



# User Manual

# StoreFlow WPV

## User Manual

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# Introduction to StoreFlow WPV

- StoreFlow Applications
- Configuration and Customization
- Platforms Available for StoreFlow WPV
- Manual Organization and Contents
- Adaptation to the Euro

StoreFlow WPV



**S**oreFlow WPV is an application designed for managing the transactions that are performed daily at retail outlets of any type and size. Its functions transform the terminal into a multi-service point of sale capable of accepting various means of payment, operating with foreign currencies, using electronic payment documents (with StoreFlow EFT), making cancellations and refunds, capturing inventories, looking up prices and consolidated sales, controlling restocking of supplies, etc.

StoreFlow WPV meets the needs of many types of businesses, mainly:

- Food stores
- Department stores
- Large retail outlets
- Shopping centers
- Self-service stores in general
- Theme and amusement parks
- Major events with commercial activity

Its design helps retail outlets to carry out their operations with the swiftness and security required by each environment. Its main features include:

- Operation in **Cashier**, **Salesperson** and **Operator** modes, with the possibility of controlling each mode on all the terminals.
- Comprehensive security system based on operator profiles and terminal operating environments.
- Configuration of the environment where each terminal will operate.
- Integration with the StoreFlow EFT electronic payment system.

- Multi-store and multi-company data structure.
- Customization of sales documents.
- Environment definition in order to establish the terminal's working method, by selecting the operating mode, the accepted means of payment, the authorized functions, etc.
- Sales of items by unit codes (internal reference, EAN, etc.).
- Sales querying by item, department, salesperson and sales area, querying a terminal's totals, etc.
- Special offers, promotions and aggregate discounts for different reasons.
- Customer identification by means of internal codes.

# StoreFlow Applications

StoreFlow is a family of retail-oriented applications that help companies to carry out and manage their commercial activity. StoreFlow enables retail outlets to:

- Enhance management security and business control
- Simplify management and planning tasks
- Reduce overall system costs
- Increase responsiveness in an environment as competitive as retailing

StoreFlow covers a company's entire logistic and commercial cycle, from the transactions performed at a point-of-sale terminal in the retail outlet, to high-level analyses carried out regularly by the company's sales management, to mid-level management activities, which are executed by StoreFlow GV.

Through its various applications, StoreFlow also meets different needs of today's businesses by incorporating functions that include:

- Processing of data collected by the point-of-sale terminals
- Electronic payment systems
- Supplier management and negotiations
- Item encoding and maintenance
- Stock and order management
- Special offers, promotions and customer loyalty campaigns
- Business profitability analysis
- Competition studies

In addition to StoreFlow WPV, the StoreFlow suite includes the following applications:

- **StoreFlow Sales Management (StoreFlow GV):** A management tool used for controlling and following up a retail outlet's daily activity. Its design enables the data generated by StoreFlow WPV (or an equivalent application) to be updated automatically, thus providing instant sales information broken down based on the various criteria used in this type of business. StoreFlow GV is intended for all types of retail companies that require advanced sales management. Among other functions, StoreFlow GV includes:
  - Full system configuration
  - Administration of customer and item databases and other aspects associated with sales management
  - Real-time generation of sales statistics and graphic reports, and sales forecasting
  - Real-time control of process execution at the existing retail outlets or branches
  - Generation and receipt of merchandise orders
  - Comprehensive stock control
  - Shelf, price or promotional label design and printing

Thanks to its flexible configuration it can scale from stores with one single outlet and a few terminals to chains with many stores and terminals.

- **Electronic Payment System (StoreFlow EFT):** Ideal for integrating with the StoreFlow WPV application, it simplifies transactions involving payment documents such as credit and debit cards, checks and soon electronic wallets.
- **Price Checker (StoreFlow PCK):** Manages the price information points available in some retail outlets and department stores, and provides an automatic price information service that can be used by the customers without the involvement of the store's personnel.

# Configuration and Customization

Because of its existing integration with StoreFlow GV, StoreFlow WPV enables the following aspects to be configured:

- **Keyboard:** The main keys and the hot-keys associated with each item, department, currency, delivery method, etc., can be defined.
- **Printer and terminal display messages:** Customization of the language and contents of the messages shown on the customer display and those printed on the corresponding ticket or payment document, with the possibility of adapting them to specific products or seasons. The format of the documents issued by the terminal when a given payment method is used can also be defined.
- **Operating modes:**
  - *Operator*
  - *Cashier*
  - *Salesperson*
- **Terminal environments:** Environments are groupings of parameters that need to be assigned to a terminal before it can start operating. StoreFlow WPV enables various environments to be created, where the terminals will be located. Several parameters can be set when configuring an environment, such as the maximum amount of cash permitted in the drawer, the number of shifts, the discounts allowed, a breakdown of taxes on the *ticket*, the accepted means of payment and practically any other parameter involved in a transaction.
- **User profiles:** Profiles can be created with permissions for applying discounts, making refunds, blocking terminals, setting cancellation limits, etc., by assigning different functions to each profile.
- **Types of item codes permitted in sales.**
- **Restricted sale:** Possibility of restricting sales of certain items to specific periods.

# Platforms Available for StoreFlow WPV

- *Software:*
  - Windows NT (Workstation 4.0 with SP4 or Server)
  - Windows 98 (for Yellowstone or SurePos 750)
  - TCP/IP protocol
- *Hardware:*
  - IBM 4694-244 with 166 MHz Pentium processor and 32 MB RAM
  - IBM SurePos 750 with Intel Celeron 500 MHz processor, 64 MB RAM expandable to 356 MB, and 8.4 GB hard disk.

1 DVI video port, 7+12V USB ports, 1+24V USB port, 2+24V cash drawer ports, 2 RS-232 ports, 1 parallel port and Ethernet port.

Devices:

Keyboards: USA ANPOS keyboard, USB 50-key keyboard, USB 133-key keyboard.

Displays: IBM SurePort Solution (touch-screen display), USB 40-character VFA or LCA color CRT display.

Printer: 4160 SureMark printer, USB connectivity, models T13 and T14.

Drawer:

- IBM Point of Sale 44695-342 with Intel P200 MMX processor, 2 GB hard disk and 64 MB
  - 3 PC ports, 2 RS-232 ports, display port, 2 ports for drawers, RS-485 expansion port, SVGA video port
  - 12.1" TFT screen
  - SVGA resolution (800x600), minimum configuration 256 colors
  - Ethernet 10/100 Base-T integrated on the motherboard
  - 64-bit Ethernet card

Optional features:

RS-232 expansion (2 additional ports)

PCMCIA adapter

MSR (magnetic stripe reader)

Integrated or distributed display

Drawer

SureMark or non-IBM RS-232 printer

● Scales:

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

# Manual Organization and Contents

The StoreFlow WPV user manual contains two chapters:

- “Getting Started” describes the main interface aspects and the application configuration, and explains how to start working with StoreFlow WPV.
- “Auxiliary Functions”, which contains the main body of the manual, describes the steps for carrying out the operations available in the application (sales, refunds, inventories, cashbox settlements, queries, listings, etc.). This chapter is divided, in turn, into a number of sections that correspond to the functions available in the application, which are explained step by step with a detailed description of the screens displayed by the terminal.

The manual also contains appendixes that provide a description of the interface configuration and the keyboard configuration, as well as definitions of a number of terms and concepts related to the application's operation.

This manual does not include any chapters or sections describing basic procedures or how to work with Windows. Therefore, and since StoreFlow WPV runs under this operating system, in case of doubt the user should refer to the Windows user manual. It is assumed that the user is already familiar with this environment, and this manual only explains the procedures which are specific to StoreFlow WPV.

## Typographic Conventions

This manual uses various typographic conventions in order to facilitate its use:

***This text format...***

***is used for...***

**Bold**

The names of screens, dialog boxes, menus and menu items.

“Quotation marks”

The data requested by the application and the names of buttons, hot-keys and other items that appear on screens or dialog boxes.



*"Italics in quotation marks"*

***Bold italics***

***This symbol ...***



The titles of the manual's chapters and sections mentioned in the text also appear in quotation marks.

System messages.

The interface operating modes and the types of terminal configuration.

***Refers to ...***

Bibliographic reference or an allusion to another part of the manual.

Notes that complete what was said about a topic covered previously.

# Adaptation to the Euro

This section describes the requirements for the countries belonging to the European E.M.U. (Economic and Monetary Union), which have been included in this new version of the StoreFlow program group.

The Euro will be introduced in two different stages:

- During an initial stage, the Euro will start circulating in the E.M.U. member states as legal tender and will replace the national currencies. During this period, payments and receipts can be made either in Euros or in the various national currencies, and sales transactions must necessarily be reported in both currencies, a requirement that is already fulfilled by this new version of StoreFlow. Basically, this requirement affects the information provided to the customer via the terminal display and on the tickets issued by the customer printer. The terminal display will show the total amounts in the local currency and in Euros; the customer printer will print all the total amounts in Euros and also in the local currency.
- When the national currencies of the member countries cease to exist, the Euro will become legal tender. At that time, the StoreFlow application will be ready to report all amounts in Euros only.

# 1

## Start

- **Interface**
- **Terminal Configuration**
- **How to Start Working with StoreFlow WPV**

**StoreFlow WPV**

**T**his chapter describes the StoreFlow WPV terminal interface and configuration modes, and explains how to start a work session.

# Interface

Fig. 1.1 illustrates the standard StoreFlow WPV interface, which is user-configurable (► appendix A, “Interface Configuration”).

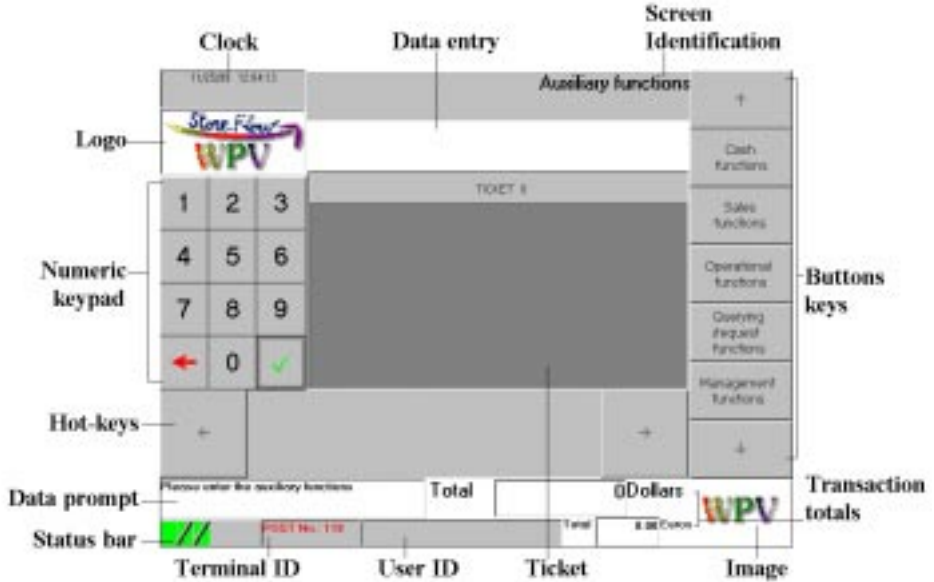








Fig. 1.1 StoreFlow WPV Interface

- **Clock:** The user can always look up the system date and time.
- **Data entry or display area:** This space displays the data entered by the user via the numeric keypad, as indicated in the data prompt area. This display area does not appear on those screens where no information needs to be keyed in.
- **Screen Identification:** The screen name usually coincides with the data indicated in the data prompt area; this name is used throughout the manual to identify each of the screens; although some screens are identified with the same name, their contents (function buttons, transaction information, etc.) will not necessarily match and for this reason all the screens with the same name are clearly illustrated individually to facilitate their identification. Generally speaking, two types of screens are used in the StoreFlow WPV application: function screens (such as the one shown in this figure) from which a given function or group of functions can be accessed, and data screens where the

specific data needed for executing these functions is entered. Some screens, namely those that display the listings resulting from a query, have no title.

- **Logo:** This space can be used, for instance, to display the retail outlet's logo. The default image can be changed via the StoreFlow WPV configuration program.
- **Numeric keypad:** This is used for entering the required data in the data prompt area. The buttons  and  confirm and clear, respectively, the digits entered by the user.
- **Buttons or function keys:** These buttons are used essentially for accessing other function and data screens required for executing a given operation. The number and utility of the function buttons vary considerably from one screen to another, although two buttons are generally displayed: "Cancel", for deleting the last data entered, and "Back", for canceling the function being executed. The buttons  and  enable the user to scroll through the button bar when not all the function buttons are visible.
- **Hot-keys:** These perform the actions of two or more buttons in order to simplify the process for recording certain data. Fig. 1.1 does not include any hot-keys because there are no default hot-keys in the application; the user must configure these keys. There are several types of hot-keys, including:
  - **Item:** Hot-keys associated with one or more units of an item eliminate the need for keying in the item's code or running its barcode through the scanner.
  - **Department:** With this type of hot-key the user will not need to key in the department code when ringing up items by department.
  - **Department and amount:** This associates the key with a specific department and amount.
  - **Payment method:** This associates the key with a specific payment method.
  - **Payment method and amount:** This type of hot-key is used for indicating directly the value of denominations or payment documents used by the customer when paying for a purchase (10 or 50 dollar bill, a coupon for a certain amount, etc.).

- **Delivery method:** This enables a specific delivery method to be indicated directly.
- **Function:** Pressing this type of hot-key executes a function at the point-of-sale terminal.

The buttons  and  enable the user to scroll through the button bar in order to view all the available hot-keys.

- **Data prompt or on-line help area:** This box displays the data that needs to be entered by the user via the numeric keypad or, in some occasions, by pressing a function button.
- **Status bar:** This area displays icons showing the terminal status or the type of transaction:

-  Open (green)
-  Closed (red)
-  On line
-  Off line
-  Sale
-  Training
-  Cancellation
-  Refund
-  Reduced VAT

- **Terminal ID:** A code that identifies the point-of-sale terminal being used.
- **User ID:** This space is reserved for indicating the last user who logged on to the terminal. When there is no user logged on, it appears blank.
- **Ticket:** This box provides information about the transaction and shows all the stages in the operation and the amounts of money involved. When this information does not fit into the box, a scroll bar appears to enable the user to read all the information.

- **Image:** This space can be used for displaying the image of the item being rung up, provided that it is available in the database. If the image cannot be displayed, an image predefined from the StoreFlow WPV configuration program will be displayed instead.
- **Transaction totals:** During the first semester of the third stage of adaptation to the single currency, in those countries which are members of the European E.M.U., the total amounts involved in an operation will be shown both in the local currency and in Euros.



# Terminal Configuration

Initially, the terminal interface may request different data depending on the operating mode assigned in StoreFlow GV. The following operating modes are available:

- **Cashier** operating mode: One single operator works at each terminal and, therefore, the operator code needs to be entered only once at the beginning of the shift. Within this mode, the terminal can operate in “fixed” or “floating” mode. The “fixed” cashier mode is useful when one single operator works at the terminal. The “floating” cashier mode adds the possibility of an operator moving to a different cash register and keeping the drawer and sales totals from the previous terminal.
- **Salesperson** operating mode: Different operators share the same terminal and must enter their operator codes whenever they start a transaction.
- **Operator** operating mode: different operators share the same terminal, but only one of them operates the cash register, by entering the codes of the other users when they need to record a transaction.

The prompt for the initial data and the presence of certain buttons will also depend on the configuration assigned to the terminal by StoreFlow GV:

- Configured as **Sale**: Only sales transactions can be performed.
- Configured as **Refund**: Only refunds can be made.
- Configured as **Mixed by transaction**: A sales operation and a refund can be performed in the same transaction.
- Configured as **Mixed by terminal**: A sales operation and a refund cannot be performed in the same transaction. When the terminal enters the **Refund** mode, the “Refund” button is not visible until the sale transaction is totaled.

# How to Start Working with StoreFlow WPV

Two initial stages must be completed in order to start a work session:

- Application startup
- Operator identification


This procedure enables an operator to access the StoreFlow WPV application in order to open the terminal and start ringing up items or perform any of the available auxiliary functions.

The application is installed in such a way that it starts each time the terminal is switched on. In any event, the application can be run from the “Start” button displayed in the Windows status bar. To do this, select **Programs** menu option and then select **Winpv98** in the **Winpv98** program group. Next, the **Employee** screen will be displayed:



Fig. 1.2 Employee

## Requested data

- "Employee": Key in the employee code and press the button  or click on the corresponding icon. The terminal will then display the **Password** screen (Fig. 1.3). If the code entered by the operator is not accepted, the terminal will request it again. Identification is also possible by running the employee card through the card reader after pressing the "Card" button.

## Buttons

- "Cancel": Cancels the last employee code entered.
- "Card": Press this button if the employee card will be used for identification. The terminal will directly display the **Card number** screen (Fig. 1.4), without prompting for the password.

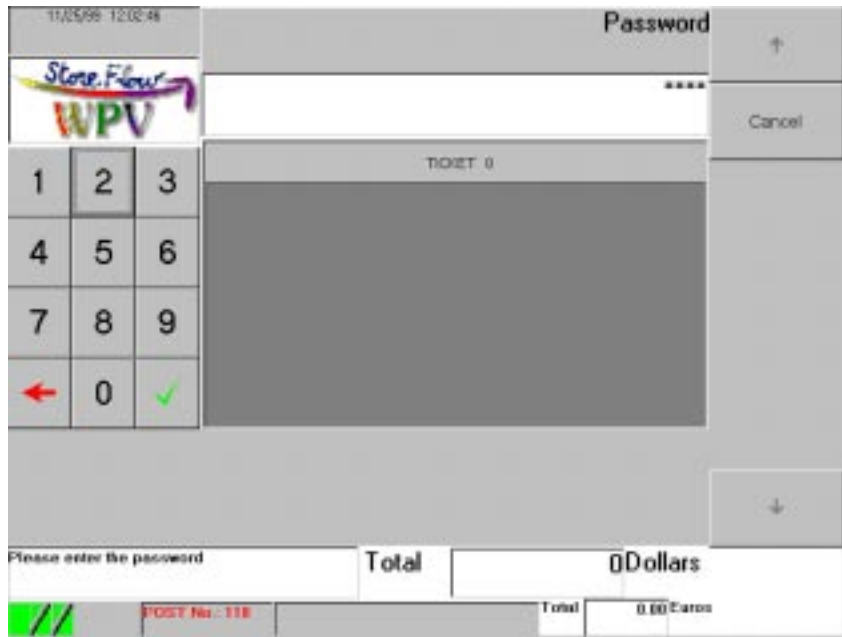



Fig. 1.3 Password

**Requested data**

- "Password": Enter the operator password and press the button . The application will then be ready to open the terminal and start ringing up items or perform any of the available auxiliary functions. If the password is invalid or belongs to an operator who is not authorized to execute the operation, the terminal will ask for the password again.

**Buttons**

- "Cancel": Returns to the **Employee** screen (Fig. 1.2).



This screen can reappear at any time during the work session, provided that the user starts an operation that has been configured from StoreFlow GV to request the operator ID before proceeding. The display of this screen does not affect in any way the function being executed, and its operation will always be as described here. For that reason, this possibility is not reflected in the manual.

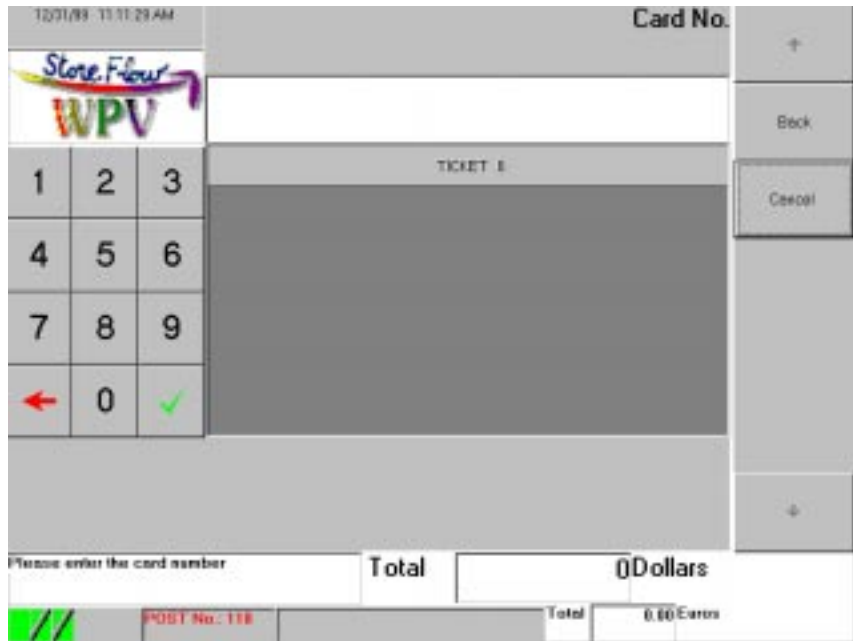


Fig. 1.4 Card number

### Requested data

- "Card": Run the employee card through the card reader or key in the number and press the button . The application will then be ready to open the terminal and start ringing up items or perform any of the available auxiliary functions. If the card code is invalid or belongs to an operator who is not authorized to execute the operation, the application will display an error message and return to the **Employee** screen (Fig. 1.2).

### Buttons

- "Back": Returns to the **Employee** screen (Fig. 1.2).
- "Cancel": Cancels the current function and returns to the **Employee** screen (Fig. 1.2).

Once the password or card number has been accepted, the terminal will display the **Auxiliary functions** screen (Fig. 2.1, chapter "Auxiliary Functions") or the **Item** screen (Fig. 2.25, chapter "Auxiliary Functions"; this screen includes an "Auxiliary functions" button that gives access to the screen with the same name), depending on how the terminal has been configured.

The following process will depend on how the terminal was closed at the end of the previous work session:

- If the previous operator cashed up before logging off and closing the terminal, press the button “Cash functions” on the **Auxiliary functions** screen to access the **Cash functions** screen (Fig. 2.2, chapter “Auxiliary Functions”), where you need to press the button “Terminal opening” to display the **Enter shift** screen (Fig. 1.5).
- If the previous operator quit the application directly without cashing up, press the button “Operational functions” on the **Auxiliary functions** screen to access the **Operational functions** screen (Fig 2.84, chapter “Auxiliary Functions”), where you can press the button “Cashier log-on”: the system will remind you that you are logged on by displaying the message “*Cashier logged on*”. The process you must follow is described under “Cashier Log-on” in this section.

## Terminal Opening


This function enables the terminal so that it can be used by the operator. Optionally, and depending on how the parameters have been set in StoreFlow GV, it can include a cashbox settlement for the remainder left by the previous operator. These operations are performed at the beginning of the day or shift.

Pressing the “Cash Functions” button displays the **Enter shift** screen:



Fig. 1.5 Enter shift

### Requested data

- "Shift": Enter the code for the shift you want to start and press the button . If the terminal has been configured to perform a cashbox settlement for the remainder left by the previous operator, the **Cashbox group** screen will appear, which is very similar to the one shown in Fig. 2.12; the cashbox settlement process is identical to the one performed when closing the terminal, which is described in the chapter "Auxiliary Functions" (section "Cash Functions", point "Terminal Closing"). If the remainder is not settled, you will return to the **Cash functions** screen (Fig. 2.2, chapter "Auxiliary Functions").

## Buttons

- "Back": Displays the **Cashbox group** screen (Fig. 2.12).
- "Cancel": Returns to the **Employee** screen (Fig. 1.2).

## Cashier Log-on

This function enables a cashier who had logged off previously by means of the functions **Cashier Log-off** or **Exit** (➤ "Cashier Log-off" and "Exit" in the section "Operational Functions", chapter "Auxiliary Functions"), to log on again in order to operate the terminal. This function is useful if the terminal is operating in "floating" mode, which is used for controlling an operator's operations when he/she moves to a different cash register, keeping the drawer and sales totals from the previous terminal.

Depending on the terminal configuration, three different situations can arise when the "Operational functions" button is pressed:

- If the operating mode is "floating" **Cashier** or **Operator** and the terminal could not read the totals record, the operator is prompted to declare the drawer contents from the **Cashbox group** screen (Fig. 1.6).
- If the record is read, the drawer totals are updated automatically. If the operator had already been working at another terminal, he/she will now work with the totals from that terminal. To do this, the operator must necessarily take the drawer with its contents to the new terminal. In this case, the control printer will issue a document with a heading identifying the operation and the number and name of the executed function, and the terminal will display the **Auxiliary functions screen** (Fig. 2.1).
- If the operating mode is "fixed" **Cashier** or **Operator**, the terminal will offer the operator the option of checking the remainder by means of the message box "*Check remainder?*". If the operator presses the "OK" button to check the remainder, the application will display the **Cashbox group** screen (Fig. 1.6). If the operator presses "Cancel" in order not to check the remainder, the terminal will quit the function and remain on-line, displaying the **Auxiliary functions screen** (Fig. 2.1), chapter "Auxiliary Functions".





Fig. 1.6 Cashbox group

### Requested data

- "Cashbox group": Enter the code of the currency for which the remainder will be verified and press the button . If the code is not included in the payment currency or cashbox group databases, the application will request the currency again. Once the currency for verifying the remainder has been identified, one or both of the following situations can arise, depending on the type of payment currency that has been chosen:
  - If the currency is checked in cash, the terminal displays the **Cashbox amount** screen (Fig. 1.7).
  - If the currency is checked as a document, the terminal displays the **Document number** screen (Fig. 1.9).

## Buttons

- "Back": Cancels the current function and displays a message box reminding the operator that the drawer needs to be closed; once this has been done, the function ends and the application returns to the **Auxiliary functions** screen (Fig. 2.1, chapter "Auxiliary Functions"). The control printer will issue a document with a heading identifying the operation and the number and name of the executed function.
- "Finish": Press this button to finish counting the terminal's remainder. The terminal prints any remainder discrepancies and displays a message box reminding the operator that the drawer needs to be closed; once this has been done, the application returns to the **Auxiliary functions** screen (Fig. 2.1, chapter "Auxiliary Functions"). The control printer will print the cashbox settlement data and the remainder discrepancies recorded, if any. Otherwise, the terminal indicates that the remainder verification was correct.



Fig. 1.7 Cashbox amount

### Requested data

- "Cashbox amount": Enter the amount of the remainder in the currency indicated previously and press the button . The terminal will continue requesting amounts for this type of currency until the button "Finish group" is pressed. If the amount of the unit of currency is indicated directly, the system will assume that it is one single unit; to check several units of the same type of currency, the button "Quantity" must be pressed first.

### Buttons

- "Back": Cancels the current function and returns to the **Auxiliary functions** screen (Fig. 2.1, chapter "Auxiliary Functions").
- "Cancel": Cancels the data for the last currency entered. Next, the terminal will request an amount again.
- "Quantity": Press this button if you want to enter a quantity for the type of currency indicated previously. The **Quantity** screen (Fig. 1.8).
- "Finish group": Press this button to finish checking the selected type of currency and return to the **Cashbox group** screen (Fig. 1.6) where you can enter another cashbox group or finish the count by pressing the button "Finish".



Fig. 1.8 Quantity

**Requested data**

- "Quantity": Enter the number of units for the type of currency indicated previously.

**Buttons**

- "Back": Returns to the **Cashbox group** screen (Fig. 1.6).



Fig. 1.9 Document number

### Requested data

- "Document No.": Enter the code of the payment document and press the button . The terminal will compare the documents that have been collected with those that are being counted in this process: if these figures do not match, it requests the amount of the documents on the **Amount of documents** screen (Fig. 1.11). This amount will be used later when analyzing the imbalance. The terminal will continue requesting more document numbers until the button "Finish group" is pressed.

### Buttons

- "Void": Press this button if you want to cancel any of the payment documents. The terminal will display the **Number of document to be canceled** screen (Fig. 1.10).
- "Finish group": Press this button to finish with the provision for the selected type of currency and return to the **Cashbox group** screen (Fig. 1.6), where you can enter other types of currency or payment documents, or end the count by pressing the button "Finish".

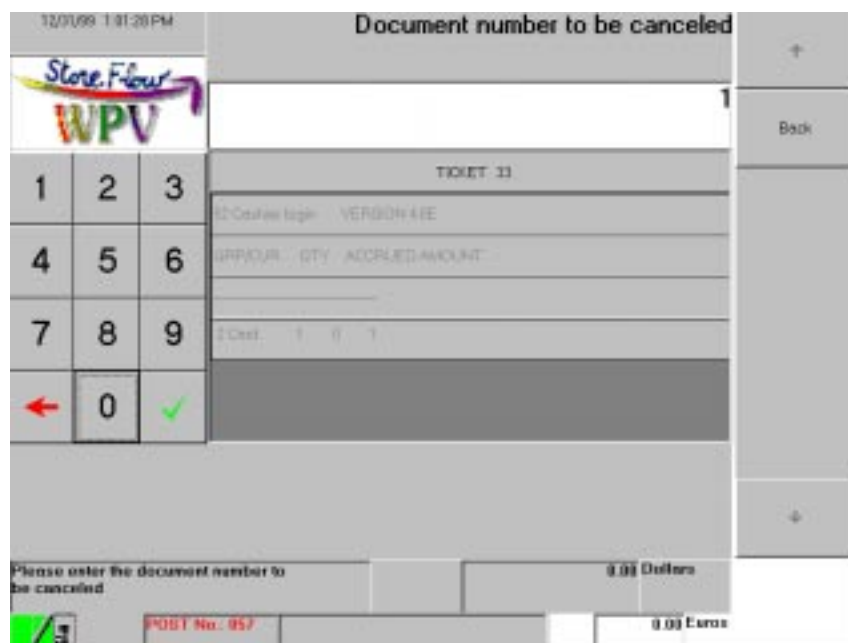



Fig. 1.10 Number of document to be canceled

### Requested data

- "Document to be canceled": Enter the number of the document you want to cancel from the cashbox settlement operation and press the button .

