



- *ISS45 V7 WinPoS User Reference*
- *Version 7.8*
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ISS45 System Maintenance and Utilities, Version 7.8

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Address comments and corrections to:

StoreNext Retail Technologies LLC
ISS45 Program Director
1250 East Arques Avenue
M/S 363
Sunnyvale, CA 94085

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Introduction

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

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WinPOS Screen Format

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

Screen Format:

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

VGA Configuration:

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

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.

Sign-On

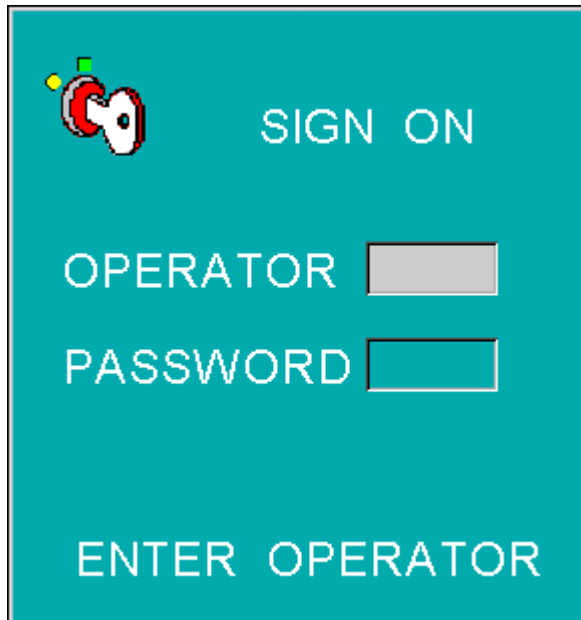
Cashiers must sign on to PoS terminals before performing any sales transactions. PoS terminal cash drawer accountability is either by cashier or by PoS, depending on your system settings. If accountability is by cashier, each cashier maintains accountability for all sales, loans and pickups from the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

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.

The screenshot shows a teal-colored screen titled "OPENING LOAN". Below the title, the word "CASH" is displayed. There are three rows of input fields, each with a label on the left and a text box on the right containing the value "0.00":

AMOUNT	0.00
LOAN	0.00
TOTAL	0.00

At the bottom of the screen, there are two buttons: "Yes" and "No". A mouse cursor is pointing at the "Yes" button.

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 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 screenshot shows a PoS terminal display with the following components:

- Prompts and display area:** A list of items and their prices:

DURACELL BATTERY	\$8.00	T P
DINNER ROLLS	\$0.44	N F
COKE	\$5.00	N F
VENDOR COUPON	-\$0.25	N F
BONUS COUPONS	-\$0.25	N F
RED WINE *	\$3.99	T P
You saved	\$2.00	
- Subtotal area:**

0.00 Weight	\$17.53 Balance Due
-----------------------	-------------------------------
- Input area:** A field labeled "ENTER CODE/DEPT" with a "MEMBER CARD" button above it.
- Status line:** Displays "POS-019", "7.8.3.0-020", and "05/15/2003 12:41".
- Soft-key panel:** A numeric keypad with buttons for "PRODUCE CODES", "TARE #", "OTHER LISTS", "QTY #", "CREDITS >", "WEIGHT", "VOID PREVIOUS", "TENDER CORRECTI", "COUPONS >", "MORE", "7", "8", "9", "?", "4", "5", "6", "←", "1", "2", "3", "C", "•", "0", and "Enter".

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.
- **Manager keylock required:** User defined message displays on terminal screen. The terminal keylock must be put in MGR position to continue.

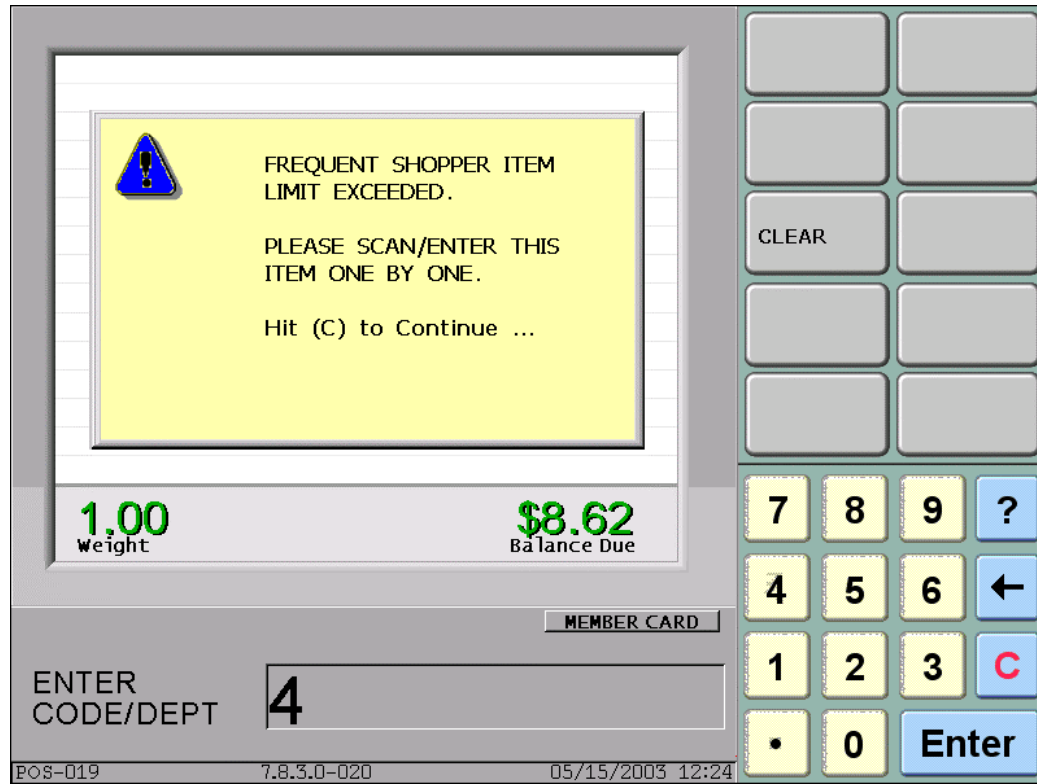
- **Ask Yes/No:** The message `Continue Yes/No?` appears on the PoS terminal screen. Cashier can press `Yes` to continue or `No/Exit` to stop the activity.
- **Delayed Authorization:** The cashier can delay Control Checks during a ticket, to be authorized at the end of a ticket.

