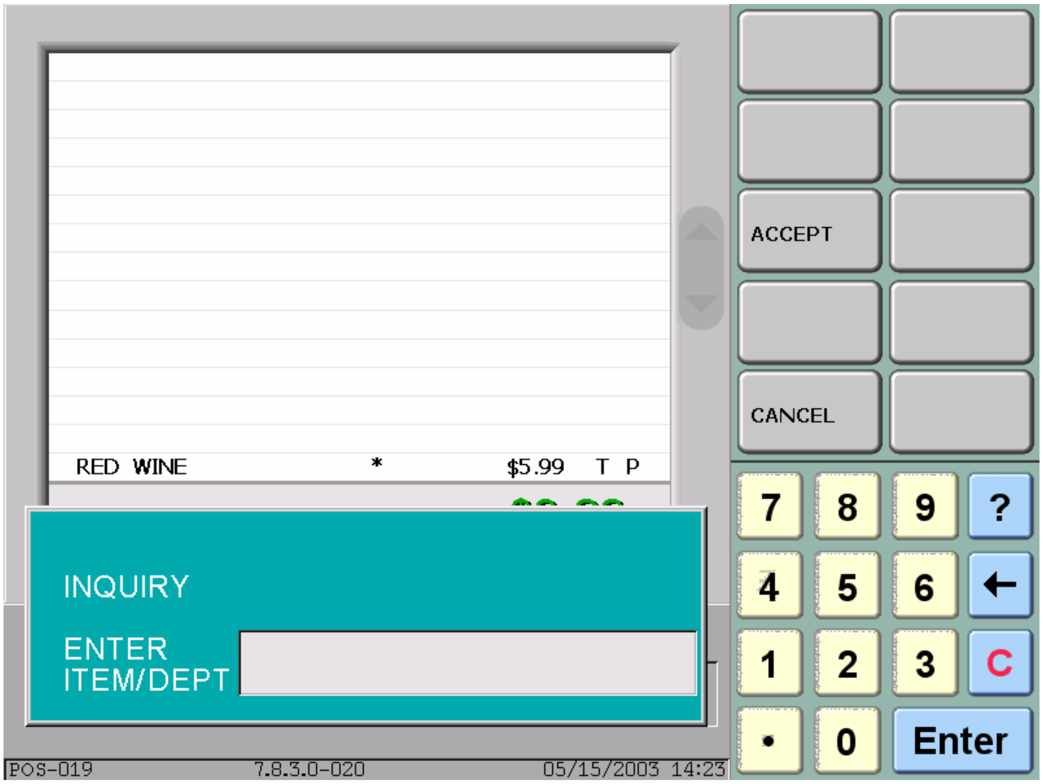
Price Inquiry

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.

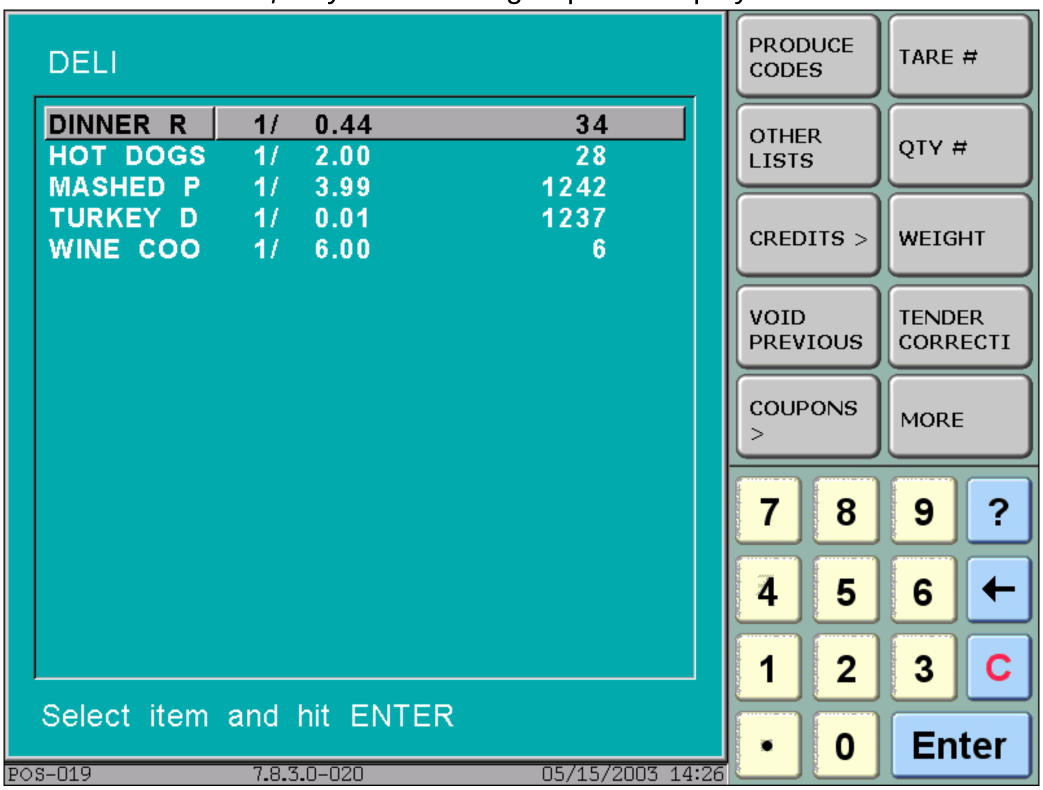
3 Press *Yes* to enter the item or *No* to exit without item entry.

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.

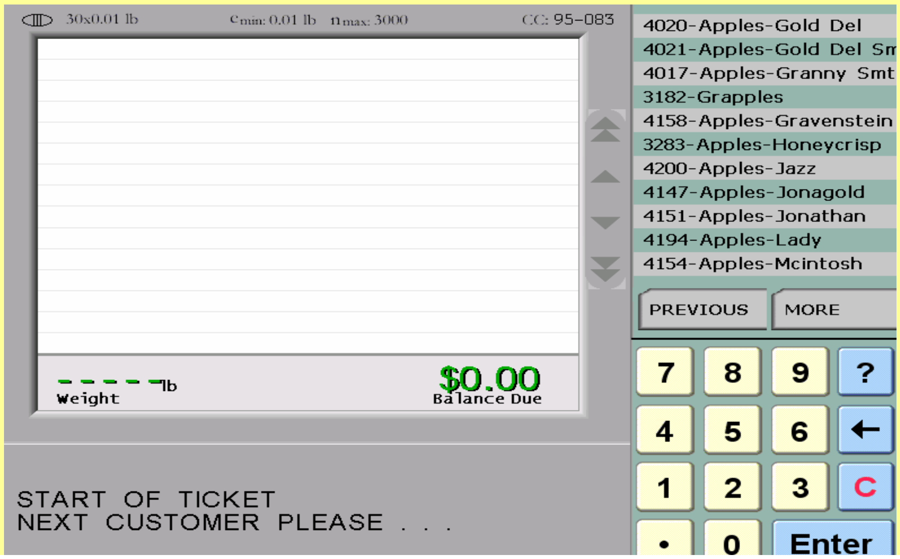


2 Highlight the required group using the arrow keys and press *Enter* to select it. The items belonging to that group are listed.

3 Highlight the required item and press *Enter*.

Note:

On a Full Touch terminal, when the cashier accesses a long list that displays several pages of data, the “More” and “Previous” buttons dynamically appear below the list to assist in navigating through the pages. For Team Key terminals, the previous button is on a line above the more button.



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**

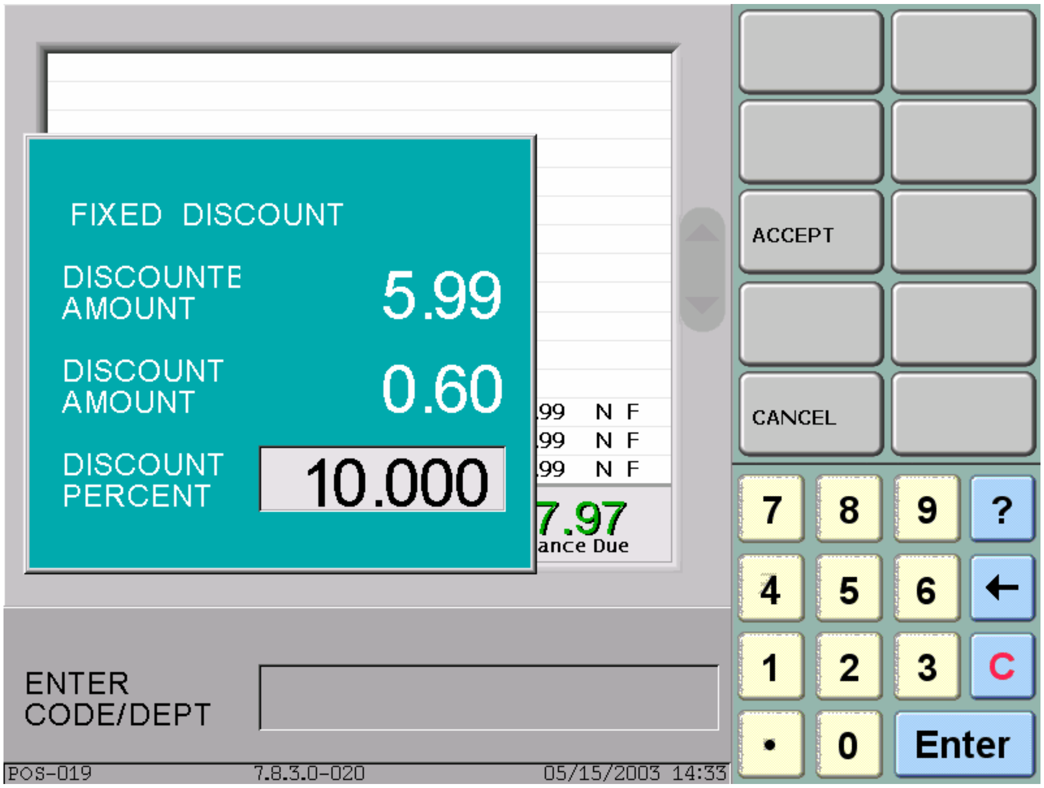
1 Enter the item.

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).



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

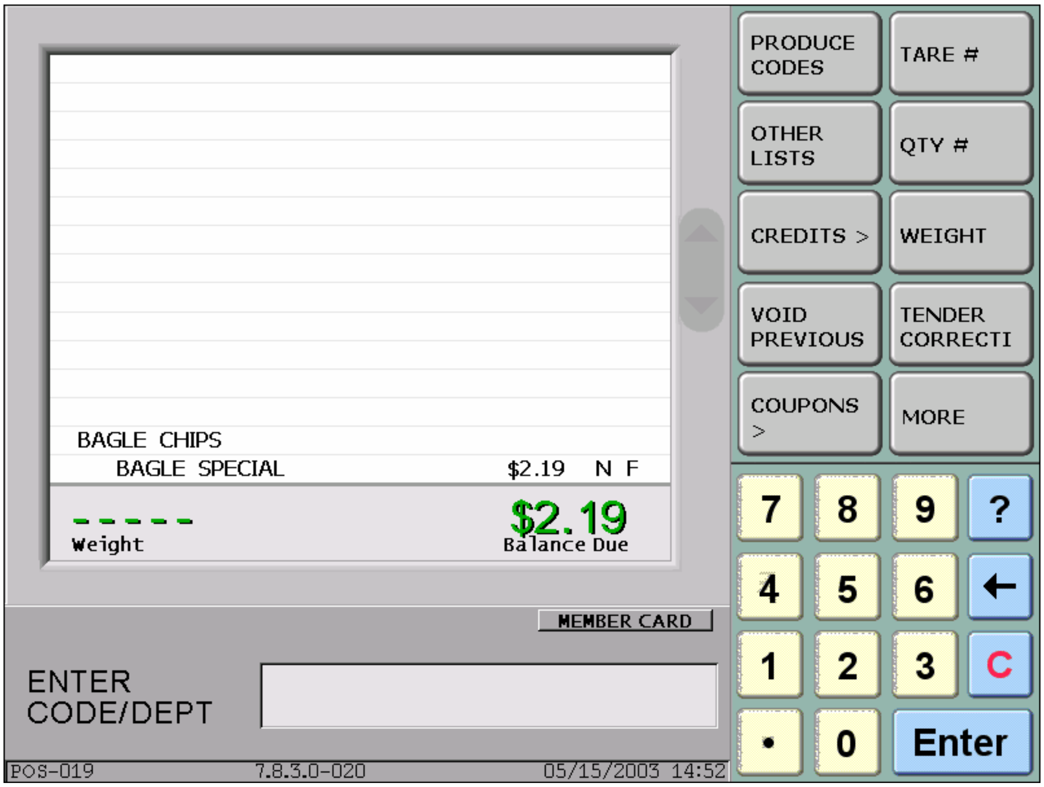
If a control check for minimum purchase has been defined in a promotion/reduction/offer record, the system executes this check after entering the promotion item, in case the required minimum purchase amount has not been reached. For further explanations on control checks, see Chapter 1 in this manual 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.

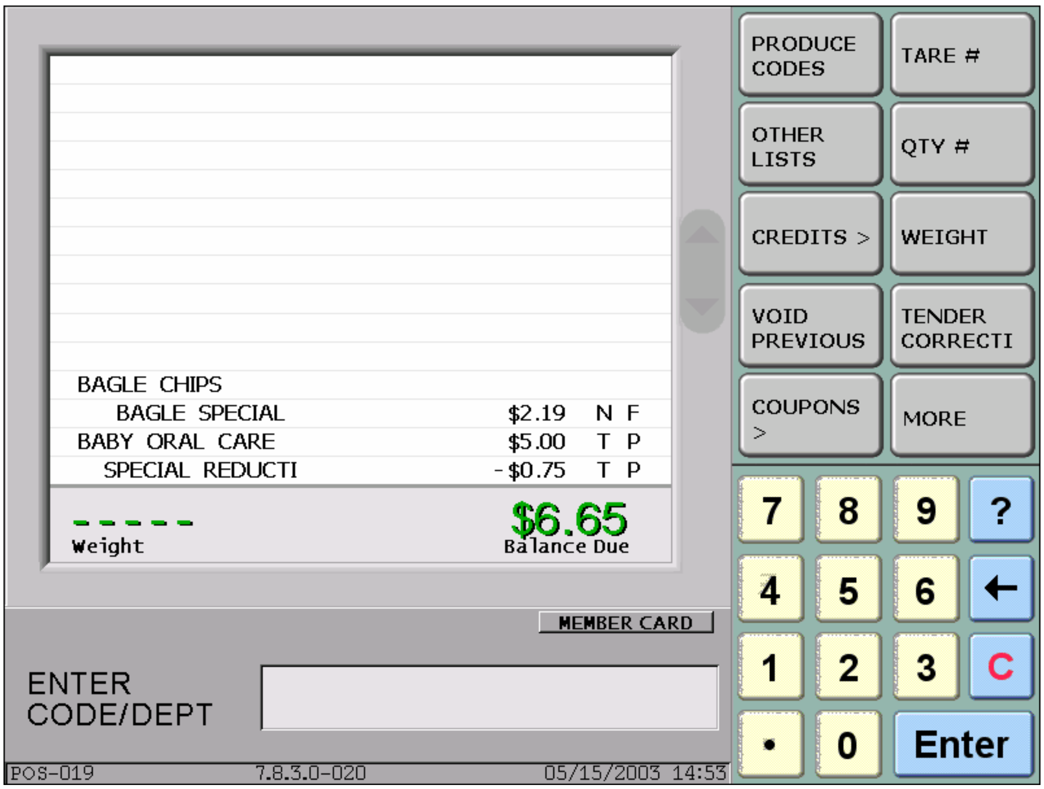
When a promotional item is rung up, the terminal first displays the item's description and then the promotion's description. Only the promotion price is displayed and printed on the receipt.



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.



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'.

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.

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

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 setting in ISS45 Barcode Programming, 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.

MSR-based Gift Cards require two-passes at the POS (one for sale, one for activation). The following message will be displayed at the POS after tendering, when gift card activation takes place.

Note:

When the MSR-based Gift Card is scanned for activation, MTXEPS compares the Item Number (in the scanned Track 1 data) with the requested item number. If they are the same, activation continues. If they are different, the activation is aborted.

Note:

For multiple magnetic stripe activations, the POS will prompt for the gift card with the specified amount and PLU number:

```
SWIPE $ 1.23 CARD
W/PLU:00052000000050
```

For both single pass (EAN-128) Gift Card barcode sale and activation and two-pass MSR-based activation, the following message displays during activation.

