

## Technical Bulletin

### U-Scan Balancing Procedures for ISS45

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The following procedures describe the recommended balancing procedures when using a U-Scan system with an ISS45 POS system.

It must be understood that each of the shopper stations has a unique operator number and lane number within ISS45. These numbers are assigned within the POST configuration set up.

#### NORMAL OPERATIONS

If loans are normally issued to cashiers, then loans should be issued to the U-Scan operators within ISS45. However, the value of the loans issued to the U-Scan operators will not be the same as for a regular front-end cashier. The loan value should be the amount of cash and coins that are placed within the shopper station to provide change for any cash transactions performed at the shopper station.

The situation will arise during normal operations when a sales transaction is finalized at the cashier station instead of the shopper station. This usually happens if a shopper decides to pay with a check, or some other form of payment other than cash or EFT. The normal operating procedures are to place the attendant station in direct mode by taking over the transaction in progress from the shopper station where the check is being used for payment. The cashier will finalize the transaction through the ISS45 tendering screens, using the same tendering procedures as on a regular front end POS terminal. The media is then placed into the cash drawer located at the attendant station.

Media from more than one shopper station will then be placed together in the same cash drawer — in essence co-mingling the funds from multiple shopper stations. However, U-Scan has a report called a “Till Report” that can be run at the cashier station. This report will show every penny that is tendered at the attendant station, by tender type, by U-Scan lane. This report shows exactly how much media is to be picked up from the cashier station, and credited to the individual shopper stations when performing pickups within ISS45. This cash drawer should be divided according to this report, and credit given to each of the ISS45 operator numbers. The remaining monies in the cash drawer should always be equal to the amount of money that was placed in the till to start the day’s business.

This Till Report keeps two time periods, Today and Yesterday. These time periods will roll over to the next day’s business at midnight.

The money should be removed from the shopper stations on a daily basis and kept separate for each individual station. The cash dispenser, cash acceptor, coin dispenser and coin acceptor should be removed and counted. This money should be counted and entered as a pickup, just as the money from the cashier station should be entered. The starting values should then be replenished in the coin and bill dispensers and prepared to be loaned the next business day.

The values from any EFT transactions should be entered into ISS45 as a pickup, if that is the way ISS45 is set up for this store.

## PICK UP SUMMARY

The pickups performed for U-Scan operators should be done from three sources:

1. Cash collected from the shopper stations
2. Media collected from the cashier station, according to the Till Report
3. EFT transactions, if according to normal store procedure.

## ATTENDANT STATION

The actual cash till that is used in the cashier station can be handled in one of two ways:

1. It can be considered a part of the store safe, and NOT loaned to any of the U-Scan operators within ISS45. The beginning cash in this till would then be considered a part of the store safe, and accountable as part of the safe.
2. It can be loaned to any one of the U-Scan operators. It is recommended that if this method is used, make it a consistent and use the same operator within ISS45 every day. This will avoid confusion when balancing the system. If additional money must be placed in the till, e.g. for check cashing purposes, this money should also be loaned to the same operator within ISS45. Be advised that if the U-Scan cashier station is planned to be used for this purpose, every time a check is cashed, the cashier must take over one of the shopper stations (the one that the loan was made to) and go into direct ISS45 mode. If this shopper station is being used by shoppers, the cashier must wait until one of the transactions is complete before cashing a check. This may be a problem with store operations.

## MULTIPLE SHIFTS

Many stores will run multiple cashier shifts on the U-Scan system. This means that more than one cashier will operate from the cash drawer located at the attendant station. Individual cashier accountability can be achieved by running the Till Report before and after each shift. The difference between these two readings will be the accountability for the shift. This same method can be used to relieve cashiers for lunch breaks or other reasons to have different cashiers operate the same U-Scan system. Take a beginning Till Report, an ending Till Report, subtract the first report from the second report and then count the till to make sure all monies are equal to difference between the two reports.