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.

Example of a control check where a frequent shopper item limit has been exceeded:



2

Entering Sales Data

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

Starting a sale

Entering items

Totaling the sale

Tendering the sale

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

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Keyboard

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

The PoS Terminal keyboard may contain:

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

Soft Keys and Hard Keys

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

Accept (soft-key)

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

Cancel (soft-key)

The *Cancel* key may be used to:

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

Clear (hard key)

The *C* (Clear) key may be used to:

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

Note

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

Enter Key (hard key)

The *Enter* key may be used to:

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

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


PLU Key (hard key)

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

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

Sales Receipts

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

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

DAIRY		
BUTTER	\$ 2.39 NF	
VENDOR COUPONS	-\$ 0.50 NF	
MILK	\$ 1.99 NF	
You saved \$.38		
TOTAL DEPARTMENT	\$ 4.88	Item details: (Grouped by department for this configuration)
PRODUCE		Item description
GREEN PEAS		Item price
1.50lb @ \$2.00/Lb	\$ 3.00 NF	Frequent Shopper/Club Card Savings
TOTAL DEPARTMENT	\$ 3.00	Weighed Item details
TAXABLE GROCERY		Customized signs (Non Taxable /Taxable Food Stampable)
BANDAGES	\$ 2.69 T	
TOTAL DEPARTMENT	\$ 2.69	
4 BAL DUE	\$ 9.79	Subtotal details: Number of items purchased Balance due
CASH	\$10.00	Tender details: Tender type selected Tender amount given Change due Member Savings Total
CHANGE	\$.21	
CLUB SAVINGS TOTAL	\$.38	
SUB TOTAL	\$ 9.57	Sub total and tax details: Subtotal (before tax) Total tax amount Total amount paid
TOTAL TAX	\$.22	
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 7/7/2003      575
-----
CASHIER NAME: JOHN LOFT
C0114 #0018 17:45:45 7JULY2003
                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.)

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

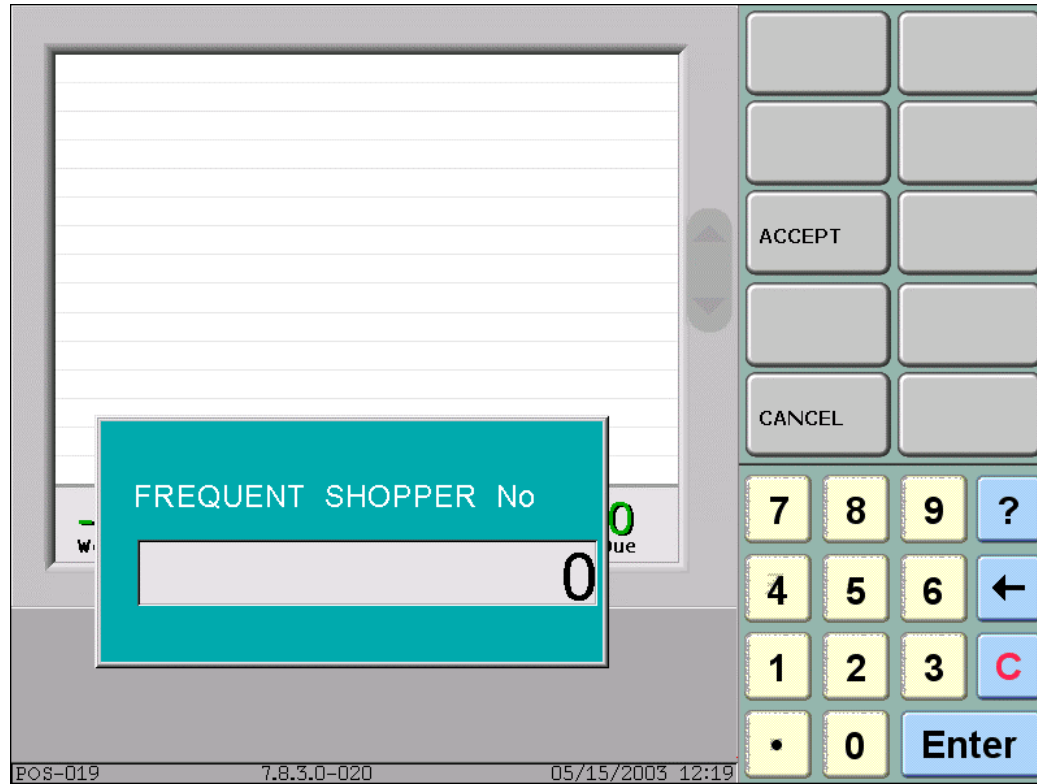
A Member Card identifies a customer as being eligible for points and discounts in certain promotions. Member Cards may be swiped, scanned or key-entered at any time during a sale.

➤ **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 2-13.
Depending on the way in which your system is set up, various rewards are given to the customer.

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.