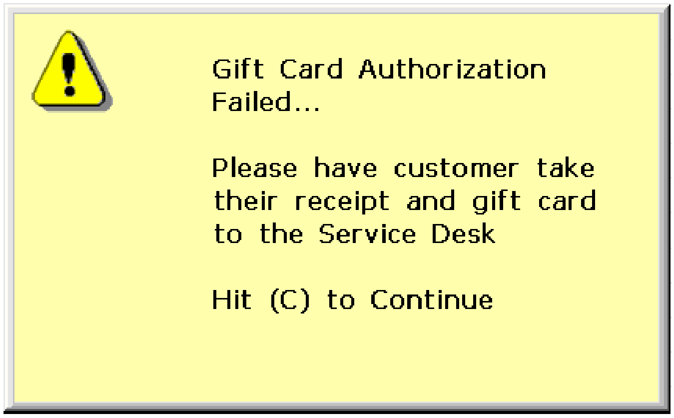
```
GIFT CARD ACTIVATION
PLEASE WAIT
```

Note:

If multiple EAN 128 cards are being activated, the display will show the current card and total card counts of the activation progress. (Swipe activated cards are not included in the count).

```
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:

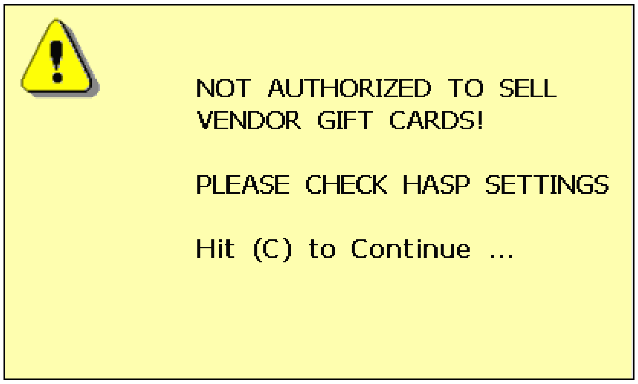


Note:

The General System Parameter "Customized EFT Message on Cashier Display" (located in the Store \ POST \ MTX EFT folder) must be enabled to allow the decline message to be displayed to the cashier.

ISS45 also supports selling outside Vendor Gift Cards. For example, the XYZ Store chain may sell Gift Cards that can only be used specifically in the ABC Store chain. This option is controlled by a "Vendor Gift Card" setting (Flag #29) on the HASP plug.

When the flag is not set, Vendor Gift Cards will be disabled and the following POS error message will display if a sale is attempted:



Note:

If ISS45 is set for delayed gift card activation, the error message will display on the POS at the time of activation (after the transaction is tendered but before it is finalized).

Gift Card Return and Deactivation

WinPOS supports gift card returns – deactivating the card and refunding the remaining balancing to the customer. This enhancement applies to both:

- Gift Cards activated during a previous transaction
- Gift Cards activated during the current transaction

Note:

The “Allow deactivation of gift card” General System Parameter (located in the Store \ POST \ Monetary \ Gift Certificates \ Card folder) must be enabled for Gift Card Deactivation to function.

To return a previously activated Gift Card:

1. Start the POS Transaction.
2. Locate and press the Item Return key.

   The return selection screen displays.
3. Select the appropriate refund key.
4. Enter the Gift Card barcode or PLU number to be refunded.

   The message “Gift Card Deactivate. Please Swipe Card” displays.
5. On the EFT terminal select the designated Gift Card button followed by the “Purchase” button.

   The message “Please Swipe Card” displays on the EFT terminal.
6. Swipe the Gift Card.

   The data is sent to MicroTrax for deactivation approval. Approved” will appear on both the cashier display and EFT terminal and the line item will appear on the sales transaction as a credit of the remaining balance on the card.

Note:

Gift Cards cannot be deactivated if communication to the host is offline.

To void a Gift Card during the same POS transaction where it was activated:

1. Start the POS Transaction.
2. Scan the Gift Card barcode to be sold (or enter its PLU number).

The message “Gift Card Activate. Please Swipe Card” displays.

3 On the EFT terminal select the designated Gift Card button followed by the “Purchase” button.

   The message “Please Swipe Card” displays on the EFT Terminal.

4 Swipe the Gift Card.

   The gift card is sent to the provider for approval. “Approved” will appear on both the cashier display and EFT terminal and the line item will appear on the sales transaction.

5 Continue with other item sales transactions.

6 Press the Void Item key.

7 Scan the Gift Card barcode (or enter its PLU number)

   The message “Gift Card Deactivate. Please Swipe Card” displays.

8 On the EFT terminal select the designated Gift Card button followed by the “Purchase” button.

   The message “Please Swipe Card” displays on the EFT Terminal.

9 Swipe the Gift Card.

   The data is sent to the provider for approval. The card is deactivated at host and a sales line item appears showing as an Item Subtracted.

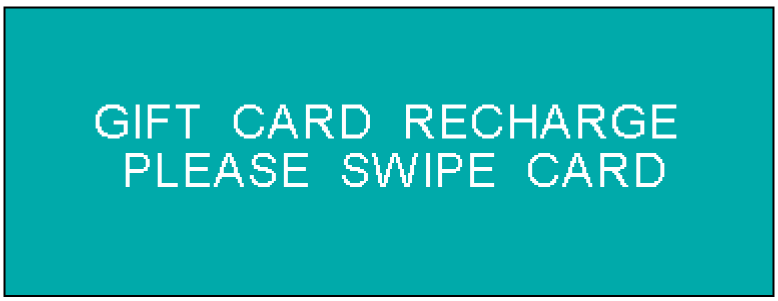
Note:

If the Gift Card is not deactivated because the host or switch is offline, the card cannot be voided.

Gift Card Recharge

ISS45 supports recharging Gift Cards either at the time the gift card recharge PLU is scanned (or key-entered) and after or after payment is verified.

If the “Gift Card Recharge After Tender” feature in Barcode Programming Maintenance is enabled, the following prompt will appear on the Cashier Display after the transaction holding the gift charge recharge has been successfully tendered:

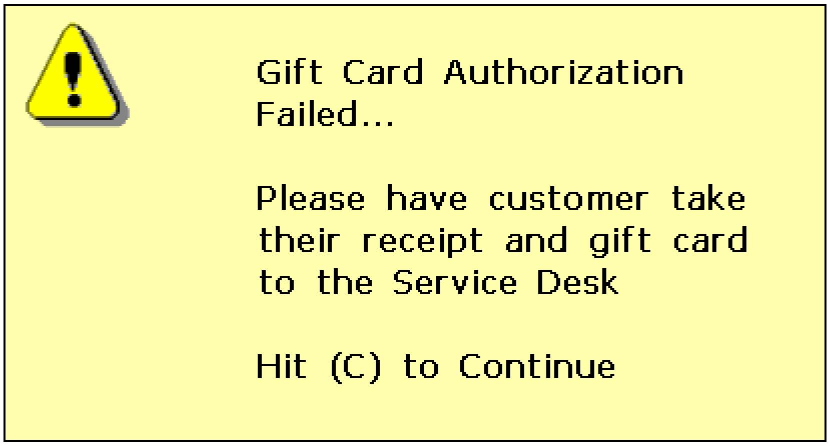


After the gift card has been swiped successfully, the request will be sent to MTXEPS for processing and the following message will appear:

Note:

EAN-128 barcode gift cards use a “one swipe” activation or recharge.

If the recharge is successful, additional value will be added to the gift card and normal recharge receipts and templates will print. If the recharge is unsuccessful, the customer will be directed to the service desk for when the following message displays:



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:

Types of functions that may be selected from a Back Office include:

- Change password
- Charge payment
- Loan
- Pickup

- Received on Account (ROA)
- Paid Out
- POS Item Search
- Pos Messages (Post email)

Media Transfers

WinPOS provides the supervisor the ability to transfer media between cashiers (in systems with Cashier accountability) or POS Lanes (for installations with POS Accountability) *while in the lane*.

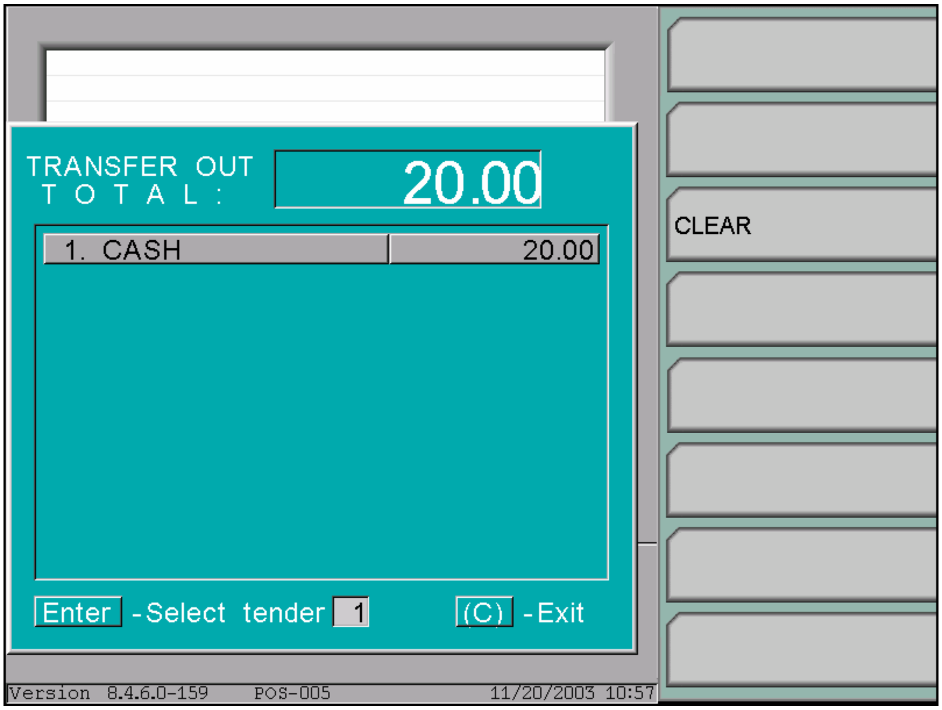
This feature can be used to perform pickup and loans in the lane if the Supervisor/Supervisor POS receives the media (in the case of a pickup) or transfers the media (in the case of a loan).

Note:

In order to utilize this feature, the Supervisor Menu must have function “1012” (Transfer Out) and “1013” (Transfer In) privileges.

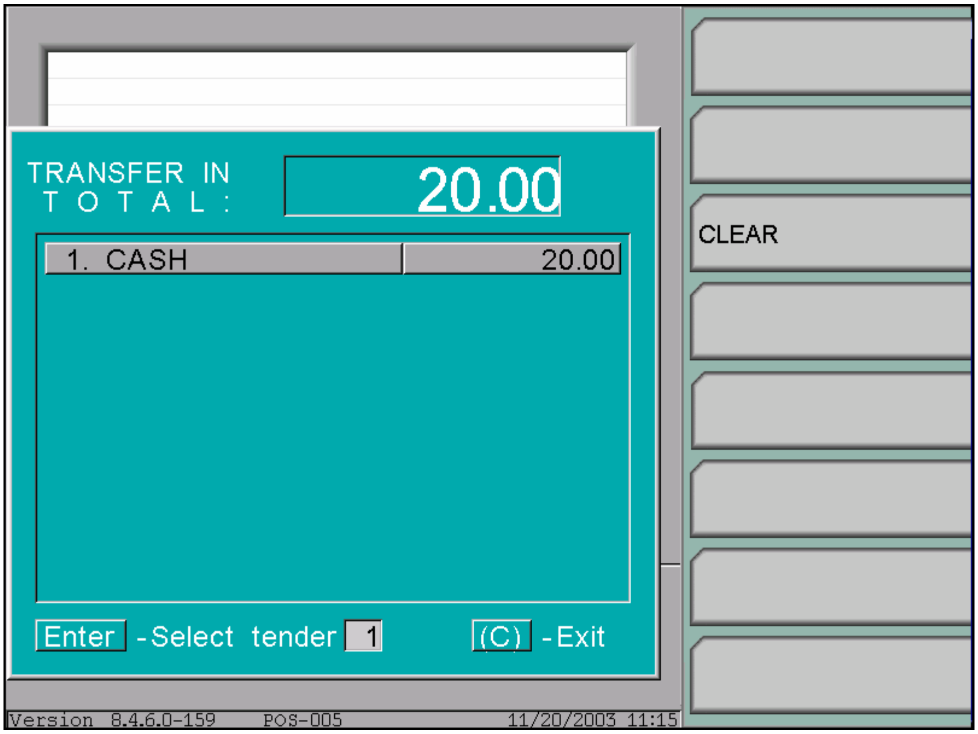
Media Transfer Out Summary Screen

The Transfer Out Summary Screen displays a summary of the media and media amounts that have been picked up from the cashier (or POS).



Media Transfer In Summary Screen

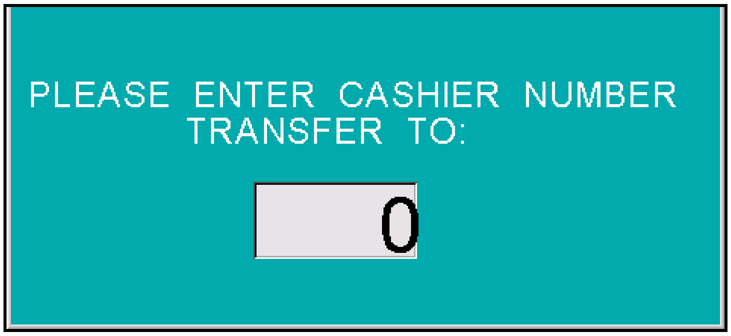
The Transfer In Summary Screen displays a summary of the media and media amounts that are being loaned to the cashier (or POS).



To transfer media from the POS:

1. While the cashier is logged in, enter Supervisor Mode at the POS.
2. Select Remote Pickup.

   A dialog box displays “Please Enter Cashier Number Transfer To”.



Note:

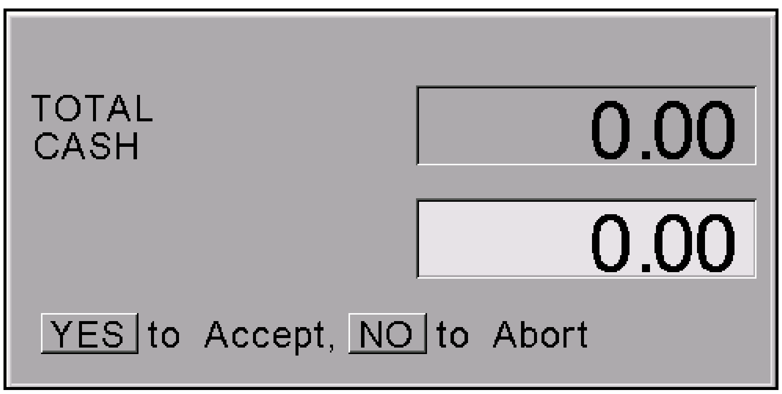
ISS45 assumes the Transfer From Cashier is that of the cashier currently signed in.

1 Enter the Cashier/Supervisor Number receiving the media.

The Media Transfer Out Summary Screen appears and prompts for media type.

2 Select the Media Type and press Enter.

A dialog box appears requesting the amount.



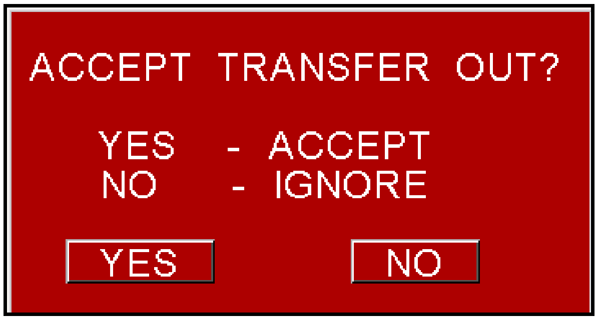
3 Enter the amount and press Accept.

A Transfer Out summary screen displays.

4 Repeat Steps 2 and 3 for each media type to transfer.

5 Press the Clear key to exit.

The Accept Transfer Out confirmation screen appears.



6 Press "Yes" to accept the transfer.

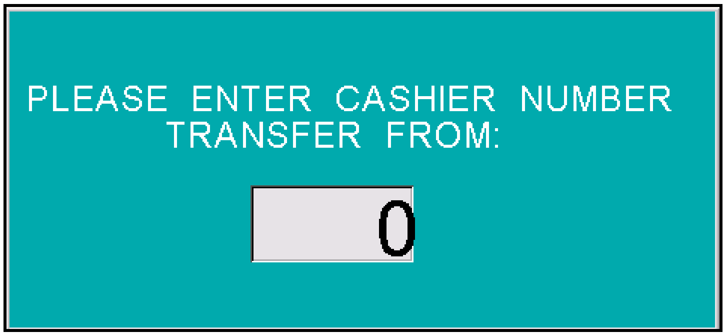
ISS45 posts a Pickup for this POS, a Loan to Supervisor/POS and a Transfer Out receipt summary is printed.

To transfer media to the POS:

1 While the cashier is logged in, enter Supervisor Mode at the POS.

2 Select Remote Loan.

A dialog box displays "Please Enter Cashier Number Transfer From".



Note:

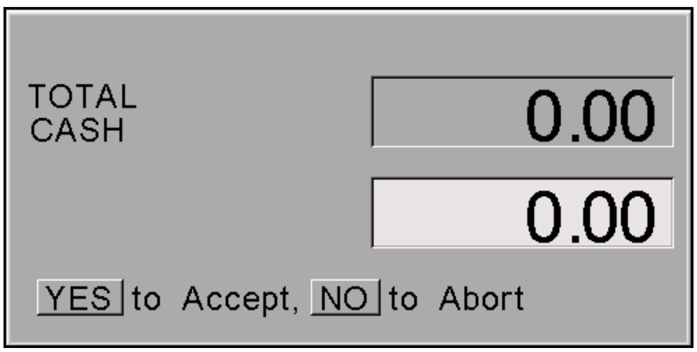
ISS45 assumes the Transfer To Cashier is that of the cashier currently signed in.

3 Enter the Cashier\Supervisor Number transferring the media.

The Transfer In dialog box appears and prompts for media type. Select the Media Type and press Enter.

4 Select the Media Type and press Enter.

A dialog box appears requesting the amount.



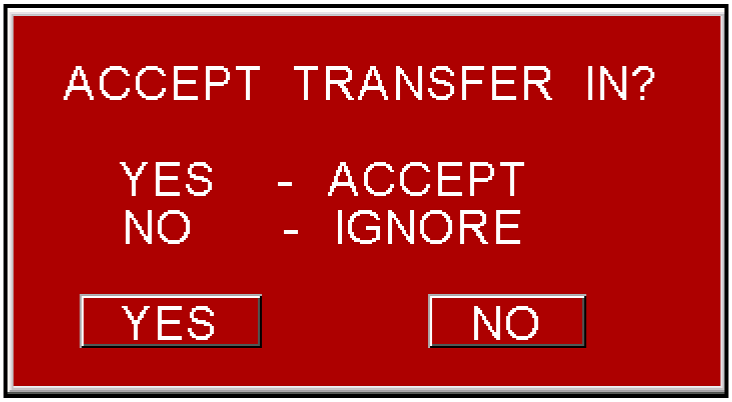
5 Enter the amount and press Accept.

A Transfer In summary screen displays.

6 Repeat Steps 4 and 5 for each media type to transfer.

7 Press Clear key to exit.

The Accept Transfer In confirmation screen appears.



8 Press "Yes" to accept the transfer.

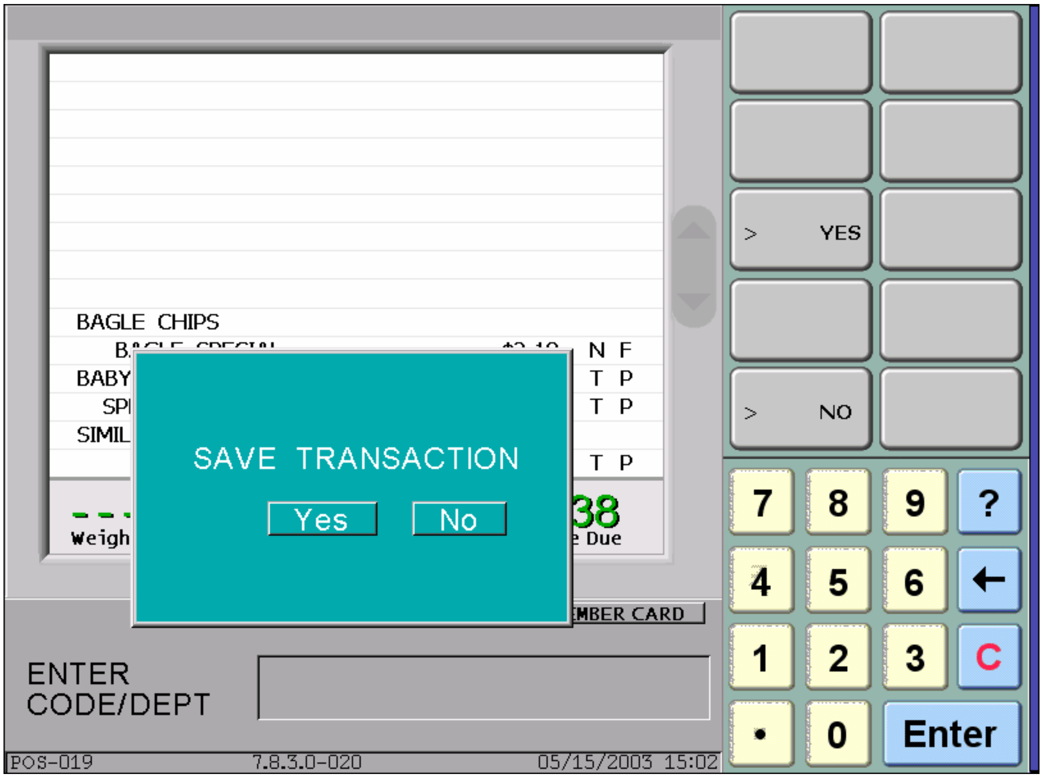
ISS45 posts a Loan to this Cashier/POS and a Pickup from the Supervisor/POS and a receipt summary is printed.

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.

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.

WinPOS supports the manual entry of Tax Exempt Numbers when the General System Parameter “Enable Scanner at Tax Exempt Prompt” (located in the Store \ POST \ Monetary \ Tax folder) is set to “Yes”.

Note:

The General System Parameter “Omit Tax ID Number Prompt For Tax Exempt” (located in the Store \ POST \ Monetary \ Tax folder) must be set to “No” in order for this feature to work. If set to “Yes”, the Tax Exempt status is set without requiring a Tax ID number.

Note:

A maximum of 19 characters can be key-entered at the “Enter Tax Exempt No.” prompt. The number prints on the receipt and is included in the Electronic Journal.

Note:

Through a user hook, a Tax Exempt Number can be scanned at the POS and validated against the user-maintained central database.

Line Item Voids

You may void an item from the order using one of two methods.

To void an item by scanning (or entering) the item:

1 After scanning items into the order, locate and press the Void Item soft-key button.

You are prompted to enter or scan the item.

2 Scan or key-enter the item to void.

The item is subtracted from the order.

WinPOS also allows the cashier to use a scroll bar to locate an item to void (rather than scan the item you wish to void).

Note:

The “Enable Scroll Bar on POS” General System Parameter (located in the Store \ POST \ Operational folder) enables use of the scroll bar.

To void an item using the scroll bar function:

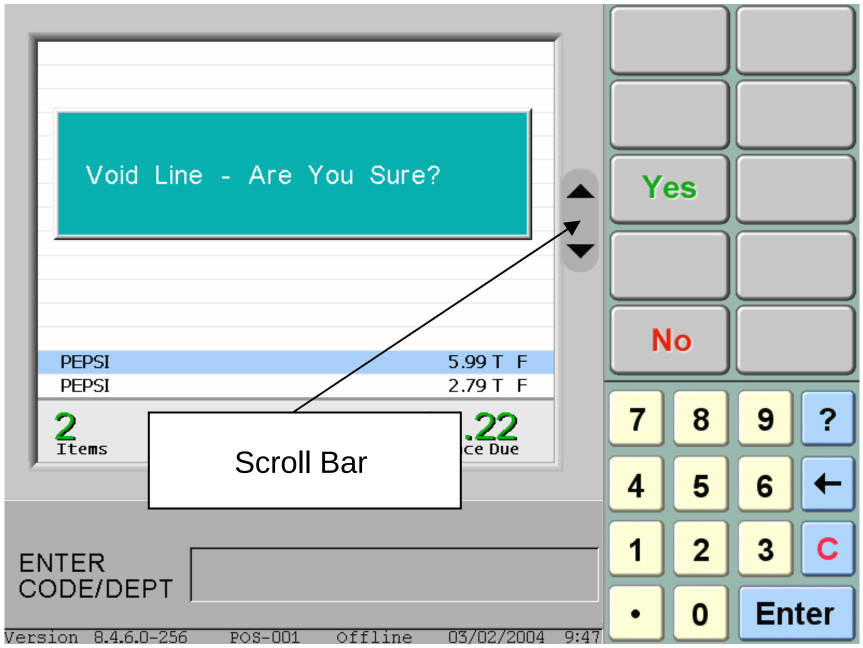
1 After scanning items into the order, use the scroll bar button to highlight an item you wish to void.

Note:

On touch screens, the operator can simply highlight the item to void on the list by touching the item and selecting the **Void Line** key. The confirmation prompt will then display. The “Enable Scroll Bar on POS” General System Parameter (located in the Store \ POST \ Operational folder) must be enabled to use this feature.

2 Locate and press the “Subtract Item” or “Cancel Item” functions on the soft-key menu.

The confirmation window displays.



3 Press the Yes button to confirm the void.

The scroll bar will highlight the details of the voided item.

Note:

For partially tendered sales, you can use this function to void a tender.

Touch Screen Line Item Voids

On touch screens, the operator can simply highlight the item to void on the list by touching the item and selecting the **Void Line** key. The confirmation prompt will then display

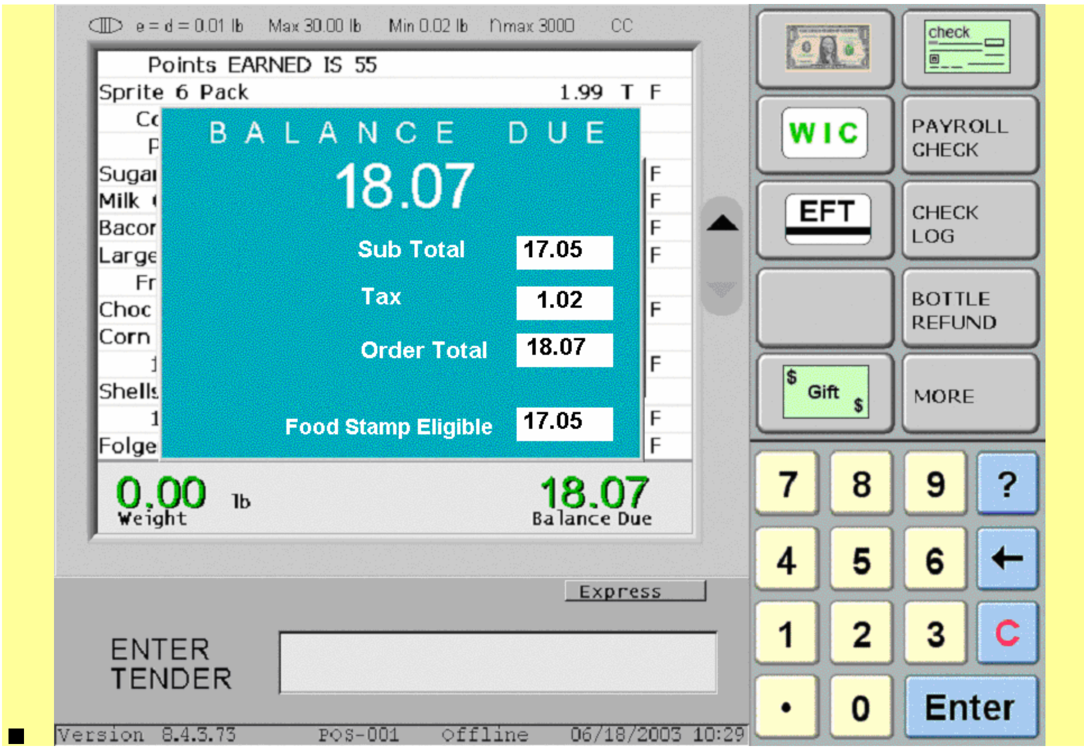
Total

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:

Note:

- If the "Enhanced Large Total Prompt on Cashier Display Sub Total, Tax and FS Eligible Amount" General System Parameter (located in the Store \ POST \ General folder) is enabled, the cashier will view a screen displaying the Sub Total, Tax Total, Order Total and Food Stamp Eligible Total:



After pressing *Total*:

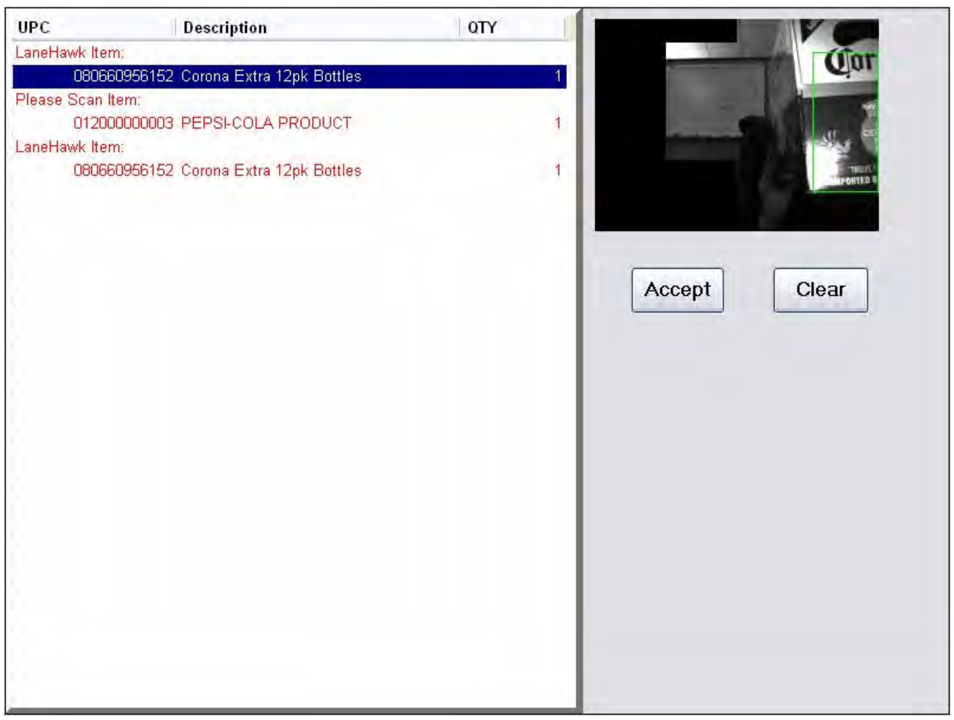
- Tender type may be selected.
- Transaction total and items sold may be printed on sales receipt and audit tape.

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 (or key-entering) 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:

For purposes of removing items from the LaneHawk items list by manually entering a UPC code, ISS45 PLU internal codes cannot be entered as UPC codes since they are not cross-referenced in the LaneHawk database. The barcode will need to be key-entered (or scanned).

Note:

For manual entry purposes, if the General System Parameter “PLU includes Check Digits (for POS)” (located in the Store \ POST \ Operational \ Scanning folder) is set to “Yes”, check digits must be key-entered from the LaneHawk interface window.

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).

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 “Allow Q-Buster Transaction at POS” General System Parameter (located in the Store \ POST \ Q-Buster folder) must be enabled to use this feature.

To send a Department POS Transaction to Q-Buster:

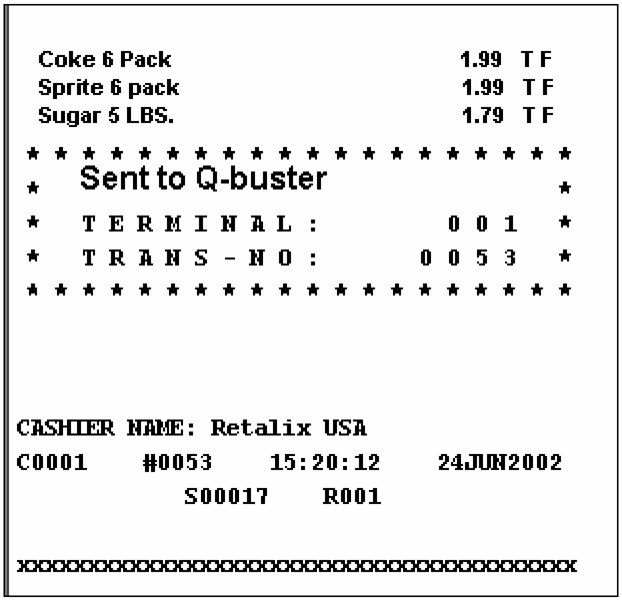
1 Add items to the transaction as normal.

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

xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx
```

