# Oracle® Retail Xstore Point of Service Classic User Guide





Oracle Retail Xstore Point of Service Classic User Guide, Release 22.0

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# Contents

## Send Us Your Comments

Audience	xvii
Documentation Accessibility	xvii
Related Documents	xvii
Customer Support	xix
Review Patch Documentation	XİX
Improved Process for Oracle Retail Documentation Corrections	XiX
Oracle Retail Documentation at the Oracle Help Center	XX
Conventions	XX
Introduction to Oracle Retail Xstore POS	
About This Guide	1-1
Mhoro to Look for Additional Halp	1-1
Where to Look for Additional Help	1.
Documentation and Screen Conventions	1.
Documentation and Screen Conventions	2-1
Documentation and Screen Conventions  Documentation Conventions	2-1 2-1
Documentation and Screen Conventions  Documentation Conventions  Text Conventions	2-1 2-1 2-1
Documentation and Screen Conventions  Documentation Conventions  Text Conventions  Information Conventions	2-1 2-1 2-2 2-2 2-2
Documentation and Screen Conventions  Documentation Conventions  Text Conventions  Information Conventions  Touch-Screen Functions	2-1 2-1 2-2 2-2 2-2
Documentation and Screen Conventions  Documentation Conventions  Text Conventions  Information Conventions  Touch-Screen Functions  Touch-Screen Navigation	2-1 2-1 2-2 2-2 2-2 2-2
Documentation and Screen Conventions  Documentation Conventions  Text Conventions Information Conventions Touch-Screen Functions Touch-Screen Navigation Sale Screen Touch-Screen Navigation	2-1 2-1 2-2
Documentation and Screen Conventions  Documentation Conventions  Text Conventions  Information Conventions  Touch-Screen Functions  Touch-Screen Navigation  Sale Screen Touch-Screen Navigation  Customer Maintenance Touch-Screen Navigation	2-1 2-1 2-2 2-2 2-2 2-3 2-5
Documentation and Screen Conventions  Documentation Conventions  Text Conventions Information Conventions Touch-Screen Functions  Touch-Screen Navigation Sale Screen Touch-Screen Navigation Customer Maintenance Touch-Screen Navigation Virtual Keyboard	2-2-2-2-3 2-3 2-2-2-2-3 2-3 2-6
Documentation and Screen Conventions  Documentation Conventions  Text Conventions  Information Conventions  Touch-Screen Functions  Touch-Screen Navigation  Sale Screen Touch-Screen Navigation  Customer Maintenance Touch-Screen Navigation  Virtual Keyboard  Active Keyboard Keys	2-1 2-1 2-2 2-2 2-2 2-3 2-5 2-6 2-7
Documentation and Screen Conventions  Documentation Conventions  Text Conventions Information Conventions Touch-Screen Functions  Touch-Screen Navigation Sale Screen Touch-Screen Navigation Customer Maintenance Touch-Screen Navigation Virtual Keyboard Active Keyboard Keys Register Screen Conventions Overview	2-1 2-1 2-2 2-2 2-2 2-3
Documentation and Screen Conventions  Documentation Conventions  Text Conventions Information Conventions Touch-Screen Functions Touch-Screen Navigation Sale Screen Touch-Screen Navigation Customer Maintenance Touch-Screen Navigation Virtual Keyboard Active Keyboard Keys Register Screen Conventions Overview Dual Screen	2-1 2-1 2-2 2-2 2-3 2-5 2-6 2-7