Customer Information

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

Item Entry

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

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

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

Scanning Item Codes

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

Consecutive Scan Count Display

The Consecutive Scan feature enables a cashier to see the number of times a specific item has been scanned in the order. For example, if an item is scanned five times consecutively, this information is displayed on the cashier screen. This enables the cashier to monitor the correct number of scanned items.

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

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

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

Preset Item Key

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

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

General Department Key

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

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

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

➤ **To enter a department by price**

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

Note

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

Preset Department Key

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

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

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

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

Restricted Sale/Birthday Validation

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

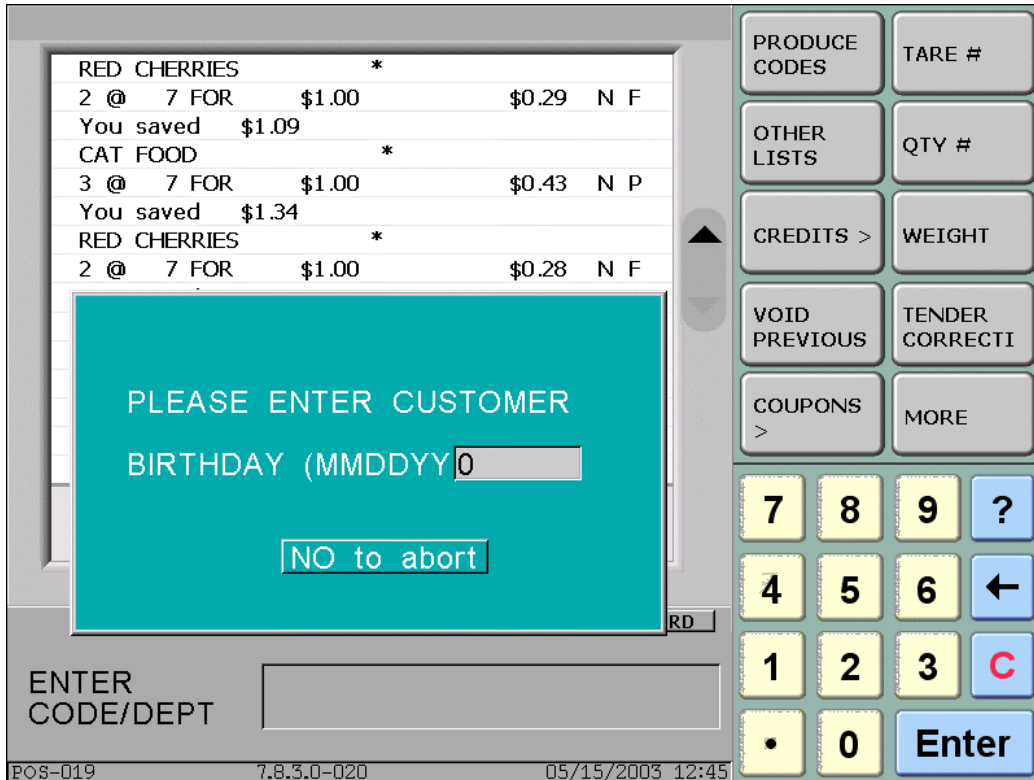
- The sale of an item can be restricted at a certain time of the day (restricted sale).
- The sale of an item can be restricted to individuals who have reached a certain age (birthday validation).
- The sale of an item can be restricted both by the time of day and the age of the customer (restricted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

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

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

➤ **To enter a restricted item**

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



- 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.

POST Item Messages

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

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

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

Entering Weighed Items

There are several ways for entering a weighed item:

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

Tare Weights

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

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

Weighed items may or may not utilize tare weights.

Tare weights can be entered by:

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

Entering a Weighed Item/Department Item without a Scale

➤ With no tare or with automatic preset tare

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

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

➤ **With preset tare code**

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

Note

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

➤ **With manual tare**

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

OR

- 5 Enter tare weight and press *Tare*.
- 6 Enter item weight and press *Weight*. The net weight is calculated and displayed.
- 7 Enter item. The sale entry is displayed as in 'Preset tare code'.

Entering a Weighed Item/ Department Item with a Scale

- **With no tare or with automatic preset tare**
 - 1 Place item on scale.
 - 2 Enter item/department item. For department items, the terminal prompts for the amount. Enter the item price and press *Enter*.

- **With preset tare code**
 - 3 If you know the tare weight code, place an item on the scale.
 - 4 Enter tare weight code and press the *Tare* key. The net weight is calculated and displayed.
 - 5 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