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

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

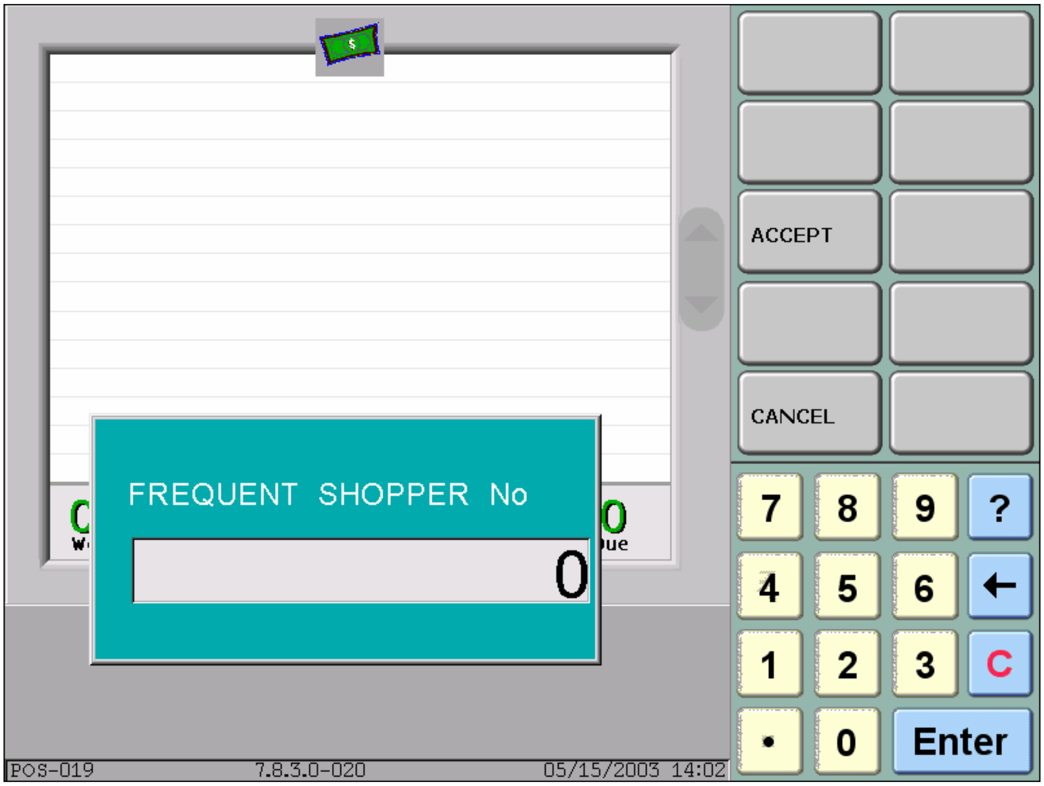
There are two types of cash drawer limits in the system.

- 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.

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.

Selectively Voiding Multiple EFT Vendors

ISS45 has the ability to void one or more EFT tenders in a transaction with multiple EFT tenders. EFT tenders that were used to partially tender are selectively voided using the “Void Line” button.

Note

To enable Selective EFT Tender Voiding, the General System Parameter “Enable Scroll Bar on POS “ (located in the Store \ POST \ Operational folder) must be set to Yes. By enabling the Scroll Bar, the cashier will be able to use Void Line function.

Note:

MTXEPS WinEPS version 819.0 (or higher) is required to use this feature. This version supports the NI response code for voiding Debit Cards in a multiple tender order.

The following cashier screen shows three cancelled, partial tenders.

Note:

ISS45 will automatically void all multiple, partial EFT tenders through MTXEPS if the entire transaction is later voided.

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.

```
                                    July 19,2005
PAY TO THE
ORDER OF________ISS45 SUPERMARKET  $ *34.50*
_______*THIRTY FOUR DOLLARS AND 50/100*DOLLARS

                              _________________
```

