Oracle® Retail Xstore Point of Service Self Checkout User Guide





Oracle Retail Xstore Point of Service Self Checkout User Guide, Release 22.0

F73549-03

Copyright © 2023, Oracle and/or its affiliates.

Primary Author: Tracy Gunston

Contributors: John Becker, Jennifer Robinson

This software and related documentation are provided under a license agreement containing restrictions on use and disclosure and are protected by intellectual property laws. Except as expressly permitted in your license agreement or allowed by law, you may not use, copy, reproduce, translate, broadcast, modify, license, transmit, distribute, exhibit, perform, publish, or display any part, in any form, or by any means. Reverse engineering, disassembly, or decompilation of this software, unless required by law for interoperability, is prohibited.

The information contained herein is subject to change without notice and is not warranted to be error-free. If you find any errors, please report them to us in writing.

If this is software, software documentation, data (as defined in the Federal Acquisition Regulation), or related documentation that is delivered to the U.S. Government or anyone licensing it on behalf of the U.S. Government, then the following notice is applicable:

U.S. GOVERNMENT END USERS: Oracle programs (including any operating system, integrated software, any programs embedded, installed, or activated on delivered hardware, and modifications of such programs) and Oracle computer documentation or other Oracle data delivered to or accessed by U.S. Government end users are "commercial computer software," "commercial computer software documentation," or "limited rights data" pursuant to the applicable Federal Acquisition Regulation and agency-specific supplemental regulations. As such, the use, reproduction, duplication, release, display, disclosure, modification, preparation of derivative works, and/or adaptation of i) Oracle programs (including any operating system, integrated software, any programs embedded, installed, or activated on delivered hardware, and modifications of such programs), ii) Oracle computer documentation and/or iii) other Oracle data, is subject to the rights and limitations specified in the license contained in the applicable contract. The terms governing the U.S. Government's use of Oracle cloud services are defined by the applicable contract for such services. No other rights are granted to the U.S. Government.

This software or hardware is developed for general use in a variety of information management applications. It is not developed or intended for use in any inherently dangerous applications, including applications that may create a risk of personal injury. If you use this software or hardware in dangerous applications, then you shall be responsible to take all appropriate fail-safe, backup, redundancy, and other measures to ensure its safe use. Oracle Corporation and its affiliates disclaim any liability for any damages caused by use of this software or hardware in dangerous applications.

Oracle®, Java, and MySQL are registered trademarks of Oracle and/or its affiliates. Other names may be trademarks of their respective owners.

Intel and Intel Inside are trademarks or registered trademarks of Intel Corporation. All SPARC trademarks are used under license and are trademarks or registered trademarks of SPARC International, Inc. AMD, Epyc, and the AMD logo are trademarks or registered trademarks of Advanced Micro Devices. UNIX is a registered trademark of The Open Group.

This software or hardware and documentation may provide access to or information about content, products, and services from third parties. Oracle Corporation and its affiliates are not responsible for and expressly disclaim all warranties of any kind with respect to third-party content, products, and services unless otherwise set forth in an applicable agreement between you and Oracle. Oracle Corporation and its affiliates will not be responsible for any loss, costs, or damages incurred due to your access to or use of third-party content, products, or services, except as set forth in an applicable agreement between you and Oracle.

Contents

Send Us Your Comments

Audience	
Documentation Accessibility	
Related Documents	
Customer Support	v v vi
Review Patch Documentation	
Improved Process for Oracle Retail Documentation Corrections	
Oracle Retail Documentation at the Oracle Help Center	
Conventions	V
Self Checkout Register	
Customer Functions	
Customer i unctions	
Basic Sale	2-
Assistance Basic Sale Change Language	2- 2-
Basic Sale Change Language Alternate Methods to Add Items	2- 2- 2-
Basic Sale Change Language Alternate Methods to Add Items Lookup Item	2- 2- 2- 2-
Basic Sale Change Language Alternate Methods to Add Items Lookup Item Remove Last Item	2- 2- 2- 2- 2-1
Basic Sale Change Language Alternate Methods to Add Items Lookup Item Remove Last Item Coupons	2- 2- 2- 2-1 2-1
Basic Sale Change Language Alternate Methods to Add Items Lookup Item Remove Last Item Coupons Loyalty	2- 2- 2- 2-1 2-1 2-1
Basic Sale Change Language Alternate Methods to Add Items Lookup Item Remove Last Item Coupons	2- 2- 2-1 2-1 2-1 2-1
Basic Sale Change Language Alternate Methods to Add Items Lookup Item Remove Last Item Coupons Loyalty Serial Number Items	2- 2- 2- 2-1 2-1 2-1 2-1
Basic Sale Change Language Alternate Methods to Add Items Lookup Item Remove Last Item Coupons Loyalty Serial Number Items Tendering	2- 2- 2- 2-1 2-1 2-1 2-1 2-1



Warrantied Items	
Maximum Quantity Items	
Unrecognized Items	
Non Purchaseable Items	3-7
Serial Number Items	3-7
Modify Cart	3-8
Change Quantity	3-9
Change Price	3-10
Add Item Discount	3-11
Modify Discount	3-13
Remove Discount	3-14
Void Line	3-15
Item Lookup	3-16
Cancel Transaction	3-17
Suspend Transaction	3-18
Resume Transaction	3-18
Reprint Last Receipt	
Add Transaction Discount	
Outside of Sale Mode	3-21
Open Register	3-21
Activate Register	3-23
Deactivate Register	3-24
Close Register	3-25
Xenv Web UI	3-27
Reintialize Hardware	3-27
About	3-28



Send Us Your Comments

Oracle Retail Xstore Point of Service Self Checkout Guide, Release 22.0.

Oracle welcomes customers' comments and suggestions on the quality and usefulness of this document.

Your feedback is important, and helps us to best meet your needs as a user of our products. For example:

- Are the implementation steps correct and complete?
- Did you understand the context of the procedures?
- Did you find any errors in the information?
- Does the structure of the information help you with your tasks?
- Do you need different information or graphics? If so, where, and in what format?
- Are the examples correct? Do you need more examples?

If you find any errors or have any other suggestions for improvement, then please tell us your name, the name of the company who has licensed our products, the title and part number of the documentation and the chapter, section, and page number (if available).



Before sending us your comments, you might like to check that you have the latest version of the document and if any concerns are already addressed. To do this, access the Online Documentation available on the Oracle Help Center (OHC) website. It contains the most current Documentation Library plus all documents revised or released recently.

Send your comments to us using the electronic mail address: retail-doc_us@oracle.com

Please give your name, address, electronic mail address, and telephone number (optional).

If you need assistance with Oracle software, then please contact your support representative or Oracle Support Services.

If you require training or instruction in using Oracle software, then please contact your Oracle local office and inquire about our Oracle University offerings. A list of Oracle offices is available on our Web site at http://www.oracle.com.



Preface

Oracle Retail Xstore is point of sale (POS) software. This guide describes the activities supported by Oracle Retail Xstore Self Checkout.