### Buttons

- "Back": Returns to the **Document number** screen (Fig. 1.9).



Fig. 1.11 Amount of documents

### Requested data

- "Amount of documents": Enter the amount of the documents held in the terminal drawer and press the button  to return to the **Cashbox group** screen (Fig. 1.6).

### Buttons

- "Back": Returns to the **Cashbox group** screen (Fig. 1.6).

# Auxiliary Functions

- **Cash Functions**
- **Sales Functions**
- **Operational Functions**
- **Querying/Request Functions**
- **Management Functions**



This chapter describes the functions that can be executed with the set of buttons displayed on the **Auxiliary functions** screen:

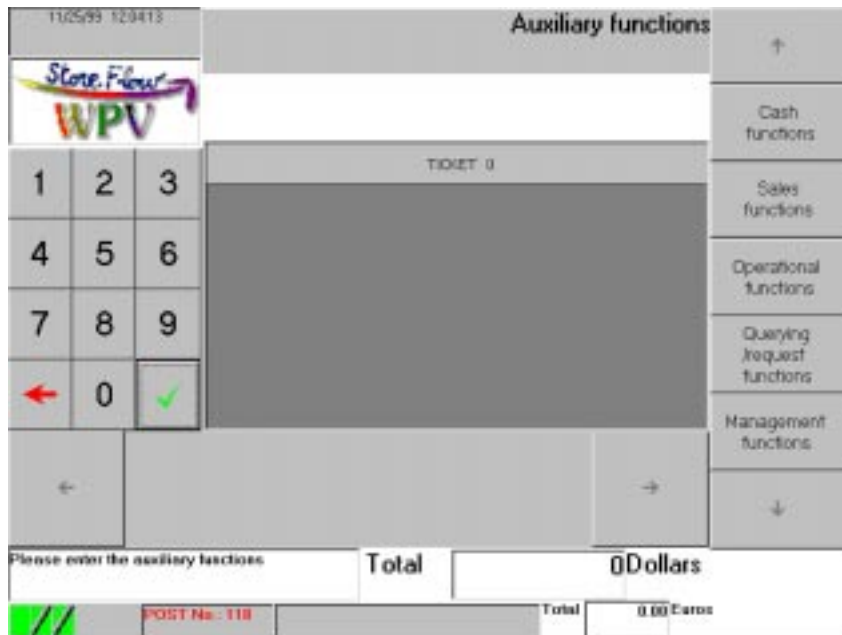



Fig. 2.1 Auxiliary functions

To execute any of the auxiliary functions, the operator can either enter the function number directly or press the button corresponding to the group of functions that the function in question belongs to.

If you choose the first option, enter the number of the auxiliary function (see the table below) via the numeric keypad and press the button .

Function	No.	Function	No.
EAN code registration	44	Sales query by floor or area	22
Administrative or auxiliary cancellation	05	Sales query by branch or center	18
Drawer opening or terminal mediation	08	Sales query by terminal	21
Terminal opening	13	Sales query by shift	20
Security warning	50	Cashier log-off	53
Blocking/unblocking	35	Container return	48
Calculator	57	Fund provision	07
Password change	39	List of functions	31
Change numerators	49	List of cashbox groups	30
Price change	47	List of terminal totals	33
Inventory capture	45	List of means of payment or currencies	29
Terminal closing	14	Training	09
Payments/receipts	11	Merchandise or stock movements	51
Cashier log-on	52	File reloading	98
Withdrawal confirmation	79	Reprint ticket	41
Exchange rate query	24	Consumable restocking	40
Price query	23	Fund withdrawal	06
Card status query	25	End application	99
Sales query by department	17	Deferred sale	34
Sales query by operator	19		

Each of the buttons listed below gives access to a group of functions with the same name, whose possibilities are detailed in the corresponding section:

- Cash Functions
- Sales Functions
- Operational Functions
- Querying/Request Functions
- Management Functions

# Cash Functions

Pressing the button “Cash functions” on the **Auxiliary functions** screen (Fig. 2.1), gives access to the following functions:

- Fund Withdrawal
- Fund Provision
- Terminal Opening
- Terminal Closing
- Withdrawal Envelope Confirmation
- Terminal Mediation

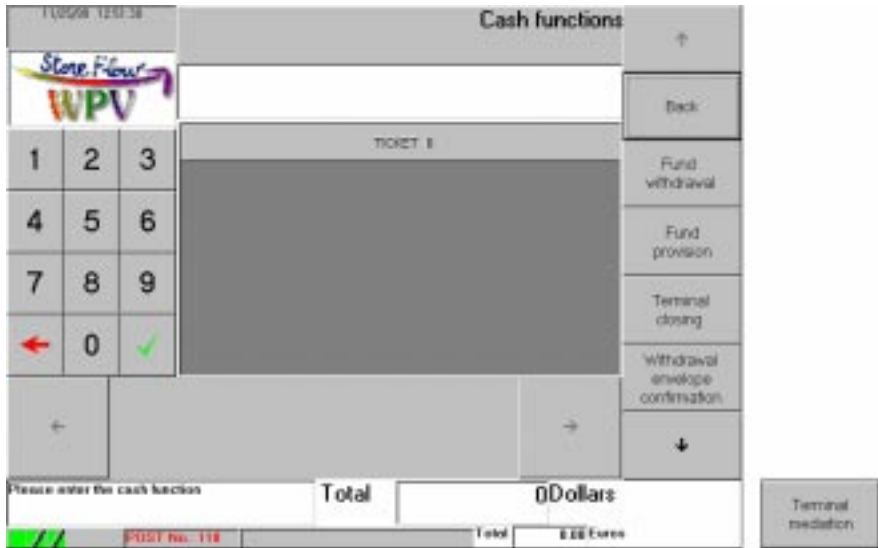


Fig. 2.2 Cash functions

As mentioned earlier in the section “Auxiliary Functions” (➤ the table), each of these functions can also be accessed directly by keying in the corresponding code.

The button “Back” returns to the **Auxiliary functions** screen (Fig. 2.1).

## Fund Withdrawal

This function is used for withdrawing funds from the terminal drawer, in one or more payment currencies. StoreFlow WPV records the total amount withdrawn, breaking down the various currencies or means of payment used. The fund withdrawal operation can be performed either periodically or when the limit of funds allowed for a terminal has been exceeded. Payment currencies are sorted by type (cash and documents), and types, in turn, are sorted by payment currency (to generate a listing of the different payment currencies on the customer printer, ➤ “List of Currencies” in the section “Querying/Request Functions”).

The **Envelope code** screen is displayed when you press the “Cash Functions” button:

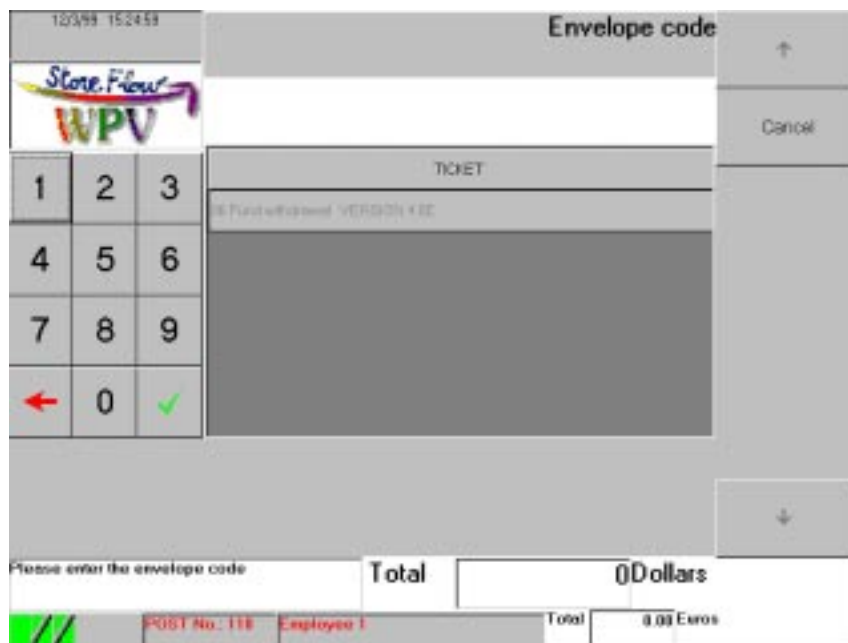


Fig. 2.3 Envelope code

### Requested data

- “Envelope”: Enter the code of the envelope containing the funds and press the ; if you do not want to enter this data, directly press . If the envelope code is invalid, the terminal will request it again. Once the code has been validated, the system will prompt you for the type of currency in which the funds will be withdrawn, by displaying the **Currency for the count** screen (Fig. 2.4).

## Buttons

- “Cancel”: Cancels the current function and returns to the **Auxiliary functions** screen (Fig. 2.1).

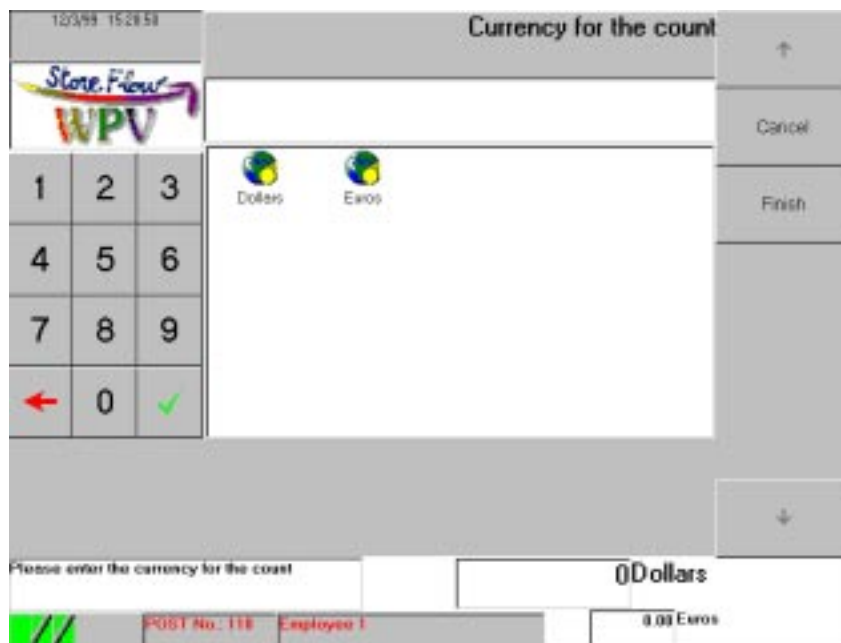



Fig. 2.4 Currency for the count

## Requested data

- “Currency for the count”: Click on the icon corresponding to the type of currency or key in its code and press the button . If the code is not included in the payment currency database, the terminal will request it again. Once the currency has been identified, one or both of the following situations can arise, depending on the type of payment currency.
  - If the currency is withdrawn in cash, the terminal displays the **Cashbox amount** screen (Fig. 2.5).
  - If the currency is withdrawn as a document, the terminal displays the **Document number** screen (Fig. 2.7).

## Buttons

- “Cancel”: Cancels the current function. The terminal will display a message box reminding the operator that the drawer needs to be closed; once this has been done, it will to the **Auxiliary functions** screen (Fig. 2.1).
- “Finish”: This ends the function. The terminal will display a message box reminding the operator that the drawer needs to be closed; once this has been done, it will return to the **Auxiliary functions** screen (Fig. 2.1).

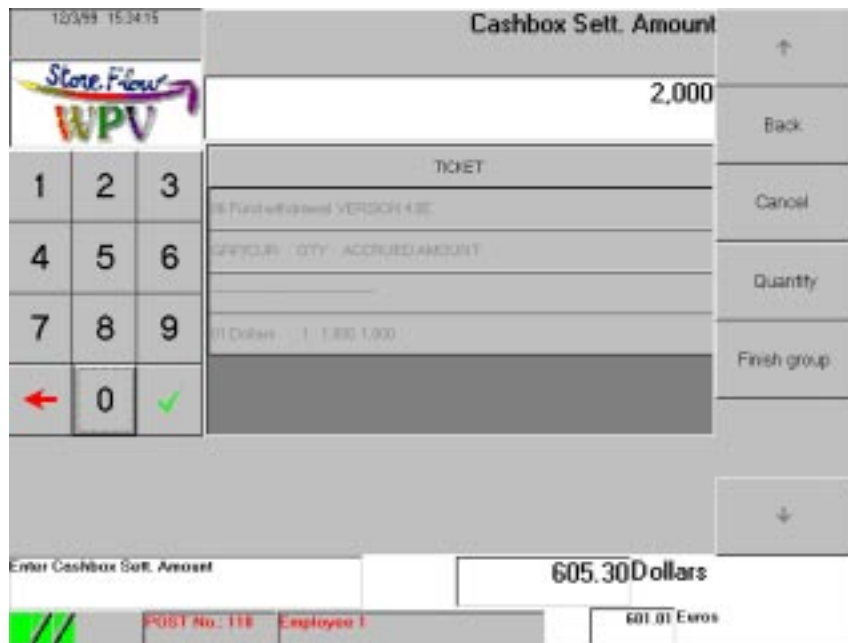



Fig. 2.5 Cashbox amount

## Requested data

- “Cashbox amount”: Indicate the amount in the currency entered previously and press the button . The terminal will continue requesting amounts until the button “Finish group” is pressed. If the amount of the unit of currency is indicated directly, the system will assume that it is one single unit; to withdraw several units of the same type of currency, the button “Quantity” must be pressed first.

## Buttons


- “Back”: Cancels the current function and returns to the **Auxiliary functions** screen (Fig. 2.1).
- “Cancel”: Returns to the **Currency for the count** screen (Fig. 2.4).
- “Quantity”: Press this button if you want to indicate the number of units for the type of currency entered previously. The application will display the **Document number to be canceled** screen (Fig. 2.6).
- “Finish group”: Press this button to finish with the selected type of currency. You will then return to the **Currency for the count** screen (Fig. 2.4), where you can indicate another type of currency or payment document, or terminate the function by pressing the button “Finish”.





Fig. 2.6 Quantity

### Requested data

- “Quantity”: Enter the quantity corresponding to the currency denomination and press the button  to return to the **Cashbox amount** screen (Fig. 2.5), where you must indicate the unit value for the type of currency.

### Buttons

- “Back”: Cancels the current function and returns to the **Auxiliary functions** screen (Fig. 2.1).

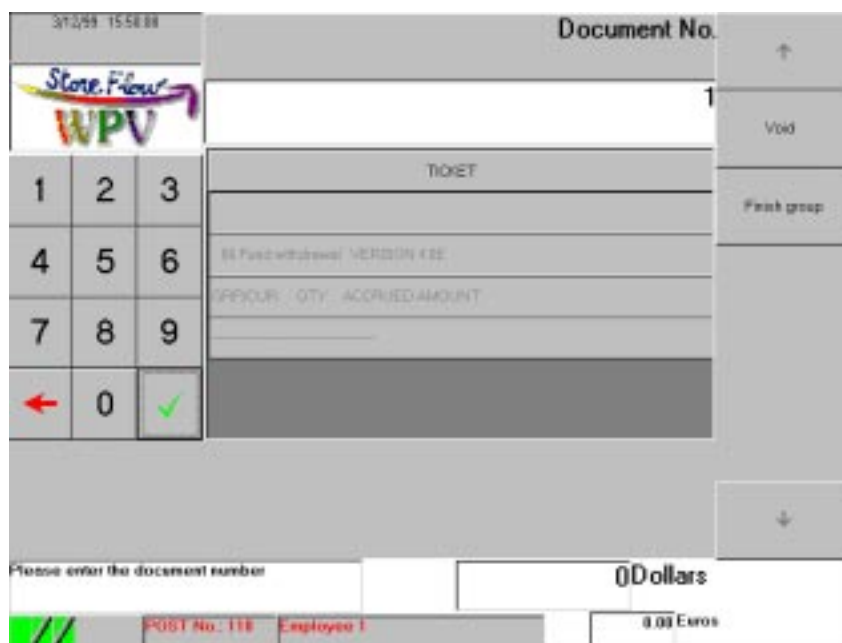



Fig. 2.7 Document number

### Requested data

- “Document No.”: Enter the code of the payment document and press the button . The terminal will compare the documents that have been collected with those being counted in this process: if these figures do not match, it will request the amount of the documents on the **Amount of documents** screen. (Fig. 2.9).

This amount will be used later when analyzing the imbalance. The terminal will continue requesting document numbers until the button “Finish group” is pressed.

### Buttons

- “Void”: If you want to void any of the payment documents, press this button to display the **Document number to be canceled** screen (Fig. 2.8).
- “Finish group”: Press this button to finish with the provision for the selected type of currency and return to the **Currency for the count** screen (Fig. 2.4), where you can enter other types of currency or payment documents, or terminate the count by pressing the button “Finish”.

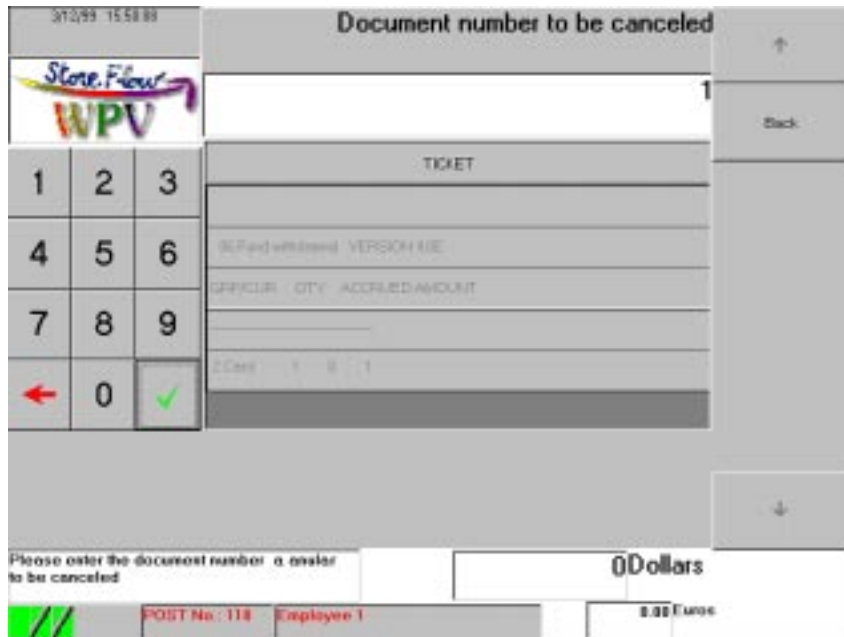


Fig. 2.8 Document number to be canceled

### Requested data

- “Document to be canceled”: Enter the number of the document you want to cancel from the count and press the button  to validate it and return to the **Currency for the count** screen (Fig. 2.4), where you can enter other types of currency or payment documents, or terminate the count by pressing the button “Finish”.

### Buttons

- “Back”: Returns to the **Document number** screen (Fig. 2.7).



Fig. 2.9 Amount of documents

### Requested data

- “Amount of documents”: Enter the amount of the documents being held in the terminal drawer and press the button  to return to the **Currency for the count** screen (Fig. 2.4), where you can enter other types of currency or payment documents, or terminate the count by pressing the button “Finish”.

### Buttons

- “Back”: Returns to the **Currency for the count** screen (Fig. 2.4).

Once this function ends, the control and customer printers will print a ticket with a heading identifying the operation, and the number and name of the executed function. If the payment currency is cash, the data for each denomination and the subtotals for each currency will be shown. In the case of document-type payment currencies, the data of each document will be printed.

## Fund Provision

This function is used for placing an amount of cash in the terminal drawer, in one or more payment currencies. StoreFlow WPV records the total amount placed in the drawer and breaks down the various means of payment. This operation can be performed either regularly or whenever a shortage of funds occurs at the terminal. Payment currencies are sorted by type (cash and documents) and types, in turn, are sorted by payment currency (to generate a listing of the different payment currencies on the customer printer, ▶ “List of Currencies” in the section “Querying/Request Functions”).

Pressing the “Cash Functions” button displays the **Envelope code** screen:

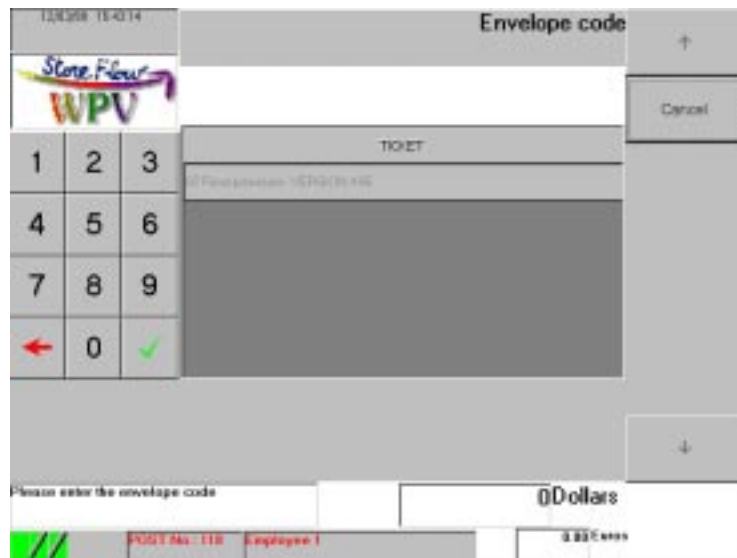


Fig. 2.10 Envelope code

The process is the same as the one described in the previous section, “Fund Withdrawal”.

## Terminal Opening

This function, which is described in the chapter “Getting Started”, is used for enabling the terminal so that it can be used by the operator.

# Terminal Closing

This function is used for disabling the terminal until the next opening. Optionally, it can include a check of the drawer contents, which is completed with the withdrawal of part of the funds in a coded envelope and a declaration of the remainder (funds left in the terminal for the next opening). These operations are performed at the end of the shift or day (i.e., when the store is closed; in this case it will be a “closing with Z”). Payment currencies are sorted by type (cash and documents) and types, in turn, are sorted by payment currency (to generate a listing of the different payment currencies on the customer printer, ➤ “List of Currencies” in the section “Querying/Request Functions”).

The **Terminal closing** screen appears when the “Cash Functions” button is pressed:

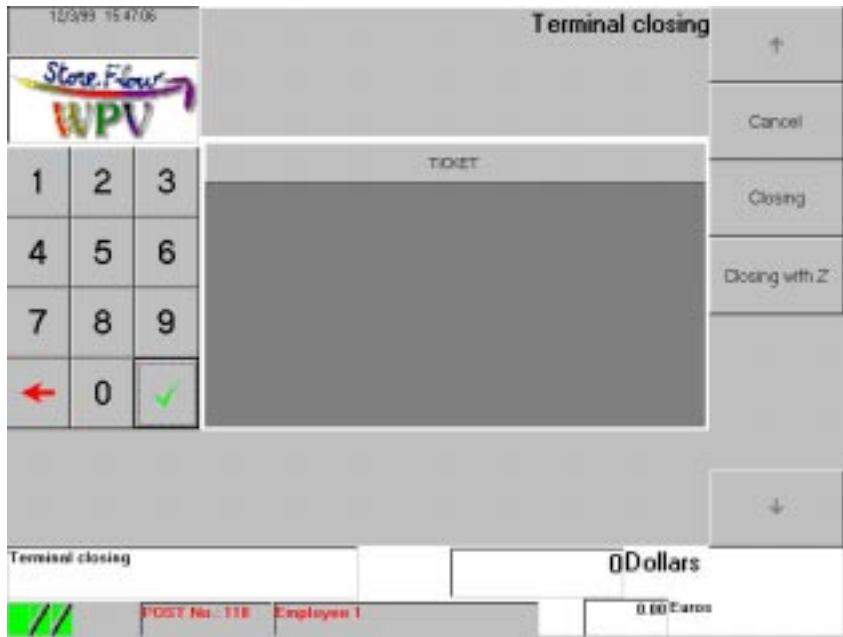


Fig. 2.11 Terminal closing

## Buttons

- “Cancel”: Cancels the current function and returns to the **Auxiliary functions** screen (Fig. 2.1).
- “Closing”: Press this button if you want to close the terminal during the day while the store remains open. The **Cashbox group** screen (Fig. 2.12) will appear.

- “Closing with Z”: Press this button if you want to close the terminal at the end of the day when the store is closed. The **Cashbox group** screen (Fig. 2.12) will appear.

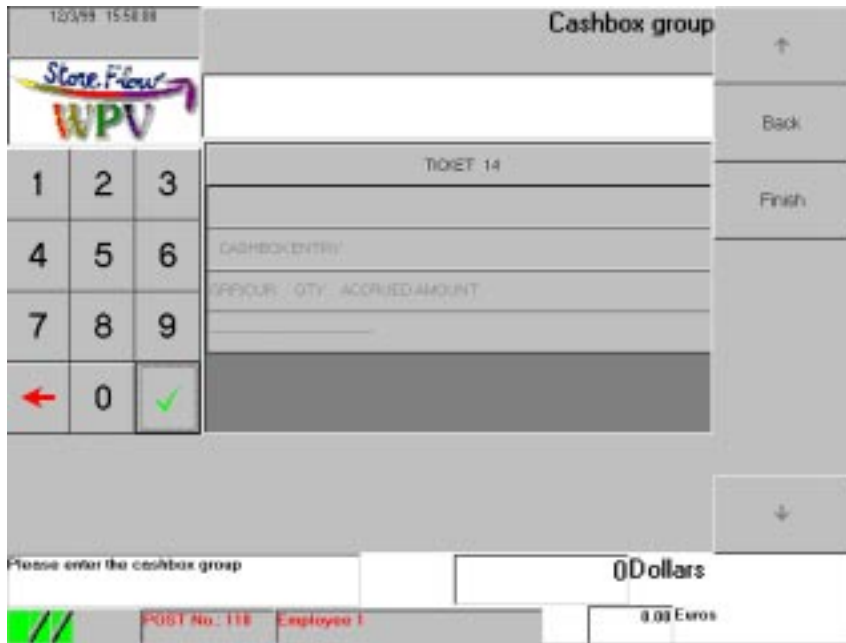



Fig. 2.12 Cashbox group

### Requested data

- “Cashbox group”: Enter the code of the currency for which you want to settle the drawer contents and press the button . If the code is not included in the payment currency or cashbox group databases, the terminal will request the code again. Once the cashbox settlement currency has been identified, one or both of the following situations can arise, depending on the type of payment currency.
  - If the currency is settled in cash, the terminal displays the **Cashbox amount** screen (Fig. 2.13).
  - If the currency is checked as a document, the terminal displays the **Document number** screen (Fig. 2.15).

The terminal will continue requesting currency codes until the “Finish” button is pressed.

## Buttons

- “Cancel”: Cancels the current function and returns to the **Auxiliary functions** screen (Fig. 2.1).
- “Finish”: Ends the terminal cashbox settlement operation and then enables the remainder to be counted, by displaying the **Cashbox group** screen, which is identical to the one shown in the figure Fig. 2.12. The process for counting the remainder is very similar to the cashbox settlement operation, which is described next. Once both counts have been completed, the terminal will display the **Envelope Code** screen (Fig. 2.18), where the operator must indicate the envelope where the funds are placed.