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 7JULY05
```

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

- If the account number exists in the Bad Accounts file, the system displays the appropriate control check message.
- 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.

Electronic Check Conversion

ISS45 has the ability to support both Electronic Check Conversion (ECC) and Check Imaging. 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.

Notes

The "Use Check Conversion on this Media" checkbox must be marked on the Tender Maintenance Screen's EPS-EFT Tab (for the check tender) for this feature to be enabled.

For legal purposes, a copy of the presented check in an ECC transaction must be saved. With Check Imaging, a small JPEG image of the tendered check is capture by the Printer/Scanner and archived in the SQL Database on MFS1.

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 Epson OPOS 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.

Note:

In step 1, the Cashier has the option to bypass the check image scan by pressing “Yes”. The Control Check for image bypassing will appear.

Credit Card Sale

Credit cards may be entered via a Magnetic Stripe Card reader (MCR) or the numeric pad on the keyboard.

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.

Note:

WinPOS has the ability to display the name of the customer on the POS cashier display in Tender Mode, after the EFT card has been swiped and approved. The customer name, which is contained in the magnetic stripe, will disappear from the cashier display once the cash drawer is closed. The “Display customer name from EFT card on cashier display” General System Parameter (located in the Store \ POST \ General folder) controls this feature.

3 Follow the on-screen prompts.

If the credit card sale was initiated from the customer Pin Pad and the General System Parameter “Display EFT Payment Icon on Cashier Display” parameter is “Yes”, an EFT Icon will appear on the cashier display.

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 General System Parameter “Display Captured Signature on Cashier Display with Accept or Reject” parameter set to “Yes” (located in the Store \ POST \ General folder), a transaction that is approved by the EFT provider and requires signature will appear as follows:

Note:

MTXEPS versions containing signature capture on the Pin Pad are required to utilize this feature. In addition, the store must have Signature Capture set up in MTXEPS for each tender that will utilize this feature (i.e. “O - Signature Capture" in the TAC Sequence). Please consult the MTXEPS User Guide for these settings.

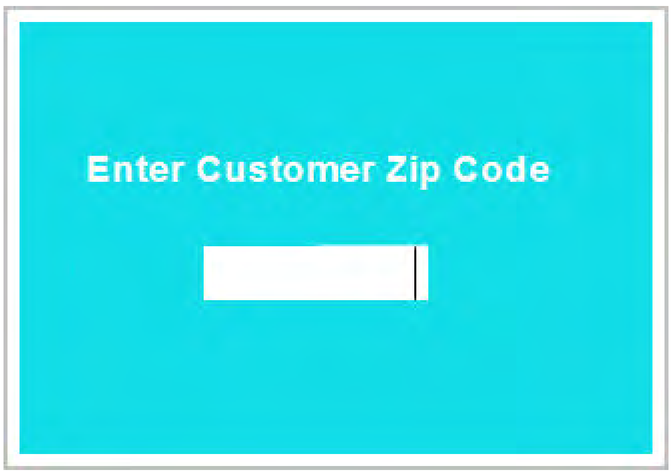
To approve the EFT transaction, the cashier must press the “Yes” key. If rejected (by press the “No” key) by the cashier, the customer may sign again or cancel the transaction. If “Cancel” is chosen, a paper receipt is printed for signature.

Note

ISS45 has the ability to print the Pin Pad captured signature on the customer receipt. The General System Parameter “Suppress Signature Capture on Customer Receipt” (located in the Store \ POST \ Presentation \ Receipt \ Regular Printing \ Signature folder) controls this feature. If the set to **Always**, the signature is not printed. If set to **Never** the signature capture will be printed on every receipt. If set to **Member**, when a member card account is active in an order the signature capture will not be printed on the receipt. If set to **Handled by Hook**, a bitmap of the signature (SIG00001.bmp) will be generated and available to be used by user hooks.

Zip Code Request

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



Card Verify

The following message displays requesting that the cashier validate that the correct card has been presented (in support of MTXEPS TAC Code “b”).

The Cashier presses the “Yes” key to validate the card and process the transaction. By pressing “No”, the POS will return to the select payment screen.

Fleet Card Sale

Fleet Cards can be accepted at the POS terminal for payment on fuel, fuel-related items and selected merchandise items. Items eligible to be purchased with a Fleet Card must be identified and attached to a product code within the Fuel Product Codes application.

Note:

A Fleet Card is a credit card provided for commercial car fleet management. Fleet Card providers require that all items sold and paid for with a Fleet Card be identified with a product code. Each product sold must have a 3-digit number code that associates it to a group (Motor fuels, General Merchandise, Tobacco, etc.)

To tender transaction using a Fleet Card at the POS:

1 Cashier enters tendering mode after totaling the ticket.

2 Cashier selects “EFT”.

The customer is prompted to swipe their card.

3 Customer selects “Fleet Card” on the Pin Pad and swipes their card.

The Open EPS validates the Fleet Card and checks for the following restrictions: Maximum Number of Fuel Items, Maximum Number of Non-Fuel Items and Maximum Number of Total Items. If restrictions are exceeded the “…exceed Card Limit” message appears based on the violation and you are returned to Sales Mode to void items.

The product totals are consolidated based on product codes and a multi-part credit receipt is printed.

Debit Card Sale

Debit card sales are handled in the same way as credit cards. Refer to Credit Card Sale on page 4-12.

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.

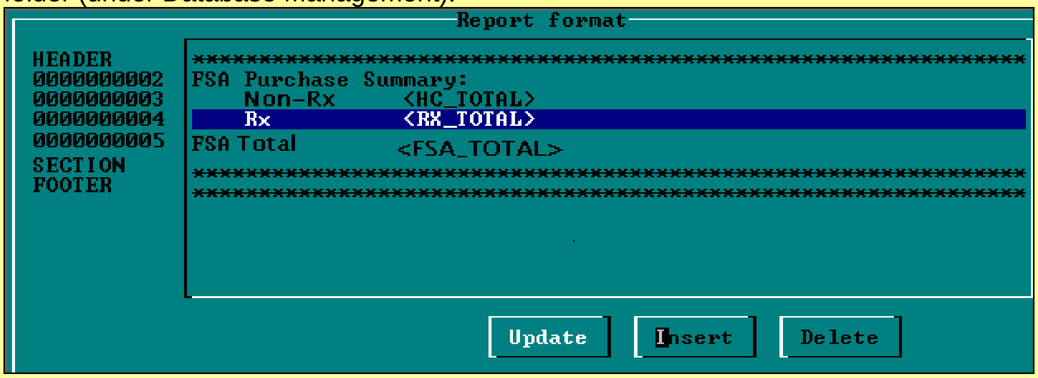
Customers using FSA cards must tender them as the **first** payment medium in a transaction. Card balances are used to pay prescription co-pay (Rx) items/departments first and then the other health-care qualified items are paid next from the card's account.

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:

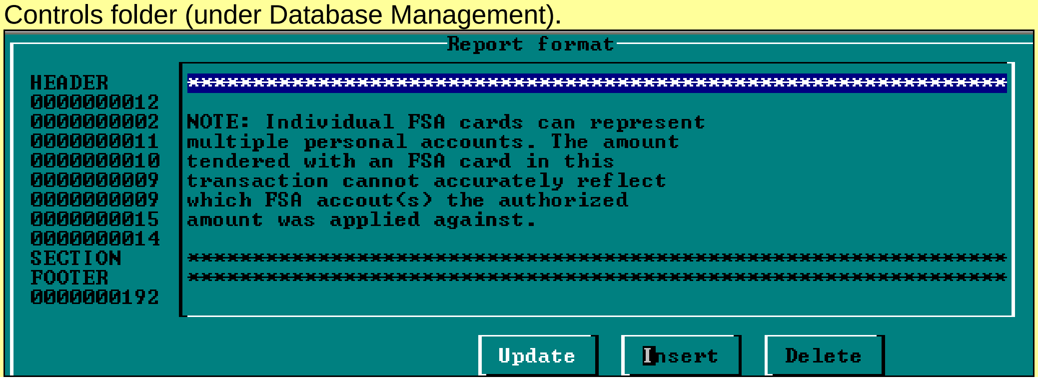
- Modify as desired the template defined in the **Template Name for FSA Totals** General System Parameter (located in the Store \ POST \ Operational \ FSA folder) through the Front Office Templates/Multi part receipts application located in the POST Controls folder (under Database Management).



- If the store does not want the totals to print on the receipt, leave the **Template Name for FSA Totals** parameter blank.

Note:

- Modify as desired the template defined in the **Template Name for FSA Declaimer** General System Parameter (located in the Store \ POST \ Operational \ FSA folder) through the Front Office Templates/Multi part receipts application located in the POST Controls folder (under Database Management).



- If the store does not want the disclaimer to print on the receipt, leave the **Template Name for FSA Declaimer** parameter 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 **Non-Rx Healthcare print character** and **Rx print character** General System Parameters.
- The POS displays a flag next to each item. (For example **H** for Non-Rx Healthcare and **P** for Rx).
- The POS checks the General System Parameter **Enable Healthcare Item Substantiation** (located in the Store \ POST \ Operational \ FSA folder).