	Focus Bar	2-15
	Customer Loyalty Banner	2-16
	View Port	2-17
	Message Bar	2-18
	Status Bar	2-19
	Prompts and Forms	2-20
	Response Required Prompt	2-20
	Selection Required Prompt	2-22
	Entry Required Prompt	2-22
	Search Prompt	2-23
	Change Country	2-24
	Data Entry Form	2-25
	Acknowledgement Prompts	2-26
	Help Desk Error	2-26
3	Basic Transaction Entry	
	Log In to Oracle Retail Xstore Point of Service	3-1
	Entering Pre-Sale Information	3-2
	Select Commissioned Associates	3-2
	Enter an Associate ID	3-3
	Select Associates from a List	3-3
	Associate a Customer with a Transaction	3-5
	Loyalty Card	3-5
	Search for Customer	3-5
	Enter Loyalty Information	3-7
	Enroll Customer	3-7
	Customer Has Multiple Loyalty Cards	3-8
	Expired Loyalty Card	3-8
	Entering Items	3-8
	Barcodes with Properties	3-9
	Weight in Barcode	3-9
	Quantity in Barcode	3-9
	Price in Barcode	3-10
	Press Barcode with Age Verification	3-10
	Manual GS1 Entry	3-11
	RFID	3-12
	Serial Number	3-12
	Style	3-12
	Attached Item	3-13
	Kit	3-13
	Serialized Kit Items	3-13



	Originating Inventory Location	3-13
	Item Restrictions	3-14
	Customer Age Verification	3-14
	Cashier Age Restrictions	3-15
	Time Restrictions	3-16
	Add Non-merchandise Items to a Sale	3-16
	Add Wish List Items to a Transaction	3-18
	Add Digital Cart Items to a Transaction	3-27
	Add Item Coupons	3-32
	Redeem a Rain Check	3-33
	Tendering a Transaction	3-34
	Start Tendering	3-34
	E-mail Receipt Options	3-37
	Reprint Receipts and Documents	3-38
	Reprint the Last Receipt	3-39
	Reprint a Document	3-39
	Print a Rebate Receipt	3-40
	Print a Gift Receipt	3-41
	Select Gift Certificate Items in a Sale	3-41
	Group Gift Receipt Items	3-43
	Create Gift Receipts After a Sale	3-44
4	Deturn Transactions	
4	Return Transactions	
	Verified Returns	4-1
	Verified Returns Start the Return	4-1 4-1
	Start the Return	4-1
	Start the Return Scan the Original Transaction Receipt	4-1 4-1
	Start the Return Scan the Original Transaction Receipt Swipe a Credit Card or Enter the Receipt Data	4-1 4-1 4-1
	Start the Return Scan the Original Transaction Receipt Swipe a Credit Card or Enter the Receipt Data Search for the Transaction	4-1 4-1 4-1 4-4
	Start the Return Scan the Original Transaction Receipt Swipe a Credit Card or Enter the Receipt Data Search for the Transaction Enter Web Order ID	4-1 4-1 4-4 4-4
	Start the Return Scan the Original Transaction Receipt Swipe a Credit Card or Enter the Receipt Data Search for the Transaction Enter Web Order ID Transaction Not Found	4-1 4-1 4-4 4-4 4-5
	Start the Return Scan the Original Transaction Receipt Swipe a Credit Card or Enter the Receipt Data Search for the Transaction Enter Web Order ID Transaction Not Found Return Items	4-1 4-1 4-4 4-4 4-5 4-5
	Start the Return Scan the Original Transaction Receipt Swipe a Credit Card or Enter the Receipt Data Search for the Transaction Enter Web Order ID Transaction Not Found Return Items Verified Returns though Customer History	4-1 4-1 4-4 4-4 4-5 4-5 4-8
	Start the Return Scan the Original Transaction Receipt Swipe a Credit Card or Enter the Receipt Data Search for the Transaction Enter Web Order ID Transaction Not Found Return Items Verified Returns though Customer History Blind & Unverified Returns	4-1 4-1 4-4 4-4 4-5 4-8
	Start the Return Scan the Original Transaction Receipt Swipe a Credit Card or Enter the Receipt Data Search for the Transaction Enter Web Order ID Transaction Not Found Return Items Verified Returns though Customer History Blind & Unverified Returns Start the Return	4-1 4-1 4-1 4-4 4-5 4-5 4-8 4-8
5	Start the Return Scan the Original Transaction Receipt Swipe a Credit Card or Enter the Receipt Data Search for the Transaction Enter Web Order ID Transaction Not Found Return Items Verified Returns though Customer History Blind & Unverified Returns Start the Return Non-Merchandise Items in a Blind Return	4-1 4-1 4-4 4-4 4-5 4-5 4-8 4-8 4-8 4-13
5	Start the Return Scan the Original Transaction Receipt Swipe a Credit Card or Enter the Receipt Data Search for the Transaction Enter Web Order ID Transaction Not Found Return Items Verified Returns though Customer History Blind & Unverified Returns Start the Return Non-Merchandise Items in a Blind Return Taxes for Return Items  Processing Tenders  Selecting Tenders	4-1 4-1 4-4 4-4 4-5 4-8 4-8 4-13 4-16
5	Start the Return Scan the Original Transaction Receipt Swipe a Credit Card or Enter the Receipt Data Search for the Transaction Enter Web Order ID Transaction Not Found Return Items Verified Returns though Customer History Blind & Unverified Returns Start the Return Non-Merchandise Items in a Blind Return Taxes for Return Items  Processing Tenders	4-1 4-1 4-4 4-4 4-5 4-5 4-8 4-8 4-13 4-16