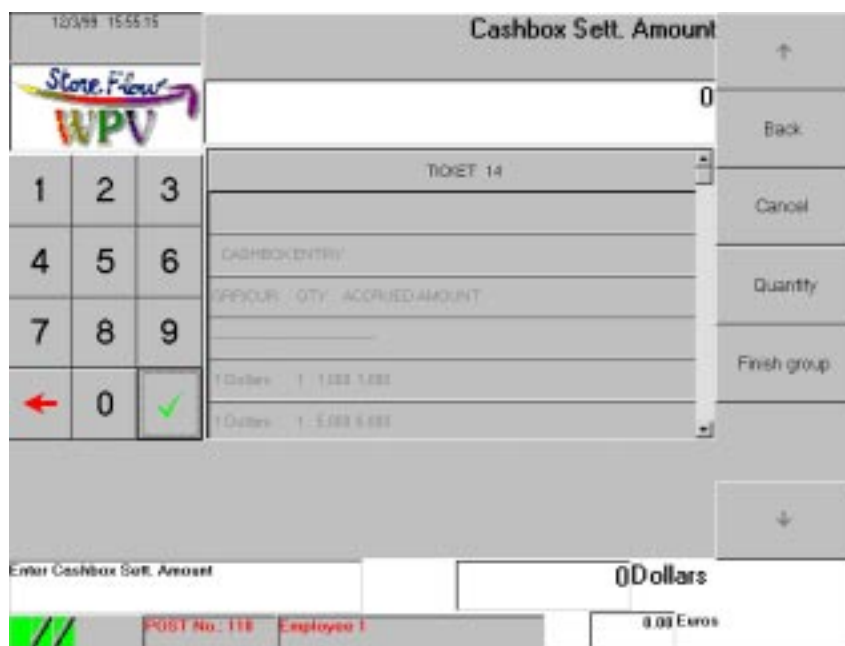


Fig. 2.13 Cashbox amount

## Requested data

- “Cashbox amount”: Indicate the amount of the currency entered previously and press the button . The terminal will continue requesting more amounts for the same type of currency until the “Finish group” button is pressed. If the amount of the unit of currency is indicated directly, the system will assume that it is one single unit. To settle several units of the same type of currency, the “Quantity” button must be pressed first.



## Buttons

- “Cancel”: Cancels the current function and returns to the **Auxiliary functions** screen (Fig. 2.1).
- “Quantity”: Press this button if you want to indicate the quantity of the type of currency entered previously. The **Quantity** screen (Fig. 2.14) will appear.
- “Finish group”: Press this button to finish with the selected type of currency. You will then return to the **Cashbox group** screen (Fig. 2.12), where you can indicate another type of currency or payment document, or terminate the cashbox settlement operation by pressing the button “Finish”.



Fig. 2.14 Quantity

## Requested data

- “Quantity”: Enter the quantity corresponding to the currency denomination and press the button  to return to the **Cashbox amount** screen (Fig. 2.13), where you need to indicate the unit value for the type of currency.

## Buttons

- “Back”: Cancels the current function and returns to the **Cashbox amount** screen (Fig. 2.13).

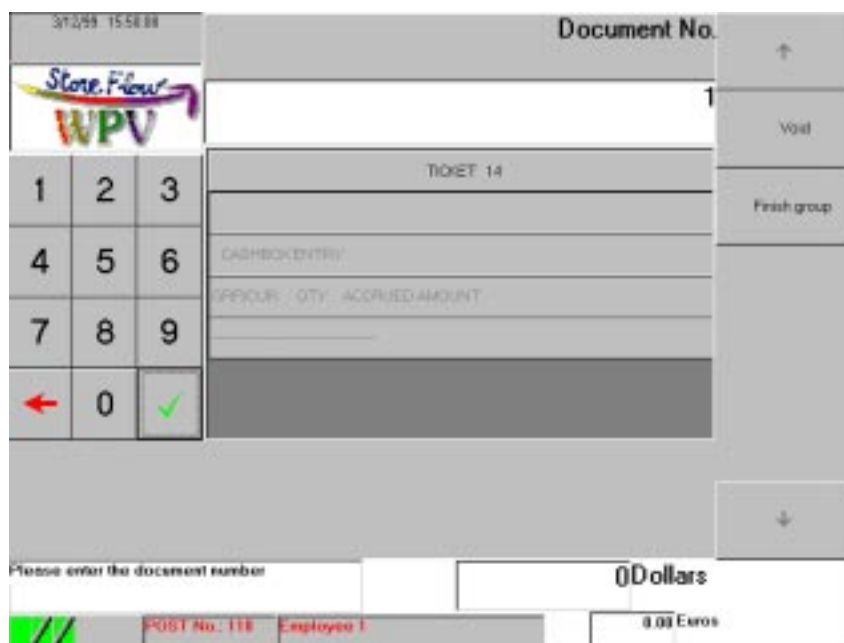



Fig. 2.15 Document number

### Requested data

- “Document No.”: Enter the number of documents for the currency indicated previously and press the button . The terminal will compare the documents that have been collected with those being counted in this process; if these figures do not match, it will request the amount of the documents on the **Amount of documents** screen (Fig. 2.17). This amount will be used later when analyzing the imbalance. The terminal will continue requesting numbers of documents until the button “Finish group” is pressed.

### Buttons

- “Void”: Press this button to cancel any of the payment documents and display the **Document number to be canceled** screen (Fig. 2.16).
- “Finish group”: Press this button to finish settling the selected type of currency. Next, the **Cashbox group** screen (Fig. 2.12), will appear, where you can enter other types of currency or payment documents, or terminate the cashbox settlement operation by pressing the button “Finish”.

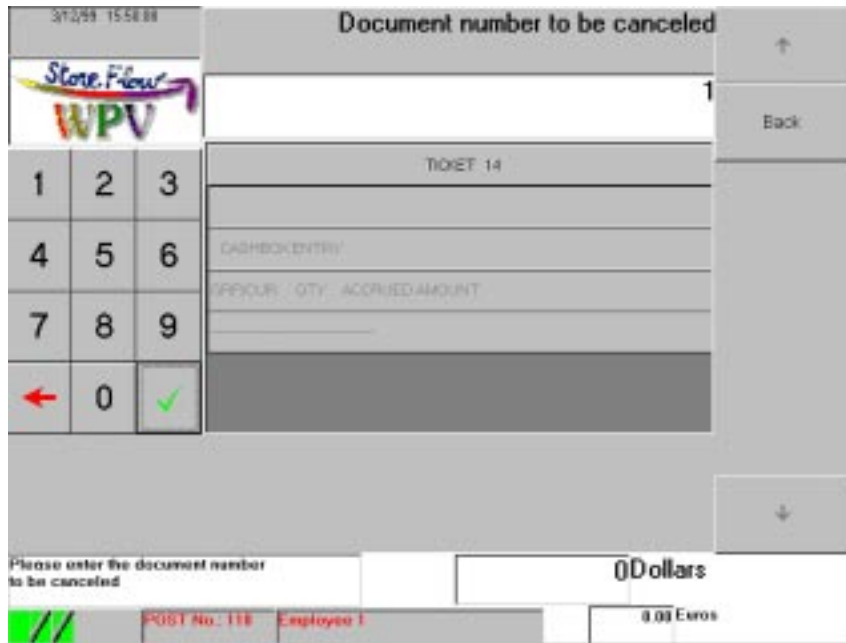



Fig. 2.16 Document number to be canceled

### Requested data

- “Document to be canceled”: Enter the number of the document to want to cancel from the cashbox settlement process and press the button  to return to the **Cashbox group** screen (Fig. 2.12), where you can enter another type of currency or payment document, or terminate the cashbox settlement operation by pressing the button “Finish”.


### Buttons

- “Back”: Returns to the **Document number** screen (Fig. 2.15).



Fig. 2.17 Amount of documents

### Requested data

- “Amount of documents”: Enter the amount of the documents being held in the terminal drawer and press the button  to return to the **Cashbox group** screen (Fig. 2.12), where you can enter another type of currency or payment document, or terminate the cashbox settlement process by pressing the button “Finish”.

### Buttons

- “Back”: Returns to the **Cashbox group** screen (Fig. 2.12).

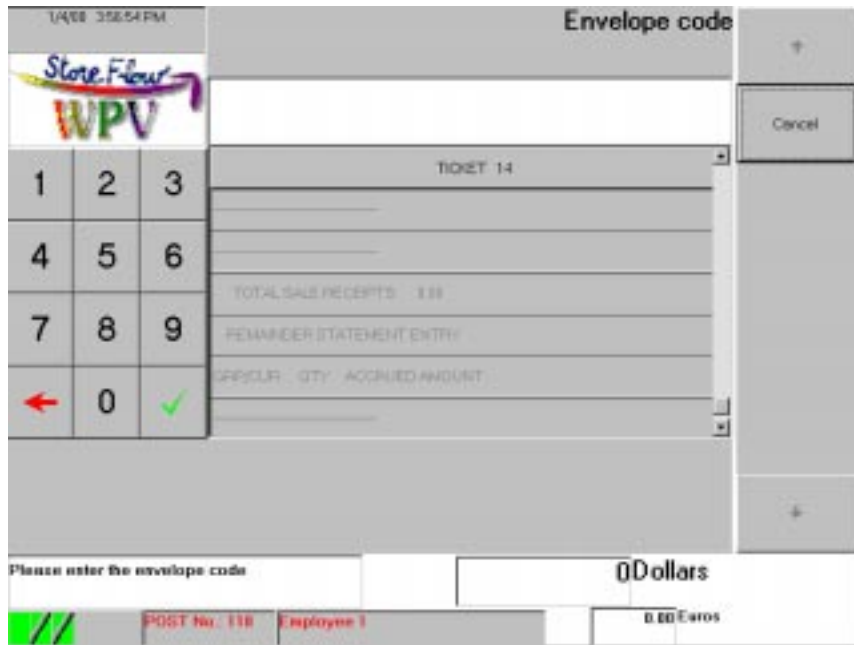


Fig. 2.18 Envelope Code

### Requested data

- “Envelope code”: Enter the code of the envelope where the cashbox settlement amount was placed and press the button . If you do not want to enter this data, simply press .

### Buttons

- “Cancel”: Cancels the function and returns to the **Auxiliary functions** screen (Fig. 2.1).

When this function ends, the terminal displays a message box reminding the operator that the drawer needs to be closed; once this has been done, it displays the **Employee** screen (Fig. 1.2) to enable another operator to log on. The new operator must execute the “Terminal opening” function (➤ the chapter “Getting Started”). The customer and control printers will issue a ticket with the data for the count's cashbox groups and the data corresponding to the remainder (if the remainder was entered), as well as any possible discrepancies detected with regard to the previous remainder.

## Withdrawal Envelope Confirmation

Use this function to confirm the delivery of an envelope containing funds to the assigned collection center (➤ the section “Fund Withdrawal”).

Pressing the “Cash Functions” button displays the **Envelope code** screen (Fig. 2.19).



Fig. 2.19 Envelope code

### Requested data

- “Envelope code”: Enter the code of the envelope containing the funds and press the button . If you do not want to enter this data, simply press . The terminal will continue requesting more envelope numbers until the button “Finish” is pressed.

### Buttons

- “Cancel”: Cancels the current function and returns to the **Auxiliary functions** screen (Fig. 2.1).
- “Finish”: Ends the confirmation of the envelope numbers and returns to the **Auxiliary functions** screen (Fig. 2.1).

The customer printer will issue a ticket with a heading identifying the operation and the number and name of the executed function. The control printer will issue a document with a heading identifying the operation, the number and name of the executed function, and the envelope code(s).

## **Terminal Mediation**

This function enables the terminal drawer to be opened without having to perform any transaction. A record of this operation is kept on the control roll and the transaction log.

When you press the “Cash Functions” button, the terminal will open the drawer and display a message box reminding you that it needs to be closed; once it has been closed, you will return to the **Auxiliary functions** screen (Fig. 2.1).

The customer and control printers will issue a ticket with a heading identifying the operation, the number and name of the executed function, and the number of the previous shift.

If you do not want to continue with this function once it has been started, press the button “Cancel” to return directly to the **Auxiliary functions** screen (Fig. 2.1).

# Sales Functions

Pressing the “Sales functions” button on the **Auxiliary functions** screen (Fig. 2.1) gives access to the following functions:

- Administrative Cancellation
- Sales Transaction
- Deferred Sale
- Container Return
- Payments/Receipts



Fig. 2.20 Sales functions

As indicated in “Auxiliary Functions” (➤ the table included in that section), each of these functions can also be accessed directly by keying in the corresponding code.

The button “Back” returns to the **Auxiliary functions** screen (Fig. 2.1).



## Administrative Cancellation


This function can be used to cancel a sale made previously and paid in cash or with a charge card. The cancellation can only be performed at the same terminal where the transaction took place, and always prior to closing. Cancellation of cash and stock movements is performed on the server, not the terminal.

Pressing the “Sales Functions” button displays the **Terminal number** screen:



Fig. 2.21 Terminal number

### Requested data

- “Logical terminal”: Enter the number of the terminal where the transaction whose items are being returned was performed, and press the button  to display the **Transaction number** screen (Fig. 2.22). The terminal number is printed on the ticket handed to the customer when making the purchase.

### Buttons

- “Back”: Cancels the current function and returns to the **Auxiliary functions** screen (Fig. 2.1).
- “Cancel”: Cancels the last terminal number entered.



Fig. 2.22 Transaction number

### Requested data

- “Transaction”: Enter the transaction number (which is printed on the customer ticket) and press the button  to display the **Price** screen (Fig. 2.23).


### Buttons

- “Back”: Cancels the current function and returns to the **Auxiliary functions** screen (Fig. 2.1).
- “Cancel”: Returns to the **Terminal number** screen (Fig. 2.21).



Fig. 2.23 Price

### Requested data

- “Amount”: Enter the corresponding amount and press the button . Depending on whether the purchase was paid in cash or with a charge card, one of the following situations can arise:
  - Cash payment: The function ends and the terminal returns to the **Auxiliary functions** screen (Fig. 2.1).
  - Charge card payment: The terminal displays the **Card** screen (Fig. 2.24).


### Buttons

- “Back”: Cancels the current function and returns to the **Auxiliary functions** screen (Fig. 2.1).
- “Cancel”: Returns to the **Transaction number** screen (Fig. 2.22).



Fig. 2.24 Card

### Requested data

- “Card or code”: Run the charge card through the card reader or key in the number and press the button . With this data, the function ends and the terminal returns to the **Auxiliary functions** screen (Fig. 2.1). If the recorded number does not match the original transaction number, the terminal will request the card number again.

### Buttons

- “Cancel”: Returns to the **Terminal number** screen (Fig. 2.21).
- “Void”: Cancels the current function and returns to the **Auxiliary functions** screen (Fig. 2.1).

Once this function is completed, the customer printer issues a document with a heading identifying the operation, followed by the number and name of the executed function, the canceled transaction's ID (terminal number, transaction number, amount) and finally a line indicating that the cancellation is approved; the control printer issues a ticket with a heading identifying the operation, followed by a line indicating the number and name of the executed function.

## Sales Transaction

Use this function to ring up and charge the amount owed for the item(s) purchased.

## Invoicing

If the terminal is operating in **Cashier** or **Operator** mode and has been configured as **Sale**, **Mixed by transaction** (if the button “Line refund” has not been pressed) or **Mixed by terminal** (if a refund is not being performed), pressing the “Sales Functions” button gives access to the following screen:

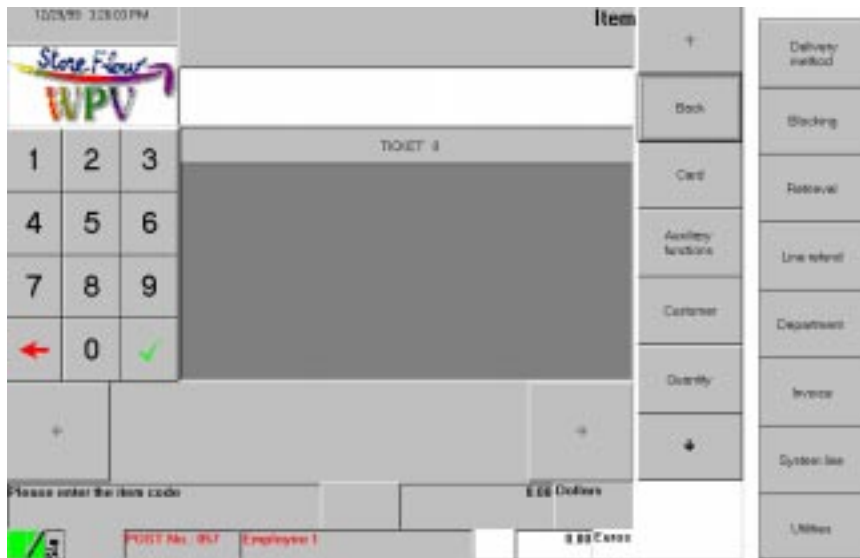


Fig. 2.25 Item

### Requested data

- “Item”: Enter the item reference and press the button . display a second Item screen (Fig. 2.26), corresponding to the transaction you have started, where you can continue entering more items. To identify an item you can also run the label barcode through the scanner, press the corresponding hot-key (if it exists) or enter the item’s short code and press the button .

Next, the terminal can prompt the operator for additional item data (size, color, design, etc.), in which case it will display the corresponding screen: **Size** (Fig. 2.27), **Color** (Fig. 2.28), **Design** (Fig. 2.29) or any other similar one that enables other details to be specified. If the invoiced item has linked items, they will also be billed automatically. To invoice an item by department, press the button “Department” directly. If you want to invoice more than one unit of the item (also by department), you must first press the button “Quantity”. Each time you enter an item that includes a magnetic label, the terminal will display a message reminding you that you need to remove it.

## Buttons

- “Back”: Cancels the last item code entered.
- “Card”: If the customer produces a loyalty or discount card, press this button before running it through the terminal card reader. In this way, the current customer's purchase will accrue points (in the case of a loyalty card) or obtain a discount (in the case of a discount card). When this button is pressed, the terminal displays the **Loyalty card number** screen (Fig. 2.30).
- “Funciones auxiliares”: enlaza con la pantalla **Funciones auxiliares** (Fig. 2.1).
- “Customer”: Press this button to apply a discount to the customer's total purchase. Pressing this button displays the **Customer** screen (Fig. 2.31). In order to perform this operation, the customer must have been identified previously by means of a code in StoreFlow GV and included in the corresponding database together with the discount percentage. The customer can also be identified via the MSR (*magnetic stripe reader*).
- “Quantity”: Press this button to enter the number of items being invoiced on the **Quantity** screen (Fig. 2.33). If the number of units of the item is not indicated, the system will assume that one single unit is being invoiced. Therefore, this button needs to be pressed only if more than one unit is being invoiced. The types of units used for measuring items (count, weight, length or volume) are configured in StoreFlow GV based on the type of item:
  - “Item”: In this case, n items equal n units. However, in StoreFlow GV you can configure the measurement unit for those items which are displayed and sold in sets of two or more units.
  - “gr”: Items whose unit price is indicated in dollars/kilogram. Enter the item's weight in grams (kg x 1,000).

- “cm”: Items whose unit price is indicated in dollars/meter. Enter the length of the piece in millimeters (m x 1,000).
- “cm<sup>3</sup>”: Items whose unit price is indicated in dollars/liter. Enter the product's volume in milliliters (l x 1,000).
- “Delivery method”: Press this button to indicate how the merchandise will be delivered if the customer is not carrying it “by hand”. This button displays the **Delivery method** screen (Fig. 2.34).
- “Blocking”: This button disables the terminal temporarily. It can only be enabled by means of an ID of an operator who is authorized to do so. Operator profiles are configured in StoreFlow GV in order to restrict this function to certain operator and authorization codes. When an authorized operator accesses the terminal, it will become unblocked immediately and resume its normal operation. To unblock it, click on the “*Terminal blocked*” message box to display the **Employee** screen (Fig. 2.37).
- “Retrieval”: With this operation the user can retrieve a transaction that was suspended previously by pressing the button “Suspend” included on the **Item** screen (Fig. 2.26). described below. This retrieval enables the suspended transaction to be resumed at the point where it was interrupted. Pressing this button gives access to the **Logical terminal** screen (Fig. 2.40).
- “Line refund”: Press this button if one or more items already sold are being returned. It displays the **Item to be returned** screen (Fig. 2.45). This button only appears when the terminal has been configured as **Mixed by transaction**.
- “Department”: This button is used for invoicing by department and displays the **Department** screen (Fig. 2.42). In this invoicing mode (sale or refund), the operator bills the items by identifying the department they belong to and the corresponding quantity and price records. If you want to indicate that more than one item is being invoiced by department, you must first press the button “Quantity”.
- “Invoice”: Press this button to print a receipt for one or more purchases made by the same customer. The terminal will display the **Customer** screen (Fig. 2.46).
- “Utilities”: This button displays the **Utility** screen (Fig. 2.48), which gives access to the following auxiliary operations:
  - Calculator
  - Item price querying



- Exchange rate querying
- “Refund”: This button will only appear if the terminal has been configured as **Mixed by terminal**, i.e., when a sale and a refund cannot be performed in the same transaction. Press it to accept the return of one or more items sold previously and display the **Center number** screen (Fig. 2.57).
- “System line”: Press this button at the beginning of the transaction if you have to apply a VAT rate other than the legal rate to the item(s) being invoiced. The status bar will display the icon  $\frac{\%}{\%}$  to indicate that the sale is being made with this VAT rate. If the reduced VAT option has already been enabled, press this button again to disable it and the icon will disappear from the status bar. This functionality is available only for certain items and also depends on each country's tax legislation.
- “Employee”: This enables the terminal operator to be changed by following a process similar to the one used for unblocking a terminal (► “Terminal unblocking” in this same section), with the only difference that you do not need to click on the “Terminal blocked” message box. This button will only appear when the terminal is operating in **Operator** or **Salesperson** mode.



Fig. 2.26 Item



## Requested data

- “Item”: Enter the reference of the other items involved in the transaction and press the button . To identify an item you can also run the label barcode through the scanner, press the corresponding hot-key (if it exists) or enter the item's short code and press the button . Next, the terminal can prompt the operator for additional item data (size, color, design, etc.), in which case it will display the corresponding screen: **Size** (Fig. 2.27), **Color** (Fig. 2.28), **Design** (Fig. 2.29) or any other similar one that enables other details to be specified. If the invoiced item has linked items, they will also be billed automatically. To invoice the item by department, press the button “Department” directly. If you want to invoice more than one unit of the item (also by department), you must first press the button “Quantity”. Each time you invoice an item that includes a magnetic label, the terminal will display a message reminding you that you need to remove it.

## Buttons

- “Card”: If the customer produces a loyalty or discount card, press this button before running it through the terminal card reader. In this way, the current customer's purchase will accrue points (in the case of a loyalty card) or obtain a discount (in the case of a discount card). When this button is pressed, the terminal displays the **Loyalty card number** screen (Fig. 2.30).
- “Customer”: Press this button to apply a discount to the customer's total purchase. Pressing this button displays the **Customer** screen (Fig. 2.31). In order to perform this operation, the customer must have been identified previously by means of a code in StoreFlow GV and included in the corresponding database together with the discount percentage. The customer can also be identified via the MSR (*magnetic stripe reader*).
- “Quantity”: Press this button to enter the number of units of the item being invoiced on the **Quantity** screen (Fig. 2.33). If a quantity is not indicated for the item, the system will assume that it is one single unit. Therefore, this button needs to be pressed only when more than one unit is being invoiced (also by department). The types of units used for measuring items (count, weight, length or volume) are configured in StoreFlow GV based on the type of item:
  - “Item”: In this case, n items equal n units. However, in StoreFlow GV you can configure the measurement unit for those items which are displayed and sold in sets of two or more units.

- “gr”: Items whose unit price is indicated in dollars/kilogram. Enter the item's weight in grams (kg x 1,000).
- “cm”: Items whose unit price is indicated in dollars/meter. Enter the length of the piece in millimeters (m x 1,000).
- “cm<sup>3</sup>”: Items whose unit price is indicated in dollars/liter. Enter the product's volume in milliliters (l x 1,000).
- “Delivery method”: Press this button to indicate how the merchandise will be delivered if the customer is not carrying it “by hand”. This button displays the **Delivery method** screen (Fig. 2.34).
- “Blocking”: This button disables the terminal temporarily. It can only be enabled by means of an ID of an operator who is authorized to do so. Operator profiles are configured in StoreFlow GV in order to restrict this function to certain operator and authorization codes. When an authorized operator accesses the terminal, it will become unblocked immediately and resume its normal operation. To unblock it, click on the “*Terminal blocked*” message box to display the **Employee** screen (Fig. 2.37).
- “Line refund”: Press this button if one or more items already sold are being returned. It displays the **Item to be returned** screen (Fig. 2.45). This button only appears when the terminal has been configured as **Mixed by transaction**.
- “Cancel”: This button cancels the current transaction. When you press this button, the system displays a message box prompting you to confirm whether you want to cancel the transaction. Click on “OK” to cancel it and return to the **Item** screen (Fig. 2.25), or “Cancel” to continue with the transaction.
- “Void”: This button cancels the last item or department entered and displays the **Item to be canceled** screen (Fig. 2.52).
- “Total”: This button displays the **Currency** screen (Fig. 2.63) in order to enable the invoicing of items (sale or refund) to be completed, by recording the totals so that the operator can collect the amount owed.
- “Discount”: Press this button to apply a discount to the last item invoiced. The **Discount** screen (Fig. 2.60) will appear.
- “Repeat last line”: This button repeats the last invoicing operation performed.
- “Suspend”: This button suspends the current transaction and returns to the first **Item** screen (Fig. 2.25), enabling the operator to continue with other transactions or operations; the suspended transaction can be retrieved later by pressing the button “Retrieval” on that screen.

- “Item price change”: This button is used for changing the price of the last item invoiced and displays the **Amount** screen (Fig. 2.61). In order to perform this operation the user must have been granted sufficient permissions, or the item, department or environment must have been configured in StoreFlow GV to allow this operation to be performed.
- “Department”: This button is used for invoicing by department and displays the **Department** screen (Fig. 2.42). With this invoicing mode (sale or refund), the operator bills the items by identifying the department they belong to and also the corresponding quantity and price records. If you want to indicate that more than one item is being invoiced by department, you must first press the button “Quantity”.
- “Utilities”: This button displays the **Utility** screen (Fig. 2.48), which gives access to the following auxiliary operations:
  - Calculator
  - Item price querying
  - Exchange rate querying
- “Employee”: This enables the terminal operator to be changed by following a process similar to the one used for unblocking a terminal (see “Terminal unblocking” in this same section), with the only difference that you do not need to click on the “*Terminal blocked*” message box. This button will only appear when the terminal is operating in Operator or Salesperson mode.


## Additional item data

When validating an item code entered on any of the two **Item** screens (Fig. 2.25 or Fig. 2.26) or on the **Item to be returned** (Fig. 2.45) or **Item to be canceled** (Fig. 2.52) screens, the terminal may prompt the operator for additional data.



Fig. 2.27 Size

### Requested data

- “Size”: Enter the item size and press the button . The terminal may have been configured to request other additional item data (color, design, etc.), in which case it will display the corresponding screen: **Color** (Fig. 2.28), **Design** (Fig. 2.29) or any other similar one that enables other details to be specified. Otherwise, it will return to the **Item** (Fig. 2.26), **Item to be returned** (Fig. 2.45) or **Item to be canceled** (Fig. 2.52).


### Buttons

- “Cancel”: Press this button if you do not want to enter the item size.



Fig. 2.28 Color

### Requested data

- “Color”: Enter the item color and press the button . The terminal may have been configured to request other additional item data (size, design, etc.), in which case it will display the corresponding screen: **Size** (Fig. 2.27), **Design** (Fig. 2.29) or any other similar one that enables other details to be specified. Otherwise, it will return to the **Item** (Fig. 2.26), **Item to be returned** (Fig. 2.45) or **Item to be canceled** (Fig. 2.52) screen.


### Buttons

- “Cancel”: Press this button if you do not want to enter the item color.



Fig. 2.29 Design

### Requested data

- “Design”: Enter the item design and press the button . The terminal may have been configured to request other additional item data (color, size, etc.), in which case it will display the corresponding screen: **Size** (Fig. 2.27), **Color** (Fig. 2.28) or any other similar one that enables other details to be specified. Otherwise, it will return to the **Item** (Fig. 2.26), **Item to be returned** (Fig.2.45) or **Item to be canceled** (Fig. 2.52) screen.

### Buttons

- “Cancel”: Press this button if you do not want to enter the item design.

### Discount or customer loyalty card

To enter the customer's discount or loyalty card code, press the button “Card” on any of the two **Item** screens (Fig. 2.25 or Fig. 2.26) or on the **Item to be returned** (Fig. 2.45), **Item to be canceled** (Fig. 2.52) or **Refund to be canceled** (Fig. 2.53) screens.



Fig. 2.30 Loyalty card number

### Requested data

- “Card”: Enter the customer's discount or loyalty card number and press the button  or run it through the card reader. The terminal will then return to the screen where the “Card” button was pressed.

### Buttons

- “Back”: Cancels the current transaction and returns to the screen where the “Card” button was pressed.
- “Cancel”: Cancels the card code entered and returns to the screen where the “Card” button was pressed.

### Customer discounts

To perform this operation, press the “Customer” button on any of the two **Item** screens (Fig. 2.25 or Fig. 2.26) or on the **Item to be returned** (Fig. 2.45), **Item to be canceled** (Fig. 2.52) or **Refund to be canceled** (Fig. 2.53); screens; if you are making a refund, you will access it when you validate the data entered on the **Transaction number** screen (Fig. 2.59).