- If set to Yes, 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.

1. The cashier presses the **Total** key.
1. The cashier presses the **EFT** key.
1. The customer swipes an FSA card at the Pin Pad.
1. 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 General System Parameter **Template name for FSA totals** (located in the Store \ POST \ Operational \ FSA folder) is checked.

➢ 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 after Change.

5 If the parameter contains no value, a template is not printed.

- The General System Parameter **Template name for FSA Disclaimer** (located in the Store \ POST \ Operational \ FSA folder) is checked.

5 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.

6 If the parameter contains no value, a template is not printed.

- If the tender is not FSA:

1. Process as credit card using current functionality.

Example FSA Transaction (w/Voided Items)

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

Note:

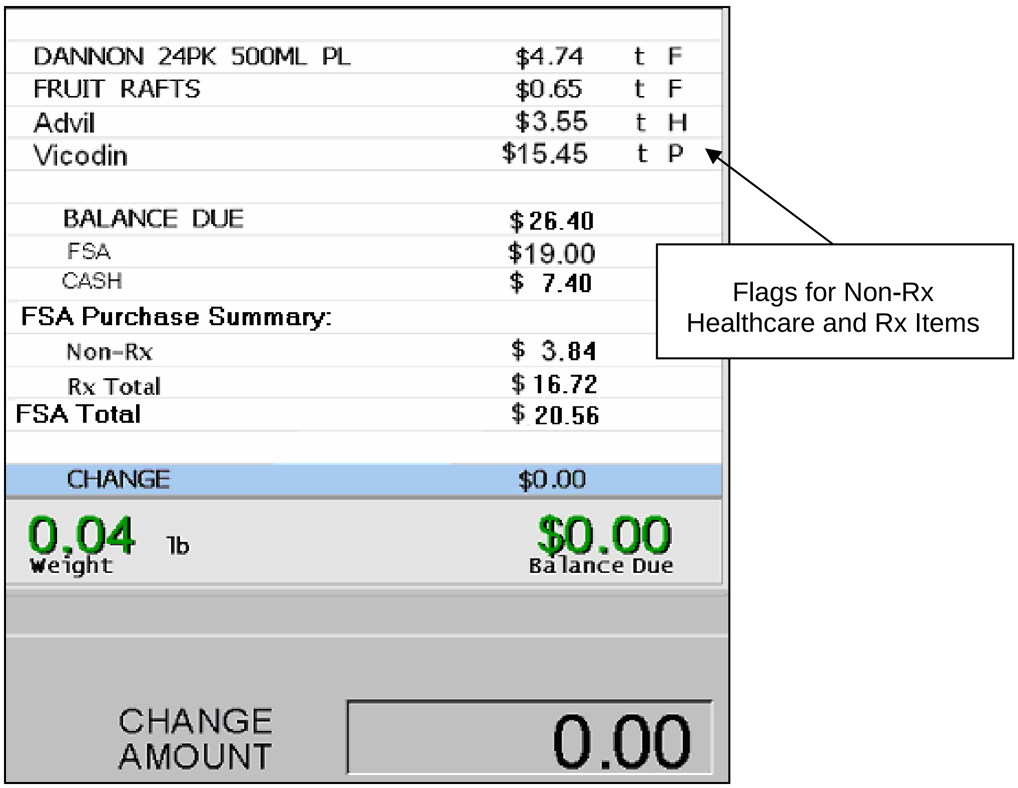
FSA items (Non-Rx Healthcare or Rx items) cannot be voided if there have been any FSA tenders in a transaction. ISS45 first requires the cashier to void the FSA tender before FSA items can be voided. If an FSA item void is first attempted, the following error message will be displayed:

- 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 either a Non-Rx Healthcare or Rx item, adjust the Non-Rx Healthcare and/or Rx total.
- The POS continues normal processing.

FSA Flags in the Cashier EJ

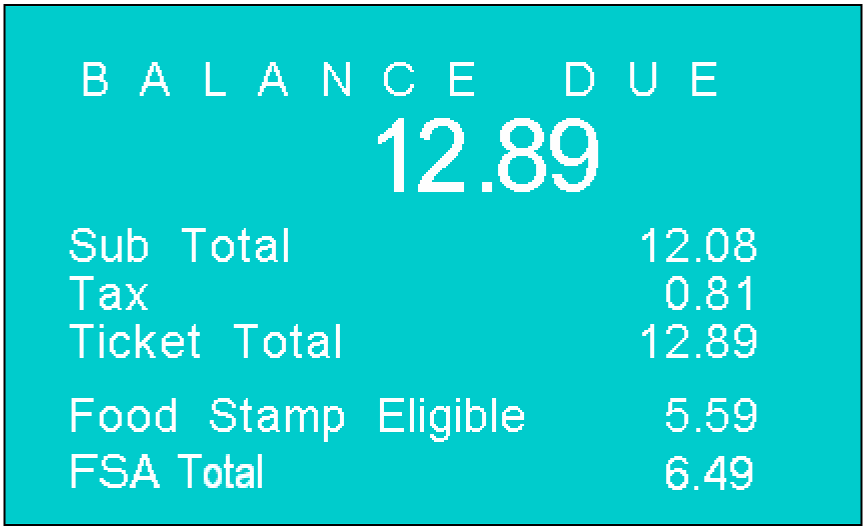
The Cashier Electronic Journal Screen displays the Non-Rx Healthcare and Rx item flags (in the same location as the food-stampable flag).



FSA Balance Due Screen

To view the FSA Total on the Balance Due screen, set the General System Parameters **Prompt large total on cashier**

display and **Enhanced large total prompt on cashier display Sub Total, Tax and FS eligible amount** (located in the Store \ POST \ General folder) both to “Yes”. The FSA Total will display below the Food Stamp Total:



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

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:

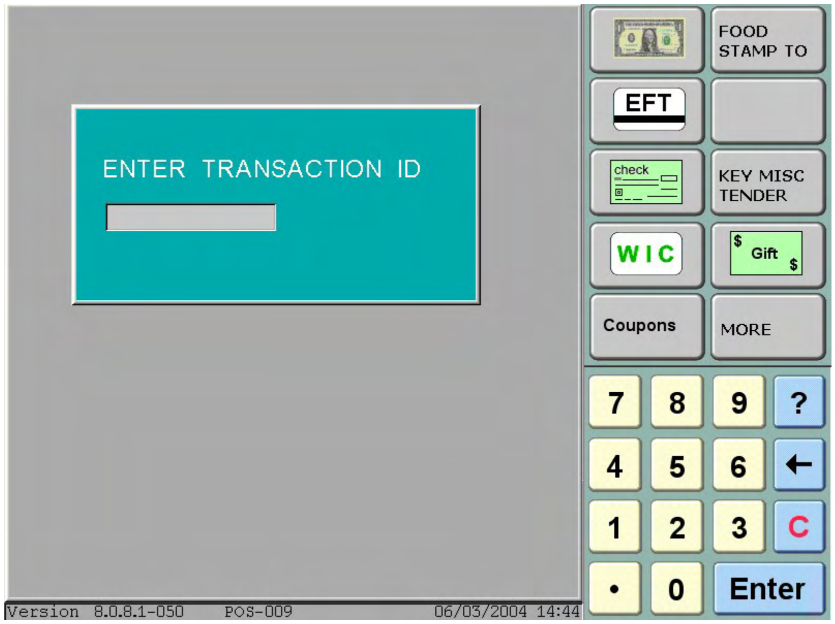
- The following rules apply to MobileLime Tendering:
- - No partially tendered transactions are allowed. The full amount of the transaction is sent.
  - MobileLime transaction cannot be tendered offline.
  - There is no cash back given in a MobileLime transaction.

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.

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.

EBT WIC Tendering

The POS supports tendering with EBT WIC cards containing embedded "smart-chips". Transactions tendered with EBT WIC cards can be performed for "mixed-basket" transactions (where both EBT WIC and non-EBT 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 EBT WIC has been accepted.
- A Control Check can prompt the cashier to verify that the customer has an additional form of tender before the EBT WIC benefits are removed from the card.

Note:

The General System Parameter "CC for Allowing Mixed Basket" (located in the Store \ POST \ Operational \ WIC \ EBT WIC folder) will prevent updating the benefits on the EBT WIC card before 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).

Note:

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

➢ **To tender with EBT WIC Cards**

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 EBT WIC card.

5 The EBT WIC card is authenticated and checked against the Hot Card List.

6 The customer's PIN is entered.

7 POS receives available benefits on the EBT WIC 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

STORENEXT
6100 Tennyson Avenue
Plano, Texas 75024
972-265-4816

EBT WIC Beginning Balance

PAN: ************0910*** State: TX

QTY	UOM	Description
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!

StoreNext

STORENEXT
6100 Tennyson Avenue
Plano, Texas 75024
972-265-4816

EBT WIC Benefits Redemption

1.00 gln MILK &/OR BUTTERMILK
PRAIRIE FARMS WHOLE

CASHIER NAME: ROSA LOPEZ
C0102 #0353 16:30:52 6JUL2007
S12345 R011

CLUB CARD SAVINGS
WITHOUT THE CARD
THANK YOU FOR SHOPPING AT STORENEXT!

8 (Optional) If the General System Parameter “CC for Allowing Mixed Basket” (located in the Store \ POST \ Operational \ WIC \ EBT WIC folder) is set, a Mixed Basket Report prints the non-WIC ticket total amount and the Control Check appears on the Cashier Display. If the cashier accepts the

control check, EBT WIC processing continues. If the cashier rejects the control check, the system will prompt to remove the EBT WIC card and return to the tender screen.

StoreNext

STORENEXT
6100 Tennyson Avenue
Plano, Texas 75024
972-265-4816

****

Mixed Basket Report

Ticket Total	$9.15
EBT WIC Total	$2.99
Non-EBT WIC Total	$6.16

Customer is responsible for the payment of the non-EBT WIC total.

****

C1024 #0143 10:40:55 9NOV2007
S00001 R009

Thank you for shopping with us!
Have a nice day!

9 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).

StoreNext

STORENEXT
6100 Tennyson Avenue
Plano, Texas 75024
972-265-4816
WIC/EBT CASH VALUE RECEIPT

EBT WIC
************0910***

TRACE NUMBER:

AMOUNT : $3.09

CASHIER PLEASE RETAIN FOR BALANCING!!!

CASHIER NAME: ROSA LOPEZ
C0102 #0353 16:31:04 6JUL2007
S12345 R011

Note:

This is optional receipt (also known as the “chit”) must be set up in Multi Part Receipts. It uses the same masking designated in the State Maintenance.

10 The card is updated with EBT WIC units purchased.

11 EBT WIC item records are written to the TLOG.

12 EBT WIC tender information is written to the TLOG.

13 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-WIC items, the customer then pays with an additional tender (for non-EBT WIC items) before the transaction completes. Mixed WIC tender transactions <u>are not supported</u> (where both WIC vouchers and EBT WIC Cards 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:

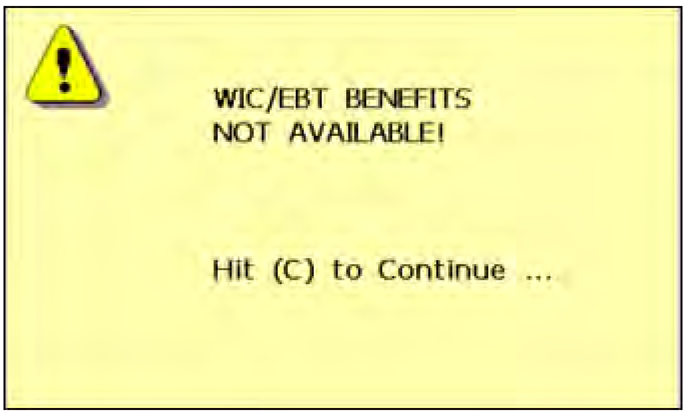
Note:

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

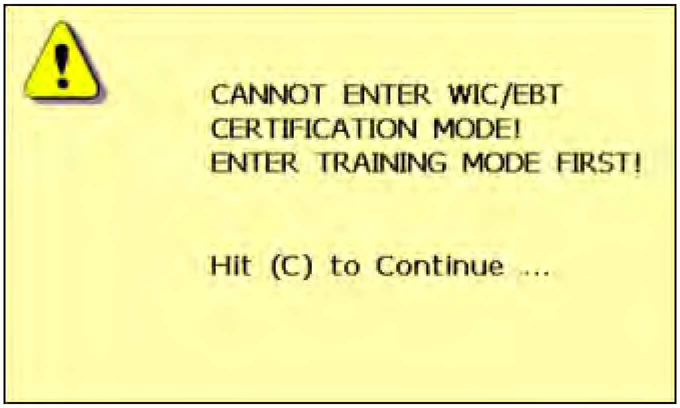
EBT WIC Messages

The following messages may appear during an EBT WIC transaction according to the following scenarios.

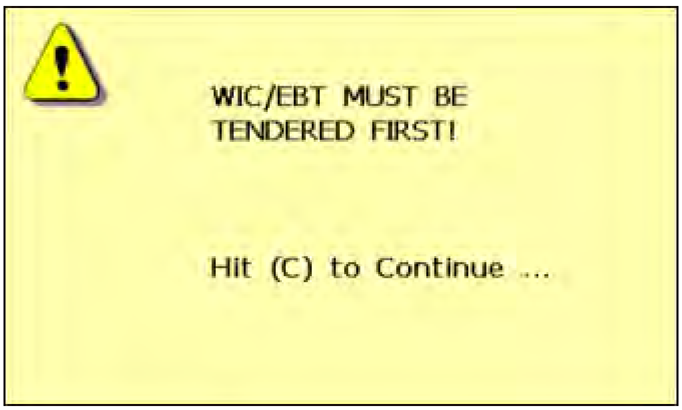
- If the cashier presses the EBT WIC Tender Key or EBT WIC Balance Inquiry Key and the EBT WIC HASP bit is off:



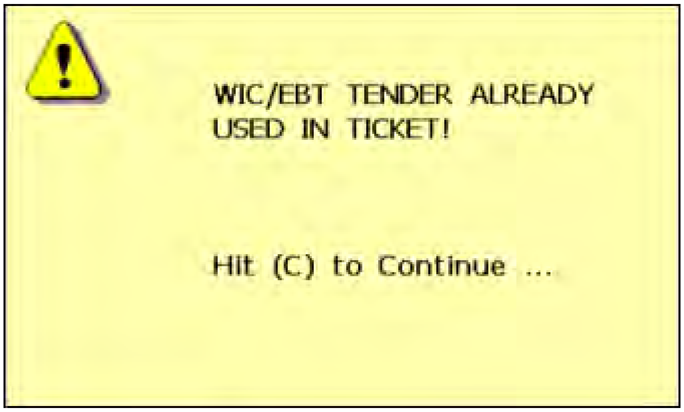
- If attempting to run EBT Certification Mode (Keyboard Function #1298) from outside Training Mode:



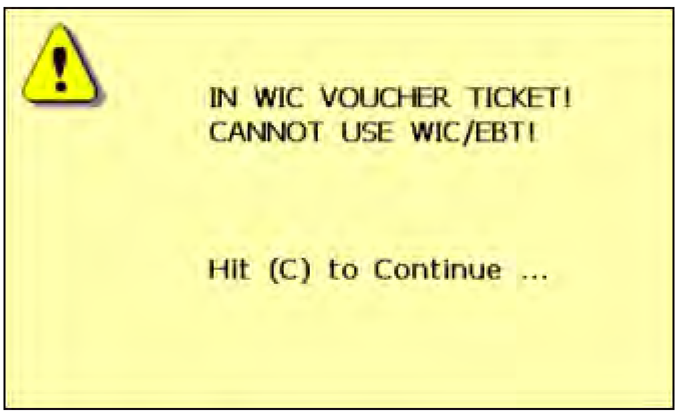
- If EBT WIC is not the first tender:



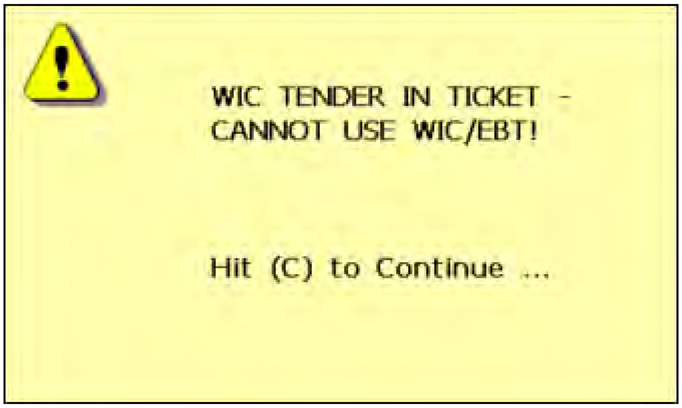
- If cashier presses the EBT WIC preset tender key after EBT WIC has already been tendered:



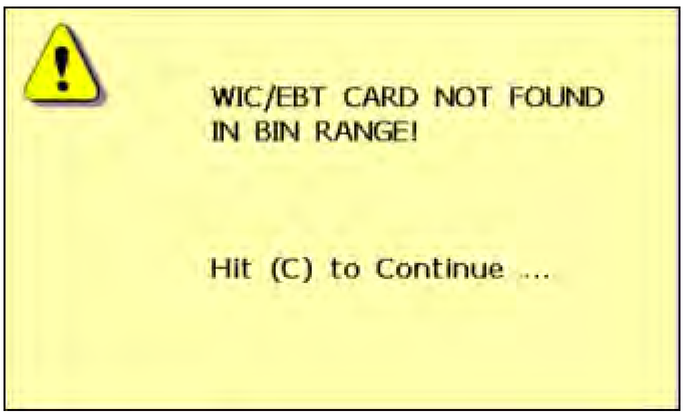
- If cashier presses the EBT WIC preset tender key but the ticket already has a WIC Voucher tendered:



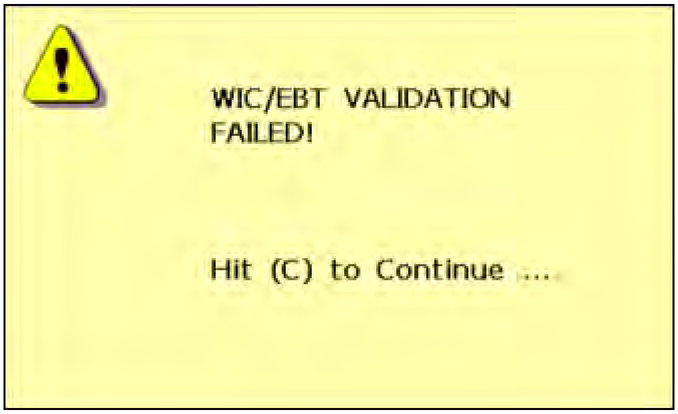
- If cashier presses the EBT WIC preset tender key but a WIC voucher has already been selected:



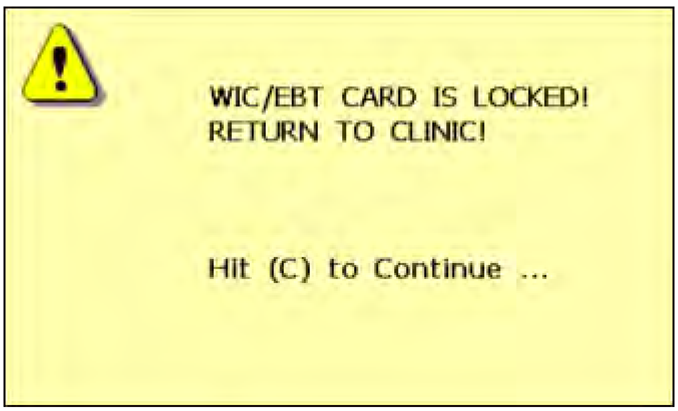
- If no match is found between state data and card PAN prefix:



