

Oracle® Retail Xstore Point-of-Service for Grocery

User Guide

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Contents

Send Us Your Comments	ix
Preface	xi
Audience.....	xi
Documentation Accessibility	xi
Related Documents	xi
Customer Support	xi
Review Patch Documentation	xii
Improved Process for Oracle Retail Documentation Corrections	xii
Oracle Retail Documentation on the Oracle Technology Network	xii
Conventions	xii
 1 Purpose and Screen Conventions	
Getting Started.....	1-1
Starting the Application	1-1
Login	1-1
Logout.....	1-2
Change Password.....	1-2
Screen Layout Register.....	1-3
Splash Screen	1-3
Operator Display	1-3
About Screen.....	1-5
Virtual Keyboard.....	1-6
Customer Display	1-8
Code Functions.....	1-10
Privileges	1-10
Override	1-10
 2 Prompts	
Selection Required Prompt	2-1
System and Error Information Prompt.....	2-2
Response Required Prompt.....	2-2
Item Prompts	2-2
Entry Required Prompt.....	2-2
Selection Required Prompt.....	2-3

Information Prompt.....	2-3
Transaction Prompts.....	2-4
Pre-Sale	2-4
Pre-Tender.....	2-4
Post-Tender	2-4

3 Basic Transaction Entry

Basic Transactions	3-1
Enter Items Manually	3-2
Department Lookup	3-3
Scan Barcode	3-3
Barcodes with Properties	3-3
Weight in Barcode.....	3-3
Quantity in Barcode.....	3-4
Price in Barcode.....	3-4
Press Barcode with Age Verification.....	3-5
Manual GS1 Entry	3-5
Attached Items.....	3-6

4 Weight Items

Minimum and Maximum Weight	4-1
Enter Weight Items.....	4-1

5 Processing Tender

Cash.....	5-2
Coupon	5-3
Traveler's Check	5-3
Foreign Currency	5-4
EC Card/Credit Card	5-4
EC Card Manual Authorization.....	5-4
EC/Credit Card Authorization Fails.....	5-5
House Account	5-5
Exceed Credit Limit House Account.....	5-6
Split Tenders	5-7
House Account Payment	5-8
House Account Reversal	5-9
No Sale.....	5-9
Receipt on Demand.....	5-9
Print Receipt.....	5-10
Activate Receipt Printing	5-10
E-Mail Receipt.....	5-10
E-Mail Receipt - Customer Request.....	5-10
General E-Mail Receipt.....	5-11
Update Customer E-Mail	5-11
Select Printer	5-12
Sales Tax.....	5-12

Pre-Flight Check	5-14
Transaction Completed	5-14

6 Modifying a Sale Transaction

Repeat Last Item	6-1
Quantity Pre-Selection	6-1
Void Items.....	6-1
Void Last.....	6-1
Void Line	6-3
Cancel Transaction.....	6-3
Change Price.....	6-4
Suspend/Resume Transaction.....	6-4
Suspend Transaction.....	6-4
Resume Transaction.....	6-4
Resume Transaction with Barcode	6-5
Resume Transaction without Barcode	6-5

7 Discounts and Deals

Adding a Discount to an Item.....	7-1
Voiding an Item Discount	7-3
Adding a Transaction Discount.....	7-3
Voiding a Transaction Discount.....	7-5
Deals	7-5
Total Savings.....	7-7

8 Miscellaneous Functions

Age Verification.....	8-1
Price Inquiry	8-2
Sales Ban	8-2
Recall.....	8-3
Purchase Limit	8-3
Maximum Purchase Limit	8-3
Minimum Purchase Limit	8-4
Quantity Query	8-4
Price Query	8-4
Verify Price Tag.....	8-4
Serial Number.....	8-4
Post Void Transaction	8-5
Reprint Last Receipt.....	8-5
Receipt Print	8-6
Store Message.....	8-6
Training Mode	8-7
Enter Training Mode.....	8-7
Exit Training Mode	8-7
Open Browser.....	8-7
Pause	8-7

Close Application	8-8
9 Return Transaction	
Returns without Original Receipt - Unverified Return	9-1
Returns within a Sale Transaction	9-4
10 Customer Maintenance	
Customer Search	10-1
Change Language of Customer Display	10-3
Remove Customer	10-3
11 Item Search	
Item Search	11-1
12 Manage Till Options	
Till Management	12-1
Till Accountability - Automatic Store/Register Open at Login	12-1
Register Accountability - Automatic Store/Register Open at Login	12-2
Configurations Automatic Store/Register Open	12-3
Till Accountability	12-3
Register Accountability	12-3
Paid In/Paid Out Transaction	12-3
Paid In Transaction	12-3
Paid Out Transaction	12-4
Add Float	12-4
Cash Level Warning	12-5
Cash Pickup	12-6
Till Audit	12-7
Close Register	12-7
Till Accountability	12-7
Register Accountability	12-8

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Oracle Retail Xstore Point-of-Service for Grocery /User Guide, Release 15.0.1

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Preface

This *Oracle Retail Xstore Point-of-Service for Grocery User Guide* describes all available functions of Oracle Retail Xstore Point-of-Service for Grocery of Release 15.0.1.

Audience

This User Guide is for users and administrators of Oracle Retail Xstore Point-of-Service for Grocery. This includes merchandisers, buyers, business analysts, and administrative personnel.

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Related Documents

For more information, see the following documents in the Oracle Retail Xstore Suite 15.0.1 documentation set:

- *Oracle Retail Xstore Suite Release Notes*
- *Oracle Retail Xstore Suite Implementation and Security Guide*

Customer Support

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When contacting Customer Support, please provide the following:

- Product version and program/module name
- Functional and technical description of the problem (include business impact)
- Detailed step-by-step instructions to re-create

- Exact error message received
- Screen shots of each step you take

Review Patch Documentation

When you install the application for the first time, you install either a base release (for example, 15.0) or a later patch release (for example, 15.0.1). If you are installing the base release, additional patch, and bundled hot fix releases, read the documentation for all releases that have occurred since the base release before you begin installation. Documentation for patch and bundled hot fix releases can contain critical information related to the base release, as well as information about code changes since the base release

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(Data Model documents are not available through Oracle Technology Network. You can obtain them through My Oracle Support.)

Conventions

The following text conventions are used in this document:

Convention	Meaning
boldface	Boldface type indicates graphical user interface elements associated with an action, or terms defined in text or the glossary.

Convention	Meaning
<i>italic</i>	Italic type indicates book titles, emphasis, or placeholder variables for which you supply particular values.
monospace	Monospace type indicates commands within a paragraph, URLs, code in examples, text that appears on the screen, or text that you enter.

Purpose and Screen Conventions

The purpose of this user guide is to provide complete documentation of the available functions of Xstore Point-of-Service for Grocery. This chapter describes how to start and log in and out of the application, and describes the operator and customer screen layout, as well as code functions and privileges.

Getting Started

This section provides instructions on starting and logging in and out of Xstore Point-of-Service for Grocery, as well as how to change the current user password.

Starting the Application

Navigate: XFG-Client > Xstore Point-of-Service for Grocery opens.

Login

Use the following steps to log in to Xstore Point-of-Service for Grocery.

1. At the Register Login screen, Xstore Point-of-Service for Grocery prompts for the user name. Enter your user name and confirm with **Enter**.

Note: The initial login requires a password change, see [Change Password](#).

2. You are prompted for your password. Enter your password and press **Enter**.

Note: For security purposes, your password displays as a row of asterisks.

3. You can now start a sale transaction.

Note: The initial login for the business day prompts the user to complete Till Management tasks, for example, assign a till and enter float amounts. For more information about Till Management tasks, see [Chapter 12, "Manage Till Options."](#) If your system uses Till Accountability, the receipt Attach Till is printed.

Logout

Use the following steps to log out.

1. To log out, press the menu button **Logout**.
2. You are logged out.

Note: If your system uses Till Accountability (see section "[Till Management](#)" in [Chapter 12](#)) the receipt Remove Till is printed.

Change Password

To change your current password, follow the steps below.

1. Select menu button **Change Password**.
2. You are prompted for your current user identification. Enter your current user name and confirm with **Enter**.
3. Enter your current password and confirm with **Enter**.
4. The system prompts for the new password. Enter your new password and confirm with **Enter**.

Note: The system may enforce certain rules regarding password, such as the minimum number of characters required.

5. Confirm your new password and press **Enter**. Your password has been changed, and you are logged in to Xstore Point-of-Service for Grocery.

Screen Layout Register

This section describes the Screen Layout of Xstore Point-of-Service for Grocery.

Splash Screen

If you logged in to the register the Splash Screen with the current version of Xstore Point-of-Service for Grocery is displayed. The Splash Screen is also displayed on the Customer Display when no item has been added to the Cart.

Operator Display

The Operator Display is divided into the following eight sections:

1. Customer Loyalty Banner
2. Retail Logo
3. Sale Display Panel
4. Status Bar
5. Tab Menu
6. Menu Buttons
7. Focus Bar
8. Numeric Pad

Figure 1–1 Operator Display - Screen Layout

Trans #	Count	Savings
19	2	\$ 0.00

SKU	Item	Quantity	Price
72001	Mineral Water	1 @ \$ 0.65	\$ 0.65
60001	Bottle Deposit	1 @ \$ 0.15	\$ 0.15

Subtotal \$ 0.80 Tax \$ 0.21

Amount Due \$ 1.01

Reg. 1 Thorins Gift Shope 9901 Online Op. Schranz 06/07/2016 09:30:45 AM ORACLE

1. **Customer Loyalty Banner:** If a customer is linked to the sale transaction, the Customer Loyalty Banner displays the customer name. If no customer has been linked to the sale transaction the Customer Loyalty Banner stays blank.

2. **Retail Logo:** The display of the retailer logo is configurable. The Xstore Point-of-Service for Grocery logo is displayed by default.
3. **Sale Display Panel:** The Sale Display Panel displays the sale transaction information for items, taxes, tenders or any other detailed data about the current sale transaction. [Table 1–1](#) describes the available components of the Sale Display Panel.

Table 1–1 Sale Display Panel - Components and Navigation

Component	Description
Header	The header of the Sale Display Panel lists the receipt (or transaction) number, the count of all entered items and the total savings, discounts and deals (see Chapter 7, "Discounts and Deals") of the current transaction.
Column Headers	The column headers of the Sale Display Panel list the following entries: SKU - Stock Keeping Unit, Item Id assigned to an item by the retailer. Item - item description Quantity - entered quantity, in format QTY @ Price or Price/Weight Price - extended item amount (actual price x quantity)
Subtotal	The field Subtotal shows the subtotal amount of the items, which are currently displayed on the Sale Display Panel.
Tax	If configured, the field Tax shows the current tax amount of all entered items shown on the Sale Display Panel.
Up- and Down-Arrows	Use the up and down arrows to select an item in the Sale Display Panel.
Amount Due	The field Amount Due shows the current amount due of the entered items shown on the Sale Display Panel. You can navigate to the Sale Tender screen with a touch on Amount Due .

4. **Status Bar:** The Status Bar is a screen component that displays the following sections containing store-related information. It is always visible on every Register screen. [Table 1–2](#) describes the available components of the Status Bar.

Table 1–2 Status Bar - Components and Navigation




Component	Description
Question mark	This icon navigates to the About screen. See section About Screen for more information.
Keyboard icon	This icon prompts the alphanumeric keyboard.
Register status icon	This icon indicates the status of the register: <ul style="list-style-type: none"> ■ If the icon is green, the register is open and the user is logged in. ■ If the icon is yellow, the register is open but the user is logged in. ■ If the icon is red, the register is closed.
Register number	This field shows the register number.

Table 1–2 (Cont.) Status Bar - Components and Navigation

Component	Description
Store status icon	This icon indicates the status of the store: <ul style="list-style-type: none"> ■ If the icon is green, the store is open. ■ If the icon is red, the store is closed.
Store name and number	This field shows the store name and number.
Database Service status icon	This icon indicates the status of the services used by the store: <ul style="list-style-type: none"> ■ If the icon is green, the Datasources are online. ■ If the icon is yellow, at least one WAN Datasource is offline. the system is using the local Datasource. ■ If the icon is red, at least one LAN Datasource is offline. The system is using the offline process set up for the store.
Store operator	This field shows the operator currently signed into Xstore Point-of-Service for Grocery.
Date	This field displays the current register date.
Time	This field display the current register time.
Oracle icon	

5. **Tab Menu:** The Tab Menu can hold up to five Tab Menu features. The Tab Menu is configurable. Xstore Point-of-Service for Grocery offers the Tab Menu features listed in [Table 1–3](#) by default.