Audience

This guide is intended for retailers that want to implement the Xstore Self Checkout system.

Documentation Accessibility

For information about Oracle's commitment to accessibility, visit the Oracle Accessibility Program website at http://www.oracle.com/pls/topic/lookup?ctx=acc&id=docacc.

Access to Oracle Support

Oracle customers that have purchased support have access to electronic support through My Oracle Support. For information, visit http://www.oracle.com/pls/topic/lookup?ctx=acc&id=info Or visit http://www.oracle.com/pls/topic/lookup?ctx=acc&id=trs if you are hearing impaired.

Related Documents

For more information, see the following documents in the Oracle Retail Xstore Suite Release 22.0 documentation set:

- Oracle Retail Xstore Suite Release Notes
- Oracle Retail Xstore Suite 22.0/Merchandising 22.1.401.0 Implementation Guide
- Oracle Retail Xstore Suite Implementation and Security Guide
- Oracle Retail Xstore Suite Deal Pricing Guide
- Oracle Retail Xstore Point of Service User Guide
- Oracle Retail Xstore Point of Service Classic User Guide
- Oracle Retail Xstore Point of Service Classic Manager's Guide
- Oracle Retail Xstore Point of Service Classic Shipping, Receiving, and Inventory Guide
- Oracle Retail Xstore Point of Service Reports Guide
- Oracle Retail Xstore Point of Service Frameworks and Technologies Guide
- Oracle Retail Xstore Point of Service Services Guide



- Oracle Retail Xstore Point of Service Technical Guide
- Oracle Retail Xstore Point of Service Host Interface Guide
- Oracle Retail Xstore Point of Service POS Log Files
- Oracle Retail Xstore Point of Service Database Dictionary Guide
- Oracle Retail Xenvironment User Guide
- Oracle Retail Xstore Suite Country Accelerator User Guide
- Oracle Retail Xstore Suite Country Accelerator Technical Guide

Customer Support

To contact Oracle Customer Support, access My Oracle Support at the following URL:

https://support.oracle.com

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, 22.0) or a later patch release (for example, 22.0.1). If you are installing the base release or additional patches, read the documentation for all releases that have occurred since the base release before you begin installation. Documentation for patch releases can contain critical information related to the base release, as well as information about code changes since the base release.

Improved Process for Oracle Retail Documentation Corrections

To more quickly address critical corrections to Oracle Retail documentation content, Oracle Retail documentation may be republished whenever a critical correction is needed. For critical corrections, the republication of an Oracle Retail document may at times not be attached to a numbered software release; instead, the Oracle Retail document will simply be replaced at the Oracle Help Center (OHC) website, or, in the case of Data Models, to the applicable My Oracle Support Documentation container where they reside.

This process will prevent delays in making critical corrections available to customers. For the customer, it means that before you begin installation, you must verify that you have the most recent version of the Oracle Retail documentation set. Oracle Retail documentation is available at the Oracle Help Center at the following URL:

https://docs.oracle.com/en/industries/retail/index.html

An updated version of the applicable Oracle Retail document is indicated by Oracle part number, as well as print date (month and year). An updated version uses the same part



number, with a higher-numbered suffix. For example, part number F123456-02 is an updated version of a document with part number F123456-01.

If a more recent version of a document is available, that version supersedes all previous versions.

Oracle Retail Documentation at the Oracle Help Center

Oracle Retail product documentation is available on the following website:

https://docs.oracle.com/en/industries/retail/index.html

(Data Model documents are not available through Oracle Help Center. 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.
italic	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.



1

Self Checkout Register

To avoid queues at a manned register, Xstore has a fixed Self Checkout (SCO) register. The Xstore self checkout register allows customer to scan items and pay without the need for an associate to be present. The SCO will accept Credit cards, Debit cards, EFTLink Gift cards, and Digital wallets as Tender types. The self checkout store only supports traditional register receipts as a print format. Self Checkout is available for retailers using register accountability mode in their stores.

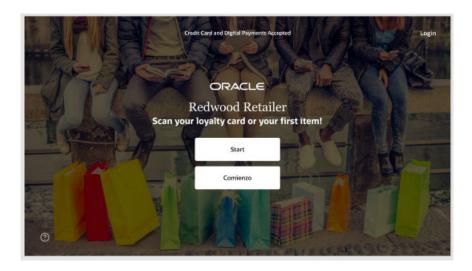
These Xstore SCO registers allow:

- Self-scanning of items by customers
- Non-barcoded items to be added to the sale via lookup
- Manual entry/keying of barcodes and SKUs
- Coupon scanning
- Loyalty card scanning
- · Payment by debit, credit, EFTLink gift card and digital wallet
- Receipt printing and/or email receipt
- Prompt for the number of carrier bags used to include in purchase
- Prompt for charity round up

The SCO supports a standard sale and the associate functions for the standard sale.

To accommodate self checkout in tourist areas, the system language in the SCO home screen can be changed to another pre-set language by selecting the appropriate language. Up to nine languages may be shown on the SCO home screen. Please see Change Language for more information.

Figure 1-1 SCO Home Screen



The home screen is the screen that is displayed before a customer has begun a transaction.

Occasionally a customer issue needs resolving at the register during a sale. This may be to verify the sale of age restricted items, change price to match a competitor, to cancel an item or sale, or to suspend a transaction. Please see Associate Functions for more information.



Customer Functions

The process of a sale on the SCO is in two parts - the customer needs to scan their items, and secondly to pay for them. Loyalty members can swipe their loyalty card or enter their email or phone number to associate the transaction. Depending on configuration, the number of carrier bags used, and round up for charity may be prompted for. From the home screen the customer language may be changed.

The section describes the following topics that a customer can perform:

- Assistance
- Basic Sale
- Change Language
- Alternate Methods to Add Items
- Remove Last Item
- Coupons
- Loyalty
- Serial Number Items
- Tendering

Assistance

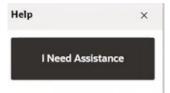
Assistance can be called at the start of a transaction or at any time during a transaction.

On the home screen select



to bring up access to the assistance button. You can then select **I Need Assistance** button and wait for an associate.

Figure 2-1 Assistance Button from Home Screen



At any time in the transaction if help is needed, select **Assistance** and wait for an associate.

Figure 2-2 Assistance Button During Transaction



If the help is no longer required, select **Cancel the Call** to cancel the alert.

Figure 2-3 Associate Alerted



Occasionally a customer issue needs resolving at the register during a sale. This may be to verify the sale of age restricted items, change price to match a competitor, to cancel an item or sale, or to suspend a transaction. Please see Associate Functions for more information.

Basic Sale

To perform a self checkout sale:

1. From the home screen, scan the first item, or scan loyalty card, or select **Start** to begin the sale.



Shopping Cart
Redwood Retailer

Your shopping cart is empty
Scan your first item!

