



User Manual

StoreFlow PV

USER MANUAL

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Introduction

- **Adaptation to the Euro**
- **Typographic Conventions of this Manual**
- **Access to SF-PV**

StoreFlow PV

SoreFlow Point of Sale (SF-PV) is an application allowing the day-to-day transactions typical of a commercial establishment of any size to be carried out. Its functions turn a terminal into a multi-service point of sale, able to accept payment in various forms, carry out foreign currency transactions, use electronic payment documents (with SF-EFT), perform cancellations, refunds, capture inventory, look up prices and consolidated sales, monitor restocking of consumables, etc.

SF-PV is aimed at a variety of business types, including mainly:

- Food stores
- Department stores
- Large stores
- Shopping centers
- Self-service stores
- Theme and leisure parks
- Major events with commercial activity

Its design enables the operations necessary in each environment to be carried out quickly and securely. Its features include:

- Operation in cashier, salesperson and operator modes, with the possibility of controlling each mode from every POST.
- Full system security based on operator profiles and terminal operating environments.
- Configuration of the environment in which each terminal operates.
- Integration with the electronic payments system, SF-EFT.

- Multi-store and multi-company data structure.
- Customization of sales documents.
- Definition of environments, making it possible to establish modes of terminal function, select operating mode, payment methods allowed, authorized functions, etc.
- Sale of items by unit codes, access by internal reference, EAN, etc.
- Sales queries by item, department, salesperson, sales zone, POST totals, etc.
- Special offers and promotions, various types of global discount.
- Identification of customers via an internal code.

Configuration and Customization

The integration between SF-GV and SF-PV makes it possible to configure the following aspects:

Keyboard:

It is possible to define the main keys and hot-keys associated with items, departments, currencies, delivery methods, etc.

Printer and Terminal Viewer Messages:

Allows customization of the language and content of the messages shown to the customer on the viewer, printed on the ticket and payment voucher, thus enabling their adaptation to the product or season. It is possible to define the format of the documents issued by the terminal when a particular means of payment is used.

Modes of Operation:

Operator, cashier and salesperson.

Terminal Environments:

Environments are groupings of parameters that have to be assigned to a given terminal before it is put into operation. SF-PV allows creation of various environments in which terminals can be located. During configuration of the environment a number of parameters can be set, such as the maximum cash allowed in the cash drawer, the possibilities for discounts, the tax breakdown shown on the sales ticket, the means of payment allowed, and virtually any parameter influencing a transaction.

User Profiles:

- This allows profiles to be created with authorizations for discounts, refunds, blocking, cancellation limits, etc. and functions to be assigned to each profile.

Types of Item Codes Allowed During Sales.

Restricted Sale:

- Allows the sale of certain items to be restricted during particular time intervals.

Platforms for SF-PV

Operating Systems:

MS-DOS 6.22, PC DOS 7.0, PCTCP 3.2, Pharlap SDK 8.0, Runtime 8.2

Terminals:

- IBM 4694 / 4695
- IBM SureOne
- NCR 7453
- Siemens Nixdorf (Beetle), models M and 60.

Scales:

- Epelsa: Minerva, 386
- Mettler Toledo: MiRa, L2
- Dibal: A-564
- Campesa: Dina

StoreFlow Applications

StoreFlow is a family of applications aimed at commerce, distribution and retailing and designed to assist in the development and management of business activities. StoreFlow will enable you to:

- Increase security of business control and management.
- Facilitate management and planning tasks.
- Reduce overall system costs.
- Increase rapidity of response in today's competitive commercial environment.

All in all, StoreFlow covers the company's whole logistical and commercial cycle, right through from the time of a transaction at a point of sales terminal to the top-level analysis periodically carried out by Commercial Management, and taking in the mid-level management tasks for which SF-GV is responsible.

By means of its various different applications, StoreFlow also responds to the varied needs of the modern commercial business, offering the following functions:

- Processing of point-of-sale terminal data.
- Electronic funds transfer systems.
- Supplier management and negotiation.
- Codification and maintenance of items.
- Management of stock and orders.
- Special offers, promotions and loyalty campaigns.
- Analysis of business profitability.
- Study of the competition.

In addition to SF-PV, StoreFlow comprises the following applications:

StoreFlow Sales Management (SF-GV)

StoreFlow Sales Management (SF-GV), a management tool for the control and monitoring of day-to-day store operations.

Its design allows the automatic updating of data generated by StoreFlow Point of Sale (or an equivalent application), making sales information immediately available, broken down by the various business parameters.

SF-GV is aimed at distribution companies of all types that need advanced sales management. Among other functions, Sales Management allows:

- Complete system configuration.
- Administration of customer and product databases, and other aspects relating to the management of sales.
- Obtaining real-time graphical and statistical reports on the progress of sales and making sales forecasts.
- Controlling processes in stores and branches in real time.
- Generating and receiving orders for merchandise.
- Maintaining exhaustive stock control.
- Designing and printing shelf labels for prices and promotions.

SF-GV's flexible configuration makes it possible to adapt it both to chains with a large number of outlets and terminals, and single-establishment stores with only a few terminals.

Electronic Payment System

StoreFlow EFT (SF-EFT) is the ideal electronic payment and funds transfer system for integration with Point-of-Sale, facilitating transactions with payment documents such as credit and debit cards, checks, and in the near future, electronic purses.

Price-Checker

StoreFlow Price Checker (SF-PCK) manages price information points in supermarkets and department stores. It is designed to give an automatic price information service which customers can use without the need for the involvement of store personnel.

Organization of the Manual

The SF-PV manual is organized as follows: an initial section, **Access to SF-PV**, in which a detailed description is given of the modes of identifying and authorizing operators and functions for access to SF-PV; two chapters, the first of which describes the **Sale** function, and the second the **auxiliary functions**, and two appendixes with the physical description of the terminal and keyboard configuration.

Adaptation to the Euro




This section describes the requirements for the member countries of the European EMU (Economic and Monetary Union) which have been included in this new version of the **StoreFlow** program group.

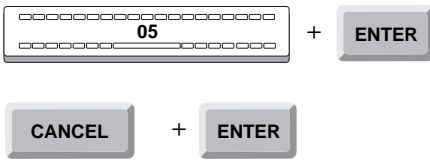
The implementation of the Euro will take place in two different stages:

- Beginning on January 1, 2002, the Euro will start being used in the member countries of the EMU as cash currency and the various national currencies will be replaced by the Euro. During this period it will be possible to make payments and collections in both the national currencies and in euros. And during this period, sales transactions must necessarily be reported in both currencies; this requirement is already met by this new version of **StoreFlow**. This requirement affects basically the information that the customer obtains via the POS terminal display and the tickets generated by the customer printer. The POS terminal display will show the amounts in both the local currency and in euros. The customer printer will print all the monetary amounts in euros, in addition to the local currency.
- From July 1, 2002, the national currencies of the countries belonging to the EMU will cease to exist as such and the Euro will become the only legal tender. From this date, the **StoreFlow** application will be ready to report the monetary amounts in this currency only.

Typographic Conventions of this Manual

This manual uses the following typographic conventions.



Convention Example	Description
Void	Bold words with initial capitals are reserved for the application name, as well as each one of the functions in their respective. They are also used in the Sales function for the phases and modes.
Sale, Password Change, Calculator	The names of the functions, when mentioned in other sections or chapters that are not theirs, as well as the phases and steps in general, appear in initial capitals.
	This style is used for the graphic representation of numeric codes that are keyed in using the keyboard.
01	The numbers that define the application functions appear bold.
<i>server, protocol</i>	Italics are occasionally used for emphasis.
SF-PV, SF-GV	Application abbreviations always appear in all caps.
	This style is used for the graphical representation of the keys.
PRICE/AMOUNT, SUBTOTAL	In text, small caps are used for the names of the keys.
	This style is used for the graphical representation shown on the terminals display unit.



A plus sign (+) between graphical representations of a code and key indicates a sequence of actions or keystrokes. For instance,



means that you need to key in the **05** code and then press the **ENTER** key.

In the same way,  +  means that you must press **CANCEL** and then press **ENTER**.

Access to SF-PV

Through this procedure, you can gain access to the terminal and activate the SF-PV application function that you wish to execute. The process will depend on the current terminal mode, and the way it has been configured from **StoreFlow Sales Management** (SF-GV).

There are two phases to access SF-PV:

- Operator Identification.
- Function Number.

Operator Identification

In this phase, SF-PV requests the operator's identification.

This chapter describes the procedure to Access StoreFlow Point of Sale (SF-PV):

- Immediately after opening, or when there have been no transactions entered for some time in that terminal, the display shows a message requesting the Id of the next operator to access the POS terminal.

```
*** SALESPERSON ***
```

When the display shows this message, follow the procedures described later.

- After executing any function except **Sales**, the display shows a message asking for the number of the next function to be executed.

```
** FUNCTION NO. **
```

If the display shows this message, follow the procedure described in the **Function Number** phase.

- If the terminal is in the **Sales** function, the message will indicate that you can continue ringing up items

```
PLU/QTY/TOTAL
```

If you wish to ring up more items, follow the procedure described in the **Invoicing** phase of the **Sales** function.

If this is not the case, you should complete the Sales function. If any items were invoiced, you should press CANCEL + TOTAL.



If nothing was invoiced, and you wish to end the **Sales** function, just press the DELETE key *twice*.



Following this, the POS Terminal display will request the function number to execute next.



In this case, follow the procedure described in the **Function Number** phase.

The Operator Identification phase consists of two steps:

- User code.
- Authorization Code.

User Code

In this step, the SF-PV requests the personal code which identifies each operator to the system. This code consists of an 8-digit number that SF-GV assigns to each operator. The Operator Id will be requested one or more times, depending on the terminal's mode of operation.

The POS Terminal can function in three modes:

- In *salesperson mode*, different operators share the same terminal and must key in their Operator Id *each time* a transaction is started.
- In *cashier mode*, a single operator works at each terminal and must only enter his Operator Id *once*, at the start of his shift. The cashier mode has two options, "fixed" or "floating" cashier. The "fixed" cashier mode is useful when only one operator is accessing the terminal. In the "floating" cashier mode, the operator may switch registers, saving the cash and sales totals from the previous terminal.

- In *operator mode*, different operators share the same terminal and only one of them actually operates the POS Terminal, by keying in the Operator Ids of the other operators when they wish to perform a transaction.

Before SF-PV can be accessed by a operator, the display will show a message requesting his identification.

```
*** SALESPERSON ***
```

The operator identification can be done through one of the following options:

- Entering your Operator Id and pressing the SALESPERSON key.



- Using the bar code reader.
- Using the card reader.

Some of these options may not be permitted from SF-GV.

If the code entered has more than 8 digits, the terminal will emit an audible signal and the message on the display will remain unchanged. Type in your Operator Id again and press the SALESPERSON key.

However, if the code is not accepted because it does not appear in the database, or it is incorrect, or the operator is not active, the POS Terminal displays the appropriate error for a short period of time.

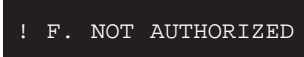
```
! NONEX SALESPERSON
```

```
INCORRECT SALESPERSON
```

```
!OPERATOR NOT ACTIVE
```

```
! ERROR READING OPER.
```

The code can also be rejected if the operator profile does not match the profile of the environment the POST belongs to (see the **Employees** program in the **Employees** group of programs and the **Environments** program in the **Terminal Configuration** group of programs). In this case, the following message will appear on the POST display:



Following this, the POS terminal display will request your identification once more, repeating the process.

Authorization Code

In this step, the POS terminal requests the password that complements the Operator Id. This password consists of a 4-digit number which is each operator's authorization code. When a new operator is added to the system, SF-GV assigns him a Operator Id and, at the same time, a default Authorization Code, which can be assigned in the **Employees** program of SF-GV.

Once the Operator Id has been accepted, the POS terminal display shows a message requesting your authorization code or password.



When accessing SF-PV, key in your password and press ENTER.



If the password is not 4-digits long, the terminal will emit an audible signal, and the message displayed will not change. Type in your authorization code again and press the ENTER key.

However, if the 4-digit password is incorrect, or if it corresponds to an operator not authorized to perform this function, the POS terminal display will briefly show an error message:



Next, the POS Terminal will request your password again, repeating the process.

Function Number

In this phase, SF-PV requests the code that will let you activate the function you wish to execute. The Function number consists of a 2-digit code assigned by SF-GV to each of the functions of the SF-PV application.

In order for the POS terminal to execute a function, one of three things may happen:

- **SF-PV requires a function number.**

The POS Terminal displays a message requesting the function number.

```
** FUNCTION NO. **
```

Key in the function code and press the ENTER key.



Once this is done, the POS terminal will proceed to the **Authorization** phase of the appropriate function.

If the operator has insufficient permissions or the environment does not permit the operation from SF-GV, the POS terminal will briefly indicate this fact.

```
OPERATION NOT ALLOWED
```

The POS terminal may have been configured from SF-GV to request an ID and a password for continuing with the **Authorization** phase for the corresponding function.

If the POS terminal has not been configured for requesting this information or the correct ID and password are not entered, the above message requesting the function number will be redisplayed.

- **The terminal is configured to start in the Sales function.**

The terminal can be configured so that once the Operator Identification phase is completed, it will automatically go to the **Sales** function. In this case, the POS terminal displays a message indicating it is ready to invoice items.

```
PLU/QTY/TOTAL
```

In this case, if you wish to continue in the **Sales** function, follow the procedure described in the **Invoicing** phase of the **Sales** function.

If you wish to execute any other auxiliary function, press the **DELETE** key *twice* to exit the **Sales** function.



The POS terminal will display a message requesting the function number, repeating the process.

Anytime you wish to exit the **Sales** function to execute any other auxiliary function, and once the latter has been completed, the POS Terminal will display a message requesting the Function number that you wish to execute next.



Key in the code for the function you wish to execute and press the **ENTER** key.



If the operator has insufficient permissions or the environment does not permit the operation from SF-GV, the POS terminal will briefly indicate this fact.



The POS terminal may have been configured from SF-GV to request an ID and a password for continuing with the **Authorization** phase for the corresponding function.

If the POS terminal has not been configured for requesting this information or the correct ID and password are not entered, the above message requesting the function number will be redisplayed.

- **The terminal is configured to start in a function other than Sales.**

The display will show a message corresponding to the starting function selected.

Next, the **Sales** function is described.

1

Sales Function

- Sales Function

StoreFlow PV

Sales Function (01)

A sale consists of Invoicing, totalization and payment. There are also other possible operations which complement or assist the functioning of the sales operations, such as merchandise returns, transaction cancellations, discounts, repeating or canceling the last item rung up, transaction suspend and recall, etc. Many of this function's characteristics can be configured from **StoreFlow Sales Management** (SF-GV). Therefore, according to the specifications chosen in SF-GV, this function will take on different characteristics.

In each sales transaction, several phases can be observed:

- Operator Id.
- Function Number.
- Authorization.
- Invoicing.
- Totalization.
- Payment.
- Complementary Transactions.
- Cancellation (optional).

In the **Operator Id phase**, the terminal operator must identify him or herself to the system, by entering an operator code and password, in order to access the Point of Sale Terminal or POS.

The **Function Number** phase activates the **Sales** function. To do this, the operator keys the function code into the POS Terminal.

In the **Authorization** phase, the POS Terminal verifies that the operator is authorized to access the **Sales** function.

In the **Invoicing** phase, the operator inputs all item and quantity information, etc. The operator may also execute all functions that may be needed in a transaction, such as cancellations, returns, etc. Ring up can be done by item, by department, or by *fast key* or by scale ticket.

The **Totalization** phase ends the ring up process. SF-PV registers the data entered so that the operator may proceed to collect payment in the next phase.

In the **Payment** phase the operator collects the payment for the last transaction. This payment may be cash, credit card, etc., according to the payment methods pre-determined from SF-GV.

Complementary operations include all operations that can be optionally invoked during the different steps of the **Invoicing** and **Payment** phases. These operations are: **Subtotal, On-Line Manual Discount, Customer Discount, Suspend Transaction, Resume Transaction, Utilities, Repeat Last Line Item, Void Last Line Item, and Delete Current Data and Customer Invoicing, Change Price of Last Item Invoiced, and Loyalty Cards.**

In the **Cancellation** phase, the operator may cancel the transaction at any time during the **Invoicing** and **Payment** phases.

The following sections describe the mentioned phases in detail.

Operator Id and Function Number

The POS Terminal (Point of Sales terminal) could be in any one of the following:

- Immediately after opening, or when there have been no transactions entered for some time in that terminal, the display shows a message requesting the Id of the next operator to access the POS Terminal.

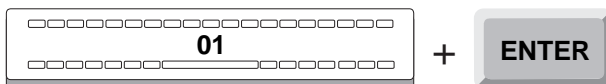


When the display shows this message, you must sign on. To do so, follow the procedures described at the beginning of this manual.

- After executing any function except **Sales**, the display shows a message asking for the number of the next function to be executed.



If the display shows this message, key-in the number **01** and press ENTER.



If the function is not allowed by SF-GV for the environment, the POS Terminal display will show the following error message.

F . NOT AVAILABLE

- If the terminal is in the **Sales** mode, the message will indicate that you can continue ringing up items.

PLU/QUANTITY/TOTAL

In this case, follow the procedure outlined below.

Authorization

This phase verifies that the operator is authorized to perform this function.

Once the operator is done signing on, the POS Terminal display will show a message requesting his password or authorization code, if it has been configured from SF-GV by means of the **Functions** program.

AUTHORIZATION CODE

Key-in your password and press ENTER.



If the authorization code is accepted, the terminal will go on to the following phase: **Invoicing**.

If the password is incorrect or belongs to an operator not authorized to perform the function, the display will briefly show an error message.

! INCORRECT CODE

NOT AUTHORIZED

Next, the POS Terminal display requests your password again, and the process is repeated.

Invoicing

In this step, the POS Terminal registers the quantities, items, additional operations and prices of a transaction. All items are configured from SF-GV (*see program **Items in program group Item management***), in such way that SF-PV requires different ways to process them, depending on each item's nature and characteristics.

The transactions processed in this phase can be classified in *six* groups. During the invoicing process, one or more of them may be used. They are:

- A. Sale by item.
- B. Sale by Department.
- C. Sale by fast key.
- D. Scales.
- E. Item return.
- F. Cancellation.

In **Sale by item**, the operator identifies the items using their different codes, either keying them in or using the bar code reader.

In **Sale by Department**, the operator identifies items through the department code to which they belong.

In a **Sale by fast key**, the operator identifies items through keys on the POS Terminal which were previously assigned to items through SF-GV. The fast keys allow combinations such as "item/quantity" or "department/amount."

In a **sale by scale ticket**, the operator enters the items weighed at the scales.

In a **sale by scale**, the operator identifies the items weighed at the scales by means of the bar code printed by the scale on a ticket.

The process for **returning** an item offers the possibility of returning an item sold previously at a terminal.

The process for **canceling** a sale offers the possibility of canceling the current sale.

While the sale of items can be performed in *five* different ways, which are described in the following sections, the item return and cancellation processes share similarities with each of them. These processes are described later, in sections E and F.

Before the start of each transaction, the POS Terminal may request the company code for which it is being used, as well as other optional data (header data 1 and line data) which can be configured from SF-GV (*see the **Environments** program in the **Terminal Configuration** program group*).

A. Sale by Item

In the Sales mode, the operator invoices by identifying items through their various code types, in addition to their corresponding entries of quantity, price and other additional data, such as size, color, etc.

The **Sale by item** mode consists of the following steps:

1. Reduced VAT (according to the regional configuration).
2. Complementary data (optional)
3. Quantity.
4. Item.
5. Data.
6. Price.

1. Reduced VAT (According to the Regional Configuration)

In this step, the operator can apply a Value Added Tax that is different than the one that corresponds to the product that is going to be invoiced according to the law – because legislation in certain countries provides for this. To do this, the key that is dedicated to this function must be activated.

If a VAT different than the predetermined one is to be applied, the **SPECIAL TAX REGIME** key must be pressed before the transaction. This key will act as a switch, so that if it is not activated, it must be pressed.

SPECIAL TAX REGIME

Once the transaction is finished, both the control printer and the customer printer will print a document indicating the type of VAT that has been applied to the item. If it is a reduced VAT, a brief description will be provided.

2. Complementary data (optional)

The POS terminal may prompt you for additional data if the environment has been configured to request it in SF-GV (see the **Environments** program in the **Terminal Configuration** group of programs). You may or may not be required to enter this data, depending on the configuration.



Enter the required data and press the ENTER key.



If the data is not required and you do not want to specify it, press the ENTER key.



3. Quantity

In this step, the operator registers the number of units of an item. In SF-GV (see program **Items** in program group **Item Management**), the unit of measure is set up, as well as the cases in which the POS Terminal will request an item's quantity.

Depending on how the item was set up in SF-GV, input of a quantity may be *optional*, *not allowed*, *required* or *by piece*.

Regarding units of measure, SF-GV allows the following, depending on the item's characteristics:

- **Units.** In this case n items will be n units. However, in SF-GV you may set up the unit of measure for items that are packaged and sold in sets of two or more. Enter the number of item units. If processing a single unit, the POS Terminal will assume, by default, one unit.

- **Kilograms.** Item with a unit price in dollars per kilogram. Enter the item's weight in grams (kg x 1000).
- **Meters.** Items with a unit price in dollars per meter. Enter the length of the piece in centimeters (m x 100).
- **Liters.** Items with a unit price in dollars per liter. Enter the item's volume in milliliters (liters x 1000).

Once the operator is authorized, the POS Terminal will display a message indicating that invoicing may start.

PLU/QUANTITY/TOTAL

Enter the item quantity.

If the item is measured by units, and as long as the transaction is for *one* unit, it is not necessary to key in a quantity, since the POS Terminal will assume a quantity of one by default.

Once the quantity has been keyed in, press the QUANTITY key and proceed to identify the item.



4. Item

Once a quantity has been entered (if necessary), the POS Terminal will display a message requesting the item's identification.

***** ITEM *****

Identify the item through one of the following options:

- Enter the *item's internal code* and press the ITEM key.



- Enter the *item's EAN code* and press the ITEM key.



- Enter the *item's short code* and press the ITEM key.



The operator uses the short code (which has been assigned previously to the items from SF-GV) for identifying the items by means of a reference with fewer digits than the standard reference (only six digits) (*see the **Short Codes** program in the **Item Management** program group*).

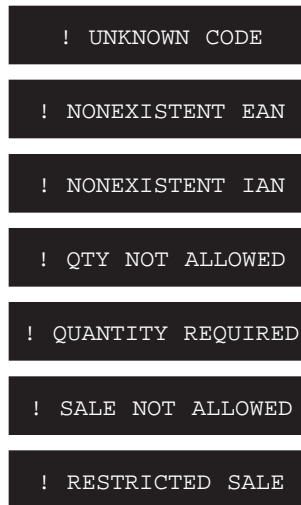
- Using the *bar code* scanner.

Run the scanner over the item's bar code.

There is the possibility that the invoiced item may refer to one or more linked items. In this case, the linked items can be invoiced automatically. When items are linked, a breakdown is printed on the ticket showing all the items that make up the links.

If the item code is accepted, a message associated with the item may be displayed, or maybe a message informing that the item is part of a special offer or promotion, and the promotion type. After this, the POS Terminal will enter the "Data" step (if the item is configured that way in SF-GV) or, directly the "Price" step.

If the item code is not accepted, be it because is not on file, or because the quantity entered is not allowed, or was not keyed in, or because the sale of the item is not allowed or restricted, the POS Terminal will briefly display an error message:



The system may be configured to have error messages remain on the display until the ENTER key is pressed.

Following this, the POS Terminal will display a message requesting the next item to be identified, repeating the process.

Once the item code is accepted, the POS Terminal will continue on to the “Data” step (if the item is configured this way in SF-GV) or directly to the “Price” step.

5. Data

In this step the operator registers the item data. If an item is defined from SF-GV (see *program Items in program group Item management*), with a set of additional characteristics required for its identification, the POS Terminal will display the appropriate messages requesting such data. One example is apparel items, with its additional data including *size*, *color*, and *pattern*.

In this case, once the item is identified, the terminal will display a message requesting the first of these data elements:



Key in the requested data and press the SIZE key.



Next, the display will request the next data element.



Enter the requested data and press the COLOR key.



Then the display will request a new entry.



Enter the requested data and press the DESIGN/PATTERN key.



After the operator has keyed in all the item data, the POS Terminal will continue on to the next step.

If any of the entries is not accepted, the POS Terminal will emit an audible signal. Re-enter the data requested.

Next, the “Price” step will be described.

6. Price

In this step, the operator registers the item price and other optional characteristics. The item may have been configured from SF-GV (see *Items program in the Item Management program group*) such that its price must be entered in the POS Terminal. Once the item number and item data have been accepted, one of two things may take place:

- The POS Terminal may display a message requesting the item price.



Enter the requested price and press the AMOUNT key.



If the amount entered is outside of the range permitted for the department that the item belongs to (see the **Departments program in the Item Management program group**), the following error message will be displayed:

! WRONG PRICE

Next, the display shows a message requesting the invoicing of items and this phase is repeated.

- The POS Terminal does not display a message, and the price is registered automatically.

If the item has a magnetic tag, the terminal will display a message as a reminder to remove it.

! MAGNETIC LABEL

Remove the magnetic tag from the item and continue the process.

Once the item price is registered, the POS Terminal will return to the “Quantity” step, allowing new items to be rung up.

If you wish to finish ringing up items, press the TOTAL key. The POS Terminal will start the **Totalization** step.

TOTAL

As the items are registered, the customer printer will generate a ticket with a heading identifying the operation, the name and number of the function executed, followed by the descriptions of the items, along with their quantities and prices. If the store’s country belongs to the Economic and Monetary Union (EMU) and is in the first semester of the third stage of adaptation to the single currency, the customer printer will print all the amounts in euros, in addition to the local currency.

The control printer will generate a report with the same contents as the ticket.

B. Sale by Department

In this sales mode, the operator rings up items by identifying the department to which they belong, as well as the corresponding registration of quantity and price.

The **Sale by Department** mode consists of the following steps:

1. Department.
2. Quantity.
3. Price.

1. Department

In this step the operator enters the department code.

Once the operator is authorized, the terminal display will show a message indicating that the operator may start to ring up items or to identify a department.

PLU/QUANTITY/TOTAL

Enter the department code and press the DEPT./SECTION key.



If the code is accepted, the POS Terminal will continue on to the next step: "Quantity".

If the code is not on file, or if it corresponds to a department in a restricted sales period, the POS Terminal will briefly show a message.

! INCORRECT DEPT.

! RESTRICTED SALE

Following this, the POS Terminal will display a message requesting the next item to be rung up, or department identification, repeating the process.

2. Quantity

Once the department is identified, the POS Terminal displays a message requesting the item quantity.

** QUANTITY/PRICE **

If the quantity is *one*, continue directly to the step: “Price”.

If the quantity is greater than *one*, enter the quantity and press the QUANTITY key.



3. Price

Once the item quantity is registered, the POS Terminal will display the following message:

***** PRICE *****

Enter the price and press the AMOUNT key.



If the price is accepted, the POS Terminal will return to the “Department” step, allowing new items to be rung up, or to the identification of another department.

If the amount entered is outside of the range permitted for that department (*see the **Departments** program in the **Item Management** program group*), the following error message will be displayed:

! WRONG PRICE

Next, the POS Terminal will return to the “Department” step.

If the item has a magnetic tag, the terminal will display a message as a reminder to remove it.

! MAGNETIC LABEL

Remove the magnetic tag from the item and continue the process.

Once the item price is registered, the POS Terminal will return to the “Department” step, allowing the identification of another department, or new items to be rung up.

If any items have been rung up, and you wish to finish ringing up, press the TOTAL key and the POS Terminal will start the **Totalization** step.



At the same time as the POS Terminal registers departments, the customer printer will generate a ticket with a heading identifying the operation, the name and number of the function executed, followed by the descriptions of the items, along with their quantities and prices. If the store’s country belongs to the Economic and Monetary Union (EMU) and is in the first semester of the third stage of adaptation to the single currency, the customer printer will print all the amounts in euros, in addition to the local currency.

The control printer will generate a report with the ticket contents.

C. Sale by Fast Key

In this sales mode, the operator rings up items by identifying them through *fast keys* assigned through SF-GV (see **Hot keys program in Terminal Configuration program group**). Similarly to the Sale by item mode, items may also have related information, such as size, color, etc., as well as the corresponding entries of quantity, price and department.

The fast keys may be configured in different ways, to help simplify entry of the most common items. Each fast key configuration determines the procedure to follow. Therefore, depending on the key type, the process will vary.

Fast keys can be one of several types:

- Item.
- Department.
- Item/Quantity.
- Department/Amount.

“Item” Fast Key

The “Item” type fast key allows the operator to effect the sale of an item without keying in its number. The process for this fast key type consists of the following steps:

- 1.- Reduced VAT (according to the regional configuration).
- 2.- Complementary data (optional)
- 3.- Item.
- 4.- Data.
- 5.- Price.

1. Reduced VAT (According to the Regional Configuration)

In this step, the operator can apply a Value Added Tax that is different than the one that corresponds to the product that is going to be invoiced according to the law. To do this, the key that is dedicated to this function must be activated.

If a VAT different than the predetermined one is to be applied, the **SPECIAL TAX REGIME** key must be pressed before the transaction. This key will act as a switch, so that if it is not activated, it must be pressed.

SPECIAL TAX REGIME

Once the transaction is finished, both the control printer and the customer printer will print a document indicating the type of VAT that has been applied to the item. If it is a reduced VAT, a brief description will be provided.

2. Complementary data (optional)

The POS terminal may prompt you for additional data if the environment has been configured to request it in SF-GV (see the **Environments program in the Terminal Configuration group of programs**). You may or may not be required to enter this data, depending on the configuration.

COMP. DATA LINE

Enter the required data and press the ENTER key.



If the data is not required and you do not want to specify it, press the ENTER key.



3. Item

Once the operator is authorized, the POS Terminal display shows a message indicating it is ready to start ringing up new items.



Press the “Item” type fast key. The POS Terminal will identify the item and register, by default, *one* unit of the item.

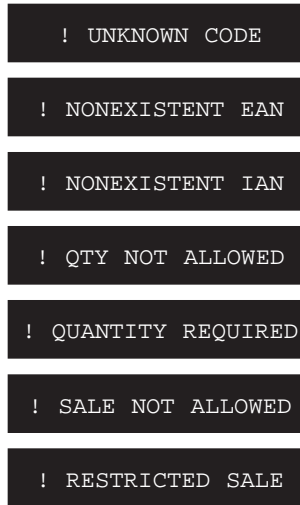


If ringing up several units of the same item, key in the quantity and then press the fast key. The POS Terminal will identify the item and register its quantity.

There is the possibility that the invoiced item may refer to one or more linked items. In this case, the linked items can be invoiced automatically. When items are linked, a breakdown is printed on the ticket showing all the items that make up the links.

If the item number set for the fast key is accepted, a message associated to the item may appear on the display, or maybe a message informing the operator that the item is part of a promotion or sale, and the promotion type. Then the POS Terminal will enter the “Data” step (if the item is configured this way in SF-GV) or, directly to the “Price” step.

If the entry is not accepted, whether because not on file, or because the quantity entered is not allowed, or because the operator forgot to enter it, or because the sale of the item is not allowed or restricted, the POS Terminal display will briefly show the corresponding error message:



The system may be set up to have the message remain on the display until the ENTER key is pressed, when one of these error messages is produced.

Next, the POS Terminal display will again show a message requesting the next item to ring up, repeating the step.

Once the item number is accepted, the POS Terminal will go on to the “Data” step (if the item is configured this way in SF-GV), or directly to the “Price” step.

4. Data

In this step, the operator enters different data about the item registered through the fast key. If an item is defined in SF-GV (*see program Items in Item Management program group*), with a set of additional characteristics required for its identification, the POS Terminal display will show the appropriate messages requesting said characteristics. The best example is apparel items with their *size*, *color* and *pattern attributes*.

In this case, once the item is identified, the POS Terminal will display a message requesting the first data element.



Enter the requested data and press the SIZE key.



Next, the display will request the following data element.



Enter the data requested and press the COLOR key.



The display will request a new data element.



Enter the requested data and press the DESIGN/PATTERN key.



Once the item data have been registered, the POS Terminal will continue on to the next step: "Price".

If any of the entries is not accepted, the POS Terminal will emit an audible signal. Re-enter the requested data.

5. Price

In this step, the operator registers the price of the item entered using a fast key, and other optional characteristics. The item may have been configured in SF-GV (see the **Items program in the Item Management program group**), in such a way that its price has to be keyed into the POS Terminal. Therefore, once the fast key item code is accepted, along with any additional required data, one of two things may happen:

- The POS Terminal may display a message requesting the price to register.



Enter the required price and press the AMOUNT key.



If the amount entered is outside of the range permitted for the department that the item belongs to (see the **Departments** program in the **Item Management** program group), the following error message will be displayed:




! WRONG PRICE

Next, the POS Terminal will display a message requesting the next item to be rung up, repeating the step.

- The POS Terminal displays no message and the price is registered automatically

If the item has a magnetic tag, remember it has to be removed.



! MAGNETIC LABEL

Remove the magnetic tag and continue the process.

Once the price has been registered, the POS Terminal will return to the “Fast key” step, allowing new items to be rung up.

If any items have been rung up and you wish to finish the process, press the **TOTAL** key. The POS Terminal will start the **Totalization** phase.



TOTAL

As the items are registered, the customer printer generates a ticket with a heading identifying the operation, followed by the number and name of the function executed, then the description of the items along with their quantities and prices. If the store's country belongs to the Economic and Monetary Union (EMU) and is in the first semester of the third stage of adaptation to the single currency, the customer printer will print all the amounts in euros, in addition to the local currency.

The control printer will generate a report with the same contents as the ticket.

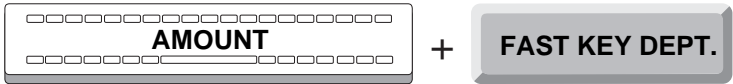
“Department” Type Fast Key

The “Department” type fast key allows the operator to perform sales by department without having to enter their code.

Once the operator is authorized, the POS Terminal will display a message indicating he may start ringing up items.

PLU/QUANTITY/TOTAL

Enter the amount and then press the “Department” type fast key.



If the department is not on file, or it corresponds to a department in a restricted sales period, or if the item price is outside of the range permitted for the department that the item belongs to, the POS Terminal will briefly display an error message.

! INCORRECT DEPT.

! RESTRICTED SALE

! WRONG PRICE

Next, the display will show a message requesting the next item to be rung up, repeating the process.

Otherwise, if the item has a magnetic tag, the display will show a message reminding you to remove it.

! MAGNETIC LABEL

Remove the tag from the item and continue the process.

Next, the POS Terminal will display a message requesting the next item to be rung up, or the next department.

PLU/QUANTITY/TOTAL

If any items have been rung up, and you wish to end the process, press the **TOTAL** key. The POS Terminal will go on to the **Totalization** phase.



As items are being registered, the customer printer will generate a ticket with a heading identifying the operation, the number and function performed, followed by the descriptions of the items, along with their quantities and prices. If the store's country belongs to the Economic and Monetary Union (EMU) and is in the first semester of the third stage of adaptation to the single currency, the customer printer will print all the amounts in euros, in addition to the local currency.

The control printer will generate a report with the same contents as the ticket.

“Item/Quantity” Type Fast Key

The “Item/Quantity” type fast key allows the operator to perform an item sale without keying in its code or quantity. When using this key, the process consists of the following steps:

- 1.- Reduced VAT (according to the regional configuration).
- 2.- Complementary data (optional)
- 3.- Item/Quantity.
- 4.- Data.
- 5.- Price.

1. Reduced VAT (According to the Regional Configuration)

In this step, the operator can apply a VAT that is different than the one that corresponds to the product that is going to be invoiced according to the law. To do this, the key that is dedicated to this function must be activated.

If a VAT different than the predetermined one is to be applied, the **SPECIAL TAX REGIME** key must be pressed before the transaction. This key will act as a switch, so that if it is not activated, it must be pressed.



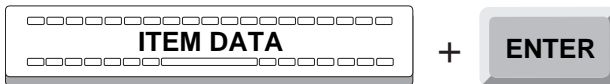
Once the transaction is finished, both the control printer and the customer printer will print a document indicating the type of VAT that has been applied to the item. If it is a reduced VAT, a brief description will be provided.

2. Complementary data (optional)

The POS terminal may prompt you for additional data if the environment has been configured to request it in SF-GV (see the **Environments program in the Terminal Configuration group of programs**). You may or may not be required to enter this data, depending on the configuration.



Enter the required data and press the ENTER key.



If the data is not required and you do not want to specify it, press the ENTER key.



3. Item/Quantity

Once the operator is authorized, the POS Terminal display will show a message indicating he may start ringing up items.



Press the “Item/Quantity” fast key. The POS Terminal will identify and register the item with the quantity assigned when the fast key was configured from SF-GV.

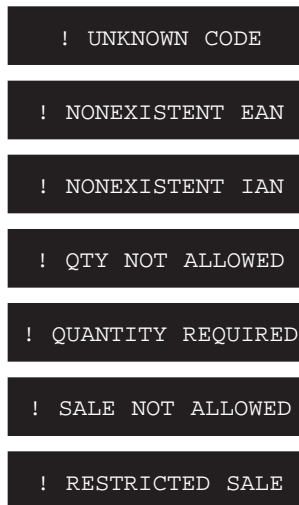


If the operator attempts to key in an amount before pressing the fast key, the POS Terminal will emit an audible signal to warn of the error.

There is the possibility that the invoiced item may refer to one or more linked items. In this case, the linked items can be invoiced automatically. When items are linked, a breakdown is printed on the ticket showing all the items that make up the links.

If the item code assigned to the fast key is accepted, a message associated with the item may appear on the display, or a message indicating that the item is part of a promotion or sale, and its type. Next, the POS Terminal will go on to the “Data” step (if the item is so configured in SF-GV) or directly to the “Price” step.

If the code is not accepted, whether because not on file, or the quantity entered is not allowed, or it was forgotten, or because the sale of the item is restricted, the POS Terminal will briefly display the appropriate error message:



It is possible to configure the system to make the error message remain on the display until the enter key is press, when one of these error messages is generated.

Next, the POS Terminal will display a message requesting the item identification, repeating the step.

Once the item code is accepted, the POS Terminal will continue on to the “Data” step (if the item is so configured in SF-GV) or directly to the “Price” step.

4. Data

In this step, the operator registers various information about the item registered by the fast key. If an item is defined in SF-GV (see program **Items** in program group **Item management**), with a set of additional characteristics, required for its identification, the POS Terminal will display the appropriate messages requesting such characteristics. The best example is apparel items, with their *size*, *color* and *pattern*.

In this case, once the item is identified, the terminal will display a message requesting the first of these data elements.

```
***** SIZE *****
```

Key in the requested data and press the **SIZE** key.



Next, the display will request the next data item.

```
***** COLOR *****
```

Enter the requested data and press the **COLOR** key.



Then the display will request a new entry.

```
***** DESIGN *****
```

Enter the requested data and press the **DESIGN/PATTERN** key.



After the operator has keyed in all the item data, the POS Terminal will continue on to the next step.

If any of the entries is not accepted, the POS Terminal will emit an audible signal. Re-enter the data requested.

5. Price

In this step, the POS Terminal registers the price of the item associated with the fast key, along with other optional characteristics. The item may have been configured from SF-GV (see the **Items program in the Item Management program group**), such that the item price must be entered on the POS Terminal.

Hence, once the item code and data are accepted, one of two things may happen:

- The display may show a message requesting the item price to register.

PRICE REQUIRED

Enter the requested price and press the AMOUNT key.



If the amount entered is outside of the range permitted for the department that the item belongs to (see the **Departments program in the Item Management program group**), the following error message will appear:

! WRONG PRICE

Next, the POS Terminal will display a message requesting that other items be invoiced, and the phase is repeated.