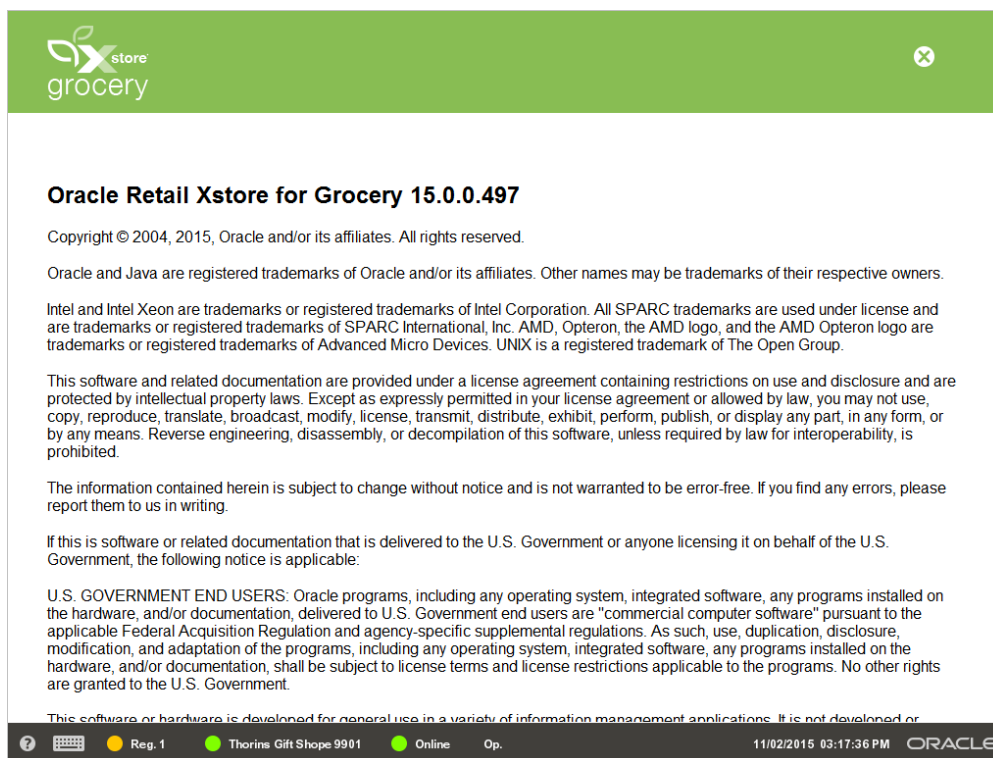
Table 1–3 Tab Menu

Icon	Description
	Menu Button Tab
	Department Lookup - For more information, see section "Department Lookup" in Chapter 3 .
	Store Messages Tab - For more information, see section "Store Message" in Chapter 8 .

6. **Menu Buttons:** The Menu Buttons show the available functions. To switch to additional Menu Buttons, use the left right arrows.
7. **Focus Bar:** The Focus Bar provides a single-entry field, a data entry form in which only one entry for a specified piece of data may be captured and then stored in the database. The message area displays instructions for the current operation.
8. **Numeric Pad:** The Numeric Pad is a numeric keyboard for entering numbers.

About Screen

The Question mark in the Status Bar navigates to the About Screen. The About screen contains the Build Version Number, the Copyright information and the general disclaimer.

Figure 1–2 About Screen

Virtual Keyboard

Whenever an alphanumeric input is possible, the virtual keyboard is shown.

Figure 1–3 Virtual Alpha Keyboard



Note: You can switch between keyboard layouts in Xstore Point-of-Service for Grocery. For example, press en for the English and de for the German layout. Xstore Point-of-Service for Grocery supports 11 languages. For more information, refer to the *Oracle Retail Xstore Suite Implementation and Security Guide*.

Figure 1–4 Virtual Numeric Keyboard

1	2	3	4	5	6	7	8	9	0	BKSP
!	"	§	\$	%	&	/	~	=	Enter	
↑		+	-	,	.	'	()	[]
ABC		de	@	€	ß	ü	ö	ä	X	

Table 1–4 describes possible functions of the Virtual Keyboard.

Table 1–4 Virtual Keyboard Navigation

Function	Navigation
Launch virtual keyboard	<p>Choose one of the following options to launch the virtual keyboard:</p> <ul style="list-style-type: none">■ Tap the keyboard icon  in the Status Bar to launch the keyboard.■ The keyboard is automatically prompted when you select an input field in the item or customer search.
Switch from alpha keyboard entry to numeric entry	<p>The keyboard is alpha-numeric.</p> <p>The default view is the alpha keyboard. To switch to the numeric entry, select the .?123 button.</p>
Data entry	<p>Tap the keyboard keys to enter information into the field.</p>
Close virtual keyboard	<p>Choose one of the following options to close the virtual keyboard:</p> <ul style="list-style-type: none">■ Swipe down the keyboard on the Operator Display.■ Select the keyboard icon  within the Status Bar.

Customer Display

The Customer Display shows the following sections:

1. Advertisement Banner
2. Retail Logo
3. Sale transaction information, such as:
 - Transaction number
 - Count of items added to the Cart
 - Total savings
 - SKU, the Stock Keeping Unit
 - Item ID assigned to an item by the retailer
 - Item, the item description
 - Quantity, the entered quantity, in format QTY @ Price or Price/Weight
 - Price - extended item amount (actual Price x Quantity)
4. Subtotal - The field Subtotal shows the amount of the items that have been entered.
5. Tax - If configured, the field Tax shows the current tax of entered items.
6. Customer Information - If a customer is linked to the sale transaction, the customer name is displayed on the Customer Display.
7. Amount Due - The field Amount Due shows the current amount due of the entered items.

Change Due - After tendering, the Change Due amount is displayed in this field.

Figure 1–5 Customer Display - Screen Layout

1. Advertisement Banner

2. Retail Logo

Trans # 24

Count: 2

You saved: \$ 0.00

SKU

Item

Quantity

Price

72001

Mineral Water

1 @ \$ 0.65

\$ 0.65

60001

Bottle Deposit

1 @ \$ 0.15

\$ 0.15

3. Sale Transaction Information

4. Subtotal

\$ 0.80

5. Tax

\$ 0.21

Peter Schweiger

6. Customer Information

7. Amount Due \$ 1.01

Code Functions

You can view the available code functions in Xstore Point-of-Service for Grocery. There are two ways to view the available code functions.

1. Press menu button **Code**.
2. You are prompted for the code. Enter 88.
3. The system displays the available code functions.

Or

1. Enter 88 and press the menu button **Code**.
2. The system displays the available code functions.

Figure 1–6 Code Functions

Code Functions	
20	Additional float
21	Pickup cash
22	Post void
23	Pay in
24	Pay out
25	Till audit
30	Item search
31	Customer search
<div><div>▲ ▼</div><div>Cancel OK</div></div>	

3. Select the corresponding code function with the up and down arrows. Confirm with **OK**. The system performs the selected function.

Privileges

Xstore Point-of-Service for Grocery offers the possibility to configure privileges for individual users. To access a functionality, you may need a certain privilege.

Override

1. If you do not have sufficient security privilege to carry out a certain activity, Xstore Point-of-Service for Grocery shows the Override information and prompts for the user name.
2. Users holding the required security privilege, must follow the steps below to carry out the security override.
 - a. Enter your user name and confirm with **Enter**.
 - b. Enter your password and confirm with **Enter**.
3. Carry out the initiated function.

Prompts

During various operations, you may be prompted to confirm a procedure, select from a list of options, acknowledge a system action, or select information. Xstore Point-of-Service for Grocery provides different types of prompts to help you complete a task. This chapter provides an overview of available prompts in Xstore Point-of-Service for Grocery.

Selection Required Prompt

During a transaction process, you may be required to select from a list of options. For example, in the prompt below, you would use the up and down arrows to select a reason from the list. To save your selection press **OK**. To exit without making a selection, press **Cancel**.

Figure 2–1 Selection Required Prompt

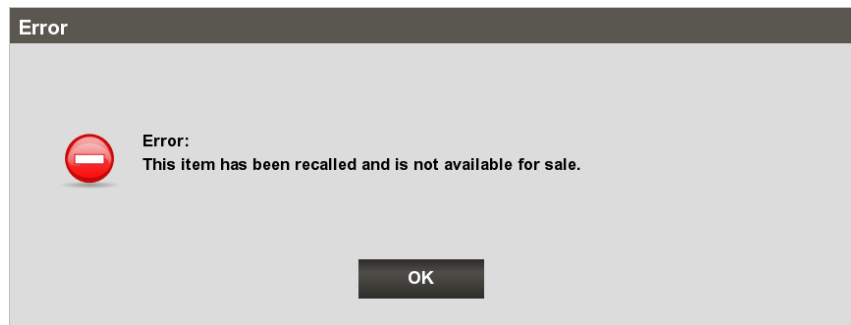
Cancel Reason	
TX1	- The customer changed their mind.
TX2	- Inappropriately entered.

Navigation: Up Arrow, Down Arrow, Cancel, OK

System and Error Information Prompt

The system displays prompts and messages to indicate that the system is processing a request or transaction, or to provide additional information about a process or error.

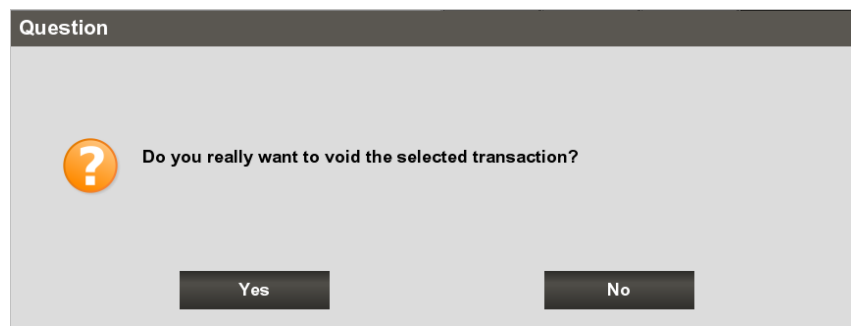
Figure 2–2 System and Error Information Prompt



Response Required Prompt

During a transaction, you may be required to confirm an action. For example, in the prompt below you would press **Yes** to void the selected transaction and **No** to exit the Post Void Transaction function.

Figure 2–3 Response Required Prompt



Item Prompts

You can implement various item prompts in Xstore Point-of-Service for Grocery. Possible item prompts are outlined below.

Entry Required Prompt

You can configure an entry required prompt.

1. Enter a corresponding item.

2. The system prompts, for example, for the manufacturer.

Figure 2-4 Item Prompt - Entry Required Prompt

 A screenshot of a system prompt. It features a white rectangular input field at the top. Below the field is a blue horizontal bar containing the text "Wall Cabinet DIY-Plus - Manufacturer?" in white.

3. Enter the manufacturer and confirm with **Enter**.
4. The item is displayed on the Sale Display Panel.

Selection Required Prompt

You can also configure a selection required prompt for an item in Xstore Point-of-Service for Grocery.

1. Enter a corresponding item.
2. The system, for example, displays a color selection.

Figure 2-5 Item Prompt - Selection Required Prompt

 A screenshot of a selection required prompt. The prompt has a dark gray header with the text "Choose color". Below the header is a list of color options: "Blue", "Red", "Green", and "Yellow". Each option is on a separate line with a light gray background. At the bottom of the prompt is a dark gray bar containing two arrows (up and down) and two buttons labeled "Cancel" and "OK".

3. Select the corresponding color and confirm with **OK**.
4. The item is displayed on the Sale Display Panel.

Information Prompt

You can also configure a system information prompt for an item in Xstore Point-of-Service for Grocery.

1. Enter a corresponding item.
2. An information prompt for the entered item is displayed.
3. Press **OK** to exit the information prompt.

Transaction Prompts

You can implement various transactions prompts in Xstore Point-of-Service for Grocery. Currently the following three different transaction prompts are available:

- Prompt when starting a sale transaction
- Prompt before tendering takes place
- Prompt after tendering

Pre-Sale

You can implement a prompt at the beginning of a sale transaction, for example, prompt for the customer number.

1. Enter the first item of a sale transaction.
2. The system prompts, for example, for the customer number.
3. Enter the customer number and press **Enter**.
4. Proceed with the sale transaction as usual.

Pre-Tender

You can implement a prompt before tendering a sale transaction.

1. After you entered all items, press **Total**.
2. The system displays, for example, a selection required prompt.
3. Select the corresponding entry and press **OK**.
4. Complete the sale transaction as usual.

Post-Tender

You can implement a prompt after tendering a sale transaction, for example, ask for the postal code (zip code).

1. After you selected the type of payment, the system prompts, for example, for the postal (zip) code.
2. Enter the postal (zip) code and press **Enter**.
3. The transaction is completed.

Basic Transaction Entry

A basic sale transaction consist of the exchange of items for a customer's tender. This chapter describes how to enter items in Xstore Point-of-Service for Grocery and gives an overview on barcodes with properties and attached items.

Basic Transactions

You can enter items in different ways in Xstore Point-of-Service for Grocery.

- Enter item number or UPC manually via Numeric Pad or keyboard, if configured.
- Choose the item from the Department Lookup.
- Scan the barcode of the item (if barcode scanner is attached).
- Use the Item Search to look up and add an item to the sale transaction. For more information about how to search for an item, see [Chapter 11, "Item Search."](#)

Enter Items Manually

1. Enter the item number or UPC and press menu button **PLU**.

Note: If you want to delete the last entered number, use the menu button **BKSP**. To delete all entered numbers, use **Clear**.

2. Xstore Point-of-Service for Grocery displays the item on the Sale Display Panel and on the Customer Display.

Figure 3–1 Operator Display - Sale Screen

Peter Schweiger

Trans # 25 **Count: 3** **Savings: \$ 0.00**

SKU	Item	Quantity	Price
72001	Mineral Water	1 @ \$ 0.65	\$ 0.65
60001	Bottle Deposit	1 @ \$ 0.15	\$ 0.15
70019	Lasagne	1 @ \$ 4.49	\$ 4.49

Subtotal \$ 5.29 **Tax \$ 0.70**

Amount Due \$ 5.99

Right Panel Buttons:

- Void Last, Void Line, Price Inquiry, Price, →
- Discount, Void Discount, Customer Search, Item Search, Pause
- Return, PLU, Total


Input Section:

Enter item number or scan item.


7	8	9	BKSP
4	5	6	Clear
1	2	3	Quantity
0	00	.	

