

SECTION:	Software Services and Support		
POLICY #:	ESS 13	PAGE:	1 of 3
SUBJECT:	U-Scan Support Process		
DATE:	1/09	SUPERSEDES:	None

TITLE: ESS13, U-Scan Support Process

POLICY: StoreNext provides support for U-Scan self-checkout systems, and this document specifies how to navigate the StoreNext and Fujitsu Support organizations for timely and efficient support of U-Scan.

SCOPE: All StoreNext dealer partners

PROCEDURES:

1. Document objective: Provide a detailed process for U-Scan support to prevent confusion of which Support organization should be called and under what circumstances in order to provide more comprehensive support with a minimum of confusion for the dealers and their installed customers.
2. Principles of Support Operation: StoreNext provides one-stop support at our 800 number that should be called for all instances of U-Scan install or operational issues. Currently there are four choices for a dealer associated with U-Scan. Select from a recorded menu ISS45 V7, ISS45 V8, ScanMaster or U-Scan. See below for description of each selection:
 - a. Selection of ISS45 V7 if the base application is Version 7.
 - b. Selection of ISS45 V8 if the base application is Version 8.
 - c. Selection of ScanMaster if the base application is ScanMaster.
 - d. Selection of U-Scan will automatically forward to Fujitsu Montreal support organization for assistance.
3. General Configuration Statement: listed below are key facts for dealers to use for proper analysis to determine the most efficient Support Line Selection. These facts are centered on the relationship of all the different pieces of application and U-Scan software and hardware to assist dealers to make an appropriate Support choice.
 - a. U-Scan – software provided consists of a Customization CD, an Image CD and a U-Scan application software CD.
 - i. The Customization CD from U-Scan applies the configuration and system set up, such as machine names and IP addressing schemes. The application software CD applies the features only associated with U-Scan. The Image CD is specific to the TeamPoS terminal hardware that resides in the U-Scan Customer Station and the Attendant Station.



SECTION:	Software Services and Support
POLICY #:	ESS 13 PAGE: 2 of 3
SUBJECT:	U-Scan Support Process
DATE:	1/09 SUPERSEDES: None

This Image CD is different depending on the type of U-Scan and is also different than the image for a normal StoreNext POS terminal. For the earlier models NextGen U-Scan the image is based on Win2000 and for the new Genesis U-Scan the image is based on WePOS.

- b. POS Application Software provided
 - i. This is the choice of the retailer to select ISS45 Version 7, ISS45 Version 8 or ScanMaster software for installation on the U-Scan for their store. This application is installed after the Image and Customization CDs, and before the U-Scan application CD to drive the equivalent operation of the store front end and in essence the U-Scan becomes just another front-end register. This CD loads the dealer configuration application, VPOS configuration and the U-Scan DLLs needed by ISS45 or ScanMaster. The DLLs manage the communication between the U-Scan software and the ISS45 POS (WinPOS) and ScanMaster POS software.

4. Rules of Engagement for the Support Line Selection

- a. Hardware Issues - upon receiving a U-Scan shipment, if there are any issues with the U-Scan hardware such as the TeamPoS, Bill Acceptors or Bill Dispensers these become a U-Scan Fujitsu hardware issue. Hardware issues are handled one of two ways:
 - i. The Dealer is responsible to get working parts from the Fujitsu Customer Care Service (NOT from the StoreNext Support Line). Fujitsu SupplyPoint is the normal contact for U-Scan hardware parts.
 - ii. If the dealer has set up the end user with a hardware maintenance agreement with Fujitsu, the dealer will place the call to Fujitsu maintenance for any hardware issues.
- b. Payments with U-Scan: there is no relationship between the PIN pad and U-Scan software. They are not connected. The StoreNext ISS45 or ScanMaster applications control all the interaction between the hardware and payment transaction processing.
 - i. The U-Scan should have WinEPS or Connected Payments access the StoreNext POS application is responsible for communicating between the U-Scan unit and the PIN pad in coordination with WinEPS (OpenEPS).



SECTION:	Software Services and Support
POLICY #:	ESS 13 PAGE: 3 of 3
SUBJECT:	U-Scan Support Process
DATE:	1/09 SUPERSEDES: None

- ii. If the site is experiencing issues with payment tenders such as gift card redemption, ECC or any other payment processing, the dealer should call the StoreNext 800 number and request the StoreNext application support team i.e. ISS45 V7 or V8 or ScanMaster. Do NOT call U-Scan support.
 - c. Store Operations on U-Scan: when diagnosing the behavior of a U-Scan it is always recommended to compare the behavior of a front-end register to what is occurring on U-Scan. If the front-end is not producing the expected results the U-Scan will not either. The trouble may be in the configuration of the StoreNext application, whether it is set-up or some conflict of parameters. In this case dealer should call the StoreNext 800 number and request the StoreNext application support team for the appropriate ISS45 V7, V8 or ScanMaster POS system.
 - i. If there are issues with the reports from U-Scan, this is controlled by the U-Scan software and calls should be directed to the U-Scan support selection on the 800 support line menu.
5. Maxims for Troubleshooting U-Scan
- a. If you have doubts whether the issue is related to U-Scan or StoreNext software, ALWAYS call the StoreNext 800 number and request the StoreNext application support team for ISS45 V7 or V8 or ScanMaster. StoreNext support can assist dealer to define the proper support route thereby using the system efficiently.
 - b. If the issue is defined as U-Scan then dealer should be prepared to provide traces/logs from the U-Scan unit at the time of problem reporting to expedite Fujitsu software assistance.