- The POS Terminal display will not display any message, and the price will be automatically registered.

If the item has a magnetic tag, remember it has to be removed.

! MAGNETIC LABEL

Remove the magnetic tag and continue the process.

Once the price has been registered, the POS Terminal will return to the “Fast key” step, allowing new items to be rung up.

If any items have been rung up and you wish to finish the process, press the **TOTAL** key. The POS Terminal will start the **Totalization** phase.



As the items are registered, the customer printer generates a ticket with a heading identifying the operation, followed by the number and name of the function executed, then the description of the items along with their quantities and prices. If the store's country belongs to the Economic and Monetary Union (EMU) and is in the first semester of the third stage of adaptation to the single currency, the customer printer will print all the amounts in euros, in addition to the local currency.

The control printer will generate a report with the same contents as the ticket.

“Department/Amount” Type Fast Key

The “Department/Amount” type fast key allows the operator to sell an item without entering its department code or its price.

Once the operator is authorized, the POS Terminal will display a message indicating he may start ringing up items.



Press the “Department/Amount” type fast key. The POS Terminal will identify the department and register the item price belonging to the department assigned to the fast key.



If you enter a value before pressing the fast key, the POS Terminal will emit an audible signal, warning of the error.

If the department code assigned to the fast key is not on file or corresponds to a department in a restricted sales period, the POS Terminal will briefly display an error message.




! INCORRECT DEPT.



! RESTRICTED SALE

Next, the POS Terminal will display a message requesting the next item or department to be rung up, repeating the step.

If the item has a magnetic tag, the display will show a message reminding you to remove it.



! MAGNETIC LABEL

Remove the tag from the item and continue the process.

Next, the POS Terminal will display a message requesting the next item to be rung up, or the next department.



PLU/QUANTITY/TOTAL

If any items have been rung up, and you wish to end the process, press the TOTAL key. The POS Terminal will go on to the **Totalization** phase.



TOTAL

As items are being registered, the customer printer will generate a ticket with a heading identifying the operation, the number and function performed, followed by the descriptions of the items, along with their quantities and prices. If the store's country belongs to the Economic and Monetary Union (EMU) and is in the first semester of the third stage of adaptation to the single currency, the customer printer will print all the amounts in euros, in addition to the local currency.

The control printer will generate a report with the ticket contents.

D. Scales

In this sales mode, the operator places the items on scales. In certain departments, the items are invoiced according to weight. The data referring to quantity, product and weight are printed - coded - in the scale ticket and, at the same time, are sent to central data processing. When the operator of the POS Terminal enters data from the bar code (using the item reader or the keyboard), these are sent to central data processing, where they are decoded and are sent back to the POS Terminal. Thus, the ticket that will be printed by the customer printer will reflect the name, weight and price of the products weighed on the scales. If the store's country belongs to the Economic and Monetary Union (EMU) and is in the first semester of the third stage of adaptation to the single currency, the customer printer will print all the amounts in euros, in addition to the local currency.

The information from the scale ticket can be entered either through the bar code or else by department and total amount. Either the scanner or the keyboard can be used to obtain the breakdown by item and weight from the data processing center. Only in cases in which there is no connection with the data processing center, will it be necessary to manually key in the department and the total amount.

Once the operator is authorized, the POS Terminal display shows a message indicating it is ready to start ringing up new items.

PLU/QUANTITY/TOTAL

Immediately afterwards, identify the items in the ticket. To do so, key in the ticket code and press the ITEM key, or else scan the bar code with the POS Terminal item reader.



If the ticket is accepted, the POS Terminal will display the number of items contained in the ticket, the department to which they belong and the subtotal, for example:

FISH
2.00 30

If the ticket is not accepted, either because it has been cancelled or because it has already been paid for in the same transaction, the POS Terminal will briefly display the appropriate error message:

! SCALES TICKET
CANCELED

! SCALES TICKET
ALREADY PAID

Whether the ticket has been accepted or not, the POS Terminal will display a message requesting that the item be identified, so this step will be repeated.

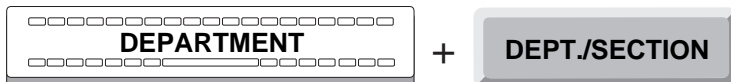
If there is no connection between the POS Terminal and the data processing center, the POS Terminal will display the appropriate message.

! TERMINAL OFFLINE

When the POS Terminal is disconnected from the data processing center, the POS Terminal will briefly indicate that it is off-line and will then display the following message:

*** DEPARTMENT ***

Key in the code of the department that has issued the scale ticket and press the DEPT./SECTION key.



If the department of the item identified with the fast key is not found in the department file, the POS Terminal will display an error message.

! INCORRECT DEPT.

Next, the POS Terminal will again display the message indicating that it is possible to ring up items and will return to the start of this step.

If the department code is accepted, the terminal will display a message requesting the item amount.



Enter the total amount of the ticket and press the AMOUNT key.



Next, the POS Terminal will again display the message indicating that it is possible to ring up new items.



The customer printer will generate a ticket with a heading identifying the operation, the number and name of the function executed, followed by the description of the department along with a description of the items, their weight and their price. If the store's country belongs to the Economic and Monetary Union (EMU) and is in the first semester of the third stage of adaptation to the single currency, the customer printer will print all the amounts in euros, in addition to the local currency.

The control printer will generate a report with a heading identifying the operation, the number and name of the function executed, followed by the description of the department along with the subtotal of the scale ticket.

E. Return

In this transaction mode, the operator enters the quantity, item or department, optional data and the amount of a merchandise return. This process is carried out in the same steps as during the sale of the returned item, always according to the mode being used (*see the four previous sections: A, B, C, and D*). Depending on the sales mode in which the terminal is configured in SF-GV, the return can be performed along with sales transactions, or it will be necessary to start a new transaction to effect it. Therefore the terminal may be configured as follows:

- 1.- **Sales:** The terminal can only carry out sales operations.
- 2.- **Return:** The terminal can only carry out return operations.
- 3.- **Mixed by transaction:** It is possible to carry out in a single transaction a sales operation and a return.
- 4.- **Mixed by terminal:** It is not possible to carry out in a single transaction a sales operation and a return.

The **Return** mode follows the following steps:

- Initial data: Only for terminals configured for “Return” or “Mixed by terminal”.
- Invoicing: Includes Quantity, Item or Department, Data (optional) and Price.

1. Initial Data

If the terminal is operating in the sales modes “Return” or “Mixed by terminal” it is necessary to start a new transaction to make a return in the terminal. If the terminal is operating in the sales mode “Mixed by transaction” it is not necessary to begin a new transaction. In both cases the message displayed by the POS Terminal will be the same, indicating it is ready to ring up or return items.

PLU/QUANTITY/TOTAL

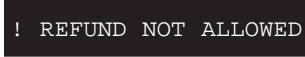
To process an item to be returned, press the RETURN key.

RETURN

The POS Terminal displays a message indicating the process to perform.

REFUND . . .

If the return amount exceeds the allowance in SF-GV (see *program Environments in program group Terminal Configuration*), the POS Terminal will display an appropriate message.



If the operator has insufficient permissions or the item, department or environment do not permit the operation from SF-GV, the POS terminal display will briefly indicate this fact.



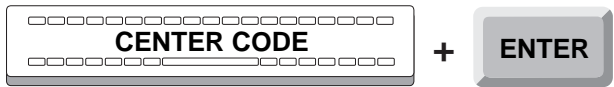
The POS terminal may have been configured from SF-GV to request an ID and a password for continuing with the current operation.

If the POS terminal has not been configured for requesting this information or the correct ID and password are not entered, the terminal will return to the beginning of this section.

If the terminal operates in the sales modes "Return" or "Mixed by terminal", it will be necessary to enter initial data that correspond to the data printed on the sales ticket that was issued previously. The POS Terminal display will begin by requesting the number of the store where the sale took place.



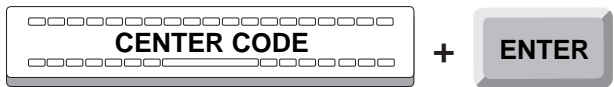
Enter the code of the appropriate store and press the ENTER key.



Next, the POS Terminal will display a message requesting the number of the terminal in which the sales transaction took place.



Enter the terminal code and press the ENTER key.



Continuing with the request of data from the sales ticket, the POS Terminal will display a message requesting the transaction number of the sale that is to be returned.

** TRANSACTION NO. **

Key in the transaction number and press the ENTER key.



Finally, the POS Terminal will display another message requesting the customer code.

*** CUSTOMER ***

If you do not wish to enter this code, press the CANCEL key.



If you wish to enter this code, key in the number and press the CUSTOMER key.



If the customer number is entered, when the operation is finished, a document will be printed with the results of the operation, in addition to the customer and control tickets.

Next, the POS Terminal will again display a message indicating that it is possible to ring up items, continuing with the invoicing.

2. Invoicing

This phase consists of the following:

- Quantity.
- Item or Department.
- Data (optional).
- Price.

Nevertheless, the operating mode of each one of them shall be that of one of the sale modes described in detail in this **Invoicing** phase, that is, **Sale by item** mode, **Sale by department** mode, **Sale by fast key** mode or **Sale by scale ticket**.

Otherwise, from this point on, the process for the Quantity, Item or Department, Data and Price steps will depend on the sales mode used on the item to be returned.

If during the return transaction, specifically, after entering the price, the POS Terminal realized that the sales Tax of the item does not match the amount applied when the sale was performed, the terminal would briefly display an error message.

! DIFF. VAT RATES

The possibility of allowing a transaction with different tax is configured in the environment. If different taxes are not allowed in one transaction, the terminal will display the previous message, in returns as well as in sales. If the system is not configured this way, the transaction will be allowed.

Next, the POS Terminal again shows a message indicating it is ready to perform transactions.

PLU/QUANTITY/TOTAL

Next, it may start a new transaction or re-try the returns transaction.

The customer printer generates a ticket with a heading identifying the operation, number and function performed, where as the returns are being registered, the item description is printed, along with its quantity and price, both with a negative sign. If the store's country belongs to the Economic and Monetary Union (EMU) and is in the first semester of the third stage of adaptation to the single currency, the customer printer will print all the amounts in euros, in addition to the local currency.

The control printer generates a report with the same contents as the ticket.

If a customer code number was also entered, a document whose contents are similar to the customer's ticket will be printed out.

After entering the items to be returned, and if the terminal has been configured as Mixed by transaction, the operator may continue with other item Invoicing modes.

If the operator wishes to end the transaction, press the TOTAL key, and the POS Terminal will start the **Totalization** phase.

F. Cancellation

In this transaction mode, the operator enters the quantity, item or department, the optional data and the price of a cancellation. This register is performed following the same steps as in the sale to be canceled, according to the mode used (*see the previous sections: A, B, C and D*).

The Cancellation mode consists of similar steps:

- Quantity.
- Item or Department.
- Data (optional).
- Price.

However, the process for each of them will be that of one of the modes described in detail in this **Invoicing** phase: **Sale by item**, **Sale by Department**, **Sale by Fast Key** or **Sale by scale ticket**.

Similarly to these modes, once the operator is authorized, the POS Terminal displays a message indicating it is ready to ring up items or cancel transactions. Keep in mind that the cancellation of a transaction may not be allowed for the operator or environment profile.

PLU/QUANTITY/TOTAL

If you wish to cancel a transaction, press the **CANCEL** key.

CANCEL

The POS Terminal displays a message indicating the process to perform.

CANCELLATION . . .

If the operator has insufficient permissions or the environment does not permit the operation from SF-GV, the POS terminal display will briefly indicate this fact.

OPERATION NOT ALLOWED

The POS terminal may have been configured from SF-GV to request an ID and a password for continuing with the current operation.

If the POS terminal has not been configured for requesting this information or the correct ID and password are not entered, the terminal will display a message indicating that transactions can be performed.

If no transactions have been registered which can be canceled, the POS Terminal emits an audible signal and re-displays the message indicating it is ready to perform transactions.

PLU/QUANTITY/TOTAL

Otherwise, from this point on the procedure for steps Quantity, Item or Department, Data and Price is the same as the one outlined earlier, in the sales mode appropriate for the item to be canceled.

If during the cancellation process the POS Terminal cannot match the item with an equal or lower price or quantity, the terminal will briefly display the appropriate error message.

! CANCELLATION ERROR

Next, the POS Terminal re-displays the message indicating it is ready to perform transactions.

PLU/QUANTITY/TOTAL

Next, the terminal may start a new transaction, or make a new attempt at canceling a transaction.

The customer printer generates a ticket with a heading identifying the operation, number and function performed, where, as a transaction cancellation is being registered, the item description is printed, along with its quantity and price, both with a negative sign. If the store's country belongs to the Economic and Monetary Union (EMU) and is in the first semester of the third stage of adaptation to the single currency, the customer printer will print all the amounts in euros, in addition to the local currency.

The control printer generates a report with the same contents as the ticket.

After completing the cancellation, the operator may continue with another of the sales modes, until the transaction ends.

If you wish to end the transaction, press the TOTAL key, and the POS Terminal will continue on to the next phase.

Totalization

In this phase, the POS Terminal registers the total of all the operations performed in the **Invoicing** phase, described in the previous section.

Once the item ring up is completed, the POS Terminal displays a message requesting the entry of a new item or department.

PLU/QUANTITY/TOTAL

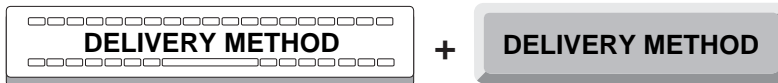
To obtain the total of all registered transactions, press the **TOTAL** key.

TOTAL

If you pressed the **DELIVERY METHOD** key earlier to indicate a special delivery method, the POS terminal display will show a message asking you to confirm the delivery method. The display shows a default delivery method. At this point, the operator can change this default delivery method.

DELIVERY METHOD [1]

If the delivery method is different from the default method, enter the number corresponding to the delivery method you want and press the **DELIVERY METHOD** key.



The terminal may prompt you for a commitment date for the selected delivery method, if this has been defined in SF-GV. Enter the date and press the **ENTER** key.

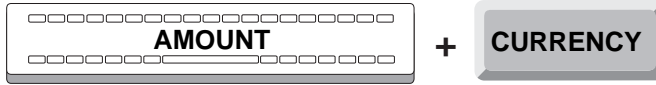


If the delivery method has been defined in SF-GV to include additional expenses (for instance, delivery charges), two situations may arise:

- The terminal may prompt you for the amount of these expenses.



Enter the amount and press the CURRENCY key.



- The expenses may have been configured already in SF-GV for the selected delivery method. In this case, the terminal will not prompt you for an amount.

In both cases, the expenses related to the delivery method will be printed on the ticket.

Collection

In this phase the operator performs the collection of the total amount of the sales transaction. Once the appropriate discount or modification is applied, this collection can be done in cash, other payment methods that are functionally the same as cash, or through a credit card. The different forms of payment accepted by a POS Terminal are configured in SF-GV (see program **Payment Currencies in program group Payment Methods**). To see the forms of payment authorized on a POS Terminal, see function **29: List Payment Methods or Currencies**.

The **Collection** phase consists of the following steps:

- 1.- Discount (optional).
- 2.- Change of total (optional).
- 3.- Collection.

1. Discount (Optional)

Once the transaction total is obtained, the POS Terminal displays a message with the amount to be collected.



If you wish to apply a discount, enter the appropriate percentage and press the **DISCOUNT** key.



If the discount is accepted, the POS Terminal will show the amount to be collected resulting from applying the discount.



Otherwise, if the operator is not authorized to apply such a discount, or if the department or item do not include any kind of discount, the POS Terminal briefly displays an error message.



Next, the POS Terminal re-displays the amount to be collected, repeating the step, and allowing more discounts to be applied, if necessary.

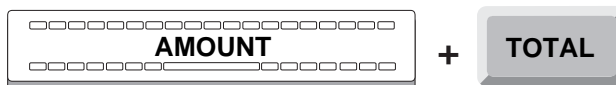
Next, continue with the "Collection" step, described below.

2. Change of Total (Optional)

Once obtained the transaction total, the POS Terminal displays a message with the amount to be collected.



If you wish to modify the total amount, enter the new amount and press the **TOTAL** key.



Next, the POS Terminal will show the newly entered amount.



If the operator has insufficient permissions or the environment does not permit the operation from SF-GV, the POS terminal display will briefly indicate this fact.



OPERATION NOT ALLOWED

The POS terminal may have been configured from SF-GV to request an ID and a password for continuing with the current operation.

If the POS terminal has not been configured for requesting this information or the correct ID and password are not entered, the amount to be collected will be re-displayed.


3. Collection

Once any discount or modification of total have been performed, the operator may carry out the collection through one, or several, of the payment methods accepted by SF-GV. These payment methods can be classified, for collection purposes, in five:

- Cash or equivalents.
- Checks.
- Charge Card.
- Supplier vouchers.
- Card (Installments).

Cash or Equivalents

Once any applicable discount or modification of total is applied, the POS Terminal will show the final amount to be collected.



AMOUNT DUE 40

If the transaction is a merchandise return, described in the **Return** mode of the **Invoicing** phase, the POS Terminal would show the amount to return.



TO REFUND 40

You can enter a payment method code. Or you can also press the fast key corresponding to the currency that the customer will use, if it exists.

- a) If the customer pays the amount with a type of currency that has been assigned to a fast key, press the corresponding fast key.
- b) Enter the code for the currency (see function **29: Payment Method Report**) and press the **CURRENCY** key.



Once you have entered the currency code, you may want to go back and choose a different currency or means of payment for charging the amount owed by the customer. You can do this by pressing the **DELETE** key three times.



Next, the terminal display will prompt you again for a new currency code.

If the payment method is not accepted, whether because it is not recognized by SF-GV, or because it is defined as a credit card, the POS Terminal will display an error message.

! NONEXIST. CURRENCY

! CREDIT ONLY

If the payment method is accepted, the POS Terminal will display the amount in the appropriate currency.

DOLLARS 200

or

PESETAS 30.000

- If the customer tenders the exact amount, press the ENTER key.



- If the customer tenders a greater amount, enter the amount tendered and press the AMOUNT key.



- If any fast keys have been configured in SF-GV as payment method (see program **Hot keys in program group Terminal Configuration**), the process is reduced to entering the amount tendered and pressing the appropriate key.



- If any fast keys have been configured in SF-GV as a payment method amount (see program **Hot keys in program group Terminal Configuration**), press the fast key for the corresponding currency/amount.



If the amount equivalent to cash tendered by the customer exceeds the limit established in SF-GV via the **Payment Currencies** program, the POS Terminal will display the following message:



It is possible that the customer may tender an amount split in two or more payment methods. In this case, the procedure described should be repeated as many times as payment forms the customer has used.

In either case, once the amount tendered by the customer is registered, several cases may apply according to the chosen payment method, and if said payment method has any associated document, or requires additional information, or prints an optional document.

- If the amount entered exceeds the limit set from SF-GV (see program **Environments in program group Terminal Configuration**), for the given currency type, the POS Terminal will display a message.

CASH EXCEEDED

Next, the POS Terminal re-displays the amount to be collected, repeating the process.

- If the document type counter reaches its upper range limit, the POS Terminal will indicate so.

NUMERATOR REACHED
NOTIFY POS

Make the person responsible aware of this situation.

- If the document type counter exceeds the upper range limit, the POS Terminal will indicate so.

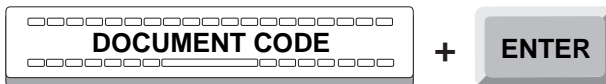
NUMERATOR EXCEEDED
TRANSACTION CANC.

The transaction is canceled, and the POS Terminal exits the **Sales** function.

- If the payment method type is configured appropriately in SF-GV (see program **Environments in program group Terminal Configuration**), the POS Terminal can request complementary information.

* PAYMENT / RECEIPT *

Key in the requested information, and press ENTER.



If the customer has tendered the exact amount, the POS Terminal display will confirm it.

CHANGE
DOLLARS 0

If the customer has tendered a greater amount, the POS Terminal will display the difference to return.



A black rectangular display area with white text. The top line reads 'CHANGE' and the bottom line reads 'DOLLARS' followed by '10' on the right side.

The customer printer generates a ticket with a heading identifying the operation, number and function performed, and all the data registered during the transaction, such as the item description, along with its quantity and price, sales, returns or cancellations, subtotals, discounts, etc. and finally the total, the payment method, change, etc. If the store's country belongs to the Economic and Monetary Union (EMU) and is in the first semester of the third stage of adaptation to the single currency, the customer printer will print all the amounts in euros, in addition to the local currency.

The control printer generates a report with the same contents as the ticket.

Next, if the currency type is configured to print a document, the POS Terminal will display a request for the document to be inserted in the printer.



A black rectangular display area with white text that reads 'INSERT DOCUMENT'.

Insert the form type required for each case.

The POS Terminal printer will generate the receipt or document appropriate for each payment type, according to each of their previous configuration.

Checks

In this mode the operator collects by means of a check, accepted as a payment method by SF-GV (see *program Payment currencies in program group Payment Methods*). A check is a special payment method, with a subsequent validation process.

The Collection phase of the payment method **Checks** consists of the following steps:

1. Payment by check.
2. Identification of the check.
3. Printing the document.

1. Payment by Check

After having applied, if pertinent, a discount or change of total, the POS Terminal will display the final amount to be collected.

AMOUNT DUE 40

Immediately afterwards, identify the payment method that corresponds to payment by check. To do so, key in the method code and press the key CURRENCY.



If the operator has insufficient permissions or the item, department or environment does not permit the operation from SF-GV, the POS terminal display will briefly indicate this fact.

OPERATION NOT ALLOWED

The POS terminal may have been configured from SF-GV to request an ID and a password for continuing with the current operation.

If the POS terminal has not been configured for requesting this information or the correct ID and password are not entered, the terminal will return to the beginning of the collection section.

If the payment method is not accepted, whether because it is not recognized by SF-GV, or because it is defined as a credit card, the POS Terminal will display an error message.

! NONEXIST. CURRENCY

! CREDIT ONLY

If the payment method is accepted, the POS Terminal will display the appropriate amount.

CHECK 40

Next, press the ENTER key.



2. Identification of the Check

Next, the POS Terminal will request some relevant data in order to identify the check, beginning with a message that requests the check number.



Key in the number and press the ENTER key.



Next, the POS Terminal will display a message requesting the customer's account number.



Key in the account number and press the ENTER key.



Next, the terminal requests the customer's ID.

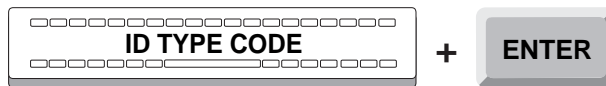


The customer can identify him or herself using three different kinds of documents: national ID card, passport and driving license.

Therefore, the code that corresponds to the type of document shown will be keyed in according to the following:

1. ID Card.
2. Passport.
3. Driving License.

Thus, the appropriate code will be entered:



Depending on the type of ID, the POS Terminal will display the following messages. Thus, if 1 was keyed in for an ID card, the message will be:



If code 2 was keyed in for a passport, the message will be:



If code 3 was keyed in for the driving license, the message will be:



Next, key in the number of the requested document, and then press the ENTER key.



If the code for the type of document shown for identification is not accepted, either because it belongs to a *negative listed* customer, or else because there is no connection between the POS Terminal and the place where the entered data are to be validated, the POS Terminal will display the appropriate message.



In the first case, as soon as the ENTER key is pressed, the POS Terminal will return to the beginning of the step "Payment by check". In the second case, the POS Terminal will return to that step without having to press a single key.

If there is no connection for validation, it is possible to configure the system (SF-GV) so that the operation is carried out with external authorization.

3. Printing the document

Next, the POS Terminal requests the document to be endorsed to be inserted in the printer.



INSERT DOCUMENT

Insert the form type required for payment by check.

The POS Terminal printer will generate the receipt or document appropriate to this payment method, according to how each of them was previously configured.

The customer printer will generate a ticket with a heading identifying the operation, number and function performed, and all the data registered during the transaction, such as the item description, along with its quantity and price, sales, returns or cancellations, subtotals, discounts, etc. and finally the total, and a description that identifies the payment method as having been by check.

The control printer generates a report with the same contents as the ticket.

Charge Card

In this mode, the operator collects payment through one or more of the credit or debit cards accepted as a payment method by SF-GV (see *program Payment Currencies in program group Payment Methods*). The **Collection** phase of the **Charge Card** payment method consists of the following steps:

1. Deferred payment (optional)
2. Card identification
3. Amount (optional)
4. Expiry date or validity date (optional)
5. Currency selection (depending on the regional configuration)
6. Acceptance
7. Document printing (optional)

1. Deferred Payment (optional)

After applying any appropriate discount or modification of total, the POS Terminal will display the final amount to be collected.

AMOUNT DUE 40

If this is a merchandise return (described in the Item **Return** mode of the **Invoicing** phase), the POS Terminal would display the amount to be refunded.

TO REFUND 40

For deferred card payments, if permitted by the type of card, press the DEFERRED PAYMENT key.

DEFERRED PAYMENT

Once this key has been pressed, the POS Terminal will display the following message:

PRESENTATION DATE?

Next, key in the date when payment will commence and press the ENTER key.

PRESENTATION DATE + ENTER

If the presentation date entered by the operator is incorrect, the POS Terminal will display the following error message and once again request a valid date.

INCORRECT DATE

2. Card Identification

To identify the credit card, key in the card number and press the CARD key, or run the credit card through the POS Terminal card reader.

CARD NUMBER + CARD

If the operator has insufficient permissions configured in SF-GV for manually entering the card number, the POS terminal display will briefly indicate this fact.



The POS terminal may have been configured from SF-GV to request an ID and a password for continuing with the current operation. If the correct ID and password are not entered, the final amount to be collected or refunded will be re-displayed.

If the card number is accepted and the deferred payment option was not chosen previously, the POS Terminal will go on to the next step, "Amount". If the card number was accepted, but this is a deferred payment, continue with the step "Expiry Date or Validity Date".

If the card number is not accepted because it is not recognized by the reader, or it belongs to a customer on a negative list, the POS Terminal will display the appropriate message.



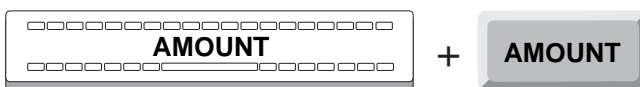
In any of these cases, the POS Terminal will return to the beginning of this step.

3. Amount (optional)

If the deferred payment option was not chosen previously, the customer can pay the total amount due with more than one card, by specifying the amount to be assigned to each card. In this case, and once the card has been identified, the POS Terminal will display a message requesting the amount to be assigned for paying with that card.



Next, key in the chosen amount and press the AMOUNT key.



If the amount chosen exceeds the total transaction amount, the POS Terminal will beep and once again request the correct amount.

4. Expiry Date or Validity Date (optional)

Based on the card configuration, the POS Terminal may:

- Request no date.
- Request the expiration date. This will be the case if the card number was keyed in previously.
- Request the validity date. This will be the case if the type of card has been configured in SF-GV for requesting this data.

If the terminal requests no date, continue with the step “Currency Selection”.

If the terminal requests an expiration date, the following message will be displayed.

EXPIRY DATE

The expiry date consists of 4 digits, which correspond to the month and year, in that order, and are printed on the card. Key in this number, and press ENTER.



If the card has expired, the POS Terminal will issue a warning.

! CARD HAS EXPIRED

Otherwise, the POS Terminal will go on to the next step, “Currency Selection”.

If the terminal requests a validity date, the following message will be displayed:

VALIDITY DATES

The validity date consists of 8 digits, which correspond to the month and year when the card was issued and the month and year when it expires, in that order. Key in this number and press ENTER.



If the card has expired, the POS Terminal will issue a warning and once again prompt the operator for the validity date.



5. Currency Selection (depending on the regional configuration)

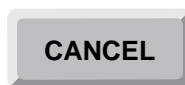
This procedure enables the currency that will be used for paying the amount entered previously to be selected for those countries which are members of the European Economic and Monetary Union (EMU). The base currency or the Euro can be chosen. The POS Terminal will display the following message:



To ,the base currency, press ENTER.



To select the Euro, press CANCEL.



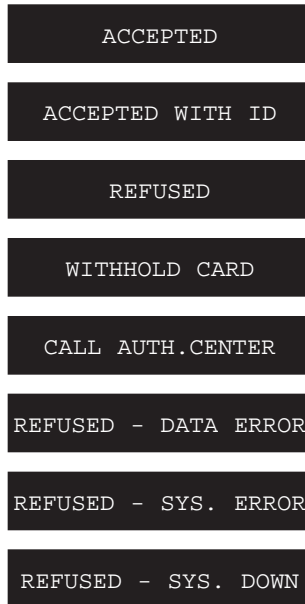
The ticket will show the amount in the selected currency.

6. Acceptance

After entering all the data required for paying with a card, communication is established with the authorization center. While expecting a response from the authorization center, the POS Terminal briefly displays the following message:



Next, the POS Terminal will display a message related to the response received from the authorization center. The authorization center may send different types of responses as codes. SF-GV has eight messages and a set of actions associated with each of them. They are:



After one of these eight messages appears, different actions can be taken.

- Charge Card accepted without further ado.

In this case, the procedure continues with the options, if any, for additional data and document -printing, which depend on how the payment method has been configured in SF-GV, and which are described later in this phase.

- Charge Card rejected and transaction canceled.

In this case, the POS Terminal will restart the **Invoicing** phase.

After some of the previous eight messages, the POS Terminal may display two types of messages indicating three other types of action to be taken by the operator. These two messages depend on the response received from the authorization center and the operator's response to the message associated with it in SF-GV. They are as follows:

- The message:

CAN/CHNG <CAN/ENTER>

If the operator presses the **CANCEL** key, the transaction is canceled and the POS Terminal will return to the beginning of the **Invoicing** phase.

CANCEL

If the operator presses the **ENTER** key, the POS Terminal will return to the beginning of the **Collection** phase to allow the payment method to be changed.

ENTER

- The message:

ACC/CHNG<ENTER/CAN>

If the operator presses the **CANCEL** key, the POS Terminal will return to the beginning of the **Collection** phase to enable the payment method to be changed.

CANCEL

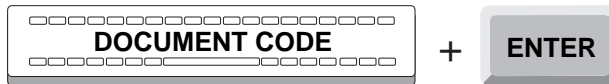
If the operator presses the **ENTER** key, the card is accepted and the POS Terminal will continue with the options, if any, of additional data and document printing, which depend on how the payment method has been configured in SF-GV (see *programs Cards and Types of Cards in program group Cards*), and which are described below.

ENTER

Optionally, if the card type is so configured, the POS Terminal may display complementary information.

* PAYMENT/RECEIPT *

Enter the requested data and press ENTER.



If part of the total transaction amount remains unpaid, the POS Terminal will re-display a message with the unpaid amount and request the code of a new card. Continue with the steps **Deferred Payment** (for making a deferred payment with the new card) or **Card Identification** described earlier in this function.

If the total transaction amount has been collected and no document is requested, the customer printer will generate a ticket with a heading identifying the operation, number and function performed, and all the data registered during the transaction, such as the item description, along with its quantity and price, sales, returns or cancellations, subtotals, discounts, etc., and finally the total, the payment method, the credit card number, etc. If the store's country belongs to the European Economic and Monetary Union (EMU) and is in the first semester of the third stage of adaptation to the single currency, the customer printer will print all the amounts in Euros, in addition to the local currency.

The control printer generates a report with the same contents as the ticket.

If a document is requested, continue with the step below.

7. Document Printing (optional)

Next, if the card type is configured to print a document, the POS Terminal prompts you to insert the appropriate document in the printer.

A black rectangular button with rounded corners, containing the text 'I INSERT DOCUMENT' in white, uppercase letters.

Insert the type of form required in each case. If part of the total transaction amount remains unpaid, the POS Terminal will re-display a message with the unpaid amount and request the code of a new card. Continue with the steps **Deferred Payment** (for making a deferred payment with the new card) or **Card Identification** described earlier in this function.

If the total transaction amount has been collected, the POS Terminal printer will generate the receipt or document appropriate to each payment method, according to how each of them was configured previously.

Next, the POS Terminal will briefly display the credit card number and then return to the beginning of the **Invoicing** phase.

Supplier Vouchers

In this mode the operator collects by using one of the vouchers accepted as a payment method by SF-GV.

The **Collection** step of the **Supplier Vouchers** payment method consists of the following stages:

1. Payment with Supplier Voucher.
2. Identification of the Voucher.
3. Printing the Document.

1. Payment with Supplier Voucher

After having applied, if pertinent, a discount or change of total, the POS Terminal will display the final amount to be collected.



AMOUNT DUE 12

If the customer is using a coupon to pay the amount owed, enter the currency code corresponding to the coupon and then press the CURRENCY key.



The POS Terminal will display the following message:



READ COUPON CODE

2. Identification of the Voucher

Immediately afterwards, identify the voucher. The supplier voucher consists of a numerical code of 13 digits, that identifies the supplier and the promotion. All codes that start with the digits "99" are related to a promotion.

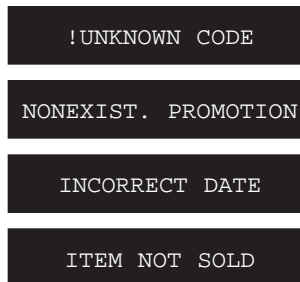
The number of the voucher can be entered in two ways: using the scanner and using the keyboard.

- a) If you have an item reader, simply pass the voucher in front of the reader.
- b) If you do not have an item reader, key in the voucher number and press the CURRENCY key.



If the voucher number is accepted, the POS Terminal will move on to the next step: “Printing the Document”.

If the voucher number is not accepted, either because it is not a promotion (it does not begin with “99”), or because the code is not valid or because the date is beyond the promotional period, or else because the item promoted in the voucher has not been sold in the current transaction, the POS Terminal will display the appropriate message.



In all of these cases, the POS Terminal will return to the start of the **Collection** phase of this payment method.

3. Printing the Document

If the voucher number has been accepted, two things may happen:

- a) The transaction ends and the printers generate informative tickets.
- b) If the amount of the voucher is less than the total to be collected, the POS Terminal will return to the start of the **Collection** phase of this payment method.

The customer printer generates a ticket with a heading identifying the operation, followed by the number and name of the function executed, and all the data registered during the transaction, such as the description of the item, its quantity and price, sales, returns or cancellations, subtotals, discounts, etc. and ends with the total and data regarding the amounts involved in the vouchers, etc. If the store's country belongs to the Economic and Monetary Union (EMU) and is in the first semester of the third stage of adaptation to the single currency, the customer printer will print all the amounts in euros, in addition to the local currency.

The control printer generates a report with the same contents as the ticket.

Installments (Card)

In this mode the operator accepts partial payments made with any of the credit cards accepted as payment methods by SF-GV (see **Payment currencies program in Payment Methods program group**).

The **Collection** phase of the **Installments** mode includes the following stages:

1. Card identification
2. Expiry date or validity date (optional)
3. Plan
4. Currency selection (depending on the regional configuration)
5. Acceptance
6. Document printing (optional)

1. Card Identification

After applying any appropriate discount or change of total, the POS terminal display will show the final amount to be collected.

AMOUNT DUE	50
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Press the **INSTALLMENTS** key to enable the customer to pay in several installments. These installments will be paid through the banking institution that issued the card being used by the customer. Therefore, the installments will be established previously by that banking institution.



Next, identify the credit card. To do this, enter the card number and press the **CARD** key, or run the credit card through the POS terminal's card reader.



If any of the invoicing lines for the current transaction corresponds to a department that does not permit installments, the following message will appear on the display:

OPERATION NOT ALLOWED

Next, the final amount to be collected or refunded will be re-displayed.

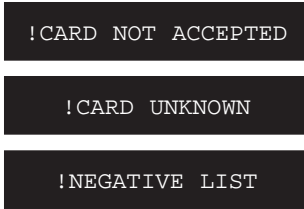
If the operator has insufficient permissions configured from SF-GV for manually entering the card number, the POS terminal display will briefly indicate this fact.

OPERATION NOT ALLOWED

The POS terminal may have been configured from SF-GV to request an ID and a password for continuing with the current operation. If the correct ID and password are not entered, the final amount to be collected will be re-displayed.

If the card number is accepted and it was entered via the keyboard and not by running the card through the card reader, the POS Terminal will continue with the next stage, "Expiry Date or Validity Date".

If the card number is not accepted because it is not recognized by the reader or it belongs to a customer whose name appears on the negative list, the POS terminal display will indicate such a fact by means of the corresponding message.



In any of these cases, the POS terminal will return to the beginning of this stage.

2. Expiry Date or Validity Date (optional)

Based on the card configuration, the POS Terminal may:

- Request no date.
- Request the expiration date. This will be the case if the card number was keyed in previously.
- Request the validity date. This will be the case if the type of card has been configured in SF-GV for requesting this data.

If the terminal requests no date, continue with the next stage, "Plan".

If the terminal requests an expiration date, the following message will be displayed:



The expiry date consists of 4 digits, which correspond to the month and year, in that order, and are printed on the card. Key in this number, and press ENTER.



If the card has expired, the POS Terminal will issue a warning.



Otherwise, the POS Terminal will go on to the next stage, "Plan".

If the terminal requests a validity date, the following message will be displayed:

VALIDITY DATES

The validity date consists of 8 digits, which correspond to the month and year when the card was issued and the month and year when it expires, in that order. Key in this number and press ENTER.



If the card has expired, the POS Terminal will issue a warning and once again prompt the operator for the validity date.

! CARD HAS EXPIRED

3. Plan

This stage consists in identifying the plan code corresponding to the number of installments established previously by the banking institution that issued the credit card.

Enter the code of the plan requested by the customer and press the ENTER key.



If the plan code does not exist or the amount to be paid in installments does not exceed a minimum sum established previously, the POS terminal display will briefly show the corresponding message:

NONEXISTENT PLAN

AMOUNT BELOW
MINIMUM AMOUNT

In these cases, the POS terminal will once again request a plan code.

If the plan code is accepted, the POS terminal display will show the number of installments and the total amount:

```
NO .  INSTALLM :    3
IMP .  INSTAL  :   175
```

This information will be displayed until the ENTER key is pressed.



4. Currency Selection (depending on the regional configuration)

This procedure enables the currency that will be used for paying the amount entered previously to be selected for those countries which are members of the European Economic and Monetary Union (EMU). The base currency or the Euro can be chosen. The POS Terminal will display the following message:

```
<ENTR>BASE <CAN>EURO
```

To select the base currency, press ENTER.



To select the Euro, press CANCEL.



The ticket will show the amount in the selected currency.

5. Acceptance

After entering all the data required for paying with a card, communication is established with the authorization center. While expecting a response from the authorization center, the POS Terminal briefly displays the following message:

PLEASE WAIT . . .

Next, the POS Terminal will display a message related to the response received from the authorization center. The authorization center may send different types of responses as codes. SF-GV has eight messages and a set of actions associated with each of them. They are:

ACCEPTED

ACCEPTED WITH ID

REFUSED

WITHHOLD CARD

CALL AUTH. CENTER

REFUSED - DATA ERROR

REFUSED - SYS. ERROR

REFUSED - SYS. DOWN

After one of these eight messages, different actions can be taken:

- Charge Card accepted without further ado.

In this case, the procedure continues with the options, if any, for additional data and document -printing, which depend on how the payment method has been configured in SF-GV, and which are described later in this phase.

- Charge Card rejected and transaction canceled.

In this case, the POS Terminal will restart the **Invoicing** phase.

After some of the previous eight messages, the POS Terminal may display two types of messages indicating three other types of action to be taken by the operator. These two messages depend on the response from the authorization center and the operator's response to the message associated with it in SF-GV. They are as follows:

- The message:



CAN/CHNG <CAN/ENTER>

If the operator presses the CANCEL key, the transaction is canceled and the POS Terminal will return to the beginning of the **Invoicing** phase.



CANCEL

If the operator presses the ENTER key, the POS Terminal will return to the beginning of the **Collection** phase to allow the payment method to be changed.