Footer: Reg. 1, Thorins Gift Shope 9901, Online, Op. Schranz, 06/07/2016 10:43:59 AM, ORACLE

Figure 3–2 Customer Display - Sale Screen

		Trans # 25		Count: 3	You saved: \$ 0.00	
		SKU	Item		Quantity	Price
		72001	Mineral Water		1 @ \$ 0.65	\$ 0.65
		60001	Bottle Deposit		1 @ \$ 0.15	\$ 0.15
		70019	Lasagne		1 @ \$ 4.49	\$ 4.49
		Subtotal		\$ 5.29	Tax	\$ 0.70
Peter Schweiger		Amount Due		\$ 5.99		

Department Lookup

1. Select the Department Lookup icon  in the Tab Menu.
2. Use the arrows to choose an item from one of the available categories.
3. Xstore Point-of-Service for Grocery displays the item on the Sale Display Panel and on the Customer Display.

Scan Barcode

1. Scan the barcode of the item.
2. Xstore Point-of-Service for Grocery displays the item on the Sale Display Panel and on the Customer Display.

Note: The function is only available, if barcode scanner is attached.

Barcodes with Properties

This section describes all possible barcodes with properties.

Weight in Barcode

If you scan the barcode below, the system converts the data in the given order and sells the weight of the barcode item.

Example 3–1 Weight in Barcode

2150101020006

(21) Weight prefix, (50101) Item number, (02000) weight in grams (2,0 kg), (6) Check sum



Note: If the store has a service or self-service scale, creating barcodes with encoded weight, Xstore Point-of-Service for Grocery decodes the label and sells the item (coded in the barcode) with the calculated price.

Calculated Price = Item price x Weight from the barcode

Quantity in Barcode

If you scan the barcode below, the system converts the data in the given order and sells the quantity of the barcode item.

Example 3–2 Quantity in Barcode

2570018000036

(25) Quantity prefix, (70018) Item number, (00003) Quantity number, (6) Check sum



Note: If the store has a service or self-service scale, creating barcodes where the quantity is coded, Xstore Point-of-Service for Grocery decodes the label and sells the item (coded in the barcode) with the calculated price.

Calculated Price = Item price x Quantity from the barcode.

Price in Barcode

If you scan the barcode below, the system converts the data in the given order and sells for the price of the barcode item.

Example 3–3 Price in Barcode

2250102003005

(22) Price prefix, (50102) Item number, (00300) price (3,00), (5) Check sum



Note: If the store has a service or self-service scale, creating barcodes where price is coded, the system decodes the label and sells the item with the price from the barcode.

Press Barcode with Age Verification

If you scan the barcode below, the system converts the data in the given order and sells the press product barcode with the age verification.

Example 3-4 Press Barcode with Age Verification

4343000105396

(43) Prefix with age verification, (4) full VAT, (30001) item number, (0539) price 5,39 ,
(6) Check sum



Manual GS1 Entry

If you cannot scan a barcode, use menu button Manual GS1 Entry to enter the barcode, for example, (01) 02570016000052.

1. Press menu button **Manual GS1 Entry**.
2. You are prompted for the AI. Enter the AI - number shown in brackets, for example, (01) and press **Enter**.

Figure 3-3 Manual GS1 Entry - AI

A screenshot of a software interface. It features a white rectangular input field at the top. Below the field is a blue horizontal bar containing the text "Manual GS1 Input. Enter AI." in white.

3. You are prompted for the value. Enter the digits after the AI - number in brackets, for example, 02570016000052 and confirm with **Enter**.

Figure 3-4 Manual GS1 Entry - Value

A screenshot of a software interface. It features a white rectangular input field at the top. Below the field is a blue horizontal bar containing the text "Manual GS1 Input. Enter value." in white.

4. The system shows the following prompt.

Figure 3-5 Manual GS1 Input

A screenshot of a software interface. It features a white rectangular input field at the top. Below the field is a blue horizontal bar containing the text "Enter GS1 information manually. Enter AI." in white.

5. Repeat the process until you have entered the entire barcode. Press **Enter** with no input to finish the Manual GS1 Entry. The item is shown on the Sale Display Panel. Complete the transaction as usual.

Note: To cancel the Manual GS1 Entry, press **Cancel**.

Attached Items

Xstore Point-of-Service for Grocery offers the possibility to create attached items, to sell bottle deposits, for example, for mineral water. The system shows the attached item on the Operator and Customer Display.

Figure 3–6 Operator Display - Attached Items Sale Display Panel

SKU	Item	Quantity	Price
72001	Mineral Water	1 @ \$ 0.65	\$ 0.65
60001	Bottle Deposit	1 @ \$ 0.15	\$ 0.15

Trans # 27

Count: 2

Savings: \$ 0.00

Subtotal \$ 0.80

Tax \$ 0.21

Amount Due

\$ 1.01

Figure 3-7 Customer Display - Attached Items Sale Transaction Information

Trans # 27	Count: 2	You saved: \$ 0.00	
SKU	Item	Quantity	Price
72001	Mineral Water	1 @ \$ 0.65	\$ 0.65
60001	Bottle Deposit	1 @ \$ 0.15	\$ 0.15
Subtotal		\$ 0.80	
		Tax	\$ 0.21

Note: If you void the main item, the attached item is also voided. For more information about how to void items, see section "[Void Items](#)" in [Chapter 6](#).

Weight Items

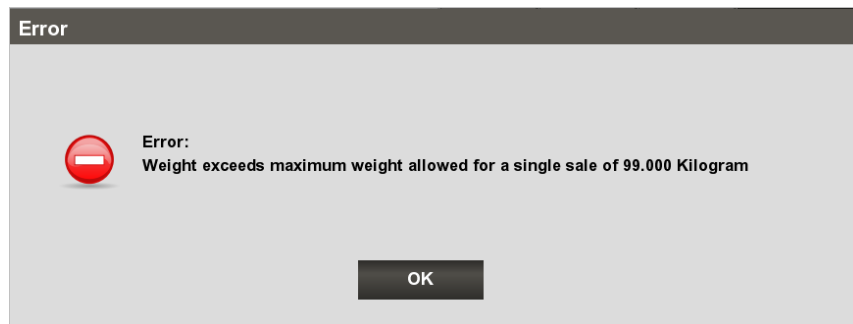
Weight items are marked with a weight-required flag in the item record. This chapter describes how to enter weight items in Xstore Point-of-Service for Grocery.

Note: The function Repeat Last Item is not available for weight items. For more information about this function, see section "[Repeat Last Item](#)" in [Chapter 6](#).

Minimum and Maximum Weight

You can define a minimum and maximum weight for the individual item. If the entered weight is more than the maximum or less than the minimum weight, the system displays a corresponding message. In the example below, the weight exceeds the maximum weight for a single sale.

Figure 4-1 Example - Maximum Weight



Enter Weight Items

Follow the steps below to key in the weight manually.

1. Select a weight item.
2. You are prompted for the weight.

Figure 4-2 Prompt Weight Item




3. Enter the weight and confirm with **Enter**.
4. The system displays the item with the calculated price on the Sale Display Panel and the Customer Display.

Figure 4–3 Operator Display - Weight Item

The screenshot displays the Oracle Retail Xstore Point-of-Service interface for a grocery store. The top header bar is blue with icons for a grid, search, and email. Below this, a green bar contains the 'Xstore grocery' logo. The main interface is divided into several sections:

- Transaction Information:** Trans # 28, Count: 1, Savings: \$ 0.00.
- Item List:** A table with columns SKU, Item, Quantity, and Price. The first item is 79002 Dark Chocolate mixed, with a quantity of 0.200 kg @ \$ 10.90/kg and a price of \$ 2.18.
- Function Buttons:** A grid of buttons including Void Last, Void Line, Price Inquiry, Price, a right arrow, Discount, Void Discount, Customer Search, Item Search, Pause, a red Return button, and a large green Total button.
- Search Bar:** A blue bar with the text 'Enter item number or scan item.'
- Numeric Keypad:** A grid of buttons for digits 0-9, BKSP, Clear, and a Quantity button.
- Summary:** Subtotal \$ 2.18, Tax \$ 0.24, and Amount Due \$ 2.42.
- Status Bar:** A dark bar at the bottom showing system status (Reg. 1, Thorins Gift Shope 9901, Online), operator name (Op. Schranz), date/time (06/07/2016 11:00:14 AM), and the ORACLE logo.

Figure 4–4 Customer Display - Weight Item



Qx store grocery

Trans # 28	Count: 1	You saved: \$ 0.00	
SKU	Item	Quantity	Price
79002	Dark Chocolate mixed	0.200 kg @ \$ 10.90/kg	\$ 2.18
Subtotal		\$ 2.18	Tax \$ 0.24
Amount Due		\$ 2.42	

Processing Tender

Tendering takes place when you select the method of payment and complete the transaction. This chapter describes the tender process with the available tender types and possible receipt printing functions. The following tender types are available:

- Cash
- Coupon
- Traveler's Check
- Foreign Currency
- EC Card/Credit Card
- EC Card Manual Authorization
- House Account

Note: The **Clear** button will be enabled after tendering, if there is no till (cash drawer) configured for a register.

Cash

If the customer wants to pay Cash, follow the steps listed below.

1. After you have entered all items, press **Total** to complete the sale. The system displays the Sale Tender screen.

Figure 5–1 Operator Display - Sale Tender Screen

SKU	Item	Quantity	Price
70015	Coca-Cola 0.5l	1 @ \$ 0.89	\$ 0.89
72001	Mineral Water	1 @ \$ 0.65	\$ 0.65
60001	Bottle Deposit	1 @ \$ 0.15	\$ 0.15
70001	Gift Box	1 @ \$ 39.00	\$ 39.00
	5€ off		-\$ 5.00
73003	Krombacher Pils 0.5	1 @ \$ 0.50	\$ 0.50
60003	Bottle Deposit Beer	1 @ \$ 0.15	\$ 0.15
70016	Fanta 0.5l	1 @ \$ 0.89	\$ 0.89
	Tax		\$ 4.58
	Total		\$ 41.81

Subtotal \$ 37.23		Tax \$ 4.58	
Amount Due		\$ 41.81	

Enter payment amount.			
7	8	9	BKSP
4	5	6	Clear
1	2	3	Quantity
0	00	.	

5 Cash	10 Cash	20 Cash	50 Cash	→
Credit Card	Coupon	EC Card	Foreign Currency	Cancel Trans.
Discount		PLU	Cash	
Void Discount	Void Line			

?	Reg. 1	Thorins Gift Shope 9901	Online	Op. Schranz	06/07/2016 11:06:44 AM	ORACLE
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2. The total amount of the sale transaction is shown. Enter the tender amount via the Numeric Pad or select the amount from the menu bar, for example, 5 Cash.
3. Select tender type **Cash**.

Note: If you enter the received amount via the Menu Bar, the tender amount is applied immediately. You do not have to press tender type **Cash**.

- The sale is completed. The system displays the Change Due and prints the receipt.

Figure 5–2 Customer Display - Sale Completed



			
Trans #	29	Count: 7	You saved: \$ 5.00
SKU	Item	Quantity	Price
70015	Coca-Cola 0.5l	1 @ \$ 0.89	\$ 0.89
72001	Mineral Water	1 @ \$ 0.65	\$ 0.65
60001	Bottle Deposit	1 @ \$ 0.15	\$ 0.15
70001	Gift Box	1 @ \$ 39.00	\$ 39.00
	5€ off		-\$ 5.00
73003	Krombacher Pils 0.5	1 @ \$ 0.50	\$ 0.50
60003	Bottle Deposit Beer	1 @ \$ 0.15	\$ 0.15
70016	Fanta 0.5l	1 @ \$ 0.89	\$ 0.89
	Cash		\$ 50.00
	Cash		-\$ 8.19
Subtotal		\$ 37.23	
		Tax	\$ 4.58
		Change Due	\$ 8.19

- Close the till (cash drawer) or press **Clear** to return to the Sale screen.

Coupon

If the customer wants to use a Coupon for payment, follow the steps listed below.

- After you have entered all items, press **Total** to complete the sale. The system displays the Sale Tender screen.
- Enter the amount of the received coupon and press **Coupon**.
- The Coupon is applied. If no remaining amount is due, the receipt is printed.
- Close the till (cash drawer) or press **Clear** to return to the Sale screen.

Traveler's Check

If the customer wants to use Traveler's Check for payment, follow the steps listed below.

- After you have entered all items, press **Total** to complete the sale. The system displays the Sale Tender screen.
- Enter the amount you received and press **Traveler's Check**.
- The sale is completed. The system displays the Change Due. The receipt is printed.
- Close the till (cash drawer) or press **Clear** to return to the Sale screen.

Foreign Currency

If foreign currencies are available for tender, they are listed under **Foreign Currency**.

1. After you have entered all items, press **Total** to complete the sale. The system displays the Sale Tender screen.
2. Press **Foreign Currency**.
3. The system displays a prompt with all available currencies. The Amount Due is shown in the local as well as in all available foreign currencies.
4. Select the corresponding currency and confirm with **OK**. The amount is shown in the Focus Bar.
5. Confirm the amount with **Enter**.
6. The transaction is completed. The amount is shown in the foreign currency and in your local currency. The system displays the Change Due. The receipt is printed.
7. Close the till (cash drawer) or press **Clear** to return to the Sale screen.

EC Card/Credit Card

If the customer wants to use EC Card or Credit Card for payment, follow the steps listed below.

1. After you have entered all items, press **Total** to complete the sale transaction. The system displays the Sale Tender screen.
2. Press **EC Card** or **Credit Card**.
3. The prompts displayed on the terminal may vary depending on the payment system your store uses.