Fig. 2.31 Customer

### Requested data

- “Customer”: Enter the customer code and press the button . Next, the terminal will return to the **Item** (Fig. 2.26), **Item to be returned** (Fig. 2.45), **Item to be canceled** (Fig. 2.52) or **Refund to be canceled** (Fig. 2.53) screen. The customer can also be identified by running the customer card through the reader, in which case the “Card” button must be pressed first.

### Buttons


- “Cancel”: Cancels the current function and returns to the **Item** (Fig. 2.26), **Item to be returned** (Fig. 2.45), **Item to be canceled** (Fig. 2.52), **Refund to be canceled** (Fig. 2.53) or **Transaction number** (Fig. 2.59).
- “Card”: Press this button if the customer is using a card and run it through the reader. The terminal will display the **Card number** screen (Fig. 2.32).





Fig. 2.32 Card number

### Requested data

- “Card”: Run the customer card through the reader or key in the number and press the button . Next, the application returns to **Item** (Fig. 2.26), **Item to be returned** (Fig. 2.45), **Item to be canceled** (Fig. 2.52) or **Refund to be canceled** (Fig. 2.53) screen, where the operator can start invoicing, refunding or canceling items. If the customer does not exist or is not recognized as such by StoreFlow GV, the terminal will return to the **Customer** screen (Fig. 2.31) and request the customer number again.

### Buttons

- “Back”: Returns to the **Item** (Fig. 2.26), **Item to be returned** (Fig. 2.45), **Item to be canceled** (Fig. 2.52) or **Refund to be canceled** (Fig. 2.53) screen.
- “Cancel”: Cancels the current function and returns to the **Item** (Fig. 2.26), **Item to be returned** (Fig. 2.45), **Item to be canceled** (Fig. 2.52) or **Refund to be canceled** (Fig. 2.53).


## Quantity invoiced

To perform this operation, press the button “Quantity” in any of the two **Item** screens (Fig. 2.25 or Fig. 2.26) or the **Item to be returned** (Fig. 2.45), **Item to be canceled** (Fig. 2.52) or **Refund to be canceled** (Fig. 2.53).



Fig. 2.33 Quantity

## Requested data

- “Quantity”: Enter the number of units of the item you are invoicing (also by department) and press the button . Next, you will return to the **Item** (Fig. 2.26), **Item to be returned** (Fig. 2.45), **Item to be canceled** (Fig. 2.52) or **Refund to be canceled** (Fig. 2.53) screen.

## Buttons

- “Back”: Returns to the **Item** (Fig. 2.26), **Item to be returned** (Fig. 2.45), **Item to be canceled** (Fig. 2.52) or **Refund to be canceled** (Fig. 2.53) screen.


## Delivery method

To perform this operation, press the button “Delivery method” on any of the two **Item** screens (Fig. 2.25 or Fig. 2.26) or on the **Item to be returned** (Fig. 2.45), **Item to be canceled** (Fig. 2.52) or **Refund to be canceled** (Fig. 2.53).



Fig. 2.34 Delivery method

## Requested data

- “Delivery method”: Enter the code corresponding to the delivery method and press the button . If the code is invalid, the terminal will prompt you for the code again. If the delivery method chosen has an associated expense, it will appear on the ticket and will be added to the transaction total. If it is a fixed expense, the terminal will include it directly on the ticket; otherwise, it will display the “**Delivery method expense**” screen (Fig. 2.35) where you can enter the amount. Depending on the type of delivery method chosen, the terminal can also request the date when the customer will receive the purchase, in which case it will display the **Commitment date** screen (Fig. 2.36).


## Buttons

- “Cancel”: Returns to the **Item** (Fig. 2.26), **Item to be returned** (Fig. 2.45), **Item to be canceled** (Fig. 2.52) or **Refund to be canceled** (Fig. 2.53).



Fig. 2.35 Delivery method expense

### Requested data

- “Delivery method expense”: Enter the amount owed by the customer and press the button .


### Buttons

- “Cancel”: Returns to the **Delivery method** screen (Fig. 2.34).



Fig. 2.36 Commitment date

### Requested data

- “Commitment date”: Enter the date agreed with the customer for receiving the purchase (DDMMYYYY: two digits for the day, two for the month and four for the year) and press the button .

### Buttons

- “Cancel”: Returns to the **Delivery method** screen (Fig. 2.34).

### Terminal unblocking

To perform this operation, click on the message box “*Terminal blocked*” displayed on the terminals that have been blocked by pressing the “Blocking” button on one of the two **Item** screens (Fig. 2.25 or Fig. 2.26) or on the **Item to be returned** (Fig. 2.45) or **Item to be canceled** screen (Fig. 2.52).



Fig. 2.37 Employee

### Requested data

- “Employee”: Enter the employee number and press the button  to display the **Password** screen (Fig. 2.38); the employee can also be identified by means of the employee card, in which case you must first press the button “Card”. If the operator code entered is not accepted, the terminal will request it again.


### Buttons

- “Card”: Press this button if you want to enter the operator code via the employee card. The terminal will directly display the **Card number** screen (Fig. 2.39), without having to specify the password.



Fig. 2.38 Password

### Requested data

- “Password”: Enter the password to unblock the terminal and press the button . Next, the terminal will return to the **Item** (Fig. 2.26) or **Currency** (Fig. 2.63), screen, depending on whether a transaction was being invoiced or collected at the time the terminal was blocked. If the password is invalid or belongs to an operator who is not authorized to execute this function, the terminal will request it again.


### Buttons

- “Cancel”: Returns to the **Employee** screen (Fig. 2.37).



Fig. 2.39 Card number

### Requested data

- “Card”: Key in the employee card number and press the button  or run it through the card reader. You will return to the **Item** (Fig. 2.26) or **Currency** (Fig. 2.63), screen, depending on whether a transaction was being invoiced or collected at the time the terminal was blocked. If the card code is invalid or belongs to an operator who is not authorized to execute this function, the terminal will return to the **Employee** (Fig. 2.37) screen and request the employee number again.

### Buttons

- “Back”: Returns to the **Employee** screen (Fig. 2.37).

### Transaction retrieval

To perform this transaction, press the button “Retrieval” on the **Item** screen (Fig. 2.25) or “Suspend/Retrieve” on the **Center number** screen (Fig. 2.57).



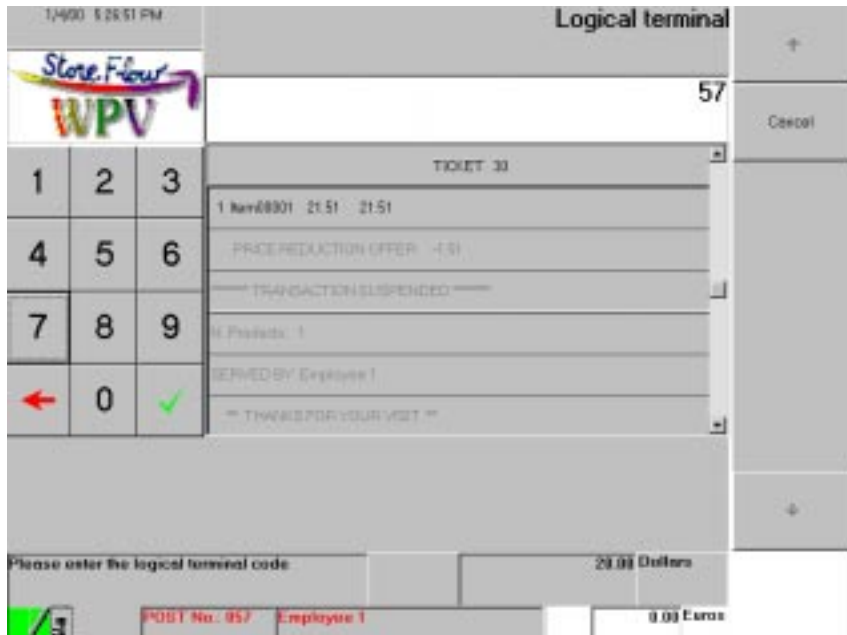



Fig. 2.40 Logical terminal

### Requested data

- “Logical terminal”: Enter the number of the terminal from which the transaction you want to retrieve was suspended and press the button  to display the **Transaction number** screen (Fig. 2.41).

### Buttons

- “Cancel”: Returns to the **Item** screen (Fig. 2.25).



Fig. 2.41 Transaction number

### Requested data

- “Transaction”: Enter the number of the transaction you want to retrieve and press the button  to resume the transaction where it was interrupted. If the number does not correspond to a suspended transaction, the terminal will return to the **Logical terminal** screen (Fig. 2.40).

### Buttons

- “Back”: Returns to the **Logical terminal** screen (Fig. 2.40).
- “Cancel”: Returns to the **Item** screen (Fig. 2.25).

### Invoicing by department

To perform this operation, press the button “Department” on one of the two **Item** screens (Fig. 2.25 or Fig. 2.26).



Fig. 2.42 Department

### Requested data

- “Department”: Enter the department code and press the button  to display the **Amount** screen (Fig. 2.43). If the code is not listed in the database or corresponds to a department undergoing a restricted sale period, you will return to the **Item** screen (Fig. 2.26).


### Buttons

- “Back”: Returns to the **Item** screen (Fig. 2.26).



Fig. 2.43 Amount

### Requested data

- “Amount”: Enter the total amount for the items invoiced by department and press the button . If the amount is keyed in directly, the system will assume that it is the total amount for one or more items; if you want to invoice several units of the same item, press the button “Quantity”. Once you have finished invoicing the item(s), the terminal will return to the **Item** screen (Fig. 2.26).


### Buttons

- “Back”: Returns to the **Department** screen (Fig. 2.42).
- “Quantity”: Press this button to indicate on the **Quantity** screen (Fig. 2.44) the number of items invoiced by department before entering the unit amount.



Fig. 2.44 Quantity

### Requested data

- “Quantity”: Enter the number of units of the item you are invoicing by department and press the button . Next, you will return to the **Amount** screen (Fig. 2.43), where you can indicate the unit amount.

### Buttons

- “Back”: Returns to the **Amount** screen (Fig. 2.43).

### Item return

To perform this operation, press the button “Line refund” on any of the two **Item** screens (Fig. 2.25 or Fig. 2.26). If the return is being accepted at a terminal configured as **Mixed by terminal**, you will access this screen after validating the data on the **Customer** screen (Fig. 2.31).



Fig. 2.45 Item to be returned

**Requested data**

- “Item”: Enter the reference of the item being returned and press the button . The item can also be identified by running the label barcode through the scanner, pressing the hot-key corresponding to the item, if it exists, or keying in the short code. Depending on the item being returned, the application can request other data (size, color, design, etc.), in which case the terminal will display the corresponding screen: **Size** (Fig. 2.27), **Color** (Fig. 2.28), **Design** (Fig. 2.29) or any other similar one that enables other details to be specified. If no additional data is requested, the item return operation is completed and the terminal displays the **Auxiliary functions** screen (Fig. 2.1). If the code of the item being returned is indicated directly, the terminal will assume that it is one single unit; to accept the return of more than one unit, the “Quantity” button must be pressed first. To accept the return of an item invoiced by department, directly press the button “Department”.

**Buttons**

- “Back”: Returns to the **Item** screen (Fig. 2.26).

- “Card”: If the customer is using a loyalty or discount card, press this button before running the card through the terminal reader in order to cancel the points accrued on the loyalty card or the discount associated with the returned item. When you press this button, the terminal displays the **Loyalty card number** screen (Fig. 2.30).
- “Customer”: Press this button to apply a discount to the customer's total purchase. The **Customer** screen (Fig. 2.31) will appear. To perform this operation, the customer must have been identified previously by means of a code in StoreFlow GV and included in the corresponding database along with the discount percentage. The customer can also be identified via the MSR (magnetic stripe reader).
- “Quantity”: Press this button to enter the number of units of the item you want to cancel from the transaction on the **Quantity** screen (Fig. 2.33). If you do not indicate this number, the system will assume that it is one single unit. Therefore, this button needs to be pressed only when more than one unit is being canceled. The types of units used for measuring the items (count, weight, length or volume) are configured in StoreFlow GV based on the type of item:
  - “Item”: In this case, n items equal n units. However, in StoreFlow GV you can configure the measurement unit for those items which are displayed and sold in sets of two or more units.
  - “gr”: Items whose unit price is indicated in dollars/kilogram. Enter the item's weight in grams (kg x 1,000).
  - “cm”: Items whose unit price is indicated in dollars/meter. Enter the length of the piece in millimeters (m x 1,000).
  - “cm<sup>3</sup>”: Items whose unit price is indicated in dollars/liter. Enter the product's volume in milliliters (l x 1,000).
- “Delivery method”: Press this button to indicate how the merchandise will be delivered if the customer is not carrying it “by hand”. This button displays the **Delivery method** screen (Fig. 2.34).
- “Blocking”: This button disables the terminal temporarily. It can only be enabled by means of an ID of an operator who is authorized to do so. Operator profiles are configured in StoreFlow GV in order to restrict this function to certain operator and authorization codes. When an authorized operator accesses the terminal, it will become unblocked immediately and resume its normal operation.

To unblock it, click on the “*Terminal blocked*” message box to display the **Employee** screen (Fig. 2.37).

- “Cancel”: Cancels the current transaction. The application will display a dialog box asking whether the transaction should be terminated. If the answer is “Yes”, the **Item** screen (Fig. 2.25) will be displayed.
- “Void”: Press this button to cancel the return of one or more items sold previously. This button displays the **Refund to be canceled** screen (Fig. 2.53).
- “Total”: This button displays the **Currency** screen (Fig. 2.63) in order to enable the invoicing of items (sale or refund) to be completed, by recording the totals so that the operator can collect the amount owed.
- “Discount”: Press this button to apply a discount to the last item invoiced. The **Discount** screen (Fig. 2.60) will appear.
- “Repeat last line”: Repeats the last refund made.
- “Suspend”: Suspends the current transaction and returns to the **Item** screen (Fig. 2.25), enabling the operator to continue with other transactions or operations. The suspended transaction can be retrieved later by pressing the button “Retrieval” on this screen.
- “Item price change”: Changes the price of the last item returned and displays the **Amount** screen (Fig. 2.61). In order to perform this operation, sufficient permissions must have been granted to the operator, or the item, department or environment must have been configured in StoreFlow GV to enable this function.
- “Department”: This button is used for canceling the items invoiced by department and displays the **Department to be canceled** screen (Fig. 2.54).
- “Utilities”: Displays the **Utility** screen (Fig. 2.48), which gives access to the following auxiliary operations:
  - Calculator
  - Item price querying
  - Exchange rate querying

## Customer receipt issue


To perform this operation, press the button “Receipt” on the **Item** screen (Fig. 2.25).





Fig. 2.46 Customer

### Requested data

- “Customer”: Enter the code of the customer who requested the receipt and press the button . The terminal will then return to the **Item** screen (Fig. 2.25) where you can ring up items. If the customer does not exist or is not recognized as such by StoreFlow GV, you will be prompted for the customer code again. The customer can also be identified by running the customer card through the reader, in which case you must first press the button “Card”.


### Buttons

- “Cancel”: Returns to the **Item** screen (Fig. 2.25).
- “Card”: Press this button to identify the customer by means of the customer card from the **Card number** screen (Fig. 2.47).



Fig. 2.47 Card number

### Requested data

- “Card”: Run the customer card through the card reader or enter the number and press the button . The terminal will return to the **Item** screen (Fig. 2.25) where you can start ringing up items. If the customer does not exist or is not recognized as such by StoreFlow GV, the terminal will return to the **Customer** screen (Fig. 2.46) and prompt you for the customer number again.

### Buttons

- “Back”: Cancels the function and returns to the **Item** screen (Fig. 2.25).
- “Cancel”: Returns to the **Item** screen (Fig. 2.25).

The terminal will remind you that you need to insert the appropriate form into the printer in order to issue the receipt.

### Utilities

To perform this operation, press the button “Utility” on any of the two **Item** screens (Fig. 2.25 or Fig. 2.26) or on the **Currency** (Fig. 2.63), **Item to be returned** (Fig. 2.45), **Item to be canceled** (Fig. 2.52) or **Refund to be canceled** (Fig. 2.53) screen.



Fig. 2.48 Utility

### Requested data

- “Utility”: Enter the number corresponding to the utility you want to use. The default numbers are as follows:
  - Calculator: code “1”. Selecting this utility opens the Windows calculator.
  - Exchange rate querying: code “2”. Displays the **Foreign currency** screen (Fig. 2.49).
  - Item price querying: code “3”. Displays the **Item** screen (Fig. 2.51)


### Buttons

- “Back”: Returns to the **Item** screen (Fig. 2.26) or **Currency** (Fig. 2.63), depending on whether you are ringing up or collecting.



Fig. 2.49 Foreign currency

### Requested data

- “Foreign currency”: Enter the code of the currency you want to look up and press the button  or click on the corresponding icon to display the appropriate screen, in this case **Euros** (Fig. 2.50).

### Buttons

- “Finish”: Returns to the **Item** screen (Fig. 2.26) or **Currency** (Fig. 2.63), depending on whether you were ringing up or collecting when the query was executed.



Fig. 2.50 Euros

### Requested data

- “Amount”: Enter the amount of the currency and press the button . Next, an information message will show the current exchange rate and the terminal will return to the **Foreign currency** screen (Fig. 2.49) where you can execute another query.


### Buttons

- “Back”: Returns to the **Foreign currency** screen (Fig. 2.49).
- “Cancel”: Ends the function and returns to the **Item** screen (Fig. 2.26) **or Currency** (Fig. 2.63), depending on whether you were ringing up or collecting when the query was executed.



Fig. 2.51 Item

### Requested data

- "Item": Enter the item reference and press the button . Next, an information message will show the price of the item. The application will continue prompting you for item references until you press the button "Finish".

### Buttons

- "Finish": Ends the function and returns to the **Item** screen (Fig. 2.26) or **Currency** (Fig. 2.63), depending on whether you were ringing up or collecting when you executed the query.

### Item cancellation

To perform this operation, press the button "Void" on the **Item** screen (Fig. 2.26).

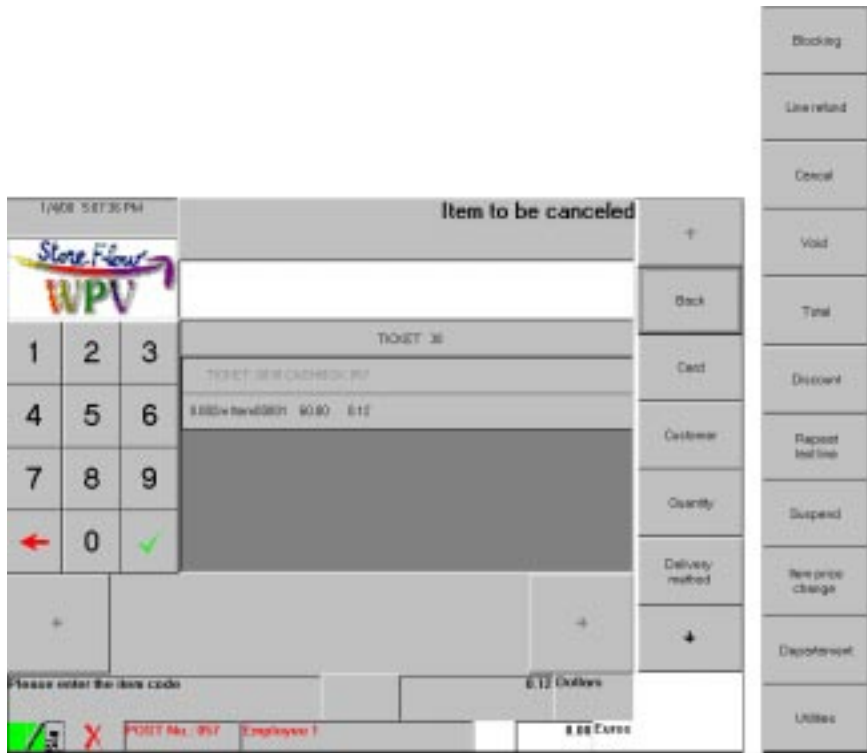


Fig. 2.52 Item to be canceled

### Requested data

- “Item”: Enter the reference of the item you want to cancel from the transaction and press the button ; the item can also be identified by running the label barcode through the scanner, pressing the corresponding hot-key, if it exists, or keying in the item's short code and pressing the button . The item will be canceled and the operator can continue processing the transaction at the point where it was left prior to the cancellation. Depending on the item being canceled, the terminal can request additional data (size, color, design, etc.), in which case the terminal will display the corresponding screen: **Size** (Fig. 2.27), **Color** (Fig. 2.28), **Design** (Fig. 2.29) or any other similar one that enables other details to be specified. If the code of the item being canceled is indicated directly, the terminal will assume that it is one single unit; to cancel more than one unit, the operator must press the button “Quantity” first. To cancel an item invoiced by department, directly press the button “Department”.

## Buttons

- “Back”: Returns to the **Item** screen (Fig. 2.26).
- “Card”: If the customer is using a loyalty or discount card, press this button before you run it through the terminal reader to cancel the points accrued on the loyalty card or the discount associated with the item being canceled. When you press this button, the terminal displays the **Loyalty card number** screen (Fig. 2.30).
- “Customer”: Press this button to apply a discount to the customer's total purchase. The **Customer** screen (Fig. 2.31). will be displayed. In order to perform this operation, the customer must have been identified previously in StoreFlow GV by means of a code and included in the corresponding database along with the discount percentage. The customer can also be identified via the MSR (magnetic stripe reader).
- “Quantity”: Press this button to enter the number of units of the item being canceled from the transaction on the **Quantity** screen (Fig. 2.33) If this number is not indicated, the system will assume that it is one single unit; therefore, this button needs to be pressed only when more than one unit is being canceled. The types of units used for measuring the items (count, weight, length or volume) are configured in StoreFlow GV based on the type of item:
  - “Item”: In this case, n items equal n units. However, in StoreFlow GV you can configure the measurement unit for those items which are displayed and sold in sets of two or more units.
  - “gr”: Items whose unit price is indicated in dollars/kilogram. Enter the item's weight in grams ( $\text{kg} \times 1,000$ ).
  - “cm”: Items whose unit price is indicated in dollars/meter. Enter the length of the piece in millimeters ( $\text{m} \times 1,000$ ).
  - “ $\text{cm}^3$ ”: Items whose unit price is indicated in dollars/liter. Enter the product's volume in milliliters ( $\text{l} \times 1,000$ ).
- “Delivery method”: Press this button to indicate how the merchandise will be delivered if the customer is not carrying it “by hand”. This button displays the **Delivery method** screen (Fig. 2.34).
- “Blocking”: This button disables the terminal temporarily. It can only be enabled by means of an ID of an operator who is authorized to do so.



Operator profiles are configured in StoreFlow GV in order to restrict this function to certain operator and authorization codes. When an authorized operator accesses the terminal, it will become unblocked immediately and resume its normal operation. To unblock it, click on the “*Terminal blocked*” message box to display the **Employee** screen (Fig. 2.37).

- “Line refund”: Press this button to cancel the refund of one or more items sold previously. The **Refund to be canceled** screen (Fig. 2.53).
- “Cancel”: This cancels the current transaction. The application displays a dialog box asking for confirmation. If the answer is “Yes”, the terminal will display the **Item** screen (Fig. 2.25).
- “Void”: This button is inoperative in this function.
- “Total”: This button displays the **Currency** screen (Fig. 2.63) in order to enable the invoicing of items (sale or refund) to be completed, by recording the totals so that the operator can collect the amount owed.
- “Discount”: Press this button to apply a discount to the last item invoiced. The **Discount** screen (Fig. 2.60) will be displayed.
- “Repeat last line”: Repeats the last cancellation made.
- “Suspend”: This button suspends the current transaction and returns to the first **Item** screen (Fig. 2.25), enabling the operator to continue with other transactions or operations; the suspended transaction can be retrieved later by pressing the button “Retrieval” on that screen.
- “Item price change”: This changes the price of the last item canceled and displays the **Amount** screen (Fig. 2.61). In order to perform this operation, the operator must have been granted sufficient permissions, or the item, department or environment must have been configured in StoreFlow GV to allow this operation to be performed.
- “Department”: This button is used for canceling items invoiced by department and displays the **Department to be canceled** screen (Fig. 2.54).
- “Utilities”: Displays the **Utility** screen (Fig. 2.48), which gives access to the following auxiliary operations:
  - Calculator
  - Item price querying
  - Exchange rate querying

## Refund cancellation

To perform this operation, press the button “Void” on the **Item to be returned** screen (Fig. 2.45) or the button “Line refund” on the screen (Fig. 2.52).

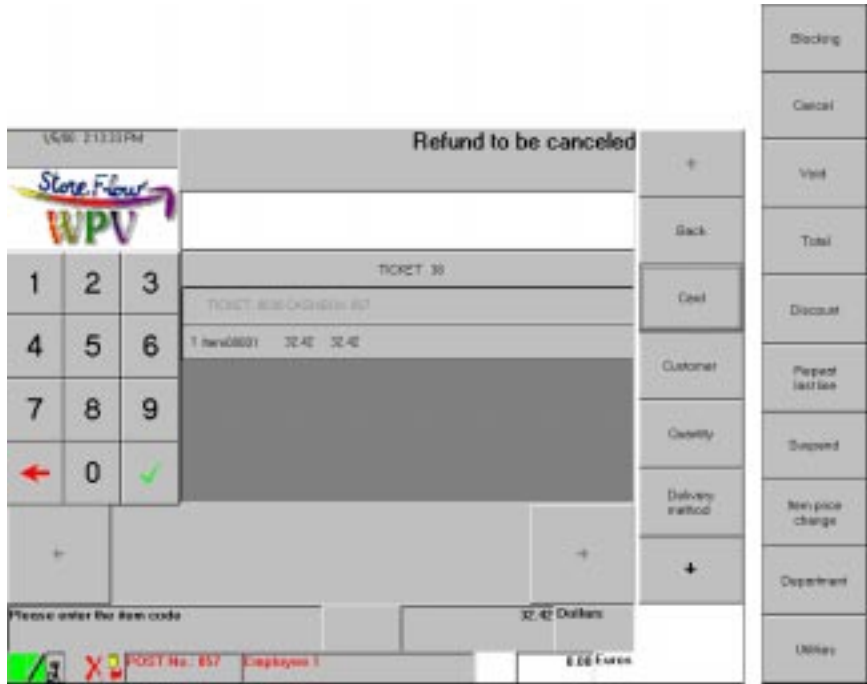




Fig. 2.53 Refund to be canceled

## Requested data

- “Item”: Enter the code of the item whose refund you want to cancel and press the button , or run the label barcode through the scanner, press the corresponding hot-key, if it exists, or key in the item's short code and press the button . The terminal returns to the **Item** screen (Fig. 2.26). If you want to cancel more than one unit of the item, you must first press the button “Quantity”. To cancel an item invoiced by department, directly press the button “Department”.

## Button

- “Back”: Returns to the **Item** screen (Fig. 2.26).

- “Card”: If the customer is using a loyalty or discount card, press this button before you run it through the terminal reader to recover the points accrued on the loyalty card when returning the item or to restore the discount associated with the item whose refund is being canceled. When you press this button, the terminal displays the **Card number** screen (Fig. 2.30).
- “Customer”: Press this button to apply a discount to the customer's total purchase. The **Customer** screen (Fig. 2.31).will be displayed. In order to perform this operation, the customer must have been identified previously in StoreFlow GV by means of a code and included in the corresponding database along with the discount percentage. The customer can also be identified via the MSR (magnetic stripe reader).
- “Quantity”: Press this button to enter the number of units of the item whose refund is being canceled on the **Quantity** screen (Fig. 2.33) If this number is not indicated, the system will assume that it is one single unit; therefore, this button needs to be pressed only when the refund of more than one unit is being canceled. The types of units used for measuring the items (count, weight, length or volume) are configured in StoreFlow GV based on the type of item:
  - “Item”: In this case, n items equal n units. However, in StoreFlow GV you can configure the measurement unit for those items which are displayed and sold in sets of two or more units.
  - “gr”: Items whose unit price is indicated in dollars/kilogram. Enter the item's weight in grams (kg x 1,000).
  - “cm”: Items whose unit price is indicated in dollars/meter. Enter the length of the piece in millimeters (m x 1,000).
  - “cm<sup>3</sup>”: Items whose unit price is indicated in dollars/liter. Enter the product's volume in milliliters (l x 1,000).
- “Delivery method”: Press this button to indicate how the merchandise will be delivered if the customer is not carrying it “by hand”. This button displays the **Delivery method** screen (Fig. 2.34).
- “Blocking”: This button disables the terminal temporarily. It can only be enabled by means of an ID of an operator who is authorized to do so. Operator profiles are configured in StoreFlow GV in order to restrict this function to certain operator and authorization codes. When an authorized operator accesses the terminal, it will become unblocked immediately and resume its normal operation.

To unblock it, click on the “*Terminal blocked*” message box to display the **Employee** screen (Fig. 2.37).