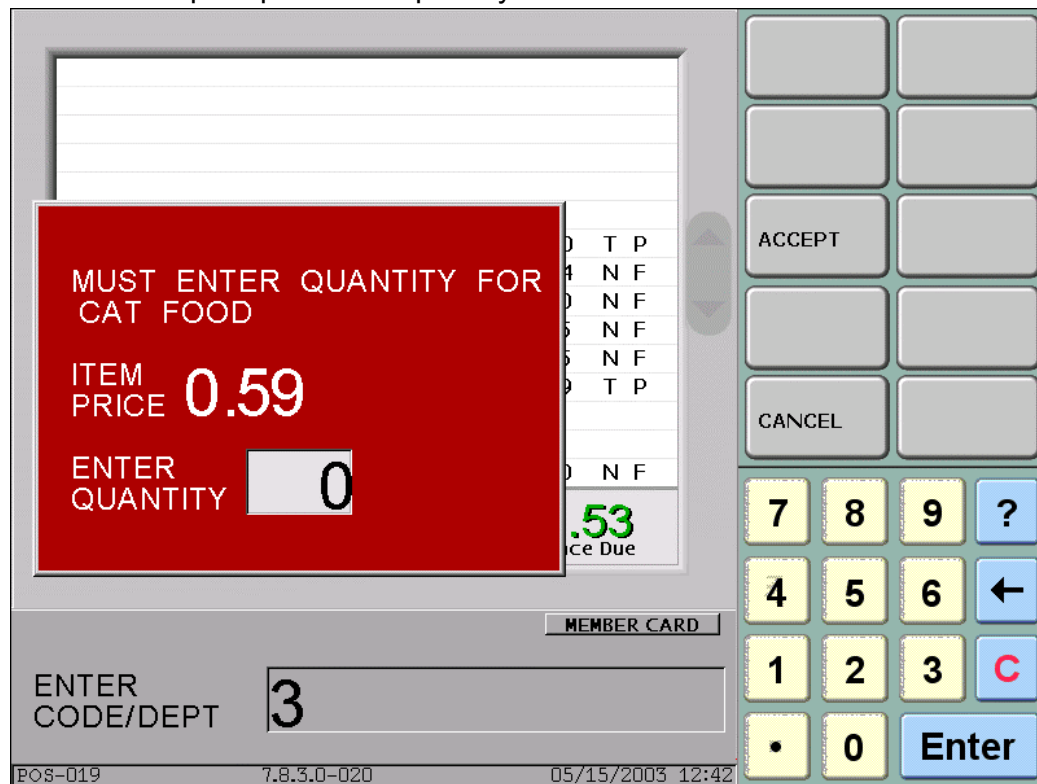
If an item's quantity is measured in decimal units, the quantity can be entered using a decimal point. The Decimal Quantity parameter in the item's record must be checked. For a department sale, the Decimal Quantity parameter in the department's record must be checked.

- **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*.

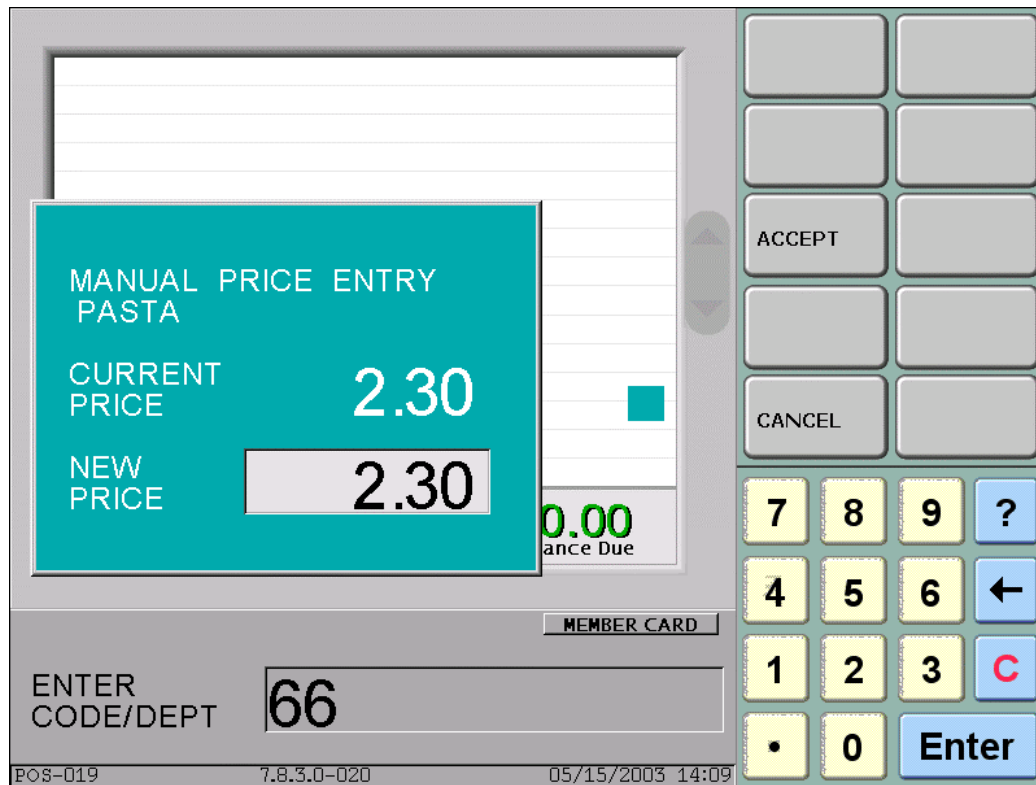
Entering Manual Item Prices

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, overwrite the new price and press *Accept*.

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

Price Override: Pre-item Entry

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

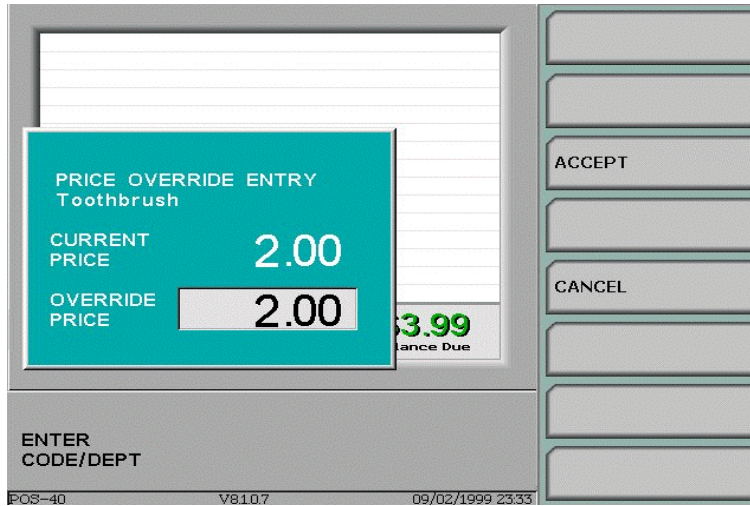
Before an item is rung up on the terminal, the cashier must press the *Price Override* key. The new price may be entered at this point. The customer receipt shows only the override price, not the original price or any adjustments.