Start Over

Start Over

You Saved
Subtotal
Tax
Sono
Fees
Sono
Total

Sono
Coupons
Loyalty

Finish and Pay

Figure 2-4 Customer View of Shopping Cart Before Item Scanned

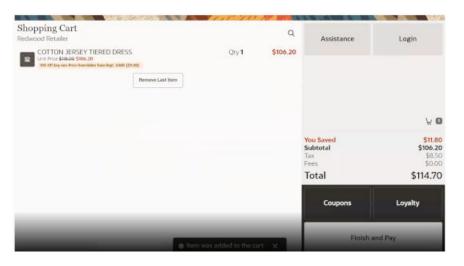
If the store has a loyalty program, the customer can scan their loyalty or customer card to begin their transaction. After scanning the loyalty or customer card, a loyalty symbol displays to the left of the shopping cart and the loyalty button removed from view.



If a previous customer has started a sale but has walked away and left the SCO with maybe a loyalty card scanned, select **Start Over** to begin a transaction.

With a fixed or handheld scanner a customer can scan items to add to their shopping cart.





The item is added to the shopping cart. Details of the item added such as, description, unit price, quantity, discounts, and total price are displayed in the view port.



- 3. Repeat scanning items to add more items to the shopping cart.
 - If a second item is scanned, a second line is shown. Each item scanned results in a new line showing in the view port with the newest item shown on top.
- 4. Scan any coupons. The discount is recorded, and the transaction total amount is updated if there are applicable items on the cart or when the applicable items are added to the cart.
 - Please see Coupons for more information.
- 5. When all items have been scanned and loyalty and coupons recorded, select **Finish and Pay** to start the tendering process.

Retailers can configure bags to be purchased at the SCO. The customer can select the number of bags they will purchase or they can enter a custom number of bags they will purchase.

Figure 2-6 Bags Used Prompt



The cost of each bag is displayed on the prompt. A preset list of number of bags is presented for the customer to select from or a customer can select the button labeled **Enter Custom Amount** where they can enter a number value if they need.

6. If prompted, select whether to donate and round up for charity.

This will round up their total purchase to the next whole dollar by donating the amount which would always be less than one dollar. The donation could be from .01 to .99 cents - whatever amount is needed to make the next whole number.



Figure 2-7 Round up for Charity Prompt



If **Yes**, the donation is shown and the transaction total updated.

SCO displays the tender selection screen. Select the tender type to pay with. The SCO
will accept Credit cards, Debit cards, EFTLink Gift cards, and Digital wallets as Tender
types.

See Tendering for more information.

- 8. The SCO displays a message to follow the prompts on the pin pad.
- **9.** The payment terminal (PED) displays the transaction amount due and instructs the customer to insert or tap their payment card.

The receipt delivery method is requested — print, email, or both, and the customer is prompted to take their printed receipt if that option was selected.

Figure 2-8 Receipt Required?

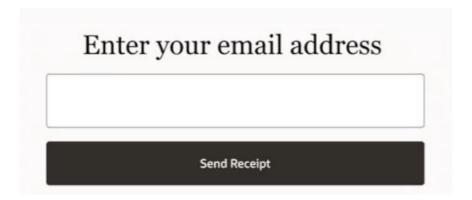






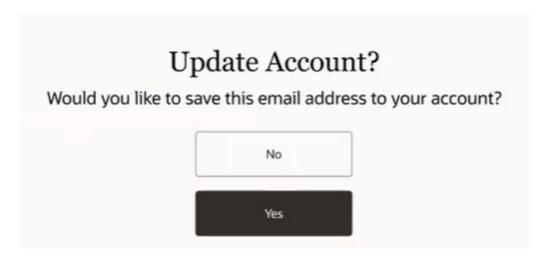
If email is selected, the customer is prompted to enter their email address and to select **Send Receipt**.

Figure 2-9 Email Address Prompt



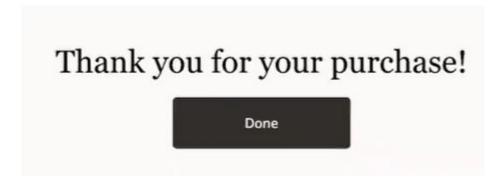
If the email address is different to that what is on file, the customer may be prompted to save the email address to their customer record for future use. The customer's email address will pre populate with this new email address at their next shop.

Figure 2-10 Update Account



The transaction is cleared from the screen and the SCO is ready for the next transaction.

Figure 2-11 Thank You Message



Change Language

To accommodate self checkout in areas with multiple languages, the system language in the SCO home screen can be changed to another pre-set language by selecting the appropriate language. Up to nine languages may be shown on the SCO screen as buttons.

On the home screen select



to bring up access to the assistance button and a list of languages. Select a language.





The next screen/ the shopping cart screen will be in the new language. The language chosen by the customer remains throughout the rest of the sales transaction. If an associate needs to login, the language will default to the language of the associate.

Alternate Methods to Add Items

If items cannot be scanned in because there is no barcode on the item, or the barcode is damaged, the identification of the item can be added by an alternative method:

Lookup Item

Once the item has been added, continue the sale (see Step 3 above), or complete the sale by selecting **Finish and Pay**.

Lookup Item

To find items that do not have a barcode, such as bakery items, for example, croissants, or self service hot drinks:

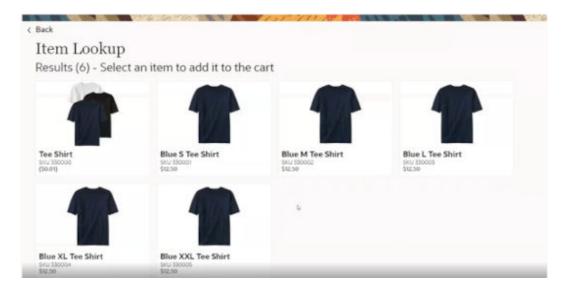
1. Select the Magnifier icon.

Figure 2-12 Find Items



2. Enter SKU or item ID and select Process.

Figure 2-13 Item Lookup Result

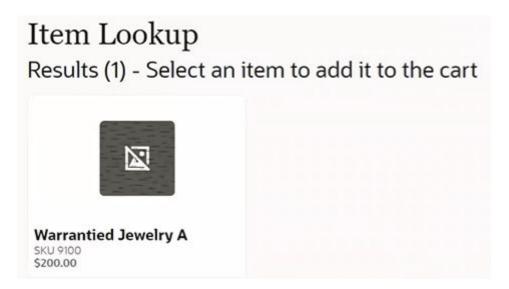




Product images are supported.



Figure 2-14 Item Lookup Result — No Product Image



3. Select an image icon to add the item to your shopping cart.

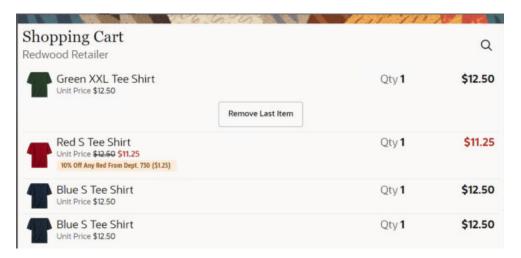
Remove Last Item

If an item has been double scanned or the customer has changed their mind after scanning the item, and if configured, the customer can remove just the last item from their shopping cart.