ENTER

- The message:



ACC/CHNG<ENTER/CAN>

If the operator presses the CANCEL key, the POS Terminal will return to the beginning of the **Collection** phase to allow the payment method to be changed.



CANCEL

If the operator presses the ENTER key, the card is accepted and the POS Terminal will continue by requesting additional data and printing a document; these actions depend on how the payment method has been configured in SF-GV (*see programs Cards and Types of Cards in program group Cards*), and are described below.



ENTER

Next, the POS Terminal may request complementary data if the means of payment has been configured to request such data.

* PAYMENT / RECEIPT *

Enter the requested data and press ENTER.



The customer printer will generate a ticket with a heading identifying the operation, number and function performed, and all the data registered during the transaction, such as the item description, along with its quantity and price, the number of installments chosen, subtotals, discounts, etc., and finally the total, the payment method, the credit card number, etc. If the store's country belongs to the European Economic and Monetary Union (EMU) and is in the first semester of the third stage of adaptation to the single currency, the customer printer will print all the amounts in Euros, in addition to the local currency.

The control printer generates a report with the same contents as the ticket.

6. Document Printing (optional)

Next, if the card type is configured to print a document, the POS Terminal prompts you to insert the appropriate document in the printer.

INSERT DOCUMENT

Insert the type of form required in each case.

The POS Terminal printer will print the corresponding document with information regarding the number of installments, the deferred amount, the bank interest, etc., as configured previously in SF-GV.

Once this stage has been completed, the POS Terminal will return to the beginning of the **Invoicing** stage.

Complementary Operations

This phase includes auxiliary operations which are performed, regularly or optionally, during the different modes and steps previously described for the **Invoicing** and **Collection** phases.

These operations are:

- Subtotal.
- On-line manual discount.
- Customer discount.
- Suspend transaction.
- Resume transaction.
- Utilities.
- Repeat last line.
- Cancel last line.
- Delete current data.
- Customer invoices.
- Price change for the last item invoiced.
- Loyalty-building cards.

Subtotal

Through this function the operator may show, on the display, the subtotal of a series of items rung up. This subtotal can be obtained at any time during the **Invoicing** phase and can be done, regardless, in operations involving sales, returns, or cancellation of items.

During item entry, the POS Terminal will display a message indicating it is ready to accept new items.

PLU/QUANTITY/TOTAL

If at this point you wish to register the accumulated subtotal, press the SUBTOTAL key.



A rectangular button with a light gray background and a dark gray border. The word "SUBTOTAL" is centered in bold, black, uppercase letters.

The POS Terminal will briefly display the corresponding subtotal.



A dark rectangular display area. On the left, the word "SUBTOTAL" is written in white, uppercase letters. On the right, the number "12" is written in white, uppercase letters.

This message does not cause anything to print on the POS Terminal printers.

Next, the POS Terminal will re-display the message indicating it is ready to continue ringing up items.

If you do not wish to ring up any more items, continue on to the **Totalization** phase, previously described.

On-line Manual Discount


Through this operation the operator applies a discount on the last item or department rung up. To do so, the item or department have to be previously configured from SF-GV (see the **Environments program in the Terminal Configuration group of programs**), so as to accept a discount.

If during the **Invoicing** phase you wish to apply a discount to an item or department, first ring it up. Then, the POS terminal will show the characteristic message of this function.



A dark rectangular display area. The text "PLU/QUANTITY/TOTAL" is written in white, uppercase letters.

Key in the discount percentage to apply, and press the DISCOUNT key.



A rectangular display area with a light gray background and a dark gray border. The text "DISCOUNT APPLIED" is centered in bold, black, uppercase letters. To the right of the display is a plus sign "+". To the right of the plus sign is a rectangular button with a light gray background and a dark gray border. The word "DISCOUNT" is centered in bold, black, uppercase letters.

A default discount can be applied if the last item was invoiced by department and, in addition, that department has been configured in SF-GV to apply such a discount. To do this, press the DISCOUNT key without entering a percentage.



A rectangular button with a light gray background and a dark gray border. The word "DISCOUNT" is centered in bold, black, uppercase letters.

If the operator has insufficient permissions or the item, department or environment does not permit the operation from SF-GV, the POS terminal display will briefly indicate this fact.

OPERATION NOT ALLOWED

The POS terminal may have been configured from SF-GV to request an ID and a password for continuing with the current operation.

If the POS terminal has not been configured for requesting this information or the correct ID and password are not entered, the terminal will return to the beginning of this operation.

If the applied discount exceeds the maximum allowed for the department, the POS Terminal will briefly display an error message.

! DISC. NOT ALLOWED

Next, the POS Terminal will return to the beginning of this operation.

This discount will print on the customer printer ticket and on the control printer roll, after the item previously rung up, and along with the remaining items described, for both printers, in the **Collection** phase. If the store's country belongs to the Economic and Monetary Union (EMU) and is in the first semester of the third stage of adaptation to the single currency, the customer printer will print all the amounts in euros, in addition to the local currency.

The POS Terminal will remain ready to ring up more items. If you wish to end the transaction, continue on to the **Totalization** phase.

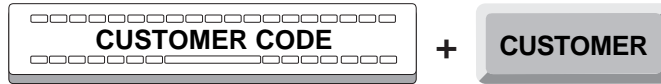
Customer Discount

Through this operation, the POS Terminal will apply a discount to all items rung up for a certain customer. To do this, each customer entitled will have been previously identified with a code in SF-GV (*see program Customers in program group Customers*) and included in the corresponding database with his discount percentage. It is possible to identify a customer through the MSR (*Magnetic Stripe Reader*).

During the item Invoicing process, the POS Terminal will show the message usual to the **Sales** function.

PLU/QUANTITY/TOTAL

When dealing with a customer with a pre-established discount, before pressing the **TOTAL** key, key in the customer code and press the **CUSTOMER** key, or run the customer card through the POS terminal card reader.



If the customer is accepted, press the **TOTAL** key and POS Terminal will end this operation.



If the customer does not exist or is not recognized by SF-GV as such, the POS Terminal display will briefly display an error message.

NONEXISTENT CUSTOMER

Next, the POS Terminal will return to the beginning of this phase.

The POS Terminal will remain ready to ring up more items. If you wish to end the transaction, continue on to the **Totalization** phase.

When you press the **TOTAL** key, the discount will print on the customer printer ticket and on the control printer roll. The discount will appear on the line following the items previously rung up, in the form of a percentage discount applied to the item subtotal. The total amount to be collected will be the difference between the subtotal and the discount. If the store's country belongs to the Economic and Monetary Union (EMU) and is in the first semester of the third stage of adaptation to the single currency, the customer printer will print all the amounts in euros, in addition to the local currency.

Suspend Transaction

Through this operation, the operator may suspend an on-going transaction during the **Invoicing** and **Collection** phases. This suspension allows the operator to continue with other transactions and later recover and continue with the suspended transaction according to the procedure described in the following section, for the **Resume Transaction** operation.

Once the transaction is started, if while ringing up items you wish to suspend the transaction, press the **SUSPEND/RESUME** key.



When the transaction is suspended, the customer printer ticket and the control printer journal tape will print, following the items invoiced, a line indicating the transaction was suspended.

Next, the POS Terminal will display the usual message for this function.



The POS Terminal will remain ready to ring up more items. If you wish to end this phase, continue on to the **Totalization** phase.

Resume Transaction

Through this operation, the operator may recall a transaction previously suspended. The recall allows the operator to resume the suspended transaction at the point it was interrupted.

Once the transaction is completed, and before starting a new one, the POS Terminal will display its usual message.



If at this time you wish to recall a transaction previously suspended, press the **SUSPEND/RESUME** key.



The POS Terminal will display a message requesting the terminal number where the transaction was suspended.



Enter the terminal number and press the ENTER key.



If the terminal number entered is not recognized as such by SF-GV, the POS Terminal will briefly display a message indicating the error.

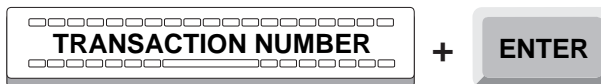
```
NONEXIST. LOG. TERM.
```

Next, the POS Terminal will again request the terminal number, repeating the operation.

If the terminal number is accepted, the POS Terminal will display a message requesting the transaction number to recall.

```
** TRANSACTION NO. **
```

Enter the transaction number and press ENTER.



If the transaction number entered is incorrect, the POS Terminal will briefly display a message, according to the kind of error produced.

```
! NONEXISTENT TRANS.
```

If the number does not correspond to the terminal entered, the POS Terminal again requests the transaction number.

```
! RETRIEVAL ERROR
```

If the number does not correspond to a suspended transaction, the POS Terminal again requests the terminal number.

Otherwise, once the transaction is captured, it will restart at the point where it was interrupted. The POS Terminal goes on to the **Invoicing** phase, at the point where the transaction was left.

Upon finishing a recalled transaction, the customer printer will generate the ticket normally created for all transactions, as described in the **Collection** phase. This ticket will repeat the data entered before the transaction was suspended, together with the data entered after the transaction was recalled, as if the transaction had never been interrupted.

The control printer will generate a report with the same contents as the ticket, plus an indication in the heading that the transaction has been recalled, along with the terminal number and the number of the suspended transaction.

At this point, you may continue with new transactions, following the process described in the **Invoicing** phase.

Utilities

This operation allows routine access to three auxiliary functions without interrupting the performance of the **Sales** function under way. That is to say, while a sale is being performed, the operator may access the three functions without interrupting the function.

Each of these auxiliary functions is identified with a utility code from 1 to 3. They are:

- 1.- Calculator.
- 2.- Currency inquiry.
- 3.- Price inquiry.

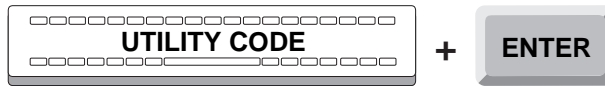
To execute the **Utilities** function, without ending the **Sales** function, press the **UTILITIES** key.



The POS Terminal will show a message requesting the utility code.



Enter the code of the utility you wish to access, and press ENTER.



Next, you may perform calculations, or cash and price inquiries, depending on the code you entered. To do this, follow the procedures described for each case:

- 1.- the Calculation phase of the **Calculator** function (57).
- 2.- the Inquiry phase of the **Currency inquiry** function (24).
- 3.- the Inquiry phase of the **Price inquiry** function (23).

To quit the **Calculator** and **Price inquiry** functions and return to the **Sales** function, press the TOTAL key, as described in the phases mentioned before.



In the case of the **Currency inquiry** function, you must press the DELETE key *twice*.



Next, you may continue with the **Sales** function at the point where you were before accessing the **Utilities** operation.

Repeat Last Line

This function repeats the data from the last operation entered in the POS Terminal, during the **Invoicing** phase.

During the sales process, as items are being rung up, the POS Terminal displays its usual message.

PLU/QUANTITY/TOTAL

If you wish to repeat the data from the last operation entered in the POS Terminal, press the **ENTER** key.



Next, the POS Terminal will re-display the previous message.

This operation will repeat the last line from the customer printer ticket, and from the control roll, after the item previously rung up, and along with the remaining items described for both printers in the **Collection** phase.

The POS Terminal will remain ready to ring up more items. If you wish to finish the transaction, go on to the **Totalization** phase.

Cancel Last Line

Through this operation, the operator may cancel the data from the last transaction entered in the POS Terminal, during the **Invoicing** phase.

During the sales function, as items are being rung up, the POS Terminal will display its usual message:



If you wish to cancel the data from the last operation entered in the POS Terminal, press the **CANCEL** key and then the **ENTER** key.



Next, the POS Terminal will re-display the previous message.

If the operator has insufficient permissions or the item, department or environment does not permit the operation from SF-GV, the POS terminal display will briefly indicate this fact.



The POS terminal may have been configured from SF-GV to request an ID and a password for continuing with the current operation.

If the POS terminal has not been configured for requesting this information or the correct ID and password are not entered, the terminal will return to the previous operation.

This operation will repeat, with a negative quantity and price, the last line item from the customer printer ticket and the control printer roll, following the item previously rung up, and along with the remaining data described, for both printers, in the **Collection** phase.

The POS Terminal will remain ready to ring up more items. If you wish to end the transaction, go on to the **Totalization** phase.

Delete Current Data

Through this operation, the operator cancels the information entered in the POS Terminal, before it is registered, by pressing the appropriate key.

While going through the phases of these and other POS Terminal application functions, there are different operations where the POS Terminal displays, along with another word or message (for example, YYYYYYYYYY), the required data (for example, XXXXXXXXXX) as they are being entered.



If, due to any error, you wish to erase the data you keyed in, press the DELETE key.



Next, the POS Terminal will re-display the previous message.



Enter the correct information to continue with the current operation.

This operation does not generate any action by the terminal printers.

The POS Terminal will remain ready to ring up more items. If you wish to finish the transaction, go on to the **Totalization** phase.

Customer Invoices

This operation permits printing an invoice that corresponds to one or more purchases by the same customer.

Once a transaction is concluded, and before beginning a new one, the POS Terminal will display the usual message for this function.

PLU/QUANTITY/TOTAL

If at this time you wish to prepare a customer invoice, press the INVOICE key.

INVOICE

The POS Terminal will show a message requesting the number that identifies the customer.

***** CUSTOMER *****

Enter the code number of that customer and press the CUSTOMER key.



If the customer does not exist or is not recognized by SF-GV as such, the POS Terminal will briefly indicate this.

NONEXISTENT CUSTOMER

Otherwise, the POS Terminal will display on the lower line the customer's last names and on the upper line a message that indicates that item invoicing may begin. For example, if the customer's last name is Smith, the POS Terminal will display the following:

PLU/QUANTITY/TOTAL

SMITH

Next, follow the procedures described in the **Invoicing** phase.

During invoicing, as items are rung up, the POS Terminal will display the usual message for this function.

PLU/QUANTITY/TOTAL

When you no longer wish to ring up more items, press the TOTAL key.

TOTAL

The POS Terminal displays a message with the amount to be collected.

AMOUNT DUE 50

Press the ENTER key to accept the amount displayed in the POS Terminal.

ENTER

Next, the POS Terminal will request that the document to be filled out be inserted into the printer.

INSERT DOCUMENT

Insert the Cancel last line of document that is required to print an invoice.


The POS Terminal printer will print the invoice, giving some data regarding the customer's ID, such as first and last names, address, telephone, etc.; data regarding the invoice, such as an invoice number, the date, etc. Invoiced items will be broken down with their description, price and discount if applicable. It is also possible that the customer has a discount that has been previously established in the SF-GV application, in which case this will also be included in the invoice, together with the invoice total.

The control printer will print a document whose contents are similar to those of the invoice.

Price Change for the Last Item Invoiced

With this operation, an operator can change the price of the last item invoiced.

During the invoicing process, while ringing up items, the POS terminal display shows the typical message for this function.




PLU/QUANTITY/TOTAL

To change the price of the last item, press the CURRENCY key, enter the new price and press the AMOUNT key.



If the operator has insufficient permissions or the item, department or environment does not permit the operation from SF-GV, the POS terminal display will briefly indicate this fact.



OPERATION NOT ALLOWED

If the amount entered is outside of the range permitted for the department that the item belongs to (see the **Departments program in the Item Management program group**), the following error message will be displayed:



! WRONG PRICE

The POS terminal may have been configured from SF-GV to request an ID and a password for continuing with the current operation.

If the POS terminal has not been configured for requesting this information or the correct ID and password are not entered, the terminal will return to the previous operation.

This operation prints the new price on the ticket of the customer printer and on the roll of the control printer, after the price assigned previously to the item and together with the other data described earlier for both printers in the **Collection** phase. If the store's country belongs to the Economic and Monetary Union (EMU) and is in the first semester of the third stage of adaptation to the single currency, the customer printer will print all the amounts in euros, in addition to the local currency.

The POS terminal will remain ready to ring up more items. If you wish to end the transaction, continue on to the **Totalization** phase.

Loyalty-Building Card

A loyalty-building card is a non-payment card which entitles the holder to accrue points for purchases made. The accrued points can be redeemed for gifts or discounts that will be provided by the card issuer.

During the invoicing process, while ringing up items, the POS terminal display shows the typical message for this function.

PLU/QUANTITY/TOTAL

Next, run the loyalty-building card through the card reader.

If the card number is not accepted, the POS terminal display will indicate this fact by showing the corresponding message.

!CARD NOT ACCEPTED

!CARD UNKNOWN

Otherwise, the POS terminal display will re-display the previous message.

This operation prints the number of points earned on the ticket of the customer printer and optionally on the roll of the control printer.

The POS terminal will remain ready to ring up more items. If you wish to end the transaction, continue on to the **Totalization** phase.

Delivery Method

While items are being rung up, you can inform the terminal whether a special delivery method should be used for all of the items included in the current transaction. To do this, press the DELIVERY METHOD key twice as stated below.

DELIVERY METHOD

+

DELIVERY METHOD

The POS terminal will continue at the same point in the invoicing stage.

The data required for identifying the delivery method will be requested during the **Totalization** stage.

Cancellation (Optional)

This function may be canceled by the operator in any of the previous phases: **Invoicing**, **Totalization** and **Collection**.

To do this, press the CANCEL key.



The POS Terminal display will show a confirmation message.



Next, press the TOTAL key.



The POS Terminal will re-display the message indicating it is ready to perform transactions.



Next, you may start a new transaction or quit the **Sales** function.

If the operator has insufficient permissions or the item, department or environment does not permit the operation from SF-GV, the POS terminal display will briefly indicate this fact.



The POS terminal may have been configured from SF-GV to request an ID and a password for continuing with the current operation.

If the POS terminal has not been configured for requesting this information or the correct ID and password are not entered, the terminal will return to the previous operation.

It is also possible to cancel any line by identifying the item, and quantity, already rung up, as described in the **Cancellation** section of the **Invoicing** phase.

The customer printer will generate a ticket with a heading identifying the operation, the number and function performed, and indicating this is a canceled transaction.

The control printer will print a report with the same contents as the ticket.

To quit the Sales function, press the DELETE key *twice*.



The POS Terminal will display a message requesting a new function code.



The POS Terminal will exit the **Sales** function and will be ready to perform any other function.

2

Auxiliary Functions

- Introduction to Auxiliary Functions
- Chapters Related to Auxiliary Functions

StoreFlow PV

Introduction to Auxiliary Functions

The auxiliary functions are designated, to carry out certain functions, in addition to sales, related to terminal operations as well as with the global management of the business.

The auxiliary functions allow the terminal user to obtain a series of reports to carry out different sales inquiries, in addition to other functions which are periodically or routinely required by SF-PV for application and they are the following:

- Void Transaction (05).
- Withdrawal of Funds (06).
- Provision of Funds (07).
- Open Cash Drawer or Terminal Intervention (08).
- Training (09).
- Payments/Receipts (11).
- Cash Drawer Count (12).
- Open Terminal (13).
- Close Terminal (14).
- Department Sales Inquiry (17).
- Store Branch Sales Inquiry (18).
- Operator Sales Inquiry (19).
- Shift Sales Inquiry (20).
- POS Terminal Sales Inquiry (21).
- Floor or Area Sales Inquiry (22).
- Price Inquiry (23).
- Currency Inquiry (24).
- Card Status Inquiry (25).

- List Payment Methods or Currencies (29).
- List Cashbox Settlement Groups (30).
- List Functions (31).
- List POS Terminal Totals (33).
- Off-line Sales (34).
- Lock/Unlock (35).
- Password Change (39).
- Replacement of Expendable Supplies (40).
- Document Reprint (41).
- Add EAN Code (44).
- Inventory Load (45).
- Price Change (47).
- Container Return (48).
- Change of Document Counter (49).
- Security Alert (50).
- Merchandise or Stock Transfer (51).
- Cashier Connection (52).
- Cashier Disconnection (53).
- Calculator (57).
- Confirmation of Withdrawal (79).
- File Reload (98).
- Exit Application (99).

The **Void Transaction** function cancels a sales transaction previously performed in cash or charged. This function cancels the cash and stock transactions on the server, not on the terminal.

The **Withdrawal of Funds** function allows the withdrawal of the different currency types from the cash drawer, and registers the totals.

The **Provision of Funds** function allows the addition of currency to the Point of Sales terminal cash drawer, or POS, and registers the totals.

The **Open Cash Drawer** or **Terminal Intervention** function allows the opening of the cash drawer without a transaction that requires the cash drawer to open, while recording the event on the journal tape and the transaction log.

The purpose of the **Training** function is to operate all the POS Terminal functions in *training mode*. This function facilitates the training of cashiers, while ignoring all data generated.

The **Payments/Receipts** function provides for collection or payment of items which, by their nature, are not part of the **sales** function, but which have an effect on the POS Terminal totals.

The **Cash Drawer Count** function enables an operator who uses a floating cashier, to look up the totals existing in the cash drawer at any time.

The **Open Terminal** function enables a POS Terminal to be used by a cashier. Optionally, this function may include a settlement of the funds left by the previous cashier.

The **Close Terminal** function disables a terminal from being used until it is opened again. This function includes a cash drawer settlement and a declaration of funds remaining in the cash drawer for the next opening.

The **Department Sales Inquiry** provides the sales total for a section or department for the last period.

The **Store Branch Sales Inquiry** function prints the total of sales performed in a branch or store during the last period. The SF-PV application provides up to three levels of physical distribution (e.g. branch, site, area).

The **Operator Sales Inquiry** function displays on the terminal the total of sales performed by a user during the last period.

The **Shift Sales Inquiry** function displays on the terminal the total of sales performed during a given shift.

The **POS Terminal Sales Inquiry** function displays the total sales performed on any terminal enabled in SF-GV.

The **Floor or Area Sales Inquiry** function displays on the terminal the total sales performed in a sales area during the last period.

The **Price Inquiry** function displays the price of the items entered.

The **Currency Inquiry** function displays the exchange rate, in the currency set for the POS Terminal, of a currency amount.

The **Card Status Inquiry** function allows the validity of a customer's card to be verified.

The **List Payment Methods or Currencies** function lists the different payment methods authorized in the terminal environment.

The **List Cashbox Settlement Groups** function lists the groups of cash and documents that the POS Terminal will require each time the terminal is opened or closed.

The **List Functions** option lists the different functions that the POS Terminal can invoke at any given time.

The **List POS Terminal Totals** report lists the count and totals of the transactions made and groups of cash and documents of the POS Terminal.

The **Off-Line** function allows entry of sales of an Layaway terminal.

The **Lock/Unlock** function temporarily disables a terminal or re-enables a terminal through the entry of an authorized user id.

The **Password Change** function allows a Cashier to change his or her password.

The **Replacement of Expendable Supplies** function is intended to register the replacement of any consumable item that the POS Terminal printer may require (e.g. paper roll, printer ribbon, etc.), while creating a statistical entry of the use of the item.

The **Document Reprint** function prints the last ticket again.

The **Add EAN Code** function allows the addition of a new European Article Number (or manufacturer code, EAN) of an item to the system file.

The **Inventory Load** function is used to enter all of a department's items, for later processing.

The **Price Change** function allows the change of an item's price on the POS Terminal.

The **Container Return** function registers the return of containers through the POS Terminal.

The **Change of Document Counter** function is used to define the numbering sequence to be used to assign ticket numbers.

The **Security Alert** function is used to quickly issue a warning of a security incident, such as theft or fire, to allow for immediate, appropriate response from a client station.

The **Merchandise** or **Stock Transfer** function allows entry, from the terminal, of merchandise requests for the warehouse.

The **Cashier Connection** function enables a POS Terminal previously disabled with the **Cashier Disconnection** function to allow its operation. This function is useful when using the POS Terminal in the "floating" cashier mode.

The **Cashier Disconnection** function disables a POS Terminal, which remains open, but unable to operate until re-enabled using the **Cashier Connection** function. This function is useful when using the POS Terminal in the "floating" cashier mode.

The **Calculator** function allows using the POS Terminal keyboard as a basic calculator.

The **Confirmation of Withdrawal** function confirms the delivery of an envelope containing a previous Withdrawal of Funds.

The **File Reload** function closes and opens all terminal files. This function is rarely used, and then only by a technician. For instance, if performing an initial file load, one can turn the POS Terminal power off and back on, or use this function.

The **Exit Application** function closes the SF-PV application and returns control to the operating system. This function should only be used by a technician, on a terminal with a keyboard and CRT.

All these functions are described in detail in the following sections.

Void Transaction (05)

The **Void Transaction** function is meant to void a previous sales transaction, whether in cash or by credit card. The transaction can be voided only from the POS Terminal where the transaction was processed, and before its closing. The reversal of cash and stock transactions will take place on the server, not the terminal.

The **Void Transaction** function includes the following steps:

- Operator Id.
- Function Number.
- Authorization.
- Void.
- Cancellation (optional).

Operator Id and Function Number

The POS Terminal could be in one of the following states:

- Immediately after opening, or when there have been no transactions entered for some time in that terminal and it has become blocked, the display shows a message requesting the Id of the next operator to access the terminal.

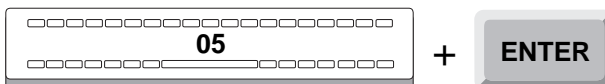


When the display shows this message, you must sign on. To do so, follow the procedures described at the beginning of this manual.

- After executing any function except Sales, the display shows a message asking for the number of the next function to be executed.



- If this is the case, key **05** and press **ENTER**.



If the function is not allowed by SF-GV for the environment, the POS Terminal display will show the following error message:

FUNCTION NOT AVAILABLE

- If the terminal is in the Sales mode, the message will indicate that you can continue ringing up items.

PLU/QUANTITY/TOTAL

In this case, end the Sales function by pressing the DELETE key *twice*.



Following this, the POS Terminal requests the number of the next function to be executed.

** FUNCTION NO. **

Key **05** and press ENTER.



Authorization

Once the user is done signing on and entering the function, the POS Terminal display shows a message requesting your password or authorization code, if it has been configured from SF-GV by means of the **Functions** program.

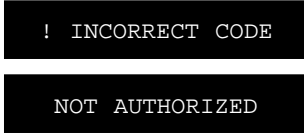
** AUTHORIZATION CODE **

Key in your password and press ENTER.



If the password is accepted, the POS Terminal will go on to the next step: Void.

If the password is incorrect or belongs to a user not authorized to this function, the POS Terminal display briefly shows an error message.



Next, the POS Terminal will request your password once again, repeating the process.

Void

This procedure allows you to void any sales transaction previously performed. In order to void a transaction you will need the transaction and terminal number, printed at the top of the sales ticket.

The Void phase consists of the following steps:

- Terminal.
- Transaction.
- Amount.
- Card (optional).

Terminal

Once the user has signed on and selected a function, the POS Terminal display shows a message requesting the terminal number where the transaction to be voided was originated.



Key in the terminal number and press the ENTER key.



If the number entered corresponds to the terminal where the transaction was originated, the POS Terminal will proceed to the next step: Transaction.

If the number entered does not correspond to the terminal you are operating, the POS Terminal display shows a brief message indicating that the void must be performed at the terminal where the sale was originated.

**** CANCEL AT SOURCE ****

Next, the POS Terminal display requests the terminal number again, repeating the step.

Transaction

Once the terminal number has been verified, the POS Terminal display shows a message requesting the transaction number that you wish to void.

**** TRANSACTION NO. ****

Key in the transaction number and press the ENTER key.



If the number entered is accepted, the POS Terminal will proceed to the next step: Amount.

If the transaction number is not registered on the POS Terminal being used, the POS Terminal display briefly shows an error message.

! NONEXISTENT TRANS.

In this case, the POS Terminal will request a transaction number once again, repeating the step.

If the transaction was previously voided from the POS Terminal being used, or if the transaction number does not match a sale, or if an off-line error occurs, the POS Terminal display will show the following message:

! XTN ALREADY CANC .

CANNOT CANCEL XTN

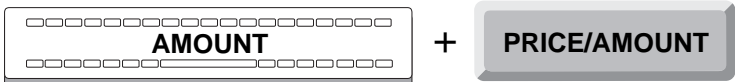
The POS Terminal display shows a message once again requesting the terminal number, and return to the previous step: Terminal.

Amount

Once the transaction has been identified, the POS Terminal display shows a message requesting its amount

***** AMOUNT *****

Enter the corresponding amount, and press the PRICE/AMOUNT key.



If the amount is accepted, the POS Terminal will generate a ticket and exit the **Void Transaction** function. If the amount corresponds to a credit card transaction, the POS Terminal will proceed to the next step: Card.

If the amount entered is different from the one on file, or if an error takes place in the recording of the void, the POS Terminal display briefly shows the following error message.

! DIFFERENT AMOUNTS

ERROR SAVING CANC .

Next, the POS Terminal requests the terminal number again, and returns to the Terminal step. If this error persists, press the CANCEL key and then press the TOTAL key to exit the function.



Card (Optional)

Once the amount has been accepted, and if it was a credit card transaction, the POS Terminal displays a message requesting the card number.



Enter the card number and press the CARD key.



If the number entered does not match the original transaction, the POS Terminal display will briefly show an error message:



Next, the terminal displays a message requesting the card number again, repeating the step.

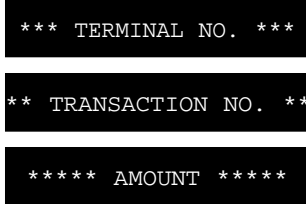
Once the amount has been accepted, the control printer will generate a document with a heading identifying the operation, followed by the number and name of the function executed, then the id of the voided transaction (terminal number, transaction number, amount) and finally a line indicating that the transaction void was correct.

The customer printer will generate a ticket with a heading identifying the operation, followed by a line indicating the number and the function performed.

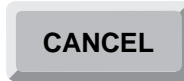
Once the process of voiding a transaction has been completed, the POS Terminal exits the **Void Transaction** function.

Cancellation (Optional)

The **Void Transaction** function can be cancelled in any of the steps of the Void phase: Terminal, Transaction and Amount. When the POS Terminal displays a message corresponding to each of the steps,



press the CANCEL key.



The POS Terminal will display a message before voiding the transaction.



Next, press the TOTAL key and the function is canceled.



The customer printer will generate a ticket with a heading identifying the operation, the name and number of the function performed, stating that it is a cancelled transaction.

The control printer will generate a document with a heading identifying the operation, the name and number of the function performed, stating that it is a cancelled transaction.

Then the POS Terminal will exit the **Void Transaction** function.

Withdrawal of Funds (06)

The purpose of the **Withdrawal of Funds** function is to register the total amount, broken down by currencies or payment methods, that is withdrawn from a Point of Sale terminal at a specific moment. The methods of payment or currencies are defined in **StoreFlow Sales Management**, in program **Payment Currencies** of program group **Means of Payment**. To obtain a report of the different payment currencies on the customer printer, see function **29: List Payment Methods or Currencies**. The withdrawal of funds operation can be performed either periodically, or once the funds in the terminal have exceeded the allowed limit.

The **Withdrawal of funds** function has the following phases:

- Operator Id.
- Function number.
- Authorization.
- Envelope.
- Count.
- Cancellation (optional).

Operator Id and Function Number

The POS Terminal (Point of Sales terminal) could be in any one of the following states:

- Immediately after opening, or when there have been no transactions entered for some time in that terminal and it has become blocked, the display shows a message requesting the Id of the next operator to access the POS Terminal.

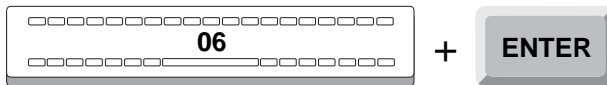
```
**** CASHIER ****
```

When the display shows this message, you must sign on. To do so, follow the procedures described at the beginning of this manual.

- After executing any function except Sales, the display shows a message asking for the number of the next function to be executed.

*** FUNCTION NO. ***

If the display shows this message, key-in the number **06** and press ENTER.



If the function is not allowed by SF-GV for the environment, the POS Terminal display will show the following error message:

FUNCTION NOT AVAILABLE

- If the terminal is in the sales function, the message will indicate that you can continue ringing up items.

PLU/QUANTITY/TOTAL

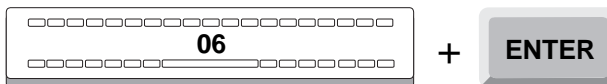
In this case, you must exit the Sales function by pressing the DELETE key *twice*.



The POS Terminal display will then request the number of the next function to be executed.

** FUNCTION NO. **

Key in **06** and press ENTER.



Authorization

Once the operator is done signing on and entering the function, the POS Terminal display will show a message requesting his password or authorization code, if it has been configured from SF-GV by means of the **Functions** program.

*** AUTHORIZATION CODE ***

Key-in your password and press ENTER.



If the authorization code is accepted, the terminal will go on to the following phase: Envelope.

If the password is incorrect or belongs to an operator not authorized to perform the function, the display will briefly show an error message.

! INCORRECT CODE

NOT AUTHORIZED

Next, the POS Terminal display requests your password again, and the process is repeated.

Envelope

The Envelope phase identifies and registers the coded envelope that will contain the cash and documents withdrawn from the terminal during the closing process.

Once the operator is authorized, the POS Terminal cash drawer will open and the display will show a message asking you to identify the envelope.

** ENVELOPE CODE **

The way the envelope is coded depends on the customer's needs. Key in the envelope code and press ENTER.



It is also possible to simply press the ENTER key, as you are not required to enter the envelope code.

If the envelope code is accepted, the POS terminal will pass to the next phase.

If the code is not accepted, the POS Terminal display will briefly display the message.



Then the display will again request the envelope code, repeating this step.

Count

The Count phase registers each one of the payment currencies, sorted by their codes. This classification is defined in SF-GV. To obtain a report of the different payment currencies from the customer printer, see function **29: List Payment Methods or Currencies**.

The Count phase includes the following steps:

- Payment Currency.
- Cash.
- Documents.

Payment Currency

Once the envelope is identified, the POS Terminal display will show a message requesting the payment currency code.



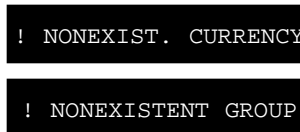
Enter the currency code and press the **PAYMENT METHOD** key.



To specify the currency or the currency and its amount, you can also use the hot keys that have been configured as *means of payment* and *means of payment/amount*, as described in Chapter 1.

If the code is accepted, the POS Terminal will continue to either of the following steps, depending on the currency: Cash or Document.

If the payment currency is not on file or in the settlement groups, the POS Terminal display will briefly show the appropriate error message:



Next, the POS Terminal display will show a message requesting the identification of the payment currency, repeating this step as many times as payment currencies are to be withdrawn.

If all the steps for cash and documents for all payment currencies described later have been completed, press the **TOTAL** key.



The control printer will generate a document with a heading showing the operation id, the number and function performed. If the payment currency is of the Cash type, next will appear data about each denomination thereof, and the subtotals for each currency. If of the Document type, next will print data about each document.

The customer printer will print a ticket with a heading showing the operation, the number and function performed. If the payment currency is of the Cash type, next will appear each data about each denomination thereof, and the subtotals for each currency. If of the Document type, next will print data about each document.

The POS Terminal screen will show a message indicating you must close the cash drawer, which has been open through the transaction.



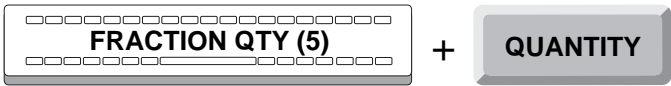
Next, close the cash drawer and the POS Terminal will exit the **Withdrawal of funds** function.

Cash

Once the payment currency is identified, if of the Cash type, the POS Terminal display will show a message requesting the number of units (bills, coins) of each denomination (10, 50, 100, etc.). For example, if there are five bills of 20 dollars, enter the number 5.



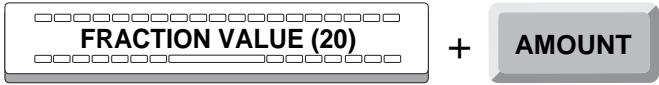
Key in said number and press the QUANTITY key.



Once entered the quantity corresponding to a denomination, the POS Terminal display will show a message requesting its amount. This way, for 20 dollars bills, key in 20.



Key in the amount and press the AMOUNT key.



Next, the POS Terminal display will show a message requesting the number of units of another denomination, repeating the step as many times as denominations exist for one currency.

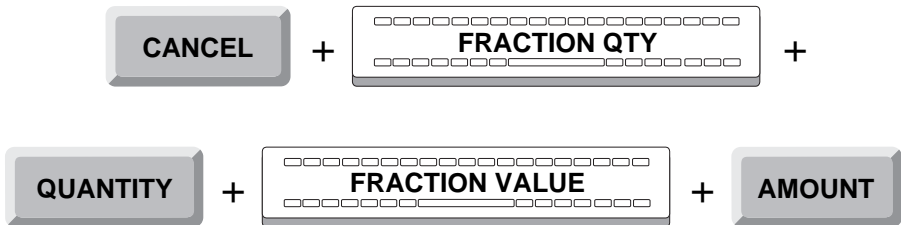
Once this step is completed for one payment currency, press the **TOTAL** key.



Next, the POS Terminal will return to the Payment currency step. From this step you may repeat this process as many times as different payment currencies have to be withdrawn from the POS Terminal, or end the function.

During this step, you may perform two types of corrections:

- If during the process an error is made by excess, press the **CANCEL** key and key in the data to be backed out of the incorrect total.



- If you wish to clear the information about the last payment currency entered before you press the **ENTER** key, press the **DELETE** key and the POS Terminal will request a new payment currency code.



Documents

Once the payment currency has been identified, if of Document type, the POS Terminal display will show a message requesting the number of documents of said currency to be withdrawn.



Enter the quantity and press the ENTER key.



Next, the POS Terminal will request a new document, repeating this step as many times as different document types there are for the currency type.

Once this step is completed for all documents of a currency type, press the TOTAL key.



Next, the POS Terminal display will show a message requesting another currency type code, returning to the Payment currency step. From this step you may repeat this process as many times as different payment currencies are to be withdrawn from the POS Terminal, or you may end the function.

During this step, you may perform two types of corrections:

- If during the process an error is made by excess, press the CANCEL key and key in the data to be backed out of the incorrect total.



- If you wish to clear the information from the last document type entered before you press the ENTER key, press the DELETE key and the POS Terminal will again request a document type.



Cancellation (Optional)

This function can be canceled during any of the previous phases of Count and Envelope.

To do so, press CANCEL.



The display will show:



Then, press TOTAL.



The display will show a message directing you to close the drawer, which has remained open during the whole operation.



Close the drawer and the POS Terminal will exit the **Withdrawal of Funds** function.

The customer printer will generate a ticket with a heading identifying the operation, the name and number of the function executed, and indicating that the transaction has been canceled.

The control printer will generate a document with a heading identifying the operation, the name and number of the function executed, and indicating that the transaction has been canceled.

Provision of Funds (07)

The **Provision of Funds** function lets you enter into a terminal an amount broken down by various payment currencies. This operation can be done periodically or if there is a lack of funds in a terminal.

The **Provision of funds** function has the following phases:

- Operator Id.
- Function number.
- Authorization.
- Envelope.
- Count.
- Cancellation (optional).

Operator Id and Function Number

The POS Terminal could be in any one of the following states:

- Immediately after opening, or when there have been no transactions entered for some time in that terminal and it has become blocked, the display shows a message requesting the Id of the next operator to access the POS Terminal.

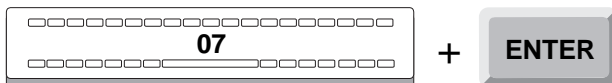


When the display shows this message, you must sign on. To do so, follow the procedures described at the beginning of this manual.

- After executing any function except Sales, the display shows a message asking for the number of the next function to be executed.



If the display shows this message, key-in the number **07** and press ENTER.



If the function is not allowed by SF-GV for the environment, the POS Terminal display will show the following error message:

FUNCTION NOT AVAILABLE

- If the terminal is in the sales function, the message will indicate that you can continue ringing up items.

PLU/QUANTITY/TOTAL

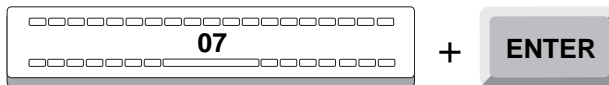
In this case, you must exit the Sales function by pressing the DELETE key *twice*.