- “Cancel”: Cancels the current transaction. The application will display a dialog box asking for confirmation. If the answer is “Yes”, the **Item** screen (Fig. 2.25), will be displayed, where you can start a new transaction.
- “Void”: This button is inoperative on this screen.
- “Total”: This button displays the **Currency** screen (Fig. 2.63) in order to enable the invoicing of items (sale or refund) to be completed, by recording the totals so that the operator can collect the amount owed.
- “Discount”: Press this button to apply a discount to the last item invoiced. The **Discount** screen (Fig. 2.60) will be displayed.
- “Repeat last line”: Repeats the last invoicing operation performed.
- “Suspend”: Suspends the current transaction and returns to the **Item** screen (Fig. 2.25), enabling the operator to continue with other transactions or operations. The suspended transaction can be retrieved later by pressing the button “Retrieval” on this screen.
- “Item price change”: This changes the price of the last item returned and displays the **Amount** screen (Fig. 2.61). In order to perform this operation, the operator must have been granted sufficient permissions, or the item, department or environment must have been configured in StoreFlow GV to allow this operation to be performed.
- “Department”: This button is used for canceling refunds of items invoiced by department and displays the **Department to be canceled** screen (Fig. 2.54).
- “Utilities”: Displays the **Utility** screen (Fig. 2.48), which gives access to the following auxiliary operations:
  - Calculator
  - Item price querying
  - Exchange rate querying


## Invoicing by department cancellation

To perform this operation, press the button “Department” on the **Item to be returned** (Fig. 2.45), **Item to be canceled** (Fig. 2.52) or **Refund to be canceled** (Fig. 2.53).



Fig. 2.54 Department to be canceled

### Requested data

- “Department”: Enter the code of the department whose invoicing is to be canceled and press the button  to display the **Amount** screen (Fig. 2.55).


### Buttons

- “Back”. Returns to the screen from which the “Department” button was pressed.



Fig. 2.55 Amount

### Requested data

- “Amount”: Enter the amount of the items invoiced by department that you want to cancel and press the button . The terminal will return to the **Item** screen (Fig. 2.26). If the operator enters directly the amount of the items invoiced by department, the system will assume that it is one single unit or the total price of several items; to cancel several units of the same item, you must press the button “Quantity” first.


### Buttons

- “Back”: Returns to the **Department to be canceled** screen (Fig. 2.54).
- “Quantity”: Press this button if you want to cancel more than one item invoiced by department. The terminal will display the **Quantity** screen (Fig. 2.56).



Fig. 2.56 Quantity

### Requested data

- “Quantity”: Enter the number of items invoiced by department that you want to cancel and press the button . The terminal will return to the **Amount** screen (Fig. 2.55) where you can indicate the unit amount of each of the items invoiced by department that are being canceled.

### Buttons

- “Back”: Returns to the **Amount** screen (Fig. 2.55).


### Refund

To perform this operation, press the button “Refund” on the **Item** screen (Fig. 2.25).



Fig. 2.57 Center number

### Requested data

- “Center”: Enter the center number shown on the customer ticket and press the button  to display the **Logical terminal number** screen (Fig. 2.58). If the center number entered is not recognized as such by StoreFlow GV, the terminal will request it again.

### Buttons


- “Cancel”: Cancels the transaction and returns to the **Item** screen (Fig. 2.25).
- “Suspend/Retrieve”: Suspends the current refund and returns to the **Item** screen (Fig. 2.25), where you can continue with other transactions or operations; the suspended refund can be retrieved later by accessing this screen again and pressing this same button. This retrieval enables you to resume the refund at the point where it was interrupted. Clicking this button to retrieve a transaction displays the **Logical terminal** screen (Fig. 2.40).





Fig. 2.58 Logical terminal number

### Requested data

- “Logical terminal”: Enter the number of the terminal where the transaction involving the item(s) being returned was performed; this number is shown on the customer ticket. Confirm the number by pressing the button  and the **Transaction number** screen (Fig. 2.59) will be displayed.


### Buttons

- “Back: Returns to the **Center number** screen (Fig. 2.57).
- “Cancel”: Cancels the refund and returns to the **Item** screen (Fig. 2.25).



Fig. 2.59 Transaction number

### Requested data

- “Transaction”: Enter the number of the transaction whose items are being returned; this number is shown on the customer ticket. Confirm the number by pressing the button  and the **Customer** screen (Fig. 2.31), will be displayed, where you can cancel a discount given to the customer (see “Customer discounts” in this same section). Once you have validated the customer data, the **Item to be returned** screen (Fig. 2.45) will be displayed, where you can enter the data for the returned items (➤ “Item return” in this same section). If the transaction number you enter is invalid, the terminal will request it again.

### Buttons

- “Back”: Returns to the **Logical terminal number** screen (Fig. 2.58).
- “Cancel”: Cancels the refund and returns to the **Item** screen (Fig. 2.25).


## Apply discount to the last item invoiced

To perform this operation, press the button “Discount” on the **Item** (Fig. 2.26), **Item to be returned** (Fig. 2.45), **Item to be canceled** (Fig. 2.52) or **Refund to be canceled** (Fig. 2.53).



Fig. 2.60 Discount

### Requested data

- “Discount”: Enter the valid discount percentage for the last item invoiced and press the button  to validate it and return to the **Item** screen (Fig. 2.26).

### Buttons

- “Back”: Returns to the **Item** screen (Fig. 2.26).


## Change price of last item invoiced

To perform this operation, press the button “Item price change” on the **Item** (Fig. 2.26), **Item to be returned** (Fig. 2.45), **Item to be canceled** (Fig. 2.52) or **Refund to be canceled** (Fig. 2.53).



Fig. 2.61 Amount

### Requested data

- “New item price”: Enter the new price of the item and press the button  to validate it; the terminal will then return to the **Item** screen (Fig. 2.26). If the amount of the item is indicated directly, the system will assume that it is one single unit; to change the price of several units, you must first press the button “Quantity”.


### Buttons

- “Back”: Returns to the **Item** (Fig. 2.26).
- “Quantity”: Press this button if you want to change the price of more than one unit of the item. The **Quantity** screen (Fig. 2.62) will be displayed.



Fig. 2.62 Quantity

### Requested data

- “Quantity”: Enter the number of units of the item whose price you want to change and press the button . The terminal will then return to the **Amount** screen (Fig. 2.61), donde deberá indicar el precio unitario del artículo.

### Buttons

- “Back”: Returns to the **Amount** screen (Fig. 2.61).


### Collection

Once the items have been invoiced, you can collect the amount owed by pressing the button “Total” on the **Item** (Fig. 2.26), **Item to be returned** (Fig. 2.45), **Item to be canceled** (Fig. 2.52) or **Refund to be canceled** (Fig. 2.53).



Fig. 2.63 Currency

### Requested data

- “Currency”: Enter the code of the means of payment and press the button , or click on the corresponding icon. You can also press the hot-key corresponding to a quantity of a given type of currency, if it has been defined. Next, the terminal will display the corresponding currency screen, in this case **Euros** (Fig. 2.64).

### Buttons

- “Blocking”: This button disables the terminal temporarily. It can only be enabled by means of an ID of an operator who is authorized to do so. Operator profiles are configured in StoreFlow GV in order to restrict this function to certain operator and authorization codes. When an authorized operator accesses the terminal, it will become unblocked immediately and resume its normal operation. To unblock it, click on the window showing the message “*Terminal blocked*” to display the **Employee** screen (Fig. 2.37).
- “Suspend”: This suspends the current transaction in order to enable the operator to perform other transactions. The suspended transaction can be retrieved later by pressing the button “Retrieval” on the **Item** screen (Fig. 2.25). When this button is pressed, the terminal returns to the **Auxiliary functions** screen(Fig. 2.1).

- “Discount”: Press this button to apply a discount to the total amount invoiced on the **Discount** screen (Fig. 2.66).
- “Cancel”: Cancels the current transaction. When this button is pressed, the system prompts the operator for confirmation by displaying a dialog box: press “OK” to cancel the transaction and return to the **Auxiliary functions** screen (Fig. 2.1) or “Cancel” to continue with the transaction.
- “Installments”: If the customer wants to pay in installments by means of any of the credit cards accepted as payment methods by StoreFlow GV, press this button to display the **Card number** screen (Fig. 2.67). The installments are paid through the bank that issued the card used by the customer; therefore, the amounts and payment dates are established previously by the bank.
- “Utility”: Displays the **Utility** screen (Fig. 2.48), which gives access to the following auxiliary operations:
  - Calculator
  - Item price querying
  - Exchange rate querying
- “Change total”: Displays the **New total** screen (Fig. 2.70), where the operator can change the total amount of the transaction. Operator profiles are configured in StoreFlow GV so that only certain operator and authorization codes are allowed to execute this function.
- “Card”: This enables payment to be made by means of one of the credit or debit cards accepted as payment method by StoreFlow GV. Pressing this button displays the **Card number** screen (Fig. 2.71).
- “Authorization”: This button is used when payment is made by means of a charge card and credit authorization by phone is needed from the card issuer (e.g., if the terminal is off-line). This button displays the **Authorization** screen (Fig. 2.73).


## Payment in cash or with similar means of payment

After selecting the payment currency on the **Currency** screen (Fig. 2.63), the terminal displays the corresponding screen (in this case **Euros**), where the operator needs to enter the amount of the unit of currency:



Fig. 2.64 Euros

### Requested data

- “Quantity”: Enter the amount of the unit for the means of payment indicated previously on the **Currency** screen (Fig. 2.63) and press the button . If the type of currency has been configured to print a document, it will be printed automatically. Depending on the amount handed by the customer, the following situations can arise:
  - If the amount handed is greater than the total owed, the terminal displays the change that needs to be given to the customer.
  - If the amount handed is equal to the total owed, the terminal indicates that no money needs to be given to the customer.
  - If the amount handed is less than the total owed, the terminal requests a new means of payment on the **Currency** screen (Fig. 2.63).

Next, the customer printer will issue a ticket with a heading identifying the operation, the number and name of the executed function, and all the data recorded during the transaction, such as the item description, quantity and price, sales, refunds or cancellations, subtotals, discounts, etc., together with the total, payment method, any change, 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.

### Buttons

- “Back”: Returns to the **Currency** screen (Fig. 2.63), in case the operator wants to start the totalization process again.
- “Quantity”: If the customer pays with several units of currency of the same value, press this button to display the **Quantity** screen (Fig. 2.65).



Fig. 2.65 Quantity

### Requested data

- “Quantity”: Enter the number of units of currency handed by the customer and press the button . For instance, if the customer pays with two 10 dollar bills, enter “2” and press the button ; you will return to the **Euros** screen (Fig. 2.64), where you need to key in the value of each bill and validate it. The data request area will display the change owed to the customer.

### Buttons

- “Back”: Returns to the **Euros** screen (Fig. 2.64).

## Discount on total

To perform this operation, press the button “Discount” on the **Currency** screen (Fig. 2.63).



Fig. 2.66 Discount

### Requested data

- “Discount”: Enter the discount percentage for the transaction you have invoiced and press the button  to return to the **Item** screen (Fig. 2.26).

### Buttons

- “Back”: Returns to the **Currency** screen (Fig. 2.63).


## Installment payment with charge card

To perform this operation, press the button “Installments” on the **Currency** screen (Fig. 2.63).



Fig. 2.67 Card number

### Requested data

- “Card”: Enter the card number via the numeric keypad and press the button  to display the **Expiry date** screen (Fig. 2.68); you can also run the magnetic stripe through the terminal card reader, in which case the Plan screen (Fig. 2.69) will be displayed automatically. If the card number is not accepted, the terminal will return to the **Currency** screen (Fig. 2.63).


### Buttons

- “Back”: Cancels the card payment and returns to the **Currency** screen (Fig. 2.63).
- “Cancel”: Cancels the last card code entered and returns to the **Currency** screen (Fig. 2.63).



Fig. 2.68 Expiry date

### Requested data

- “Expiry date”: Enter the credit card expiry date (MMYY: two digits for the month and two for the year) and press the button  to display the **Plan** screen (Fig. 2.69).


### Buttons

- “Cancel”: Cancels the current payment method and enables a new one to be specified by returning to the **Currency** screen (Fig. 2.63).



Fig. 2.69 Plan

### Requested data

- “Plan”: Enter the number of the plan requested by the customer for paying in installments and press the button . If the plan number does not exist or the amount to be paid in installments does not exceed a minimum limit established previously, the terminal will request a plan number again. Once it has been confirmed, run the customer card through the card reader and the terminal will display a message related to the answer received from the authorization center, which can vary and adopts the form of a code. The terminal will then perform a number of actions associated with each of these codes:
  - Card accepted without incident: The collection phase ends and the terminal returns to the **Item** screen (Fig. 2.25).
  - Card rejected and transaction canceled: The transaction ends and the terminal returns to the **Auxiliary functions** screen (Fig. 2.1).

### Buttons

- “Cancel”: Cancels the chosen payment method and enables a new one to be specified by displaying the **Currency** screen (Fig. 2.63).

## Change of total

To perform this operation, press the button “Change total” on the **Currency** screen (Fig. 2.63).



Fig. 2.70 New total

## Requested data

- “New total”: Enter the new total and press the button  to return to the **Currency** screen (Fig. 2.63). If the new total exceeds the limit defined in StoreFlow GV, the terminal will indicate this fact by means of a message and will return to the **Currency** screen (Fig. 2.63).

## Buttons

- “Back”: Returns to the **Currency** screen (Fig. 2.63).


## Payment with credit card

To perform this operation, press the button “Card” on the **Currency** screen (Fig. 2.63).



Fig. 2.71 Card number

## Requested data

- “Card”: Enter the card number via the numeric keypad and press the button  to display the **Expiry date** screen (Fig. 2.72); You can also run the magnetic stripe through the terminal card reader, in which case it will not be necessary to indicate the expiry date. If the card number is not accepted, the terminal will return to the **Currency** screen (Fig. 2.63). Once the card number and expiry date have been confirmed, the terminal displays a message related to the answer received from the authorization center, which can vary and adopts the form of a code. The terminal will then perform a number of actions associated with each of these codes:
  - Card accepted without incident: The collection phase ends and the terminal returns to the **Item** screen (Fig. 2.25).
  - Card rejected and transaction canceled: The transaction ends and the terminal returns to the **Auxiliary functions** screen (Fig. 2.1).

## Buttons

- “Back”: Cancels the card payment and returns to the **Currency** screen (Fig. 2.63), where the operator can indicate another payment method.

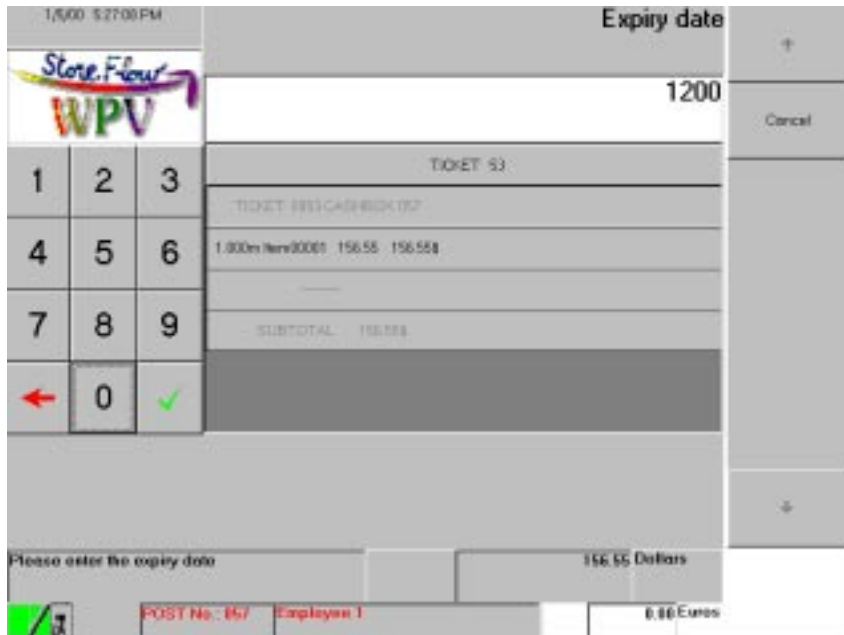


Fig. 2.72 Expiry date

### Requested data

- “Expiry date”: Enter the credit card's expiry date (MMYY: two digits for the month and two for the year) and confirm it by pressing the button .

### Buttons

- “Cancel”: Cancels the card payment and returns to the **Currency** screen (Fig. 2.63).

### Bank authorization for charge card transactions


To perform this operation, press the button “Authorization” on the **Currency** screen (Fig. 2.63).





Fig. 2.73 Authorization

### Requested data

- “Authorization”: Enter the authorization number provided by the card issuer and press the button  to display the **Card number** screen (Fig. 2.71). If the authorization number entered is invalid, the terminal will display the corresponding error message and request it again.


### Buttons

- “Back”: Returns to the **Card number** screen (Fig. 2.63).



Fig. 2.74 Card number

### Requested data

- “Card”: Enter the credit card number for which you have requested authorization and press the button  to confirm it and return to the **Item** screen (Fig. 2.25)

### Buttons

- “Back”: Returns to the **Authorization** screen (Fig. 2.73).

## Deferred Sale

With this function, StoreFlow WPV records the total sales made at a point-of-sale terminal located outside the StoreFlow WPV system (deferred terminal) which operates as a dummy terminal, since it is not connected to StoreFlow GV (i.e., it exists in the system for bookkeeping and organization purposes, but has no physical presence in the store nor access to the general functions of a standard terminal).

The total amount of the dummy terminal (sales made during the day and the initial provision of funds with which the terminal was opened) is recorded on any terminal connected to the system once the sales operations have been completed at the dummy terminal.

Pressing the “Sales Functions” button gives access to the **Logical terminal number** screen:

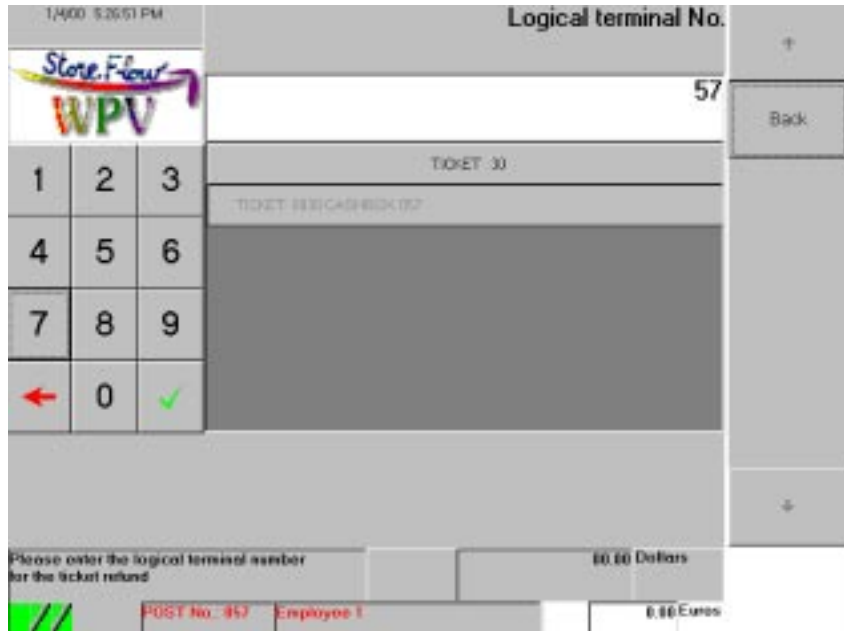



Fig. 2.75 Logical terminal number

### Requested data

- “Logical terminal”: Enter the dummy terminal's number and press the button  to display the **Envelope code** screen (Fig. 2.3); the process that needs to be followed next is the same one described under “Fund Withdrawal” in the section “Cash Functions”.

### Buttons

- “Back”: Returns to the **Auxiliary functions** screen (Fig. 2.1).

## Container Return


With this function, StoreFlow WPV invoices and records container returns. The items including returnable containers and the different types of returnable containers and their features are configured in StoreFlow GV.

Pressing the “Sales Functions” button displays the **Item** screen:



Fig. 2.76 Item

### Requested data

- “Item”: Enter the item code and press the button , or identify the item by using the barcode scanner. The terminal will display the type of container and its amount. Next, you can continue entering more items or perform any of the processes executed by the following buttons. If you enter the item code directly, the system will assume that it is one single unit; if the customer is returning several identical containers, you must first press the button “Quantity”, or press the button “Repeat last operation” as many times as identical containers are being returned.


## **Buttons**

- “Cancel”: Cancels the current function and returns to the **Auxiliary functions** screen (Fig. 2.1).
- “Total”: If you do not want to process any more returns, press this button to end the function and return to the **Auxiliary functions** screen (Fig. 2.1).
- “Quantity”: If the customer is returning several identical containers, press this button to display the **Quantity** screen (Fig. 2.77) and enter the number of units.
- “Cancel last detail”: This button cancels the last type of container entered.
- “Repeat last operation”: Repeats the last type of container entered.



Fig. 2.77 Quantity

### Requested data

- “Quantity”: Enter the number of identical containers returned and press the button  to return to the **Item** screen (Fig. 87), and indicate the item the containers correspond to.

### Buttons

- “Back”: Returns to the **Item** screen (Fig. 2.76).

Once this function is completed, the customer and control printers will issue a ticket with a heading identifying the operation, the number and name of the executed function, and the list of containers returned, with their respective amounts.

## Payments/Receipts


This function enables the operator to make payments and receipts which, owing to their nature, are not a part of the sales function, but do affect the terminal cashbox settlement process. These payment/receipt operations (e.g., paying for supplies received, collecting payment for services rendered, etc.) are defined in StoreFlow GV, where they are also assigned an ID code.

Pressing the “Sales Functions” button gives access to the **Payment/receipt** screen:



Fig. 2.78 Payment/receipt

### Requested data

- “Payment/receipt”: Enter the payment or receipt code and press the button . If the terminal needs additional data associated with the indicated payment or receipt, it will display the **Payment/receipt data** screen (Fig. 2.79). Otherwise, it will directly display the **Payment/receipt amount** screen (Fig. 2.80).


### Buttons

- “Cancel”: Cancels the current function and returns to the **Auxiliary functions** screen (Fig. 2.1).



Fig. 2.79 Payment/receipt data

### Requested data

- “Payment/receipt data”: Enter the code for the additional payment or receipt data indicated previously and press the button  to display the **Payment/receipt amount** screen (Fig. 2.80).

### Buttons

- “Back”: Cancels the current function and returns to the **Auxiliary functions** screen (Fig. 2.1).
- “Cancel”: Returns to the **Payment/receipt** screen (Fig. 2.78), where the operator can enter more payment/receipt codes.





Fig. 2.80 Payment/receipt amount

### Requested data

- “Payment/receipt amount”: Enter the amount paid or received and press the button . Next, the application will display the **Currency** screen (Fig. 2.81).

### Buttons

- “Back”: Cancels the current function and returns to the **Auxiliary functions** screen (Fig. 2.1).
- “Cancel”: Returns to the **Payment/receipt data** screen (Fig. 2.79) where the operator can enter additional data.

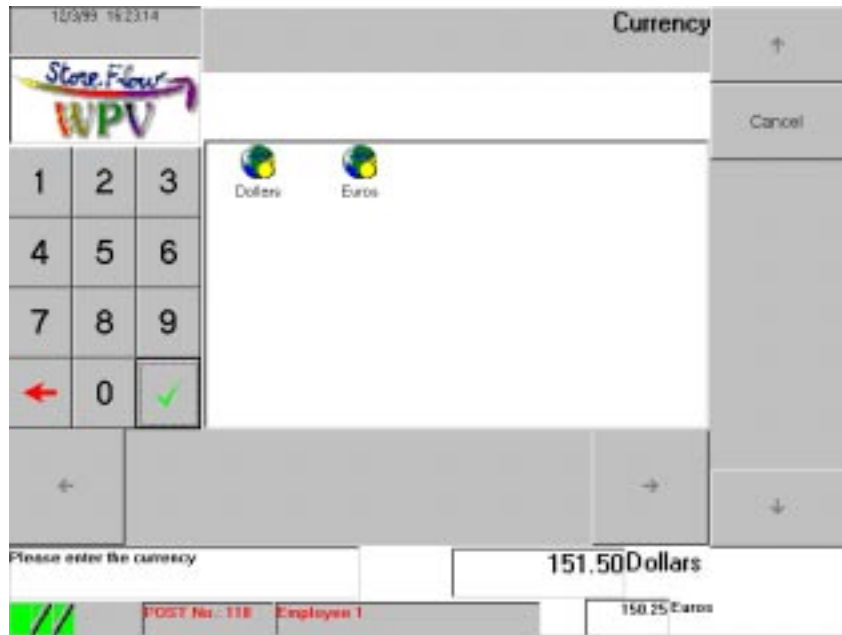



Fig. 2.81 Currency

### Requested data

- "Currency": Click on one of the icons corresponding to the means of payment or enter the currency code and press the button . Next, the terminal will display the corresponding screen, in this case **Dollars** (Fig. 2.82).

### Buttons

- "Cancel": Cancels the currency code entered previously.



Fig. 2.82 Pesetas

### Requested data

- “Dollars”: By default, the terminal displays the amount of the payment or receipt in the currency indicated previously (in this case, Dollars); press the button . Once the amount and the type of currency have been recorded, the terminal will open the drawer. Next, three situations can arise:
  - The quantity collected is equal to the amount: press the button , the function ends and the terminal returns to the **Auxiliary functions** screen (Fig. 2.1).
  - The quantity collected is greater than the amount and, therefore, change needs to be given: enter the amount handed and press the button : the terminal will display the resulting change and the type of currency defined, thus ending the function and returning to the **Auxiliary functions** screen (Fig. 2.1).
  - The quantity collected is less than the amount: this is useful for partial payments made with two or more payment methods. For instance, a 50 dollar bill could be paid with a 30 dollar coupon and the rest in cash. Each time you enter a quantity which is less than the amount, the terminal displays the outstanding sum until it is reached or exceeded, and returns to the **Currency** screen (Fig. 2.81) where you can enter a new type of currency or payment method.

If the amount of the unit of currency is indicated directly, the system will assume that it is one single unit; to enter several units of the same type of currency, the button “Quantity” must be pressed first.


### Buttons

- “Back”: Press this button to return to the **Currency** screen (Fig. 2.81).
- “Quantity”: Press this button to display the **Quantity** screen (Fig. 2.83) and indicate the number of units for the type of currency.



Fig. 2.83 Quantity

### Requested data

- “Quantity”: Enter the number of units for the type of currency indicated previously and press the button  to return to the **Pesetas** screen (Fig. 2.82), where you need to indicate the unit value for each unit.

### Buttons

- “Back”: Cancels the current function and returns to the **Auxiliary functions** screen (Fig. 2.1).

If the type of currency has been configured to print a document, a message box will appear prompting you to insert the appropriate form into the printer.

When the drawer is closed, the function ends and the terminal returns to the **Auxiliary functions** screen (Fig. 2.1). The customer and control printers will issue a ticket with a heading identifying the operation, the number and name of the executed function, and the data recorded during the transaction.

# Operational Functions

Pressing the “Operational functions” button on the **Auxiliary functions** screen (Fig. 2.1), gives access to the following functions:

- Exit
- Consumable Restocking
- Password Change
- Cashier Log-on
- Reprint Document
- Blocking/Unblocking
- Training Mode
- Cashier Log-off

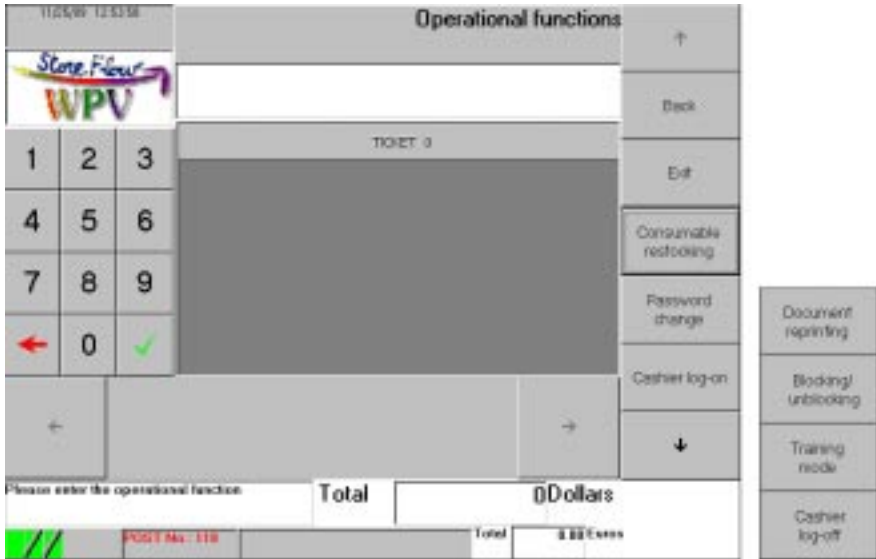


Fig. 2.84 Operational functions

As indicated in “Auxiliary Functions” (see the table included in that section), each of these functions can also be accessed directly by keying in the corresponding code.