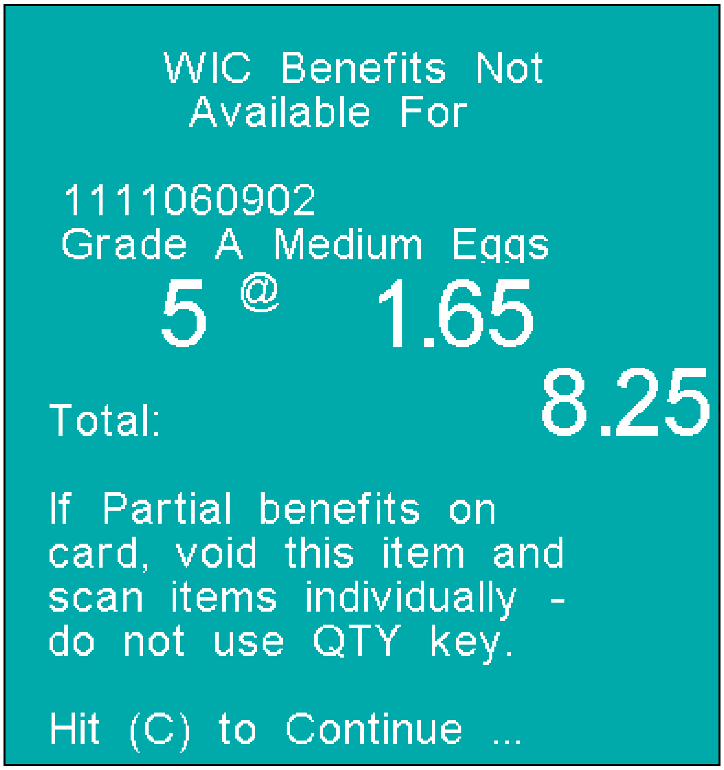
- If a match is found between state data and the card PAN prefix but the PAN length does not match:



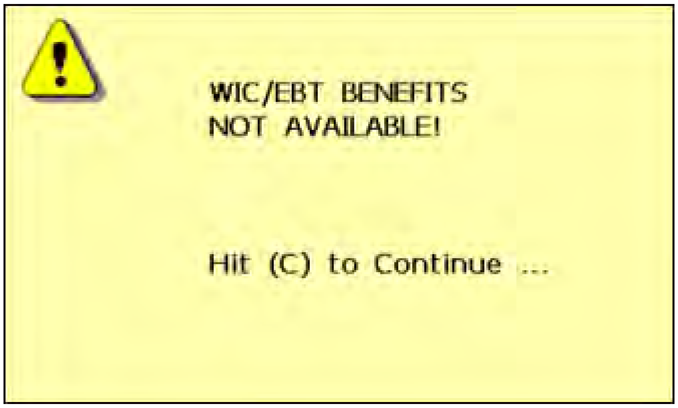
- If the card is on the state “Hot List”:



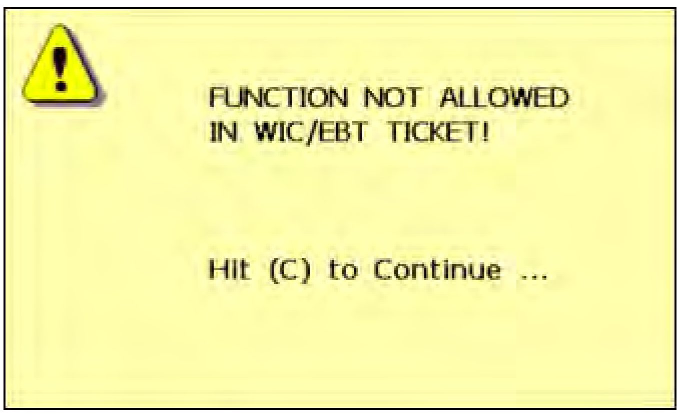
- If partial benefits exist for the item but cashier rang the item using the QTY key:


WIC Benefits Not
Available For
1111060902
Grade A Medium Eggs
5 @ 1.65
Total: 8.25
If Partial benefits on
card, void this item and
scan items individually -
do not use QTY key.
Hit (C) to Continue ...

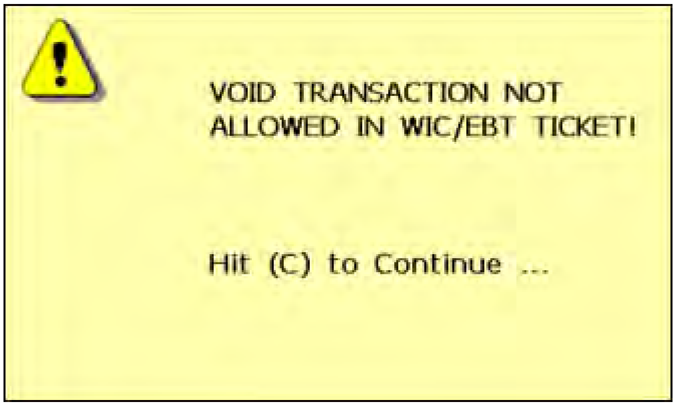
- If no WIC benefits are available:



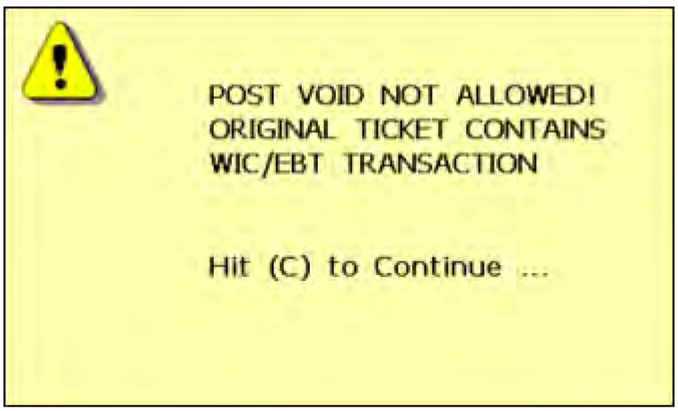
- If the void of the EBT WIC Tender is attempted:



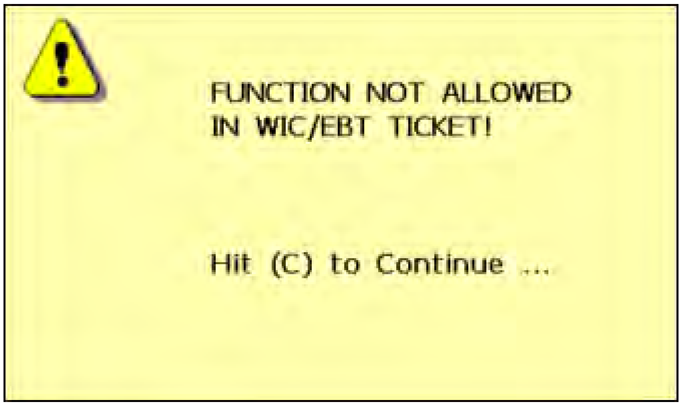
- When a Void Transaction is attempted of a ticket that has a completed EBT WIC tender:



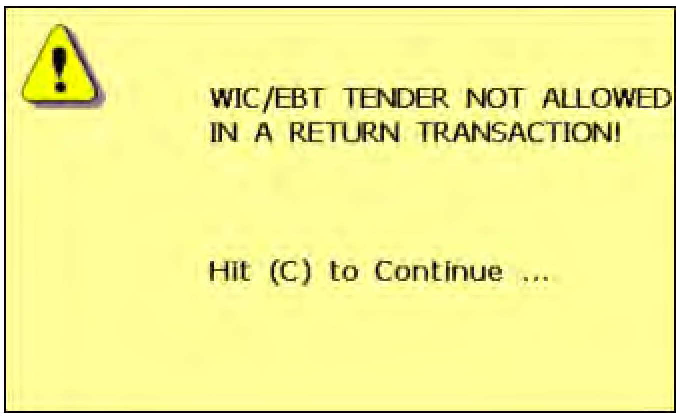
- When a POST Void is attempted on an EBT WIC Transaction:



- 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:



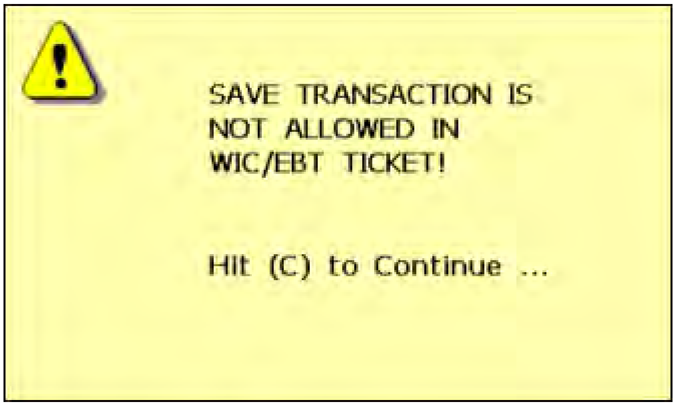
- When EBT WIC tendering is attempted in a return transaction:



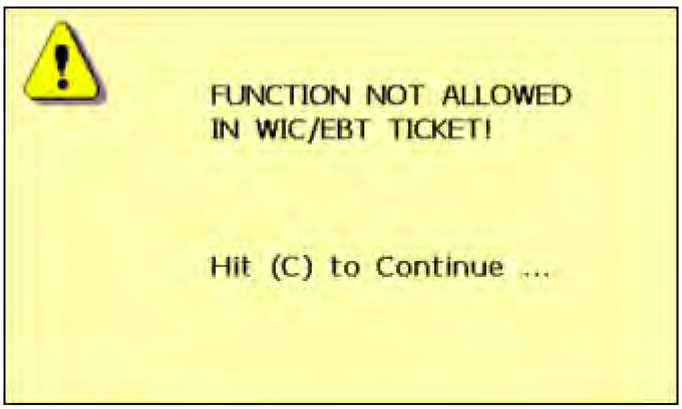
Note:

Items cannot be returned to the EBT WIC card. If customer wants to return an EBT WIC item, they must take the item to the WIC clinic to get the item returned to the card.

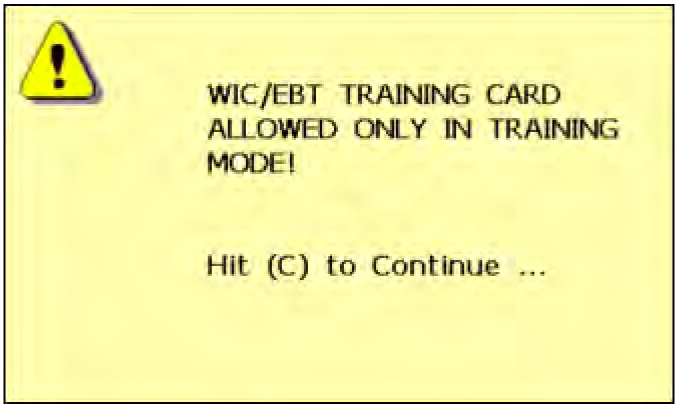
- WinPOS will not allow the cashier to save the ticket. If the cashier tries to save a ticket:



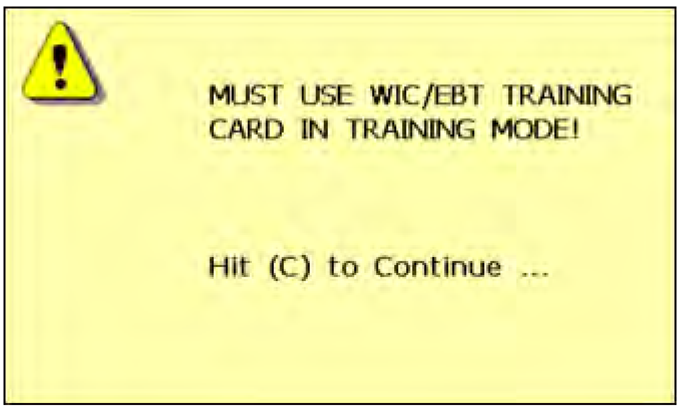
- If Member or Frequent Shopper Card entry is attempted after EBT WIC has already been tendered in ticket:



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



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



WIC CVV Sale Mode

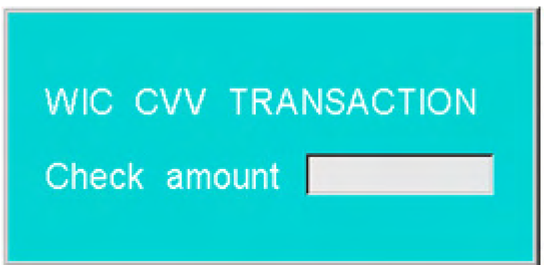
While traditional WIC checks are item-based, dollar-based WIC CVVs (Cash Value Vouchers) facilitate the purchase of fruits and vegetables since few fresh fruits and vegetables are sold in standard weight units (with uniform bar codes) and their prices may vary considerably (between seasons, regions and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

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

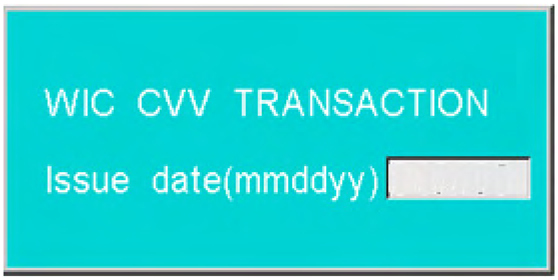
Note:

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:

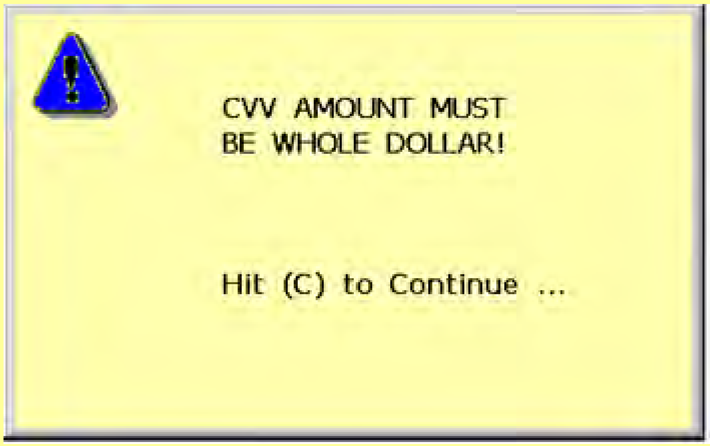


2 The cashier keys in the voucher amount (with assumed two place decimal) and presses **Enter**. Depending on WIC CVV prompting options cashier may be prompted for the voucher Issue Date:



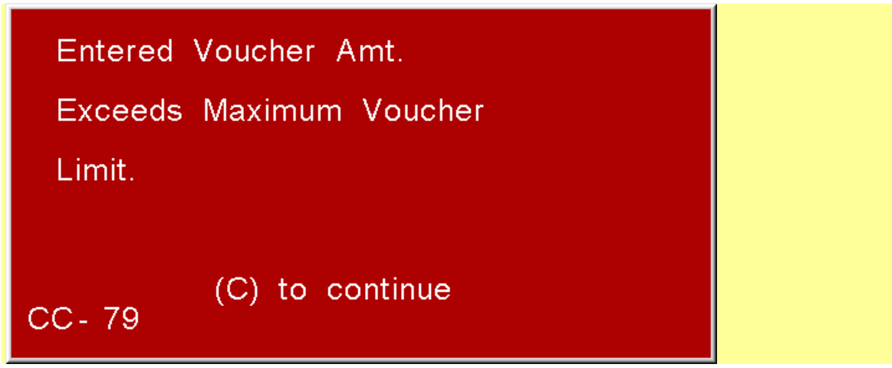
Note:

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

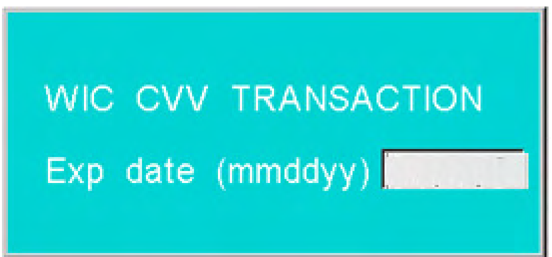


The cashier must press the Clear key and re-enter the correct amount.

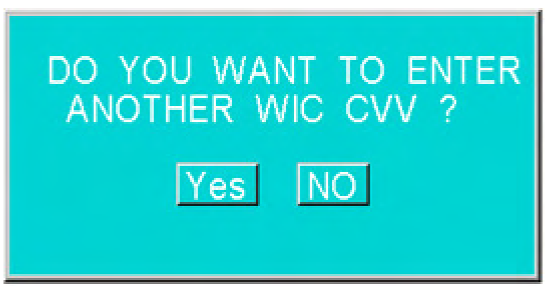
Likewise, the POS will check that the amount does not exceed the maximum voucher value as defined by the setting of the "Maximum Value" in the Tender Maintenance for WIC CVV tender. If the maximum amount is exceeded the control check defined for the "Maximum Value" will be displayed:



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

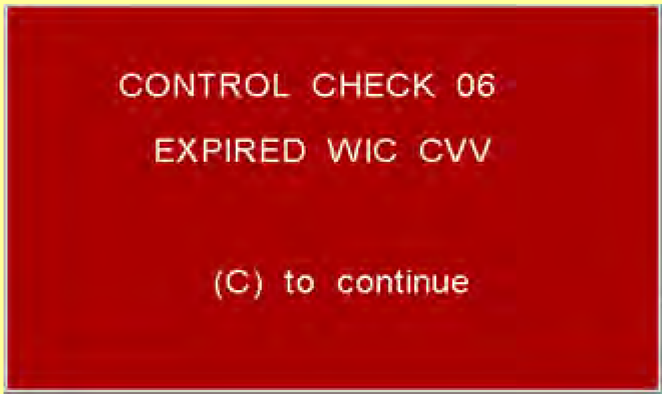


4 The cashier keys in the Expiration Date and presses **Enter**. The following prompt displays.



Note:

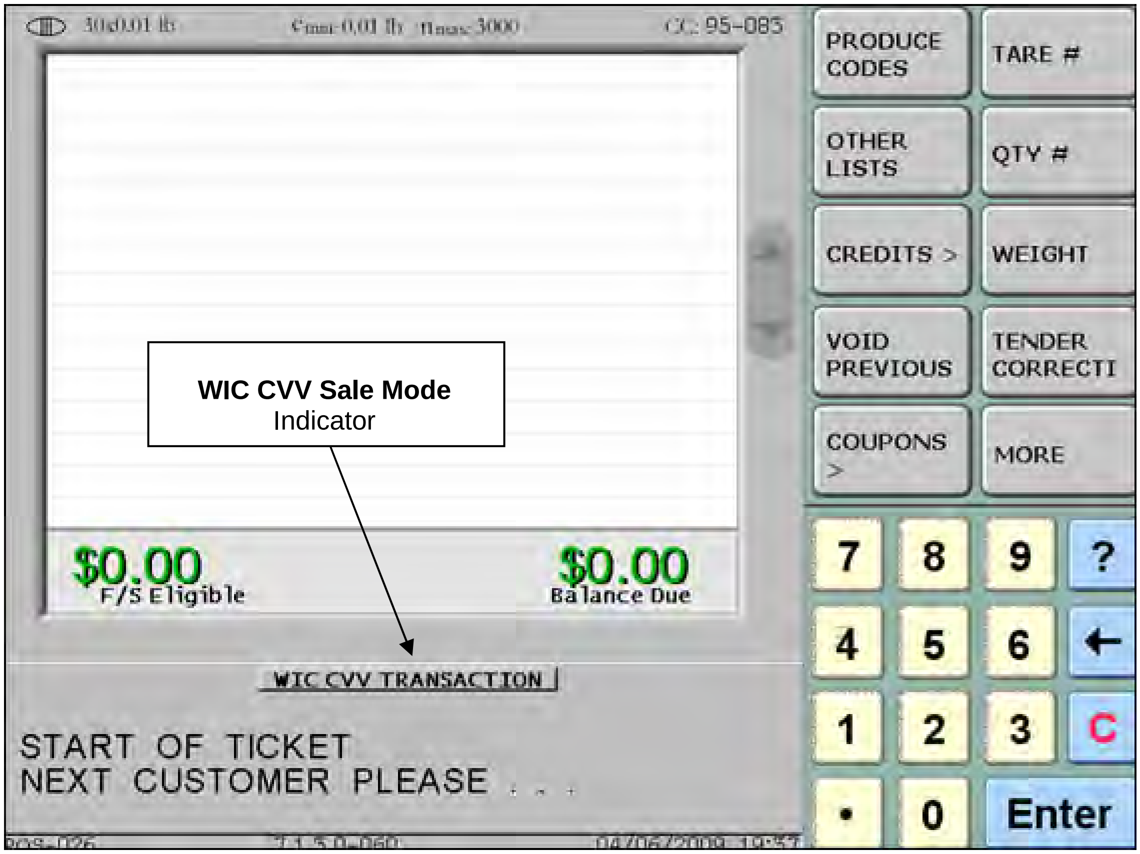
The POS validates both the WIC CVV Issue Date and Expiration Date. If the voucher is expired, the POS will issue the Control Check designated by the "CC for Exceeding WIC CVV Expiry Date" parameter. For example:



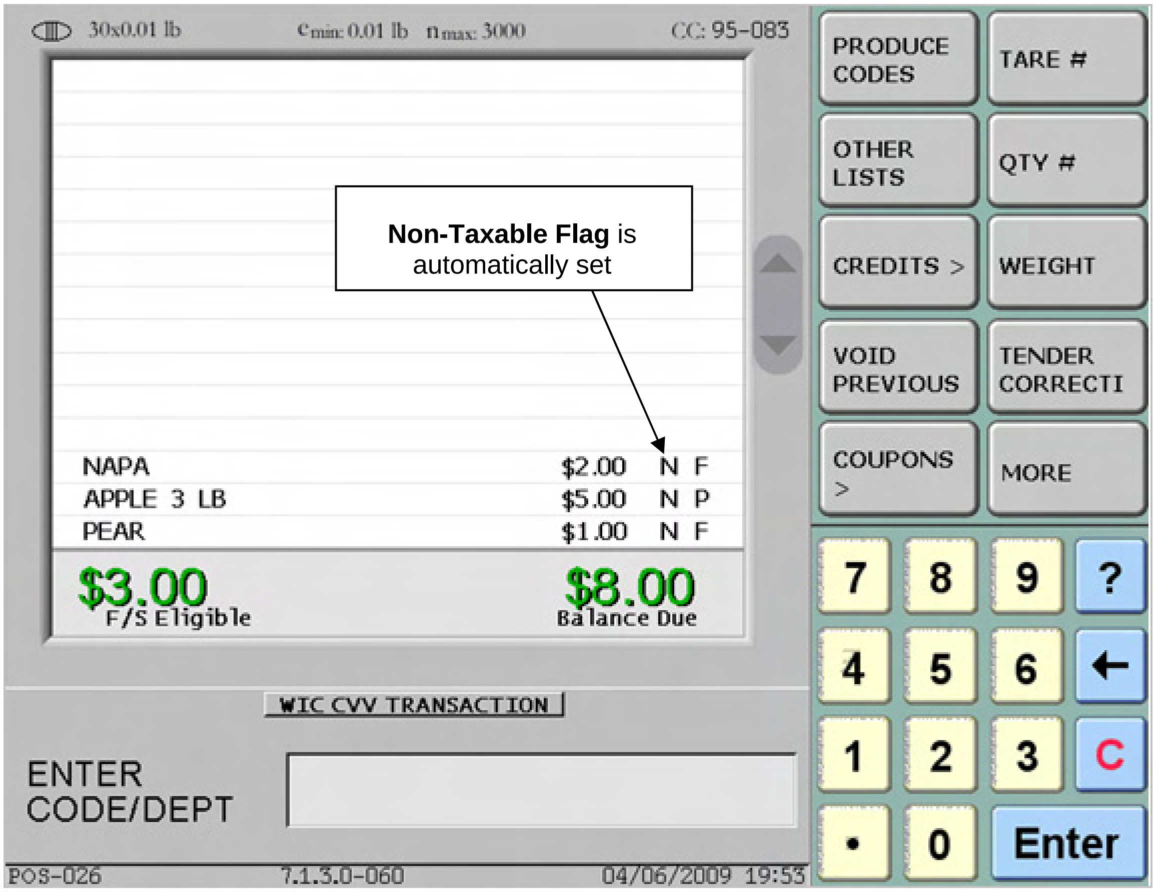
Note:

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 Screen's "Maximum times in ticket" setting (Values and C/Cs Tab) 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”.

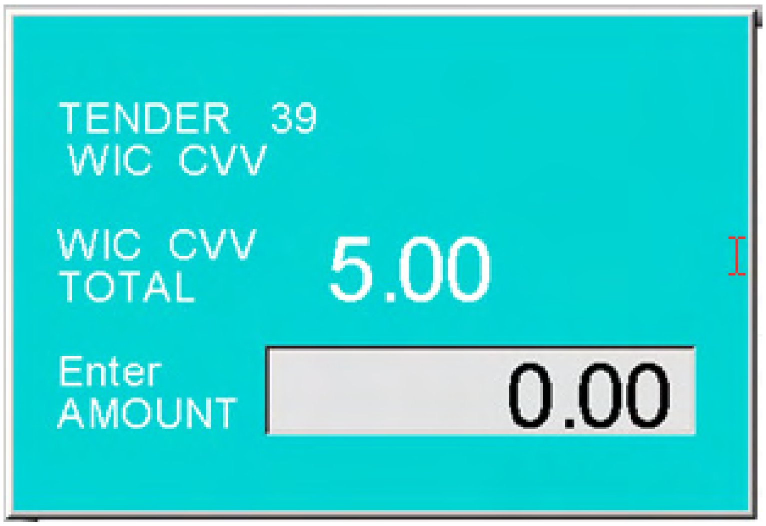


Note:

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.

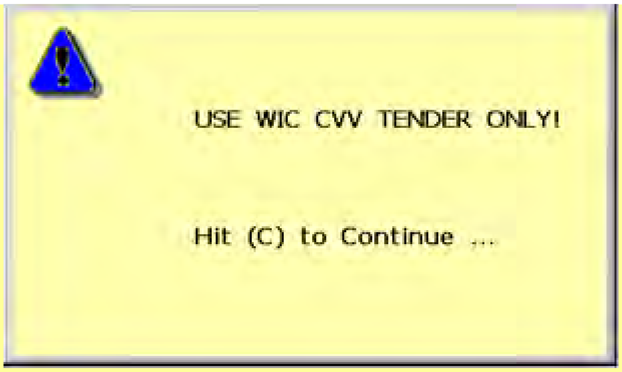
In sites where split-tendering is enabled, the store may want to issue a Control Check Type of "Ask Yes/No" so the cashier can confirm that the customer has other tenders prior to adding the item to the transaction. In sites where split-tendering is disabled, the store might choose to issue a Control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

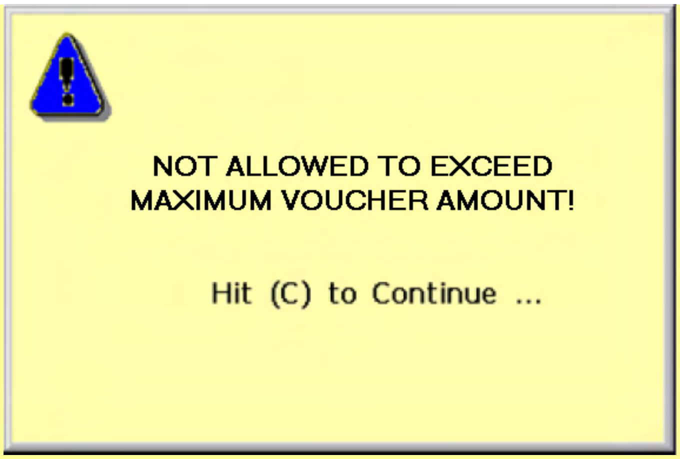


The cashier must press the Clear key to return to Tender Mode to select the correct tender.

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:

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.

9 The cashier inserts the voucher for endorsement.

Note:

The existing General System Parameter "CC for Bypass Check Endorsement" (located in the Store \ POST \ Operational \ Control Checks \ Printing folder) 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:

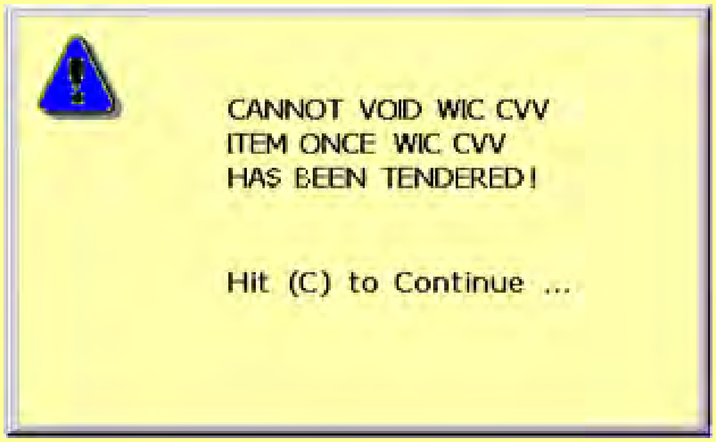
A voucher will never be endorsed for over its face amount and no change is dispersed in a WIC CVV transaction. No warning message will be issued to the customer that benefits will be lost. If a voucher of $6.00 is tendered in ticket which has a remaining balance of $2.50, the voucher will be endorsed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

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

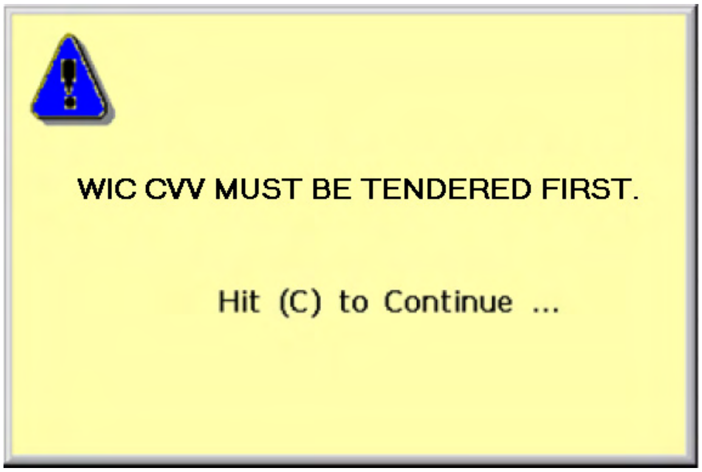
- Upon totaling the ticket the cashier must tender the WIC CVV vouchers first. If any other tender is tendered first WIC CVV vouchers will not be allowed.
- For each WIC CVV voucher tendered the POS will validate and endorse the voucher for the tendered amount (using the same process as WIC CVV Sale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

Note:

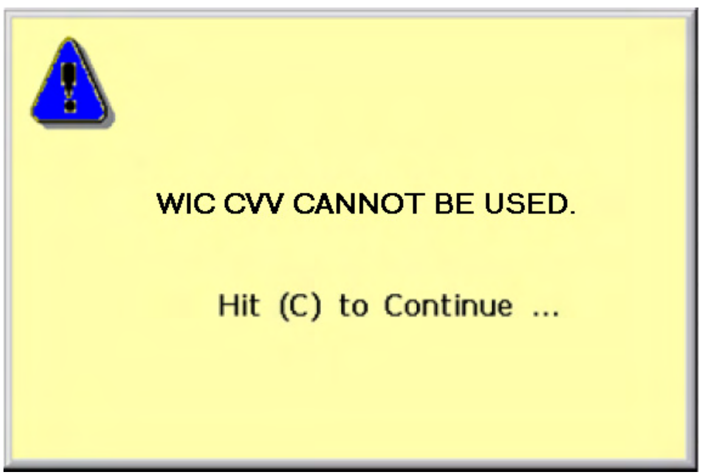
In a mixed-basket transaction, WIC CVV vouchers are tendered like WIC CVV Sale Mode with split-tendering enabled (and limited to the WIC CVV tender's maximum allowable value and "Maximum times in ticket" settings).

Additional Warning Messages

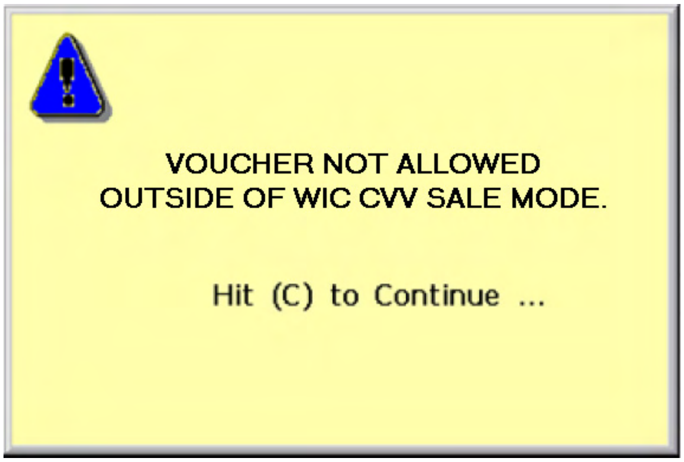
If either the "Allow WIC CVV in a Mixed Basket Transaction" or "Allow Split Tendering in a WIC CVV Transaction" parameter is enabled and a WIC CVV Tender Type is selected after a non-WIC CVV Tender Type has been previously tendered, the tender will not be accepted and the following warning displays:



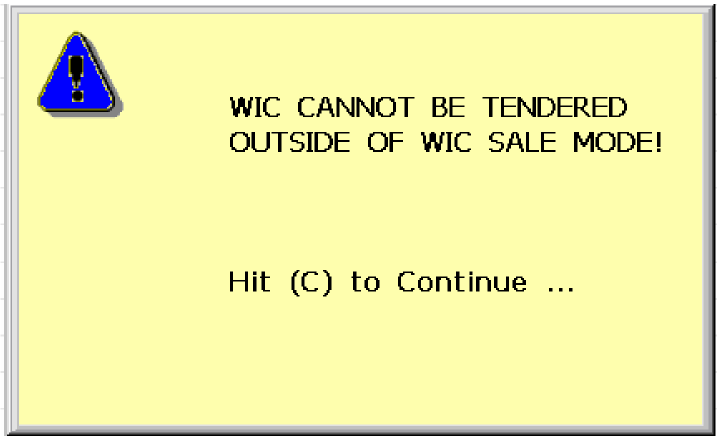
If either the “Allow WIC CVV in a Mixed Basket Transaction” or “Allow Split Tendering in a WIC CVV Transaction” parameter is enabled and a WIC CVV Tender Type is selected <u>and there is not a positive WIC CVV subtotal in the transaction</u>, the tender will not be accepted and the following warning 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 the General System Parameter “WIC CVV Prompt Options” (located in the Store \ POST \ Operational \ WIC CVV folder). 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

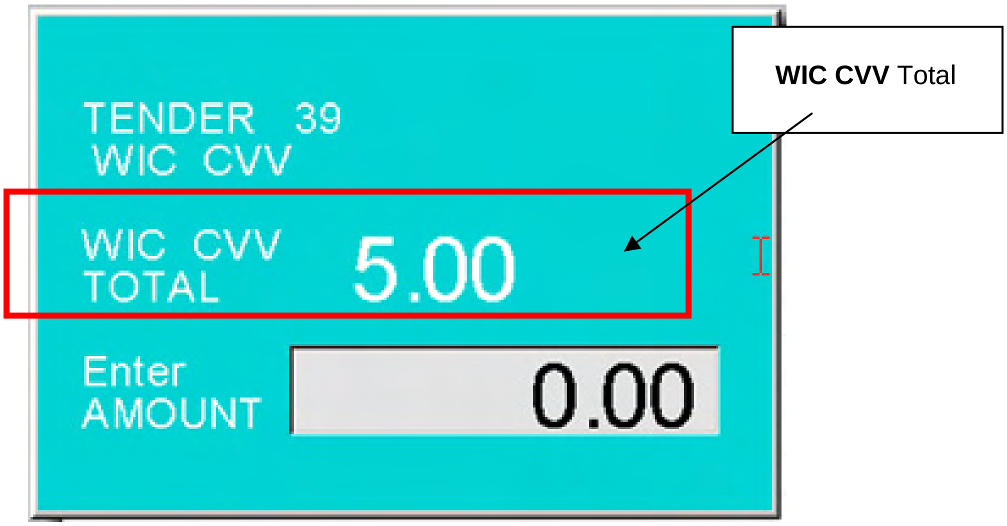
exceeded, the CC for Exceeding WIC CVV Expiry Date" is issued.

- 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 Screen's "Maximum times in ticket" setting (Values and C/Cs Tab) 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 setting of the General