Note

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

- **To override a price before ringing up an item (pre-item)**
- 1 Press the *Price Override* key. The PoS displays a `Price Override` status message at the bottom of the screen.

- 2 Scan the item or key in the item number. The terminal displays the current price and the override price, (defaults to current price).



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

Price Override: Post-item Entry

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

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

Notes

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

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

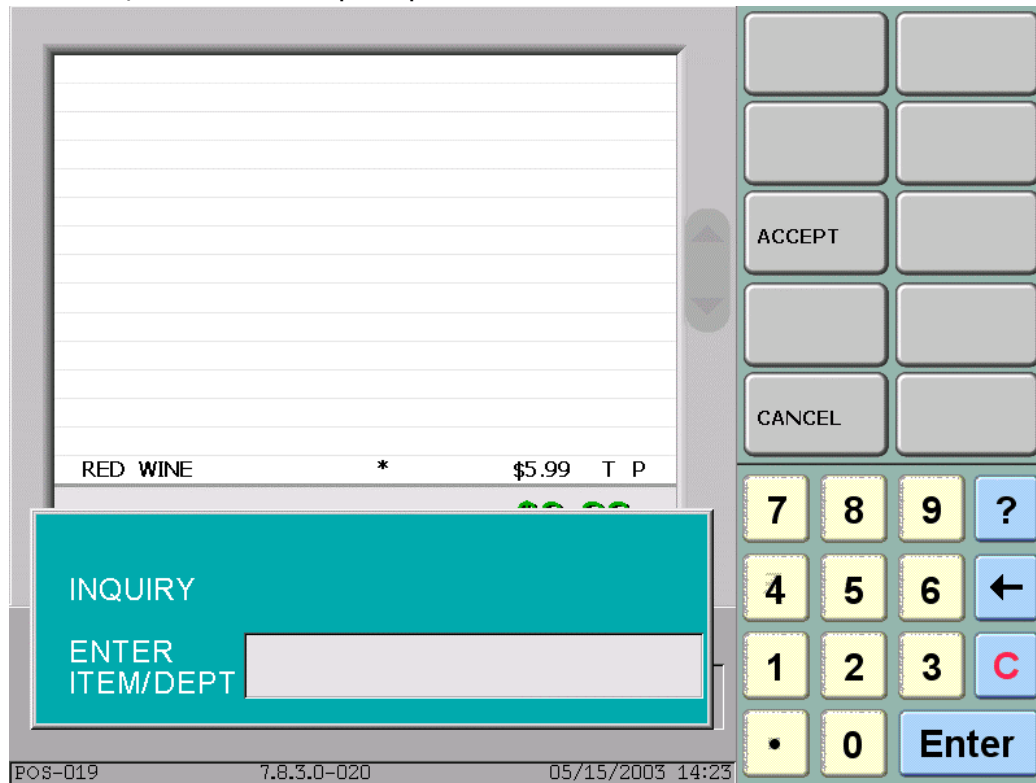
- 1 Enter the item.
- 2 Enter the price override discount code and press the *Disc* key.
- 3 The terminal prompts for the new price.
- 4 Type the new price and press *Accept*. If price override is defined in terms of percents (in the Discount Types file), type the override percentage (e.g. 120 for adding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

Price 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.

DELI

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

Select item and hit ENTER

POS-019 7.8.3.0-020 05/15/2003 14:26

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

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

- 3 Highlight the required item and press *Enter*.

Discounts

Discounts may be applied to items or department entries.

Discount Types

There are two kinds of discounts:

Single item discounts apply to one item.

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

The available discounts are:

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

Discount Type Entry

A discount type may be entered using the following methods.

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

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

Item Percentage/Amount Discount

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

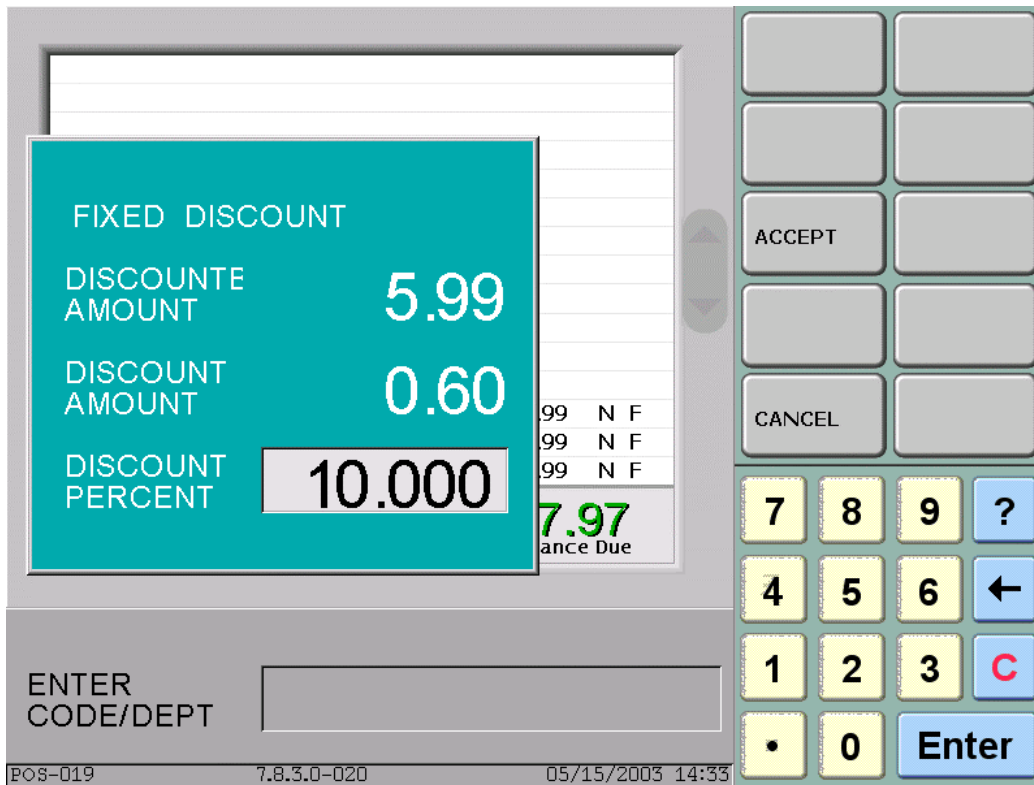
- 1 Enter the item.
- 2 Select the discount type.