To remove the last item from the transaction before payment:

1. Select Remove Last Item.

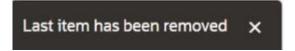
Figure 2-15 Remove Last Item



The item is removed from the transaction and the last item has been removed message is displayed.



Figure 2-16 Last Item Removed Message



If you select **Remove Last Item** again, the following message is shown:

Figure 2-17 Remove More Items



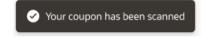
2. Continue scanning items or select Finish and Pay.

Coupons

After scanning items the customer can scan coupons that they may have and apply them to their transaction. A coupon can be scanned directly and applied to the transaction without hitting the **Coupons** button and can also be scanned/entered before the item has been scanned.

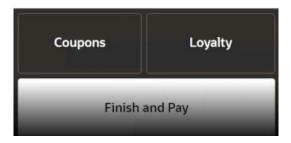
A message is shown to acknowledge the coupon has been scanned.

Figure 2-18 Coupon Scanned Message



1. Alternatively, a customer can select **Coupons** from the transaction screen to start the process.

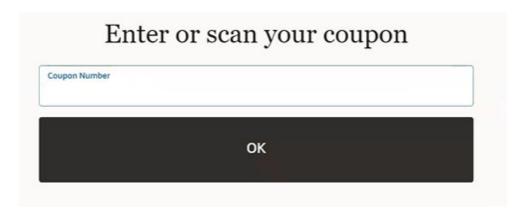
Figure 2-19 Coupons Button



SCO displays a message to the customer to enter or scan their coupons.



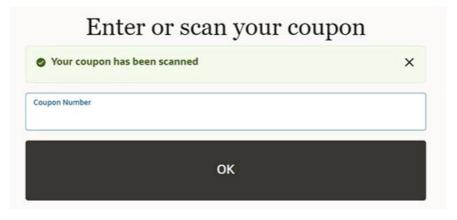
Figure 2-20 Enter or Scan your Coupon Prompt



At the scan of a successful coupon a message will display "Your coupon has been scanned."



Figure 2-21 Successful Coupon Scan

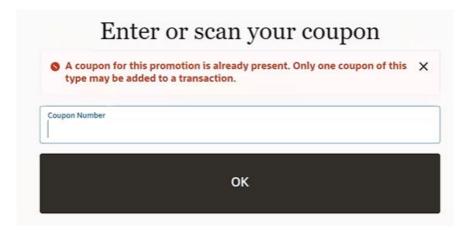


2. Continue scanning coupons as required. You can scan coupons prior to scanning the product.

Also, a coupon can only be used once in the promotion.

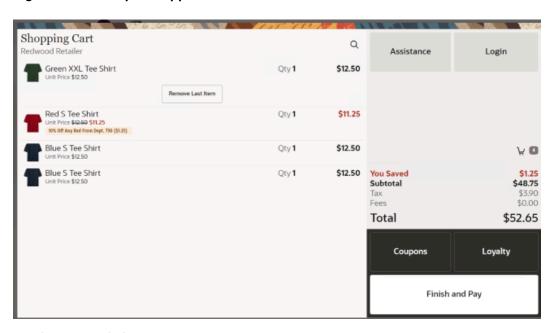


Figure 2-22 Coupon Validation



- 3. After the customer has scanned all their coupons, they will need to select **Back**.
- **4.** The system returns to the transaction screen with the coupon discounts displayed in the line items. The price of the item is reduced in the transaction list by valid coupon(s).

Figure 2-23 Coupons Applied

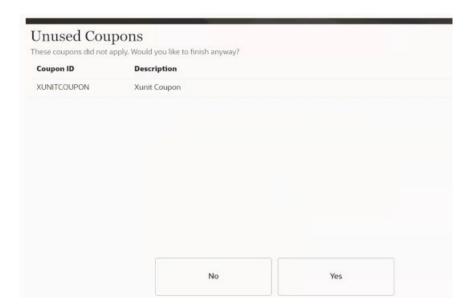


5. Continue to tendering.

Any unused coupons are displayed before the end of a transaction to give the customer a chance to use the coupon.



Figure 2-24 Unused Coupons



Loyalty

If your store has a loyalty program, the customer can scan their loyalty or customer card to begin their transaction. The loyalty card can also be scanned when the customer is in the shopping cart.

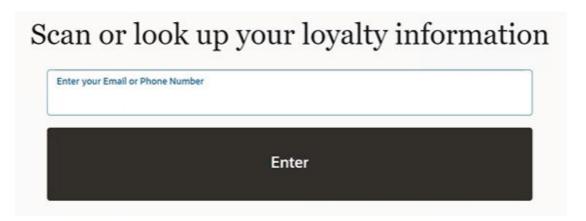
Alternatively, a customer can select **Loyalty** from the transaction screen to scan or lookup their loyalty information.

Figure 2-25 Loyalty Button



A customer can enter their email or phone number linked to their loyalty card to request association to the transaction.

Figure 2-26 Loyalty Lookup

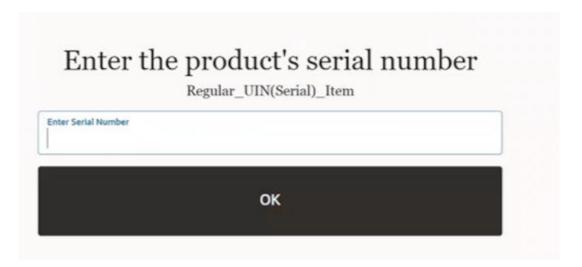


After scanning the loyalty or customer card, or entering the details from the lookup, the transaction screen shows the customer's name. Once a customer has attached their loyalty to the transaction the **Loyalty** button is removed from display on the SCO screen.

Serial Number Items

In SCO, either the customer is required to enter a serial number when prompted or an associate is required to enter the serial number prior to the customer tendering. If the SCO is configured such that the customer can enter a product serial number:

Figure 2-27 Enter Product Serial Number Prompt



Scan the serial number and select **OK**. The serial number is shown on the list of items in the shopping cart.



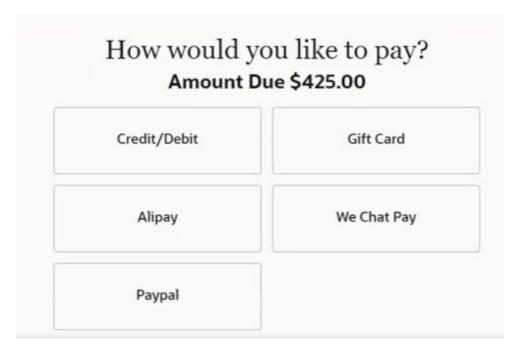
Figure 2-28 Serial Number Item



Tendering

- 1. When all items have been scanned and loyalty and coupons recorded, select **Finish and Pay** to start the tendering process.
- 2. SCO displays the tender selection screen. Select the tender type to pay with. The SCO will accept Credit cards, Debit cards, EFTLink Gift cards, and Digital wallets as Tender types.