System Parameter “WIC CVV Print Options” (located in the Store \ POST \ Operational \ WIC CVV folder)“.

Note:

The character defined in the General System Parameter “WIC CVV sale sign” (located in the Store \ POST \ Presentation \ Receipt \ Signs folder) will appear next to WIC CVV items.

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). 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 EBT WIC Smart Cards is seamless with existing functionality (see page 4-30) 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.

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 the13-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.

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.

Tax Modifiable Vendor Coupons

ISS45 allows the Tax Modify Key to be used with vendor coupons at POS. This allows for situations where the customer is not required to pay tax on the full purchase price of an item purchased with a vendor coupon. In these cases the customer only pays tax on the price after the vendor coupon has been subtracted.

To change the tax on a vendor coupon item:

1. Start a sales transaction that contains a taxable item.
2. Scan or enter a vendor coupon for the item.

   The coupon line item will not display a "T" if it is not set to forgive tax.
3. Void the coupon.
4. Press the Tax Modify Key.
5. Rescan or reenter the vendor coupon.

   The coupon line item will display "T".
6. Total and tender the transaction the vendor coupon. Tax will only be applied on the net amount.

   Note:

   The Tax Modify key may be used on Store Coupons as well.

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 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 General System Parameters will be used for coupon validation:

- Maximum coupon face value.
- Control Check to allow more coupons than items.
- Control Check to allow coupons as first item in order.
- Maximum Coupons in Ticket.
- Max amount of Single Vendor Coupon.
- Max amount of Total Vendor Coupons.
- Forgive tax on vendor coupon if food stamps tendered.
- Department netted on Vendor coupon.
- Department netted on Store coupon.
- Group all coupons.

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 “Databar coupon in System” parameter is set to “No” 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 set to “Yes”, and the “Level of Databar coupon validation” is set to **Family**, 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.

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

Note:

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

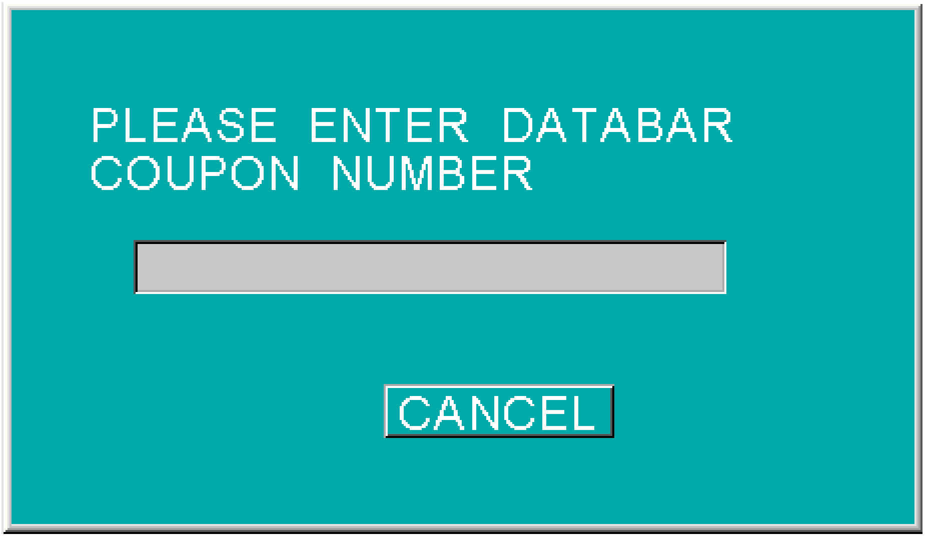
Note:

If the validated coupon can be used on multiple ticket items, the Databar Coupon will be applied so the customer receives the best deal. For “cents off” coupons, the coupon will be applied to the lowest priced qualifying item (unless the coupon amount is more than the item price – in which case the highest priced qualifying item will be used). For “free item” and “percent off” coupons, the coupon will be applied to the highest priced qualifying item.

If there is more than one qualifying item in the ticket, the description of the coupon (printed and displayed) will be from the General System Parameters “Vendor coupon description” and “Store coupon description” (located in the Store \ POST \ Presentation \ Receipt \ Regular printing \ Coupons folder) depending on coupon type – Vendor or Store. However, if there is only one qualifying item in the ticket and the “Use Databar coupon attached item description” parameter is set to “Yes”, the coupon name will inherit the name of the item to which it is attached.

Manual Databar Barcode Entry

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

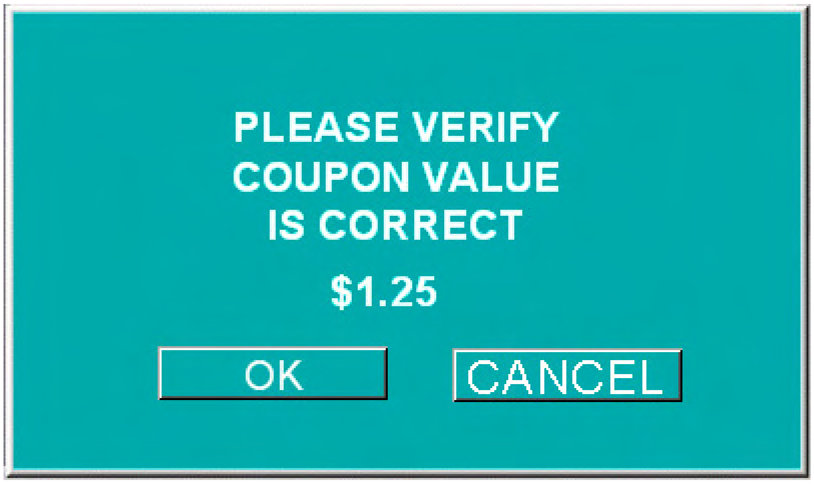


The cashier is only required to enter the company prefix and offer code (between 12 and 18 digits – the only cashier-readable numbers on the coupon). The cashier will then be prompted to enter the coupon amount (and no validation against the items in the order will be performed). If the entered number 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:



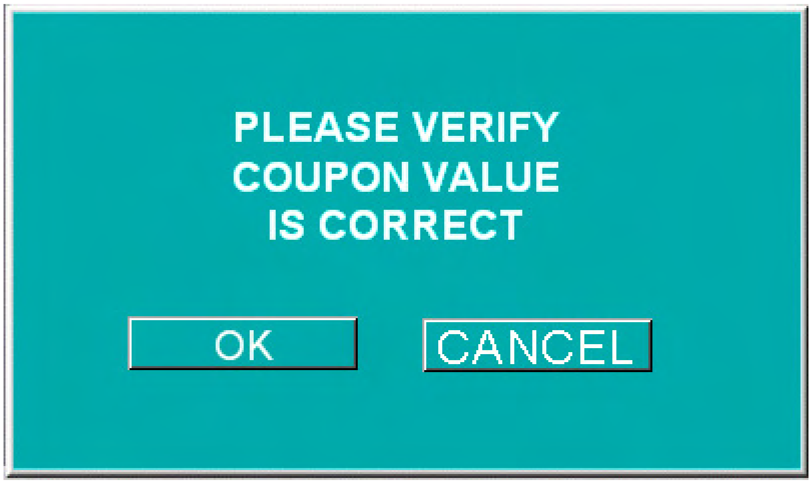
If the cashier presses OK, the coupon amount is applied to the item. If the cashier presses Cancel, the coupon is not added to the ticket and the POS returns to Sale Mode.

When the coupon save value is present but an item is not attached, 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.

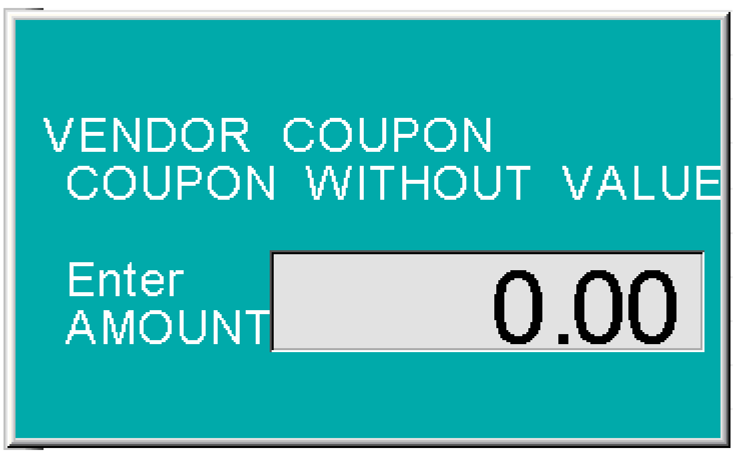
Note:

For a Department List to display, a list must be defined in Vendor Coupon State 90 (for Vendor Coupons) and Store Coupon State 89 (for Store Coupons).

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



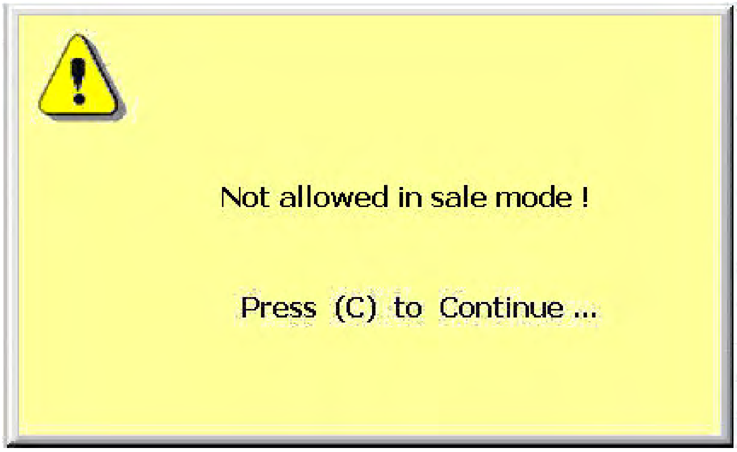
If the cashier presses Cancel, the coupon is not added to the ticket and the POS returns to Sale Mode. If the cashier presses OK, a coupon value will be requested:

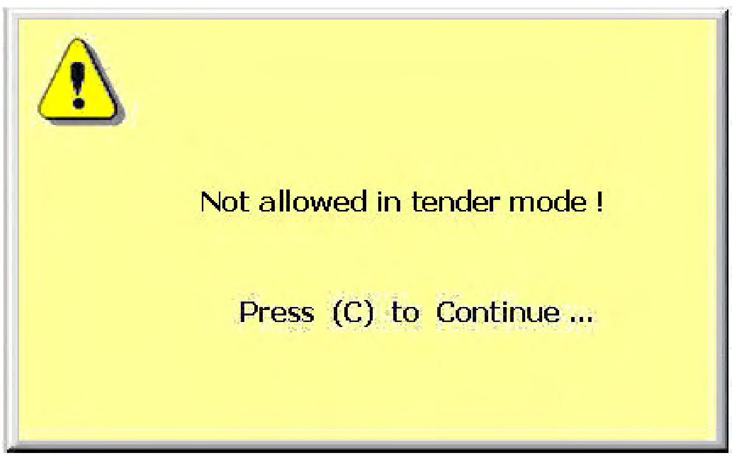


If there is no coupon save value and no item is attached, the cashier will be prompted to enter both the coupon value and to choose a department to which the coupon should be applied.

Loyalty Promotion Coupon POS Messages

The following messages will appear on the POS if a coupon barcode (as defined in Barcode Programming) is scanned or entered in the restricted mode displayed within the message.

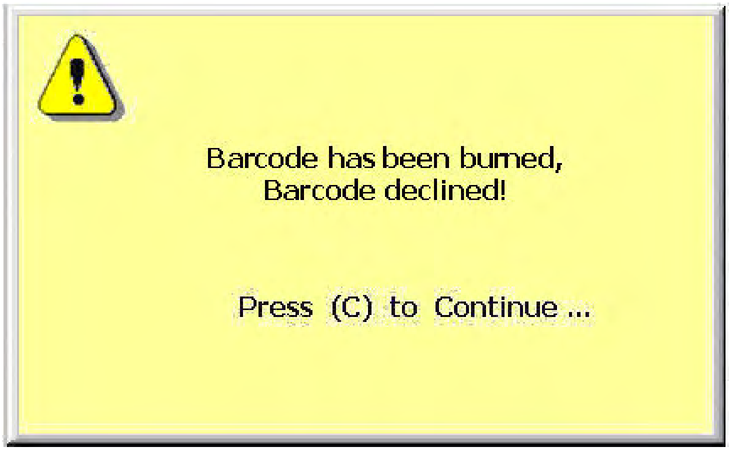


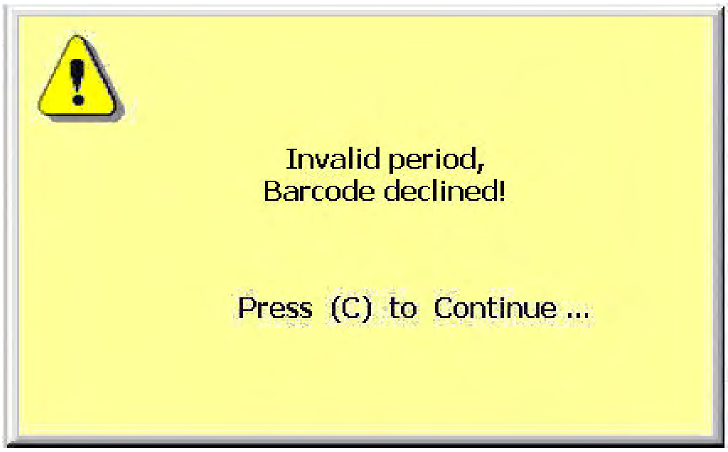


Note:

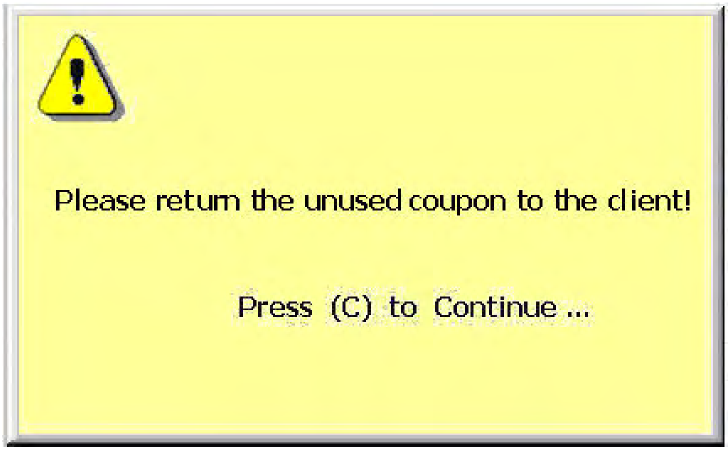
The existing General System Parameter “Do Not Allow Sales in Tender Mode” (located in the Store \ POST \ Operational \ Scanning folder) will prohibit the entry of items in tender mode.

If the Barcode Programming setting **Perform External Barcode Validation Against** is set to **LPE**, and the coupon fails the external validation process, the coupon is rejected and one of the following messages may display:





If the General System Parameter “Allow Tendering in Sale Mode” (located in the Store \ Technical \ Retalix Loyalty) folder is set to “No” and no tender has been previously accepted prior to the scanning the coupon, the following message displays:



Note:

When a transaction that contains an issued, LPE-validated coupon is post voided, the coupon will be deleted from the database.

Note:

When a transaction that contains a redeemed, LPE-validated coupon is post voided, the voucher status will be reset to “unused”.

Barcode Tenders

Barcode coupon vouchers that are generated by the store can be used as scannable tenders in Tender Mode.

Loyalty Vouchers

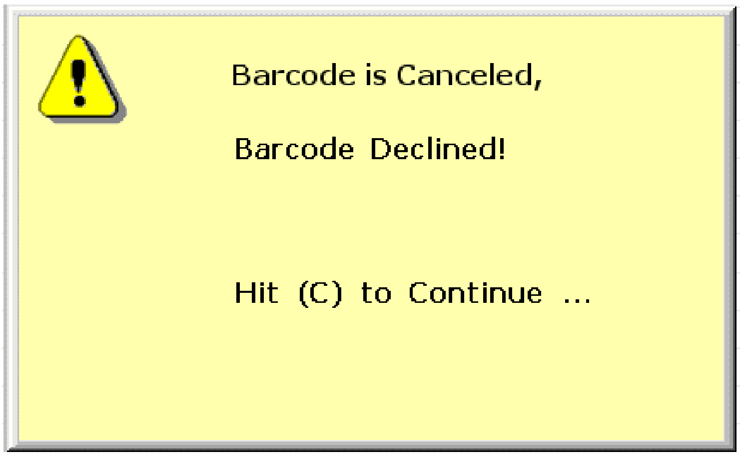
A Loyalty Voucher is a POS-printed “coupon” that has a start and expiration date and is awarded through a Loyalty Promotion. A voucher is validated against the ReMA database at time of redemption. A customer may unconditionally redeem one or vouchers at the next visit. Vouchers are treated as a tender for redemption purposes and are defined within Barcode Programming Maintenance.

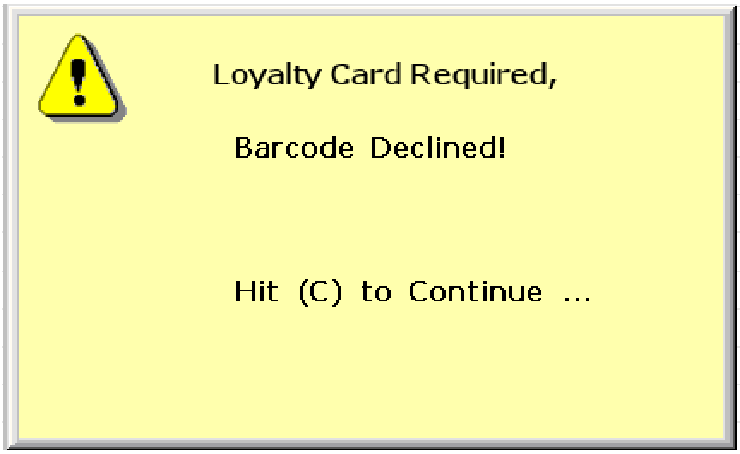