The POS Terminal display will then request the number of the next function to be executed.

** FUNCTION NO. **

Key in **07** and press ENTER.



Authorization

Once the operator is done signing on and entering the function, the POS Terminal display will show a message requesting his password or authorization code, if it has been configured from SF-GV by means of the **Functions** program.

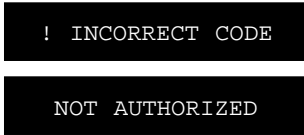
* AUTHORIZATION CODE *

Key-in your password and press ENTER.



If the authorization code is accepted, the terminal will go on to the following phase: Envelope.

If the password is incorrect or belongs to an operator not authorized to perform the function, the display will briefly show an error message.



Next, the POS Terminal display requests your password again, and the process is repeated.

Envelope

The Envelope phase identifies and registers the coded envelope that will contain the cash and documents withdrawn from the terminal during the closing process.

Once the operator is authorized, the POS Terminal cash drawer will open and the display will show a message asking you to identify the envelope.



Key in the envelope code and press ENTER.



It is also possible to simply press the ENTER key, as you are not required to enter the envelope code.

If the code is accepted, the POS Terminal will go on to the next phase: Count.

If the code is not accepted, the POS Terminal display will briefly display the message.



Then the display will again request the envelope code, repeating this step.

Count

The Count phase registers each one of the payment currencies, sorted by type (cash or documents) and by their codes. This classification is defined from **StoreFlow Sales Management (SF-GV)**, in the program **Payment Currencies** of the program group **Means of Payment**. To obtain a report of the different payment currencies from the customer printer, see function **29: List Payment Methods or Currencies**.

The Count phase includes the following steps:

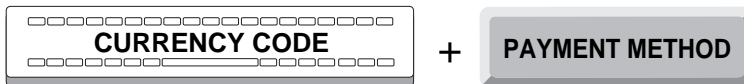
- Payment Currency.
- Cash.
- Documents.

Payment Currency

Once the envelope is identified, the POS Terminal display will show a message requesting the payment currency code.

***** CURRENCY *****

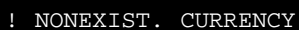
Key-in the currency code and press **PAYMENT METHOD**.



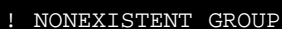
To specify the currency or the currency and its amount, you can also use the hot keys that have been configured as *means of payment* and *means of payment/amount*, as described in Chapter 1.

If the code is accepted, the POS Terminal will continue to either of the following steps, depending on the currency: Cash or Document.

If the payment currency is not on file or in the settlement groups, the POS Terminal display will briefly show the appropriate error message:



! NONEXIST. CURRENCY



! NONEXISTENT GROUP

Next, the POS Terminal display will show a message requesting the identification of the payment currency, repeating this step as many times as payment currencies are to be settled.

Once the currency is identified, two things may occur, depending on the type of currency to which they belong. The types of currency are: cash and document, and they are described in the following steps.

If all the steps for cash and documents for all payment currencies described later have been completed, press the TOTAL key.



TOTAL

The control printer will generate a document with a heading showing the operation id, the name and the number of the function performed. If the payment currency is of the Cash type, next will appear data about each denomination thereof, and the subtotals for each currency. If of the Document type, next will print data about each document.

The customer printer will print a ticket with a heading showing the operation, the name and the number of the function performed. If the payment currency is of the Cash type, next will appear each data about each denomination thereof, and the subtotals for each currency. If of the Document type, next will print data about each document.

The POS Terminal display will show a message indicating you must close the cash drawer, which has been open through the transaction.



CLOSE DRAWER

Next, close the cash drawer and the POS Terminal will exit the **Provision of Funds** function.

Cash

Once the payment currency is identified, if of the Cash type, the POS Terminal display will show a message requesting the number of units (bills, coins) of each denomination (10, 50, 100, etc.). For example, if there are five bills of 20 dollars, enter the number 5.

* QUANTITY / AMOUNT *

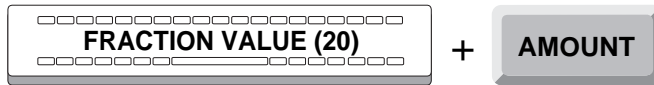
Key in said number and press the QUANTITY key.



Once entered the quantity corresponding to a denomination, the POS Terminal display will show a message requesting its amount. This way, for 20 dollars bills, key in 20.

AMOUNT

Key in the amount and press the AMOUNT key.



Next, the POS Terminal display will show a message requesting the number of units of another denomination, repeating the step as many times as denominations exist for one currency.

Once this step is completed for one payment currency, press the TOTAL key.



Next, the POS Terminal will return to the Payment Currency step. From this step you may repeat this process as many times as different payment currencies have to be withdrawn from the POS Terminal, or end the function.

During this step, you may perform two types of corrections:

- If during the process an error is made by excess, press the CANCEL key and key in the data to be backed out of the incorrect total.



- If you wish to clear the information about the last payment currency entered, press the DELETE key and the POS Terminal will request a new payment currency code.



Documents

Once the payment currency has been identified, if of Document type, the POS Terminal display will show a message requesting the number of documents of said currency to be withdrawn.



Enter the quantity and press the ENTER key.



Once this step is completed for all documents of a currency type, press the TOTAL key.



Next, the POS Terminal will return to the Payment Currency step, repeating the Count phase as many times as different documents there are to be introduced in the POS Terminal.

During this step, you may perform two types of corrections:

- If during the process an error is made by excess, press the **CANCEL** key and key in the data to be backed out of the incorrect total.



- If you wish to clear the information from the last document type entered before you press the **ENTER** key, press the **DELETE** key and the POS Terminal will again request a document type.



Cancellation (Optional)

This function can be canceled during any of the previous phases of Count and Envelope.

To do so, press **CANCEL**.




The display will show:



Then, press **TOTAL**.



The display will show a message directing you to close the drawer, which has remained open during the whole operation.



! CLOSE DRAWER

Close the drawer and the POS Terminal will exit the **Provision of Funds** function.

The customer printer will generate a ticket with a heading identifying the operation, the name and number of the function executed, and indicating that the transaction has been canceled.

The control printer will generate a document with a heading identifying the operation, the name and number of the function executed, and indicating that the transaction has been canceled.

Open Cash Drawer or Terminal Intervention (08)

The **Open cash drawer** or **Terminal intervention** function allows the opening of the terminal's cash drawer, without performing any transaction, while leaving a record of the opening on the control roll and the transaction log.

The **Open cash drawer** or **Terminal intervention** function consists of the following phases:

- Operator Id.
- Function Number.
- Opening drawer.

Operator Id and Function Number

The Point of Sales terminal or POS could be in any one of the following states:

- Immediately after opening, or when there have been no transactions entered for some time in that terminal and it has become blocked, the display shows a message requesting the Id of the next operator to access the POS Terminal.

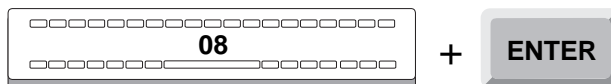
```
**** CASHIER ****
```

When the display shows this message, you must sign on. To do so, follow the procedures described at the beginning of this manual.

After executing any function except Sales, the display shows a message asking for the number of the next function to be executed.

```
** FUNCTION NO. **
```

- If the display shows this message, key-in the number **08** and press ENTER.

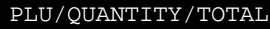


If the function is not allowed by SF-GV for the environment, the POS Terminal display will show the following error message:



FUNCTION NOT AVAILABLE

- If the terminal is in the sales function, the message will indicate that you can continue ringing up items.

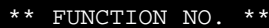


PLU/QUANTITY/TOTAL

In this case, you must exit the Sales function by pressing the DELETE key *twice*.

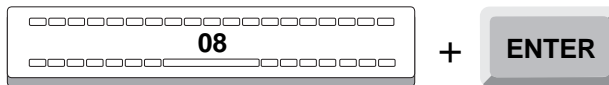


The POS Terminal display will then request the number of the next function to be executed.



** FUNCTION NO. **

Key in **08** and press ENTER.



Opening Drawer

In this phase the POS drawer opens, and consists of two steps:

- Authorization.
- Cash drawer.

Authorization

Once the user and function identification is completed, the POS Terminal will display a message requesting your password or authorization code, if it has been configured from SF-GV by means of the **Functions** program.

** AUTHORIZATION CODE **

Key in your password and press the ENTER key.



If the user identification is correct, the POS Terminal will continue on to the next step: Cash drawer.

Otherwise, if the password is incorrect, or corresponds to a user who is not authorized to perform this function, the POS Terminal will briefly display an error message:

! INCORRECT CODE

NOT AUTHORIZED

The POS Terminal will again request your password, and you must repeat the process.

Cash Drawer

Once correctly identified as a user, the cash drawer will open and the display will show a message reminding you to close the drawer.

! CLOSE DRAWER

After closing the cash drawer, the control printer will generate a heading identifying the operation, followed by a line indicating the number and function performed.

Once the terminal cash drawer is closed, the POS Terminal will exit the **Open Cash Drawer** or **Terminal Intervention** function.

Training (09)

The **Training** function allows the terminal to operate all the functions of the SF-PV application in *training mode*. This facilitates user training, since all transactions performed while in this mode will not be registered in **StoreFlow Sales Management** (SF-GV).

The **Training** function consists of the following phases:

- Operator Id.
- Function Number.
- Mode.

Operator Id and Function

The Point of Sales terminal or POS could be in any one of the following states:

- Immediately after opening, or when there have been no transactions entered for some time in that terminal and it has become blocked, the display shows a message requesting the Id of the next operator to access the POS Terminal.

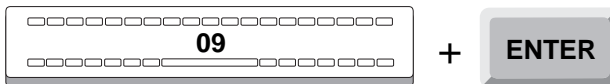


When the POS display shows this message, you must sign on. To do so, follow the procedures described at the beginning of this manual.

- After executing any function except Sales, the POS display shows a message asking for the number of the next function to be executed.



- If the display shows this message, key-in the number **09** and press ENTER.



If the function is not allowed by SF-GV for the environment, the POS Terminal display will show the following error message:

FUNCTION NOT AVAILABLE

- If the terminal is in the sales function, the message will indicate that you can continue ringing up items.

PLU/QUANTITY/TOTAL

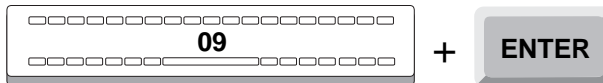
In this case, you must exit the Sales function by pressing the DELETE key *twice*.



The POS Terminal display will then request the number of the next function to be executed.

** FUNCTION NO. **

Key in **09** and press ENTER.



Mode

In the Mode phase, SF-PV activates or deactivates the *training mode*. with the following steps:

- Authorization.
- Training.

Authorization

Once the operator has signed on and selected a function, the POS Terminal display shows a message requesting your password or authorization code, if it has been configured from SF-GV by means of the **Functions** program.



* AUTHORIZATION CODE *

Key in your password and press ENTER.



If the password is accepted, the POS Terminal will proceed to the next step: Training.

If the password is not correct, or belongs to an operator not authorized to perform the function, the display will briefly show an error message.

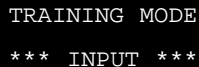


! INCORRECT CODE
NOT AUTHORIZED

Next, the POS Terminal display will request your password once again, repeating the step.

Training

Once the operator authorization has been completed, the POS Terminal display briefly shows a message indicating whether the terminal is activating or deactivating the *training mode*.



TRAINING MODE
*** INPUT ***

This will appear once the *training mode* has been accessed. Any function you perform now will be in *training mode*.

If the POS Terminal is operating in training mode and you want to run all of its functions in real mode and, therefore, exit from the training mode, you must once again start the **Training (09)** function.

```
TRAINING MODE
** OUTPUT **
```

The customer printer will generate a ticket with a warning that the terminal is in *training mode*, and whether it refers to the *training mode begin* or *training mode end*, followed by a heading identifying the operation number and function executed.

The control printer will generate a document with a warning that the terminal is in *training mode*, and whether it refers to the *training mode begin* or *training mode end*, followed by a heading identifying the operation number and function executed.

In either case, once the whole process has been completed, the POS Terminal exits the **Training** function.

Payments/Receipts (11)

The **Payments/Receipts** function allows for the collection and payments of items that are not part of the **Sales (01)** function, but have an effect on the terminal's cash count. These Payments/Receipts transactions, such as electric power bill payment, collection for a service provided, etc., are defined in **StoreFlow Sales Management** and assigned an identifying code.

The **Payments/Receipts** function consists of the following phases:

- Operator Id.
- Function Number.
- Authorization.
- Data.
- Currency.
- Documents.
- Cancellation (Optional).

Operator Id and Function Number

The Point of Sales terminal could be in any one of the following states:

- Immediately after opening, or when there have been no transactions entered for some time in that terminal and it has become blocked, the display shows a message requesting the Id of the next operator to access the POS Terminal.

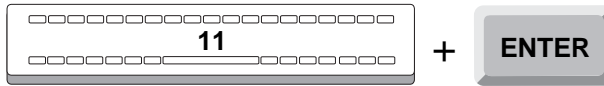
```
**** CASHIER ****
```

When the display shows this message, you must sign on. To do so, follow the procedures described at the beginning of this manual.

- After executing any function except Sales, the display shows a message asking for the number of the next function to be executed.

```
** FUNCTION NO. **
```

If the display shows this message, key-in the number **11** and press ENTER.



If the function is not allowed by SF-GV for the environment, the POS Terminal display will show the following error message:

FUNCTION NOT AVAILABLE

- If the terminal is in the sales function, the message will indicate that you can continue ringing up items.

PLU/QUANTITY/TOTAL

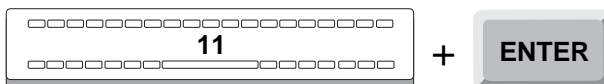
In this case, you must exit the Sales function by pressing the DELETE key *twice*.



The POS Terminal display will then request the number of the next function to be executed.

** FUNCTION NO. **

Key in **11** and press ENTER.



Authorization

Once the operator is done signing on and entering the function, the POS Terminal display will show a message requesting his password or authorization code if it has been configured from SF-GV by means of the **Functions** program.

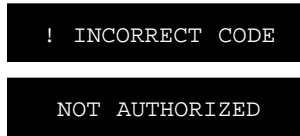
* AUTHORIZATION CODE *

Key-in your password and press ENTER.



If the authorization code is accepted, the terminal will go on to the following phase: Data.

If the password is incorrect or belongs to an operator not authorized to perform the function, the display will briefly show an error message.



Next, the POS Terminal display requests your password again, and the process is repeated.

Data

The Data phase registers the code of the operation type (codes established in SF-GV).

Once the user has been authorized, the POS Terminal requests the type of collection payment transaction.



Key in the corresponding code and press ENTER.



If the code is incorrect, the POS Terminal display briefly shows an error message.



Next, the POS Terminal requests the code again, repeating the phase.

Once the operation has been identified, and only if its type has been so configured in SF-GV, the POS Terminal will display a message requesting additional data.

* PAYMENT/RECEIPT *

Key in the corresponding code and press ENTER.



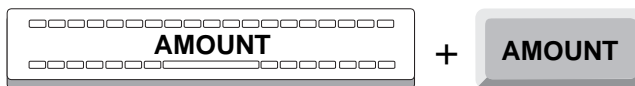
Currency

In this phase the information relating to the amount and type of currency used in the transaction is registered. Available payment types can be obtained from a report (see function **29: List Payment Methods or Currencies**), established in SF-GV.

Once the transaction data have been identified, the POS Terminal will request its amount.

***** AMOUNT *****

Enter the transaction amount and press the AMOUNT key.



Next, the POS Terminal will request the currency type.

***** CURRENCY *****

Key in the currency type code and press the PAYMENT METHOD key.



In case you are using the *default* currency (for example, dollars), it is not necessary to enter its code. You may just key in the amount.

To specify the currency or the currency and its amount, you can also use the hot keys that have been configured as *means of payment* and *means of payment/amount*, as described in Chapter 1.

Next, the POS Terminal display shows the amount and currency type registered.



In this example the amount 370 was entered first, followed by the payment type code "US Dollars".

Once the amount and the currency type are registered, three things may happen:

- If the collected amount equals the transaction total, press the ENTER key.

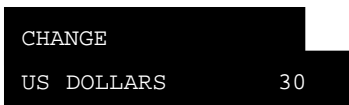


- If the amount collected exceeds the transaction total, and change has to be made, enter the amount tendered.

And press the AMOUNT key.



Next, the POS Terminal displays the change due, and the currency type defined.



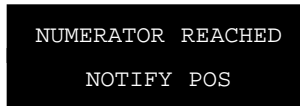
If in the above example, 400 dollars are tendered. $\text{Change} = 400 - 370 = 30$.

- If the amount collected is less than the transaction total. This case is useful when using two or more forms of payment. This way, out of the 400 dollars, 300 could be paid with a voucher, and the rest in cash. Anytime a payment amount is entered which is less than the total shown on the display, the POS Terminal will show the remaining amount to be collected, until this amount is reached or exceeded.

If the payment currency does not require any document, and once the payment amount has been confirmed, the POS Terminal will exit this function.

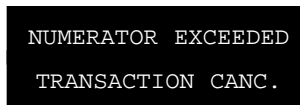
If the payment/receipt currency has an associated document, and once the amount has been confirmed, two situations may happen:

- If the document type counter reaches the upper range limit, the POS Terminal will indicate so.



Notify the person in charge.

- If the document type counter exceeds the upper range limit, the POS Terminal will indicate so.



The transaction is then canceled and the POS Terminal exits the **Payments/Receipts** function.

If this is not the case, the process continues with the Documents phase.

Documents

It requires additional data concerning the type of currency, provided that the currency type is configured in SF-GV. It will also print, as it goes, the required document type, defined in SF-GV.

Once the transaction amount has been calculated, and if the currency type is configured for this, the POS Terminal display shows a message requesting pertinent data.



Key in the requested data and press ENTER.



If the currency type is configured to print a document, the POS Terminal display shows a message requesting the operator to insert the pertinent document in the terminal printer.



Insert the type of form required in each case.

The POS Terminal printer will generate the receipt or document appropriate for each type of payment/collection, according to its configuration.

The customer printer will generate a ticket with a heading identifying the operation, the name and number of the function performed, followed by all data registered during the transaction.

The control printer will print a document with a heading identifying the operation, the name and number of the function performed, followed by all data registered during the transaction.

Next, the POS Terminal will exit the **Payment/Receipt** function.

Cancellation (Optional)

The Collections/Payments function can be canceled during any of the previous phases of Data, Currency and Documents.

To do so, press CANCEL.




The display will show:



Then, press TOTAL.



The display will show a message directing you to close the drawer, which has remained open during the whole operation.



! CLOSE DRAWER

Close the drawer and the POS Terminal will exit the **Payments/Receipts** function.

The customer printer will generate a ticket with a heading identifying the operation, the name and number of the function executed, and indicating that the transaction has been canceled.

The control printer will generate a ticket with a heading identifying the operation, the name and number of the function executed, and indicating that the transaction has been canceled.

Cash Drawer Count (12)

The **Cash Drawer Count** function enables an operator who has been assigned the floating cashier profile to count the totals existing in the cash drawer without having to close it. The different currencies and documents are arranged by mode and also by settlement group, as described in **StoreFlow Sales Management (SF-GV)**, in the program **Cashbox Groups** within the program group **Means of Payment**. (To get a list of the different groups from the customer printer, refer to function **30: List of Cashbox Settlement Groups**).

The **Cash Drawer Count** function consists of the following phases:

- Operator identification
- Function number
- Authorization
- Count
- Cancellation (optional)

Operator and Function Identification

The POS Terminal can be found in any of the following situations:

- Immediately after opening, or when there have been no transactions entered for some time in that terminal and it has become blocked, the POS Terminal display shows a message requesting the ID of the next operator to access the POS Terminal.



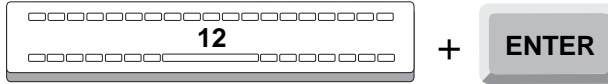
```
***** CASHIER *****
```

If the POS Terminal displays this message, you must identify yourself. To do so, follow the procedure described at the beginning of this manual.

- After executing any function except Sales, the display shows a message asking for the number of the next function to be executed.

*** FUNCTION NO. ***

If the POS Terminal displays this message, key in the number **12** and press ENTER.



If the function is not allowed by SF-GV for the environment, the POS Terminal display will show the following error message:

FUNCTION NOT AVAILABLE

- If the terminal is executing the Sales function, the message displayed will indicate that you can continue ringing up items.

PLU/QUANTITY/TOTAL

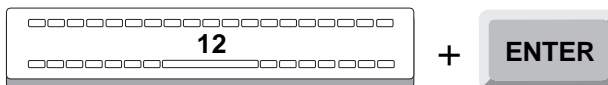
In this case, you must exit the Sales function by pressing the DELETE key *twice*.



- The POS Terminal display will then request the number of the next function to be executed.

*** FUNCTION NO. ***

Key in the number **12** and press ENTER.



Authorization

Once the operator and the function have been identified, the POS Terminal display will show a message requesting the operator's password or authorization code, if it has been configured from SF-GV by means of the **Functions** program.

AUTHORIZATION CODE

Key in your password and press ENTER.



If the authorization code is accepted, the POS Terminal will go on to the following phase, "Count".

If the password is incorrect or belongs to an operator who is not authorized to perform the function, the POS Terminal display will briefly show an error message.

! INCORRECT CODE

NOT AUTHORIZED

Next, the POS Terminal display will request your password again, and the process is repeated.

Count

The Count phase includes the settlement operations. The contents of the cash drawer will be arranged by settlement method (*cash* or *amount* and *document*), as described in SF-GV, in the program **Cashbox Groups** within the program group **Means of Payment**. In turn, the elements included in each of these methods are classified by their settlement group. (To get a list of the different groups from the customer printer, refer to function **30: List of Cashbox Settlement Groups**.)

The Count phase includes the following steps:

- Cashbox settlement group
- Cash
- Documents

Cashbox Settlement Group

Once the shift is defined, the POS Terminal display will show a message asking for the settlement group.

```
** CASHBOX GROUP **
```

Key in the settlement group code and press ENTER.

If the code is accepted, the POS Terminal will go on to either of the two following steps, depending on the settlement method: Cash or Documents.

If the code is not accepted, either because the code is not in the database, because the code is outside the 1-60 range, or because it is not configured (in SF-GV) to be included in the settlement, the POS Terminal display will briefly show an error message:

```
! NONEXISTENT GROUP
```

```
! GROUP OUT OF RANGE
```

```
! GRP. DOES NOT SET.
```

After any of the aforementioned options, the POS Terminal display will request the settlement group code again, and the step will be repeated.

Once the settlement group is identified, two things may occur, either together or singly, depending on the settlement method. The cashbox settlement methods are two, Cash and Document, as described in the following steps.

If the steps for both cash and documents in all the cashbox settlement groups described later have been completed, press the TOTAL key.



Next, the POS Terminal display will show a message directing you to close the drawer, which has remained open throughout the operation.



Close the drawer and the POS Terminal will exit the **Cash Drawer Count** function.

The customer printer will issue a ticket containing a header that identifies the operation, the number and the executed function, a readout of the totals indicating the number of operations and the totals for each method, and a description of the total cashbox settlement groups.

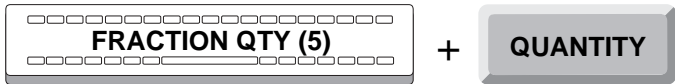
Once this process is completed, the POS Terminal will exist the **Cash Drawer Count** function.

Cash

Once the settlement group has been identified, if it belongs to the Cash method, the display will show a message requesting the number of units (bills, coins) of each currency denomination (10, 50, 100, etc.). For example, if there are five \$20 bills, enter 5.



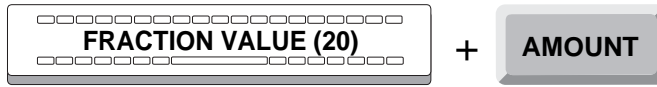
Enter the number of bills and press QUANTITY.



Once the quantity of a denomination has been entered, the display will show a message asking for the value of the denomination. In the preceding example, the bill denomination is 20.



Enter the requested value and press **AMOUNT**.



Immediately after, the POS Terminal display will show a message asking for the number of units of another denomination, and this step is repeated as many times as denominations exist in the currency.

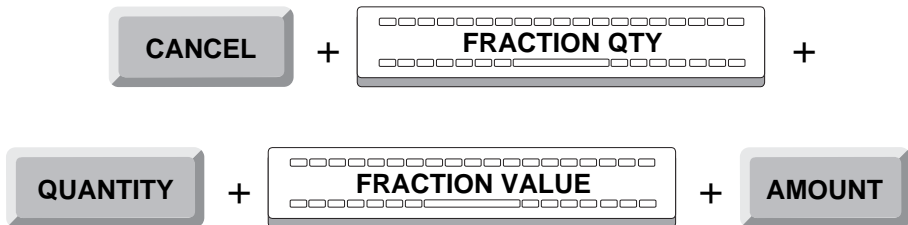
Once this step has been completed for a settlement group, press **TOTAL**.



Next, the display will show a message asking for another settlement group code, and the cashbox settlement group step is repeated as many times as types of settlement groups are to be accounted for.

During this step, two types of corrections can be made:

- If during this step an overflow error occurs, press the **CANCEL** key and enter the amounts to be deducted from the incorrect total.



- If you want to erase the data in the last registered settlement group, press **DELETE**. The POS Terminal display will request a new settlement group code.



Documents

Once the settlement group has been identified, and if it belongs to the Document method, the POS Terminal display will show a message requesting the number of documents for that settlement group.

**** DOCUMENT NO. ****

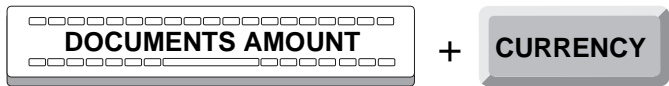
Enter the quantity and press ENTER.



Next, the terminal will prompt you for the amount of the documents you have entered.

*** DOCUMENT AMOUNT ***

Enter the amount of the documents and press CURRENCY.



The POS Terminal display will then request a new type of document again, and this step is repeated as many times as types of documents exist in this settlement group.

Once this step is completed for all the documents within a cashbox settlement group, press TOTAL.



Immediately after, the POS Terminal display will show a message requesting the code of another settlement group, and the settlement group step is repeated as many times as settlement groups are to be accounted for.

During this step, two types of corrections can be made:

- If an overflow error occurs, press **CANCEL** and enter the data to be deducted from the incorrect total.



- If you wish to cancel the details of the last type of document entered, press **DELETE** and the display will request a new type of document again.



Cancellation (optional)

The **Cash Drawer Count** function can be canceled during the Count phase.

To do so, press **CANCEL**. The display will show the message:



Next, press **TOTAL**.



The display will show a message directing you to close the drawer, which has remained open throughout the operation.



Next, close the drawer and the POS Terminal will exit the **Cash Drawer Count** function.

The customer printer will generate a ticket with a heading identifying the operation, the name and number of the function executed, and indicating that the transaction has been canceled.

The control printer will generate a report with the same contents as the ticket.

Open Terminal (13)

The **Open Terminal** function readies the terminal for use by the next operator. In addition, if defined by the **StoreFlow Sales Management** system, this function may include verification of the cashbox remainder left by the last operator. The different types of settlement groups are defined by SF-GV, in the **Cashbox Groups** program included in the **Means of Payment** program group. (To obtain a list of valid groups from the customer printer, see function **30: List Cashbox Settlement Groups**.) These procedures take place at the start of the day or shift.

The **Open Terminal** function has the following phases:

- Operator Id.
- Function Number.
- Authorization.
- Opening.
- Shift.
- Count and Remainder verification.
- Cancellation (optional).

Operator Id and Function Number

When the terminal is closed, the display shows a message requesting the Id of the next operator to access the POS Terminal.

```
**** CASHIER ****
```

If the POS Terminal displays this message, you must identify yourself. To do so, follow the procedures at the beginning of this manual.

The display shows a message asking for the number of the function to be executed.



Key in the number **13** and press ENTER.



The POS Terminal will then continue with the next Authorization phase.

Authorization

Once the operator is done signing on and entering the function, the POS Terminal display will show a message requesting his password or authorization code, if it has been configured from SF-GV by means of the **Functions** program.



Key-in your password and press ENTER.



If the authorization code is accepted, the terminal will go to the following phase: Opening.

If the password is incorrect or belongs to an operator not authorized to perform the function, the display will briefly show an error message.



Next, the POS Terminal display requests your password again, and the process is repeated.

Opening


This phase describes the conditions to be present in order to execute this function. To execute the **Open Terminal** function, it is necessary that the terminal had previously been closed by the **Close Terminal** function, accessed from SF-GV.

Once the operator is authorized, and if the POS Terminal is already open, its display will briefly show the message:



```
TERMINAL OPEN
```

Then, the POS Terminal will exit the function **Open Terminal** and the display will show a message requesting the number of the next function to be executed.



```
** FUNCTION NO. **
```

Under other conditions, the terminal can encounter the following alternatives:


- The POS Terminal does not work by shifts. In this case, if a verification of the remainder is required, the POS Terminal will go to the Count or Remainder Verification phase, described later. Otherwise, the POS Terminal will exit the function.
- The POS Terminal works by shifts. In this case, it will go to the Shift phase.

In either of the two previous alternatives, the POS Terminal will remain open.

Shift

The Shift phase registers the operators shift changes.

Once the terminal is open, the POS Terminal display will briefly show a message indicating the prior shift's code.



```
SHIFT [1]
```

If you do not wish to change the shift code, press **ENTER** to continue.



ENTER

If you wish to change the shift code, key-in the appropriate code and press ENTER.



If the code is incorrect, the POS Terminal will emit an audible signal, but the display will not change.

Key in the correct code and press ENTER.

Once the shift is identified, if it is not necessary to verify the remainder, the terminal will stay open and will exit the **Open Terminal** function.

The customer printer will issue a ticket with a heading identifying the operation, name and number of the function executed, and the prior shift code.

The control printer will generate a report containing the same data as the ticket.

If it is necessary to verify the POS Terminal's remainder, the POS Terminal will go to the Count or Remainder Verification phase.

Count or Remainder Verification

In this phase take place the cashbox settlement operations, to verify the amounts left by the previous operator. The register contents will be organized by settlement groups: *cash or documents*, as defined in the **Means of Payment** section of the SF-GV application. In turn, the items included in these modes are classified by settlement groups. (To obtain a list of the valid groups from the customer printer, see function **30: List Cashbox Settlement Groups**.)

The Count or Remainder Verification phase has the following steps:

- Cashbox Settlement group.
- Cash.
- Documents.
- Remainder.

Cashbox Settlement Group

Once the shift has been defined, the POS Terminal display will show a message requesting the code for the settlement group.

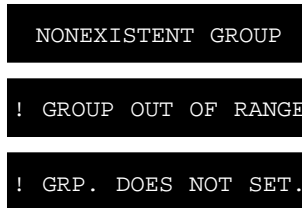


Key in the settlement group code and press ENTER.



If the code is accepted, the terminal will pass to one of the following steps, according to the settlement mode: Cash or Document.

If the code is not accepted because: it does not appear in the data base, it is outside of the range established by the application, or it is not defined by SF-GV as valid for the operation, the POS Terminal display will briefly show an error message.



In any of these cases, the POS Terminal will again display a message asking for the next group code and the process will be repeated.

Once the settlement group is identified, one of the following can take place depending on the settlement mode. There are two settlement modes: Cash and Documents, described below.

Once both cash and documents have been entered for all the settlement groups described below, press TOTAL. Then proceed to the Remainder step, which is described later.

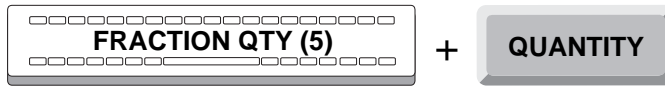


Cash

Once the settlement group has been identified, if it belongs to the Cash mode, the POS Terminal display will show a message asking for the number of units (bills, coins) of each denomination (10, 50,100, etc). For example, if there are five bills of 20, enter the number 5.

QUANTITY / AMOUNT

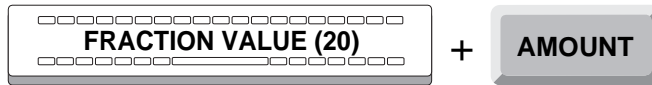
Enter the amount and press QUANTITY.



Once the quantity corresponding to a denomination has been entered, the POS Terminal display will show a message requesting the denomination. In the previous example, the denomination is 20.

AMOUNT

Enter the denomination and press AMOUNT.



Then the POS Terminal display will show a message asking for the number of units of another denomination, repeating this process as many times as there are denominations in a settlement group.

Once this stage has been completed for a settlement group (i.e. if all the coins and bills have been counted), press TOTAL.

TOTAL

The POS Terminal display will then show a message requesting the code of another settlement group, and the process will be repeated as many times as there are settlement groups in that terminal.

During this stage, it is possible to make two types of corrections:

- If an error of overage occurs, press the CANCEL key and enter the amount to be deducted from the incorrect total.



- If you wish to clear the data of the last settlement group entered, press the DELETE key, and the POS Terminal display will request the code of a new settlement group.



Document

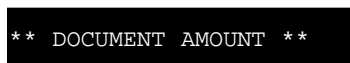
Once the settlement group has been identified, and if it corresponds to the Document mode, the POS Terminal display will show a message asking for the number of documents in the group.



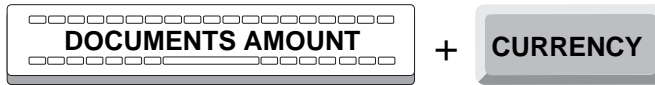
Key-in the number and press ENTER.



Next, the terminal will prompt you for the amount of the documents you have entered.



Enter the amount of the documents and press the CURRENCY key.



The POS Terminal will then request a new document, and the process will be repeated as many times as there are types of documents in this settlement group.

Once this stage has been completed for all the documents in a group, press the TOTAL key.



The POS Terminal display will then show a message asking for the code of another settlement group and the process will be repeated as many times as there are types of settlement groups in the terminal register.

During this stage, two types of corrections can be performed:

- If there is an overage error, press the CANCEL key and enter the amount to be deducted from the incorrect total.



- If you wish to clear the information on the last type of document entered, press DELETE and the POS Terminal display will again request a type of document.



Remainder

The differences, registered by the terminal, between the remainder verification obtained during previous steps of this phase on one hand, and the execution of the **Close Terminal (14)** on the other, are printed during this stage. The information is classified according to settlement groups.

The customer printer will issue a ticket with a heading identifying the operation, the name and number of the function executed, the details of the settlement and the differences registered in the remainders, if any. If there are no differences, it will indicate that the remainder verification is correct.

The control printer will generate a report containing the same information as the ticket.

Once the Count phase is completed, the POS Terminal display will show a message indicating that the register drawer, which has remained open during the whole operation, must be closed.



Close the drawer and the POS Terminal will exit the **Open Terminal** function.

Cancellation (Optional)

This function can be cancelled during any of the previous phases Shift or Count or Remainder Verification.

To do so, press the CANCEL key.



The POS Terminal display will show the message:



Then, press the TOTAL key.



The POS Terminal display will show a message reminding you to close the register drawer.



Close the register drawer and the POS Terminal will exit the function **Open Terminal**.

The customer printer will issue a ticket headed by the operation identification, the name and number of the function executed and the indication that it is a cancelled transaction.

The control printer will generate a report containing the same information as the ticket.

Close Terminal (14)

The **Close Terminal** function de-activates the terminal so that it cannot be used by the operators. It can include a cash drawer settlement that can be completed with the withdrawal of part of the cash in a coded envelope and remainder or cash left in the drawer of the **Point of Sale** terminal for the next opening. The different currencies and documents are arranged by mode and also by settlement groups, described in the **StoreFlow Sales Management (SF-GV)**, in the program **Cashbox Groups** within the program group **Means of Payment**. (To get a list of the different groups from the customer's printer, refer to function **30: List of Cashbox Settlement Groups**).


The **Close Terminal** function has the following phases:

- Operator Id.
- Function Number.
- Confirmation and authorization.
- Close.
- Count.
- Remainder.
- Envelope.
- Cancellation (optional).

Operator Id and Function Number

The POS Terminal can be found in the following situations:

- Immediately after opening, or when there have been no transactions entered for some time in that terminal and it has become blocked, the display of the POS Terminal shows a message requesting the Id of the next operator to access the POS Terminal.



*** CASHIER ***

If the POS Terminal displays this message, you must identify yourself. To do so, follow the procedures at the beginning of this manual.

- After executing any function except Sales, the display shows a message asking for the number of the next function to be executed.

** FUNCTION NO. **

If the POS Terminal displays this message, key-in the number **14** and press ENTER.



If the function is not allowed by SF-GV for the environment, the POS Terminal display will show the following error message:

FUNCTION NOT AVAILABLE

- If the terminal is in the sales function, the message will indicate that you can continue ringing up items.

PLU/QUANTITY/TOTAL

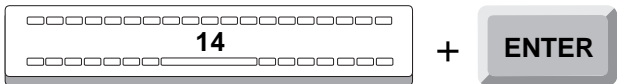
In this case, you must exit the Sales function by pressing the DELETE key *twice*.



- The POS Terminal display will then request the number of the next function to be executed.

** FUNCTION NO. **

Key in **14** and press ENTER.



Confirmation and authorization

Once the operator and the function have been identified, you will be asked to confirm whether you want to close the terminal.

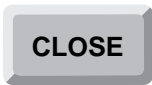


If you do not want to close the terminal, press the CANCEL key.



Next, the terminal will exit from the **Terminal closing** function.

To close the terminal, press the CLOSE key.



Once the operator is done signing on and entering the function, the POS Terminal display will show a message requesting his password or authorization code, if it has been configured from SF-GV by means of the **Functions** program.



Key-in your password and press ENTER.



If the authorization code is accepted, the terminal will go on to the following phase: Close.

If the password is incorrect or belongs to an operator not authorized to perform the function, the POS Terminal display will briefly show an error message.



Next, the POS Terminal display requests your password again, and the process is repeated.

Close

In the Close phase the different situations that can arise when performing this function are pointed out. To execute the **Close Terminal** function, the terminal needs to be open.

If the terminal is already closed, the display will briefly show the following messages:

```
TERMINAL CLOSED
```

Next the display will return to the off-line state, requesting a user code for the operator.

```
**** CASHIER ****
```

If the POS Terminal is not closed, the cash drawer of the POS Terminal will open and any of the following two situations can occur:

- If the POS Terminal is working with operator shifts, the control printer will indicate this on the report heading, indicating the code of the ending shift.

Next, the POS Terminal will move to the Count phase.

- If transactions have been made, or a remainder is needed, the POS Terminal will go to the Count phase.

Count

The Count phase includes the settlement operations. The contents of the cash drawer will be organized by settlement method: *cash* or *amount and document*, as described in SF-GV, in the program **Cashbox groups** within the program group **Means of Payment**. In turn, the elements included in each group are classified by their settlement group. (To get a list of the different groups from the customer's printer, refer to function **30: List Cashbox Settlement groups**.)

The Count phase includes the following steps:

- Cashbox Settlement group.
- Cash.
- Documents.

Cashbox Settlement Group

Once the shift is defined, the POS Terminal display will show a message asking for the settlement group.




```
** CASHBOX GROUP **
```


Key in the settlement group code and press ENTER.

If the code is accepted, the POS Terminal will continue to either of the two following steps according to the settlement method: Cash or Documents.

If the code is not accepted, either because the code is not in the database, because the code is outside the 1-60 range, or because it is not configured (from SF-GV) to be included in the settlement, the POS Terminal display will briefly show an error message:



```
! NONEXISTENT GROUP
```



```
! GROUP OUT OF RANGE
```



```
! GRP. DOES NOT SET.
```

After any of the mentioned options, the POS Terminal display will request the settlement group code again, and the step will be repeated.