Note: If the authorization is offline, see section [EC Card Manual Authorization](#) If the authorization is declined, see section [EC/Credit Card Authorization Fails](#).

EC Card Manual Authorization

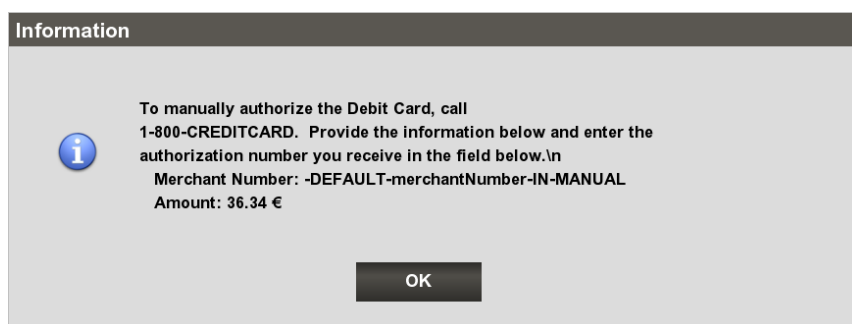
Note: Depending on your provider the EC Card Manual Authorization might not be available. If the EC Card Manual Authorization is not available and the authorizer is offline, you cannot tender the transaction with EC Card/Credit Card.

If the customer wants to use an EC Card for payment, follow the steps listed below.

1. After you have entered all items, press **Total** to complete the sale transaction. The system displays the Sale Tender screen.
2. Press **EC Card**.
3. The system sends an authorization request to the EC terminal.

4. If the request is not successful, the following prompt is shown.

Figure 5–3 EC Card Manual Authorization



5. Call the suggested number and provide the corresponding information. Complete the prompt with **OK**.
6. Enter the authorization number and confirm with **Enter**.
 - If the authorization number is not accepted, a corresponding prompt is displayed.
 - Press **Cancel** to return to the Sale Tender screen and select a new tender type.
 - Press **Retry** to resend the authorization number.
 - Press **Manual** to return to the manual authorization prompt.
 - If the authorization number is accepted, the sale transaction is completed. The system prints the receipt.

EC/Credit Card Authorization Fails

If the authorization of the EC or Credit Card fails or is declined, the system shows a corresponding prompt.

- Press **Cancel**, the tender type, for example, EC or Credit Card, is voided and displayed on the Sale Display Panel.
- Press **Retry** to restart the tender authorization process.

House Account

A House Account allows a customer to use an in-house account as a form of tender and to make payments to this account. This type of account must be activated to be used as tender by the customer.

Several customer names can be saved for one house account. However, the system always gives the primary customer name on the receipt. The field picked up by may contain the name of a different house account user.

1. Assign a customer with an active house account to the sale transaction. For more information about how to assign a customer to the current sale transaction, see section "[Customer Search](#)" in [Chapter 10](#).

- a. If you do not assign a customer to the current sale transaction, the system prompts you to assign a customer to the transaction.

Figure 5–4 Prompt - Assign Customer



2. Enter items and press **Total**. The system displays the Sale Tender screen.
3. Select tender type **House Account**.
4. The system shows all users (customers) assigned to this house account. Select the corresponding house account user and press **OK**.
5. You are prompted for the amount you would like to charge to the house account.
 - Enter the total amount of the sale transaction and confirm with **Enter**. The sale transaction is completed.
 - Enter the partial amount of the sale transaction and confirm with **Enter**. Select another tender type to complete the sale transaction.

Exceed Credit Limit House Account

Note: You can set a credit limit for house accounts in Oracle Retail Xstore Point of Service (Back Office). You can also overpay a house account up to a configured amount. However, the payment must be authorized by users holding the required security privileges. If the amount exceeds the overpayment amount, the system displays an error message. You cannot complete the transaction with the tender type house account. For further details, see - *Oracle Retail Xstore Point-of-Service User Guide*.

1. Assign a customer with an active house account to the sale transaction. For more information about how to assign a customer to the current sale transaction, see "[Customer Search](#)" in [Chapter 10](#).
2. Enter items and press **Total**. The system displays the Sale Tender screen.
3. If the total of your sale transaction exceeds the credit limit, the system displays a corresponding message.
4. Users holding the required security privilege can complete the sale transaction.
5. Press **OK** to close message.
 - a. Enter your user name and confirm with **Enter**.
 - b. Enter your password and confirm with **Enter**.

- Sale transaction is completed.

Split Tenders

Note: You may enter a partial amount if the purchase is paid with more than one tender type. After selecting a tender type, enter the amount and press **Enter**. The system automatically prompts for the remaining balance due and you may select any of the valid tender.

For example, if the customer wants to use the local and a foreign currency for payment, follow the steps outlined below.

- After you have entered all items, press **Total**. The system displays the Sale Tender screen.
- Press **Foreign Currency**. Xstore Point-of-Service for Grocery displays a prompt with all available currencies. The Amount Due is shown in the local as well as in all available foreign currencies.
- Select the corresponding foreign currency.
- The total Amount Due is show in the Focus Bar. Enter the new amount in the Focus Bar and confirm with **Enter**.
- The partial tender amount is shown on the Sale Display Panel and the Customer Display.

Figure 5-5 Split Tenders - Foreign Currency

The screenshot shows the Xstore Point-of-Service for Grocery interface. The left panel displays a transaction summary:

Trans #	Count	Savings
13	1	\$ 0.00

SKU	Item	Quantity	Price
73004	Bacardi 1l	1 @	\$ 15.94
	Tax		\$ 4.14
	Total		\$ 20.08
	Euro Cash	€ 10.00	\$ 11.81

The right panel shows the payment selection menu:

- 5 Cash, 10 Cash, 20 Cash, 50 Cash, and a right arrow button.
- Credit Card, Coupon, EC Card, and Foreign Currency.
- A large green button labeled "Cash" is highlighted.

Below the menu, there is a numeric keypad with buttons for digits 0-9, a decimal point, and "BKSP" and "Clear" buttons. The bottom status bar shows the Subtotal (\$ 15.94), Tax (\$ 4.14), and the Amount Due (\$ 8.27).

- Enter the remaining tender amount via the Numeric Pad or select the amount from the menu bar, for example, 5 Cash.

7. Select tender type **Cash**.

Note: If you enter the received amount via the Menu Bar, the sale is completed immediately. You do not have to press tender type **Cash**.

8. The sale is completed. The system displays the foreign and local tender type, as well as Change Due. The receipt is printed.

Figure 5–6 Split Tenders - Foreign and Local Currency

Trans #	Count	Savings
39	1	\$ 0.00

SKU	Item	Quantity	Price
73004	Bacardi 1l	1 @ \$ 15.94	\$ 15.94
Tax			\$ 4.14
Total			\$ 20.08
Euro Cash		€ 10.00	\$ 11.81
Cash			\$ 20.00
Cash			\$ -11.73

Subtotal \$ 15.94 Tax \$ 4.14

Amount Due \$ 0.00

Close cash drawer.

7 8 9 BKSP

4 5 6 Clear

1 2 3

0 00 .

Reg. 1 Thorins Gift Shope 9901 Online Op. Schranz 06/07/2016 01:25:09 PM ORACLE

9. Close the till (cash drawer) or press **Clear** to return to the Sale screen.

House Account Payment

To make payments to a certain house account, follow the steps bellow.

1. Choose a customer with an active house account. For more information about how to search for a customer, see section "[Customer Search](#)" in [Chapter 10](#).
2. Press **House Account Payment**.
3. The system shows all users (customers) assigned to this house account. Select the corresponding house account user and press **OK**.
4. Enter the payment amount and confirm with **Enter**.
5. Enter the payment date and confirm with **Enter**.
6. Enter the invoice number and confirm with **Enter**.
7. The system shows the house account payment on the Sale Display Panel.
8. Complete the transaction as usual or enter further items.

If you want to print a receipt, use menu button **Print Receipt**, after you have completed a sale transaction. You can also activate the receipt print in advance for the current sale transaction, by using menu button **Activate Receipt Printing**.

Print Receipt

You have entered all items and completed the sale transaction with a tender type. To print a receipt follow the steps below.

1. Press **Print Receipt**.
2. The receipt of the current sale transaction is printed. The sale transaction is completed.

Activate Receipt Printing

To activate Receipt Printing follow the steps listed below.

1. Enter an item.
2. Select **Activate Receipt Printing**.
3. Enter further items or complete the sale transaction with a tender type.
4. The receipt is printed at the end of the sale transaction.

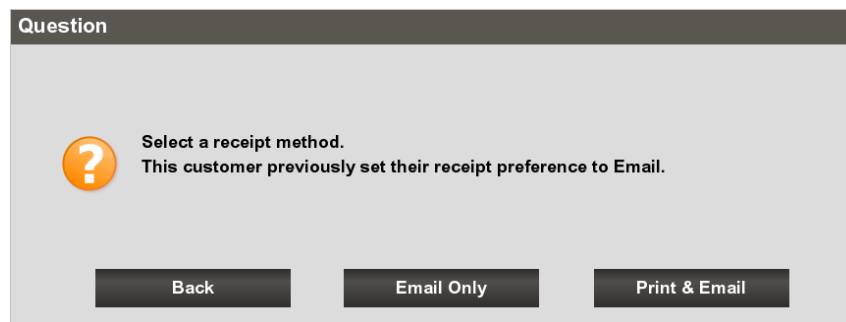
E-Mail Receipt

Xstore Point-of-Service offers the possibility to create e-mail receipts. Depending on your system's configuration, the function e-mail receipt might be enabled. If enabled, you need to select the receipt method.

E-Mail Receipt - Customer Request

The customer can request an e-mail receipt. If the receipt preference is set to e-mail, you need to select the receipt method. The following options are available:

Figure 5–8 *Select Receipt Method*



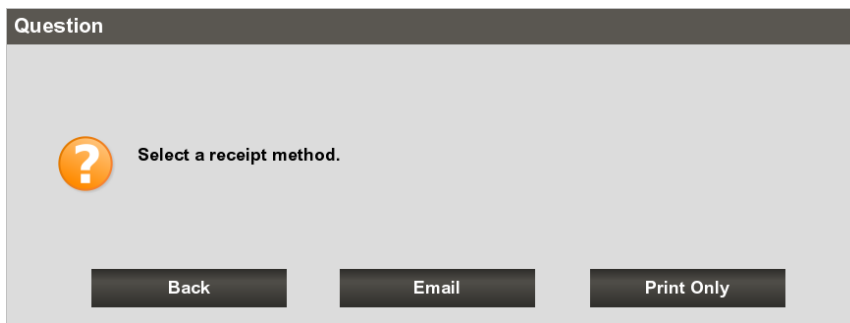
- **E-mail only** - Receipt is e-mailed to the customer (customer copy only).
- **Print & Email** - Receipt is printed and e-mailed to the customer.
- **Back** - Cancel printing and return to tendering.

Note: his prompt replaces the 'transaction complete' prompt, if enabled.

General E-Mail Receipt

If the e-mail receipt option is generally enabled, you need to select the receipt option. Choose between **Email** and **Print Only**.

Figure 5–9 Select Receipt Method



Question

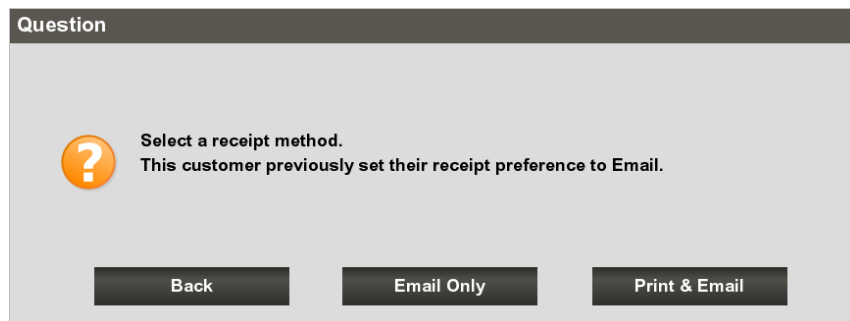
?

Select a receipt method.

Back Email Print Only

- If you select **E-mail**, a second prompt is displayed. Here you can see the customer preference and you can choose between **E-Mail Only** or **Print & Email**.

Figure 5–10 Select Receipt Method - Preference



Question

?

Select a receipt method.
This customer previously set their receipt preference to Email.

Back Email Only Print & Email

- If you select **Email Only**, the system asks for the e-mail address. If you added a customer to the transaction, the stored e-mail address of this customer is used as default entry. The receipt is e-mailed to the corresponding customer.

Update Customer E-Mail

If you add a customer to a transaction and the current e-mail address is different from the stored e-mail address or no e-mail address is stored for the customer, you can update/enter the customer's e-mail address at the cash register.

1. After you selected the tender type, the stored e-mail address is displayed. The virtual keyboard is shown.
2. Change or enter the e-mail address accordingly and confirm with **Enter**. If you want to change the customer profile, confirm the following prompt.

- **Yes** - New address is stored in database and receipt is sent to the new e-mail address.
- **No** - Entry is rejected and not stored in database. Receipt is sent to previous e-mail address.

Select Printer

If the function Select Printer is enabled, you can select a printer for the following receipts:

- Sales receipt
- Cancel transaction
- Post void
- Suspend transaction


To select a printer, follow the steps listed below:

1. The system prompts for a printer.
2. Select the corresponding printer and confirm with **OK**.
3. The receipt is printed on the selected printer.

Sales Tax

If the function Sales Tax is enabled, the displays of the operator and customer change slightly. There are additional lines displayed after you press **Total**. The subtotal and the tax value, are shown on the Operator and Customer Display. If the function Sales Tax is activated, the receipt also contains the subtotal and tax.