Cash	5-3
Credit /Debit Card	5-4
eWallet	5-8
Gift Card	5-10
EFTLink	5-10
ORCE	5-12
Manual Authorization	5-13
Gift Certificate	5-14
Merchandise Credit Card	5-14
Store Credit	5-15
Personal Check	5-15
Manual Authorization	5-18
Traveler's Check	5-19
Foreign Currency	5-20
Foreign Currency as Change	5-22
Coupon Tender	5-23
House Account	5-24
Room Charge	5-25
Customer Not Present Payments	5-26
Credit/Debit Card Not Present	5-27
Saved Payment Cards	5-27
Pay By Link (Customer Not Present)	5-28
Pay By Link (Customer Present)	5-31
Return Tenders	5-31
Currency Rules	5-32
Cash	5-33
Credit/Debit Card	5-33
Select from the List of Tenders	5-33
Automatically Selected Credit Card	5-36
eWallet	5-38
Automatically Selected eWallet Tender	5-38
Gift Card	5-40
Store Credit	5-41
Merchandise Credit Card	5-42
Mail Check Refund - Home Office Check	5-43
House Account	5-44
Room Charge	5-45
Customer Not Present	5-46
Credit/Debit (Card Not Present)	5-46
Saved Payment Card	5-47
Splitting Tenders	5-48
Void a Tender	5-48



	Change Tender Amount Currency Rounding	5-50 5-51
6	Search for an Item	
	Item Lookup	6-1
	Item Viewer	6-5
	Product Information	6-6
	Merchandise Hierarchy	6-6
	Vendor Information	6-6
	Product Attributes	6-6
	Today's Sales	6-7
	Inventory Stock	6-7
	Stock Ledger	6-7
	Kit Component Items	6-7
	Serial Inventory	6-8
	Related Items	6-8
	In This Style	6-9
	Cross Reference Numbers	6-9
	Substitute Items	6-9
	Style Grid	6-9
	Price History	6-10
	Sales History	6-10
	Weekly Sales	6-11
	Annual Sales	6-11
	12 Week Unit Sales Trend	6-11
	Print a Rain Check	6-11
	Inventory Lookup	6-12
	Item Matrix Search	6-13
7	Discounts and Awards	
	Deal Pricing Discount	7-1
	Add a Discount or Award to a Transaction	7-1
	Item Discount	7-2
	Select a Reason	7-3
	Percent Discount	7-4
	Amount Discount	7-4
	Transaction Discount	7-5
	Select a Reason	7-6
	Percent Discount	7-6
	Amount Discount	7-6