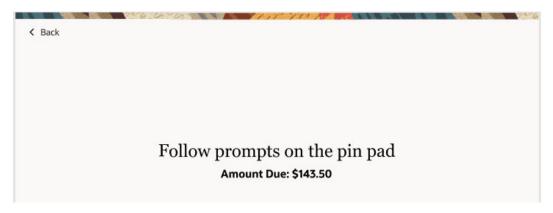
Figure 2-29 Tender Type



3. The SCO displays a message to follow the prompts on the pin pad.



Figure 2-30 Pin Pad Prompt



4. The payment terminal (PED) displays the transaction amount due and instructs the customer to insert or tap their payment card.

Upon successful payment, Xstore displays the Receipt options (Print, Email, and Print and Email).

If a customer payment card is declined for any reason, such as invalid PIN, card expired, insufficient funds on card, and so on, the following options are available:

- Back to Basket
- Try Another Card
- Request Assistance

If the system is offline, the following message is shown.

Figure 2-31 Payment Declined



Select Get Assistance to alert the associate.



Associate Functions

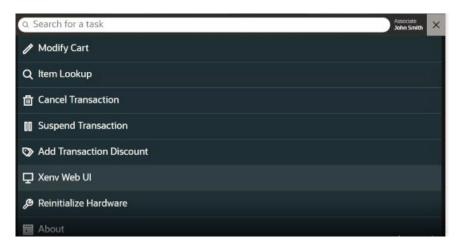
Occasionally a customer issue needs resolving at the register during a sale. This may be to verify the sale of age restricted items, change price to match a competitor, to cancel an item or sale, or to suspend a transaction.

The associate function is also required when reprinting a receipt, opening/closing and activating/deactivating the SCO register.

The options displayed on the Associate menu, when logging on, depends on whether the SCO is already in the middle of a transaction.

Scanning of items to add to cart are not supported from this menu - only upon performing an item lookup can an item be added by an associate.

Figure 3-1 Associate Menu During Transaction



Selecting the X in the top right corner, exits the associate menu and returns the SCO to the customer view.

The following section describes the functions and options available with associate access:

- Associate Login
- Age Restricted Items
- Warrantied Items
- Maximum Quantity Items
- Unrecognized Items
- Non Purchaseable Items
- Serial Number Items
- Modify Cart



- Item Lookup
- Cancel Transaction
- Suspend Transaction
- Resume Transaction
- Reprint Last Receipt
- Add Transaction Discount
- Open Register
- Activate Register
- Deactivate Register
- Close Register
- Xenv Web UI
- Reintialize Hardware
- About

Associate Login

To gain access to the associate functions, login is required.

1. Select Associate Login.

Figure 3-2 Associate Login



2. Scan your badge or enter your **employee ID** and select **OK**.



Figure 3-3 Associate Login Password



- **3.** Enter your **Password**.
- 4. Select Process.

The Associate menu is displayed and the logged in associate's name displays in the upper right corner.

Figure 3-4 Associate Menu



Selecting the **X** in the upper right hand corner exits this menu to return to the customer shopping cart.

The menu options displayed depend on if you accessed these functions during a transaction and permissions of the logged in associate. Select an option from the menu or type in the search field to search for a task.

Attention Items are items requiring attention due to:

- Age Restricted Items
- Warrantied Items
- Serial Number Items



Age Restricted Items

Certain items, such as alcohol, medicines, glues and solvents, and so on, that are age restricted cannot be purchased until the age of the customer is verified by an associate. When an age restricted item is scanned, a warning message is displayed, and the associate alerted.

Figure 3-5 Age Verification Prompt

▲ Age verification is required. An associate will be with you soon. ×

The associate must log in to verify the date of birth of the customer. The customer can keep scanning items but they will not be allowed to checkout until their age is verified.

If the **Finish and Pay** button is pressed, the following message is shown:

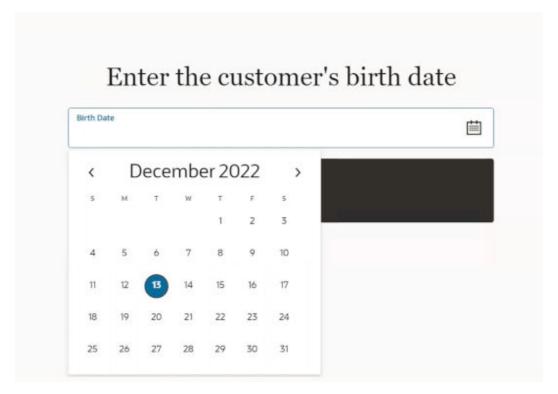
Figure 3-6 Age Verification Prompt at Checkout



1. Log in as an associate. See Associate Login.



Figure 3-7 Customer Age Verification



2. Enter the customer's birth date using the date picker and select **OK**.

Further age restricted items that require same age or less, are automatically added to the basket.

If the minimum age is not met, the items must be removed from the cart.

Figure 3-8 Age Minimum Not Met



A warning message is displayed if the items are removed from the cart.



Figure 3-9 Items Removed Prompt

Items have been removed from the cart X

Warrantied Items

A warranty (also known as a service plan) is a promise made by a manufacturer or seller to support a product after its purchase. Typically, this involves the purchase of a contract that covers the costs of parts and service on an item beyond the manufacturer's original warranty period.

When you sell an item that is eligible for a warranty or service plan, the system requires an associate to intervene.

Warranties are available from a traditional register. The self checkout system will require an associate to confirm with the customer if they would like to purchase a warranty from a traditional register or continue on the SCO without a warranty.

Figure 3-10 Warranty Item



Maximum Quantity Items

Certain items such as medicines are restricted in the quantity permitted to be sold. When a customer tries to exceed the maximum quantity for an item, the associate is alerted. The associate must log in to clear the message before the customer can continue with the sale without the additional items.

Unrecognized Items

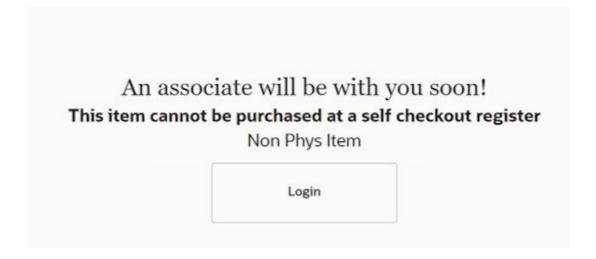
If Xstore detects that the barcode scanned is invalid and does not exist, it displays an error message that the item cannot be found and alerts an associate. An associate may be able to add the item details (name and price) manually or cancel the item.



Non Purchaseable Items

A retailer may configure items that cannot be sold at a SCO for example lottery tickets.

Figure 3-11 Non Purchaseable Item



Log in as an associate. See Associate Login.