Figure 5–11 Operator Display - Sales Tax



Trans # 30Count: 2Savings: \$ 5.00

SKU	Item	Quantity	Price
70016	Fanta 0.5l	1 @ \$ 0.89	\$ 0.89
70007	Caramel Brownies	1 @ \$ 16.50	\$ 16.50
			5€ off

Subtotal \$ 12.39Tax \$ 1.50

Amount Due \$ 13.89

Void LastVoid LinePrice InquiryPrice

DiscountVoid DiscountCustomer SearchItem SearchPause

ReturnPLUTotal

Enter item number or scan item.

789BKSP

456Clear


123Quantity


000

Reg. 1Thorins Gift Shope 9901OnlineOp. Schranz

06/07/2016 11:13:18 AMORACLE

Figure 5–12 Customer Display - Sales Tax





Trans # 30Count: 2You saved: \$ 5.00

SKU	Item	Quantity	Price
70016	Fanta 0.5l	1 @ \$ 0.89	\$ 0.89
70007	Caramel Brownies	1 @ \$ 16.50	\$ 16.50
			5€ off

Subtotal \$ 12.39Tax \$ 1.50

Amount Due \$ 13.89

Pre-Flight Check

Xstore Point-of-Service for Grocery offers a pre-flight check, warning the user that the taxes are not configured correctly. An error occurs when VAT and SALES taxes are mixed up. It is possible to mix up SALES tax, GST (Goods and Services Tax) and PST (Provincial Sales Tax), since all of these are sales taxes. Xstore Point-of-Service for Grocery displays the Pre-Flight Check when you start the system.

Transaction Completed

Depending on your system's configuration, the system may prompt you if the current sale transaction is completed.

- **Yes** - If you select **Yes**, the transaction is completed and the receipt printed.
- **No** - If you select **No**, the system returns to tendering.

Note: When selecting **No** at the prompt, the transaction can be completed by pressing the **Cash** tender button without entering an amount (the response required prompt will reappear).

Modifying a Sale Transaction

During a sale transaction you may need to modify the transaction prior to tendering. This chapter explains the following functions:

- Repeat Last Item
- Quantity Pre-Selection
- Void Last
- Void Line
- Cancel Transaction
- Change Price
- Suspend Transaction
- Resume Transaction

Repeat Last Item

To repeat the last entered item, press menu button **PLU**.

Quantity Pre-Selection

You can enter the desired quantity before you enter the item in Xstore Point-of-Service for Grocery.

1. Enter the desired quantity, for example, 5 and press **Quantity**.
2. The system records the quantity. Enter the item(s) as usual.

Void Items

Xstore Point-of-Service for Grocery offers two different ways to void entered items:

- Void Last
- Void Line

Void Last

The function **Void Last** deletes the last entered item from the sale transaction.

1. To void the last entered item of a sale transaction, press menu button **Void Last**.
2. The last item is voided. The item is indicated as voided (characters turn red and price turns negative) on the Sale Display Panel and on the Customer Display.

Figure 6–1 Operator Display - Void Last Item

Trans # 31 Count: 4 Savings: \$ 0.00				<div> <div>Void Last</div> <div>Void Line</div> <div>Price Inquiry</div> <div>Price</div> <div>→</div> </div>				
SKU	Item	Quantity	Price	<div> <div>Discount</div> <div>Void Discount</div> <div>Customer Search</div> <div>Item Search</div> <div>Pause</div> </div>				
72001	Mineral Water	1 @ \$ 0.65	\$ 0.65					
60001	Bottle Deposit	1 @ \$ 0.15	\$ 0.15					
70019	Lasagne	1 @ \$ 4.49	\$ 4.49					
70019	Lasagne	1 @ \$ 4.49	\$ 4.49					
70019	Lasagne	-1 @ \$ 4.49	-\$ 4.49					
				<div> <div>Return</div> <div></div> <div>PLU</div> <div>Total</div> </div>				
				<div>Enter item number or scan item.</div>				
				<div> <div>7</div> <div>8</div> <div>9</div> <div>BKSP</div> </div>				
				<div> <div>4</div> <div>5</div> <div>6</div> <div>Clear</div> </div>				
				<div> <div>1</div> <div>2</div> <div>3</div> <div rowspan="2">Quantity</div> </div>				
				<div> <div>0</div> <div>00</div> <div>.</div> </div>				
Subtotal \$ 5.29 Tax \$ 0.70								
Amount Due \$ 5.99								
<div> <div>Reg. 1</div> <div>Thorins Gift Shope 9901</div> <div>Online</div> <div>Op. Schranz</div> </div>				<div> <div>06/07/2016 11:17:55 AM</div> <div>ORACLE</div> </div>				

Figure 6–2 Customer Display - Void Last Item

Trans # 31 Count: 4 You saved: \$ 0.00			
SKU	Item	Quantity	Price
72001	Mineral Water	1 @ \$ 0.65	\$ 0.65
60001	Bottle Deposit	1 @ \$ 0.15	\$ 0.15
70019	Lasagne	1 @ \$ 4.49	\$ 4.49
70019	Lasagne	1 @ \$ 4.49	\$ 4.49
70019	Lasagne	-1 @ \$ 4.49	-\$ 4.49
Subtotal \$ 5.29		Tax \$ 0.70	
Amount Due \$ 5.99			

Note: If only one item is entered, the function Void Last is not available. The error message "Void Item not possible" is displayed. You need to cancel the transaction. For more information about how to cancel a transaction, see section [Cancel Transaction](#).

Void Line

The function Void Line deletes the selected item from the sale transaction.

1. Choose **Void Line**.
2. You are prompted for the item you would like to cancel.
 - Enter the item/UPS number or
 - Select the item from the Sale Display Panel with the up and down arrows. If you use the up and down arrows, the selected item is marked grey.
3. Press **Enter**.
4. The system displays void reasons. Select a reason for voiding the line and confirm with **OK**.

Figure 6–3 Void Line - Reasons

Void Reason	
VL1	- The customer changed their mind.
VL2	- Inappropriately entered.

Navigation: Up arrow, Down arrow, Cancel, OK

5. The item is indicated as voided (characters turn red and price turns negative) on the Sale Display Panel and Customer Display.

Note: The function Void Line is also available in the Sale Tender screen.

Cancel Transaction

At any time before a sale has been tendered you can cancel the entire sale transaction.

1. If you want to cancel a sale transaction, press **Total** to get to Sale Tender screen.
2. Select the menu button **Cancel Trans**.

3. You are prompted to enter a reason for cancelling the transaction. Select the corresponding reason and confirm with **OK**.

Figure 6–4 Cancel Transaction - Reasons

Cancel Reason	
TX1	- The customer changed their mind.
TX2	- Inappropriately entered.

▲ ▼
Cancel OK

4. The transaction is cancelled. If configured, a cancel transaction receipt is printed and the Sale screen is displayed.

Change Price

You can change the price of an item by using the menu button **Price**.

1. If you want to change the price of an item, enter the new price.
2. Select the menu button **Price**.
3. Choose an item.
4. Select a reason for the price override and confirm with **OK**.
5. The item with the new price is shown on the Sale Display Panel. Complete the sale transaction as usual.

Suspend/Resume Transaction

You can suspend or resume transactions in Xstore Point-of-Service for Grocery.

Suspend Transaction

After a transaction has been started, before tendering, you can suspend the current transaction.

1. Press menu button **Suspend Transaction**.
2. The current transaction is suspended and a receipt with the note suspended is printed.

Resume Transaction

After you have suspended a transaction, there are two different ways to resume a transaction.

Resume Transaction with Barcode

To resume a transaction with a barcode, follow the steps listed below.

1. If you are logged on to a register and no transaction has been started yet, scan the barcode generated during the suspend transaction function.
2. The register decodes the barcode and shows the suspended transaction.
3. After the transaction has been resumed, the register jumps into the Sale Tender screen. You can either continue adding items to the transaction or start the tendering process. In this state you can also suspend the transaction again.

Resume Transaction without Barcode

To resume a transaction without a barcode, follow the steps listed below.

1. If you are logged on to a register and no transaction has been started yet, press menu button **Resume Transaction**. All suspended transactions are listed.
2. Select the corresponding transaction and press **OK**. The register returns to the Sale Tender screen. You can either continue adding items to the transaction or start the tendering process. In this state you can also suspend the transaction again.

Note: If you already started a new transaction and you scan a suspended transaction receipt, the following message is shown:

"Not allowed in a started transaction."

If you scan an already resumed receipt again the following message is shown:

"Barcode invalid - already resumed."

It is also possible to resume transactions from other registers.

Adding a Discount to an Item

1. Select **Discount** in the Sale screen.
2. You are prompted to select an item discount. Select an item discount and confirm with **OK**.

Item Discount Selection	
Employee Item Discount:	10% Off
Employee Item Discount:	\$25 Off
Item Discount:	10%
Item Discount:	\$15 Off
Item Discount:	% Off
Item Discount:	10% Off Competitor
Item Discount:	\$15 Off Competitor
<div> <div></div> <div></div> </div>	<div>Cancel</div> <div>OK</div>

- Discounts and Deals 7-1

- You are prompted to select a reason code for applying the item discount. Select the corresponding reason and confirm with **OK**.

Figure 7-2 Item Discount - Reasons

Discount Reason	
DC1	- Incorrect Label
DC2	- Manager Discretion
DC3	- Price Guarantee
DC4	- Damage Adjustment


▲ ▼
Cancel OK

- The applied item discount (blue characters and negative price) is shown on the Sale Display Panel and on the Customer Display.

Figure 7-3 Operator Display - Applied Item Discount

				☰ 🔍 ✉				
				<div style="display: flex; justify-content: space-around; font-size: 0.8em;"> Void Last Void Line Price Inquiry Price ➔ </div>				
Trans # 31 Count: 4 Savings: \$ 0.65				<div style="display: flex; justify-content: space-around; font-size: 0.8em;"> Discount Void Discount Customer Search Item Search Pause </div>				
SKU	Item	Quantity	Price	<div style="display: flex; justify-content: space-around; font-size: 0.8em;"> PLU Total </div>				
72001	Mineral Water	1 @ \$ 0.65	\$ 0.65					
60001	Bottle Deposit	1 @ \$ 0.15	\$ 0.15					
70019	Lasagne	1 @ \$ 4.49	\$ 4.49					
70019	Lasagne	1 @ \$ 4.49	\$ 4.49					
70019	Lasagne	-1 @ \$ 4.49	-\$ 4.49					
70017	Pizza Quattro Formaggi	1 @ \$ 6.49	\$ 6.49					
Item Discount: 10%			-\$ 0.65	<div style="display: flex; justify-content: space-around; font-size: 0.8em;"> Return </div>				
				<div style="border: 1px solid #0056b3; padding: 5px; margin-bottom: 5px;"> Enter item number or scan item. </div> <div style="display: flex; justify-content: space-between;"> <div style="display: grid; grid-template-columns: 1fr 1fr 1fr 1fr; gap: 5px;"> <div style="background-color: #ccc; padding: 5px; text-align: center;">7</div> <div style="background-color: #ccc; padding: 5px; text-align: center;">8</div> <div style="background-color: #ccc; padding: 5px; text-align: center;">9</div> <div style="background-color: #ccc; padding: 5px; text-align: center;">BKSP</div> <div style="background-color: #ccc; padding: 5px; text-align: center;">4</div> <div style="background-color: #ccc; padding: 5px; text-align: center;">5</div> <div style="background-color: #ccc; padding: 5px; text-align: center;">6</div> <div style="background-color: #ccc; padding: 5px; text-align: center;">Clear</div> <div style="background-color: #ccc; padding: 5px; text-align: center;">1</div> <div style="background-color: #ccc; padding: 5px; text-align: center;">2</div> <div style="background-color: #ccc; padding: 5px; text-align: center;">3</div> <div rowspan="2" style="background-color: #ccc; padding: 5px; text-align: center; font-size: 0.8em;">Quantity</div> <div style="background-color: #ccc; padding: 5px; text-align: center;">0</div> <div style="background-color: #ccc; padding: 5px; text-align: center;">00</div> <div style="background-color: #ccc; padding: 5px; text-align: center;">.</div> </div> </div>				
Subtotal \$ 11.13		Tax \$ 1.35		Amount Due \$ 12.48				
🔍 ☰ ▼ Reg. 1 Thorins Gift Shope 9901 Online Op. Schranz				06/07/2016 11:26:16 AM ORACLE				

Figure 7-4 Customer Display - Applied Item Discount



			
Trans #	31	Count: 4	You saved: \$ 0.65
SKU	Item	Quantity	Price
72001	Mineral Water	1 @ \$ 0.65	\$ 0.65
60001	Bottle Deposit	1 @ \$ 0.15	\$ 0.15
70019	Lasagne	1 @ \$ 4.49	\$ 4.49
70019	Lasagne	1 @ \$ 4.49	\$ 4.49
70019	Lasagne	-1 @ \$ 4.49	-\$ 4.49
70017	Pizza Quattro Formaggi	1 @ \$ 6.49	\$ 6.49
Item Discount: 10%			-\$ 0.65
Subtotal		\$ 11.13	Tax \$ 1.35
Amount Due			\$ 12.48

Voiding an Item Discount

You can void an item discount in Xstore Point-of-Service for Grocery. To void an item discount, return to the Sale screen.

Note: If you are already in the Sale Tender screen, press **Clear** to return to the Sale screen.

To void an applied item discount follow the steps outlined below.