	Group discount	7-6
	Select a Reason	7-7
	Percent Discount	7-8
	Amount Discount	7-8
	Award Discount	7-8
	Award Discount - Enter Amount	7-8
	Award Discount - Select Coupon	7-8
8	Customer Maintenance	
	Associate a Customer with the Transaction	8-1
	Customer Information Consent	8-4
	Add a Customer Record	8-5
	Edit a Customer Record	8-7
	Address Lookup	8-8
	Customer Maintenance Fields	8-9
	Dashboard	8-9
	Transaction Summary	8-10
	Wish List	8-10
	Last xx Days	8-10
	Contact Information	8-10
	Associations	8-12
	Purchase History	8-13
	Transaction Row	8-13
	Item Row	8-14
	Item Information	8-14
	Accounts	8-14
	Loyalty Configured	8-15
	No Loyalty Programs	8-16
	Awards	8-16
	Current Awards	8-16
	Entitlements	8-16
	Tasks	8-17
	Status	8-17
	Comments	8-17
	Adding a Comment	8-18
	Addresses	8-18
	Add an Address	8-19
	Edit an Address	8-20
	Designate a Primary Address	8-20
	Delete an Address	8-21
	House Account	8-22



House Account Details	8-22
Authorized Buyers	8-23
Journal	8-23
Change House Account Status	8-23
Change House Account Limit	8-24
Change Authorized Buyers	8-25
Wish List	8-29
View Additional Item Information	8-30
Add a Wish List Item - Scan an Item	8-30
Add a Wish List Item - Search for an Item	8-31
Remove Wish List Items	8-33
Print a Wish List	8-34
Digital Cart	8-34
Item List	8-34
Item Information	8-35
Remove Digital Cart Items	8-35
Additional Customer Options	8-35
Add New Customer	8-36
Print Customer	8-36
Review Customer Consent	8-36
Enroll in Loyalty	8-37
About Loyalty Programs	8-37
Tax Exemptions	8-37
Add a Tax Exemption	8-37
Edit a Tax Exemption	8-40
Delete a Tax Exemption	8-41
Create House Account	8-41
Modify a Transaction	
Remove a Customer	9-1
Touchscreen System	9-1
Non-touchscreen System	9-1
Modify a Line Item	9-2
Change Item Quantity	9-2
Change Item Price	9-3
Void an Item	9-3
Touchscreen System	9-3
Non-touchscreen System	9-4
Change the Commissioned Associate	9-5
Add a Line Item Comment	9-6
Edit a Line Item Comment	9-7



9

Change the Tax for an Item	9-7
Change the Tax Location	9-8
Change the Tax Amount	9-9
Change the Tax Percentage	9-10
Exempt an Item from Tax	9-11
Suspend a Transaction	9-14
Resume a Transaction	9-15
Cancel a Transaction	9-15
Send Sale Transactions	
Create a Send Sale	10-1
Enter Address Information	10-3
Search for a Customer	10-4
Add or Edit a Send Sale	10-4
Layaway Transactions	
Create a Layaway	11-1
Open a Layaway	11-5
Layaway Payment	11-6
Pick Up Layaway Items	11-6
Add Items to an Existing Layaway	11-7
Edit Items in a Layaway	11-7
Add Coupon	11-7
Add Discount	11-7
Change Item	11-8
Cancel a Layaway	11-8
Add a Comment	11-8
View Comments	11-9
View Layaway Payment History	11-9
View Layaway Payment Schedule	11-9
View Layaway Activity History	11-10
Automatic Prompts for Accounts Requiring Attention	11-11
Special Orders	
Create a Special Order	12-1
Open an Existing Special Order	12-4
Modify Special Order Items	12-7
Change the Item Expected Date	12-8
View Special Order History	12-8