Explain the reason why the item cannot be sold and remove the item from the shopping cart.

Serial Number Items

In SCO, either the customer is required to enter a serial number when prompted or an associate is required to enter the serial number prior to the customer tendering. If the SCO is configured such that the associate is required to enter a product serial number, when the customer selects **Finish and Pay** and the serial number has not been entered by the associate the system prompts the customer that help is on the way to enter a serial number. An associate does not need to wait for the customer to select **Finish and Pay** as the associate may see that the customer has an item that requires a serial number and they can select Associate Login and the system will prompt them to enter the serial number.

Log in as an associate. See Associate Login.

Scan or manually enter the serial number and select **OK**.

Exit the associate menu and the serial number is shown on the list of items in the shopping cart.

Figure 3-12 Serial Number Item





Modify Cart

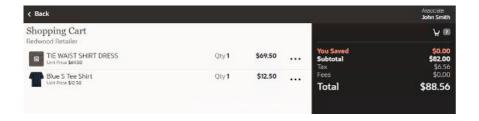
Associates can change certain elements about the items in a cart such as quantity or price or add a discount or void an item.

To access the associate view of the shopping cart, from the Associate Menu select $\mathbf{Modify\ Cart}$.

Figure 3-13 Associate Menu During Transaction



Figure 3-14 Associate View of Cart



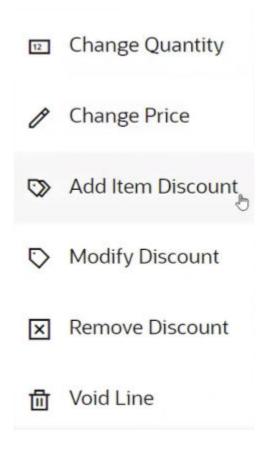
Click on

•••

ellipsis (3 dots) to access the Modify Item menu.



Figure 3-15 Modify Item Menu



An associate cannot begin the tendering process whilst in the Associate mode.

For tendering, select **Back** to return to the Associate menu. From the Associate menu, close it to get back to the customer's shopping cart.

- Change Quantity
- Change Price
- Add Item Discount
- Modify Discount
- · Remove Discount
- Void Line

Change Quantity

1. From the Line Item menu, select Change Quantity.



Figure 3-16 Enter Item Quantity



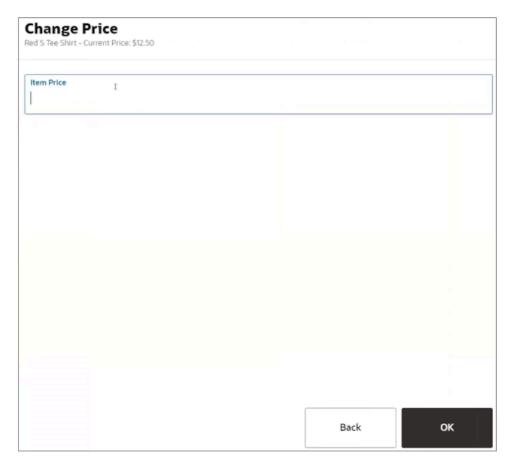
Use the arrows to enter a new quantity and click OK.The quantity and price fields are updated.



Change Price

1. From the Modify Item menu, select Change Price.

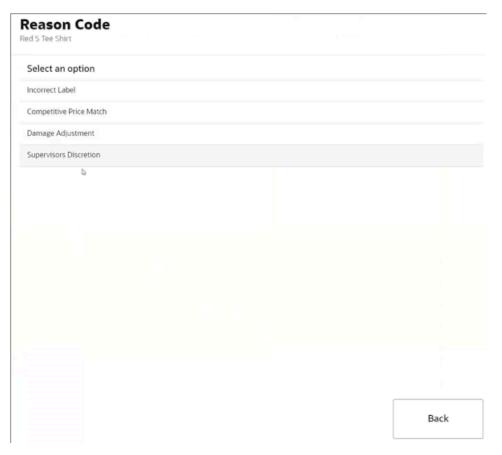
Figure 3-17 Change Item Price





Enter a new price and click OK.

Figure 3-18 Change Price Reason Code



3. Select a reason code for the price change.

Add Item Discount

An associate can apply a discount to a single line item or multiple line items. Discounts may be specified as either an amount (for example, \$5.00 off) or a percentage (for example, 10% off) for item discounts. If an associate wants to perform a transaction discount (on all items in the cart) they would need to go to the menu and select Add Transaction Discount.



An item discount will need to be done one item at a time not multiple lines at one time.

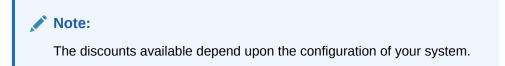
1. From the Modify Item menu for the desired item, select Add Item Discount.



Figure 3-19 Discount Type Options



A list of discount types is shown.

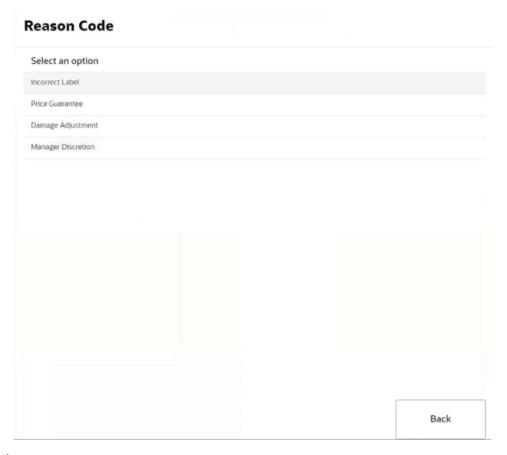


If necessary, enter the discount information:

- Percent Discount Enter the percentage of the discount.
- Amount Discount Enter the amount of the discount.



Figure 3-20 Discount Reason Code



- 2. Select a reason.
- **3.** The discount is applied to the item and badge showing the discount is shown underneath the unit price for the line item.

Modify Discount

1. From the Line Item menu, select Modify Discount.



Figure 3-21 Modify Discount



- 2. Select the discount to modify.
- **3.** Select an alternative discount type.
- 4. Select a reason code.
- 5. Back will take the associate to the associate view of the shopping cart.

Remove Discount

1. From the Line Item menu, select Remove Discount.

Figure 3-22 Remove Discount

Remove Discount

Select an option

Item Discount: \$ Off

- 2. Select the discount to delete.
- 3. Select a reason code.

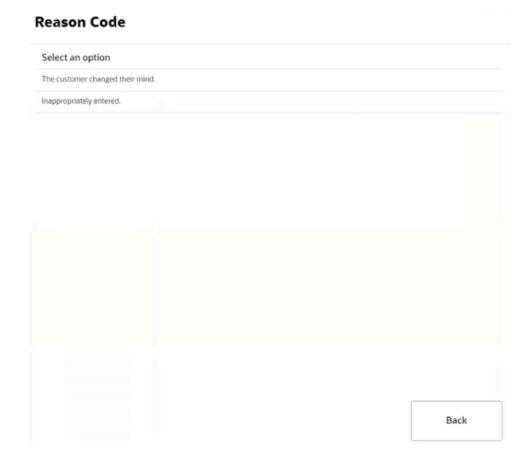
Void Line

An item may need to be canceled (voided) from a sale in cases of accidental double scanning or change of mind after scanning the item.