Note:

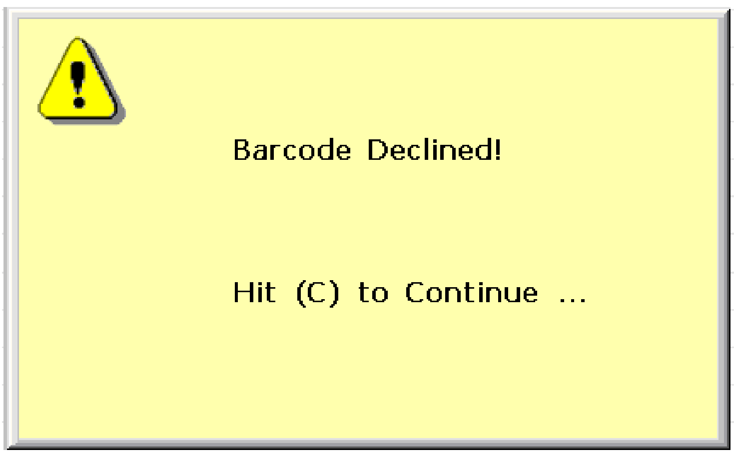
As of this release, the following voucher restrictions exist:

- Loyalty vouchers redemption and issuing is not available when the POS is offline.
- Voucher redemption at the self-checkout terminal is not supported.
- Once printed, vouchers cannot be reprinted if lost.
- Pre-printed vouchers are not supported.

The following messages will appear on the POS if a voucher barcode (as defined in Barcode Programming) is scanned or entered and fails validation based on the reason presented.




Loyalty Card Required,
Barcode Declined!
Hit (C) to Continue ...


Barcode Declined!
Hit (C) to Continue ...

Note:

Set the General System Parameter “Allow Tendering in Sale Mode” (located in the Store \ Technical \ Retalix Loyalty) folder is set to “Yes” to prohibit tendering in Sale Mode).

Note:

When a transaction that contains an issued, LPE-validated voucher is post voided, the voucher status will be reset to “unused”.

Note:

When a transaction that contains a tendered, LPE-validated voucher is post voided, the voucher status will be reset to “unused”.

Note:

When a LPE-validated voucher is tendered and later voided, the voucher status will be reset to “unused”.

Fuel Vouchers

Fuel vouchers to be scanned (or-key entered) and validated for:

- “Pay Inside” transactions.
- “Pre Pay” transactions when a voucher is accepted before pumping.
- “Pre Pay” transactions when a voucher is accepted after pumping.

Note:

The “Enter Fuel Voucher” Keyboard Function (1439) needs to be defined in the Menusys.mac file for Sale Mode on each POS that processes fuel transactions. It also needs to be added to Menusys.mac within the Prepay Purchase and Recall Prepay States for those terminals.

Pre Pay Transaction with Voucher before Fueling

The following steps follow support for entering a fuel voucher before fueling:

- Cashier begins a Pre Pay transaction and tenders a dollar amount to a selected pump
- Items may be added in addition to the fuel purchase.
- The cashier scans the voucher barcode.
- The POS checks the voucher database.
- The POS checks to see if a fuel item exists in a valid promotion identified by the promotion number linked to the voucher.
- If the voucher is valid and the promotion has not expired, the transaction is tendered, the pump is authorized to dispense fuel at a new “cents off per gallon” price and the receipt is printed.
- The customer returns to the pump and selects the grade. (The price is rolled backed).
- After dispensing and fueling has completed, the voucher is marked as “Redeemed” in the fuel voucher database.
- If pre-paid fuel is not fully dispensed, cash back is due the customer. If the customer drives off, the transaction is completed. If the customer re-enters the store and the Recall Pre Pay function is executed.
- The original ticket details are displayed.

- The customer may optionally add items.
- The transaction is re-totaled, tendered and a new receipt is printed.
- Cash back may be due the customer.

Pre Pay Transaction with Voucher after Fueling

The following steps follow support for entering a fuel voucher after fueling:

- Cashier begins a Pre Pay transaction and tenders a dollar amount to selected pump.
- Items may be added in addition to the fuel purchase.
- The transaction is tendered, the pump is authorized to dispense fuel at a non-discounted price and the receipt is printed.
- The customer returns to the pump, selects the grade and dispenses fuel.
- After dispensing the customer re-enters the store and the cashier executes the Recall Pre Pay function.
- The original ticket details are displayed.
- The cashier scans the voucher barcode.
- The POS checks the voucher database.
- If the voucher is valid and the promotion has not expired, the ticket total is recalculated based on the new “cents off per gallon” price.

- The customer optionally adds items.
- The transaction is re-totaled, tendered and a receipt is printed.
- The voucher is marked as “Redeemed” in the fuel voucher database.
- Cash back may be due the customer.

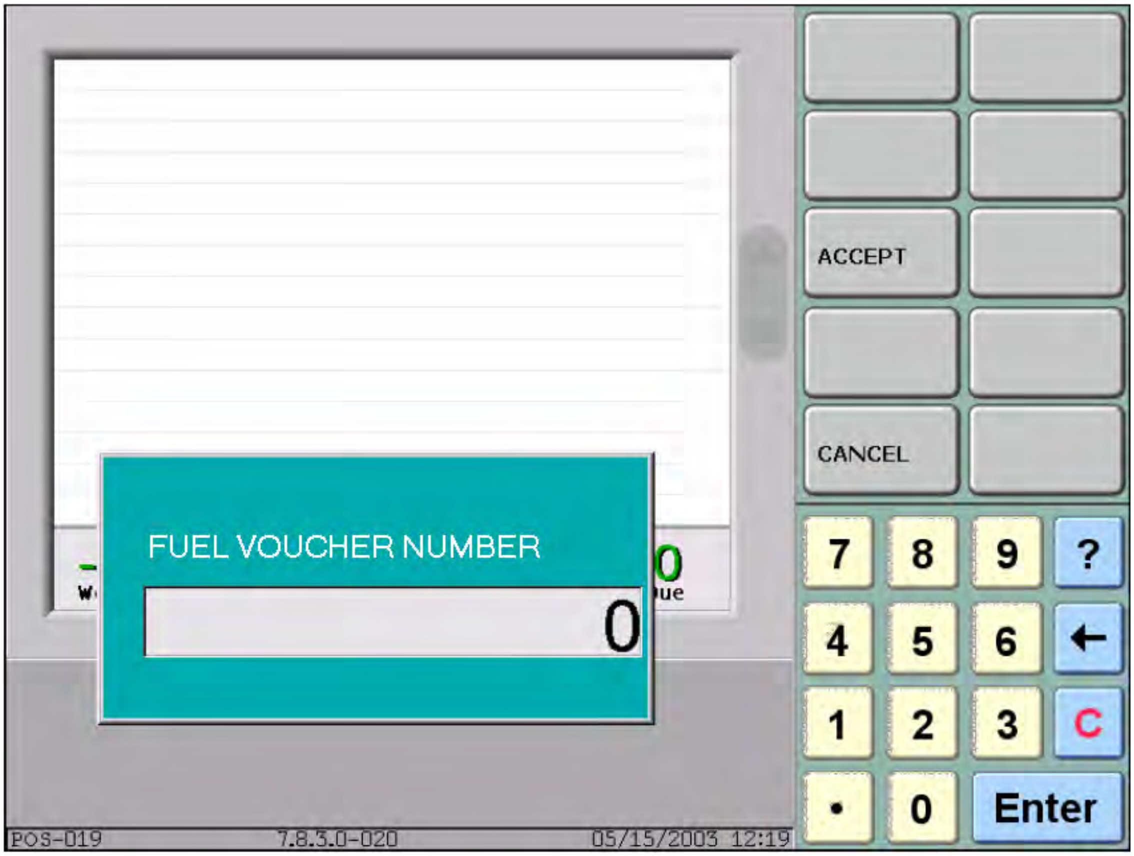
Pay Inside Transaction with Voucher

The following steps follow support for paying inside with a fuel voucher after fueling:

- Customer initiates a Pay Inside at the pump.
- If configured, the customer waits for cashier authorization.
- Customer dispenses fuel and goes inside to pay.
- Cashier selects the pump key, converting the transaction into an open ticket.
- The cashier scans the voucher barcode.
- The POS checks the voucher database.
- If the coupon is expired, previously used or does not exist, issue the “Coupon Invalid” warning. When cleared, return to Sale Mode.
- If the voucher is valid and the promotion has not expired, the ticket total is recalculated based on the new “cents off per gallon” price.

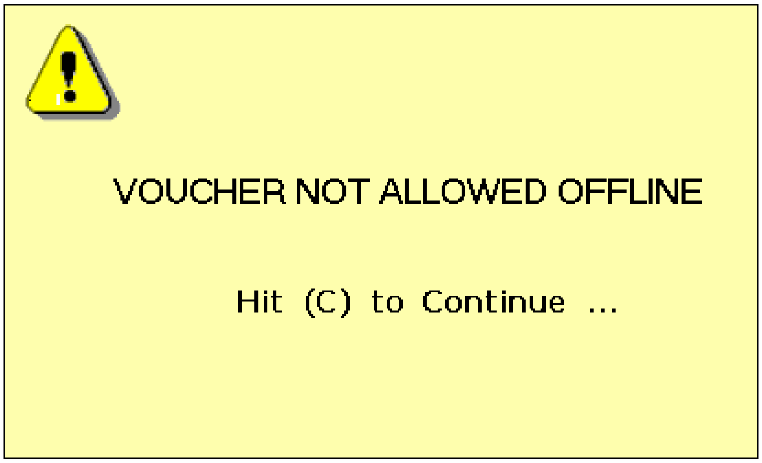
- The customer may optionally add items.
- The transaction is re-totaled, tendered and a new receipt is printed.
- The voucher is marked as “Redeemed” in the fuel voucher database.

When the “Enter Fuel Voucher” Keyboard Function is executed in either the Sale Mode State (10), Prepay Purchase State (27) or Recall Prepay State (28), the scanner is enabled and the cashier is prompted for a voucher number:



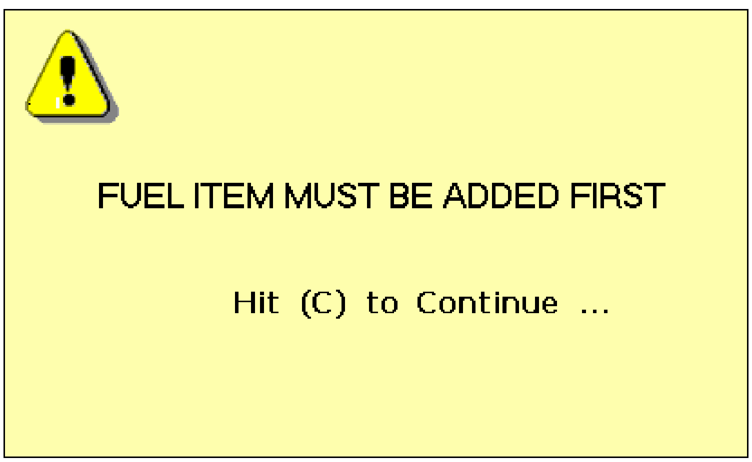
The voucher can be scanned or optionally the voucher number can be key-entered (omitting leading zeros) and the Accept button pressed.

If the “Enter Fuel Voucher” Keyboard Function is called and the POS is offline from the MFS, the following warning message displays:



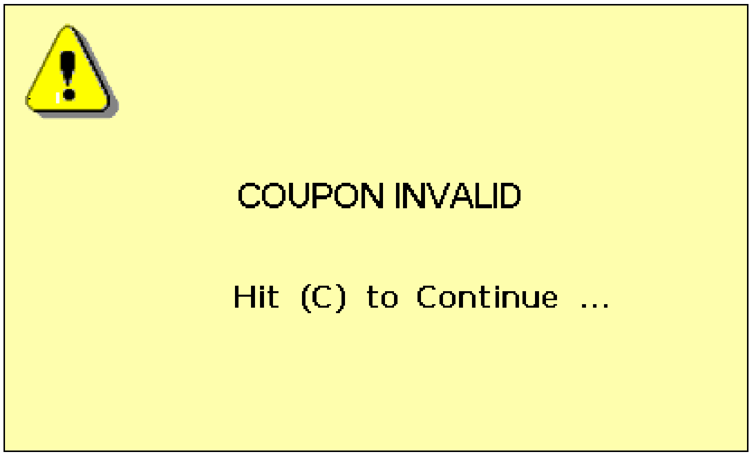
When cleared, the POS is returned to its previous state and no fuel pricing adjustments are issued.

If the "Enter Fuel Voucher" function is executed and a fuel item or fuel department does not exist in the transaction, the following warning message displays:



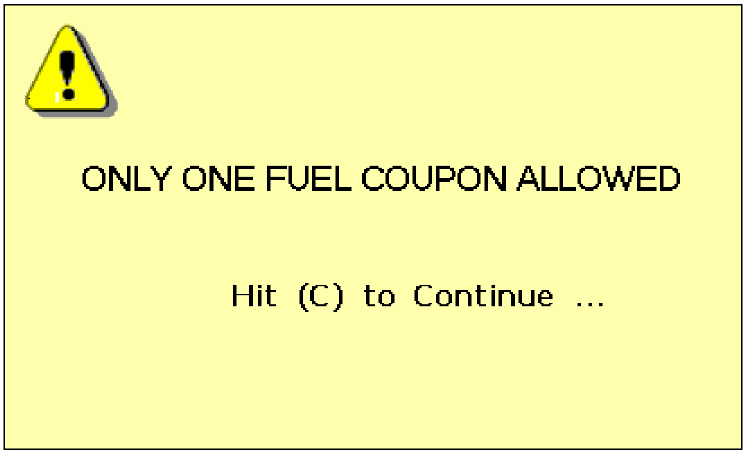
When cleared, the POS is returned to Sale Mode and the voucher is not processed.

If the “Enter Fuel Voucher” function is executed and the voucher does not exist in the fuel voucher database, has been previously redeem or expired, the following warning message displays:



When cleared, the POS is returned to its previous state and no fuel pricing adjustments are issued.

If the “Enter Fuel Voucher” function is called and in a ticket that has already accepted a valid coupon, the following warning message displays:



When cleared, the POS is returned to its previous state and no fuel pricing adjustments are issued.

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 Pin Pad device. The signature will be captured locally and can be displayed within the Electronic Journal.

Note:

General System Parameters to enable signature capture are located in the Store \ POST \ Monetary \ Tender \ Signature Capture Tenders folder.

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

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).

StoreNext Retail Technologies LLC
6100 Tennyson Parkway, Suite 130
Plano, Texas 75024

P/N 89000548
PIN 45001/026