The button “Back” returns to the **Auxiliary functions** screen (Fig. 2.1).

## **Exit**

This function is used for closing the StoreFlow WPV application and returning to the operating system.

When the “Operational Functions” button is pressed, the terminal may request the operator's ID (if it has been configured to ask for this information); if the password is valid, the physical terminal will close the StoreFlow WPV application. To cancel this function, press the button “Cancel” to return to the **Auxiliary functions** screen (Fig. 2.1).

## **Consumable Restocking**

This function enables the operator to record the restocking of any of the consumables needed by the terminal printer (control roll, printer ribbon, etc.) and generate statistics showing the usage of the replaced item. Terminal consumables are identified by means of a one-digit code:

- Control roll: code “1”
- Customer roll: code “2”
- Printer ribbon: code “3”
- Print head: code “4”

Pressing the “Operational Functions” button displays the **Consumable** screen:

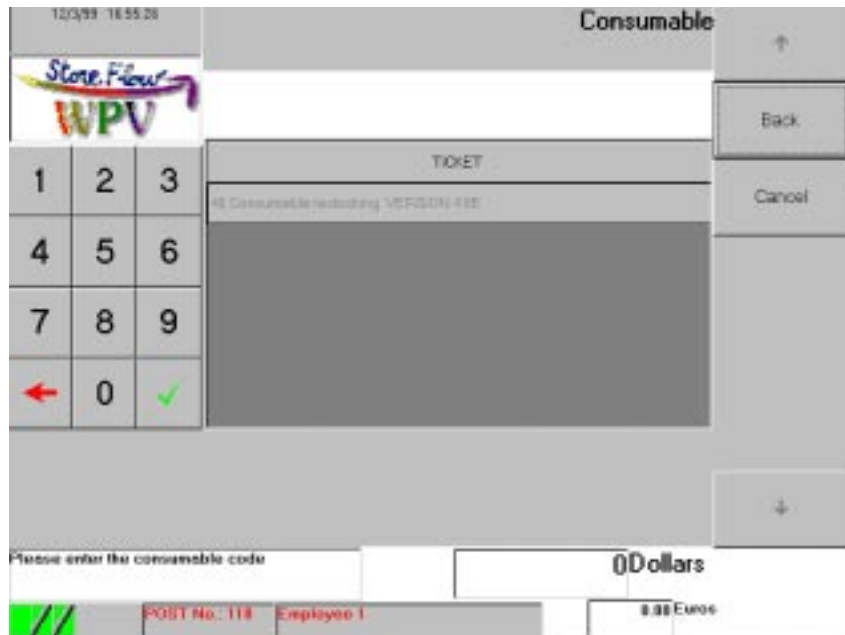


Fig. 2.85 Consumable

### Requested data

- “Consumable”: Enter the code of the consumable you want to replace and press the button . The terminal displays a message box with the consumable's description: press the “OK” button to terminate the function and return to the **Auxiliary functions** screen (Fig. 2.1); If you press “Cancel”, the terminal will request a code again.

### Buttons

- “Back”: Cancels the function and returns to the **Auxiliary functions** screen (Fig. 2.1).
- “Cancel”: Cancels the last consumable code entered.

The control printer will print a heading identifying the operation, followed by the number and name of the executed function, and the name of the consumable that has been replaced.






## Password Change

This function enables the operator authorization code to be changed. This change will have no effect in the StoreFlow GV databases; it will only affect the terminals connected to the same network.

Pressing the “Operational Functions” button displays the **Password** screen shown in Fig. 1.3 (➤ chapter “Getting Started”).

### Requested data

- “Password”: Enter the old password and press the button . Next, you need to enter the new password and validate it by pressing . The terminal will ask you to enter the new password again to confirm it; press  again to terminate the function and return to the **Auxiliary functions** screen (Fig. 2.1). If you change your mind and decide not to change the old password or confirm the new one, press the button “Cancel” to cancel the last operation performed.

### Buttons

- “Cancel”: Cancels the current function and returns to the **Auxiliary functions** screen (Fig. 2.1).

The control printer will print a heading identifying the operation, the number and name of the executed function, and the input and output record for the password change.

## Cashier Log-on

This function, which is described in the chapter “Getting Started”, enables a cashier who had logged-off previously by means of the function **Cashier log-off** (➤ “Cashier Log-off” at the end of this section) to log on again.

## Reprint Document

This function enables an operator to reprint the last ticket issued, corresponding to the last transaction recorded by the terminal. This transaction can be any type of operation (sales, refund, etc.) that generates a ticket for the customer.

When the “Operational Functions” button is pressed, the terminal printer issues a ticket with a heading identifying the operation and the number and name of the executed function, followed by the contents of the original ticket, and the terminal then returns to the **Auxiliary functions** screen (Fig. 2.1). The control printer prints a heading identifying the operation, followed by the number and name of the executed function, and the transaction data shown on the original ticket (terminal number, transaction number, date, etc.).

## Blocking/Unblocking

This function enables a terminal to be disabled temporarily or enabled by means of the ID of an operator who is authorized to do so. Operator profiles are configured in StoreFlow GV so that only certain operator and authorization codes can execute this function. When an authorized operator accesses the terminal, it will immediately become unblocked and resume its normal operation.

When the “Operational Functions” button is pressed, the terminal will become unblocked. The control printer will print a heading identifying the operation, followed by the number and name of the executed function, the terminal’s blocked status, and the code of the operator who accessed the terminal.

To unblock the terminal, click on the message box “**Terminal blocked**” to access the **Employee** screen, which is shown in Fig. 1.2 (► Chapter “Start”).


Once the terminal has been unblocked, the control printer will print a heading identifying the operation, followed by the number and name of the executed function, the terminal’s unblocked status, and the code of the operator who accessed that terminal.

## Training Mode

This function allows the terminal to operate with all the functions enabled in training mode. It is used for training the operators without StoreFlow GV taking into account the data generated during the training session.

When the “Operational Functions” button is pressed, the terminal will display a message box indicating whether the training mode is enabled or disabled (this will depend on how the function has been configured in StoreFlow GV):

- If the training mode is being enabled: "*Training mode. Input*".
- If the training mode is being disabled and, therefore, the terminal will be operating in real mode: "*Training mode. Output*".

Next, the terminal will return to the Employee screen, which is shown in Fig. 1.2 (➤ chapter "Getting Started"). The customer and control printers will issue a ticket with a warning indicating that the terminal is operating in training mode and whether the operator is accessing or quitting this mode, followed by a heading identifying the operation and the number and name of the executed function. While the terminal is operating in training mode, the status bar will display the icon .

## Cashier Log-off

This function leaves the terminal inactive, after having logged on by means of the **Cashier log-on** function (➤ "Cashier Log-on" in the chapter "Getting Started"); the terminal remains open but cannot be operated until an operator logs on by means of the log-on function. A terminal operating in **Floating cashier** mode (i.e., operating in **Cashier** mode with the possibility of the operator moving to another cash register and keeping the drawer and sales totals accrued at the previous terminal) is useful when working in an environment where several terminals are operating in **Cashier** mode and only one of them is functional at any given time. In this way, the opening and closing operations are performed once for all the cashiers.

When the "Operational Functions" button is pressed, the terminal displays a message box asking whether the operator wants to perform the cashbox settlement operation:

- Pressing the button "OK" button displays the **Cashbox group** screen (Fig. 2.12) where the operator can perform the terminal cashbox settlement operation as described under "Terminal Closing" in the section "Cash Functions". Once the terminal cashbox settlement operation has been completed, the terminal's status will depend on whether the environment it belongs to has been configured to perform an automatic closing:
  - If the environment has been configured to carry out an automatic closing, the terminal will be closed. To open it, the operator must follow the procedure described in the section ➤ "How to Start Working with StoreFlow WPV" in the chapter "Getting Started".

- If the environment has not been configured to perform an automatic closing, the terminal will remain open, but inactive as regards any function other than **Cashier log-on** (➤ “Cashier Log-on” in the chapter “Getting Started”). Moreover, if the terminal is operating in “floating” cashier mode, it will be registered as “disabled with cashbox settlement”.
- If the button “Cancel” is pressed, the cashbox settlement operation will not be performed and the terminal will remain open, but inactive as regards any function other than **Cashier log-on** (➤ “Cashier Log-on” in the chapter “Getting Started”). To log on, the cashier must first enter an operator code and a password. If the terminal is operating in “floating” cashier mode, it will be registered as “disabled without cashbox settlement”.

# Querying/Request Functions

By pressing the button “Querying/request functions” on the **Auxiliary functions** screen (Fig. 2.1), the operator can access the following functions:

- Sales Query by Sales Area
- Sales Query by Department
- Sales Query by Floor
- Price Query
- Exchange Rate Query
- Card Status Query
- List of Currencies
- Sales Query by Terminal
- Sales Query by Operator
- Sales Query by Shift
- List of Cashbox Groups
- List of Functions by Environment
- Total Readout

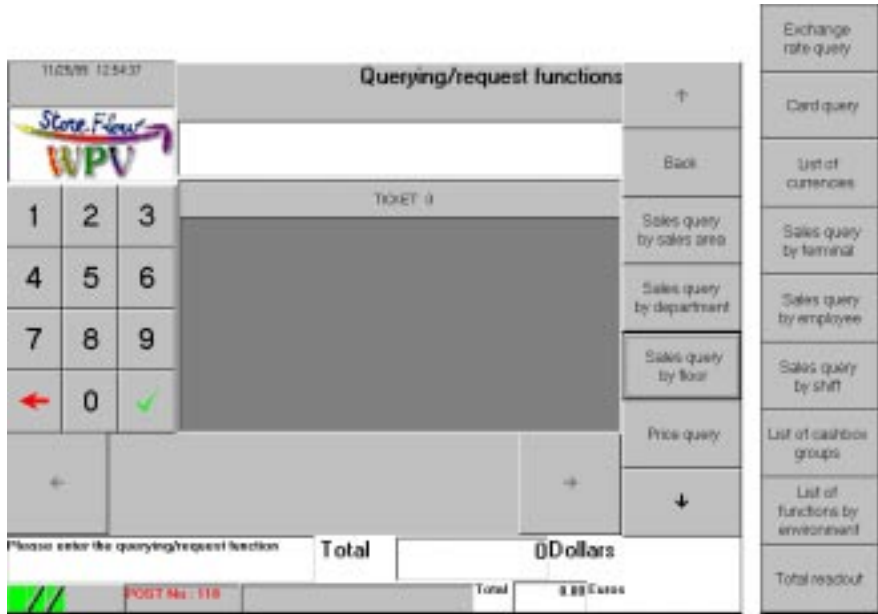


Fig. 2.86 Querying/Request Functions

As indicated in “Auxiliary Functions” (➤ the table included in that section), each of these functions can also be accessed directly by keying in the corresponding code.

The button “Back” returns to the **Auxiliary functions** screen (Fig. 2.1)

## Sales Query by Sales Area


This function enables the operator to obtain the total sales made in the sales area of a branch during the last period. StoreFlow WPV supports up to three levels of physical distribution, which are configured in StoreFlow GV. One example of this organization would be the structure “branch-floor-area”.

Pressing the “Querying/Request Functions” button displays the **Building** screen:



Fig. 2.87 Building

**Requested data**

- “Building”: Enter the center number and confirm it by pressing the button  to display the **Floor** screen (Fig. 2.88).


**Buttons**

- “Finish”: Terminates the function and returns to the **Auxiliary functions** screen (Fig. 2.1).



Fig. 2.88 Floor

### Requested data

- "Floor": Enter the floor number and confirm it by pressing the button  to display the **Area** screen (Fig. 2.89).

### Buttons


- "Back": Cancels the current function and returns to the **Auxiliary functions** screen (Fig. 2.1).
- "Cancel": Returns to the **Building** screen (Fig. 2.87).





Fig. 2.89 Area

### Requested data

- “Area”: Enter the sales area number and press the button . The function ends and the terminal returns to the **Building** screen (Fig. 2.87), where the operator can start another query or terminate the function by pressing the “Finish” button.

### Buttons

- “Back”: Cancels the current function and returns to the **Auxiliary functions** screen (Fig. 2.1).
- “Cancel”: Returns to the **Floor** screen (Fig. 2.88).

When this function ends, the customer printer issues a ticket with a heading identifying the operation, the number and name of the executed function, and the data for all the sales corresponding to the selected area. The control printer issues a document with a heading identifying the operation, followed by the number and name of the executed function.

## Sales Query by Department

This function enables the operator to obtain the total sales corresponding to a sector or department during the last period. Departments and their codes are defined in StoreFlow GV.

Pressing the “Querying/Request Functions” button displays the **Department** screen:



Fig. 2.90 Department

### Requested data

- “Department”: Enter the code of the department whose sales you want to look up and validate it by pressing the button . The terminal will continue requesting more department codes until the button “Finish” is pressed.

### Buttons

- “Finish”: Ends the function and returns to the **Auxiliary functions** screen (Fig. 2.1).

When this function ends, the customer printer issues a ticket with a heading identifying the operation, the number and name of the executed function, and the sales corresponding to each of the departments entered. The control printer issues a document with a heading identifying the operation, followed by the number and name of the executed function.

## **Sales Query by Floor**

This function enables the operator to obtain the total sales made in a floor of a branch during the last period. StoreFlow WPV supports up to three levels of physical distribution, which are configured in StoreFlow GV. One example of this organization would be the structure “branch-floor-area”.

Pressing the “Querying/Request Functions” button displays the **Building** screen (Fig. 2.87); follow the procedure described under “Sales Query by Sales Area” up to the **Floor** screen (Fig. 2.88).

When this function ends, the customer printer issues a ticket with a heading identifying the operation, the number and name of the executed function, and the data for the sales corresponding to the selected floor. The control printer issues a document with a heading identifying the operation, followed by the number and name of the executed function.

## **Price Query**


This function enables the operator to obtain the sale price of one or more items.

Pressing the “Querying/Request Functions” button displays the **Item** screen:



Fig. 2.91 Item

### Requested data

- “Item”: Enter the code of the item whose price you want to look up and press the button : the “Ticket” box will display the name of the item and its price. The terminal will continue requesting item codes until the button “Finish” is pressed.

### Buttons

- “Finish”: Ends the function and returns to the **Auxiliary functions** screen (Fig. 2.1).

When this function ends, the customer and control printers issue a ticket with a header identifying the operation, followed by the number and name of the executed function.

## Exchange Rate Query


This function enables the operator to look up at any terminal the equivalent in the default currency of any amount denominated in foreign currency. To obtain a listing of the payment currencies accepted by the terminal, see “List of Currencies” in this section.

Pressing the “Querying/Request Functions” button displays the **Foreign currency** screen:



Fig. 2.92 Foreign currency

### Requested data

- “Foreign currency”: Enter the currency code and press the button  or click on the corresponding icon to display the relevant currency screen, in this case **Lira** (Fig. 2.93).


### Buttons

- “Finish”: Ends the function and returns to the **Auxiliary functions** screen (Fig. 2.1).



Fig. 2.93 Lira

### Requested data

- “Currency”: Enter the amount of the corresponding currency and press the button : the “Ticket” box displays the equivalent of the amount entered in the default currency. Next, the terminal returns to the **Foreign currency** screen (Fig. 2.92) where the operator can start another query or end the function by pressing the button “Finish”.

### Buttons

- “Back”: Cancels the current function and returns to the **Auxiliary functions** screen (Fig. 2.1).
- “Cancel”: Returns to the **Foreign currency** screen (Fig. 2.92).

When this function ends, the customer and control printers issue a ticket with an identifying heading and the function number.

## Card Status Query


This function enables the operator to obtain the status of a customer card in order to find out whether it is valid, it should not be accepted or it is included on the negative list.

Pressing the “Querying/Request Functions” button displays the **Card number** screen:



Fig. 2.94 Card number

### Requested data

- “Card number”: Enter the credit card number you want to query and press the  button.


### Buttons

- “Cancel”: Returns to the **Auxiliary functions** screen (Fig. 2.1).



Fig. 2.95 Validity date

### Requested data

- “Validity date”: Enter the customer card's start and end validity dates (MMYYMMYY: e.g., for a card valid from March of 1999 to March of 2000, enter the sequence 03990300). Validate the dates by pressing  and the system will display the **Expiry date** screen (Fig. 2.96), provided that the card number was entered via the keyboard. If the card reader was used instead, the terminal will directly display an information message box with the card status:
  - “Valid card”: There is no problem with the card.
  - “Negative list”: The cardholder is included on the negative list.
  - “Card not accepted”: The card is not valid for some reason.

Next, the terminal will return to the **Card number** screen (Fig. 2.94) where you can start another query.

### Buttons


- “Back”: Cancels the current function and returns to the **Auxiliary functions** screen (Fig. 2.1).





Fig. 2.96 Expiry date

### Requested data

- “Expiry date”: Enter the card's expiry date (MMYY: two digits for the month and the last two digits for the year) and press the button . The terminal will display an information message box with the card status::
  - “Valid card”: There is no problem with the card.
  - “Negative list”: The cardholder is included on the negative list.
  - “Card not accepted”: The card is not valid for some reason.

Next, the terminal returns to the **Card number** screen (Fig. 2.94) where the operator can start another query.

### Buttons

- “Cancel”: Returns to the **Card number** screen (Fig. 2.94).

## List of Currencies

This function can be used to obtain a listing with the various payment methods authorized in a terminal's environment.

Pressing the "Querying/Request Functions" button prints the payment currencies listing and also displays this list in the "Ticket" box on the screen:

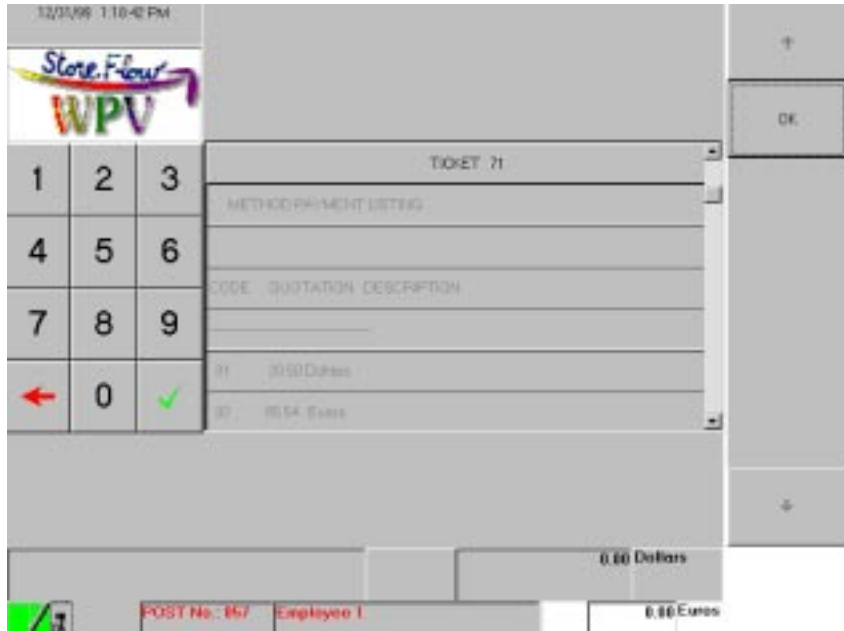


Fig. 2.97 List of currencies

### Buttons

- "OK": Ends the function and returns to the **Auxiliary functions** screen (Fig. 2.1).

## Sales Query by Terminal

This function can be used to obtain the total sales made at any of the terminals registered in StoreFlow GV.

Pressing the “Querying/Request Functions” button displays the **Terminal** screen:



Fig. 2.98 Terminal

### Requested data

- “Terminal”: Enter the code of the terminal whose sales you want to look up and press the button . The terminal will continue requesting terminal codes until the button “Finish” is pressed.

### Buttons

- “Finish”: Ends the function and returns to the **Auxiliary functions** screen (Fig. 2.1).

When this function ends, the customer printer issues a ticket with a heading identifying the operation, the number and name of the executed function, and the sales made at the selected terminal. The control printer issues a document with a heading identifying the operation, followed by the number and name of the executed function.

## Sales Query by Operator


This function can be used to look up the sales made by an operator during the last period.

Pressing the “Querying/Request Functions” button displays the **Employee** screen:



Fig. 2.99 Employee

### Requested data

- “Employee”: Enter the code of the employee whose sales you want to look up and press the button , or select an employee on the list displayed in the “Ticket” box. The terminal will continue requesting employee codes until the button “Finish” is pressed.

### Buttons

- “Finish”: Ends the function and returns to the **Auxiliary functions** screen (Fig. 2.1).
- “Ticket”: Press this button to momentarily display the “Ticket” box with the query result.

When this function ends, the customer printer issues a ticket with a heading identifying the operation, the number and name of the executed function, and the sales data for each of the operators queried.

The control printer issues a document with a heading identifying the operation, followed by the number and name of the executed function.

## Sales Query by Shift

This function can be used to obtain the total sales made at a terminal during a specified shift. In order to execute this query, the terminal must be operating in **Cashier** mode, i.e., each operator must be working at one single terminal and, therefore, the operator code only needs to be entered once, at the beginning of the shift.

Pressing the “Querying/Request Functions” button displays the **Shift** screen:

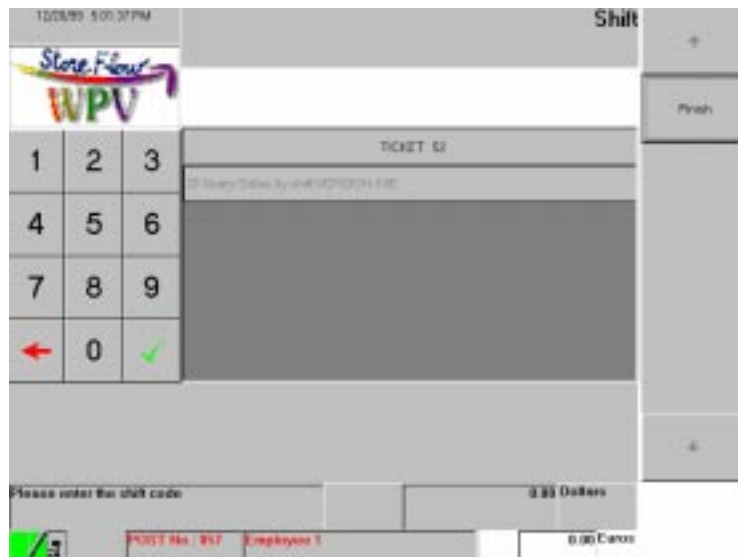



Fig. 2.100 Shift

### Requested data

- “Shift”: Enter the shift whose sales you want to look up and press the button .

### Buttons

- “Finish”: Ends the function and returns to the **Auxiliary functions** screen (Fig. 2.1).

When this function ends, the customer and control printers issue a ticket with a heading identifying the operation, the number and name of the executed function, and the data corresponding to the sales and refunds made during the selected shift.

## List of Cashbox Groups

This function enables the operator to obtain a listing with the cashbox groups that the terminal will require when it is opened and closed. Cashbox groups are defined in StoreFlow GV, where their availability for each terminal is also determined. The listing contents will depend on how the terminal has been configured in the environment at the time it is requested.

When the “Querying/Request Functions” button is pressed, the terminal prints the cashbox group list and also displays it on the screen:

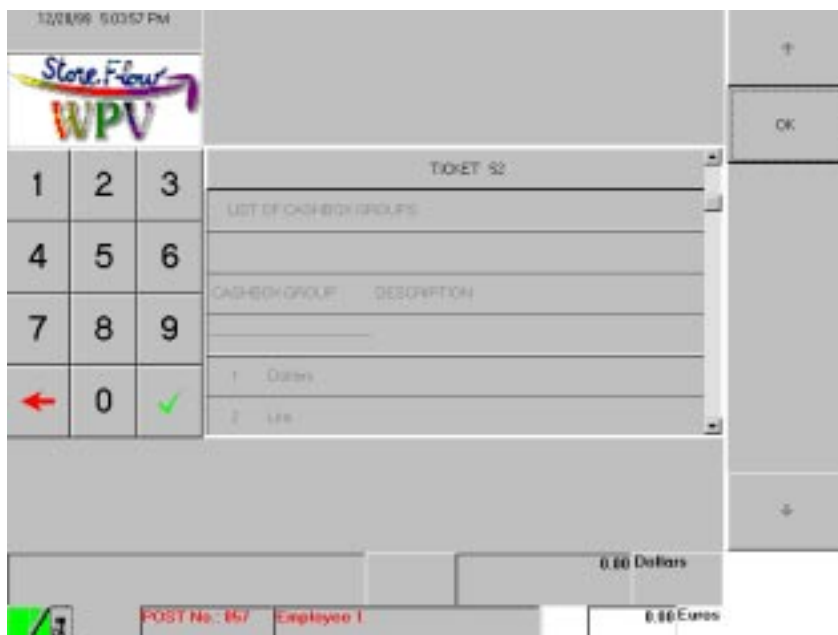


Fig. 2.101 List of cashbox groups

### Buttons

- “OK”: Ends the function and returns to the **Auxiliary functions** screen (Fig. 2.1).

When this function ends, the customer printer issues a ticket with a heading identifying the operation and the number and name of the executed function, followed by a listing with all the cashbox groups defined at that time for the terminal. The control printer prints a heading identifying the operation, followed by a line indicating the number and name of the executed function.

## List of Functions by Environment

This function enables the operator to obtain a listing with the functions that can be executed at any given time by the terminal. These functions are enabled in StoreFlow GV, where their availability for each terminal is also determined. The listing contents will depend on how the terminal has been configured in the environment at the time it is requested.

When the “Querying/Request Functions” button is pressed, the terminal prints the list of available auxiliary functions and also displays it on the screen:



Fig. 2.102 List of functions by environment

### Buttons

- “OK”: Ends the function and returns to the **Auxiliary functions** screen (Fig. 2.1).

When this function ends, the customer printer issues a ticket with a heading identifying the operation and the number and name of the executed function, followed by a listing with all the functions available at that time on the terminal. The control printer prints a heading identifying the operation, followed by the number and name of the executed function.

## Total Readout

This function enables the operator to obtain a listing with the number and totals of the operations performed and the terminal's cashbox groups. The items on this list are defined in StoreFlow GV, where their availability for each terminal is also determined.

When the "Querying/Request Functions" button is pressed, the terminal prints the listing with the number and totals of the operations performed and the terminal's cashbox groups, and also displays this information on the screen:

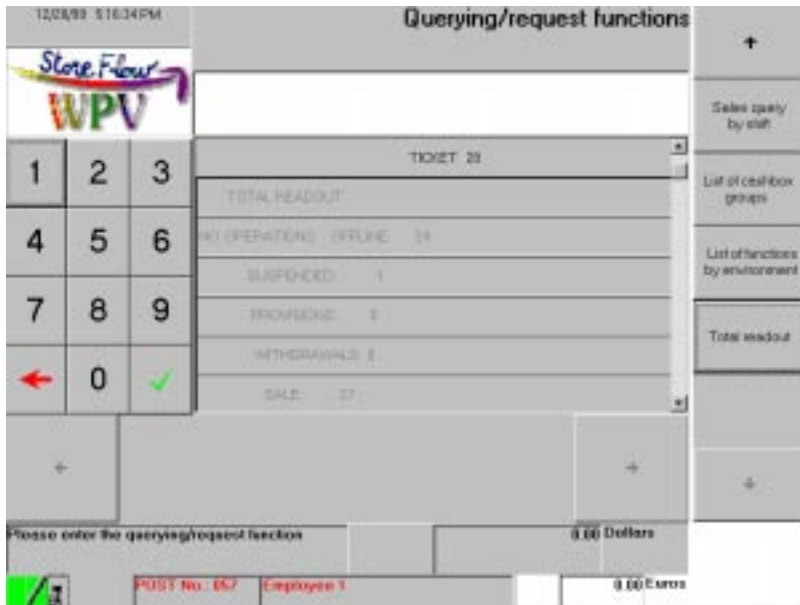


Fig. 2.103 Total readout

When this function ends, the terminal and control printers issue a ticket with a heading identifying the operation and a line indicating the number and name of the executed function, followed by a listing with all the described totals.