Once the settlement group is identified, two things may occur, either together or singly, depending on the settlement group to which they belong. The cashbox settlement groups are two: cash and document, as described in the following steps.

If the steps for both cash and documents in all the cashbox settlement groups described later have been completed, press the TOTAL key. This will enable you to proceed to the Remainder phase.



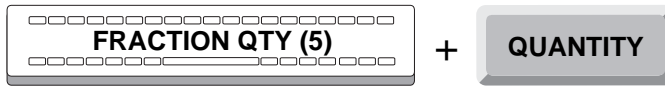
TOTAL

Cash

Once the settlement group has been identified, if it belongs to the cash method, the display will show a message requesting the number of units (bills, coins) of each currency denomination (10, 50, 100, etc.). For example, if there are five bills of 20, enter 5.

* QUANTITY / AMOUNT *

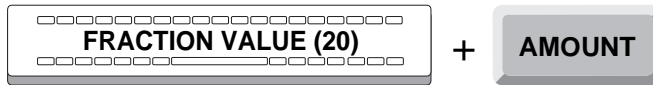
Key-in the number of bills and press QUANTITY.



Once the quantity of a denomination has been entered, the display will show a message asking for the value of the denomination. In the preceding example, the bill denomination is 20.

AMOUNT

Key-in the requested value and press AMOUNT.



Immediately after that, the POS Terminal display will show a message asking for the number of units of another denomination, repeating this step as many times as denominations exist in the currency.

Once this step has been completed for a settlement group, press TOTAL.

TOTAL

Immediately the display will show a message asking for the other settlement group code, repeating the Cashbox Settlement group step as many times as types of settlement groups are to be accounted.

During this step it is possible to make two types of corrections:

- If during this step an overflow error occurs, press the CANCEL key and enter the amounts to be deducted from the incorrect total.



- If you want to erase the data in the last registered settlement group, press DELETE and the POS Terminal display will request a new settlement group code.



Documents

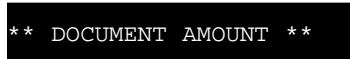
Once the settlement group has been identified, and if it belongs to the Document method, the POS Terminal display will show a message requesting the document numbers of that settlement group.



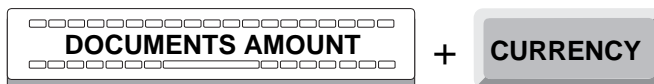
Key-in the appropriate quantity and press ENTER.



Next, the terminal will prompt you for the amount of the documents you have entered.



Enter the amount of the documents and press the CURRENCY key.



The POS Terminal display will, then request a new document type, repeating this step as many times as document types exist in this settlement group.

Once this step is completed for all the documents within a cashbox settlement group, press **TOTAL**.



Immediately the POS Terminal display will show a message requesting the code of another settlement group, repeating this step as many times as settlement groups you would like to account for.

During this step, it is possible to realize two types of corrections:

- If an overflow error occurs, press **CANCEL** and enter the data to be deducted from the incorrect total.



- If you wish to cancel the details of the last type of document entered, press **DELETE** and the display will request a new document type again.



Remainder

This step defines the amount that is to stay in the POS Terminal drawer as remainder. To do this, a settlement must be performed following the procedure described above in the phase Count.

After recording all the settlement groups and pressing total, the display will briefly display a message to enter the remainder.



Then the POS Terminal display will again request the code of a settlement group.

CASHBOX GROUP

If you do not wish to leave a remainder in the cash drawer, press TOTAL to finish this phase.

TOTAL

The control printer will generate a ticket with the settlement group data of the Count phase and Remainder data if defined, as well as any existing differences with the previous remainder.

The control printer will print the same contents as the ticket.

After entering all the settlement groups, press TOTAL.

TOTAL

In a coded envelope, enter the difference between the totals in the Count phase and the Remainder phase.

Envelope

The Envelope phase identifies and registers the coded envelope that will contain the cash and documents withdrawn from the terminal during the closing process.

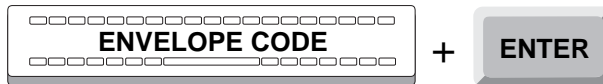
Once the Remainder phase has been completed, the POS Terminal will ask to identify the envelope.

** ENVELOPE CODE **

If no envelope is to be registered, press **ENTER** to finish the **Close Terminal** function.



Key-in the envelope code and press **ENTER**.



If the code is not accepted, the POS Terminal display will briefly display the message.

! INCORRECT ENVELOPE

Then the POS Terminal display will again request the envelope code, repeating this step.

Once the envelope has been identified, the POS Terminal display will show a message directing you to close the cash drawer, which has remained open during this whole operation.

! CLOSE DRAWER

At this point, close the drawer, and the POS Terminal will exit the **Close Terminal** function.

The control printer will generate a ticket with a heading identifying the operation, the name and number of the executed function, the totals for the number of operations and for each mode, and a description of the groups in the total settlement and remainder.

The control printer will generate the same contents as the ticket, but in the *cashier mode*, to which will be added the previously described information regarding exiting this mode, the ending shift and the number of suspended transactions.

Once this process is completed, the POS Terminal exits the **Close Terminal** function.

Cancellation (Optional)

The **Close Terminal** function can be canceled during any of the previous phases of Count, Remainder and Envelope.

To do so, press CANCEL. The display will show:




CANCELLATION . . .

Then, press TOTAL.



TOTAL

The display will show a message directing you to close the drawer, which has remained open during the whole operation.



! CLOSE DRAWER

Close the drawer and the POS Terminal will exit the **Close Terminal** function.

The control printer will generate a ticket with a heading identifying the operation, the name and number of the function executed, and indicating that the transaction has been canceled.

The control printer will generate a report with the same contents as the ticket.

Department Sales Inquiry (17)

The **Department Sales Inquiry** has the purpose of obtaining the total of sales corresponding to a department or sales sector in the final period. The departments and their codes are defined from **StoreFlow Sales Management**.

The **Department Sales Inquiry** function has the following phases:

- Operator Id.
- Function Number.
- Inquiry.

Operator Id and Function

The Point of Sales terminal could be in any one of the following states:

- Immediately after opening, or when there have been no transactions entered for some time in that terminal and it has become blocked, the display shows a message requesting the Id of the next operator to access the POS Terminal.

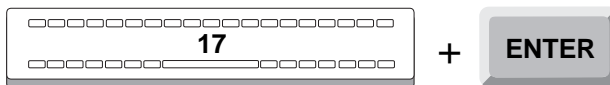
```
**** CASHIER ****
```

When the POS display shows this message, you must sign on. To do so, follow the procedures described at the beginning of this manual.

- After executing any function except Sales, the POS display shows a message asking for the number of the next function to be executed.

```
** FUNCTION NO. **
```

If the display shows this message, key-in the number **17** and press ENTER.



If the function is not allowed by SF-GV for the environment, the POS Terminal display will show the following error message:

FUNCTION NOT AVAILABLE

- If the terminal is in the sales function, the message will indicate that you can continue ringing up items.

PLU/QUANTITY/TOTAL

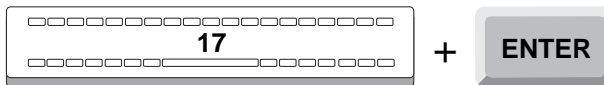
In this case, you must exit the Sales function by pressing the DELETE key *twice*.



The POS Terminal display will then request the number of the next function to be executed.

** FUNCTION NO. **

Key in 17 and press ENTER.



Inquiry

In the Inquiry phase, the operator identifies the sector or department whose accounts are to be checked. To carry out this function the department code is needed; it is a *three*-digit number from 001 to 999.

The Inquiry phase consists of the following steps:

- Authorization.
- Department.

Authorization

Once the operator is done signing on and the function has been entered, the POS Terminal will show a message requesting his password or authorization code, if it has been configured from SF-GV by means of the **Functions** program.

AUTHORIZATION CODE

Key-in your password and press ENTER.

+

If the authorization code is accepted, the POS Terminal will go on to the following phase: Department.

If the password is incorrect or belongs to an operator not authorized to perform the function, the display will briefly show an error message.

! INCORRECT CODE

NOT AUTHORIZED

Next, the POS Terminal display requests your password again, and the process is repeated.

Department

Once the operator has been authorized, the POS display will show a message asking for the code of the sector or department. This code consists of a *three*-digit number from 001 to 999.

***** SECTOR *****

Enter the department code and press the DEPT./SECTION key.

+

If the code is accepted, the POS display will again ask for the identification of another sector or department. If you wish to do an inquiry of sales for another department, repeat this step. If you wish to end the inquiry and get a printout, press the TOTAL key.



If the code is not accepted, it's because that code is not found in the database, or that the inquiry does not exist for that department, or because you are not authorized to do an inquiry of the data of that department; the POS display will briefly show, an error message.

! INCORRECT DEPT.

NONEXISTENT QUERY

QUERY NOT AUTHORIZED

Next, the POS display will show a message again asking the code for a sector or department, repeating this step.

When you no longer wish to do an inquiry, press the TOTAL key.



The client's printer will print a ticket with a header identifying the operation, the number and function performed, and the sales corresponding to each of the departments entered.

The control printer will print a document with a header identifying the operation followed by the number and function performed.

Once the process is completed, the POS will leave the **Department Sales Inquiry** function.

Store Branch Sales Inquiry (18)

The **Store Branch Sales Inquiry** function has the purpose of obtaining a printed report of the total sales made by a branch store or sales sector during the last period. The SF-PV application defines up to three levels in the physical hierarchy. These levels are configured by the **Level Descriptors** program in the **StoreFlow Sales Management** application. As an example, these levels could be “branch-floor-sector”.

The **Store Branch Sales Inquiry** function has the following phases:

- Operator Id.
- Function Number.
- Inquiry.

Operator Id and Function

The Point of Sales terminal could be in any one of the following states:

- Immediately after opening, or when there have been no transactions entered for some time in that terminal and it has become blocked, the display shows a message requesting the Id of the next operator to access the POS Terminal.

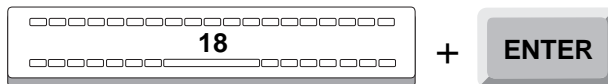
```
*** CASHIER ***
```

When the POS display shows this message, you must sign on. To do so, follow the procedures described at the beginning of this manual.

- After executing any function except Sales, the POS display shows a message asking for the number of the next function to be executed.

```
** FUNCTION NO. **
```

If the display shows this message, key-in the number **18** and press ENTER.

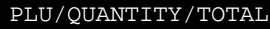


If the function is not allowed by SF-GV for the environment, the POS Terminal display will show the following error message:



FUNCTION NOT AVAILABLE

- If the terminal is in the sales function, the message will indicate that you can continue ringing up items.

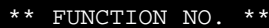


PLU/QUANTITY/TOTAL

In this case, you must exit the Sales function by pressing the DELETE key *twice*.

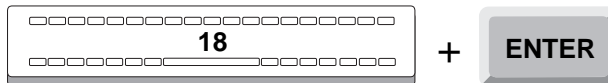


The POS Terminal display will then request the number of the next function to be executed.



** FUNCTION NO. **

Key in **18** and press ENTER.



Inquiry

In the Inquiry phase, the operator identifies the store about whose sales we are to obtain a report.

The Inquiry phase consists of the following steps:

- Authorization.
- Branch Store.

The following describes these two steps.

Authorization

Once the operator is done signing on and entering the function, the POS Terminal display will show a message requesting his password or authorization code, if it has been configured from SF-GV by means of the **Functions** program.

AUTHORIZATION CODE

Key-in your password and press ENTER.



If the authorization code is accepted, the terminal will go to the following phase: Branch Store.

If the password is incorrect or belongs to an operator not authorized to perform the function, the display will briefly show an error message.

! INCORRECT CODE

NOT AUTHORIZED

Next, the POS Terminal display requests your password, and the process is repeated.

Branch Store

Once the authorization step has been completed, the POS Terminal display will show a message requesting the code of the branch subject of the inquiry.

*** SALES CENTER ***

Key-in the code for the branch and press ENTER.



If the code is accepted, press **TOTAL** and the requested report will be printed.



If the code is not present in the data base, the POS Terminal display will briefly show an error message.



Next, the POS Terminal display requests the branch code again, and the process is repeated. If the error persists, and you wish to exit this function, press **TOTAL**.



Once the inquiry is completed, press **TOTAL**.



The customer printer will issue a ticket with a heading identifying the operation, the name and number of the function executed and details of the sales in the selected store.

The control printer will generate a document with a heading identifying the operation, the name and number of the function executed.

Once this process is completed, the POS Terminal exits the **Store Branch Sales Inquiry** function.

Operator Sales Inquiry (19)

The **Operator Sales Inquiry** function allows you to access the sales performed by an operator during the last period and comprises the following phases:

- Operator Id.
- Function Number.
- Inquiry.

Operator Id and Function Number

The POS Terminal could be in one of the following states:

- Immediately after opening, or when there have been no transactions entered for some time in that terminal and it has become blocked, the display shows a message requesting the Id of the next operator to access the terminal.

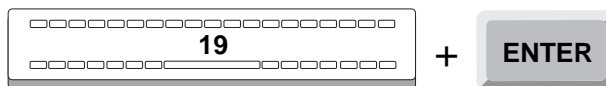
```
**** CASHIER ****
```

When the display shows this message, you must sign on. To do so, follow the procedures described at the beginning of this manual.

- After executing any function except Sales, the display shows a message asking for the number of the next function to be executed.

```
** FUNCTION NO. **
```

If the display shows this message, key-in the number **19** and press ENTER.



If the function is not allowed by SF-GV for the environment, the POS Terminal display will show the following error message:

```
FUNCTION NOT AVAILABLE
```

- If the terminal is in the Sales mode, the message will indicate that you can continue ringing up items.

PLU/QUANTITY/TOTAL

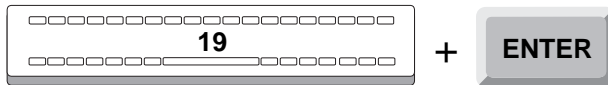
In this case you must exit the sales function by pressing the DELETE key *twice*.



The POS Terminal will then request the number of the next function to be executed.

** FUNCTION NO. **

Key in **19** and press ENTER.



Inquiry

In the Inquiry phase, the operator identifies the store about whose sales we are to obtain a report.

The Inquiry phase has the following steps:

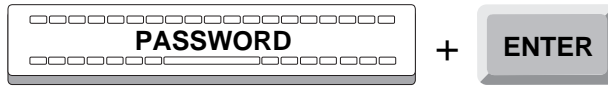
- Authorization.
- Operator.

Authorization

Once the operator is done signing on and entering the function, the POS Terminal display will show a message requesting his password or authorization code, if it has been configured from SF-GV by means of the **Functions** program.

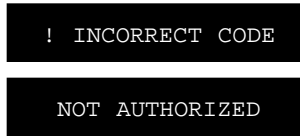
AUTHORIZATION CODE

Key-in your password and press ENTER.



If the authorization code is accepted, the terminal will go to the following phase: Operator.

If the password is incorrect or belongs to an operator not authorized to perform the function, the display will briefly show an error message.



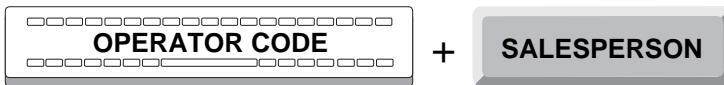
Next, the POS Terminal display requests your password, and the process is repeated.

Operator

Once the Authorization step is completed, the POS Terminal display will show a message requesting the code of the operator whose sales are being inquired.



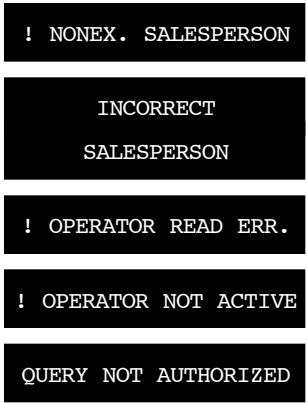
Key in the operator's code and press SALESPERSON.



If the code is accepted, the POS Terminal display will show a message requesting the next salesperson's code. If you wish to inquire about another salesperson's sales, repeat this stage. If you wish to finish the inquiry, press the TOTAL key.



If the Salesperson's code is not accepted, because it does not appear in the file *Employees*, or because it has been entered incorrectly, or the operator is not active or, finally, because the code is not valid to perform this inquiry, the POS Terminal display will briefly show the appropriate message.



Then the POS Terminal display will again show a message requesting the operator Id, and the process will be repeated.

Once the inquiry is completed, press TOTAL.



The customer printer issues a ticket with a heading identifying the operation, the name and number of the function and the information about the sales performed by the person about whom the inquired was made.

The control printer will generate a document with a heading identifying the operation followed by the name and number of the function executed.

Once the whole process has been completed, the POS Terminal will exit the **Operator Sales Inquiry** function.

Shift Sales Inquiry (20)

The **Shift Sales Inquiry** function has the purpose of obtaining a written report of the sales performed at any one of the terminals during a specific work shift. The inquiry is only possible when the terminal in is the Cashier sales mode (see “Introduction”, at the beginning of this manual).

The **Shift Sales Inquiry** function has the following phases:

- Operator Id.
- Function Number.
- Inquiry.

Operator Id and Function Number

The Point of Sales Terminal could be in one of the following states:

- Immediately after opening, or when there have been no transactions entered for some time in that terminal and it has become blocked, the display shows a message requesting the Id of the next operator to access the terminal.

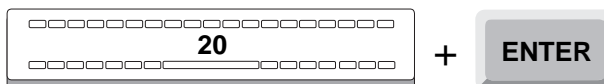
```
**** CASHIER ****
```

When the display shows this message, you must sign on. To do so, follow the procedures described at the beginning of this manual.

- After executing any function except Sales, the display shows a message asking for the number of the next function to be executed.

```
** FUNCTION NO. **
```

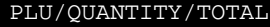
If the display shows this message, key-in the number **20** and press ENTER.



If the function is not allowed by SF-GV for the environment, the POS Terminal display will show the following error message:

A black rectangular box with the text "FUNCTION NOT AVAILABLE" in white, uppercase letters.

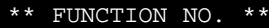
If the terminal is in the Sales mode, the message will indicate that you can continue ringing up items.

A black rectangular box with the text "PLU/QUANTITY/TOTAL" in white, uppercase letters.

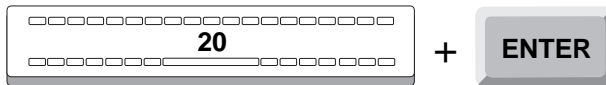
In this case you must exit the sales function by pressing the DELETE key *twice*.



The POS Terminal will then request the number of the next function to be executed.

A black rectangular box with the text "** FUNCTION NO. **" in white, uppercase letters.

Key in **20** and press ENTER.



Inquiry

In the Inquiry phase, the operator identifies the store about whose sales we are to obtain a report.

The Inquiry phase has the following steps:

- Authorization.
- Shift.

Authorization

Once the operator is done signing on and entering the function, the POS Terminal display will show a message requesting his password or authorization code, if it has been configured from SF-GV by means of the **Functions** program.

AUTHORIZATION CODE

Key-in your password and press ENTER.



If the authorization code is accepted, the terminal will go to the following phase: Shift.

If the password is incorrect or belongs to an operator not authorized to perform the function, the display will briefly show an error message.

! INCORRECT CODE

NOT AUTHORIZED

Next, the POS Terminal display requests your password, and the process is repeated.

Shift

Once the Authorization step is completed, the POS Terminal display will show a message requesting the code of the inquired shift.

SHIFT [1]

If the inquiry is about the shift shown on the display, press ENTER.

ENTER

Otherwise, key-in the code of the desired shift and press ENTER.



If the code entered is greater than the number of shifts defined by the system, or belongs to a shift not yet completed, the terminal will either emit a sound or show an error message.



Then the display will again request the code of the shift to be subject of the next inquiry, and the step will be repeated.

If you wish to finish the inquiry, press the TOTAL key.



The customer printer will issue a ticket with a heading identifying the operation, the name and number of the function executed and the details about sales and returns that took place during the shift in question.

The control printer will generate a report containing the same data as the ticket.

Once the whole process has been completed, the POS Terminal will exit the **Shift Sales Inquiry** function.

POS Terminal Sales Inquiry (21)

The **POS Terminal Sales Inquiry** function has the purpose of obtaining a written report of the sales performed at any one of the terminals enabled by the **StoreFlow Sales Management** application.

The function **POS Terminal Sales Inquiry** has the following phases:

- Operator Id.
- Function Number.
- Inquiry.

Operator Id and Function Number

The POS Terminal could be in one of the following states:

- Immediately after opening, or when there have been no transactions entered for some time in that terminal and it has become blocked, the display shows a message requesting the Id of the next operator to access the terminal.

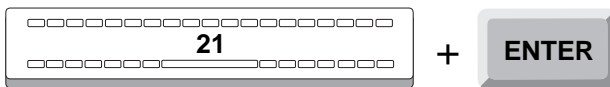


When the display shows this message, you must sign on. To do so, follow the procedures described at the beginning of this manual.

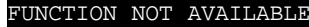
- After executing any function except Sales, the display shows a message asking for the number of the next function to be executed.



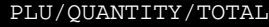
If the display shows this message, key-in the number **21** and press ENTER.



If the function is not allowed by SF-GV for the environment, the POS Terminal display will show the following error message:

A black rectangular box containing the white text "FUNCTION NOT AVAILABLE".

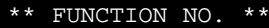
If the terminal is in the Sales mode, the message will indicate that you can continue ringing up items.

A black rectangular box containing the white text "PLU/QUANTITY/TOTAL".

In this case you must exit the sales function by pressing the DELETE key *twice*.



The POS Terminal will then request the number of the next function to be executed.

A black rectangular box containing the white text "** FUNCTION NO. **".

Key in **21** and press ENTER.



Inquiry

In the Inquiry phase, the operator identifies the store about whose sales we are to obtain a report.

The Inquiry phase has the following steps:

- Authorization.
- POS Terminal.

Authorization

Once the operator is done signing on and entering the function, the POS Terminal display will show a message requesting his password or authorization code, if it has been configured from SF-GV by means of the **Functions** program.

AUTHORIZATION CODE

Key-in your password and press ENTER.



If the authorization code is accepted, the terminal will go to the following phase: POS Terminal.

If the password is incorrect or belongs to an operator not authorized to perform the function, the display will briefly show an error message.

! INCORRECT CODE

NOT AUTHORIZED

Next, the POS Terminal display requests your password, and the process is repeated.

POS Terminal

Once the Authorization step is completed, the POS Terminal display will show a message requesting the number of the inquiring terminal.

*** TERMINAL NO. ***

Key in the terminal code number, and press ENTER.



If the code is accepted, press the **TOTAL** key to obtain information, through a printed report, about the sales made at the terminal.



If the code is not in the index file, or its profile is not authorized to perform this inquiry, the POS display will briefly show an error message.

```
NONEXIST. LOG. TERM.
```

```
QUERY NOT AUTHORIZED
```

Then the POS Terminal display will again show a message requesting the terminal identification, and the process will be repeated.

Once the inquiry is completed, press **TOTAL**.



The customer printer issues a ticket with a heading identifying the operation, the name and number of the function and the information about the sales performed at the inquired terminal.

The control printer will generate a document with a heading identifying the operation followed by the name and number of the function executed.

Once the whole process has been completed, the POS Terminal will exit the **POS Terminal Sales Inquiry** function.

Floor or Area Sales Inquiry (22)

The **Floor or Area Sales Inquiry** function purpose is to obtain, a written report of the total sales made in a store or sales area during the last period. The application SF-PV comprehends up to three levels of physical distribution. The distribution levels are configured in the program **Level Descriptors** of **StoreFlow Sales Management** (from now on SF-GV). An example of the distribution level structure would be “store-floor-area”.

The **Floor or Area Sales Inquiry** function has of the following phases:

- Operator Id.
- Function Number.
- Inquiry.

Operator Id and Function Number

The Point of Sales terminal could be in any one of the following states:

- Immediately after opening, or when there have been no transactions entered for some time in that terminal and it has become blocked, the display shows a message requesting the Id of the next operator to access the POS Terminal.

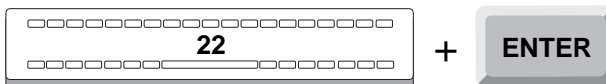
```
**** CASHIER ****
```

When the display shows this message, you must sign on. To do so, follow the procedures described at the beginning of this manual.

- After executing any function except Sales, the display shows a message asking for the number of the next function to be executed.

```
*** FUNCTION NO. ***
```

If the display shows this message, key-in the number **22** and press ENTER.



If the function is not allowed by SF-GV for the environment, the POS Terminal display will show the following error message:

FUNCTION NOT AVAILABLE

- If the terminal is in the sales function, the message will indicate that you can continue ringing up items.

PLU/QUANTITY/TOTAL

In this case, you must exit the Sales function by pressing the DELETE key *twice*.



The POS Terminal display will then request the number of the next function to be executed.

** FUNCTION NO. **

Key in 22 and press ENTER.



Inquiry

In the Inquiry phase, the operator must identify the floor or area of the store for which he/she wishes to obtain a Total Sales report. To do so, he must be authorized and know the floor code or sales area code in question.

The Inquiry phase consists of the following steps:

- Authorization.
- Floor or Sales Area.

Authorization

Once the operator is done signing on and entering the function, the POS Terminal screen displays a message requesting his password or authorization code, if it has been configured from SF-GV by means of the **Functions** program.

AUTHORIZATION CODE

Key in your password and press ENTER.



If the authorization code is accepted the POS Terminal goes on to the following step: Floor or Sales Area.

If the password is incorrect or belongs to an operator unauthorized to perform this function, the POS Terminal screen displays briefly an error message:

! INCORRECT CODE

NOT AUTHORIZED

Next the POS Terminal screen requests your password again and the process is repeated.

Floor or Area

Once the previous authorization is done, the POS Terminal screen displays a message requesting the identification of the floor or sales area whose sales you wish find out.

***** FLOOR *****

Key in this code and press ENTER.



Next, the POS terminal display will show a message prompting you again for the ID of a new floor, and this stage is repeated.

If the code you enter is not found in the code file, the POS terminal display will briefly show an error message.



When you are finished querying, press the TOTAL key.



The customer printer will generate a report with a heading identifying the operation, the name and number of the function executed and the data regarding the sales of the floor or sales area selected.

The control printer will generate a report with a heading identifying the operation, followed by the number and name of the function executed.

Once this process is completed, the POS Terminal exits the **Floor or Area Sales Inquiry** function.

Price Inquiry (23)

The function **Price Inquiry** has the purpose of verifying the price of one or more items and consists of the following phases:

- Operator Id.
- Function Number.
- Inquiry.

Operator Id and Function Number

The Point of Sales terminal could be in any one of the following states:

- Immediately after opening, or when there have been no transactions entered for some time in that terminal and it has become blocked, the display shows a message requesting the Id of the next operator to access the POS Terminal.

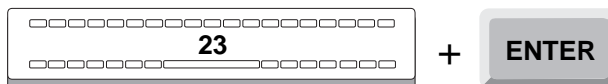
```
*** CASHIER ***
```

When the display shows this message, you must sign on. To do so, follow the procedures described at the beginning of this manual.

- After executing any function except Sales, the display shows a message asking for the number of the next function to be executed.

```
*** FUNCTION NO. ***
```

If the display shows this message, key-in the number **23** and press ENTER.



If the function is not allowed by SF-GV for the environment, the POS Terminal display will show the following error message:

```
FUNCTION NOT AVAILABLE
```

- If the terminal is in the sales function, the message will indicate that you can continue ringing up items.

PLU/QUANTITY/TOTAL

In this case, you must exit the Sales function by pressing the DELETE key *twice*.



The POS Terminal display will then request the number of the next function to be executed.

** FUNCTION NO. **

Key in **23** and press ENTER.



Inquiry

In the Inquiry phase, the operator obtains the information regarding the price of the requested item.

Once the operator is done signing on and entering the function, the POS Terminal screen displays a message requesting the item identification.

***** ITEM *****

Enter the item id. and press the ITEM key, or identify the item by using the bar code scanner.



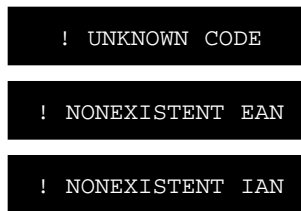
If the item id. is accepted, the POS Terminal display briefly shows the name and price of the item.



Then, the POS Terminal display requests a new item code, and the process is repeated for each item whose price you are inquiring. When you are done, press the TOTAL key.



If the POS Terminal does not recognize the item code, the POS Terminal display will show an error message.



In this case, key in the item identification again, repeating the beginning of this step.

Once the total key is pressed, the customer printer will generate a report with a heading identifying the transaction, followed by the name and number of the function executed.

The control printer will generate a report with a heading identifying the transaction followed by a line indicating the name and number of the function executed.

Once this process is completed, the POS Terminal will exit the **Price Inquiry** function.

Currency Inquiry (24)

The **Currency Inquiry** function allows you to inquire from the terminal, the value of an amount in foreign currency. To obtain a listing of currencies accepted by the terminal, see function **29: List Payment Methods or Currencies**.

This function consists of the following phases:

- Operator Id.
- Function Number.
- Query.

Operator Id and Function Number

The Point of Sales terminal could be in any one of the following states:

- Immediately after opening, or when there have been no transactions entered for some time in that terminal and it has become blocked, the display shows a message requesting the Id of the next operator to access the POS terminal.

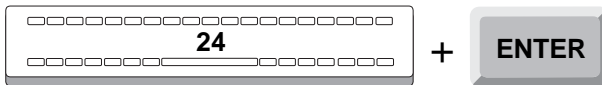


When the display shows this message, you must sign on. To do so, follow the procedures described at the beginning of this manual.

- After executing any function except Sales, the display shows a message asking for the number of the next function to be executed.



If the display shows this message, key-in the number **24** and press ENTER.



If the function is not allowed by SF-GV or for the environment, the POS Terminaldisplay will show the following error message:

FUNCTION NOT AVAILABLE

- If the terminal is in the sales function, the message will indicate that you can continue ringing up items.

PLU/QUANTITY/TOTAL

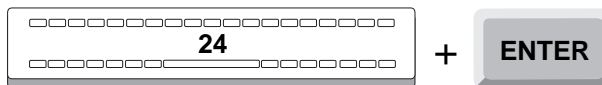
In this case, you must exit the Sales function by pressing the DELETE key *twice*.



The POS Terminaldisplay will then request the number of the next function to be executed.

** FUNCTION NO. **

Key in **24** and press ENTER.



Inquiry

In the Inquiry phase, the operator obtains the amount, in the local currency, of any expressed amount of foreign currency previously configured acceptable by **StoreFlow Sales Management** (see the program **Payment Currencies of the programs group Means of Payment**).

The Inquiry phase includes the following steps:

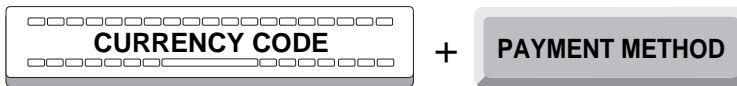
- Currency.
- Amount.

Currency

Once the operator is done signing on and entering the function, the POS Terminaldisplay shows a message asking for the foreign currency whose equivalent you wish to obtain. For example, if the currency configured as the default is the peseta, and you wish to inquire the value of 200 dollars, you have to enter the dollar code.

```
***** CURRENCY *****
```

Enter the currency code and press the **PAYMENT METHOD** key.



To specify the currency or the currency and its amount, you can also use the hot keys that have been configured as *means of payment* and *means of payment/amount*, as described in Chapter 1.

If the currency code is accepted, the terminal goes to the next step: Amount.

If the currency code is incorrect or does not belong to any of the payment methods configured by StoreFlow Sales Management, or it's not a currency, the POS Terminal display will briefly show an error message.

```
! NONEXIST. CURRENCY
```

```
! NONEXISTENT GROUP
```

```
NOT FOREIGN CURRENCY
```

Next, the POS Terminal display requests the code again and this step is repeated.

Amount

Once the currency code is accepted, the POS Terminaldisplay will show a message requesting the amount for the equivalent you wish to obtain. Following with the previous example, to find the value of 200 dollars in pesetas, enter the number 200.

```
***** AMOUNT *****
```

Enter the currency amount and press the AMOUNT key.



If the amount entered is not a multiple of the currency unit in question, the POS Terminal display will show an error message.



If the amount is accepted, the POS Terminal screen will briefly show the amount of foreign currency and its equivalent in the currency configured as the default (which in the previous example is the dollar).



Next, the display will again show a message requesting the currency code for a new inquiry, and the process is repeated.

At this point, if you wish to end the inquiry press the TOTAL key.



The customer printer will generate a report with a heading identifying the function number.

The control printer prints the same information.

Once the Inquiry is completed, the POS Terminal exits the **Currency Inquiry** function.

Card Status Inquiry (25)

The **Card Status Inquiry** function provides the status of a customer card in writing and consists of the following phases:

- Operator ID.
- Function Number.
- Authorization.
- Card Inquiry.

Operator and Function Identification

The Point Of Sale terminal could be in any one of the following states:

- Immediately after opening, or when there have been no transactions entered for some time in that terminal and it has become blocked, the display shows a message requesting the ID of the next operator to access the POS terminal.

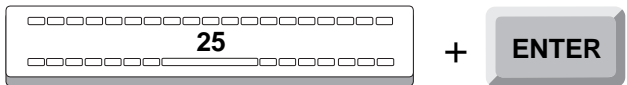


When the display shows this message, you must sign on. To do so, follow the procedures described at the beginning of this manual.

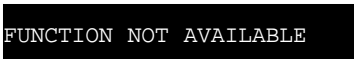
- After executing any function except Sales, the display shows a message asking for the number of the next function to be executed.



- If the display shows this message, enter the number **25** and press the ENTER key.



If the function is not allowed by SF-GV for the environment, the POS terminal display will show the following error message:



- If the Sales function is selected on the terminal, the message will indicate that you can continue ringing up items.

PLU/QUANTITY/TOTAL

In this case, you must exit the Sales function by pressing the DELETE key *twice*.



The POS terminal display will then request the number of the next function to be executed.

** FUNCTION NO. **

Key in the number **25** and press the ENTER key.



Authorization

Once the operator is done signing on and entering the function, the POS terminal display will show a message requesting the operator's password or authorization code.

AUTHORIZATION CODE

Key in your password and press the ENTER key.



If the authorization code is accepted, the terminal will go on to the following phase, "Card Identification".

If the password is incorrect or belongs to an operator who is not authorized to perform this function, the display will briefly show an error message, if it has been configured from SF-GV by means of the **Functions** program.

! INCORRECT CODE

NOT AUTHORIZED

Next, the POS terminal display requests that the password be re-entered, and the process is repeated.

Card Inquiry

In the Card Inquiry phase, the operator must identify the code of the customer card.

This phase consists of the following stages:

- Card.
- Validity Dates.
- Expiration Date.
- Status.

Card

The POS terminal display will show a message requesting the card code.

***** CARD *****

Key in the card number and press the **CARD** key or run the credit card through the POS terminal card reader.



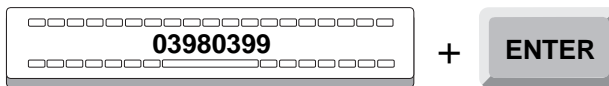
Validity Dates

The POS terminal may have been configured from SF-GV to request the validity dates of the customer card. If this is not the case, the POS terminal will continue with the following stage, “Expiration Date”.

The POS terminal display will show the following message:

* VALIDITY DATES *

Key in the “valid from” and “valid thru” dates of the customer card and press the ENTER key. For instance, for a card which is valid from March of 1998 to the end of March of the year 1999, enter 03980399.



If the card number is not accepted or the validity dates have not been entered correctly, the POS terminal display will indicate this fact by showing the corresponding message.

!CARD NOT ACCEPTED

INCORRECT DATE

Expiration Date

Once the card number has been accepted, and if the card was not run through the reader, the POS terminal display will show a message requesting the card’s expiration date.

*** EXPIRY DATE ***

The expiration date consists of 4 digits corresponding to the month and the year, in this order, as they appear on the card. Key in this number and press the ENTER key.



If the card has expired or the expiration date was not entered correctly, the POS terminal display will show the corresponding message.

!CARD NOT ACCEPTED

INCORRECT DATA

Status

Once all the previously requested data has been entered, the POS terminal will make the inquiry. It may happen that the terminal sends the inquiry to the data server center and no connection exists at that time. In this case, the POS terminal display will show the following message:

! TERMINAL OFFLINE

If the connection cannot be made, the POS terminal may still make the inquiry in local mode.

Once the inquiry has been made, the POS terminal will show a message which will depend on the card status. The messages are as follows:

If no problem exists with the card:

VALID CARD

If the card is included on the negative list:

! NEGATIVE LIST

In the case of some other uncontrolled situation which prevents the card from being validated:

CARD NOT ACCEPTED

Once the entire process has been completed, the POS terminal will quit the **Card Status Inquiry** function.

List Payment Methods or Currencies (29)

The **List Payment Methods or Currencies** function has the purpose of obtaining a listing of the different payment methods authorized by the terminal environment.

These payment methods are configured by **StoreFlow Sales Management**. Their acceptance at any given time is also determined from SF-GV. The Payment Methods listing is printed on a ticket, same as the other Sale transactions. It is important to highlight that the functions: **List Payment Methods or Currencies**, **List Cashbox Settlement Groups (30)** and **List Functions (31)**, show a content that depends on the actual configuration of the POS Terminal as provided by the environment.

The **List Payment Methods or Currencies** function has the following phases:

- Operator Id.
- Function Number.
- Listing.

Operator Id and Function Number

The Point of Sales terminal could be in any one of the following states:

- Immediately after opening, or when there have been no transactions entered for some time in that terminal and it has become blocked, the display shows a message requesting the Id of the next operator to access the POS Terminal.



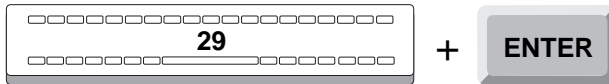
```
*** CASHIER ***
```

When the display shows this message, you must sign on. To do so, follow the procedures described at the beginning of this manual.

- After executing any function except Sales, the display shows a message asking for the number of the next function to be executed.

** FUNCTION NO. **

If the display shows this message, key-in the number **29** and press ENTER.



If the function is not allowed by SF-GV for the environment, the POS Terminal display will show the following error message:

FUNCTION NOT AVAILABLE

- If the terminal is in the sales function, the message will indicate that you can continue ringing up items.

PLU/QUANTITY/TOTAL

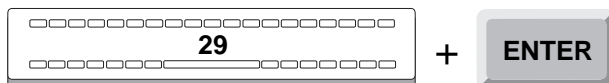
In this case, you must exit the Sales function by pressing the DELETE key *twice*.



The POS Terminal display will then request the number of the next function to be executed.

** FUNCTION NO. **

Key in **29** and press ENTER.



Listing

In the Listing phase the list of functions that the POS Terminal is able to perform, is obtained.

Once the operator is done signing on and entering the function, the POS Terminal display will briefly show a message indicating the function to be executed.

```
PRINTING
PAYMENT CURRENCIES
```

Immediately after that, another message indicating that the printing is in process will appear.

```
PLEASE WAIT . . .
```

The customer printer will generate a ticket with a heading identifying the transaction and a line indicating the name and number of the function executed, followed by the listing of all the functions that the POS Terminal has available at the moment.

The control printer will generate a heading identifying the transaction followed by a line indicating the name and number of the function executed.

Once the Function Listing is obtained, the POS Terminal exits the **List Payment Methods or Currencies** function.

List Cashbox Settlement Groups (30)

The **List Cashbox Settlement Groups** function has the purpose of providing a listing of the settlement groups that the Point of Sales terminal requires at the opening and closing of the terminal.

These settlement groups are defined by **StoreFlow Sales Management**. Their availability at any terminal is also determined from SF-GV. The Settlement Groups listing is printed on a ticket, same as the other Sale transactions. It is important to emphasize that the functions: **List Cashbox Settlement Groups**, **List Payment Methods or Currencies (29)** and **List Function (31)**, show a content that depends on the actual configuration of the POS Terminal as provided by the environment.