	Pick Up a Special Order	12-10
	Cancel a Special Order	12-10
13	Work Orders	
	Create a Work Order	13-1
	Current Transaction	13-2
	Item Not on File	13-3
	Previous Transaction with Receipt	13-4
	Customer History	13-5
	No Receipt	13-6
	Work Order Categories	13-6
	Open a Work Order	13-11
	No Customer Associated with the Transaction	13-12
	Customer Associated with the Transaction	13-12
	Modify a Work Order	13-13
	Item Maintenance	13-13
	Add an Item	13-14
	Delete an Item	13-14
	Edit an Item Value	13-15
	Edit an Item Description	13-15
	Edit a Line Item	13-16
	Task Maintenance	13-16
	Add a Task	13-16
	Delete a Task	13-17
	Add an Instruction	13-17
	Convert an Estimate	13-18
	Discount a Task	13-20
	Parts Maintenance	13-21
	Add a Part	13-21
	Delete a Part	13-22
	Work Order Maintenance	13-22
	Cancel the Work Order	13-22
	Change the Price Type	13-23
	Edit an Approved Amount	13-23
	Edit the Priority	13-24
	Edit the Notice Date	13-24
	Edit the Finish Date	13-24
	Edit the Service Location	13-25
	Edit the Contact Method	13-25
	Edit the Account Status	13-25
	Work Order History and Comments	13-26



View History	13-26
View Comments	13-26
Add Comment	13-27
Pick Up a Completed Work Order	13-27
Warranties	
Sell a Warranty	14-1
Add a Warranty After a Purchase	14-3
Current Transaction	14-4
Previous Transaction with Receipt	14-5
Customer History	14-6
Manual Entry	14-6
Change the Warranty Customer	14-7
Order Transactions Through Order Broker Cloud Serv	vice
Fulfilment Options	15-1
Pickup This Store	15-1
Pickup Other Store	15-2
Legacy Order Types Disabled	15-2
Legacy Order Types Enabled	15-2
Customer Delivery	15-2
Item Status	15-2
Order Status	15-3
Message Alerts	15-3
Order Statistics	15-3
Creating an Order	15-4
Customer Delivery	15-6
Pickup Other Store	15-8
Pickup This Store	15-9
Opening an Order Broker Order	15-10
Changing Order Items	15-11
Edit Delivery Information	15-11
Canceling Order Items or an Entire Order	15-11
Pick Up an Order	15-12
Failed to Pick Up Order	15-18
Local Inventory Orders	
Local Inventory Order Transactions	16-1
Searching for a Local Inventory Order	16-2



	Creating a New Local Inventory Order	16-2
	Picking Up Local Inventory Order Items	16-5
	Canceling a Local Inventory Order	16-6
17	Pre-Sale Transactions	
	Create a Pre-Sale	17-1
	Open a Pre-Sale	17-2
	Pick Up Pre-sale Items	17-3
	Cancel a Pre-sale	17-3
18	Hold Transactions	
	Create a Hold Transaction	18-1
	Open a Hold	18-2
	Pick Up Hold Items	18-2
	Cancel a Hold	18-3
19	Gift Registry	
	Sell Gift Registry Items	19-1
	Assign the Gift Registry	19-1
	Return a Gift Registry Item	19-4
	Gift Registry Item in an Order Broker Order	19-5
20	Xcommerce	
	Create an Xcommerce Transaction	20-1
	Remove Item	20-1
	No Items	20-1
21	Task Management	
	My Tasks Screen	21-1
	Task Filters	21-1
	Assigned Associate	21-2
	Activity	21-2
	Status	21-2
	Start Date	21-2
	End Date	21-2
	Sort Tasks	21-3
	Task Notes	21-3
	Open Customer Record	21-3



	View Your Tasks	21-3
	View Your Tasks from the Register	21-3
	View Your Tasks from the Back Office	21-4
	Create a Task	21-4
	Add a Note	21-5
	Edit a Task	21-5
	Update Task Status	21-5
	View Black Book	21-6
	Black Book Screen	21-6
	View a Customer Record	21-7
22	Miscellaneous Transactions	
	Clock In and Clock Out	22-1
	Clock In	22-1
	Clock Out	22-3
	Change Work Code	22-4
	Clocking In and Clocking Out for Meal Breaks	22-5
	Balance Inquiry	22-6
	Change Your Password	22-8
	Change your Password with Challenge Questions	22-9
	Post Void	22-11
	No Sale	22-15
	Lock or Unlock a Register	22-16
	Lock a Register	22-16
	Register Login Screen	22-17
	Register Sale Screen	22-17
	Unlock a Register	22-17
	Price Inquiry	22-17
23	House Account Payments	
	Making a House Account Payment	23-1
	Reversing a House Account Payment	23-3
24	Flash Sales	
	Run the Flash Sales Summary Report	24-1
	Save a Report or Report Parameters	24-2
	On-screen Navigation for Flash Sales Report	24-4