1. Select **Void Discount**.
2. You are prompted for the discount you would like to void. Select the corresponding discount and confirm with **OK**.
3. The selected discount is voided, as shown on the Sale Display Panel and the Customer Display.

Adding a Transaction Discount

You can also add transaction discounts in Xstore Point-of-Service for Grocery. Transaction discounts can only be applied in the Sale Tender screen.

1. Select **Discount** in the Sale Tender screen.
2. You are prompted to select a transaction discount. Select a transaction discount and confirm with **OK**.

- Depending on the transaction discount, you may be prompted for the discount amount or the percentage of the discount. Enter the requested input and press **Enter**.
- You are prompted to select a reason for applying the transaction discount. Select the corresponding reason and confirm with **OK**.
- The applied discount (blue characters and negative price) is shown on the Sale Display Panel and on the Customer Display. Complete the sale as usual.

Figure 7-5 Operator Display - Applied Transaction Discount



Trans # 33 Count: 4 Savings: \$ 2.91			
SKU	Item	Quantity	Price
72001	Mineral Water	1 @ \$ 0.65	\$ 0.65
60001	Bottle Deposit	1 @ \$ 0.15	\$ 0.15
70019	Lasagne	1 @ \$ 4.49	\$ 4.49
70017	Pizza Quattro Formaggi	1 @ \$ 6.49	\$ 6.49
Tax			\$ 1.42
Total			\$ 13.20
Employee Trans Discount: 25%			-\$ 2.91
Subtotal		\$ 8.87	Tax \$ 1.08
Amount Due		\$ 9.95	

5 Cash	10 Cash	20 Cash	50 Cash	→
Credit Card	Coupon	EC Card	Foreign Currency	Cancel Trans.
Discount		PLU	Cash	
Void Discount	Void Line			

Enter payment amount.			
7	8	9	BKSP
4	5	6	Clear
1	2	3	Quantity
0	00	.	

Reg. 1	Thorins Gift Shope 9901	Online	Op. Schranz	06/07/2016 11:33:00 AM	ORACLE
--------	-------------------------	--------	-------------	------------------------	--------

Figure 7-6 Customer Display - Applied Transaction Discount

			
		Trans # 33	You saved: \$ 2.91
		Count: 4	
		SKU	Price
		Item	Quantity
	72001	Mineral Water	1 @ \$ 0.65 \$ 0.65
	60001	Bottle Deposit	1 @ \$ 0.15 \$ 0.15
	70019	Lasagne	1 @ \$ 4.49 \$ 4.49
	70017	Pizza Quattro Formaggi	1 @ \$ 6.49 \$ 6.49
	Employee Trans Discount: 25%		-\$ 2.91
		Subtotal	\$ 8.87
		Tax	\$ 1.08
		Amount Due \$ 9.95	

Voiding a Transaction Discount

You can void transaction discounts in the Sale Tender screen.

1. Select **Void Discount** in the Sale Tender screen.
2. You are prompted for the transaction discount you would like to void.
3. Select the transaction discount and confirm with **OK**. Transaction discount is voided as shown on the Sale Display Panel and the Customer Display.

Deals

Deal pricing discounts are automatically applied to items that have been scanned. No user interaction is required to apply a deal to a transaction. Once the "trigger" items are added, the system applies the corresponding discount. There are many variations of deal discounts, for example, buy three alcoholic beverages get 10% Off. The deals are displayed as on the Operator and Customer Display.

Figure 7-7 Operator Display - Deals

Trans # 35 Count: 4 Savings: \$ 5.00				<div> <div>Void Last</div> <div>Void Line</div> <div>Price Inquiry</div> <div>Price</div> <div>→</div> </div>					
SKU	Item	Quantity	Price	<div> <div>Discount</div> <div>Void Discount</div> <div>Customer Search</div> <div>Item Search</div> <div>Pause</div> </div>					
72001	Mineral Water	1 @ \$ 0.65	\$ 0.65						
60001	Bottle Deposit	1 @ \$ 0.15	\$ 0.15						
70019	Lasagne	1 @ \$ 4.49	\$ 4.49						
70008	Cupcakes	1 @ \$ 19.90	\$ 19.90						
			5€ off	Total					
				Return					
<div>Enter item number or scan item.</div>									
				7		8		9	
				4		5		6	
				1		2		3	
				0		00		.	
								Quantity	
Subtotal \$ 20.19			Tax \$ 2.34						
Amount Due			\$ 22.53						
<div> <div>Reg. 1</div> <div>Thorins Gift Shope 9901</div> <div>Online</div> <div>Op. Schranz</div> <div>06/07/2016 11:46:30 AM</div> <div>ORACLE</div> </div>									

Figure 7-8 Customer Display - Deals

Trans # 35 Count: 4 You saved: \$ 5.00			
SKU	Item	Quantity	Price
72001	Mineral Water	1 @ \$ 0.65	\$ 0.65
60001	Bottle Deposit	1 @ \$ 0.15	\$ 0.15
70019	Lasagne	1 @ \$ 4.49	\$ 4.49
70008	Cupcakes	1 @ \$ 19.90	\$ 19.90
			5€ off
Subtotal		\$ 20.19	Tax \$ 2.34
Amount Due		\$ 22.53	

Total Savings

Total savings, all discounts and deals, for a sale transaction are shown in the field Savings on the Sale Display Panel and in "You saved" on the Customer Display.

Miscellaneous Functions

This chapter explains the following miscellaneous functions:

- Age Verification
- Price Inquiry
- Sales Ban
- Recall
- Purchase Limit
- Quantity Query
- Price Query
- Verify Price Tag
- Serial Number
- Post Void Transaction
- Reprint Last Receipt
- Receipt Print
- Store Message
- Training Mode
- Open Browser
- Pause
- Close Application

Age Verification

You can set different age levels for verification (for example, 16 years and 18 years) in Xstore Point-of-Service for Grocery.

An additional age verification is only requested, if an item with a higher restriction is added to the transaction.

Example 8-1 No additional Age Verification

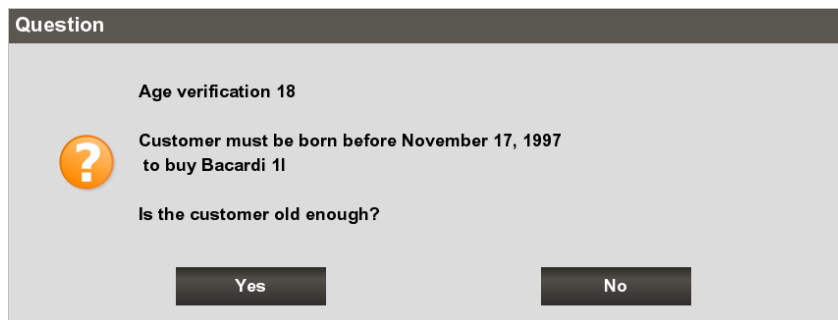
First age limit: > 18; Second age limit > 16; => no additional age verification

Example 8-2 Additional Age Verification

First age limit: > 16; Second age limit > 18; => additional age verification necessary


Enter an item where an age verification is necessary. Xstore Point-of-Service for Grocery displays the following prompt.

Figure 8–1 Age Verification - 16 Years



Question

Age verification 18

 Customer must be born before November 17, 1997 to buy Bacardi 11

Is the customer old enough?

Yes No

- If you confirm the message with **Yes**, the item is shown on the Sale Display Panel. For additional items requiring an age verification 16 years, no prompt is shown.
- If you confirm the message with **No**, the item is not sold. If additional items with an age verification are entered, the prompt is shown again.

Price Inquiry

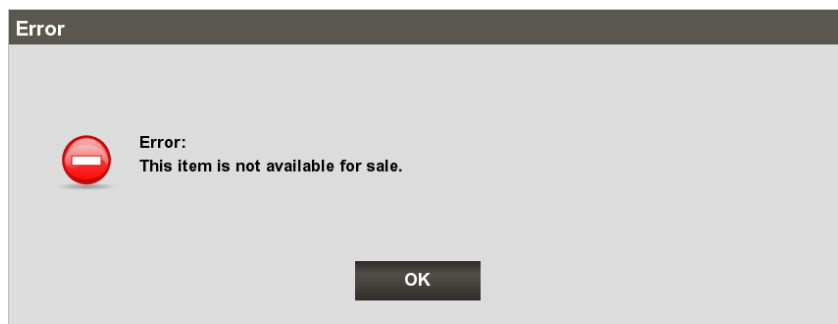
If you want to look up the price of an item, use the function Price Inquiry.

1. Press **Price Inquiry**.
2. You are prompted for the item. Enter the item. Press **Enter**.
3. The item and the corresponding price are shown in the Focus Bar.
 - If you press **Clear**, you return to the Sale screen.
 - If you press **Enter**, the item is added to the current sale and shown on the Sale Display Panel and Customer Display.


Sales Ban

You can flag an item with a sales ban. If you enter the banned item, the system displays the following prompt.

Figure 8–2 Sales Ban



Error

 Error:
This item is not available for sale.

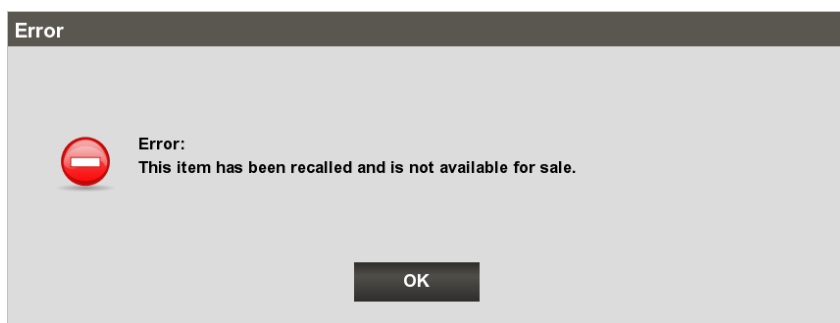
OK

Note: Sales bans are not restricted to the item (PLU price look up code) itself (PLU), but could include reasons such as batch recall or expired items etc. The system identifies such items through the barcode (GS1 databar barcode field AIs Application Identifiers).

Recall

If an item is recalled by the manufacturer, items can be flagged accordingly. If you enter an item marked for recall, the system displays the following prompt.

Figure 8–3 Recall



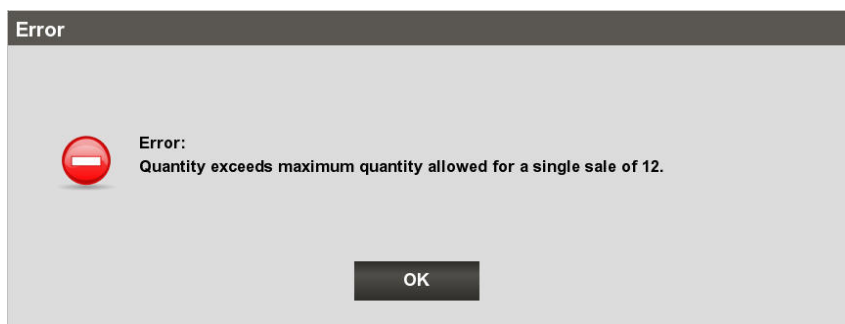
Purchase Limit

You can flag an item with a purchase limit in Xstore Point-of-Service for Grocery.

Maximum Purchase Limit

If you enter an item flagged with a maximum quantity, the system displays the following prompt.

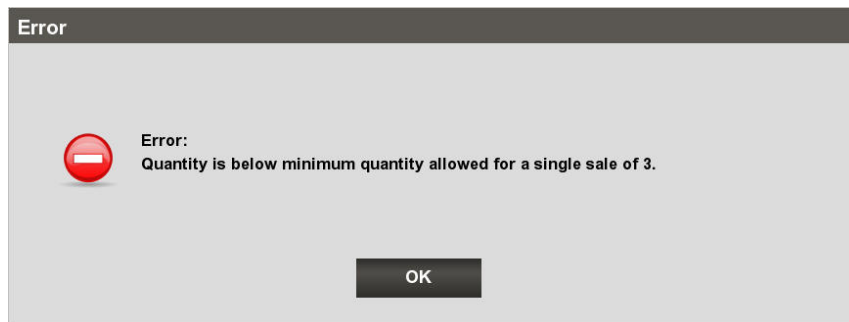
Figure 8–4 Maximum Purchase Limit



Minimum Purchase Limit

If you enter an item flagged with a minimum quantity, the system displays the following prompt.

Figure 8–5 *Minimum Purchase Limit*



Quantity Query

You can flag an item with a quantity query in Xstore Point-of-Service for Grocery.

1. If you enter an item flagged with a quantity query, the system prompts for the quantity.
2. Enter the desired quantity and press **Enter**.
3. The item is shown on the Sale Display Panel.

Price Query

You can flag an item with a price query in Xstore Point-of-Service for Grocery.

1. If you enter an item flagged with a price query, the system prompts for the price.
2. Leave the suggested price or enter a new price. Press **Enter**.
3. The item is shown in the Sale Display Panel.

Verify Price Tag

Xstore Point-of-Service for Grocery provides the possibility to flag an item with a price tag verification.

If you enter the flagged item, you are asked to verify the shown price.

- If the price is correct, press **Enter**.
- If the price is not correct, enter the new price and press **Enter**.

Serial Number

You can flag an item with a query for the serial number.

1. Enter the corresponding item. You are prompted for the serial number.
2. Enter the serial number and confirm with **Enter**. The serial number is shown on the Sale Display Panel.
3. Complete the transaction as usual. The serial number is printed on the receipt.