One of the following occurs:

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

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

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



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

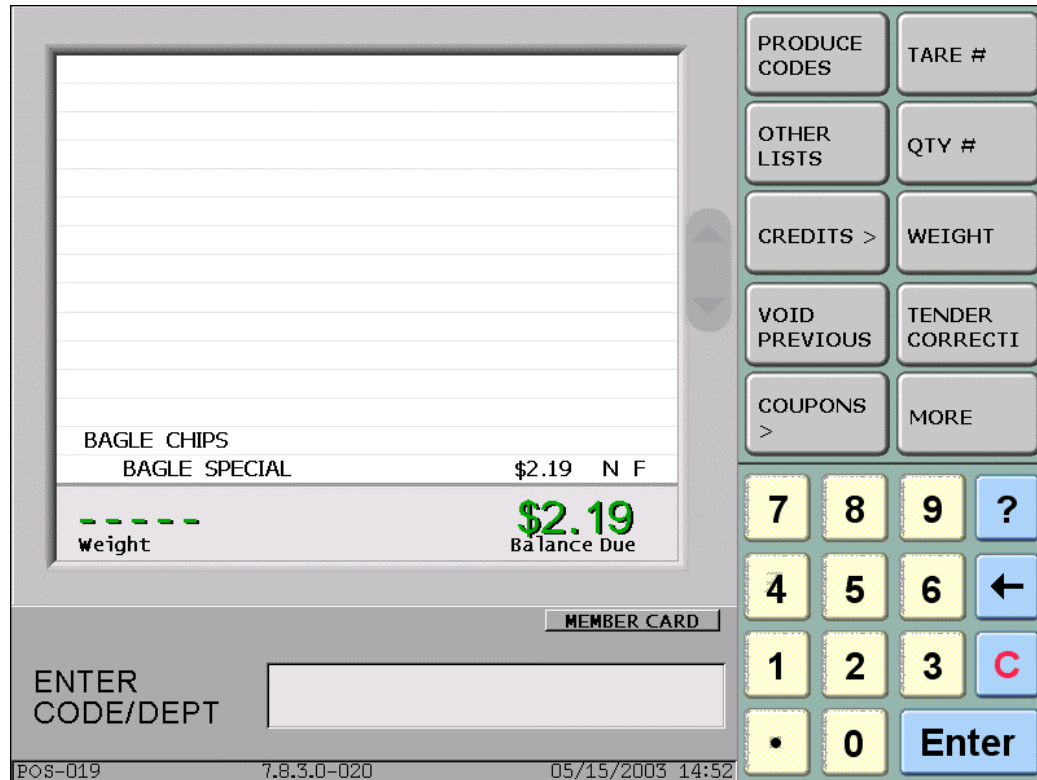
If a control check for minimum purchase has been defined in a promotion/reduction/offer record, the system executes this check after entering the promotion item, in case the required minimum purchase amount has not been reached. For further explanations on control checks, see Chapter 1 in this manual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

The screenshot displays a WinPOS interface. On the left is a receipt area with a list of items and their prices. On the right is a keypad with various function buttons and a numeric keypad. At the bottom is a status bar with system information.

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

Weight **\$11.38**
Balance Due

MEMBER CARD

ENTER CODE/DEPT

POS-019 7.8.3.0-020 05/15/2003 14:54

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

Member Promotions

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

There are various types of Member Promotions:

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

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

Immediate Promotions

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

Enhanced Promotions

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

Group Promotions

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

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

Order Promotions

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

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

Order/Levels Promotions

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

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

Order/Group Promotion

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

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

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

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

Tax Reverse

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

It works as follows:

- If the item is taxable, the *Tax Rev* key cancels all taxes for that item.

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

Note

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

Food Stamp Reverse

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

It works as follows:

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

Notes

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

Bottle Deposits and Returns

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

General Void

Use this option to void (cancel) various activities or events within a transaction. The system has a 'smart void' function. The screen only displays the void types applicable to the contents of the current sale and mode of the terminal.

The General Void options are:

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

3

Transactions & Other Functions

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

In this chapter:

Returns/Refunds,
page 3-3

Cost Plus,
page 3-5

Price Inquiry,
page 3-5

No Sale,
page 3-5

Tender Purchase,
page 3-6

Total,
page 3-13

Bagger ID,
page 3-16

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.

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:

The screenshot displays a POS system interface. The main display area shows a list of items with their prices and codes:

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

Below the list, the total balance due is shown as **\$11.38**. There is also a field for "weight" with a dashed line above it. A "MEMBER CARD" button is visible below the list.