The **List Cashbox Settlement Groups** function has of the following phases:

- Operator Id.
- Function Number.
- Listing.

Operator Id and Function Number

The POS Terminal could be in any one of the following states:

- Immediately after opening, or when there have been no transactions entered for some time in that terminal and it has become blocked, the display shows a message requesting the Id of the next operator to access the POS Terminal.

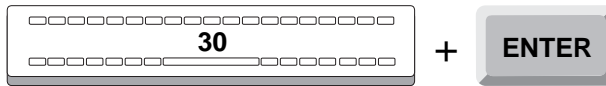
```
**** CASHIER ****
```

When the display shows this message, you must sign on. To do so, follow the procedures described at the beginning of this manual.

- After executing any function except Sales, the display shows a message asking for the number of the next function to be executed.

```
** FUNCTION NO. **
```

If the display shows this message, key-in the number **30** and press ENTER.



If the function is not allowed by SF-GV for the environment, the POS Terminal display will show the following error message:

FUNCTION NOT AVAILABLE

- If the terminal is in the sales function, the message will indicate that you can continue ringing up items.

PLU/QUANTITY/TOTAL

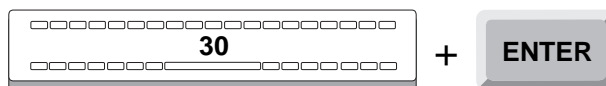
In this case, you must exit the Sales function by pressing the DELETE key *twice*.



The POS Terminal display will then request the number of the next function to be executed.

** FUNCTION NO. **

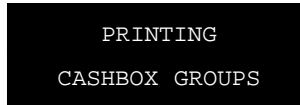
Key in **30** and press ENTER.



Listing

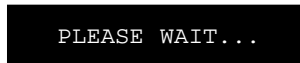
In the Listing phase the list of functions that the POS Terminal is able to perform, is obtained.

Once the operator is done signing on and entering the function, the POS Terminal display will briefly show a message indicating the function to be executed.



```
PRINTING
CASHBOX GROUPS
```

Immediately after that, another message indicating that the printing is in process will appear.



```
PLEASE WAIT . . .
```

The customer printer will generate a ticket with a heading identifying the transaction and a line indicating the name and number of the function executed, followed by the listing of all the functions that the POS Terminal has available at the moment.

The control printer will generate a heading identifying the transaction followed by a line indicating the name and number of the function executed.

Once the Function Listing is obtained, the POS Terminal exits the **List Cashbox Settlement Groups** function.

List Functions (31)

The **Function List** function has the purpose of providing a listing of all the functions that the terminal is able to execute at any certain moment.

These functions are activated by **StoreFlow Sales Management**. Their availability for any of the terminals is also determined from SF-GV. The List Functions is printed on a ticket, like the other Sale transactions. It is important to emphasize that the functions: **List Function, List Payment Methods or Currencies (29)** and **List Cashbox Settlement Groups (30)** show a content that depends on the actual configuration of the POS Terminal as provided by the environment.

The **Function List** function consists of the following phases:

- Operator Id.
- Function Number.
- Listing.

Operator Id and Function Number

The Point of Sales terminal could be in any one of the following states:

- Immediately after opening, or when there have been no transactions entered for some time in that terminal and it has become blocked, the display shows a message requesting the Id of the next operator to access the POS Terminal.

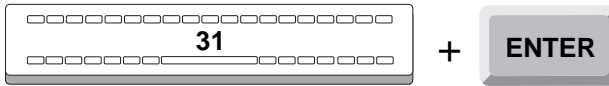
```
**** CASHIER ****
```

When the display shows this message, you must sign on. To do so, follow the procedures described at the beginning of this manual.

- After executing any function except Sales, the display shows a message asking for the number of the next function to be executed.

```
** FUNCTION NO. **
```

If the display shows this message, key-in the number **31** and press ENTER.



If the function is not allowed by SF-GV for the environment, the POS Terminal display will show the following error message:

FUNCTION NOT AVAILABLE

- If the terminal is in the sales function, the message will indicate that you can continue ringing up items.

PLU/QUANTITY/TOTAL

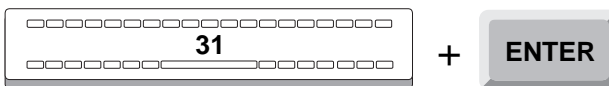
In this case, you must exit the Sales function by pressing the DELETE key *twice*.



The POS Terminal display will then request the number of the next function to be executed.

** FUNCTION NO. **

Key in **31** and press ENTER.



Listing

In the Listing phase the list of functions that the POS Terminal is able to perform, is obtained.

Once the operator is done signing on and entering the function, the POS Terminal display will briefly show a message indicating the function to be executed.

```
PRINTING  
FUNCTION LISTING
```

Immediately after that, another message indicating that the printing is in process will appear.

```
PLEASE WAIT . . .
```

The customer printer will generate a ticket with a heading identifying the transaction and a line indicating the name and number of the function executed, followed by the listing of all the functions that the POS Terminal has available at the moment.

The control printer will generate a heading identifying the transaction followed by a line indicating the name and number of the function executed.

Once the function listing is obtained, the POS Terminal exits the **List Functions** function.

List POS Terminal Totals (33)

The **List POS Terminal Totals** function has the purpose of providing a listing that includes the number and totals of all the transactions executed and settlement groups of the terminal.

The elements on the listing are defined by **StoreFlow Sales Management**. Also, their availability for any of the terminals is determined from SF-GV. This listing is printed on a ticket, like the other Sale transactions.

The **List POS Terminal Totals** function consists of the following phases:

- Operator Id.
- Function Number.
- Totals.

Operator Id and Function Number

The POS Terminal could be in any one of the following states:

- Immediately after opening, or when there have been no transactions entered for some time in that terminal and it has become blocked, the display shows a message requesting the Id of the next operator to access the POS Terminal.

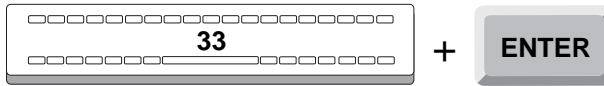
```
**** CASHIER ****
```

When the display shows this message, you must sign on. To do so, follow the procedures described at the beginning of this manual.

- After executing any function except Sales, the display shows a message asking for the number of the next function to be executed.

```
** FUNCTION NO. **
```

If the display shows this message, key-in the number **33** and press ENTER.



If the function is not allowed by SF-GV for the environment, the POS Terminal display will show the following error message:

FUNCTION NOT AVAILABLE

- If the terminal is in the sales function, the message will indicate that you can continue ringing up items.

PLU/QUANTITY/TOTAL

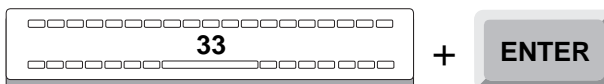
In this case, you must exit the Sales function by pressing the DELETE key *twice*.



The POS Terminal display will then request the number of the next function to be executed.

** FUNCTION NO. **

Key in **33** and press ENTER.



Totals

The Totals phase obtains, in just one listing, the following data:

- the number of operations of each type of transaction executed (sale, return, cash withdrawals, etc.).
- the totals for each type of transaction and the totals of credit and cash sales.
- the settlement groups list with their amounts and number of documents.

The Totals phase consists of two steps:

- Authorization.
- Listing.

Authorization

Once the operator is done signing on and entering the function, the POS Terminal display will show a message requesting his password or authorization code, if it has been configured from SF-GV by means of the **Functions** program.

AUTHORIZATION CODE

Key-in your password and press ENTER.



If the authorization code is accepted, the terminal will go on to the following step: Listing.

If the password is incorrect or belongs to an operator not authorized to perform the function, the display will briefly show an error message.

! INCORRECT CODE

NOT AUTHORIZED

Next, the POS Terminal display requests your password again, and the process is repeated.

Listing

Once the operator has been authorized, the POS Terminal display briefly shows a message indicating that the terminal is calculating the totals requested.

```
READING TOTALS
```

Another message will appear indicating that printing is in process.

```
PLEASE WAIT . . . .
```

The POS Terminal printer will generate a ticket with a heading identifying the operation and a line indicating the name and number of the function executed, followed by a listing of all the totals described.

The control printer will generate a heading identifying the operation and a line indicating the name and number of the function executed followed by a list of all the totals described.

Once the listing is obtained, the POS Terminal exits the **List POS Terminal Totals** function.

Off-Line Sales (34)

The **Off-Line Sales** function has the purpose of registering the total sales performed at a sales terminal that operates as a mock terminal outside the SF-PV system, since it is not connected to **StoreFlow Sales Management**. The recording of these operations is done once the sales operations at the mock terminal and at any Point of Sales terminal connected to the system are concluded. The sales performed during the shift will be recorded, as well as the initial funds provision with which the terminal was open.

The **Off-Line Sales** function consist of the following phases:

- Operator Id.
- Function Number.
- Sheet.
- Deposit.
- Sale.

Operator Id and Function Number

The POS Terminal (Point of Sales terminal) could be in any one of the following states:

- Immediately after opening, or when there have been no transactions entered for some time in that terminal and it has become blocked, the display shows a message requesting the Id of the next operator to access the POS Terminal.

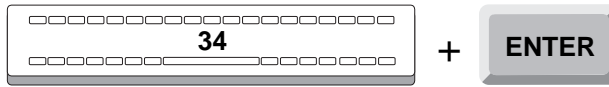
```
**** CASHIER ****
```

- When the display shows this message, you must sign on. To do so, follow the procedures described at the beginning of this manual.

After executing any function except Sales, the display shows a message asking for the number of the next function to be executed.

```
** FUNCTION NO. **
```

- If the display shows this message, key-in the number **34** and press ENTER.



If the function is not allowed by SF-GV for the environment, the POS Terminal display will show the following error message:

FUNCTION NOT AVAILABLE

If the terminal is in the sales function, the message will indicate that you can continue ringing up items.

PLU/QUANTITY/TOTAL

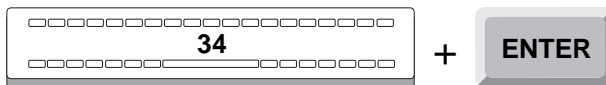
In this case, you must exit the Sales function by pressing the DELETE key *twice*.



The POS Terminal display will then request the number of the next function to be executed.

** FUNCTION NO. **

Key in **34** and press ENTER.



Sheet

In the Sheet phase, the operator identifies, with a code, the Off-Line Sales terminal or mock terminal.

The Sheet phase consists of the following steps:

- Authorization.
- Terminal.

The following is a description of each of the steps of this phase.

Authorization

Once the operator is done signing on and entering the function, the POS Terminal display will show a message requesting his password or authorization code, if it has been configured from SF-GV by means of the **Functions** program.



Key-in your password and press ENTER.



If the authorization code is accepted, the terminal will go on to the following step: Terminal.

If the password is incorrect or belongs to an operator not authorized to perform the function, the display will briefly show an error message.



Next, the POS Terminal display requests your password again, and the process is repeated.

Terminal

Once the operator is authorized, the POS Terminal display will show a message requesting the mock terminal code of the terminal whose sales are to be recorded.

**** SHEET NUMBER ****

Enter the mock terminal code and press ENTER.



If the code entered does not belong to a mock terminal, or if it belongs to an open terminal or to a non-existent logical terminal, or if you pressed ENTER without entering any code, the POS Terminal screen will show an error message.

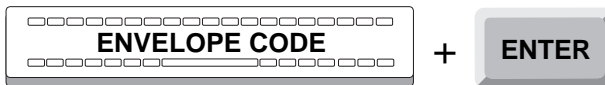
DATA NOT ACCEPTED

NONEEXIST. LOG. TERM.

If the code entered is correct, the POS Terminal display will show a message requesting the code of the envelope with the cash total of the mock terminal.

**** ENVELOPE CODE ****

Key in the envelope code and press ENTER. (If the envelope does not exist, just press ENTER.)



It is also possible to simply press the ENTER key, as you are not required to enter the envelope code.

If the envelope code is incorrect, the POS Terminal screen will show briefly an error message.

! INCORRECT ENVELOPE

Next, the POS Terminal screen requests the envelope code again and this process is repeated.

In the event that the initial funds provision does not exist in the mock terminal, press **CANCEL** and then **TOTAL**. In this case the terminal goes on to the Sale phase described later on.



Otherwise, the terminal goes on to the next phase: Deposit.

Deposit

In the Deposit phase the settlement operations of the initial funds provision of the mock terminal are performed. This funds provision was deposited in the mock terminal cash register prior to starting the sale operations.

Once the mock terminal and the envelope have been identified, you have to proceed to the settlement of the initial funds provision. To do so, you must follow the procedures described in the Count phase of the **Provision of Funds (07)** function, with the exception that the settlement of initial provision is registered once the sale operations of the mock terminal are concluded.

The control printer will generate a heading identifying the function number and the initial provision data, as explained in the **Provision of Funds (07)** function.

The customer printer will generate the same data, and also the sales data of the shift in question, if it was configured this way by SF-GV.

Next, the terminal goes on to the Sale phase.

Sale

In the Sale phase the transactions entered in the mock terminal are recorded.

Once you have recorded the data regarding the initial provision settlement, you have to proceed to recording the sales performed at the mock terminal.

All the sales are entered in only one transaction. To do so, follow the procedures described in the Invoicing, Totaling and Collection phases (i.e. the Cash step) of the **Sale** function.

The control printer will generate a heading identifying the name and number of the function, the invoicing performed and the sales total, as it is explained in the **Sale** function.

The customer printer will generate a document with the same data printed on the control printer, and the data corresponding to the sales of the shift in question, if it was configured this way through SF-GV.

Then, the terminal display shows again a message requesting the code of a new mock terminal, and the process previously described is repeated.

If you wish to finish entering sales, press **TOTAL** to exit the function.



Next, SF-PV exits the **Off-Line Sales** function.

Lock/Unlock (35)

The **Lock/Unlock** function temporarily disables or re enables a terminal through the entry of an authorized user id. Through **StoreFlow Sales Management** the operator profiles are configured, in a manner that only certain operator codes and authorization codes are allowed to execute this operation. If a terminal is *locked*, only an operator authorized to use it would be able to do so. When this operator accesses the terminal, the terminal immediately becomes *unlocked* and will continue working as usual.

The **Lock/Unlock** function consists of the following phases:

- Operator ID.
- Function Number.
- Lock.
- Unlock.

Operator Id and Function Number

The Point of Sales terminal could be in any one of the following states:

- Immediately after opening, or when there have been no transactions entered for some time in that terminal and it has become blocked, the display shows a message requesting the Id of the next operator to access the POS Terminal.

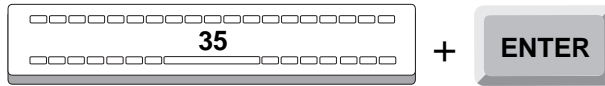
```
**** CASHIER ****
```

When the display shows this message, you must sign on. To do so, follow the procedures described at the beginning of this manual.

- After executing any function except Sales, the display shows a message asking for the number of the next function to be executed.

```
** FUNCTION NO. **
```

If the display shows this message, key-in the number **35** and press ENTER.



If the function is not allowed by SF-GV for the environment, the POS Terminal display will show the following error message:

FUNCTION NOT AVAILABLE

- If the terminal is in the sales function, the message will indicate that you can continue ringing up items.

PLU/QUANTITY/TOTAL

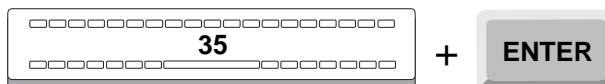
In this case, you must exit the Sales function by pressing the DELETE key *twice*.



The POS Terminal display will then request the number of the next function to be executed.

** FUNCTION NO. **

Key in **35** and press ENTER.



Lock

This phase allows an authorized operator to *Lock* the terminal. The POS Terminal cannot be used afterwards by unauthorized operators.

This phase consists of the following steps:

- Authorization.
- Confirmation.

Authorization

Once the operator is done signing on and entering the function, the POS Terminal display will show a message requesting his password or authorization code, if it has been configured from SF-GV by means of the **Functions** program.

AUTHORIZATION CODE

Key-in your password and press ENTER.



If the authorization code is accepted, the terminal will go on to the following phase: Confirmation.

If the password is incorrect or belongs to an operator not authorized to perform the function, the display will briefly show an error message.

! INCORRECT CODE

NOT AUTHORIZED

Next, the POS Terminal display requests your password again, and the process is repeated.

Confirmation

Once the operator is authorized, the POS Terminal screen displays a message asking the operator to confirm the terminal locking.

CONFIRM. . .

Press ENTER to confirm,



or the CANCEL key to exit this function.



Once the operations are confirmed, the terminal will remain *locked* to an unauthorized operator.

The control printer will generate a heading identifying the operation followed by a line indicating the name and number of the function executed.

Unlock

The Unlock phase allows the terminal to be used again. Only an authorized operator can access the terminal to unlock it.

This phase consists of two steps:

- Operator Id.
- Authorization Code.

Operator Id

Once locked, the POS Terminal screen displays a message asking for identification.



Key in your operator code and press the SALESPERSON key.



If the code is accepted, the POS Terminal goes on to the next step: Authorization Code.

If the operator code entered is not accepted, because it does not exist in the database, or it does not belong to an active operator, or an error occurred while reading the database; the POS Terminal display will briefly show an error message.

SALESPERSON DOES NOT
EXIST

! INCORRECT
SALESPERSON

! OPERATOR NOT ACTIVE

! OPERATOR READ ERR.

Next, the POS Terminal display requests the operator identification again, and the step is repeated.

Authorization Code

Once the operator is done signing on and entering the function, the POS Terminal display will show a message requesting his password or authorization code.

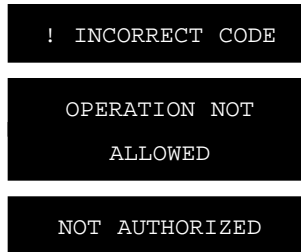
AUTHORIZATION CODE

Key-in your password and press ENTER.



If the authorization code is accepted, the POS Terminal is unlocked and you can operate it.

If the password is incorrect or belongs to an operator not authorized to perform the function, the display will briefly show an error message.



Next, the POS Terminal display requests your password again, and the process is repeated.

Once the operator has been authorized, the terminal is *unlocked* and operations can resume.

The control printer generates a heading identifying the operation followed by the name and number of the function executed, the *unlock* state of the POS Terminal and the code of the operator that accessed the terminal.

Once the Unlock phase is completed, the POS Terminal exits the **Lock/Unlock** function.

Password Change (39)

The **Password Change** function has the purpose of changing the operator authorization code. This change will not affect the database in either **StoreFlow Sales Management** as it will only affect the terminals in the same network.

The **Password Change** function consists of the following phases:

- Operator Id.
- Function Number.
- Change.
- Cancellation.

Operator Id and Function Number

The Point of Sales terminal could be in any one of the following states:

- Immediately after opening, or when there have been no transactions entered for some time in that terminal and it has become blocked, the display shows a message requesting the Id of the next operator to access the POS Terminal.

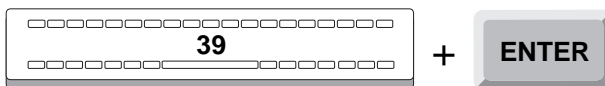
```
**** CASHIER ****
```

When the display shows this message, you must sign on. To do so, follow the procedures described at the beginning of this manual.

- After executing any function except Sales, the display shows a message asking for the number of the next function to be executed.

```
** FUNCTION NO. **
```

If the display shows this message, key-in the number **39** and press ENTER.



If the function is not allowed by SF-GV for the environment, the POS Terminal display will show the following error message:

FUNCTION NOT AVAILABLE

- If the terminal is in the sales function, the message will indicate that you can continue ringing up items.

PLU/QUANTITY/TOTAL

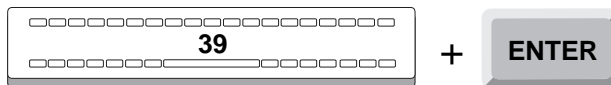
In this case, you must exit the Sales function by pressing the DELETE key *twice*.



The POS Terminal display will then request the number of the next function to be executed.

** FUNCTION NO. **

Key in **39** and press ENTER.



Change

In the Change phase, the operator substitutes a new password for his/her current password following these steps:

- Authorization.
- Password.

Authorization

Once the operator is done signing on and entering the function, the POS Terminal display will show a message requesting his password or authorization code, if it has been configured from SF-GV by means of the **Functions** program.

AUTHORIZATION CODE

Key-in your password and press ENTER.



If the authorization code is accepted, the terminal will go on to the following phase: Password.

If the password is incorrect or belongs to an operator not authorized to perform the function, the display will briefly show an error message.

! INCORRECT CODE

NOT AUTHORIZED

Next, the POS Terminal display requests your password again, and the process is repeated.

Password

Once the operator is authorized, the POS Terminal display displays a message requesting for your new code.

*** NEW PASSWORD ***

Enter your new password and press the ENTER key.



Next, the POS Terminal display displays a message requesting confirmation of your new password.

* CONFIRM PASSWORD *

Re enter your new password and press the ENTER key.



If the code is accepted, the POS Terminal printers will print the documents accordingly, and the code will be saved for future use.

If the confirmation of the password does not match the password previously entered, the POS Terminal display briefly displays an error message.

ERROR
DIFFERENT PASSWORDS

Then, the POS Terminal display displays a message requesting again your new password, repeating this phase.

If an error occurs while saving the new code on the terminal, the POS Terminal display briefly displays an error message.

ERR. SAVING EMPLOYE

Next , the display shows the previous confirmation message again. If this error persists, press the CANCEL key and then press TOTAL to exit the function.



After properly confirming your new code, the code is saved for future uses.

The control printer will print a document with a heading identifying the transaction, the number and the function performed and also a record of the password input and output.

Once this process is completed, the POS Terminal exits the **Password Change** function.

Cancellation (Optional)

This function can be canceled during any of the steps of the Change phase.

To do so, press CANCEL.



The display will show:



Then, press TOTAL.



The control printer will generate a ticket with a heading identifying the operation, the name and number of the function executed, and indicating that the transaction has been canceled.

Then the POS Terminal exits to the **Password Change** function.

Replacement of Expendable Supplies (40)

The **Replacement of Expendable Supplies** function has the purpose of replacing any supply materials of the terminal printer (journal tape, printer ribbon, etc.), issuing statistics on the use of each element replaced. The Point of Sales terminal consumable items are identified with a one-digit code.

The **Replacement of Expendable Supplies** function includes the following phases:

- Operator Id.
- Function Number.
- Replacement.
- Cancellation (optional).

Operator Id and Function Number

The POS Terminal (Point of Sales terminal) could be in any one of the following states:

- Immediately after opening, or when there have been no transactions entered for some time in that terminal and it has become blocked, the display shows a message requesting the Id of the next operator to access the POS Terminal.

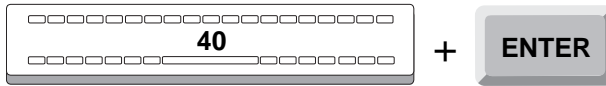
```
**** CASHIER ****
```

When the screen shows this message, you must sign on. To do so, follow the procedures described at the beginning of this manual.

- After executing any function except Sales, the display shows a message asking for the number of the next function to be executed.

```
** FUNCTION NO. **
```

If the screen shows this message, key-in the number **40** and press ENTER.



If the function is not allowed by SF-GV for the environment, the POS Terminal screen will show the following error message:

FUNCTION NOT AVAILABLE

- If the terminal is in the sales function, the message will indicate that you can continue ringing up items.

PLU/QUANTITY/TOTAL

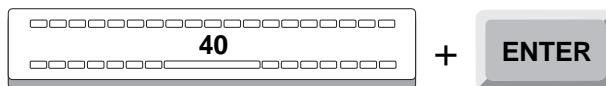
In this case, you must exit the Sales function by pressing the DELETE key *twice*.



The POS Terminal screen will then request the number of the next function to be executed.

** FUNCTION NO. **

Key in **40** and press ENTER.



Replacement

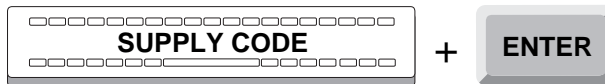
This phase identifies and registers the consumable supplies to be replaced. Each consumable supply has a one-digit number assigned (1 to 4).

1. - Journal tape.
2. - Customer tape.
3. - Printer ribbon.
4. - Printer head.

Once the operator and the function are identified, the display will show a message asking for the code of the consumable supply to be replaced.

* CONSUMABLE CODE *

Key in the corresponding code for the consumable and press ENTER.



If the code is accepted, the display will show for a few moments the name of the consumable that has been entered.

*** CONTROL ROLL ***

** CUSTOMER ROLL **

** PRINTER RIBBON **

*** PRINT HEAD ***

The next message will ask for confirmation.

CONFIRM...

If the consumable that appeared on the screen is not the right one, you must press CANCEL, and it will ask for the code again repeating the above process.



When the right consumable is shown on the display press ENTER.



If the code is not accepted the POS Terminal will make a sound and will go back to the beginning of the of this phase.

The printer control will print a header identifying the operation followed by a line indicating the number and the function executed, and a third line with the name of the consumable supply.

Once the consumable supply is registered, the POS Terminal will exit the **Replacement of Expendable Supplies** function.

Cancellation (Optional)

This function can be canceled when the POS Terminal displays a message asking for what type of consumable supply needs to be replaced.



To do it, press CANCEL.



The POS Terminal displays a message accordingly.



CANCELLATION . . .

Then press the TOTAL key.



TOTAL

The control printer will print a header identifying the operation followed by a line indicating the executed function's name and number followed by the name of the corresponding consumable supply.

Once the consumable is registered the POS Terminal exits the **Replacement of Expendable Supplies** function.

Document Reprint (41)

The **Document Reprint** function has the purpose of reproducing the last document issued, which corresponds to the last transaction entered in the Point of Sales Terminal. This transaction can be any type of operation (sales, returns, etc.) of the **Sales** function that has generated a document for the customer.

The **Document Reprint** function has the following phases:

- Operator Id.
- Function Number.
- Printing.

Operator Id and Function Number

The POS Terminal (Point of Sales terminal) could be in any one of the following states:

- Immediately after opening, or when there have been no transactions entered for some time in that terminal and it has become blocked, the display shows a message requesting the Id of the next operator to access the POS Terminal.

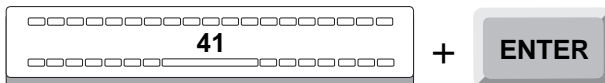
```
**** CASHIER ****
```

When the display shows this message, you must sign on. To do so, follow the procedures described at the beginning of this manual.

- After executing any function except Sales, the display shows a message asking for the number of the next function to be executed.

```
** FUNCTION NO. **
```

If the display shows this message, key-in the number **41** and press ENTER.



If the function is not allowed by SF-GV for the environment, the POS Terminal display will show the following error message:

FUNCTION NOT AVAILABLE

- If the terminal is in the sales function, the message will indicate that you can continue ringing up items.

PLU/QUANTITY/TOTAL

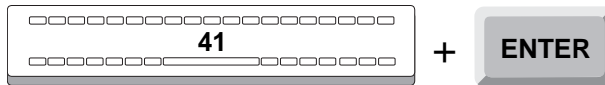
In this case, you must exit the Sales function by pressing the DELETE key *twice*.



The POS Terminal display will then request the number of the next function to be executed.

** FUNCTION NO. **

Key in **41** and press ENTER.



Printing

The Printing phase produces a copy of the document corresponding to the last function executed by the POS Terminal.

The Printing phase has two steps:

- Authorization.
- Document.

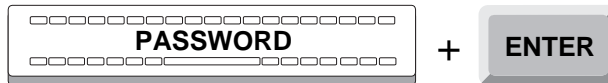
The following describes these two steps.

Authorization

Once the operator is done signing on and entering the function, the POS Terminal display will show a message requesting his password or authorization code, if it has been configured from SF-GV by means of the **Functions** program.

AUTHORIZATION CODE

Key-in your password and press ENTER.



If the authorization code is accepted, the terminal will go on to the following step: Document.

If the password is incorrect or belongs to an operator not authorized to perform the function, the display will briefly show an error message.

! INCORRECT CODE

NOT AUTHORIZED

In this case repeat the Authorization step.

Once the authorization step is completed, go on to the Document step.

Document

Once your password has been entered, the POS Terminal display will briefly show a message indicating that printing of the document is under way.

PLEASE WAIT . . .

The POS Terminal printer will issue a document with a heading identifying the operation, and a line with the name and number of the function performed, followed by the contents of the original document.

The control printer will generate a heading identifying the operation, a line indicating the name and number of the function performed, and another line identifying the original document transaction (terminal number, transaction number, date, etc.).

Once this document is issued, the POS Terminal will exit the **Document Reprint** function.

Add EAN Code (44)

The **Add EAN Code** function has the purpose of adding a new European Article Number code (or manufacturer's code, from now on EAN) to the pertinent code files for an item identified by its Internal Article Number (or internal code, from now on IAN). This input will not affect the database in **StoreFlow Sales Management** and will only affect terminals in the same network.

The **Add EAN Code** function has the following phases:

- Operator Id.
- Function Number.
- Input.

Operator Id and Function Number

The Point of Sales terminal could be in any one of the following states:

- Immediately after opening, or when there have been no transactions entered for some time in that terminal and it has been configured, the display shows a message requesting the Id of the next operator to access the POS Terminal.

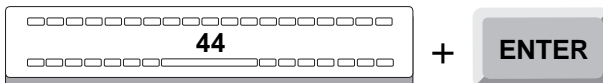


When the display shows this message, you must sign on. To do so, follow the procedures described at the beginning of this manual.

- After executing any function except Sales, the display shows a message asking for the number of the next function to be executed.



If the display shows this message, key-in the number **44** and press ENTER.



If the function is not allowed by SF-GV for the environment, the POS Terminal display will show the following error message:

FUNCTION NOT AVAILABLE

- If the terminal is in the sales function, the message will indicate that you can continue ringing up items.

PLU/QUANTITY/TOTAL

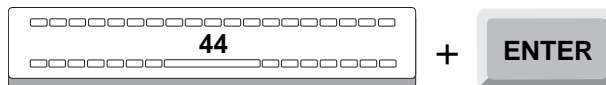
In this case, you must exit the Sales function by pressing the DELETE key *twice*.



The POS Terminal display will then request the number of the next function to be executed.

** FUNCTION NO. **

Key in **44** and press ENTER.



Input

During the Input phase, the operator adds the codes identifying an article.

The Input phase has three steps:

- Authorization.
- Internal code.
- EAN.

Authorization

Once the operator is done signing on and entering the function, the POS Terminal display will show a message requesting his password or authorization code, if it has been configured from SF-GV by means of the **Functions** program.

AUTHORIZATION CODE

Key-in your password and press ENTER.



If the authorization code is accepted, the terminal will go on to the following phase: Internal Code.

If the password is incorrect or belongs to an operator not authorized to perform the function, the display will briefly show an error message.

! INCORRECT CODE

NOT AUTHORIZED

Next, the POS Terminal display requests your password again, and the process is repeated.

Internal Code

Once the operator is authorized, the POS display will show a message requesting the item's IAN code.

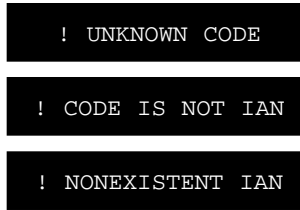
** INTERNAL CODE **

Enter the appropriate code and press ITEM, or use the bar code reader.



If the code is accepted, the terminal will proceed to the next stage: EAN.

If the code entered does not appear in the code file and is not on the item, or is not a IAN code, the POS Terminal display will briefly show an error message.



Then the POS display will show a message again requesting the IAN code, repeating the step. If the error persists, press **TOTAL** to exit the function.



EAN

Once the internal code has been entered, the POS display requests its EAN code.



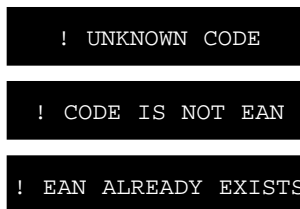
Enter the EAN code and press **ITEM**, or use the bar code reader.



If the code is accepted, press **TOTAL** to record the EAN.



If the code is not in the code file, if it has already been entered for this item, or if it is not an EAN code, the display will briefly show an error message:



The display will then show a message requesting the EAN code again, and repeating this step. If the error persists, press the DELETE key *twice* and then TOTAL to exit the function.



If there is an error recording the new code at the terminal, the POS Terminal will briefly show the message.



Then the display will again show the message requesting the EAN code. If the error persists, press the DELETE key *twice* and then TOTAL to exit the function.



Once the new EAN code is entered, press TOTAL.



The customer printer will issue a ticket with a heading identifying the operation, the name and number of the function executed, IAN and EAN codes and a description of the item identified.

The control printer will generate a document headed by the operation number, number and name of the executed function and IAN and EAN codes.

Once this process is completed, the POS Terminal will exit the **Add EAN Code** function.

Inventory Load (45)

The **Inventory Load** function allows items to be registered for inventorying a department's stock. This data will subsequently be processed by the corresponding data center.

The **Inventory Load** function has the following phases:

- Operator Id.
- Function Number.
- Authorization.
- Inventory.
- Cancellation (optional).

Operator Id and Function Number

The Point of Sales terminal could be in any one of the following states:

- Immediately after opening, or when there have been no transactions entered for some time in that terminal and it has become blocked, the display shows a message requesting the Id of the next operator to access the POS Terminal.

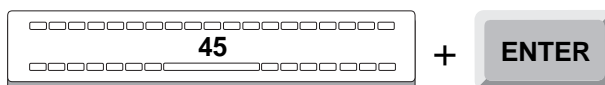
```
**** CASHIER ****
```

When the display shows this message, you must sign on. To do so, follow the procedures described at the beginning of this manual.

- After executing any function except Sales, the display shows a message asking for the number of the next function to be executed.

```
*** FUNCTION NO. ***
```

If the display shows this message, key-in the number **45** and press ENTER.



If the function is not allowed by SF-GV for the environment, the POS Terminal display will show the following error message:

FUNCTION NOT AVAILABLE

- If the terminal is in the sales function, the message will indicate that you can continue ringing up items.

PLU/QUANTITY/TOTAL

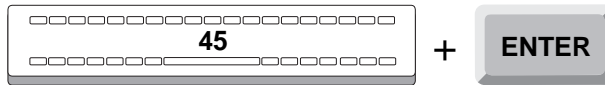
In this case, you must exit the Sales function by pressing the DELETE key *twice*.



The POS Terminal display will then request the number of the next function to be executed.

** FUNCTION NO. **

Key in **45** and press ENTER.



Authorization

Once the operator is done signing on and entering the function, the POS Terminal display will show a message requesting his password or authorization code, if it has been configured from SF-GV by means of the **Functions** program.

AUTHORIZATION CODE

Key-in your password and press ENTER.



If the authorization code is accepted, the terminal will go on to the following phase: Inventory.

If the password is incorrect or belongs to an operator not authorized to perform the function, the display will briefly show an error message.



! INCORRECT CODE



NOT AUTHORIZED

Next, the POS Terminal display requests your password again, and the process is repeated.

Inventory

During the Inventory phase every item physically present in the department is registered. This process is only a part of the inventory; the number of items registered is later processed in the **StoreFlow Sales Management**.

The Inventory phase includes the following stages:

- Merchandise Location.
- Inventory Type.
- Item Scanner Download.
- Unit Entry.

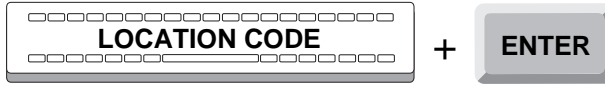
Merchandise Location

Once the function is identified and the operator is authorized, if necessary, the POS screen will show a message requesting the code of the location of the merchandise to inventory.



**** LOCATION ****

Valid codes are **01** for merchandise located in the store, and **02** for merchandise located in the warehouse. Key-in the corresponding code for the merchandise and press **ENTER**.



If the code is accepted, the POS Terminal will proceed to the next stage: Inventory type. The process described next is independent of the location of the merchandise.

If all the merchandise items have been recorded and you wish to exit the function press **TOTAL**.



In this case, the control printer will generate a report with a heading identifying the operation, the name and number of the function performed. Since the inventory function can be performed several times a day, the inventory transaction number will be printed. This number will increase each time this function is performed until the store closes. The report prints details of the items inventoried, their reference, size, design or pattern and quantity, each item identified by an order number. Finally, the printing includes a group of totals corresponding to the number of references inventoried, and the number of wrong references.

Inventory Type

Once the location of the merchandise has been identified, the POS screen will show a message asking for the inventory type. Two types of inventory can be performed jointly without leaving the function: download of the item scanner and unit loading. The downloading of the item scanner involves connecting the scanner to the POS Terminal. The scanner must contain a number of items previously stored. The unit loading, on the other hand, consists in the manual loading of individual references through the POS Terminal keyboard.



If you wish to return to the previous stage, Merchandise Location, press **DELETE** twice.



If, on the other hand, you wish to enter an inventory type, the possible values are: **01**, corresponding to downloading of the item scanner and **02**, corresponding to the unit loading of the items. Key-in the appropriate code and press **ENTER**.



Next, and depending on the previous selection, proceed to downloading the item scanner or to the manual loading of items, in the two following steps.

Downloading of Item Scanner

Once the inventory type has been identified, as to the downloading of the item scanner, the POS Terminal screen will show a message requesting the identification of the item.



At this point, connect the item scanner to the POS Terminal. The scanner will begin to download all the information in memory until the terminal reads the code "End of Inventory".

While the items are being registered, details of the items inventoried will be printed on the journal tape with their reference, size, design or pattern and quantity, each item identified by its order number.

Immediately, you must press **TOTAL** to return to the Location step of the merchandise and continue the inventory, or finish the function.



Unit Loading

At this point, we can perform several actions related to unit loading, some of these actions are optional. This inventory type consists of the following steps:

1. Total Number of Items.
2. Subtotal.
3. Total.
4. Item.

1. Total Number of Items

The environment may be configured to request the number of different items or references to be introduced in this step. This number will be later used to avoid errors, so that if the number introduced here does not coincide with the number of items that will be individually entered, this will show as a discrepancy in the journal tape at the completion of the function. If it is necessary to introduce this number, the terminal screen shows the following messages:

```
! QUANTITY REQUIRED
***** ITEM *****
```

Enter the quantity and press QUANTITY.



2. Subtotal

This step is optional. At this point, you will be able to find out the quantity of items inventoried, in case of having registered any of them. Pressing SUBTOTAL we can find out the number of items entered since the last time this key was pressed.



This subtotal will appear briefly on the screen and as a line on the journal tape.

3. Total

This step is optional. At this moment you can also press **TOTAL** to return to the Merchandise Location step in order to continue with the inventory, or else finalize the function.



4. Item

If the screen shows the following message,

```
***** ITEM *****
```

you must proceed to identify the item. To do so you must perform one of the following options:

- enter your *internal code* and press the key **ITEM**.



- enter the *EAN code* and press **ITEM**.



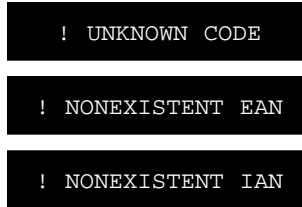
- through the *bar code reader*.

If the total number of items to enter is configured to be requested, and this quantity was not already entered during the Total Number of Items step, the following error message will appear briefly:

```
! QUANTITY REQUIRED
```

Then it will return to the beginning of the Total Number of Items step, previously described.