Post Void Transaction

Performing a Post Void transaction changes the status of a sale transaction to void. All records in the system are reset, as if they had never occurred during the original transaction. For example, a post void adjusts the tender totals for the till involved in the transaction. A transaction may be post voided only on the day it is created. Post Voids may be performed on a different register from the one where the original transaction was executed.

1. To carry out a post void transaction, press menu button **Post Void**.
2. If you do not have sufficient security privilege to carry out a return transaction, Xstore Point-of-Service for Grocery shows the override information.
3. Users holding the required security privilege must follow the steps below to carry out the security override.
 - a. Enter your user name and confirm with **Enter**.
 - b. Enter your password and confirm with **Enter**.
4. You are prompted for the receipt number. Enter the receipt number and press **Enter** or scan the receipt.
 - a. If you scanned the receipt, you are asked if you really want to void the selected transaction. Confirm with **Yes** to void the scanned receipt.

Note: If you scanned the receipt, steps 5-6 are omitted.

5. You are prompted for the register number. Enter the register number and press **Enter**.
6. You are prompted for the amount. Enter the corresponding amount and press **Enter**.
7. You are prompted for the reason. Select the reason for the Post Void and press **OK**.
8. The system voids the transaction and prints a void receipt for your record.

Note: All sold items, discounts, and deals are reversed. All written statistic values are reversed as well. The original receipt can only be voided once.

- a. If you void a Credit Card receipt, the information reversing authorization is displayed.
- b. If the process has been successful, the system shows a corresponding prompt. Close prompt with **OK**.

Reprint Last Receipt

You can reprint the last receipt of the current register in Xstore Point-of-Service for Grocery.

1. Press **Reprint Last Receipt**.
2. The system prints the last receipt and the receipt is marked as reprint.

Receipt Print

You can also reprint a receipt of any register in Xstore Point-of-Service for Grocery.

1. Press **Reprint Receipt**.
2. The register prompts for the receipt number. Enter the receipt number and press **Enter**.
3. The register prompts for the register number. Enter the register number and press **Enter**.
4. The system prints the requested receipt. The receipt is marked as reprint.

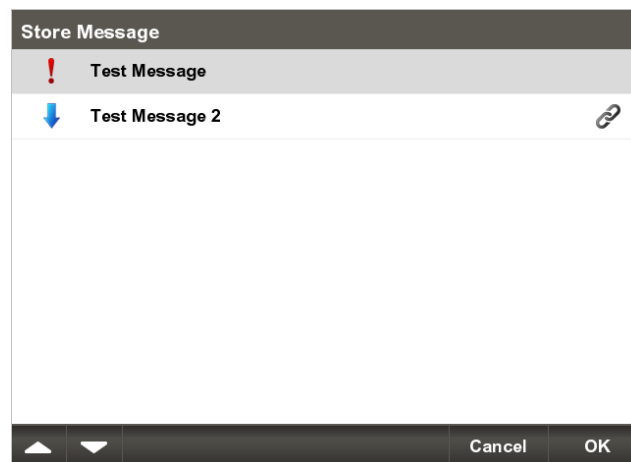
Note: You can reprint any receipt from the current business day.

Store Message

Store messages, created in the back office, can be viewed in Xstore Point-of-Service for Grocery. If you start the cash register, the store messages are displayed. You can also use the letter icon in the Sale screen to view store messages. The number of available store messages is shown right next to the letter icon.

1. Select the Store Message icon .
2. The available store messages are shown.

Figure 8–6 Store Message






3. Exit messages with **OK**. If the message contains a link, the browser opens.

Note: If the message contains a link, the browser opens, when you press **OK**. If the message does not contain a link, you can exit the store messages with **OK** or **Cancel**.

The store messages are available for as long as defined in the back office. For more information on Store Messages - see *Oracle Retail Xstore Point-of-Service Manager's Guide* and *Oracle Retail Xstore Office User Guide*.

Table 8–1 states possible Store Message icons and their meaning.

Table 8–1 Store Message Icons

Icon	Description
	The icon indicates that the message contains a link (URL), if you press OK the browser opens.
	This icon indicates high priority.
None	No icon indicates a medium priority.
	This icon indicates low priority.

Training Mode

Xstore Point-of-Service for Grocery provides the possibility to train your staff in training mode.

Enter Training Mode

To enter the Training Mode follow the steps below:

1. Press **Training Mode** to start the Xstore Point-of-Service for Grocery training. The Training Mode is indicated with the information Training Mode on the Operator as well as the Customer Display.

Figure 8–7 Training Mode



Note: All created receipts are also marked with training mode.

Exit Training Mode

To exit the Training Mode follow the steps below.

1. Press **Exit Training Mode**.
2. The system prints the receipt Exit Training Mode.

Open Browser

If you select the menu button **Open Browser**, the browser window opens. To exit the browser window, click on the Exit icon in the top right hand corner.

Pause

You can lock the cash register temporarily.

- To lock the cash register temporarily, press the menu button **Pause**.
- To log on again enter your password and press **Enter**.

Close Application

To close Xstore Point-of-Service for Grocery, enter 99 and press **Code**.

Return Transaction

Returns allow you to create transactions for returned items and to associate the reason the item was returned with to the transaction. Xstore Point-of-Service for Grocery allows you to create return transactions without the original receipt and within a receipt. If you are in the Return mode, the Operator and Customer Display turn red.

Returns without Original Receipt - Unverified Return

An unverified return is a return without a receipt.

1. To carry out an unverified return transaction, press the menu button **Return**.
2. If you do not have sufficient security privilege to carry out a return transaction, Xstore Point-of-Service for Grocery shows the override information.
3. Users holding the required security privilege, must follow the steps below to carry out the security override.
 - a. Enter your user name and confirm with **Enter**.
 - b. Enter your password and confirm with **Enter**.
4. You are now in the Return mode, marked red. Enter the returned item.

Note: To return to the Sale screen, press menu button **Sale**.

Figure 9–1 Operator Display - Return Screen

5. Xstore Point-of-Service for Grocery shows a list of return reasons. Select the corresponding reason and press **OK**.

Figure 9–2 Return Reasons

Return Reason	
RET1	- Did Not Like
RET3	- Did Not Fit
RET4	- Damaged
RET41	- Open Box
RET42	- Broken
RET43	- Repairable
RET5	- Exchange
RET6	- Poor Quality

Navigation: Up, Down, Cancel, OK

6. You are prompted for the price. Take the suggested price or enter a new price and press **Enter**.
7. You are prompted for the serial number. Enter the number and confirm with **Enter**.

Note: The system only shows the serial number prompt, if the item is configured accordingly.

8. The item is shown on the Sale Display Panel and on the Customer Display. Press menu button **Total**.

Figure 9–3 Operator Display - Return Item

The Operator Display screen shows transaction details for a return. The top bar includes icons for a grid, search, and mail. The main area displays the transaction number (36), count, and savings (\$0.00). Below this is a table with columns for SKU, Item - Return, Quantity, and Price. The table shows one item: 70019 Lasagne, with a quantity of 1 @ -\$4.49 and a price of -\$4.49. To the right of the table is a numeric keypad with buttons for digits 0-9, a decimal point, and a 'Quantity' button. Above the keypad is a search bar with the prompt 'Enter item number or scan item.' and buttons for 'BKSP', 'Clear', and 'Total'. The bottom of the screen shows the subtotal (-\$4.49), tax (-\$0.49), and the total amount due (-\$4.98). The status bar at the very bottom shows 'Reg. 1', 'Thorins Gift Shope 9901', 'Online', 'Op. Schranz', and the date/time '06/07/2016 11:58:24 AM' along with the 'ORACLE' logo.

SKU	Item - Return	Quantity	Price
70019	Lasagne	1 @	-\$ 4.49

Subtotal -\$ 4.49 Tax -\$ 0.49

Amount Due -\$ 4.98

Reg. 1 Thorins Gift Shope 9901 Online Op. Schranz 06/07/2016 11:58:24 AM ORACLE

Figure 9–4 Customer Display - Return Item

The Customer Display screen shows the same transaction details as the Operator Display. The top bar includes the 'qx store grocery' logo. The main area displays the transaction number (36), count, and savings (\$0.00). Below this is a table with columns for SKU, Item, Quantity, and Price. The table shows one item: 70019 Lasagne, with a quantity of 1 @ -\$4.49 and a price of -\$4.49. The bottom of the screen shows the subtotal (-\$4.49), tax (-\$0.49), and the total amount due (-\$4.98). The status bar at the very bottom shows the date/time '06/07/2016 11:58:24 AM' and the 'ORACLE' logo.

SKU	Item	Quantity	Price
70019	Lasagne	1 @	-\$ 4.49

Subtotal -\$ 4.49 Tax -\$ 0.49

Amount Due -\$ 4.98

06/07/2016 11:58:24 AM ORACLE

9. Select tender type **Cash**.
10. The Change Due amount is shown. The till (cash drawer) opens. Return the money to the customer. The return transaction is completed and the return receipt is printed. Close till (cash drawer) or press **Clear** to start a new sale transaction.

Returns within a Sale Transaction

You can also return items within a sale transaction in Xstore Point-of-Service for Grocery.

1. After you have entered several items, press the menu button **Return**.
2. If you do not have sufficient security privilege to carry out a return transaction, Xstore Point-of-Service for Grocery shows the override information.
3. Users holding the required security privilege, must follow the steps below to carry out the security override.
 - a. Enter your user name and confirm with **Enter**.
 - b. Enter your password and confirm with **Enter**.
4. The displays turns red, to indicate that you are in the Return mode.
5. You are prompted for the return item. Enter the corresponding item.
6. Xstore Point-of-Service for Grocery shows a list of return reasons. Select the corresponding reason and press **OK**.
7. You are prompted for the price. Enter the price or take the suggested price and press **Enter**.
8. The returned item is shown on the Sale Display Panel and on the Customer Display. The displays return to the Sales mode again, indicated by the change of color.
9. Press menu button **Total**. Xstore Point-of-Service for Grocery calculates the Amount Due.
10. Complete the transaction with a tender type. The receipt is printed and the Change Due amount is shown. Close the till (cash drawer) or press **Clear** to return to the Sale screen.

Customer Maintenance

Customer Maintenance includes activities that relate to searching for customers in the customer database, viewing, printing or removing customer information. This chapter describes how to search for a customer as well as how to add and remove a customer to/from a sale transaction.

Customer Search

You can link a customer to the current sale transaction. You can link the customer to the current transaction at the following stages.

- at the beginning of the transaction
- after you have entered several items
- during the tendering process

To link a customer to the current transaction follow the steps below.

1. Select menu button **Customer Search**.
2. The system shows the screen customer search with the virtual keyboard. Enter the name of the customer.
3. Press **Enter**. The search results are shown.

Figure 10–1 Customer Search

Note: Depending on your system's configuration, the customer search might vary.

Default Configuration: The search starts automatically, after you have entered 2 characters.

Other possible configurations:

The search starts automatically, after an individually defined number of characters.

You can clear the search result with **Back**.

If no search result is found, the search window turns red.

4. Select the corresponding customer with the up and down arrows and press **Select**. The system links the customer to the transaction. The customer is shown in the Customer Loyalty Banner on the Sale Display Panel as well as on the Customer Display.

Figure 10–2 Customer Added to Transaction

Simon Johnson			
grocery			
Trans #	37	Count: 3	Savings: \$ 0.77
SKU	Item	Quantity	Price
72001	Mineral Water	1 @ \$ 0.65	\$ 0.65
60001	Bottle Deposit	1 @ \$ 0.15	\$ 0.15
	Employee 15% off		-\$ 0.10
70019	Lasagne	1 @ \$ 4.49	\$ 4.49
	Employee 15% off		-\$ 0.67

5. Complete the transaction as usual. The selected customer is printed on the receipt.

Change Language of Customer Display

The language of the Customer Display can be switched to the language, stored in the data base for this particular customer. This option is independent from the system user. Therefore, the customer and operator/user languages do not have to be the same.

1. Select a customer with a different language than the user language. For more information on searching for a customer, see section [Customer Search](#).
2. Add the customer to the current transaction. If the stored customer language is different than the operator/user language, the system switches the language of the Customer Display. For example, the language on the Operator Display is German and the language on the Customer Display is English.

Remove Customer

You can also remove a previously added customer from the current transaction.

1. Press **Remove Customer**.
2. The customer is removed from the current transaction and not printed on the receipt.

Item Search

During a transaction you may need to search for a particular item. You can add an item to the current transaction by using the Item Search function.

Item Search

To search for an item and add the item to the current transaction follow the steps below.

1. Select **Item Search**.
2. The system shows the item search screen with the virtual keyboard. Enter the item description or item number.
3. Press **Enter**. The search results are shown.

Figure 11-1 Item Search - Characters

The screenshot displays the 'Item Search' interface. At the top, the user 'Simon Johnson' is logged in. The main area has a search prompt 'Please enter keyword or item number.' with a text input field containing 'CO'. Below the input field are 'Back' and 'Select' buttons. To the right, a table shows search results:

Item	Item Number
Coca-Cola 0.5l	70015

A virtual keyboard is overlaid at the bottom, featuring letters, numbers, and function keys like 'BKSP', 'Enter', and 'X'. The status bar at the very bottom shows system information: 'Reg. 1', 'Thorins Gift Shope 9901', 'Online', 'Op. Schranz', '06/07/2016 01:53:45 PM', and the 'ORACLE' logo.

Note: Depending your system's configuration the item search might vary.

Default Configuration:

The search starts automatically, after you have entered three characters.

Other possible configurations:

The search starts automatically, after an individually defined number of characters.

You can clear the search result with **Back**.

If no search result is found, the search window turns red.