1. From the Line Item menu, select Void Line.



Figure 3-23 Void Line Reason Code



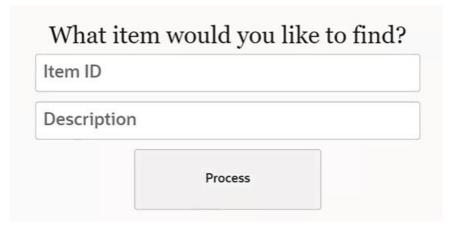
2. Select a reason code. The item is removed from the shopping cart.

Item Lookup

Item Lookup is available for logged in associates to quickly find an item that may be failing to scan, or the barcode is missing. Although the customer can perform an item lookup by an item ID, the associate has an additional description field to find the item.

- 1. Log in as an associate. See Associate Login.
- 2. From the associate menu, select **Item Lookup**.

Figure 3-24 Associate Item Lookup



- 3. Enter search criteria (item ID or description) and select **Process** to search for items.
- 4. Select item from the results list and the item is added to the basket. Items that are not available for SCO cannot be added to the basket.

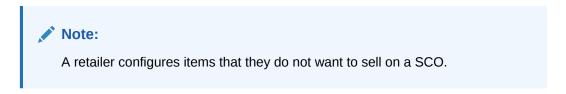


Figure 3-25 Items Not Available to Purchase Message



Cancel Transaction

The SCO sale may need to be cancelled if the customer changes their mind about their purchase.

To cancel a sale:

- 1. Log in as an associate. See Associate Login.
- 2. From the Associate menu, select Cancel Transaction.



Figure 3-26 Cancel Transaction



3. Select Yes.

Xstore cancels the transaction and returns to the main SCO start screen.

Suspend Transaction

A sale on the SCO register may be suspended and picked up on a manned register when a customer, for example, cannot pay at the SCO or specific items cannot be checked out on the SCO. This may occur when a customer does not have a card, or money on the account, or if additional items, which are not available in SCO mode, (such as cigarettes), are to be included in the transaction.

To suspend a sale:

- Log in as an associate. See Associate Login.
- 2. From the Associatemenu, select Suspend Transaction.

A suspend receipt prints, Xstore clears the transaction and returns to the main SCO home screen. The suspended sale can be resumed and completed on a standard Xstore register or another SCO register.

Resume Transaction

Transactions suspended at a SCO can be resumed at a SCO.

Transactions suspended at an Xstore POS cannot be resumed at a SCO

A transaction can be resumed by either scanning the suspend receipt from the shopping cart screen or through the associate menu by selecting **Resume Transaction**

To resume a sale from the suspend receipt:

- 1. Scan a suspend receipt.
- 2. Log in as an associate. See Associate Login.

After login the transaction displays in the customer's view of the shopping cart.

3. From the Associatemenu, select Suspend Transaction.

A suspend receipt prints, Xstore clears the transaction and returns to the main SCO home screen. The suspended sale can be resumed and completed on a standard Xstore register or another SCO register.



To resume a sale from the associate menu:

- 1. Log in as an associate. See Associate Login.
- 2. From the Associatemenu, select Resume Transaction.

If required, select from the list of suspended transactions. Upon selecting the transaction from the list the customer view of the shopping cart displays.

Alternatively, scan the suspend receipt and the transaction displays in the customer's view of the shopping cart.

Reprint Last Receipt

The receipt for the last sale only can be printed again. This is useful in cases where the receipt failed to print correctly the first time

If a receipt needs reprinting for SCO sales prior to the last SCO sale, then the customer will need to go to a manned register, and the cashier will use the **Reprint Receipt** option in the Electronic Journal. Refer to the *Oracle Retail Xstore Point of Service User Guide* for more details.

To reprint the last receipt:

- 1. Log in as an associate. See Associate Login.
- SCO displays the Associate menu. Select Reprint Last Receipt.Xstore prints the receipt for the last SCO transaction on that register.
- 3. Select **OK** to clear the message prompt that the receipt has printed.
- Depending on your system configuration, select Back to return to normal SCO sale mode.

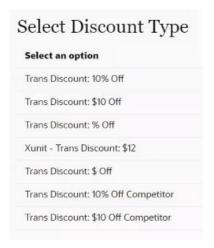
Add Transaction Discount

A transaction discount is applied equally to each eligible item in the transaction. Discounts may be specified as either amount (for example, \$5.00 off) or percentages (for example, 10% off) for transaction discounts.

1. Select Add Transaction Discount from the associate menu.



Figure 3-27 Transaction Discount Type

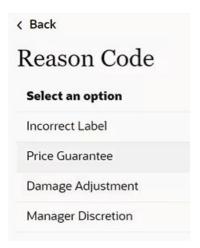




Because each Xstore POS menu is configurable, the discount options shown on your system may be different than the options shown here.

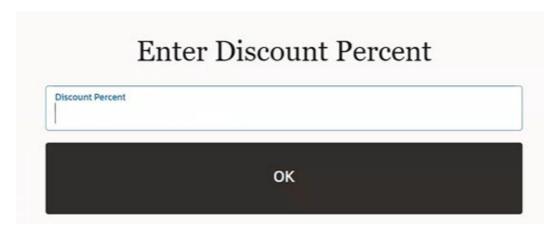
2. Select the discount to apply.

Figure 3-28 Transaction Discount Reason Code



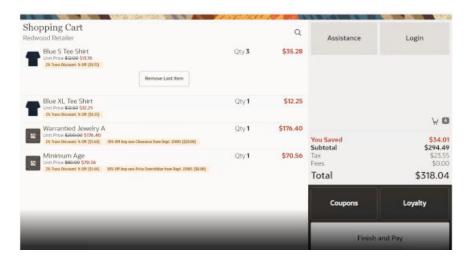
3. Select the reason for applying the discount.

Figure 3-29 Transaction Discount Percent



- 4. If the discount is not fixed, enter the amount or percentage of the discount.
- **5.** Select **OK**. The discount is applied to the transaction. Return to the sale screen.

Figure 3-30 Transaction Discount Applied



Outside of Sale Mode

When not in a transaction, the register in SCO mode can be used to:

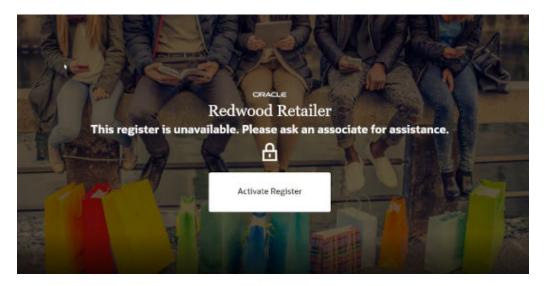
- · Open Register
- Activate Register
- Deactivate Register
- Close Register
- Xenv Web UI
- Reintialize Hardware

Open Register



At the start of the day and prior to a SCO being ready for a customer to scan their products, the SCO needs to be activated and the register open. This process can only be done by an associate, and not a customer.