The keypad on the right side of the screen includes the following buttons:

- ABORT BUFFER P
- X READ REPORT
- CHANGE PASSWORD
- RECEIPT/ROA
- DEPARTME NT REPOR
- TARE WEIGHT
- DISCOUNT
- VOID TRANSACT
- MEMBER SEARCH
- MORE
- 7, 8, 9, ?
- 4, 5, 6, ←
- 1, 2, 3, C
- , 0, Enter

At the bottom of the screen, the status bar shows: POS-019 7.8.3.0-020 05/15/2003 14:56

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

- Change password
- Charge payment
- Loan
- Pickup

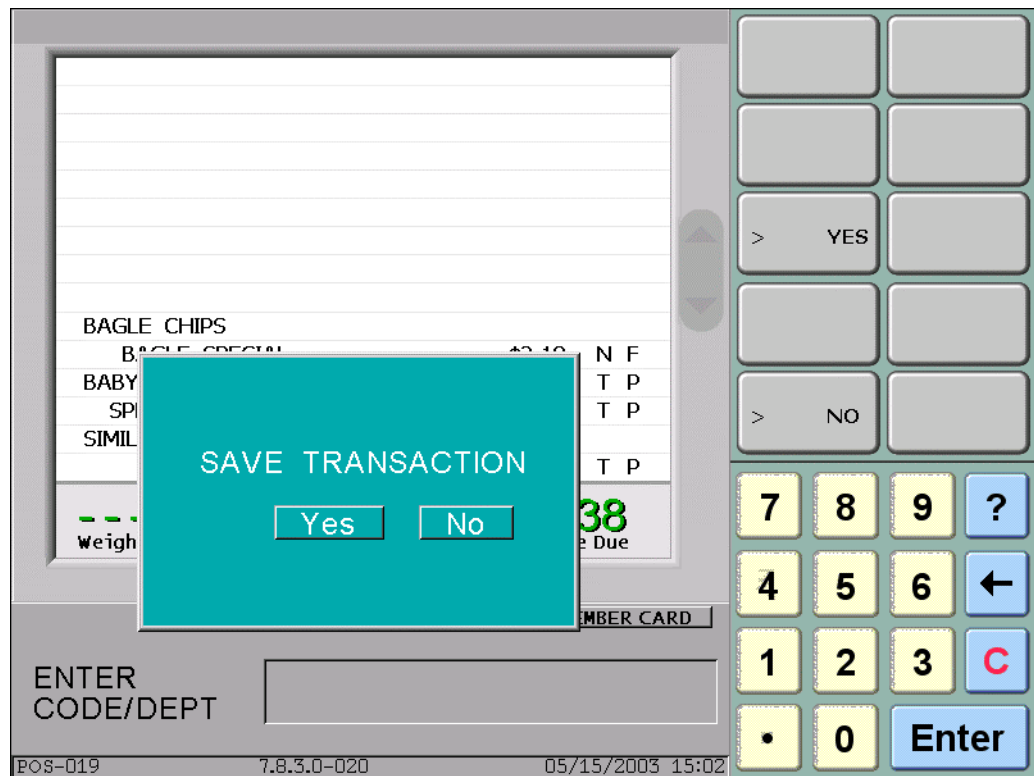
- Received on Account (ROA)
- Paid Out
- POS Item Search
- Pos Messages (Post email)

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.

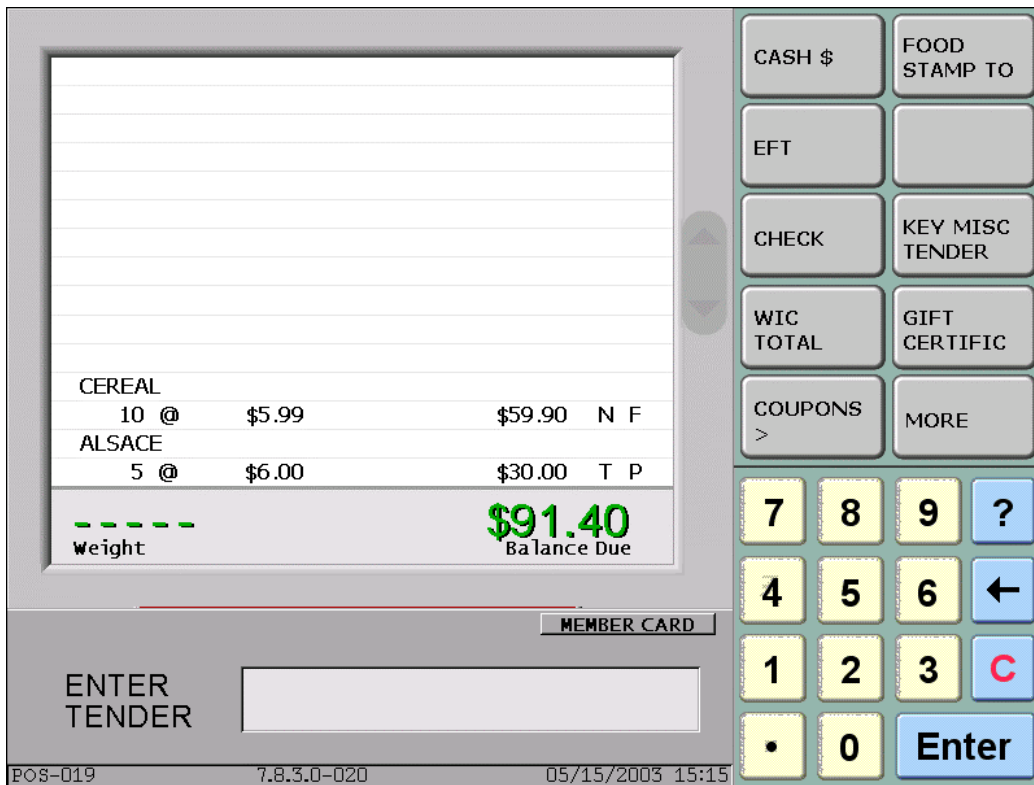
Note

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.