4. Select the corresponding item with the up and down arrows and press **Select**. The system adds the selected item to the transaction.

Manage Till Options

This chapter lists all available till options for Xstore Point-of-Service for Grocery.

Till Management

There are two types of till management:

- Till Accountability
- Register Accountability

Till Accountability: A till is assigned to a specific operator. At the automatic store/register open, you have to enter the float amount. The assigned till can be attached to any register the operator may work on during the day.

At the end of the operator's shift, the operator must return the assigned till to the cash management office for reconciliation. This allows two operators to share a single POS register while keeping their tills separate.

Register Accountability: A till is assigned to a register and can be used by any operator that uses the register. The first associate who signs on to the register is responsible for opening the till. The associate is then required to count the drawer. This process assigns the drawer to the current register.

Depending upon your store policy, the operator enters the total amount of cash in the till, or enters the quantity of each cash denomination. If a float amount (a configurable value) has been left in the till, the system calculates the difference between the float amount and the actual opening amount entered, and if there is a difference, allows the operator to recount the till or accept the new amount.

Till Accountability - Automatic Store/Register Open at Login

1. If you switch on the register at the beginning of a business day, the system prompts for the user name. Enter your user name and confirm with **Enter**.
2. Enter your password and press **Enter**. For security purposes, your password displays as a row of asterisks.
3. The system shows the business date. Press **OK**.
4. Xstore Point-of-Service for Grocery opens the store automatically, when you log on to the system. The receipt Store Open is printed.

Note: Additionally, the system opens the store bank with the current revenues, when the store is opened.

5. Xstore Point-of-Service for Grocery opens the register. The receipt Register Open is printed.
6. You are prompted for a till. Select the corresponding till and press **OK**.
7. The receipt with the issued till, cashier ID and starting cash amount is printed.
8. You are prompted for the float amount of the till. Enter the amount and press the corresponding currency.
 - a. **Amount correct:** If the entered amount matches the system amount for the till, the system prompts to verify, if the entered starting cash amount is correct.
 - Confirm the entered amount with **Yes**.
 - b. **Amount not correct:** If the entered amount does not match the system amount, the system prompts for whether you want to accept the difference. Confirm the difference with **Yes** or press **No** to enter another amount.

If you confirm the difference with **Yes**:

 - You are prompted for the reason. Select a reason and press **OK**.
 - You are prompted for a comment. Enter your comment and press **OK**.
9. The system prints the receipt Begin Count.
10. Additionally, the system prints the receipt Attach Till, for example, till 1 has been attached to register1.
11. You are now logged on to the register. You can start your sale transaction.

Register Accountability - Automatic Store/Register Open at Login

1. If you start the register at the beginning of a business day, the system prompts for the user name. Enter your user name and press **Enter**.
2. Enter your password and press **Enter**. For security purposes, your password displays as a row of asterisks.
3. The system shows the business date.
4. Xstore Point-of-Service for Grocery opens the store automatically, when you log on to the system. The receipt Store Open is printed.

Note: Additionally, the system opens the store bank with the current revenues when the store is opened.

5. You are prompted for the float amount of the till. Enter the amount and press the corresponding currency.
 - a. **Amount correct:** If the entered amount matches the system amount for the till, the system prompts to verify whether the amount is correct.
 - Confirm the entered amount with **Yes**.
 - b. **Amount not correct:** If the entered amount does not match the system amount, the system prompts to verify whether you want to accept the difference. Confirm the difference with **Yes** or press **No** to enter another amount.

If you confirm the difference with **Yes**:

 - You are prompted for the reason. Select a reason and press **OK**.

- You are prompted for a comment. Enter your comment and press **OK**.
- 6. The system prints the receipt Begin Count.
- 7. Xstore Point-of-Service for Grocery opens the register. The receipt Register Open is printed. You can start your sale transactions.

Configurations Automatic Store/Register Open

The following configurations are possible for the automatic store/register open.

Business Date: The system prompts for a business date during the store open process. If a wrong date has been entered, the system date is used.

Store Reopen: The store can be closed and re-opened on the same day.

Unscheduled Business Date: The system allows the operator to open the store on unscheduled business dates, for example, holidays.

Open at Primary Register: The system can only be opened at the primary register.

Display Message: The system displays the store close message the operator entered during the store close procedure, when the store is opened.

Till Accountability

Automatic Store Bank Count: The system carries out an automatic store bank count with the last closing cash amounts.

Register Accountability

Till Count at Register Close: The system prompts the operator to perform a till closing count at register close.

Transfer No Till Count: Used for registers that do not have a cash drawer or do not handle cash. If enabled, no prompt is shown for begin or end count during the register open or close procedure. The system automatically moves all tender amounts from the register to the store bank.

Paid In/Paid Out Transaction

A Paid In transaction allows you to move funds into a till from non-sale sources. A Paid Out transaction moves funds out of a till for non-refund purposes.

Note: The system's configuration controls which operators are allowed to move funds in or out of the till. It also specifies the list of valid reasons (reason codes) that an operator can select when performing a paid in or paid out transaction.

Paid In Transaction

A Paid In transaction allows you to move funds into a till from non-sale sources.

1. To move funds to the till, use menu button **Pay In**.
2. If you do not have sufficient security privilege to carry out a return transaction, Xstore Point-of-Service for Grocery shows the override information.
3. Users holding the required security privilege must follow the steps below to carry out the security override.

- a. Enter your user name and confirm with **Enter**.
 - b. Enter your password and confirm with **Enter**.
4. The defined pay in reasons are shown. Select the corresponding reason and press **OK**.
5. You can specify the reason in the next screen. Select the reason and confirm with **OK**.
6. You are prompted for the pay in amount. Enter the amount and press **Enter**.
7. You are prompted for the tender of the paid in transaction. Select the corresponding tender type and confirm with **OK**.
8. The register prints the Paid In receipt and the till (cash drawer) opens.

Paid Out Transaction

A Paid Out transaction moves funds out of a till for non-refund purposes.

1. To move funds out of the till, use menu button **Pay Out**.
2. If you do not have sufficient security privilege to carry out a return transaction, Xstore Point-of-Service for Grocery shows the override information.
3. Users holding the required security privilege, must follow the steps below to carry out the security override.
 - a. Enter your user name and confirm with **Enter**.
 - b. Enter your password and confirm with **Enter**.
4. The configured pay out reasons are shown. Select the corresponding reason and press **OK**.
5. You can specify the reason in the next screen. Enter a comment and confirm with **OK**.
6. You are prompted for the payout amount. Enter the amount and press **Enter**.
7. You are prompted for the corresponding currency. Select the currency and confirm with **OK**.
8. The register prints the Pay Out receipt and the till (cash drawer) opens.

Add Float

The "Float" is the total value of cash counted and removed from the till, but not included in the store bank amount. With the Add Float function, money is taken out of the store bank and put into the till. The register shows a prompt if the cash in the till is under the set minimal amount.

1. To add a new float amount, when an operator is logged on to a till, press **Add Float**.
2. If you do not have sufficient security privilege to carry out a return transaction, Xstore Point-of-Service for Grocery shows the override information.
3. Users holding the required security privilege, must follow the steps below to carry out the security override.
 - a. Enter your user name and confirm with **Enter**.
 - b. Enter your password and confirm with **Enter**.

4. You are prompted for the additional float amount.
5. Enter the additional float amount and confirm with Enter. The system updates the float amount to the new value of the till and a receipt is printed.

Note: You can add a float amount multiple times per day.

Every time the till is running low on some denominations, the till can be refilled using this function.

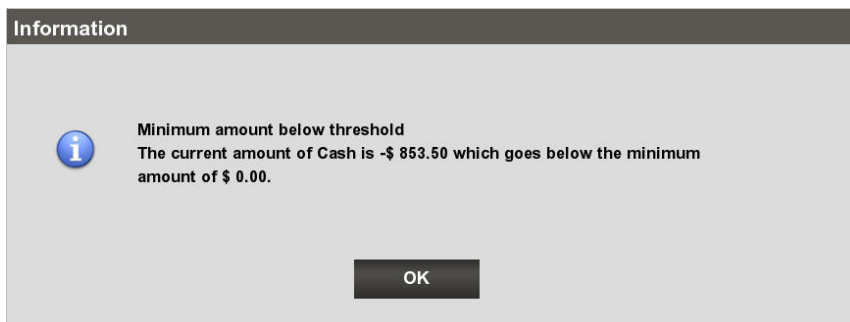
Cash Level Warning

Xstore Point-of-Service for Grocery warns the operator if the float amount of the till is over or under the set maximal or minimal values. Cash Level Warnings are shown during the following functions.

- Sale Transaction
- Return
- Post Void
- Paid In Transaction
- Paid Out Transaction
- Add Float
- Cash Pickup

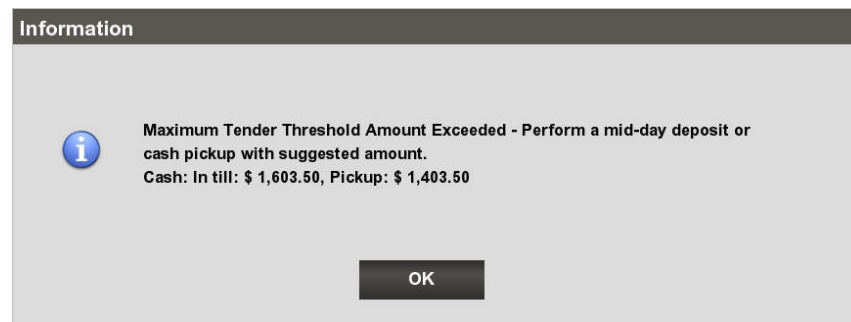
If the entered amount is below the threshold amount, the following prompt is shown.

Figure 12-1 *Amount below Threshold*



If the entered amount is above the threshold amount, the following prompt is shown.

Figure 12–2 Amount above Threshold



Note: If the cash amount of the till exceeds the set maximum amount, the system prompts the operator to perform a cash pickup with the amount that is the current cash total minus the set maximum amount. For more information about how to perform a cash pickup, see section [Cash Pickup](#).

Cash Pickup

Cash pickup is a cash drawer feature that allows an operator to take cash from a till so that the amount does not exceed a specified threshold amount. Each tender type that is physically in the till can be picked up, for example, cash, foreign currencies, or coupons. The register shows a prompt, if the cash in the till is over the set maximal amount.

1. Press **Cash Pickup**.
2. If you do not have sufficient security privilege to carry out a return transaction, Xstore Point-of-Service for Grocery shows the override information.
3. Users holding the required security privilege must follow the steps below to carry out the security override.
 - a. Enter your user name and confirm with **Enter**.
 - b. Enter your password and confirm with **Enter**.
4. You are prompted for the cash pick up amount. Enter the amount and confirm with **Enter**.
5. If foreign currencies are enabled on your system, you are prompted to select the corresponding currency. Select for example, EUR and press **OK**.
6. The till (cash drawer) opens, remove the appropriate amount. The entered amount is transferred from the till to the safe and the system prints a receipt of the cash transfer.

Note: You can perform Cash Pickups multiple times a day.

Every time the cash in the till exceeds a specific threshold amount, the amount can be reduced using this functionality.

Till Audit

At a till audit, the user counts the tenders in a till. Till audits typically occur when issuing and returning tills to and from the store bank. Counts may also occur at arbitrary times or when performing Cash Pickups.

1. Select menu button **Till Audit**.
2. All available tenders are listed in the Sale Display Panel.

Figure 12-3 Till Count

The screenshot displays the 'Till Audit' interface. On the left, a table lists tender types and their current counts. The table has columns for 'Trans #', 'Count', 'Tender', and 'Amount'. The 'Tender' column lists various currencies and cash types, while the 'Amount' column shows their respective counts, all currently at 0.00 or 0. On the right, there is a numeric keypad with buttons for digits 0-9, a decimal point, and a 'BKSP' (backspace) button. Below the keypad, there is a 'Clear' button. Above the keypad, there are buttons for 'EUR', 'USD', and 'CAD', and a 'Confirm' button. At the top right, there are icons for a grid, a search magnifying glass, and an envelope. The bottom of the screen shows a blue bar with up and down arrow icons.

Trans #	Count	Tender	Amount
		Euro Cash	€ 0.00
		British Pound	£ 0.00
		Cash	\$ 0.00
		Canada Cash	\$ 0.00
		Swiss Franc	Fr 0.00
		Forint	Ft 0
		Traveler Check	€ 0.00
		US Traveler Check	\$ 0.00

3. Enter the amount per tender type.
4. If you have entered all tender types, confirm your entries with **Confirm**.
5. The till audit is completed, the system prints the receipt Till Count.

Close Register

Depending on your system's configuration the close register function varies as outlined below.

Till Accountability

If your system has till accountability, follow the steps below to close the register.

1. Press **Close Register**.
2. The system prints the receipts Remove Till and Register Closed. Remove the till from register. The register is closed. The till count is carried out in the Back Office.

Register Accountability

If your system has register accountability, follow the steps below to close the register.

1. Press **Close Register**.
2. You are prompted to count the till. Enter the amount for the individual tender types and press **Confirm**.
 - a. **Out of balance:** If tender types are out of balance, you are prompted to accept the difference.
 - **Yes** - accept the difference and close register.
You are prompted for the reason. Select reason and press **OK**.
Additionally, you can enter further comments. Confirm with **OK**.
 - **No** - repeat till count again.
 - b. **In balance:** If all entered tender types are in balance, an Information prompt "Till is in balance" is shown. Press **OK** to close the Information prompt.
3. The register is closed, the receipt End Count is printed.
4. The receipt Register Closed is printed. The close register process is completed.