# Management Functions

Pressing the button “Management functions” on the **Auxiliary functions** screen (Fig. 2.1), gives access to the following functions:

- EAN Code Registration
- Change Numerators
- Price Change
- Inventory Capture
- Calculator
- Stock Movements
- Security Warning

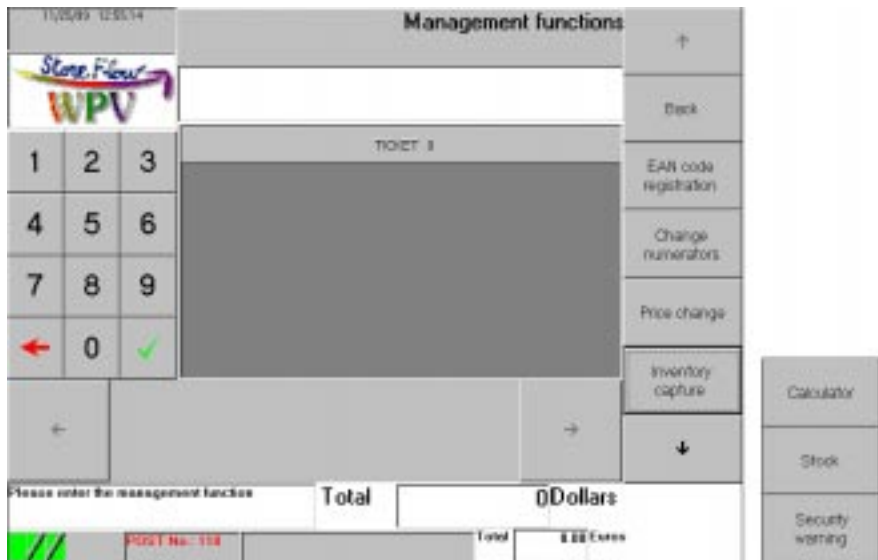


Fig. 2.104 Management functions

As indicated previously in “Auxiliary Functions” (➤ the table included in that section), each of these functions can also be accessed directly by keying in the corresponding code.

The button “Back” returns to the **Auxiliary functions** screen (Fig. 2.1).

## EAN Code Registration


This function enables the EAN code (European Article Number or manufacturer code) of a new item identified by means of its IAN code (Internal Article Number or internal code) to be incorporated into the corresponding code file. This registration will have no effect on the StoreFlow GV databases; it only affects those terminals connected to the same network.

Pressing the “Management Functions” button displays the **IAN** screen:



Fig. 2.105 IAN

### Requested data

- “Internal code”: Enter the item's IAN code and press the button , or run the label with the item's IAN reference through the terminal scanner. The terminal will display the **EAN** screen (Fig. 2.106).

### Buttons


- “Back”: Ends the function and returns to the **Auxiliary functions** screen (Fig. 2.1).

- “Cancel”: Cancels the current function and returns to the **Auxiliary functions** screen (Fig. 2.1).



Fig. 2.106 EAN

### Requested data

- “Item”: Enter the item's EAN code and press the button . The terminal returns to the **IAN** screen (Fig. 2.105) where you can register more items or terminate the function by pressing the button “Finish”.

### Buttons

- “Cancel”: Cancels the last code entered and returns to the **IAN** screen (Fig. 2.105).

When this function is terminated, the customer and control printers will issue a ticket with a heading identifying the operation, the number and name of the executed function, the IAN and EAN codes, and a description of the identified item.

## Change Numerators


This function enables the operator to define the document counters used for numbering receipts. Counters only apply to the documents issued by a terminal, and for this reason each terminal has an independent numbering scheme.

Pressing the “Management Functions” button displays the **Type of document** screen:



Fig. 2.107 Type of document

### Requested data

- “Type of document”: Enter the document code and press the button . The terminal will show a description of that document and then display the **Next document** screen (Fig. 2.108).


### Buttons

- “Back”: Cancels the current function and returns to the **Auxiliary functions** screen (Fig. 2.1).
- “Cancel”: Cancels the last code entered.



Fig. 2.108 Next document

### Requested data

- “Document”: Enter the start number that will be used beginning with the next document issued, and press the button . The terminal will display the **Document limit number** screen (Fig. 2.109).

### Buttons

- “Back”: Cancels the current function and returns to the **Auxiliary functions** screen(Fig. 2.1).
- “Cancel”: Cancels the last code entered and returns to the **Type of document** screen (Fig. 2.107).

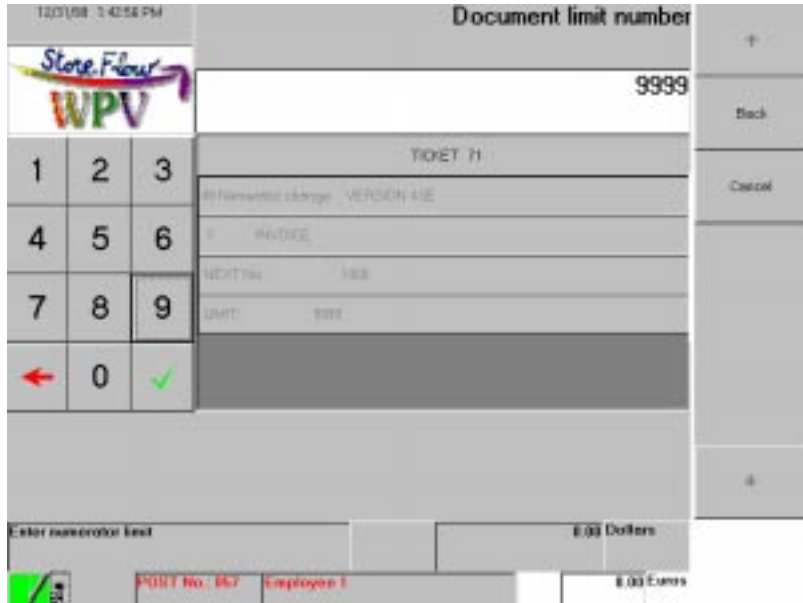


Fig. 2.109 Document limit number

### Requested data

- “Numerator limit”: Enter the new limit established for numbering documents and press the button . The function ends and the terminal returns to the **Auxiliary functions** screen (Fig. 2.1).

### Buttons

- “Back”: Cancels the current function and returns to the **Auxiliary functions** screen (Fig. 2.1).
- “Cancel”: Returns to the **Next document** screen (Fig. 2.108).

Once the numerators have been set, and during the execution of other StoreFlow GV functions, two situations can arise:

- When a type of document reaches the numerator limit, the terminal will display the following message box: *“Numerator reached. Notify pos”*. Inform the person in charge of changing the numerators.
- When a type of document exceeds the numerator limit, the terminal will display the following message box: *“Numerator exceeded. Transaction canc”*. Once the transaction has been canceled, the terminal will quit the corresponding function or transaction.

The customer and control printers will issue a ticket with a heading identifying the operation, the number and name of the executed function, the type of document and the lower numerator limit.

## Price Change


This function can be used to change the price of an item at the terminal. This change will have no effect on the StoreFlow GV databases; it will only affect those terminals connected to the same network.

Pressing the “Management Functions” button displays the **Item** screen:



Fig. 2.110 Item

### Requested data

- “Item”: Enter the item's IAN or EAN code and press the button  or run the item's barcode through the scanner. The current price will appear in the “Ticket” box and the terminal will display the **New price** screen (Fig. 2.111).


## Buttons

- “Back”: Ends the function and returns to the **Auxiliary functions** screen (Fig. 2.1).
- “Cancel”: Cancels the last code entered.



Fig. 2.111 New price

## Requested data

- “Price”: Enter the item's new price and press the button . The terminal will return to the **Item** screen (Fig. 2.110) where the operator can change the price of other items.

## Buttons

- “Cancel”: Returns to the **Item** screen (Fig. 2.110).

When this function ends, the customer and control printers will issue a ticket with a heading identifying the operation, the number and name of the executed function, and a list of items whose price has been changed, showing the old and new retail prices in two columns.



## Inventory Capture

This function enables the operator to record items for inventorying a department's merchandise. This data will be processed later by the corresponding data center.

Pressing the "Management Functions" button displays the **Status** screen:



Fig. 2.112 Status

### Requested data

- "Status": Enter the location code for the merchandise being inventoried and press the button  to display the **Type** screen (Fig. 2.113). The predefined codes are as follows:
  - Merchandise located in the store: Code "1"
  - Merchandise located in the warehouse: Code "2"

### Buttons

- "Cancel function": Cancels the current function and returns to the **Auxiliary functions** screen (Fig. 2.1).

- “Terminate function”: Ends the inventory and returns to the **Auxiliary functions** screen (Fig. 2.1).



Fig. 2.113 Type

### Requested data

- “Type”: Enter the code for the type of inventory and press the button . There are two types of inventory that can be made jointly without the operator having to exit from this function:
  - Unloading the item scanner: This consists in connecting the scanner to the terminal, with an indeterminate number of items stored previously. Once it has been connected, key in “1” and press : the item scanner will start unloading all the information stored until the terminal reads the code “End of inventory”. Once the scanner has been unloaded, the terminal will return to the **Auxiliary functions** screen (Fig. 2.1).
  - Unit capture: This consists in keying in one by one the items' references. Before you start entering references, key in “2” and press : the terminal will display the **Item** screen (Fig. 2.114).


### Buttons

- “Back”: Returns to the **Status** screen(Fig. 2.112).



Fig. 2.114 Item

### Requested data

- “Item”: Enter the item's IAN or EAN code and press the button , or run the item's barcode through the scanner. The terminal will display the **Quantity** screen (Fig. 2.115), where the operator needs to indicate how many units of the item were counted.

### Buttons

- “Cancel function”: Cancels the current capture and returns to the **Status** screen (Fig. 2.112).
- “Total”: Ends the current inventory. The terminal returns to the **Status** screen (Fig. 2.112) where the operator can continue inventorying more items or terminate this function by pressing the “Terminate function” button.
- “Cancel item”: Press this button if you want to cancel one quantity or all the quantities for the last item entered. The terminal will display the **Quantity** screen (Fig. 2.115), where you must now indicate the number of units of the item that you want to remove from the count.
- “Subtotal”: Press this button to find out the number of items inventoried so far, if any have been recorded. The subtotal will appear on the status bar.



Fig. 2.115 Quantity

### Requested data

- “Quantity”: Enter the number of units of the item that have been counted or canceled and press the button . Next, you can continue entering more items on the **Item** screen (Fig. 2.114); if you need to specify the item's size, color or design, you must press the corresponding button before you indicate the quantity.


### Buttons

- “Back”: Returns to the **Item** screen (Fig. 2.114).
- “Size”: Press this button to enter the counted or canceled item's size. The terminal will display the **Size** screen (Fig. 2.116).
- “Color”: Press this button to enter the counted or canceled item's color. The terminal will display the **Color** screen (Fig. 2.117).
- “Design”: Press this button to enter the counted or canceled item's design. The terminal will display the **Design** screen (Fig. 2.118).



Fig. 2.116 Size

### Requested data

- “Size”: Enter the counted or canceled item's size and press the button . The terminal returns to the **Quantity** screen (Fig. 2.115), where you can indicate how many items of the specified size have been counted or canceled.


### Buttons

- “Back”: Returns to the **Quantity** screen (Fig. 2.115).



Fig. 2.117 Color

### Requested data

- "Color": Enter the counted or canceled item's color and press the button . The terminal returns to the **Quantity** screen (Fig. 2.115), where you can indicate how many items of the specified color have been counted or canceled.

### Buttons

- "Back": Returns to the **Quantity** screen (Fig. 2.115).



Fig. 2.118 Design

### Requested data

- “Design”: Enter the counted or canceled item’s design and press the button . The terminal returns to the **Quantity** screen (Fig. 2.115), where you can indicate how many items of the specified design have been counted or canceled.

### Buttons

- “Back”: Returns to the **Quantity** screen (Fig. 2.115).

When this function ends, the control printer issues a report with a heading identifying the operation, and the number and name of the executed function. Because the inventory function can be executed several times a day, the inventory transaction number is also printed. This number increases each time this function is executed and until the store is closed. Details of the inventoried items are printed next, with their reference, size, color, design and quantity, each one identified by an order number. The report ends with a group of totals corresponding to the number of inventoried references and the number of erroneous references.

## Calculator

This function displays the operating system calculator on the screen.

Pressing the “Management Functions” button opens the Windows calculator, where you can perform any operations you want. StoreFlow WPV will return to the **Auxiliary functions** screen (Fig. 2.1), but you can access the calculator at any time.

## Stock Movements

This function enables stock requests to be transmitted from the terminal to the central warehouse. These requests have no effect on the StoreFlow GV databases.


Pressing the “Management Functions” button displays the **Stock** screen:



Fig. 2.119 Stock



## Requested data

- “Stock”: Enter the code for the operation you want to record and press the button . The existing types of operations include:
  - Miscellaneous incoming goods
  - Miscellaneous outgoing goods
  - Breakages
  - Unusable wastage
  - Restocking request
  - Manufactured product storage
  - Counts - Inventory

Each of these types are identified by means of a maintenance code assigned by StoreFlow GV. If the operation code is incorrect, the terminal will beep and request a code again. If the type of maintenance entered is “Restocking request” (code “7”), the **Merchandise destination** screen (Fig. 2.120). will appear when you validate the data. In all other cases, the terminal will directly display the **Item** screen (Fig. 2.121).


## Buttons

- “Cancel function”: Cancels the current function and returns to the **Auxiliary functions** screen (Fig. 2.1).
- “Finish”: Ends this function and returns to the **Auxiliary functions** screen (Fig. 2.1).



Fig. 2.120 Merchandise destination

### Requested data

- “Merchandise destination”: Enter the code associated with the merchandise destination and press the button  to display the **Item** screen (Fig. 2.121). There are three types of source-destination movements, and each one is identified by its destination code:
  - From local warehouse to store: code “1”
  - From central warehouse to local warehouse: code “2”
  - From central warehouse to store: code “3”

If the operation code is invalid, the terminal will beep and request a code again.

### Buttons

- “Back”: Returns to the **Stock** screen (Fig. 2.19).
- “Cancel function”: Cancels the current function and returns to the **Auxiliary functions** screen (Fig. 2.1).



Fig. 2.121 Item

### Requested data

- “Item”: Enter the item reference and press the button . An item can also be identified by running the barcode through the scanner, pressing the hot-key corresponding to the item, if it exists, or keying in the item's short code and pressing the button .

Next, the terminal may request additional item data, in which case it will display the **Size** (Fig. 2.122), **Color** (Fig. 2.123) or **Design** (Fig. 2.124), screens, depending on the requested data. Otherwise, it will directly display the **Quantity** screen (Fig. 2.125).


### Buttons

- “Cancel function”: Cancels the current function and returns to the **Auxiliary functions** screen (Fig. 2.1).
- “Total”: Terminates the stock of items for the current merchandise status and returns to the **Stock** screen (Fig. 2.119).
- “Subtotal”: The total number of items entered so far is displayed in the “Ticket” box.



Fig. 2.122 Size

### Requested data

- “Size”: Enter the item size and press the button . Next, the terminal may request additional item data, in which case it will display the screen corresponding to the data: **Color** (Fig. 2.123) or **Design** (Fig. 2.124). Otherwise, it will directly display the **Quantity** screen (Fig. 2.125).

### Buttons

- “Cancel”: Press this button if you do not want to enter the item size.



Fig. 2.123 Color

### Requested data

- “Color”: Enter the item color and press the button . Next, the terminal may request additional item data, in which case it will display the screen corresponding to the data: **Size** (Fig. 2.122) or **Design** (Fig. 2.124). Otherwise, it will directly display the **Quantity** screen (Fig. 2.125).


### Buttons

- “Cancel”: Press this button if you do not want to enter the item color.



Fig. 2.124 Design

### Requested data

- “Design”: Enter the item design and press the button . Next, the terminal may request additional item data, in which case it will display the screen corresponding to the data: **Size** (Fig. 2.122) or **Color** (Fig. 2.123). Otherwise, it will directly display the **Quantity** screen (Fig. 2.125).


### Buttons

- “Cancel”: Press this button if you do not want to enter the item design.



Fig. 2.125 Quantity

### Requested data

- “Quantity”: Enter the number of units of the item indicated previously that are included in the stock (by default, the application displays one single unit) and press the button . Next, the terminal will display the **Item** screen (Fig. 2.121) where the operator can enter a new item.

### Buttons

- “Back”: Returns to the **Item** screen(Fig. 2.121).
- “Cancel quantity”: Cancels the quantity indicated for the last item entered and returns to the **Item** screen (Fig. 2.121).
- “Cancel function”: Cancels the current function and returns to the **Auxiliary functions** screen (Fig. 2.1).

When this function ends, the customer and control printers issue a ticket with a heading identifying the operation, the number and name of the executed function, the maintenance code, and a description of the items recorded, with their quantities and subtotals, if they have been requested during the execution of this function.

## Security Warning


This function enables an event taking place in a department to be notified immediately to the employees in charge of security. The events that the terminal can recognize are defined in StoreFlow GV.

Pressing the “Management Functions” button displays the **Warning** screen:



Fig. 2.126 Warning

### Requested data

- “Warning”: Enter the code corresponding to the type of event and press the button . The predefined warnings are:
  - Suspicious attitude: code “1”
  - Accomplished fact: code “2”
  - Beginnings of a fire: code “3”



## **Buttons**

- “Back”: Cancels the current function and returns to the **Auxiliary functions** screen (Fig. 2.1).
- “Cancel”: Cancels the last code entered.

If the warning is identified without any problem, the control printer will issue a ticket with a heading identifying the operation and the number and name of the executed function, as well as the type of event notified.

# A

# Interface Configuration

- **Menu Items**
- **Size and Layout**
- **Properties**

**StoreFlow WPV**

This appendix describes the **WPV Set-up** application, which enables you to customize the “look” of the StoreFlow WPV user interface. You can change the size, color, font or position of the interface items on the screen, or simply remove them so that they do not appear on the screen.

To run this application, select the icon “WPV Set-up Program” in the **Start** menu of Windows 95 or its equivalent in Windows NT, or directly launch the executable file CFGWPV98.EXE.



Fig. A.1 WPV Configuration Interface

As you can see, the WPV Set-up interface offers virtually the same look as the StoreFlow WPV application interface. However, it has a menu bar and each of the items that make up the StoreFlow WPV interface is actually a separate window from which you can configure the characteristics of the corresponding item.

In fact, if in the WPV Configurator, for instance, you select the equivalent of the “Ticket” box in the StoreFlow WPV interface, the Ticket window will become enabled, as shown in the title bar (see Fig. A.1).

The WPV Set-up application includes the following windows:

- Hot-keys
- Function keys
- Ticket
- Keyboard
- Logo
- Picture
- Display
- Total
- Total2
- On-line help
- Status bar
- Clock

They all offer different configuration possibilities. Firstly, you can decide whether they should appear or not in the StoreFlow WPV application. You can also define their size and their position in relation to the other items of the StoreFlow WPV interface. And finally, through the menu items, you can configure the background color, the font, the order of the buttons on the keyboard, the orientation of the hot-keys and function keys, etc.

# Menu Items

The menu bar of the **WPV Set-up** application enables you to view the coordinates and the size of the selected window (to facilitate its adjustment) and access the following menus:

- General
- Properties
- Window
- Help

## General

This menu offers three options that affect the interface as a whole:

- Background
- Save settings
- Exit

## Background

This submenu includes the **Color** and **Picture** options, which enable you to choose the background color or the image that appears on the workspace on which the StoreFlow WPV items are displayed.

Selecting the option **Color** opens the **Color** dialog box:

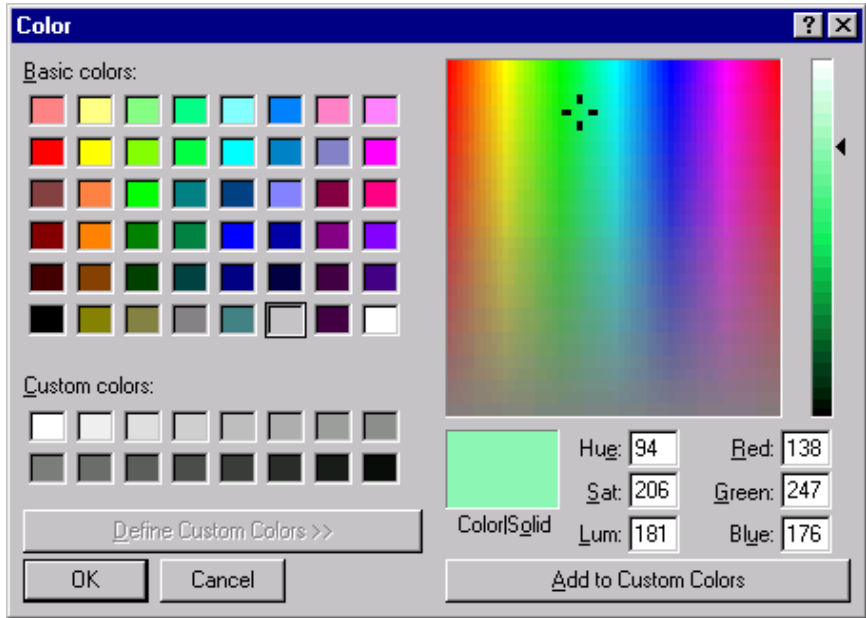


Fig. A.2 Color dialog box

Choose the basic system color you want for displaying the interface background. You can also define customized colors: click the basic color that most closely resembles the one you want and then click the button "Define Custom colors". Select the color you want by clicking anywhere in the color array and then use the slider located to the right of the dialog box to adjust the color attributes. Next, click the button "Add to Custom colors". If you define a color by using the "Hue/saturation/brightness" or "Red/green/blue" scales, you can display this array to make sure that you have defined the colors you wanted. To change the configuration of a customized color, click a color box and then specify a different color. Click "OK" to validate the background color configuration, or "Cancel" if you do not want to apply the changes made.

If you select the option **Picture**, you will access the **Open** dialog box, where you can select the file that contains the picture you want to associate with the background:

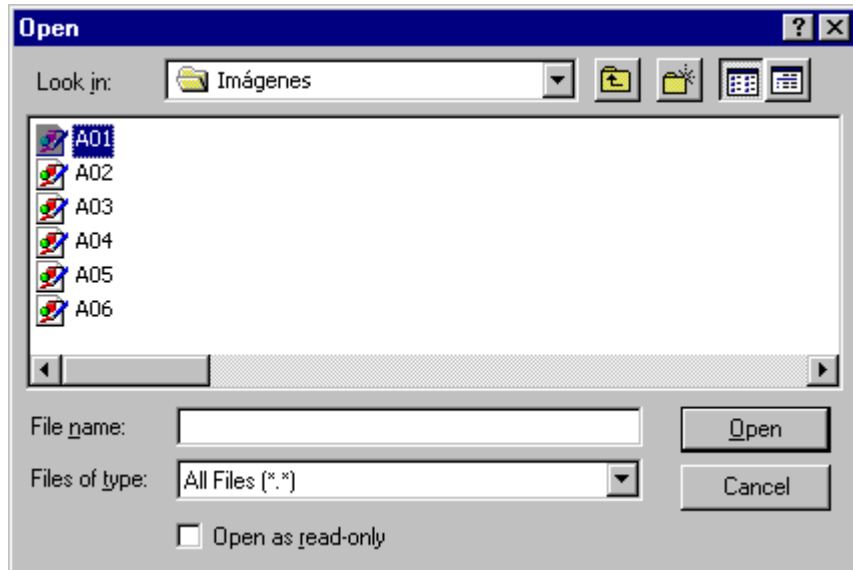


Fig. A.3 Open dialog box

## Save settings

This option saves the changes made to the interface. These changes are kept in the WINWP.INI file.

## Exit

Use this option to quit the application. If you want to keep any changes made, use the above option, **Save settings**, before you exit. Otherwise, all the changes made will be lost.

## Properties

The options available in this menu enable you to change the interface attributes, and they vary based on the selected window. Five options are included, although none of the items has all five of them:

- Font

- Color
- Table
- Marks
- Alignment

In fact, if you have selected the **Clock** window, the menu will only display the options **Font** and **Color**, which are the only properties that can be modified for this item. If you select the **Display** window, you will have access to the options **Font**, **Color** and **Alignment**, which are the properties you can change for this item.

Similarly, the dialog box displayed when you select the same menu item can vary based on the window where it was selected.

For this reason, the options in this menu are described within the specific context of each window, i.e., in the “Properties” section of each window.

Finally, pressing the right cursor button in the selected window gives access to the options available in the **Properties** menu without having to use the menu bar.

## Window

This menu displays a list with all the items available in the StoreFlow WPV application, and offers the possibility of indicating which ones should be visible by means of a check mark. Those which are not checked will not appear in the application.

## Help

This menu gives you access to the application help, where you can obtain information about the version, the copyright notice and the company that developed the application.



# Size and Layout

Although the WPV Set-up windows are displayed with a default size and layout, the user can change their dimensions and location within the workspace:

- **Size:** To change a window's size, select it and then place the cursor on any border or corner; the cursor will change to a double-arrow. Then, without releasing the left cursor button, you will be able to “stretch” or “shrink” the window as required.
- **Layout:** If you want to change a window's location, select it, click on the title bar and, without releasing the left cursor button, drag it to the required location on the workspace.

As mentioned previously, each time you select a window, its coordinates are displayed on the menu bar to facilitate its adjustment.

# Properties

As mentioned previously, this paragraph includes a section for each window, which describes and illustrates the options available for each one when you select the **Properties** menu or press the right mouse button.

## Hot-keys

When you select this window, the **Properties** menu offers the following options:

- Table
- Font
- Color
- Marks

## Table

This menu item enables you to configure the layout of the button bar in rows and columns. Selecting this option opens the **Table** dialog box:

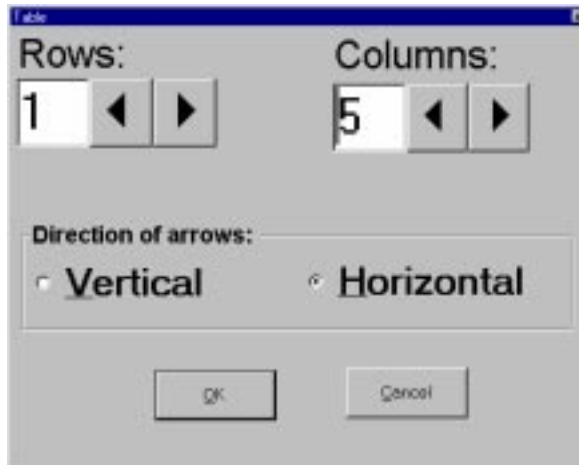


Fig. A.4 Table dialog box

This dialog box displays the following options:

- “Rows” and “Columns”: Indicate how many rows and columns you want to display for organizing the button bar.
- “Direction of arrows”: Use this option to change the direction of the arrows on the buttons displayed at the edges of the Hot-keys window, which enable you to move forward or backward when not all the available **hot-keys** are displayed on the button bar.

To validate the changes made, click “OK”; to leave the dialog box without saving the changes, click “Cancel”.

## Font

Choosing this option gives access to the **Font** dialog box, where you can set the font type, size, color and style:

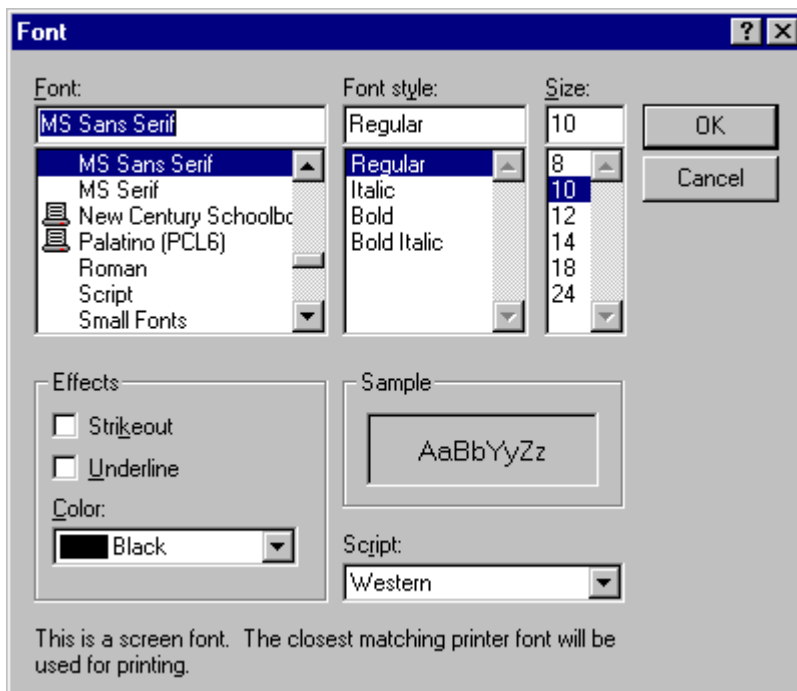


Fig. A.5 Font dialog box

On the list shown, choose the font you want to set for the selected window. You can also change the properties for each type of font by changing the style, size or color:

- “Font style”: Displays a list with the styles defined for the specified font.
- “Size”: Displays a list with the sizes (in points) for the specified font.
- “Effects”: This includes two boxes where you can specify whether the font should appear with strikethrough marks or underlined (both options are compatible), and a drop-down list with the colors available for the font.
- “Alphabet”: This displays a list with the language command files available for the specified font. Choose the file for the language configured on your PC.
- The “Example” box shows what the text will look like with the specified font configuration.

To validate the changes made, click “OK”; if you do not want to save the changes, click “Cancel” to leave the dialog box.

## Color

This option changes the color of the hot-key button bar. Choosing it opens the **Color** dialog box shown in Fig. A.2.