If the environment is configured to validate the items file and the code is not accepted because it does not appear in the file, the POS screen will briefly show the appropriate error message:



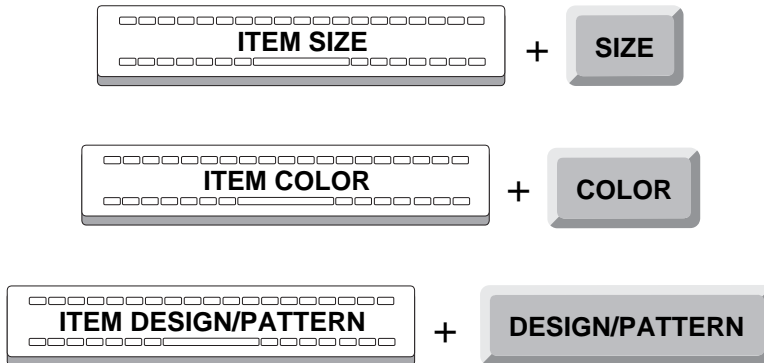
It is possible to introduce a system parameter that allows a block while waiting to press the ENTER key, if one of the above error messages appear.

Immediately after, the POS Terminal screen will display a message again requesting the item identification, and repeating this step. When the function is completed, the journal tape will include a line with the number of wrong references.

Next, and only if necessary, you can enter additional item data. Additional data are size, color and design, which can be entered in any order. In this mode, the POS Terminal screen will show the following message:



Enter these data in any order and press the appropriate key.



If any of the entries is not accepted, the terminal will produce a sound signal. Enter the required information again.

After the operator introduced the details of an item, enter the quantity and press the key QUANTITY.



If the POS Terminal reaches the maximum number of references allowed for the inventory, which is a parameter defined in the environment, it returns to the beginning of the Location of the Merchandise step.

As the items are registered, details of the items inventoried appear on the journal tape, with their references, sizes, designs and quantity, each item identified by an order number.

The POS Terminal will return to the beginning, requesting a new item to inventory.

Cancellation (Optional)

The **Inventory Load** function can be cancelled during the following steps of the Inventory phase:

- Merchandise Location, when the POS Terminal screen shows the message:



- Unit loading and Downloading of item scanner, when the screen displays the message:



Press the CANCEL key.



The POS display will show a message before cancelling.



Then press the TOTAL key and the function will be cancelled.



The customer printer will issue a ticket with a heading identifying the operation, the name and number of the function performed, and indicating that it is a cancelled transaction.

The control printer will generate a document with a heading identifying the operation, the name and number of the function performed, and indicating that it is a cancelled transaction.

At this point, the POS Terminal will exit the **Inventory Load** function.

Price Change (47)

The **Price Change** function has the purpose of modifying the price of an item from the Point of Sales Terminal. This change will not affect the database in **StoreFlow Sales Management (SF-GV)** and will only affect the terminals in the same network.

The **Price Change** function has the following phases:

- Operator Id.
- Function Number.
- Change.

Operator Id and Function Number

The POS Terminal (Point of Sales terminal) could be in any one of the following states:

- Immediately after opening, or when there have been no transactions entered for some time in that terminal and it has become blocked, the display shows a message requesting the Id of the next operator to access the POS Terminal.

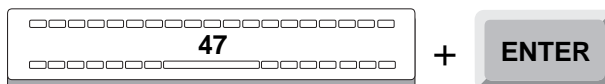


When the display shows this message, you must sign on. To do so, follow the procedures described at the beginning of this manual.

- After executing any function except Sales, the display shows a message asking for the number of the next function to be executed.



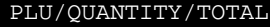
If the display shows this message, key-in the number **47** and press ENTER.



If the function is not allowed by SF-GV for the environment, the POS Terminal display will show the following error message:

A black rectangular box containing the white text "FUNCTION NOT AVAILABLE".

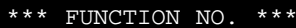
If the terminal is in the sales function, the message will indicate that you can continue ringing up items.

A black rectangular box containing the white text "PLU/QUANTITY/TOTAL".

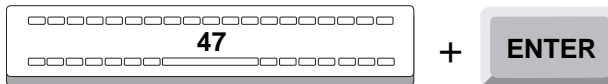
In this case, you must exit the Sales function by pressing the delete key twice.



The POS Terminal display will then request the number of the next function to be executed.

A black rectangular box containing the white text "*** FUNCTION NO. ***".

Key in **47** and press ENTER.



Change

In the Change phase, the item is identified and assigned a new price.

The Change phase has two steps:

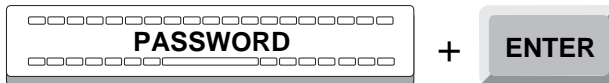
- Authorization.
- Item/Price.

Authorization

Once the operator is done signing on and entering the function, the POS Terminal display will show a message requesting his password or authorization code, if it has been configured from SF-GV by means of the **Functions** program.

AUTHORIZATION . CODE

Key-in your password and press ENTER.



If the authorization code is accepted, the terminal will go on to the following phase: Item/Price.

If the password is incorrect or belongs to an operator not authorized to perform the function, the display will briefly show an error message.

! INCORRECT CODE
NOT AUTHORIZED

Next, the POS Terminal display requests your password again, and the process is repeated.

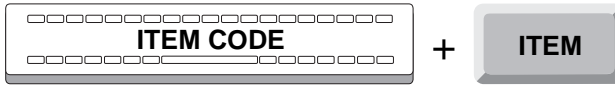


Item/Price

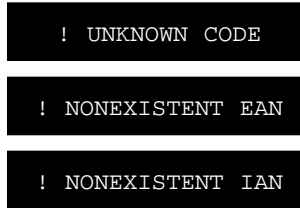
Once the operator is authorized, the display will request the item identification.

***** ITEM *****

Enter the item code and press the ITEM key, or identify the item using the bar code reader.



If the item code is not included in the databases, the POS display will briefly show an error message:

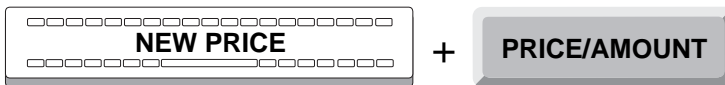


Then the display will show a message requesting the item identification again, repeating this step.

Once the item is identified, the POS Terminal display will show the price of the identified item and ask for the price that will replace it.



Enter the new price and press the PRICE/AMOUNT key.



The POS Terminal will then display a message asking for confirmation of the new price.



If the price is correct, press the PRICE/AMOUNT key.



If the price is not correct, press **DELETE** *twice*.



The display again shows the previous message, asking for the new price.

If there is an error in the recording of the new price at the terminal, the display shows, briefly, an appropriate message.



Then the display again shows the previous confirmation message. If this error persists, press the **CANCEL** key followed by the **TOTAL** key to exit the function.



Once the change is recorded, the POS Terminal display requests the identification of a new item, repeating the previously described process for each price to be changed.

After completing the confirmation of the changes, press **TOTAL**.



The client printer will issue a ticket with a heading identifying the operation, name and number of the function performed, and a list of the items for which prices were changed, and showing in two columns the old retail price and the new retail price.

The control printer will generate a document with a heading identifying the operation identification, the name and number of the function performed and a list of items for which prices were changed, and showing in two columns the old retail price and the new retail price.

Once the process is completed, the POS Terminal will exit the **Price Change** function.

Container Return (48)

The **Container Return** function has the purpose of ringing up and recording the return of containers through the Point of Sales terminal. The items that include returnable containers as well as the different types of returnable containers and their description, are configured from **StoreFlow Sales**.

The **Container Return** function has the following phases:

- Operator Id.
- Function Number.
- Return.
- Cancellation (optional).

Operator Id and Function Number

The POS Terminal (Point of Sales terminal) could be in any one of the following states:

- Immediately after opening, or when there have been no transactions entered for some time in that terminal and it has become blocked, the display shows a message requesting the Id of the next operator to access the POS Terminal.



**** CASHIER ****

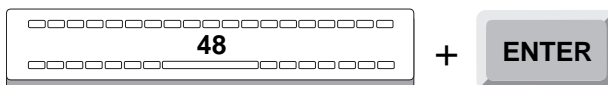
When the display shows this message, you must sign on. To do so, follow the procedures described at the beginning of this manual.

- After executing any function except Sales, the display shows a message asking for the number of the next function to be executed.



*** FUNCTION NO. ***

If the display shows this message, key-in the number **48** and press ENTER.



If the function is not allowed by SF-GV for the environment, the POS Terminal display will show the following error message:

FUNCTION NOT AVAILABLE

If the terminal is in the sales function, the message will indicate that you can continue ringing up items.

PLU/QUANTITY/TOTAL

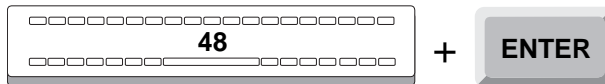
In this case, you must exit the Sales function by pressing the DELETE key *twice*.



The POS Terminal display will then request the number of the next function to be executed.

** FUNCTION NO. **

Key in **48** and press ENTER.



Return

In the Return phase, the operator enters the number of returnable containers and identifies the corresponding items.

The Return phase includes the following steps:

- Number of Containers.
- Item Code.
- Subtotal (optional).

Number of Containers

Once the operator has signed on and entered the function, the POS Terminal display will show a message requesting the number of containers and the code of the item contained.

PLU/QUANTITY/TOTAL

Enter the number of containers and press the QUANTITY key.



If only one container is involved, you can skip this step and go directly to the next step: Item code.

Item Code

Once the quantity is recorded, the POS Terminal display will show a message requesting the code of the item that was in the container.

***** ITEM *****

Enter the item number and press the ITEM key, or identify the item through the bar code reader.

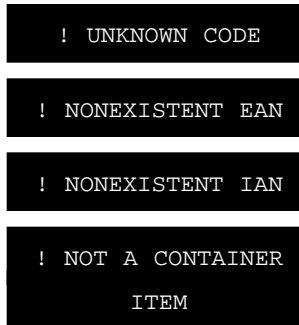


If the item code is accepted, the POS Terminal display will briefly show the type of container, quantity and amount. Then it will show a message requesting the number of containers for the next item. At the same time, the screen will show the quantity and amount of the previous entry. If you wish to continue with more container returns, go back to the first step, Number of Containers, and repeat this process.

When no more returns are to be entered, press the TOTAL key, and the printers will record the details of the function performed.

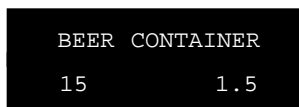


If the Item code is not accepted, either because it does not exist in the database or because the item identified does not include a returnable container, the POS Terminal display will briefly show an error message.

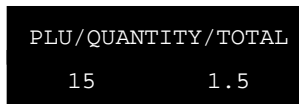


Next, the POS Terminal display will again request the item identification, repeating this step.

Once the item has been identified, the POS Terminal display will briefly show the type of container, quantity and amount.



Then the display will show a message requesting the number of containers for another item and showing the previous number and amount.



If you wish to record more returns, go back to the first step, Number of Containers, and repeat the previous process.

If no more returns are to be entered, press **TOTAL**, and the printer will record the details.



If you wish to know the amount of returns to this point, proceed to the next step: Subtotal.

Subtotal (Optional)

Once an item code has been entered, and **TOTAL** has been pressed, the POS Terminal can produce the **TOTAL** amount rung in to this point. To obtain this amount, press **SUBTOTAL**.



The display will briefly show the amount.



The display will again show a message requesting the number of containers and the items, continuing the previous operation. If you wish to record more returns, go back to the Number of Containers step and repeat the process.

When the container return process is completed, press **TOTAL**.



The customer printer will issue a ticket with a heading identifying the operation, the name and number of the function executed and a summary of the containers returned with the amounts involved.

The control printer will generate a document with a heading identifying the operation, the name and number of the function executed and a summary of the containers returned and the amounts involved.

Once the entire process is completed, the POS Terminal will exit the **Container Return** function.

Cancellation (Optional)

If you wish to cancel this function, press the CANCEL key.



The POS Terminal display will show a message before canceling the function.



Press the TOTAL key.



The customer printer will generate a ticket with a heading identifying the operation, the name and number of the function executed, and indicating that the transaction has been canceled.

The control printer will generate a document with a heading identifying the operation and, the name and number of the cancelled function.

The POS Terminal will then exit this function.

Change of Document Counters (49)

The **Change of Document Counters** function has the purpose of defining the document counters that number the invoices. The counters are only used for the documents generated by each terminal, so that each Point of Sales terminal uses independent sequences. This function must be performed by an authorized supervisor.

The **Change of Document Counters** function has the following phases:

- Operator Id.
- Function Number.
- Authorization.
- Document.
- Counter.
- Cancellation (optional).

Operator Id and Function Number

The Point of Sales terminal could be in any one of the following states:

- Immediately after opening, or when there have been no transactions entered for some time in that terminal and it has become blocked, the display shows a message requesting the Id of the next operator to access the POS terminal.

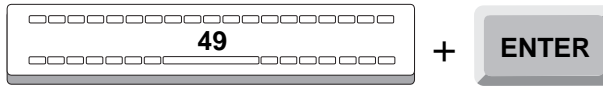
```
**** CASHIER ****
```

When the display shows this message, you must sign on. To do so, follow the procedures described at the beginning of this manual.

- After executing any function except Sales, the display shows a message asking for the number of the next function to be executed.

```
** FUNCTION NO. **
```

If the display shows this message, key-in the number **49** and press ENTER.



If the function is not allowed by SF-GV for the environment, the POS terminal display will show the following error message:

FUNCTION NOT AVAILABLE

- If the terminal is in the sales function, the message will indicate that you can continue ringing up items.

PLU/QUANTITY/TOTAL

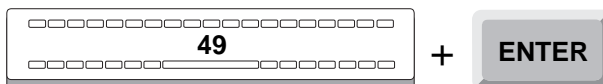
In this case, you must exit the Sales function by pressing the DELETE key *twice*.



The POS terminal display will then request the number of the next function to be executed.

** FUNCTION NO. **

Key in **49** and press ENTER.

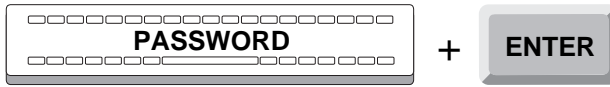


Authorization

Once the operator is done signing on and entering the function, the POS terminal display will show a message requesting his password or authorization code, if it has been configured from SF-GV by means of the **Functions** program.

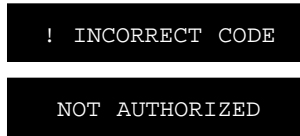
AUTHORIZATION CODE

Key-in your password and press ENTER.



If the authorization code is accepted, the terminal will go on to the following phase: Counter.

If the password is incorrect or belongs to an operator not authorized to perform the function, the display will briefly show an error message.



Next, the POS terminal display requests your password again, and the process is repeated.

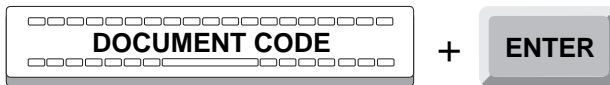
Document

This phase defines the type of document to be counted.

Once the operator and the function have been identified, the POS terminal display will show a message requesting the document code.



Key-in the code and press ENTER.



If the code is accepted, the POS terminal will proceed to the next phase: Counter.

If the code is not defined for the terminal, the POS display will show an error message.



Then the terminal display will again show a message requesting the document code, and the phase will be repeated.

Counter

This phase establishes number ranges for the type of the documents processed.

Once a document has been identified, the POS terminal display will show a description of this document to establish the lower counter limit.

VISA COUNTER

Key-in the next lower limit and press ENTER.



If the number entered is not within a pre-determined range, the POS terminal display will briefly show an error message.

NUMERATOR LIM. ERROR

Then the display will again request the lower number, and the process is repeated.

Once the lower limit has been established, the display will request the upper limit.

NUMERATOR LIMIT

Key-in the next upper limit and press ENTER.



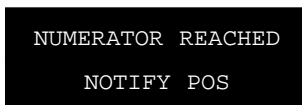
If the number entered is not within a pre-determined range, the POS terminal display again shows an error message.

NUMERATOR LIM. ERROR

Then the terminal will again request the upper limit, and the process is repeated.

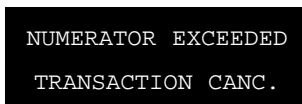
When the range limits have been established, and in the course of performing other functions of the SF-PV application, two things may happen:

- When a document type reaches the upper limit of its range, the POS terminal display will show the message:



Notify the appropriate person, so that the limits can be changed.

- When a document type exceeds the upper counter limit, the display will show a message.



Once the transaction is cancelled, the POS terminal will exit the corresponding function.

The control printer will generate a document with a heading identifying the operation, the name and number of the function executed, the type of document and the lower limit.

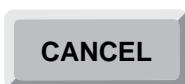
The customer printer will issue a ticket with a heading identifying the operation, the name and number of the function executed, the type of document and the lower limit.

Once this process is completed, the POS terminal will exit the **Change of Document Counters** function.

Cancellation (Optional)

This function can be cancelled during any of the previous phases of Document and Counter.

To do so, press the CANCEL key.



The POS terminal display shows the message:



CANCELLATION . . .

Then press the **TOTAL** key and the POS terminal will exit the **Change of Document Counters** function.



TOTAL

The customer printer will issue a ticket with a heading identifying the operation, the name and number of the function executed and indicating that it is a cancelled transaction.

The control printer will generate a report containing the same information as the ticket.

Security Alert (50)

The **Security Alert** function has the purpose of communicating to the security staff any incident occurring in the department. The types of incidents the POS Terminal recognizes are defined by the application **StoreFlow Point of Sales** and cannot be extended.

The function **Security Alert** has the following phases:

- Operator Id.
- Function Number.
- Authorization.
- Incident identification.

Operator Id and Function Number

The Point of Sales terminal (POS Terminal) could be in any one of the following states:

- Immediately after opening, or when there have been no transactions entered for some time in that terminal, the display shows a message requesting the Id of the next operator to access the POS Terminal.

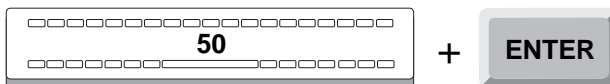


When the display shows this message, you must sign on. To do so, follow the procedure described at the beginning of this manual.

- After executing any function except Sales, the display shows a message asking for the number of the next function to be executed.



If the display shows this message, key-in the number **50** and press ENTER.



If the function is not allowed by SF-GV for the environment, the POS Terminal display will show the following error message:

FUNCTION NOT AVAILABLE

- If the terminal is in the Sales function, the message will indicate that you can continue ringing up items.

PLU/QUANTITY/TOTAL

In this case, you must exit the function Sales by pressing the DELETE key *twice*.



The POS Terminal will then request the number of the next function to be executed.

** FUNCTION NO. **

Key-in the number **50** and press ENTER.



Authorization

This phase verifies that the operator is authorized to execute this function.

Once the operator is done signing on and entering the function, the POS Terminal screen will show a message requesting your password or authorization code.

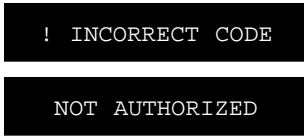
AUTHORIZATION CODE

Key-in your password and press ENTER.



If the authorization code is accepted, the POS Terminal will proceed to the next phase: Incident identification.

If the code is incorrect or corresponds to an operator not authorized to execute this function, the screen will briefly show an error message.



Then the screen again requests your password, repeating the previous process.

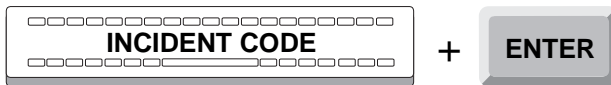
Incident Identification

This procedure allows the identification of the type of incident through a code residing in the **SF-PV** application. The codes can reflect incidents of import to security, such as a suspicious attitude, a theft or attempted arson.

At this point it is possible to cancel the function without reporting an incident. To do so press **TOTAL**.



If, on the other hand, you wish to alert security, key-in the code corresponding to the incident and press **ENTER**.



If an off-line error has occurred, the POS display will briefly show the corresponding error message.



If the alert was identified without problem, the control printer will issue a ticket headed by the operation identifiers, the name and number of the function executed, and the type of incident reported.

The client printer will not issue a ticket.

Once the process of identification of the incident is complete, the POS Terminal will exit the **Security Alert** function.

Merchandise or Stock Transfer (51)

The **Merchandise or Stock Transfer** function enables you to request merchandise directly from the terminal. These requests do not affect the database of **StoreFlow Sales Management**.

The **Merchandise or Stock Transfer** function has the following phases:

- Operator Id.
- Function Number.
- Maintenance.
- Destination (optional).
- Item.
- Cancellation (optional).

Operator Id and Function Number

The Point of Sales terminal could be in any one of the following states:

- Immediately after opening, or when there have been no transactions entered for some time in that terminal and it has become blocked, the display shows a message requesting the Id of the next operator to access the POS Terminal.



```
**** CASHIER ****
```

When the display shows this message, you must sign on. To do so, follow the procedure described at the beginning of this manual.

- After executing any function except Sales, the display shows a message asking for the number of the next function to be executed.

** FUNCTION NO. **

If the display shows this message, key-in the number **51** and press ENTER.



If the function is not allowed by SF-GV for the environment, the POS Terminal display will show the following error message:

FUNCTION NOT AVAILABLE

- If the terminal is in the Sales function, the message will indicate that you can continue ringing up items.

PLU/QUANTITY/TOTAL

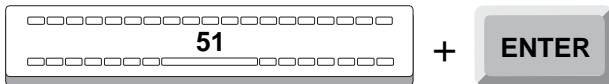
In this case, you must exit the function Sales by pressing the DELETE key *twice*.



The POS Terminal will then request the number of the next function to be executed.

** FUNCTION NO. **

Key-in the number **51** and press ENTER.



Maintenance

The Maintenance phase defines the type of operations the POS will process throughout the function phases. The following types of operations are defined by **StoreFlow Sales Management** and each type is assigned a unique code:

- Incoming miscellaneous.
- Outgoing miscellaneous.
- Breakage.
- Wastage.
- Restocking requests.
- Storage of finished product.
- Inventory.

Once the operator is done signing on and entering the function, the POS Terminal display will show a message requesting the code of the operation to be performed.



If at this point you wish to exit the function, press **TOTAL**.



Key-in the appropriate code and press **ENTER**.



Once the Maintenance code is accepted, the POS Terminal will proceed to the Item phase, except for the operation “Restocking Requests” (code **07**), in which case the terminal will proceed to the Destination phase.

Destination (Optional)

When the code of the operation “Restocking Requests” (07) is entered during the Destination phase, it is necessary to specify the type of transfer to assign to the item. There are *three* alternative merchandise “origin-destination” transfers, each identified with a “merchandise destination” code:

- 1.- Local warehouse to store.
- 2.- Central warehouse to local warehouse.
- 3.- Central warehouse to store.

When the code 07 is keyed-in, the POS Terminal display will show a message asking for the type of transfer requested.

MERCHANDISE DEST.

Key-in the appropriate code and press ENTER.



The POS Terminal will proceed to the next phase: Item.

Item

The Item phase identifies the item to be processed and transferred by this function.

The Item phase includes the following steps:

- Item code.
- Additional identifiers.
- Subtotal (optional).
- Quantity.

Item Code

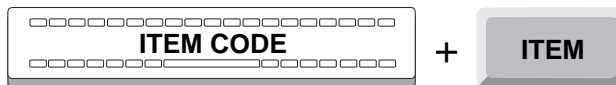
Once the operation code (and the Destination code in the case of “Restocking requests”), have been entered, the terminal will show a message requesting the item identification.

***** ITEM *****

If you wish to finish the operations connected with the last maintenance code entered, press total. The POS Terminal will return to the Maintenance phase.

TOTAL

Enter the item code and press the ITEM key, or identify the item through the bar code reader.



If the code is accepted, the POS Terminal will proceed to the Quantity step.

If the item requires additional identifiers, the terminal will go to the Additional Characteristics step.

If the item code is not defined in the data base, The POS Terminal display will briefly show the corresponding error message.

! UNKNOWN CODE

! NONEXISTENT EAN

! NONEXISTENT IAN

Next the POS Terminal display requests the item identification, and the process is repeated.

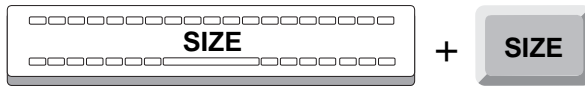
Additional Identifiers

If an item is defined in the SF-GV with additional identifying characteristics, the POS Terminal display will show messages requesting the appropriate data. As an example, clothing is identified by *size*, *color* and *design*.

In this case, and once the item is identified, the display will show a message requesting the first of these identifiers.



Enter the information requested and press the **SIZE** key.



Then the terminal will request the next identifier.



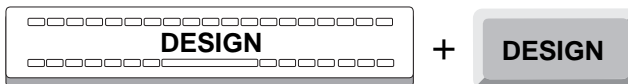
Enter the information requested and press the **COLOR** key.



The screen will show a message requesting the next identifier.



Enter the information requested and press the **DESIGN** key.



The display will continue requesting more data until the item has been duly identified; then it will proceed to the next step: Quantity.

Subtotal (Optional)

Once the operation code (and the destination code in case of “Restocking requests”), have been entered, the POS Terminal screen will show a message requesting the item identification.

***** ITEM *****

Before entering the information requested, you have the option of printing the number of items entered to the moment. To do so, press the SUBTOTAL key.

SUBTOTAL

The subtotal will appear in the document generated by the control printer and in the ticket issued by the customer printer.

When the subtotal is registered, the POS Terminal will return to the Item Code step.

Quantity

Once the item has been identified, the display will show a message asking for the quantity you wish to request.

MAINTENANCE QUANTITY

Key-in the quantity requested and press QUANTITY.



If SF-GV has established an upper limit to the quantity of this item that can be processed, the POS Terminal display will show the appropriate message.

MAXIMUN STOCK=100

Then the display will ask for the correct quantity, and the process is repeated.

Once the quantity is entered, the POS display will show a message asking for another item id, and the Item phase is repeated.

To exit this function, press TOTAL.



The customer printer will issue a ticket with a heading identifying the operation, the name and number of the function executed, the maintenance code and a description of the items, with totals and subtotals if required.

The control printer will generate a report with a heading identifying the operation, the name and number of the function executed, the maintenance code, and descriptions of the items requested, with their total and subtotals, if they were requested during the execution of this function.

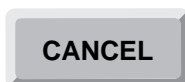
Once the whole process is completed, the POS Terminal will exit the **Merchandise or Stock Transfer** function.

Cancellation (Optional)

This phase cancels all the operations executed in this function.

The function can also be cancelled during the Maintenance, Item and Quantity phases.

To do so, press the CANCEL key.



The POS Terminal display will show the message:



Then, press TOTAL.



The customer printer will issue a ticket with a heading identifying the operation, the name and number of the function executed, and indicating that the transaction has been cancelled.

The control printer will generate a report with the same information as the ticket.

Then the POS Terminal will exit the **Merchandise or Stock Transfer** function.

Cashier Connection (52)

The **Cashier Connection** function has the purpose of connecting a cashier who was previously disconnected through the **Cashier Disconnection (53)** function. This is a useful function if the terminal is operating in “floating” mode. The “floating” mode is used to maintain the control of the transactions of an operator when moving to another terminal. This way, if an operator signs-on in a different location, the new terminal will work with the totals of the cash drawer settlement and of the sales of the same operator.

The **Cashier Connection** function has the following phases:

- Operator ID.
- Function Number.
- Authorization.
- Connection.
- Remainder Verification.

Operator and Function Identification

The Point of Sales terminal could be in any one of the following states:

- Immediately after opening, or when there have been no transactions entered for some time in that terminal and it has become blocked, the display shows a message requesting the Id of the next operator to access the POS Terminal.



**** CASHIER ****

When the display shows this message, you must sign on. To do so, follow the procedures described at the beginning of this manual.

- After executing any function except Sales, the display shows a message asking for the number of the next function to be executed.

**** FUNCTION NO. ****

If the display shows this message, key-in the number **52** and press ENTER.



If the function is not allowed by SF-GV for the environment, the POS Terminal display will show the following error message:

FUNCTION NOT AVAILABLE

- If the terminal is in the sales function, the message will indicate that you can continue ringing up items.

PLU/QUANTITY/TOTAL

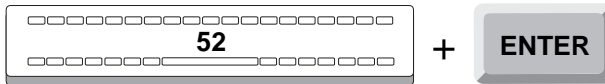
In this case, you must exit the Sales function by pressing the DELETE key *twice*.



The POS Terminal display will then request the number of the next function to be executed.

**** FUNCTION NO. ****

Key in **52** and press ENTER.



Authorization

This phase verifies that the operator is authorized to perform this function.

Once the operator is done signing on and entering the function, the POS Terminal display will show a message requesting his password or authorization code, if it has been configured from SF-GV by means of the **Functions** program.

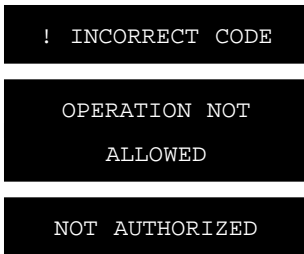


Key-in your password and press ENTER.



If the authorization code is accepted, the terminal will go on to the following phase: Connection.

If the password is incorrect or belongs to an operator not authorized to perform the function, the display will briefly show an error message.



Next, the POS Terminal display requests your password again, and the process is repeated.

At this point, the cashier log-on procedure can be completed without having to enter the data requested for verifying the remainder. To do this, press the DELETE key twice.

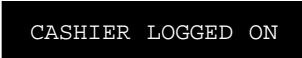


Next, the terminal will exit from the **Cashier log-on function**.

Connection

This procedure allows the connection of the POS Terminal, recalling the totals that the operator was working with or starting.

If the cashier has already been connected, the display will briefly show the following message:



CASHIER LOGGED ON

And then exits the function.

If the cashier was disconnected, the process to be followed will depend on the start of the operating mode of the terminal. In this way, depending on the configuration the following will be performed:

- If the configuration is cashier or operator “floating” mode, and the record totals were not read, the operator will be required to state the contents of the cash drawer. In order to do this, proceed to perform the operations described in the Remainder verification phase, described next.

If on the other hand the records were read, the totals will be updated automatically. If the operator had been already signed on to another terminal, he or she will be able to work with the totals from the previous terminal. It is essential that the operator carries the cash drawer with its contents to the new terminal.

This way the control printer will generate a document with the heading of the operation identification and the name and number of the function executed.

- If the configuration is cashier or operator “fixed” mode, the operator will be given the option to verify the remainder. The display on the terminal will then show the following message:



CHECK REMAINDER ?

Press ENTER if you wish to verify remainder.



ENTER

Next proceed to execute the transactions to settle the terminal, described in the phase Remainder Verification.

If you do not wish to verify the remainder, press **CANCEL** and the terminal will remain connected.



In the mode of operation of “fixed” cashier, the opposite of “floating” mode, the operator works with updated cashier totals.

The control printer will generate a document with the heading of the operation identification and the name and number of the function executed.

Remainder Verification

This phase carries out the settlement operations, with the purpose of verifying the funds left previously. The contents of the cash drawer will be organized by settlement method: *cash* or *amount* and *document*, as described in SF-GV, in the program **Cashbox Groups** within the program group **Payment Methods**. In turn, the elements included in each group are classified by their settlement groups. (To obtain a printout of the different groups from the client's printer, refer to function **30: List Cashbox Settlement Groups**.)

The Count or Remainder Verification phase includes the following steps:

- Settlement group.
- Cash.
- Documents.
- Remainder.
- Cancellation (optional).

A description of each one of these steps of this phase follows.

Settlement Group

The POS Terminal display will show a message asking for the settlement group code.

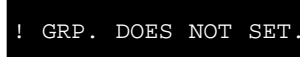


Key in the settlement group code and press ENTER.



If the code is accepted, the POS Terminal will continue to either of the two following steps according to the settlement method: Cash or Document.

If the code is not accepted either because the code is not in the database, because the code is outside the 1-60 range, or because it is not configured (from SF-GV) to be included in the settlement; the display of the POS Terminal will briefly show an error message.



After any of the mentioned options, the display will request the settlement group code again, the step will be repeated.

Once the settlement group is identified, two things may occur, either together or singly, depending on the settlement group to which they belong. The settlements groups are two: Cash and Document, as described in the following steps.

If the steps for both cash and documents in all the settlement groups, described later have been completed, press the total key. This will enable you to proceed to the Remainder phase.



Cash

Once the settlement group has been identified, if it belongs to the cash method, the display will display a message requesting the number of units (bills, coins) of each currency denomination (10, 50, 100, etc.). For example, if there are five bills of 20 dollars, key-in number 5.



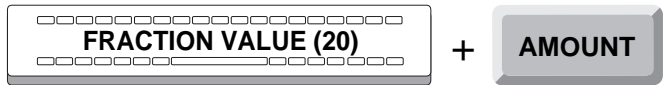
Key-in the requested amount and press QUANTITY.



Once the quantity of a denomination has been entered, the display will show a message asking for the value of the denomination. In the preceding example, the bill denomination is 20.



Key-in the requested value and press AMOUNT.



Immediately after that the POS Terminal display will show a message asking for the number of units of another denomination, repeating this step for as many times as denominations exist in each settlement group.

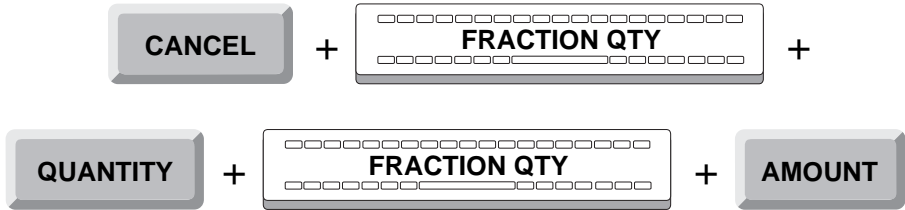
Once this step is completed for a settlement group (i.e., if all the bills and coins are counted), press TOTAL.



Immediately the display will show a message asking for the code of other settlement groups code, repeating the step as many times as types of settlement groups to be accounted.

During this step it is possible to make two types of corrections:

- If during this step an overflow error occurs, press the **CANCEL** key and enter the amounts to be deducted from the incorrect total.



- If you want to cancel the data in the last registered settlement group, press **DELETE** and the display of the POS Terminal will request a new settlement group code.



Documents

Once the settlement group has been identified, and if it belongs to the Document method, the POS Terminal display will show a message requesting the document numbers of that settlement group.

**** DOCUMENT NO. ****

Key-in the appropriate quantity and press **ENTER**.



The display will then request a new document type, repeating this step as many times as necessary to cover all the document types that exist in this settlement group.

Once this step is completed for all the documents within a settlement group, press **TOTAL**.



Immediately the display will show a message requesting the code of another settlement group, repeating this step as many times as settlement groups are found in the cash drawer.

During this step, it is possible to realize two types of corrections:

- If an overflow error occurs, press CANCEL and enter the data to be deducted from the incorrect total.



- If you wish to cancel the details of the last type of document entered, press DELETE and the display will request a new document type again.



Remainder

In this step a printout is generated with the 201 differences that the terminal registers between the remainder returns while executing the **Cashier Disconnection (53)** function and the data of remainder verification carried out in the previous steps of this phase.

The control printer will print the data of the settlement and the differences in remainder that are registered, if they exist. Otherwise it will indicate that the Remainder Verification is correct.

Once the Count phase is completed, the display of the POS Terminal will display a message indicating that the cash drawer must be closed, after remaining open throughout the operation.



Next the POS Terminal will exit the **Cashier Connection** function.

Cancellation (Optional)

The **Cashier Connection** function can be canceled at any time during the phase.

To do so, press CANCEL.



The display will show a message indicating:



Then press TOTAL.



The display will show a message directing you to close the drawer, which has remained open during the whole operation.



Close the drawer and the POS Terminal will exit the **Cashier Connection** function.

The control printer will generate a ticket with a heading identifying the operation, the name and number of the function executed, and indicating that the transaction has been canceled.

Cashier Disconnection (53)

The **Cashier Disconnection** function has the purpose of de-activating the terminal after a sign-on has been performed with the **Cashier Connection (52)** function. This is useful in environments with several terminals in Cashier mode, when at certain times only one of the terminals is in operation. In this way, the opening and closing operations are performed only once for all the Cashiers.

The **Cashier Disconnection** function has the following phases:

- Operator Id.
- Function Number.
- Authorization.
- Disconnection.
- Counting.
- Remainder.
- Envelope.
- Cancellation (optional).

Operator Id and Function Number

The POS Terminal (Point of Sales terminal) could be in any one of the following states:

- Immediately after opening, or when there have been no transactions entered for some time in that terminal and it has become blocked, the display shows a message requesting the Id of the next operator to access the POS Terminal.



**** CASHIER ****

When the display shows this message, you must sign on. To do so, follow the procedures described at the beginning of this manual.

- After executing any function except Sales, the display shows a message asking for the number of the next function to be executed.

** FUNCTION NO. **

If the display shows this message, key-in the number **53** and press ENTER.



If the function is not allowed by SF-GV for the environment, the POS Terminal display will show the following error message:

FUNCTION NOT AVAILABLE

- If the terminal is in the sales function, the message will indicate that you can continue ringing up items.

PLU/QUANTITY/TOTAL

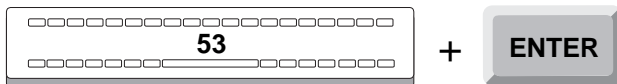
In this case, you must exit the Sales function by pressing the DELETE key *twice*.



The POS Terminal display will then request the number of the next function to be executed.

** FUNCTION NO. **

Key in **53** and press ENTER.



Authorization

This phase verifies that the operator is authorized to perform this function.

Once the operator is done signing on and entering the function, the POS Terminal display will show a message requesting his password or authorization code, if it has been configured from SF-GV by means of the **Functions** program.



Key-in your password and press ENTER.



If the authorization code is accepted, the terminal will go on to the following phase: Disconnection.

If the password is incorrect or belongs to an operator not authorized to perform the function, the display will briefly show an error message.



Next, the POS Terminal display requests your password again, and the process is repeated.

At this point, the cashier log-off procedure can be completed without having to enter the data requested for the count and the remainder. To do this, press the DELETE key twice.

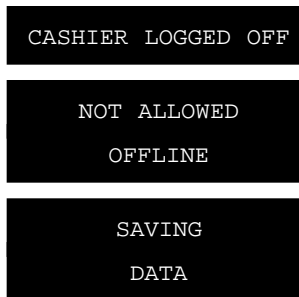


Next, the terminal will exit from the **Cashier log-off function**.

Disconnection

This procedure allows the Disconnection of the terminal by recording the totals of the cash drawer and of the last operator to work that register. In this way, when this operator executes the **Cashier Connection (52)** function on another terminal, the totals can be updated.

If the cashier has already been disconnected, the display will briefly show the following messages:



Next, the POS Terminal display requests a user code for the operator to begin the **Cashier Connection (52)** function.



If the cashier is connected, the terminal asks if we want to do the cashbox settlement. The display shows the following message requesting an answer:



Depending on the answer, the terminal will execute one of the following actions:

- If you wish to settle the cashbox, press ENTER.



Now you must proceed to the settlement by performing the operations described in the phases Counting, Remainder and Envelope described later.

Once you have completed these operations, the terminal will be closed if its environment is configured to perform an “automatic closing”. In this case the display will show the following message:

A black rectangular box with the text "TERMINAL CLOSED" in white, uppercase letters, centered within the box.

TERMINAL CLOSED

To reopen the closed terminal the operator must perform the **Open Terminal (13)** function, previously described in this manual.

If, on the other hand, the environment is not configured to perform an “automatic closing”, the POS Terminal will remain open but inactive. It will not be able to perform any function except that of **Cashier Connection (52)**. Also, if the terminal is in a “floating” mode, it will be registered as “inactive settled”.

- If you do not wish to perform the settlement of the POS Terminal, press CANCEL.

A grey, rounded rectangular button with the text "CANCEL" in black, uppercase letters, centered within the button.

CANCEL

This way the terminal will remain open but inactive so that it will not be able to perform any function but the **Cashier Connection (52)**. If the terminal is put in a “floating” mode, it will be registered as “inactive not settled”.

The control printer will generate a document with the heading of the operation identification and the name and number of the function executed. If the settlement was performed, the report will include the settlement and remainder information.