## 25 Register Open and Close

	Register Open	25-1
	Standard Open	25-1
	24/7 Open	25-6
	Networked Cash Drawer Open	25-10
	Register Close	25-13
	Standard Close	25-13
	24/7 Close	25-18
	Networked Cash Drawer Close	25-21
26	Self Checkout Classic Register	
	Basic Sale	26-2
	Alternate Methods to Add Items	26-5
	Lookup Item	26-5
	Manual Entry of Barcodes	26-6
	Manual Entry of SKU Numbers	26-6
	Supervisor Access Functions	26-6
	Supervisor Login	26-7
	In Sale Mode	26-8
	Age Restricted Items	26-8
	Maximum Quantity Items	26-9
	Unrecognized Items	26-9
	Cancel Items	26-9
	Cancel Sale	26-10
	Suspend Sale	26-10
	Change Price	26-10
	Item Lookup	26-11
	Outside of Sale Mode	26-12
	Reprint Receipt	26-13
	Close (Lock) SCO	26-14
	Open (Unlock) SCO	26-14
	Switch SCO to Standard Register	26-14
	Restart (Reboot) Register	26-15
27	Store Open and Close	
	Store Open	27-1
	Store Close	27-2
	End Retail Period	27-4



# 28 Manage Till Options

	Open the Till Options Menu	28-1
	Register Login Screen	28-1
	Register Sale Screen	28-2
	Open the Till Maintenance Menu	28-2
	Paid In and Paid Out Transactions	28-3
	Paid Out	28-3
	Paid In	28-4
	Tender Exchange	28-5
	Change Float	28-8
	Cash Pickup	28-10
	Cash Transfer (From Store Safe To Till)	28-12
	Mid-Day Deposit	28-14
	Till Audit	28-16
	Till Accountability Mode Functions	28-18
	Attach a Till to a Register	28-18
	Open a Till	28-19
	Remove a Till from a Register	28-19
	Perform a Close Count	28-20
	Reconcile a Till	28-22
	Foreign Currency Maintenance	28-24
29	Employee Scheduling	
	View Your Work Schedule	29-1
	Schedule Information	29-1
	View Another Schedule Week	29-2
	Select the Schedule Week	29-2
	Print Your Schedule	29-3
	View Others Employees' Work Schedules	29-3



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## **Preface**

This document describes the Oracle Retail Xstore Point of Service Classic user interface. It provides step-by-step instructions to complete most tasks that can be performed through the user interface.

#### **Audience**

This document is for users and administrators of Oracle Retail Xstore Point of Service Classic. 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 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 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 Self Checkout User 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 and additional patch releases, 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 on the Oracle Technology Network Web site, or, in the case of Data Models, to the applicable My Oracle Support Documentation container where they reside.

Oracle Retail documentation is available on the Oracle Technology Network at the following URL:

http://www.oracle.com/technetwork/documentation/oracle-retail-100266.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

## Introduction to Oracle Retail Xstore POS

The Oracle Retail Xstore Suite has always offered a highly flexible deployment model that includes Xstore Classic, Desktop, Thin Client, Tablet, and Handheld options at the store. Oracle Retail Xstore Point of Service is a point-of-sale application that provides he capabilities to carry out day-to-day transactions and conduct daily store activities. Tasks such as scanning items, applying price adjustments, tendering, and printing receipts as well as processing returns, and web orders can be performed. Store operations including opening the store, managing registers and tills, and closing the store can be handled through Oracle Retail Xstore Point of Service (POS).