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:



After pressing *Total*:

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

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.

Bagger ID

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

Note

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

4

Tendering

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

In this chapter:

Cash in Drawer Limits, page 4-3

Tender Type Entry, page, 4-5

Coupons, page 4-15

Foreign Currency, page 4-16

Cash in Drawer Limits

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

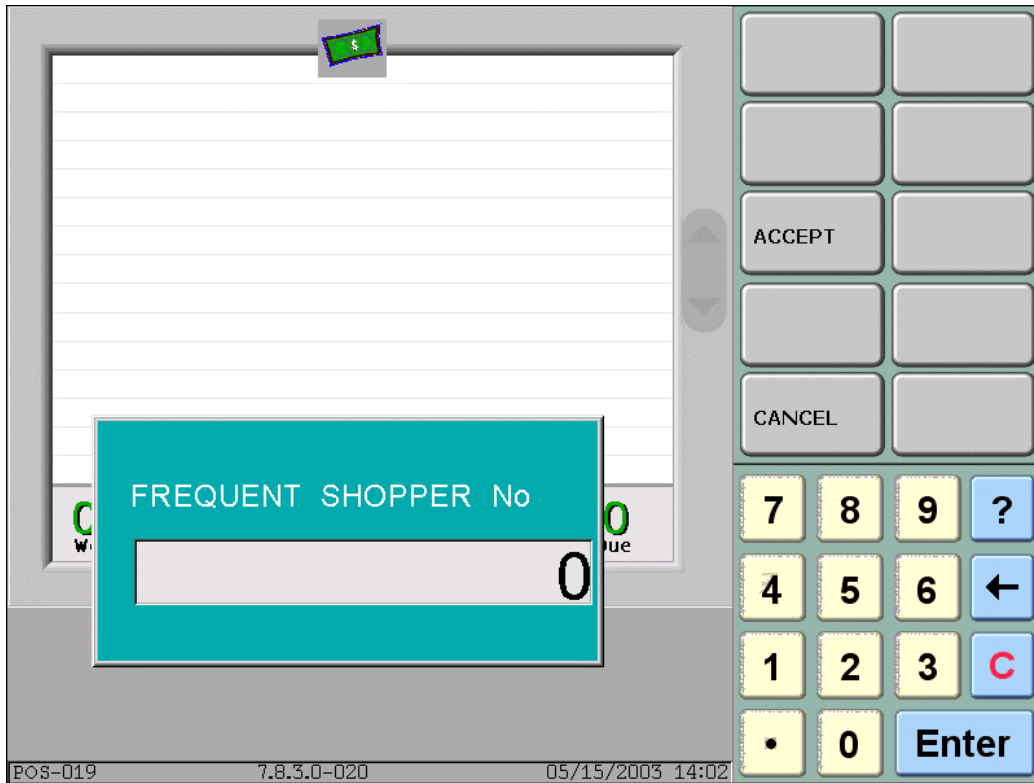
There are two types of cash drawer limits in the system.

- 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 terminal's input area display changes from: ENTER CODE/DEPT to ENTER TENDER.

A tender may be entered using the following methods:

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

Note

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

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

Entering Additional Items after Partial Payment

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

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

Canceling or Subtracting a Partial Tender Entry

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

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

Cash Sale

➤ To tender a cash sale

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

Check Sale

The system supports check printing on the front and back of checks.

Check front information is printed as illustrated in the following example.

	<u>MAY 19, 2003</u>
PAY TO THE	
ORDER OF	<u>ISS45 SUPERMARKET \$ *34.50*</u>
	<u>*THIRTY FOUR DOLLARS AND 50/100*DOLLARS</u>

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

FOR DEPOSIT ONLY
MID AMERICAN NATIONAL BANK
ACT # 1238890946
ISS45 SUPERMARKET
CHECK \$34.50 145674

```
001 01 1 0012 13:51 19MAY03
```

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

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

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

Select this option from the PoS back office menu.

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

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

➤ **To tender a check sale**

- 1 Press *Total*.
- 2 Select tender type *Check*.
- 3 Enter the customer's check account number and press *Enter*.

- 4 The prompts from this stage onward depend on whether checks are printed automatically or written manually by the customer, and whether or not the account number exists in the Bad Accounts file. In addition, a prompt for ECCA may display. Continue to the relevant section below.

Notes

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

Printing Checks

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

Follow the on-screen prompts for check printing.

Notes

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

Manual Check Writing

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

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.
- 3 Follow the on-screen prompts.

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.

Debit Card Sale

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

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.

Coinstar

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

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

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

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

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



- 3 Scan Coinstar voucher.
- 4 Press *Cash*.
- 5 The terminal displays the change amount due, and prints the receipt. The cash drawer opens.
- 6 Place Coinstar voucher in drawer, present customer with change due and sales receipt.
- 7 Close cash drawer.

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

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

Coupons

Coupon types:

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

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.

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.

5

In this chapter:

Terminal Operating Modes

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

Training Mode:

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

Stand-alone Mode:

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

Training Mode,
page 5-3

Stand-alone Mode,
page 5-4

Training Mode

Training mode is used for practicing terminal transactions.

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

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

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

The following training symbols appear for items in a transaction:

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

Stand-alone Mode

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

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

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

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

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**StoreNext Retail Technologies LLC
1250 East Arques Avenue, M/S 363
Sunnyvale, CA 94085**

**P/N 89000149
PIN 45001/051**