Count

The Count phase includes the settlement operations. The contents of the cash drawer will be organized by settlement method: *cash* or *amount* and *document*, as described in SF-GV, in the program **Cashbox Groups** within the program group **Means of Payment**. In turn, the elements included in each group are classified by their settlement group. (To get a list of the different groups from the customer's printer, refer to function **30: List Cashbox Settlement groups**.)

The Count phase includes the following steps:

- Settlement group.
- Cash.
- Documents.

A description of each step follows.

Settlement Group

If a terminal settlement was requested, the POS Terminal display will show a message asking for the settlement group.

```
** CASHBOX GROUP **
```

Key in the settlement group code and press ENTER.

If the code is accepted, the POS Terminal will continue to either of the two following steps according to the settlement method: Cash or Documents.

If the code is not accepted, either because the code is not in the database, because the code is outside the 1-60 range, or because it is not configured (from SF-GV) to be included in the settlement, the POS Terminal display will briefly show an error message:

```
! NONEXISTENT GROUP
```

```
! GROUP OUT OF RANGE
```

```
GRP. DOES NOT SET.
```

After any of the mentioned options, the display will request the settlement group code again, and the step will be repeated.

Once the settlement group is identified, two things may occur, either together or singly, depending on the settlement group to which they belong. The settlement groups are two: cash and document, as described in the following steps.

If the steps for both cash and documents in all the settlement groups described later have been completed, press the TOTAL key. This will enable you to proceed to the Remainder phase.

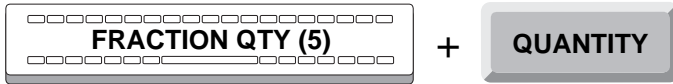


Cash

Once the settlement group has been identified, if it belongs to the cash method, the display will show a message requesting the number of units (bills, coins) of each currency denomination (10, 50, 100, etc.). For example, if there are bills of 20 dollars, enter 5.



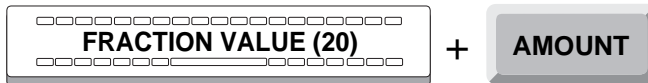
Key-in the number of bills and press QUANTITY.



Once the quantity of a denomination has been entered, the display will show a message asking for the value of the denomination. In the preceding example, the bills' denomination is 20.



Key-in the requested value and press AMOUNT.



Immediately after that, the POS Terminal display will show a message asking for the number of units of another denomination, repeating this step as many times as denominations exist in the currency.

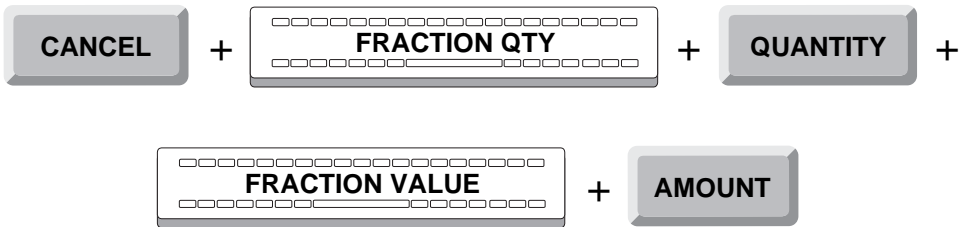
Once this step has been completed for a settlement group, press TOTAL.

Immediately the display will show a message asking for the other settlement group code, repeating the Settlement group step as many times as types of settlement groups are to be accounted.



During this step it is possible to make two types of corrections:

- If during this step an overflow error occurs, press the CANCEL key and enter the amounts to be deducted from the incorrect total.



- If you want to erase the data in the last registered settlement group, press DELETE and the POS Terminal display will request a new settlement group code.



Documents

Once the settlement group has been identified, and if it belongs to the Document method, the POS Terminal display will show a message requesting the document numbers of that settlement group.



Key-in the appropriate quantity and press ENTER.



The display will, then request a new document type, repeating this step as many times as document types exist in this settlement group.

Once this step is completed for all the documents within a settlement group, press **TOTAL**.



Immediately the display will show a message requesting the code of another settlement group, repeating this step as many times as settlement groups you would like to account for.

During this step, it is possible to realize two types of corrections:

- If an overflow error occurs, press **CANCEL** and enter the data to be deducted from the incorrect total.



- If you wish to cancel the details of the last type of document entered, press **DELETE** and the display will request a new document type again.



Remainder

This step defines the amount that is to stay in the POS Terminal drawer as remainder. To do this, a settlement must be performed following the procedure described above in the phase Count.

After recording all the settlement groups and pressing **TOTAL**, the display will briefly display a message to enter the remainder.



Then the POS display will again request the code of a settlement group.



The Count phase must be then repeated.

If you do not wish to leave a remainder in the cash drawer, press **TOTAL** to finish this phase.



The control printer will generate a report with the settlement group data of the Count phase and Remainder data if defined, as well as any existing differences with the previous remainder.

After entering all the settlement groups, press **TOTAL**.



In a coded envelope, enter the difference between the totals in the Count phase and the Remainder phase.

Envelope

The Envelope phase identifies and registers the coded envelope that will contain the cash and documents withdrawn from the terminal during the closing process.

Once the Remainder phase has been completed, the POS Terminal will ask to identify the envelope.

*** ENVELOPE CODE ***

If no envelope is to be registered, press **ENTER** to finish the **Cashier Disconnection** function.



Key-in the envelope code and press **ENTER**.



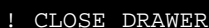
If the code is not accepted, the POS Terminal display will briefly display the message.



! INCORRECT ENVELOPE

Then the display will again request the envelope code, repeating this step.

Once the envelope has been identified, the POS Terminal display will show a message directing you to close the cash drawer, which has remained open during this whole operation.



! CLOSE DRAWER

At this point, close the drawer, and the POS Terminal will exit the **Cashier Disconnection** function.

The control printer will generate a report with a heading identifying the operation, the name and number of the executed function, the totals for the number of operations and for each mode, and a description of the groups in the total settlement and remainder.

Once this process is completed, the POS Terminal exits the **Cashier Disconnection** function.

Cancellation (Optional)

The **Cashier Disconnection** function can be canceled during any of the previous phases of Count, Remainder and Envelope.

To do so, press CANCEL. The display will show:



CANCELLATION . . .

Then, press TOTAL.



TOTAL

The display will show a message directing you to close the drawer, which has remained open during the whole operation.



! CLOSE DRAWER

Close the drawer and the POS Terminal will exit the **Cashier Disconnection** function.

The control printer will generate a ticket with a heading identifying the operation, the name and number of the function executed, and indicating that the transaction has been canceled.

Calculator (57)

The **Calculator** function allows the use of the terminal's keyboard as a basic calculator. To that purpose, some of the keys are configured to represent basic mathematical operations (+, -, *, /, %, =).

The function **Calculator** includes the following phases:

- Operator Id.
- Function Number.
- Authorization.
- Calculation.

Operator Id and Function Number

The Point of Sales terminal could be in any one of the following states:

- Immediately after opening, or when there have been no transactions entered for some time in that terminal and it has become blocked, the display shows a message requesting the Id of the next operator to access the POS Terminal.

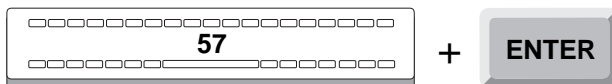


When the display shows this message, you must sign on. To do so, follow the procedures described at the beginning of this manual.

- After executing a function, except Sales, the display shows a message asking for the number of the next transaction to be executed.



If the display shows this message, key-in the number 57 and press ENTER.



If the function is not allowed by SF-GV for the environment, the POS Terminal display will show the following error message:

FUNCTION NOT AVAILABLE

- If the terminal is in the sales function, the message will indicate that you can continue ringing up items.

PLU/QUANTITY/TOTAL

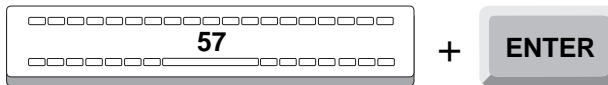
In this case, you must exit the Sales function by pressing the DELETE key *twice*.



The POS Terminal display will then request the number of the next function to be executed.

** FUNCTION NO. **

Enter 57 and press ENTER.



Authorization

Once the operator is done signing on and entering the function, the POS Terminal display will display a message requesting his password or authorization code, if it has been configured from SF-GV by means of the **Functions** program.

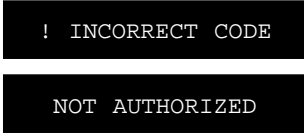
AUTHORIZATION CODE

Key-in your password and press ENTER.



If the authorization code is accepted, the terminal will go on to the following phase: Calculation.

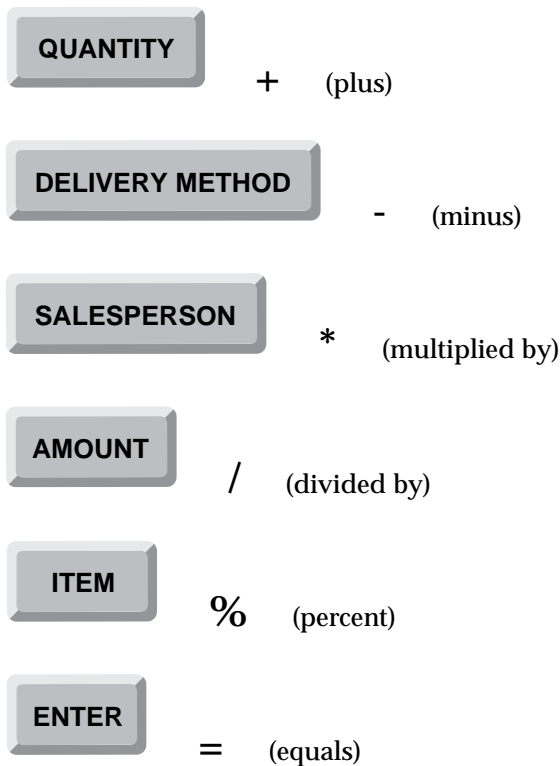
If the password is incorrect or belongs to an operator not authorized to perform the function, the display will briefly show an error message.



Next, the POS Terminal display requests your password again, and the process is repeated.

Calculation

During this phase, the calculations are performed using the following keys:



Once the operator is authorized, the display will show the calculator *at zero*.



Start operating from this display. The left position shows the last term entered; the one on the right shows the result of the operation, i.e. $A + B = C$



Once the calculations have been completed, press **TOTAL**, and the POS Terminal will exit the **Calculator** function.



The customer printer will generate a ticket with a heading identifying the operation and the name and number of the function executed, followed by the list of calculations performed.

The control printer will only register a heading identifying the operation, its number and the function executed.

Confirmation of Withdrawal (79)

The **Confirmation of Withdrawal** function has the purpose of confirming that the designated collection point has received an envelope from a previous withdrawal of funds (see function **06: Withdrawal of Funds**).

The function **Confirmation of Withdrawal** includes the following phases:

- Operator Id.
- Function number.
- Authorization.
- Envelope.
- Cancellation (optional).

Operator Id and Function Number

The Point of Sales terminal could be in any one of the following states:

- Immediately after opening, or when there have been no transactions entered for some time in that terminal and it has become blocked, the display shows a message requesting the Id of the next operator to access the POS Terminal.



**** CASHIER ****

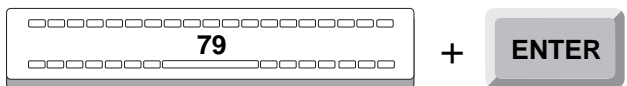
When the display shows this message, you must sign on. To do so, follow the procedures described at the beginning of this manual.

- After executing a function except Sales, the display shows a message asking for the number of the next transaction to be executed.



** FUNCTION NO. **

If the display shows this message, key-in the number **79** and press ENTER.



If the function is not allowed by SF-GV for the environment, the POS Terminal display will show the following error message:

FUNCTION NOT AVAILABLE

- If the terminal is in the Sales function, the message will indicate that you can continue ringing up items.

PLU/QUANTITY/TOTAL

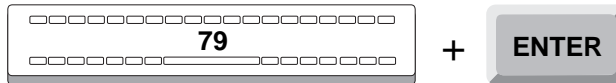
In this case, you must exit the Sales function by pressing the DELETE key *twice*.



The POS Terminal display will then request the number of the next function to be executed.

** FUNCTION NO. **

Enter **79** and press ENTER.



Authorization

Once the operator is done signing on and entering the function, the POS Terminal display will show a message requesting his password or authorization code, if it has been configured from SF-GV by means of the **Functions** program.

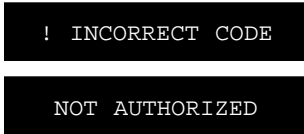
AUTHORIZATION CODE

Key-in your password and press ENTER.



If the authorization code is accepted, the terminal will go on to the following phase: Envelope.

If the password is incorrect or belongs to an operator not authorized to perform the function, the display will show, briefly, an error message.



Next, the POS Terminal display requests you password again, and the process is repeated.

Envelope

The phase Envelope identifies and registers the coded envelope that contains the funds and documents withdrawn previously from a POS Terminal.

Once the operator is authorized, the POS Terminal will ask to identify the envelope.



Key-in the envelope code and press ENTER.



If there is no envelope, press ENTER to exit the function.



If the envelope code is accepted, press TOTAL and the POS Terminal will exit the function **Confirmation of Withdrawal**.



If the code is not accepted, the POS Terminal display will briefly show the message.



! INCORRECT ENVELOPE

Then the display will again request the envelope code, repeating this step.

Once the envelope has been identified, press **TOTAL** to exit the function **Withdrawal of Funds**.



TOTAL

The customer printer will issue a ticket a heading identifying the operation, the name and number of the executed function.

The control printer will generate a report with a heading identifying the operation, the name and number of the executed function, and the envelope code.

Cancellation (Optional)

This function can be canceled during the previous phase: Envelope.

To do so, press **CANCEL**.



CANCEL

The display will show a message before actually canceling the function.



CANCELLATION . . .

Then, press **TOTAL** and the POS Terminal will exit the function **Confirmation of Withdrawal**.



TOTAL

The customer printer will generate a ticket with a heading identifying the operation, the name and number of the function executed, and indicating that the transaction has been canceled.

The control printer will generate a document with a heading identifying the operation, the name and number of the function executed, and indicating that the transaction has been canceled.

File Reload (98)

The **File Reload** function enables the opening and closing of all the files in the terminal. It is very seldom used, and always under the supervision of a technician and includes the following phases:

- Operator Id.
- Function number.
- Reload.

Operator Id and Function Number

The Point of Sales terminal could be in any one of the following states:

- Immediately after opening, or when there have been no transactions entered for some time in that terminal and it has become blocked, the display shows a message requesting the Id of the next operator to access the POS Terminal.

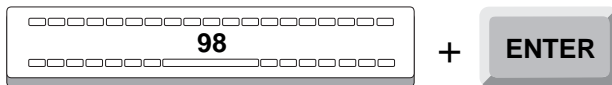
```
**** CASHIER ****
```

When the display shows this message, you must sign on. To do so follow the procedures described at the beginning of this manual.

- After executing any function except Sales, the display shows a message asking for the number of the next function to be executed.

```
** FUNCTION NO. **
```

If the POS Terminal is in this situation, key-in the number **98** and press ENTER.



If the function is not allowed by SF-GV for the environment, the POS Terminal will show an error message.

```
FUNCTION NOT AVAILABLE
```


- If the terminal is in the sales function, the message will indicate that you can continue ringing up items.

PLU/QUANTITY/TOTAL

In this case, you must exit the Sales function by pressing the DELETE key *twice*.



The POS Terminal display will then request the number of the next function to be executed.

** FUNCTION NO. **

Key-in the number **98** and press ENTER.



Reload

During the Reload phase, the files of the application SF-PV are loaded.

The Reload phase has two steps:

- Authorization.
- Reload.

Authorization

Once the operator is done signing on and entering the function, the POS Terminal display will show a message requesting his password or authorization code, if it has been configured from SF-GV by means of the **Functions** program.

AUTHORIZATION CODE

Key-in your password and press ENTER.



If the authorization code is accepted, the terminal will go on to the following step: Reload.

If the password is incorrect or belongs to an operator not authorized to perform the function, the display will briefly show an error message.



Next, the POS Terminal display requests your password again, and the process is repeated.

Reload

Once the authorization code has been accepted, the display will show a message asking to wait while the files are reloading.



When the reloading process is completed, the POS Terminal exits the **File Reload** function.

Exit Application (99)

The **Exit Application** function closes the application SF-PS and returns to the operating system. It can only be executed from a terminal with a keyboard and screen. It is not necessary to execute this operation to turn off the terminal and exit the system.

The **Exit Application** function includes the following phases:

- Operator Id.
- Function Number.
- Authorization.

Operator Id and Function Number

The Point of Sales terminal could be in any one of the following states:

- Immediately after opening, or when there have been no transactions entered for some time in that terminal and it has become blocked, the display shows a message requesting the Id of the next operator to access the POS Terminal.

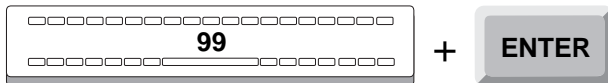


When the screen shows this message, you must sign on. To do so follow the procedures described at the beginning of this manual.

- After executing any function except Sales, the display shows a message asking for the number of the next function to be executed.



If the POS Terminal is in this state, key-in the number **99** and press ENTER.



If the function is not allowed by SF-GV for the environment, the POS Terminal will show an error message.

FUNCTION NOT AVAILABLE

- If the terminal is in the sales function, the message will indicate that you can continue ringing up items.

PLU/QUANTITY/TOTAL

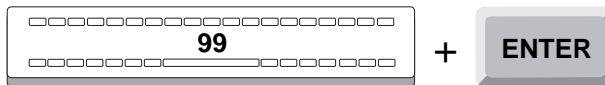
In this case, you must exit the Sales function by pressing the DELETE key *twice*.



The POS Terminal display will then request the number of the next function to be executed.

** FUNCTION NO. **

Key-in the number **99** and press ENTER.



Authorization

This phase verifies that the operator is authorized to close the SF-PV application.

Once the operator is done signing on and entering the function, the POS Terminal display will show a message requesting his password or authorization code, if it has been configured from SF-GV by means of the **Functions** program.

AUTHORIZATION CODE

Key-in your password and press ENTER.



If the authorization code is accepted, the terminal will disconnect from the SF-PV application, and therefore, will exit this function.

If the password is incorrect or belongs to an operator not authorized to perform the function, the display will briefly show an error message.

A black rectangular box with white text that reads "! INCORRECT CODE".A black rectangular box with white text that reads "NOT AUTHORIZED".

Next, the POS Terminal display requests your password again, and the process is repeated.

Once the authorization code is accepted, the *physical* terminal is disconnected from the SF-PV application and returns to the operating system.

When the process of authorization is completed, the terminal exits the **Exit Application** function and disconnects from the SF-PV application.

A

Physical Description of the Terminal

- Keyboard
- Bar Code Reader
- Card Reader
- Display
- Printer
- LEDs or Indicator Lights
- Cash Drawer
- Main Unit

StoreFlow PV

Physical Description of the Terminal

The terminal is the equipment where the application **StoreFlow Point of Sale** runs. The terminal is the link between the user and the application which manages SF-PV, that is, **StoreFlow Sales Manager**.



Fig. A.1. Point of Sale (POS) Terminal

Through the terminal, the user enters the data requested by the different functions and receives data coming from SF-GV, after the application has processed the user data. These responses can be many, from an item's price to the total sales processed by a store or branch.

Physically, a terminal may consist of the following parts:

1. Keyboard.
2. Bar code reader (scanner).
3. Card reader (MSR).
4. Display.
5. Printer.
6. LEDs.
7. Cash drawer.
8. Central processing unit.

These devices can be classified as input or output devices. Input devices allow the user to enter data into the system. Data output devices give information to the user, or show data as a result of a terminal operation. Other elements of the POS Terminal include the **Cash Drawer** and the **Central Processing Unit**, whose function does not fit the previous classification. According to this classification, the terminal consists of:

Input Devices

The terminal **Keyboard** is the input device which allows the operator, through certain key combinations, to enter most of the data requested by the terminal.

The **Bar code reader (scanner)** is another input device. Its function is to scan the bar codes on items that are coded that way. The bar code reader scans, among others, the EAN bar code (manufacturer's code) and IAN code (internal code).

The **Magnetic card reader (MSR)** is the input device used to read the magnetic strip on credit cards.

Output Devices

The terminal **Display** is the output device that presents the data being requested by the SF-PV application, the user's own input, as well as information useful for the customer, in the case of the **Sales** function.

The terminal **Printer** is the output device used to create documents which reflect all the transactions performed on the POS Terminal. The printer is also used to print other documents such as invoices.

The **LEDs** (Indicator lights) inform the user of the status of the POS Terminal.

Other Devices

The terminal **Cash Drawer** is where the different payment currencies entered in the POS Terminal are stored. The cash drawer may also be used to store documents.

The **Main Unit** is the main component of the POS Terminal. The this unit is where the data is initially processed, to then be sent on to the server and SF-GV, where it is ultimately processed. The Main Unit also manages the proper operation of all the peripheral devices described above.

Keyboard

The **keyboard** is the main input device on the terminal. Most data required by SF-PV functions can be entered through the keyboard.

As a security measure, the keyboard may have a key, used to lock the device, preventing any keystroke from being processed by SF-PV.

There are several keyboard types. The most common are the *standard keyboard* and the *matrix keyboard*.

Standard Keyboard (ANDPOS)

This is the most commonly used keyboard due to its versatility. It has keys which are pre-defined for the application, and others that can be configured from SF-GV. The latter are called fast keys (*see the **Hot keys program in the Terminal Configuration program group***). The fast keys are helpful for data entry that requires pressing more than one key, so one keystroke of a fast key is equivalent to several of the pre-defined keys.



Fig. A.2. Standard keyboard

There are two kinds of pre-defined keys:

1. Single function keys.
2. Double function keys.

1. The single function keys are as follows:

- CANCEL. Tells the SF-PV to cancel a phase, a function, etc.
- SUSPEND/RESUME. During a transaction, this key allows the user to suspend the transaction, perform other functions, and then resume the suspended transaction at any terminal.
- LOCK. Locks the terminal until it is unlocked by an authorized user.
- DELIVERY METHOD. Tells SF-PV how the items sold will be delivered to the customer (to their home address, over the counter, etc.).
- DELETE/CLEAR. Erases the previous input.
- UTILITIES. Provides access to the **Currency Inquiry**, **Price Inquiry** and **Calculator** functions without leaving the **Sales** function.
- ITEM RETURN. Tells SF-PV that the transaction is a merchandise return.
- PRICE/AMOUNT. Tells SF-PV that a dollar or other currency amount has been keyed in.
- SALESPERSON. Tells SF-PV that a user code has been entered.
- ITEM. Tells SF-PV that an item number has been entered.
- QUANTITY. Tells SF-PV that the number just entered is the quantity of the item being processed or a quantity of a type of currency, etc.
- CUSTOMER. Identifies a customer.
- ENTER. Is the key that ends the input of certain data.
- CREDIT AUTHORIZATION. When using a credit card as the payment method, this key tells SF-PV that the number keyed in is the credit authorization code provided by the authorization center.
- CARD. Tells SF-PV that the number entered is that of a credit card.
- SUBTOTAL. Informs the user and the customer of the amount invoiced so far.
- TOTAL. Ends the invoicing of items.
- NUMERIC KEYPAD. Consists of eleven keys that represent the numbers (0 through 9) and the DOUBLE ZERO key.

2. The double function keys are as follows:

- DEPT/SIZE (Department/Size). Depending on the status of the transaction, this key will be used to make a sale to a specific department in the company or to indicate the size of the item being sold, should it be required.
- DISCOUNT-COLOR. Depending on the status of the transaction, this key will be used to establish a percentage discount on one item or on the total transaction. It will also be used to indicate the color of the item being sold, should it be required.
- CURRENCY/PRICE CHANGE/PATTERN. Depending on the status of the transaction, this key can be used for selecting the payment method to be used by the customer, or a price change for the item sold, or the design or pattern of the item being sold, should it be required.

Matrix Keyboard

This keyboard differs from the standard keyboard in that it has more keys which can be configured from SF-GV. This way, in addition to the predefined keys seen in the standard keyboard, it has many fast keys that represent often-used key combinations (see *program Hot Keys in the Terminal Configuration program group*). This is useful, for instance, on terminals used to ring up supermarket products, or in restaurants.



Fig. A.3. Matrix keyboard

Bar Code Reader

The terminal **Bar Code Reader** is another input device. It allows the scanning of item bar codes, instead of keying in item numbers. This scanner can recognize, among others, the EAN code and the IAN code. Both code types consist of a group of bars printed on the item, or on the label attached to the item.

The appearance of the bar code readers varies (gun, box, etc.), but they are all external devices connected to the back of the terminal.

Card Reader

The terminal's **Card Reader** is an input device whose function is to read the data encoded in the magnetic strip of each credit card, debit card, customer loyalty card, etc. This way, it is only necessary for the user to key in a credit card number in case the card reader fails, or if the magnetic strip on the card is damaged and does not read. Physically, the card reader is a slot through which the magnetic card must be swiped. The reader's location on the terminal varies. Normally, it may be built into the **Keyboard** device, but it is also possible that it could be a detached device.

Display

The terminal **Display** is an output device whose function is only informational to both the user and the customer who is purchasing. The information displayed will usually be different for each of them, so we can refer to two separate displays: the customer display and the user display. The user display presents the data required by SF-PV, as well as data entered through the **Keyboard** input device. For the customer, and as long as SF-PV is running the **Sales** function, messages displayed will include the price of each item purchased, the total amount to be paid and, in general, any information which may be useful to the customer. Due to this division of purpose, the display must be physically divided in two parts, one comfortably visible to the user while keying in data, and the other facing the customer. Given these requirements, the appearance of the display may vary. On the other hand, it is possible to configure the POS Terminal with only one display unit, which will generally display customer information.

Printer

The **Printer** is an output device whose purpose is to create printed information about the different terminal functions, as well as the documents created by the **Sales** function, such as tickets, invoices, etc. The data printed on all the documents can be configured from SF-GV.



Fig. A.4. Printer

There are three types of printing:

- Printing on the customer tape, we obtain a hard copy of the result of the functions performed (settlements, fund deposits, reports, inquiries, etc.) When the **Sales** function prints on this tape, the printout must be given to the customer as a ticket.
- Printing on the journal tape. All operations performed on the POS Terminal are printed on the journal tape, as a log for possible future use in audits. In most cases, its contents are very similar to those of the customer ticket.
- Printing internal-use documents. There is a slot on the front of the printer to insert various document types related to the Sales function, such as tickets, invoices, etc.

In most printers, the first two types of printing are performed independently, on two paper rolls located inside the printer, which must be replaced periodically (see function **Replacing Expendable Supplies (40)**). In addition, to print internal documents the user must insert the required document type once SF-PV requests it. The document is inserted through a slot on the front of the printer.

The printer provides a set of buttons to help handle the rolls of paper and the user-inserted documents. Although they depend on the printer model, the most common buttons are:

- Buttons to advance the customer tape and the journal tape. These two buttons allow the user to feed paper from either roll independently.
- Buttons to automatically advance documents. Once the document is placed in the insertion slot, pressing this button advances the document to the first printable line.
- Buttons to adjust the document position up and down. Using these buttons the user may position a document to be printed, one line at a time.

LEDs or Indicator Lights

The LEDs inform the user of the status of the POS Terminal and they are as follows (depending on the models):

- Wait. The terminal is processing or waiting for an answer from another system. No operations may be performed while in this status.
- Off-line. The terminal is disconnected. While in this state, the terminal may work locally using some functions, depending on the configuration set-up in SF-GV (see **Environments program in Terminal Configuration program group**). Once the connection is re-established, the terminal will update the database with all transactions performed.

Cash Drawer

The Cash drawer contains a tray where the different payment currencies are stored, grouped in compartments depending on the model. There are two types of compartments, one meant to hold printed paper money (with clips to hold down the bills), and another type for coins.

The cash drawer opens automatically, according to the function that SF-GV is executing. If the current function is **Sales**, the drawer will open according to how the customer's payment currency is configured in SF-GV. If the currency allows the opening of the drawer, it will open. The drawer is also equipped with a lock which, along with its key, can be used to open the drawer.

Main Unit

The **Main Unit** is the place where the SF-PV application is actually executed, and from where the POS Terminal devices are controlled. The data files used by the application are located in the Main Unit. These files are updated as they are modified from the external database.

The different elements belonging to this unit are described below:

Diskette Drive

The **Diskette drive** can hold one 3 1/2 inch diskette.

Diskette Drive Lock

The **Diskette drive lock** prevents a diskette from being inserted into the unit.

LEDs or Indicator Lights

This unit has two **LEDs or Indicator lights**. One informs the user of the terminal state, whether powered on or off. The other LED reflects whether the **Main Unit** is executing an internal process.

Connectors

The POS Terminal **Connectors** allow the terminal to communicate with all the devices described in previous sections, as well as with other systems. The terminal also has a power cord, which connects directly to an AC outlet. All connectors are usually located on the back of the terminal.

B

Keyboard Configuration

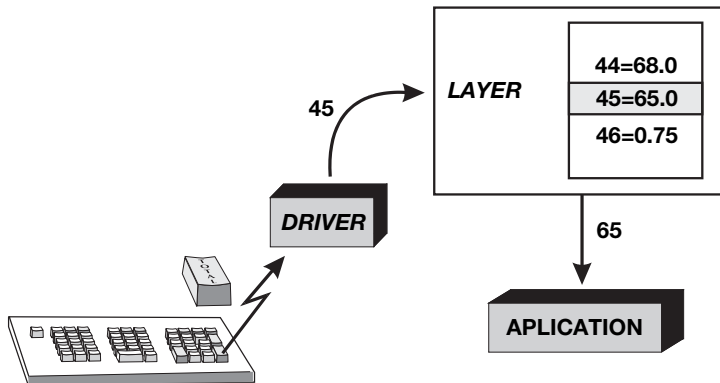
- **Reserved Keys**
- **Keyboard Codes**
- **Fast Keys**
- **Keyboard File**
- **Keyboard Types**

StoreFlow PV

Keyboard Configuration

The original layout of a terminal keyboard may be MODIFIED at any time from SF-GV, or else from the terminal itself. In the latter case it is necessary to connect a CRT display and an alphanumeric keyboard to the terminal and then make the necessary modifications in the keyboard file.

On any terminal, the keyboard's function is to simply create and translate codes. This system allows the adaptation of each keyboard type to the **StoreFlow Point of Sale** application (hereafter SF-PV). This way a keystroke causes the keyboard driver to send a code, which varies according to the keyboard type. This keyboard code is "translated" by the layer (or code translator), which matches it with the codes file in the SF-PV application. The layer transmits a code which the SF-PV can recognize, and in turn respond by performing an action.



Each key can only have one code of one of the following three types:

- A key reserved by the SF-PV application (reserved keys).
- A fast key defined in the middle Office. (SF-GV).
- An ASCII character.

This appendix describes the different elements used in changing the keyboard, which are classified as follows:

- Reserved keys.
- Keyboard codes.
- Fast keys.
- Keyboard file.
- Keyboard types.

Reserved Keys

Reserved keys are the codes pre-defined by the SF-PV application to identify the POS Terminal keys, and are the following:

DELETE	255
DOUBLE ZERO	254
DEPARTMENT/SIZE	61
ITEM	62
QUANTITY	63
PRICE	64
TOTAL	65
DISCOUNT/COLOR	66
CANCEL	67
ENTER	68
CURRENCY	69
DELIVERY METHOD	70
SUBTOTAL	71

RETURN	72
SALESPERSON	73
LOCK	74
SUSPEND/RESUME/TABLE	75
CREDIT AUTHORIZATION	76
CARD	77
INVOICE	78
GUESTS	79
CUSTOMER/DISCOUNT	80
CLOSE TERMINAL	81
UTILITIES	82
INSTALLMENT PAYMENTS	82

All keyboards have numeric keys 0 through 9. Their codes are the same as in the ASCII character set:

0	48
1	49
2	50
3	51
4	52
5	53
6	54
7	55
8	56
9	57

Keyboard Codes

This section describes the codes that each keyboard type's driver returns each time a key is pressed. Each keyboard model has its own key map, such that each of the keyboard model's keys returns a different code. The keyboard configuration, then, will consist of the association of pairs of codes, a **Keyboard code** with a code actually recognized by the application (reserved key, fast key, or ASCII character). These pairs of associated codes are stored in a keyboard file which is described later in this document, in the Keyboard file section.

Fast Keys

Fast Keys are meant to substitute the action of two or more keys in one keystroke, in order to simplify certain data entry.

These key codes must be first added in **StoreFlow Sales Management** (*see the program Hot keys in the program group Terminal Configuration*) and then included in the **Keyboard file**. They can be of the following types:

- **Item:** associates the key with a specific item reference.
- **Item and quantity:** like above, associates the key with an item reference and also specifies a quantity.
- **Department:** with these keys you can assign a transaction to a department.
- **Payment method:** associates the key with a specific payment method.
- **Delivery method:** to define a delivery method.
- **Function:** when you press the key, you will execute a point of sale terminal function.
- **Department and amount:** associates the key with a specific department and amount.
- **Payment method and amount:** associates the key with a specific payment method and amount.

A numeric code is associated with each key within a range that depends on the application. In SF-PV the codes available are between 25 and 130. In addition to being limited to a range, the final number can be calculated by adding 60 to the chosen number. For example, to add fast key 25, the final code would be 85 (25 + 60).

Keyboard File

The installation program loads by default the keyboard layout map for the short IBM keyboards. To change the function of a key all you need to do is execute the keyboard maintenance y assign a new function to the key. For all other keyboards you will first have to execute the fast key maintenance and assign a function to each key.

The keyboard file contains a list of pairs of associated codes, which map a driver **Keyboard code** to its value of **Reserved key** or **Fast key**, or its ASCII code. The file's location is specified by the “/n” parameter of the SF-PV startup file.

For example, in the key map of the IBM 4694 Keyboard described in the following section, part of the file would look like this:

34 = 68,0

35 = 0,48

The column of numbers on the left represents the code returned by the keyboard driver. The numbers on the right represent the code of the **Reserved key** or the **Fast key**, if to the left of the comma, or ASCII characters if to the right of the comma. In the previous example, the numbers 34 and 35 represent the codes returned by the keyboard driver when a key is pressed.

Once this code is received by the Layer, the code is looked up in the keyboard file and returns 68 to the application, meaning the **Reserved key** Enter, or 48, meaning an ASCII code, which in this case corresponds to the number “0”.

Keyboard Types

Some of the keyboard types that can work with the SF-PV application are: Siemens / Nixdorf TA 55 keyboard, IBM 4694 keyboard and Olivetti ORS 590 keyboard.

IBM 4694 KEYBOARD

The following table contains the codes assigned by the manufacturer to each key in this keyboard type. The bold numbers represent keys that return ASCII codes.

65	70	75	80	27		81	86	44	8
66	71	76	55	56	57	82	87	58	43
67	72	77	52	53	54	83	88	36	41
68	73	78	49	50	51	84	89	40	45
69	74	79	48	48	47	85	90	34	46

IBM 4694 Keyboard Map

The keyboard file supplied by default by **StoreFlow** for this type of keyboard is the one shown in the table below. Nevertheless, you can change this map at any time from the client station, or from the actual terminal.

CANC	TR-25	DEPT	SLSP	ITEM		QUANT.	TR-90	Close	Autho
SUSP	TR-26	DISC	7	8	9	CUST.	TR-91	Inst.	Card
LOCK	TR-27	MONE	4	5	6	INV	TR-92	TR-95	Subt
FENT	TR-28	RETU	1	2	3	Enter	TR-93	TR-96	Total
DEL	TR-29	PRICE	0		/	Enter	TR-94	TR-97	Total

Distribution of the IBM 4694 Keyboard in “Teclado.dat”

IBM SUREONE KEYBOARD

The following table contains the manufacturer's keyboard map for the IBM Sureone model. If you wish to change the function of any of the keys you should check this table to find the code generated when you press the key.

315	316	317	318	319	320	321	322	323	324
340	341	342	343	344	345	346	347	348	349
350	351	352	353	354	355	356	357	358	359
360	361	362	363	364	365	366	367	368	369
49	50	51	52	53	54	55	56	57	48
33	64	35	36	37	94	38	42	40	41
376	37	378	379	380	381	382	383	384	385
113	119	101	114	116	121	117	105	111	112
81	87	69	82	84	89	85	73	79	80
97	115	100	102	103	104	106	107	108	59
65	83	68	70	71	72	74	75	76	58
92	122	120	99	118	98	110	109	44	46
124	90	88	67	86	66	78	77	60	62

IBM Sureone Keyboard Map

For this type of keyboard, **StoreFlow** distributes by default the keyboard map shown in the table below.

CNCL	TR-25	DEPT	SLSP	ITEM		QUANT	TR-30	CLOSE	AUTO
SUSP	TR-26	DISC	7	8	9	CUST	TR-31	Instlm	CARD
LOCK	TR-27	MONE	4	5	6	INV	TR-32	TR-35	SUBT
FENT	TR-28	RET	1	2	3	Enter	TR-33	TR-36	TOTAL
DEL	TR-29	PRICE	0			Enter	TR-34	TR-37	TOTAL

Distribution of the IBM Sureone Keyboard in "Teclado.dat"

NCR KEYBOARD

NCR distributes for its keyboards the map shown below.

47	97	98		99	100	101	102	103
92	104	105		106	107	108	109	110
44	111	112		113	114	115	116	117
95	315	316		340	42	45	343	118
34	317	318	55	56	57	341	344	119
58	319	320	52	53	54	43	345	120
8	321	322	49	50	51	342	346	121
32	323	324	48	35	47	13	347	122

NCR Keyboard Map

For this type of keyboard, **StoreFlow** distributes by default the configuration shown in this table. Evidently, as has been explained earlier chapters, you can modify this map whenever you wish by entering the pertinent modifications in the “Teclado.dat” file.

	TR-25							
	TR-26							
	TR-27						Close	Instl
CNCL	TR-28	DEPT		SALSP	ITEM	Quant	TR-33	Autho
SUSP	TR-29	DISC	7	8	9	Cust	TR-34	Card
LOCK	TR-30	MONE	4	5	6	Inv	TR-35	Subt
F.ENT	TR-31	RETN	1	2	3	Enter	TR-36	Total
DEL	TR-32	PRICE	0		.	Enter	TR-37	Total

Distribution of the Keyboard in “Teclado.dat”

SIEMENS NIXDORF KEYBOARD

The following table contains the manufacturer's keyboard map for this model.

4097	4098	4099	4100	4101	4102	4103	4104	4105	4106	4107	0
4109	4110	4111	55	56	57	4112	4113	4114	4115	4116	4117
4119	4120	4121	52	53	54	4122	4123	4124	4125	4126	4127
4129	4130	4131	49	50	51	4132	4133	4134	4135	4136	4137
4139	4140	48	4141	4142	4143	4144	4145	4146	4147	4148	4149

Siemens Nixdorf Keyboard Map

For this type of keyboard, **StoreFlow** distributes by default the keyboard map shown in the table below. Nevertheless, if you wish to customize it, you can do so using the StoreFlow keyboard maintenance program, or else from the actual terminal, modifying the values in the “Teclado.dat” file. To carry out the latter operation you will have to connect a CRT monitor and an alphanumeric keyboard to the terminal.

CANC	TR-25	DEPT	SLSP	ITEM		QUANT	TR-28	TR-31	TR-33	CLOSE	AUT
SUSP	TR-26	DISC	7	8	9	CUST	TR-29	INV	TR-34	Inst.	CARD
LOCK	TR-27	CRRCY	4	5	6	CUST	TR-30	INV	TR-35	TR-38	SUBT
D.Meth	RETU	CRRCY	1	2	3	Enter	Enter	TR-32	TR-36	TR-39	TOTAL
DEL	PRICE	0	0	0	00	Enter	Enter	TR-32	TR-37	TR-40	TOTAL

Distribution of the Keyboard in “Teclado.dat”□