A list of Xstore POS supported devices and operating systems can be found in the *Oracle Retail Xstore Suite Implementation and Security Guide*.

## **About This Guide**

The Oracle® Retail Xstore Point of Service Classic User Guide describes how to perform the POS functions available in Xstore Classic.

Desktop users should refer to the *Oracle Retail Xstore Point of Service User Guide* for operating instructions on the Desktop UI.



Xstore Classic will no longer have any investment in it from release version 23.0 although Oracle will continue to support bugs under the Lifetime Support Policy.

The operating guide for the classic desktop version is broadly separated into two halves: the first half can be found in this guide covering the functions of the point of service such as sale transactions, item and transaction modifiers, such as discounts and price overrides, multiple tender types, item lookup, gift card sales, and inquiry and serialized item support.

The second part of the operating guide covering the point of service maintenance functions can be found in the *Oracle Retail Xstore Point of Service Classic Manager's Guide*. These functions are usually performed outside of a sale. Store employees can perform non-customer facing activities within the store such as start and end day, banking, employee role and security maintenance, time and attendance maintenance along with analytical reporting.

## Where to Look for Additional Help

A variety of guides provide you with complete information about the Xstore Point of Service system.

• The Oracle Retail Xstore Point of Service Classic Manager's Guide provides detailed information for the back office functions for Xstore Classic.

- The Oracle Retail Xstore Point of Service Classic Shipping, Receiving, & Inventory Guide provides step-by-step instructions for shipping and receiving functions, as well as the procedures required for counting and managing inventory through Xstore Classic.
- The Oracle Retail Xstore Point of Service Reports Guide contains a description of each report, step-by-step instructions on how to run each report, an explanation of the criteria selection options, and a report sample.
- The *Oracle Retail Xstore Point of Service User Guide* describes how to perform the functions available on Desktop, Thin Client, Tablet, and Handheld devices.
- A list of Xstore POS supported devices and operating systems can be found in the *Oracle Retail Xstore Suite Implementation and Security Guide*.



## **Documentation and Screen Conventions**

This chapter describes the Oracle Retail Xstore Point of Service screen for Xstore Classic and documentation conventions and provides brief descriptions and examples of the methods used to initiate Oracle Retail Xstore Point of Service features.

- Refer to the Documentation Conventions section below for a description of the documentation conventions used in this User Guide.
- Refer to the Touch-Screen Functions section for touchscreen and key functions.
- Refer to the Register Screen Conventions Overview section for a description of the Xstore Classic application features.
- Refer to the Prompts and Forms section for a description of the prompts and screens that Xstore Classic uses to provide or request information.

#### **Documentation Conventions**

The following explains the conventions used throughout the *Oracle Retail Xstore Point of Service Classic User Guide* to denote task-related information, highlight information for special emphasis, or to bring your attention to an important point.

#### **Text Conventions**

Due to the flexibility of the system, menu options in this guide are not identified by a function key number (for example, [F2] or [F3]). Instead, the name on the button is used throughout the procedures and processes.

Table 2-1 Documentation Conventions in the User Guide

When you see	Then
Select xxxxx	Refers to a menu button or list option displayed on the Oracle Retail Xstore Point of Service application screen. The bolded text is the button or menu option text. Since all menu text is configurable, the text you see on your screen may be different than the text used in the procedure.
Press [xxx]	Refers to a key on the keyboard. The text inside the brackets is the name of the key.
Blue text	Indicates the tagged text is a link to another area of the user document. Click the link to jump to related information. This feature is used when viewing the document online. For printed documents, a page number has also been provided.

#### Information Conventions

Special information can be called out in the document.



This information is provided to improve your understanding, simplify a task, or point out special circumstances.

## **Touch-Screen Functions**

The following sections explain how to navigate with a touchscreen or keyboard.

## **Touch-Screen Navigation**

Oracle Retail Xstore Point of Service uses multi-touch gesture navigation throughout to allow for full touch-screen transactions.