## Marks

Use this option to indicate whether each hot-key should display the name of the physical key that executes the same function. Choosing this option opens the **Configure marks** window:

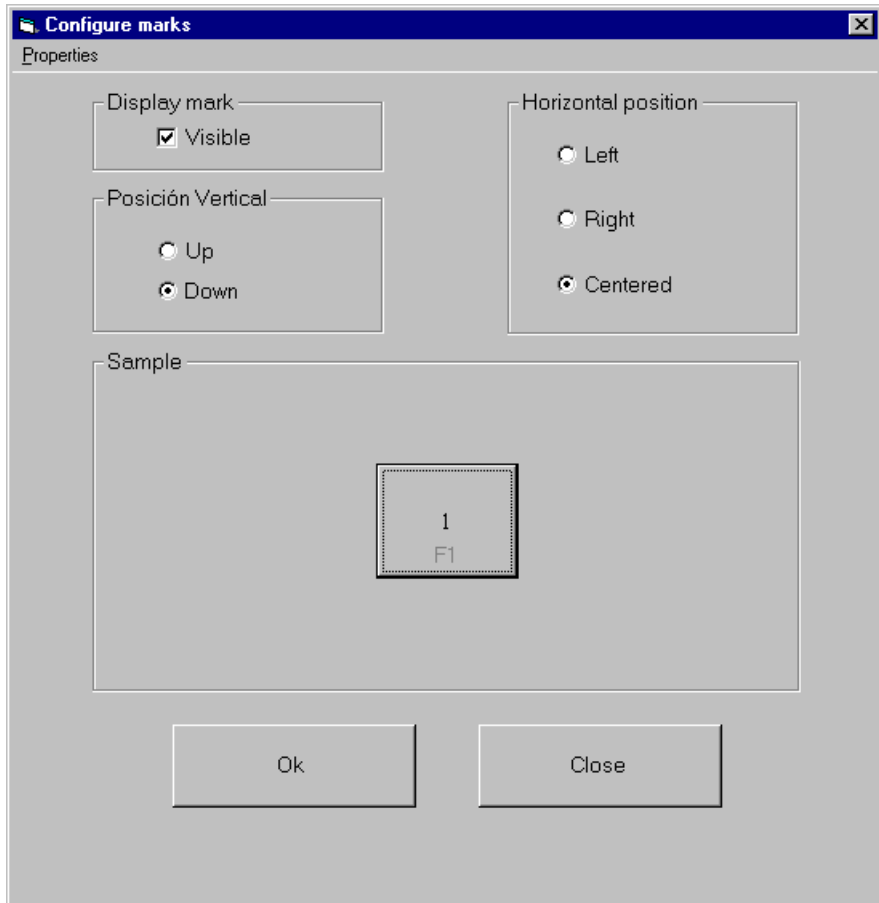


Fig. A.6 Configure marks window

- This window first displays a **Properties** menu with one single option, **Font**, that enables you to define the font for displaying the marks on the function keys. It opens a **Font** dialog box which is identical to the one shown in Fig. A.4, except for the “Effects” box, which is not present.
- The “Display mark” box contains a check box that needs to be marked if you want the keys to appear with marks; otherwise, it should be left blank.
- The option buttons in the “Horizontal position” and “Vertical position” boxes are used for defining where the mark will appear on the key.

- The “Sample” box shows how the buttons will appear with the mark.

To validate the changes made, click “OK”; to discard them, click “Close” to leave the window.

## Function keys

When you select this window, the **Properties** menu offers the following options:

- Table
- Font
- Color
- Marks

### Table

This menu item enables you to configure the distribution of the button bar in rows and columns. Selecting this option opens the **Table** dialog box shown in Fig. A.4.

### Font

Use this option to define the font type, size, color and style for the function keys in the **Font** dialog box, which is shown in Fig. A.5.

### Color

This menu item is used for changing the color of the function key button bar. Choosing this option opens the **Color** dialog box shown in Fig. A.2.

### Marks

Use this option to indicate whether each function key should display the name of the physical key that executes the same function. Choosing this item opens a **Configure marks** dialog box which is very similar to the one shown in Fig. A.6.

## Ticket

When you select this window, the **Properties** menu offers the following options:

- Table
- Font
- Color
- Marks

## Table

This option enables you to set the number of lines that are displayed simultaneously in the “Ticket” box of the StoreFlow WPV interface. Selecting this option opens the **Rows** dialog box:

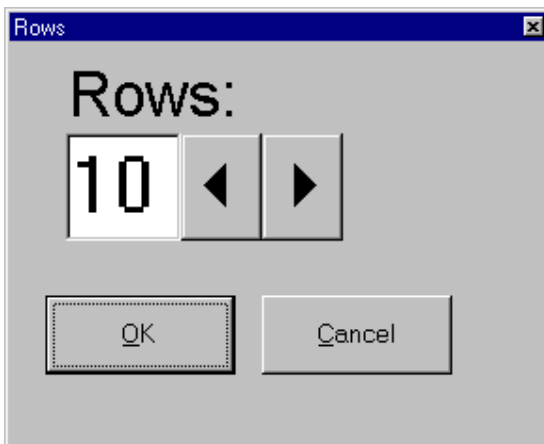


Fig. A.7 Rows dialog box

To validate the changes made, click “OK”; to discard them, click “Cancel” to leave the dialog box.

## Font

Choosing this option gives access to the **Font** dialog box shown in Fig. A.5, where you can define the font type, size, color and style for the data shown in the StoreFlow WPV “Ticket” box.

## Color

This menu item enables you to change the background color of the StoreFlow WPV “Ticket” box. Choosing this option opens the **Color** dialog box shown in Fig. A.2.

## Marks

Use this option to indicate whether the StoreFlow WPV “Ticket” box should show the name of the physical key used for displaying it. Choosing this option opens the **Configure marks** window:

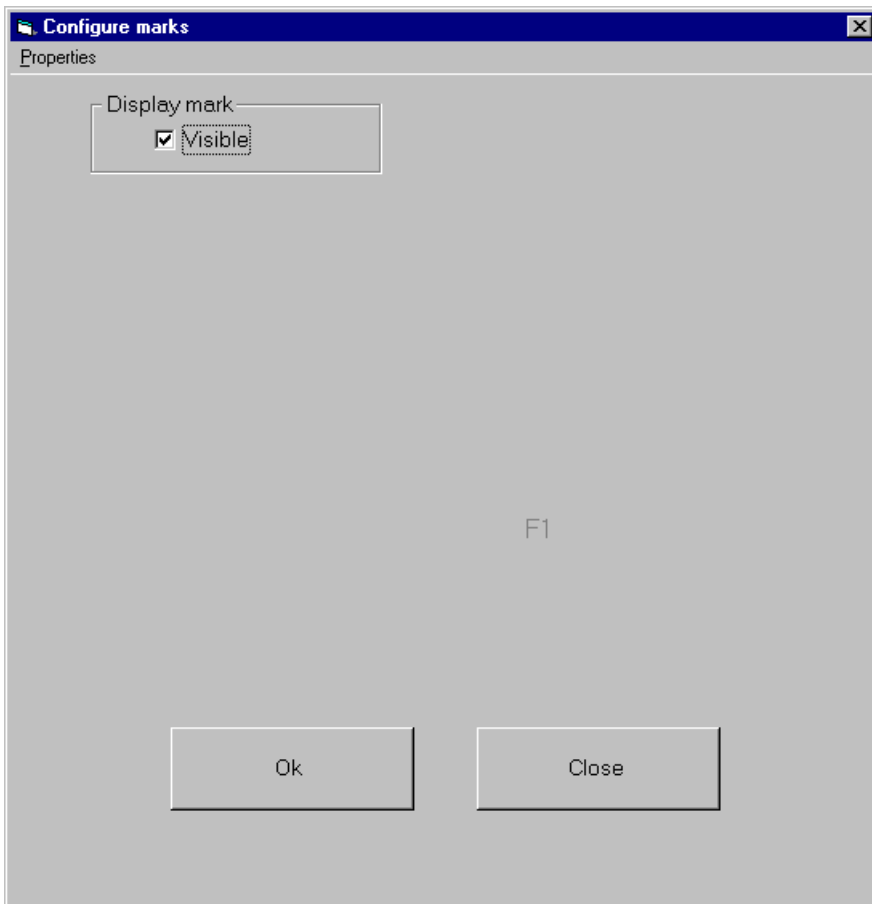


Fig. A.8 Configure marks window

- This window first displays a **Properties** menu with one single option, **Font**, that defines the font used for displaying the mark in the “Ticket” box. It opens a



**Font** dialog box which is identical to the one shown in Fig. A.4, except for the “Effects” box, which is not present.

- The “Display mark” box contains a check box that should be enabled if you want the mark to appear in the top right corner of the “Ticket” box; leave it blank if you do not want to display the mark.

## Keyboard

When you select this window, the **Properties** menu offers the following options:

- Table
- Font
- Color
- Marks

### Table

This menu item enables you to configure the distribution of the numeric keypad in rows and columns.

Selecting this option opens the **Keyboard** dialog box:

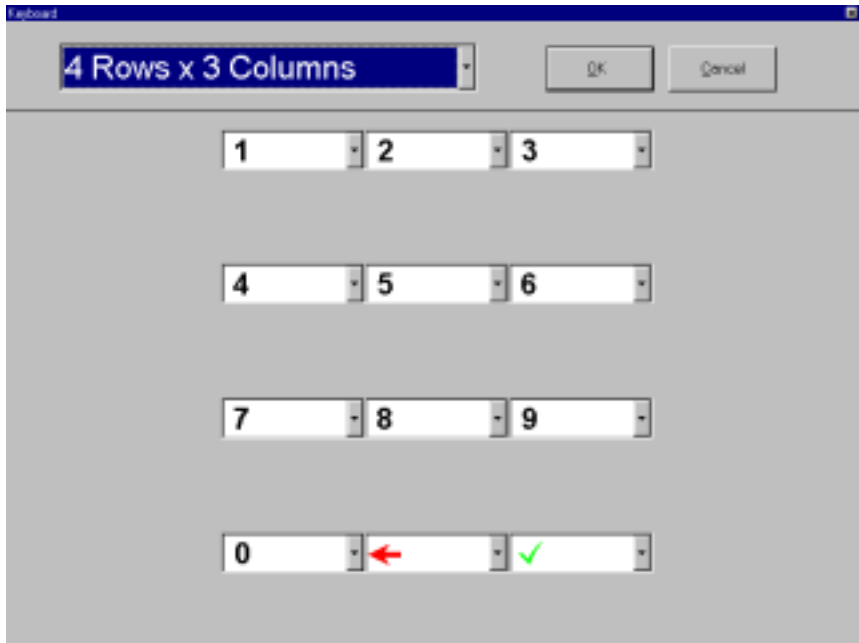


Fig. A.9 Keyboard dialog box

- This dialog box first displays a drop-down list with several options for distributing the twelve keys on the numeric keypad.
- It then shows a drop-down list for each of the twelve keys, where you can choose the number or sign that should appear on each key.

To validate the changes made, click “OK”; to discard the changes, leave the box by clicking “Cancel”.

## Font

Use this option to define the font type, size, color and style for the numeric keypad in the **Font** dialog box shown in Fig. A.5.

## Color

This menu item enables you to change the numeric keypad color. Choosing this option opens the **Color** dialog box shown in Fig. A.2.

## Marks

Use this option to indicate whether each numeric key should display the name of the physical key that executes the same function. Choosing this option opens a **Configure marks** window which is very similar to the one shown in Fig. A.6.

## Logo

When you select this window, the **Properties** menu offers the following option:

- Picture

## Picture

This option enables you to choose the picture that will be displayed in the “Logo” box of the StoreFlow WPV interface. Choosing this option displays the **Open** dialog box shown in Fig. A.3, where you can select the file that contains the image.

## Picture

When you select this window, the **Properties** menu offers the following option:

- Picture

## Picture

This option enables you to choose the default picture that will appear in the “Picture” box of the StoreFlow WPV interface. Choosing this option displays the **Open** dialog box shown in Fig. A.3, where you can select the file that contains the image.

## Display

When you select this window, the **Properties** menu offers the following options:

- Font
- Color
- Alignment

## Font

Choosing this option gives you access to the **Font** dialog box shown in Fig. A.5, where you can define the font type, size, color and style for the data that appears on the StoreFlow WPV display.

## Color

This option item enables you to change the background color of the StoreFlow WPV display. Choosing this option opens the **Color** dialog box shown in Fig. A.2.

## Alignment

This submenu offers three mutually exclusive options for justifying the text shown on the StoreFlow WPV display: left, right or centered. The chosen option is indicated by means of a check mark.

## Total

When you select this window, the **Properties** menu offers the following options:

- Font
- Color

### Font

Choosing this option gives you access to the **Font** dialog box shown in Fig. A.5, where you can define the font type, size, color and style for the data displayed in the StoreFlow WPV “Total” box.

### Color

This menu item enables you to change the background color of the StoreFlow WPV “Total” box. Choosing this option opens the **Color** dialog box shown in Fig. A.2.

## Total2

When you select this window, the **Properties** menu offers the following options:

- Font
- Color

### Font

Choosing this option gives you access to the **Font** dialog box shown in Fig. A.5, where you can define the font type, size, color and style for the data displayed in the StoreFlow WPV “Total” box.

## Color

This menu item enables you to change the background color of the StoreFlow WPV “Total” box. Choosing this option opens the **Color** dialog box shown in Fig. A.2.

## On-line help

When you select this window, the Properties menu offers the following options:

- Font
- Color

## Font

Choosing this option gives you access to the **Font** dialog box shown in Fig. A.5, where you can define the font type, size, color and style for the information displayed in the StoreFlow WPV data prompt area.

## Color

This menu item enables you to change the background color of the StoreFlow WPV data prompt area. Choosing this option opens the **Color** dialog box shown in Fig. A.2.

## Status bar

When you select this window, the **Properties** menu offers the following options:

- Font
- Color

## Font

Choosing this option gives you access to the **Font** dialog box shown in Fig. A.5, where you can define the font type, size, color and style for the data displayed in the StoreFlow WPV status bar.

## Color

This menu item enables you to change the background color of the StoreFlow WPV Status bar. Choosing this option opens the **Color** dialog box shown in Fig. A.2.

## Clock

When you select this window, the **Properties** menu offers the following options:

- Font
- Color

## Font

Choosing this option gives you access to the **Font** dialog box shown in Fig. A.5, where you can define the font type, size, color and style for the time and date displayed by the StoreFlow WPV interface.

## Color

This menu item enables you to change the background color of the time and date displayed by the StoreFlow WPV interface. Choosing this option opens the **Color** dialog box shown in Fig. A.2.

## File WinPV.ini

This file is used for storing the attributes of each of the elements contained in the StoreFlow WPV application interface, including any changes made to the window properties by means of the set-up program. This file is divided into sections, where each section contains the attributes of each window. The sections are identified by the name of the window enclosed in brackets, followed by its attributes. For instance, the **Logo** window, which has the properties Visibility, Position and Picture, appears as follows:

```
[LOGO]
visible=-1
left=30
top=600
width=2295
height=906
picture=C:\sfctrl\i\D011.jpg
```

The StoreFlow WPV application reads this file and interprets the properties of each window to display its attributes in the user interface.



# B

## Keyboard Configuration

- **Reserved Keys**
- **Keyboard Codes**
- **Hot Keys**
- **Keyboard File**
- **WPV Terminal 102-Key Keyboard**

**StoreFlow WPV**

The original map of a terminal's keyboard can be changed at any time from SF-GV, or from the terminal itself. In this case, an alphanumeric keyboard needs to be connected to the terminal and the appropriate changes must be made to the keyboard file.

At any WPV terminal, the keyboard's operation consists in a simple transmission and translation of codes. This system enables each type of keyboard to be adapted to the StoreFlow WPV application. Thus, when a key is pressed, the driver issues a code which will vary depending on the type of keyboard. This keyboard code is translated by the layer (or code translator), which looks for its match in the code file of StoreFlow WPV. The layer transmits a code that StoreFlow WPV can recognize and the application responds by executing an action.

Each key can only have one associated code belonging to one of these three types:

- One key reserved by the StoreFlow WPV application (reserved keys)
- One hot key defined in the middle office (SF-GV)
- One ASCII character

This appendix describes the various items involved in the keyboard modification, arranged in the following sections:

# Reserved Keys

Reserved keys are the codes predefined by the StoreFlow WPV application for identifying the terminals' keys. They are as follows.

All keyboards contain the numeric keys 0 to 9, whose codes are the same as those defined in the ASCII code set:

- 0: code "48"
- 1: code "49"
- 2: code "50"
- 3: code "51"
- 4: code "52"
- 5: code "53"
- 6: code "54"
- 7: code "55"
- 8: code "56"
- 9: code "57"

# Keyboard Codes

Each time a key is pressed, the keyboard driver returns certain codes. Each keyboard model has its own key map, and for this reason the same key in different keyboards can return a different code. The keyboard configuration will thus consist in associating pairs of codes, i.e., each keyboard code with one code that is actually recognized by the application (reserved key, hot key or ASCII character). These pairs of associated codes are stored in a keyboard file which is described in the "Keyboard File" section.

# Hot Keys

Hot keys are used for combining the action of two or more keys into one single keystroke in order to simplify the process for recording certain data.

The codes for these keys must first be registered in StoreFlow GV and then included in the keyboard file. The available types are as follows:

- **Item:** Associates the key with a certain item reference.
- **Item and quantity:** As in the case above, it associates the key with an item reference and also specifies a quantity.
- **Department:** These keys enable a transaction to be assigned to a department.
- **Method of payment:** Associates the key with a specific means of payment.
- **Delivery method:** Used for defining a delivery method.
- **Function:** When this type of key is pressed it executes a point-of-sale terminal function.
- **Department and amount:** Associates the key with a specific department and amount.
- **Method of payment and amount:** Associates the key with a specific method of payment and amount.

Each key is associated with a numerical code included in a range that depends on the application. In StoreFlow WPV, codes 25 to 130 are available. In addition to being limited to a range, the final number will result from adding 60 to the chosen number. For instance, to register the hot key 25, the final code would be 85 (25+60).

# Keyboard File

By default, the installation program loads the IBM keyboard map. To change the function executed by a key you simply run the keyboard maintenance program and assign a new function to the key. For the rest of the keyboards, you must first run the hot key maintenance program and then assign a function to each key.

The keyboard file contains the list of pairs of associated codes that relate the driver's keyboard code to its reserved key or hot key value, or its ASCII code. Its location is indicated by the `"/n"` parameter in the StoreFlow WPV application's startup file.

The column of numbers on the left represents the code returned by the keyboard driver. The column of numbers on the right represents the reserved key or hot key code if they are located to the left of the comma, or ASCII characters if they are located to the right of the comma. In the example above, the numbers 34 and 35 represent the codes returned by the keyboard driver when a key is pressed.

Once it receives this code, the layer looks for it in the keyboard configuration file and returns number 68, indicating that it is the reserved key ENTER, ASCII code 48, which in this case would correspond to the number "0".

## WPV Terminal 102-Key Keyboard

The default keyboard file supplied by StoreFlow for this type of keyboard corresponds to the one shown in the table below. However, this map can be changed at any time from the client station, or from the terminal itself.

		102-key keyboard WBY																			
		F1	F2	F3	F4	F5	F6	F7	F8	F9	F10	F11	F12	F13	Scroll Up	Scroll Down	TR10	TR11	TR12	TR13	
Cancel currency	Change total		Can.	TR1	Dist. Size	Sales.	Item	Client	City	Closing	Address.	Z. Closing	+ Backspace	F13	Sale func.	Cash func.	Query Func.	7	8	9	TR14
Cancel quantity	Supp. removal	TR2		Dist. Chan.	7	8	9		Installn.	Card	Invoice	TR5	ENTER		Operation func.	Mgmt func.	ALOC FUN.	4	5	6	
Cancel been	Book	TR3		Currs Design	4	5	6	Utility	Cancel del det.	TR7	Extract del det.	TR6	TOTAL		UP			1	2	3	INTRO
Print group	Delivery method	TR4		Refund	1	2	3		Cancel last det.	Cancel last det.	TR8	Rep last operation									
Change display	Clear	0							Rep last line	Cancel last det.	TR9	Proc. Accts.	TR9	Calc.	Scroll Up	DOWN	Scroll Down	0			TR15

Fig. B.1 Distribution of the IBM 4695 Keyboard in TECLADO.DAT



# Glossary

This appendix contains the definition of some terms (in alphabetical order) used in this manual.

## **Barcode**

A set consisting of a sequence of lines with different widths and a series of digits that is placed on each item (printed on the packing or on a label) to enable its identification by means of an optical reader.

## **Barcode reader**

Device used for reading the barcodes placed on the items. It can read EAN codes (manufacturer codes) and IAN codes (internal codes), among others.

## **Cancellation**

Operation that enables a function to be invalidated. For the sale function, the cancellation of an item consists in excluding it from the ticket, after it has been rung up in the same transaction

## **Card reader**

Device that reads the magnetic stripe used on bank, ID, customer loyalty and other cards.

## Cash withdrawal

Process that takes place when the amount of money present at a point-of-sale terminal exceeds the maximum limit established by the system. The terminal warns the operator by means of a message, and a maximum time limit can be set for effecting the actual physical transfer of the withdrawal from the WPV terminal to the central cashier department.

## Cashbox groups

These are the different groups of payment methods that are used when closing the cashbox and performing the corresponding settlement operation at a point-of-sale terminal (cash, electronic payment documents or store coupons).

## Cashier (operating mode)

Operating mode whereby one single user operates at each terminal and, therefore, only needs to enter his/her operator code once at the beginning of the shift. In this mode, the operator can operate as:

- **Fixed cashier:** This mode is useful when one single operator works at the terminal.
- **Floating cashier:** This mode adds the possibility of the operator switching to another cash register and maintaining the drawer and sales totals recorded at the previous terminal.

## Cashier total

Cashbox settlement carried out at the end of the operator's shift.

## Control printer

Output device that issues control tickets showing the information required for supervising, if necessary, the operations carried out from a WPV terminal.



## **Control ticket**

All the operations performed at the terminal are printed on the control ticket as a record where they can later be looked up if necessary. In most cases, its contents are very similar to those printed on the customer ticket.

## **Customer blacklist**

File provided by a banking institution or by the card authorizing centers (AC). It contains a list of those customers whose payment cards present some irregularity, because of their past relation with the store, their credit situation or other factors.

## **Customer card**

Internal store card given to the customers as an ID so that they can take advantage of the campaigns and promotions offered by the retail outlet according to its commercial strategy. These cards are not accepted as means of payment.

## **Customer printer**

Output device that issues a number of documents showing all the operations carried out from a WPV terminal. It can also print receipts.

## **Customer *ticket***

Printing of the customer ticket enables the result of the functions carried out (cashbox settlement, provision of funds, listings, queries, etc.) to be obtained in writing. When this ticket contains data related to the sales function, it must be given to the customer as a sale receipt.

## **Discount card**

Card issued by the retail outlet that enables the holder to obtain discounts for the purchases made. It is not accepted as a means of payment.

## **Display (customer)**

Physical output device through which useful information is provided to the customer.

## **Drawer**

Container in a point-of-sale terminal where all the different currencies and payment documents are kept. It opens automatically each time the operator executes a function that involves the deposit or withdrawal of funds.

## **Dummy terminal**

A point-of-sale terminal that exists in the system for bookkeeping and organizational purposes, but is not physically present in the retail outlet, i.e., it is not connected to the network.

## **EAN**

European Article Number or manufacturer code assigned to a company's items according to international standards. This is the technical designation for the 13-digit European code, although colloquially this term is applied to any existing barcode, even to non-European codes.

## **Employee card**

Card issued by the retail outlet to its employees as an ID when logging on to the point-of-sale terminals.

## **Families**

Subdivision that groups together a number of items with common and specific characteristics that distinguish them from the rest of the items sold in the same department. In StoreFlow, this concept corresponds to a "section" in a retail outlet or department store. For instance, "Cosmetics", "Cleaning Products" and "Gardening" can be defined as families in the "Household" department.

## Functions

Functions are the various operations that can be carried out from the WPV terminal. They are defined internally on the server, and are assigned a numeric code and a description via StoreFlow GV. You can also define whether the users need to enter a password or whether a ticket will be printed each time the function is executed at the terminal or the office.

## Hot keys

Keys associated with item codes, departments, means of payment, delivery methods, quantities and amounts, which are used for facilitating the transactions at the WPV terminals. By pressing a single key, the system will automatically enter the value(s) associated with that key.

## IAN

Internal Article Number or internal code used by the company to identify each item. It depends on the criteria established by the company.

## Inventory

Control that extends to all of the items in the retail outlet, in both the sales and warehouse areas. In StoreFlow, inventories can be made based on two different data sources: the WPV terminals or the client stations.

## Item reader

Physical input device used for reading the barcodes of the items. It enables EAN (manufacturer code) and IAN (internal code) codes, among others, to be read.

## Item reference

A unique code (14 alphanumeric characters) assigned in StoreFlow to each item in order to permit its identification in the store. The EAN code is used for commercial or external purposes only and does not necessarily have to be unique, whereas the reference is used for internal and inventory purposes.

## **Linked item**

When an item (A) is linked to one or more items (B+C), these linked items (B+C) will be rung up automatically when the first one (A) is invoiced. A breakdown of all the linked items will be printed on the ticket.

## **Linking item**

Item whose invoicing causes the linked item(s) to be billed.

## **Loyalty-building card**

Card issued by an outside organization that enables the holder to accrue points when making purchases, so the customer can benefit from bonuses, promotions, discounts, gifts, etc., offered by the card issuer. It is not accepted as a means of payment.

## **Magnetic stripe**

Ferrous band located on the back of a card (bank or ID card, etc.) that is scanned by a special reader and contains all the data pertaining to the document. These documents include an electronic medium that enables them to be read by means of a magnetic reader.

## **Mixed by terminal (WPV terminal configuration)**

Terminal configuration whereby a sales operation and a refund cannot be performed in the same transaction.

## **Mixed by transaction (WPV terminal configuration)**

Terminal configuration whereby a sales operation and a refund can be performed in the same transaction.

## Numerators

Specific numbering range assigned to different types of documents, such as invoices and credit notes. The limits of the numbering series are assigned individually to each WPV terminal.

## Operator (operating mode)

In this operating mode, different operators share the same terminal, but only one of them actually operates the WPV terminal, by entering the codes of the other operators whenever they need to perform a transaction.

## Payment card

Two types of payment cards exist:

- **Credit:** The transaction is charged regardless of the status of the customer's account, and the amount is charged to the customer's bank account after a period of time agreed by the customer and the bank, together with a percentage applied to the operation, which is usually null or positive.
- **Debit:** The amount is usually charged to the customer's account in real time, and the transaction is carried out only if the customer's account has sufficient funds to pay for the transaction.

## Physical terminal

Any WPV terminal that is connected to the network and has a physical existence, as opposed to dummy terminals, which are registered on the server but do not exist physically.

## Reduced VAT

Special type of tax applied to certain items in some countries.

## **Remainder**

Funds left in the point-of-sale terminal drawer for the next opening.

## **Return**

Operation whereby a customer returns an item and is refunded the amount paid for that item. If the purchase of the returned item involved the accrual of points (for instance, on a customer loyalty card), such points are canceled.

## **Return (WPV terminal configuration)**

With this configuration, the terminal automatically requests the item that is being returned at the beginning of each transaction.

## **Sale (WPV terminal configuration)**

This configuration forces the terminal to perform sales transactions only.

## **Sale by department**

Type of sales function that can be performed at a sales terminal. The department code is entered into the terminal without taking into account any specific item. Departments have their own characteristics as regards sales by department, such as the taxes applied, restricted sale periods, maximum amount for refunds, special offers and promotions, etc. These characteristics are reflected automatically at the terminal when a sale by department is made.

## **Sales transaction**

Procedure that begins with the entry of the first data for a new operation (e.g., the salesperson code or an item's code) and ends with the ticket being given to the customer. Therefore, one transaction exists for each customer ticket.

## Salesperson (operating mode)

In this operating mode, different operators share the same terminal and must enter their operator codes whenever they initiate a transaction.

## Scanner

➤ See “Barcode reader”.

## Short code

An abbreviated reference used by the terminal operator instead of the full item reference in order to expedite sales transactions, refunds, queries, etc.

## StoreFlow Sales Management

An application designed for large commercial areas, department stores, and chains of retail outlets that require real-time consolidated information. This application enables the data generated by StoreFlow PV and StoreFlow WPV to be updated automatically, thus providing immediate information on the sales made.

## Terminal totals

Cashbox settlement carried out at the end of the company's sales period.

## User profile

A user profile is defined by a set of characteristics granted by the StoreFlow GV system administrator to a specific salesperson or operator. The profile determines how the WPV terminal will be used (**Cashier**, **Salesperson**, **Operator** or **Non-salesperson** mode) and the functions that can be executed (apply discounts, make refunds, etc.).

## **WPV Set-up**

Program distributed with the StoreFlow WPV application that enables the StoreFlow WPV application interface to be modified and adapted to the company's specific requirements.