Figure 3-31 Activate Register



To open a SCO register for customer use:

- 1. An associate needs to press **Activate Register** button.
- 2. Scan your badge or enter your employee ID and selectOK.
- 3. The **Register Open** prompt is displayed.

Figure 3-32 Open Register Prompt



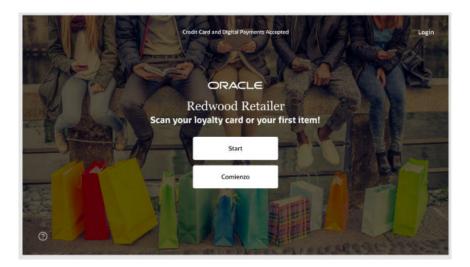


There is no cash taken on the SCO so no need for a count process for opening a SCO register.

4. Select **Yes** to open the register. The SCO opens to the Home screen ready for use.



Figure 3-33 SCO HomeScreen



Activate Register

During the day, if the SCO has been opened previously and is currently deactivated, it needs to be activated/unlocked. Activating a register must be done by an associate. The register will need to be activated before a customer can begin their transaction.

Figure 3-34 Activate Register

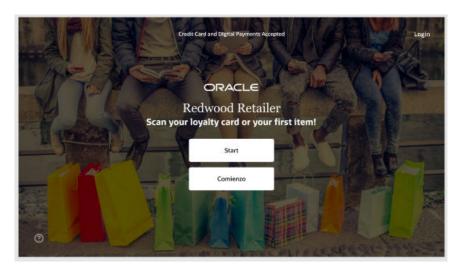


To unlock a SCO register for use:

- 1. An associate needs to press Activate Register button.
- 2. Scan your badge or enter your employee ID and select **OK**.
- 3. The SCO opens to the Home screen and ready for use.



Figure 3-35 SCO HomeScreen



Deactivate Register

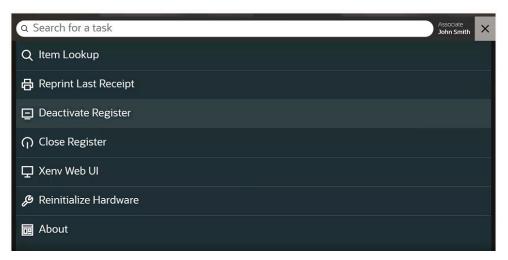
A SCO register can be deactivated (locked) so that it is not available for customers to use. This may be due to the self checkout lane not being ready for customers due to requiring cleaning or no bags available, issues with the SCO printer or payment terminal, quiet times, or the store just wants customers to use manned Xstore registers for a period. The register cannot be locked when in a SCO sale.

This process can only be done by an associate, and not a customer.

To deactivate a register from customer use:

1. Log in as an associate. See Associate Login.

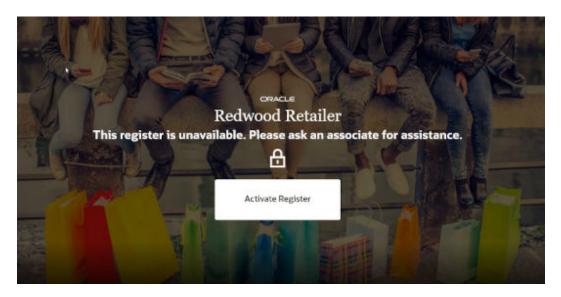
Figure 3-36 Deactivate Register



2. Select **Deactivate Register** from the associate menu. The SCO closes and returns to the Activate Register screen



Figure 3-37 Activate Register



A message regarding the register is unavailable is shown to the customer.

Close Register

At the end of the day each SCO register can be closed individually. Closing a register is done by an associate.

Figure 3-38 Close Register



To close a register:

1. Log in as an associate. See Associate Login.



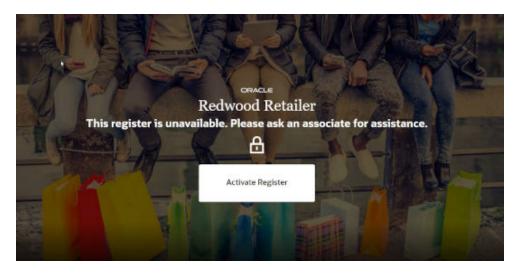
2. Select Close Register from the associate menu.

Figure 3-39 Close Register



3. Select **Yes**. The SCO closes and returns to the Activate Register screen. The SCO register is closed for use until the register is opened again.

Figure 3-40 Activate Register



Note:

There is no manual tender reconciliation required on the SCO at the close of a register

Xenv Web UI

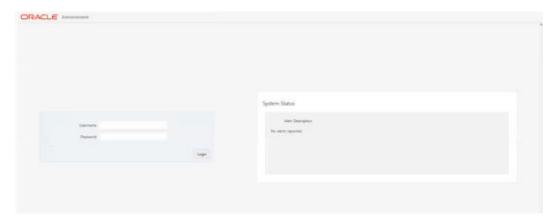
1. Log in as an associate. See Associate Login.

Figure 3-41 Associate Menu



2. Select **Xenv Web UI** from the associate menu to launch the Xenvironment web User Interface (UI).

Figure 3-42 Xenv Web UI



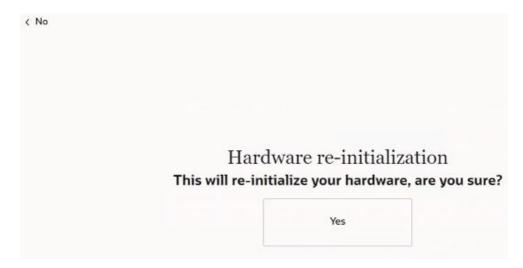
Reintialize Hardware

Occasionally, the peripheral hardware devices must be reset.

- 1. Log in as an associate. See Associate Login.
- 2. Select Reintialize Hardware from the associate menu.



Figure 3-43 Reinitialize Hardware



3. Select **Yes**. When complete, the associate menu is shown.

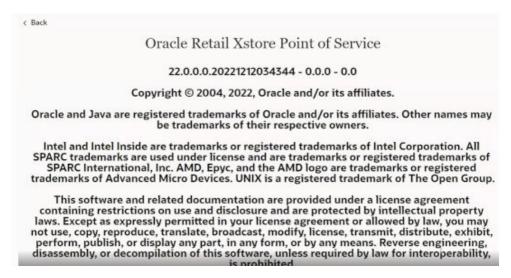
About

The About screen displays the copyright, the version, and legal disclaimer of SCO being used.

To view this information:

- 1. Log in as an associate. See Associate Login.
- 2. Select **About** from the associate menu.

Figure 3-44 About Page



3. Select **Back** to return to the associate menu.