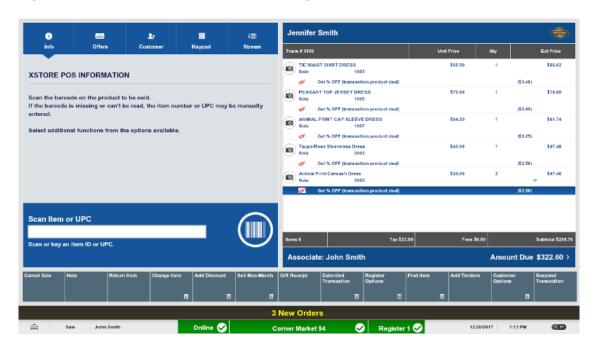


Touch-screen navigation is configurable by your corporate office; all features may not be activated on your system.

#### Sale Screen Touch-Screen Navigation

The Sale screen contains the following touch components.

Figure 2-1 Sales Screen Touch-Screen Navigation





**Table 2-2 Touch-Screen Actions** 

Touch-Screen Action	Description
Tap Customer Loyalty Banner	If no customer is attached, Oracle Retail Xstore Point of Service invokes the add-customer process. If a customer has been assigned to the transaction, Oracle Retail Xstore Point of Service opens the customer maintenance screen.
Swipe Customer Loyalty Banner	Swiping from left to right opens a prompt to remove the assigned customer.
Tap Bar Code Graphic	Invokes the find item feature. Oracle Retail Xstore Point of Service Base is set to open the item matrix.
Tap Item ID	Displays item information.
Tap item quantity	Invokes the change quantity process. This displays the numeric keypad.
Swipe Item	Swiping from left to right opens a prompt to void the item.
Tap Unit Price	Invokes the change price process. This displays the numeric keypad.
Tap Associate Area	Invokes the change commissioned associate process (with an item selected)
Tap Amount Due	Invokes Add Tenders.

## Customer Maintenance Touch-Screen Navigation

The following touch-screen components are available in the Customer Maintenance screen:

#### **Contact Information Tab**

The Customer Maintenance tab has the following touch-screen elements:

Etsphurie C Serith

Content

Dashboard

Content

Information

First

Stephanie

First

Stephanie

Company
Address

3134 GRAYSTONE LAKES

Paulat Costs

21219

Contact Information

Contact

Home 478-221-7212

Work

- x

Mobile

First

Content

Morit

Contact

Morit

Mo

Figure 2-2 Customer Maintenance Touch-Screen Navigation



**Table 2-3 Customer Maintenance Touch-Screen Navigation** 

Touch-Screen Action	Description
Tap Header	Tap the Customer Header to return to the previous screen while in a transaction.
Swipe Form	Swipe from left to right in the form area to open editing mode.

#### Purchase History Tab

The Purchase History tab has the following touch-screen elements:

Figure 2-3 Purchase History Tab Touch-Screen Navigation

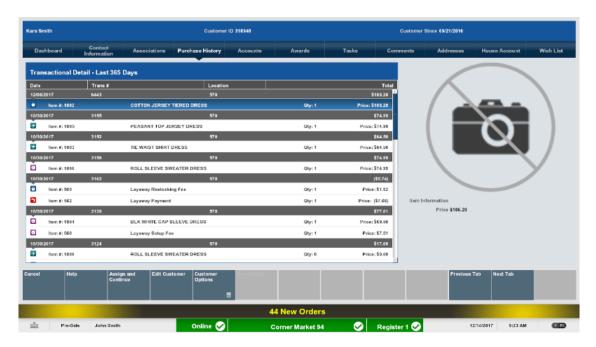


Table 2-4 Purchase History Tab Touch-Screen Navigation

Touch-Screen Action	Description
Swipe Transaction Detail Header	Swipe from right to left in the Transaction Detail Header to collapse the history display.
Swipe Transaction Detail Header	Swipe from left to right in the Transaction Detail Header to open the history display.
Tap Transaction Header	Tap one Transaction Header to collapse the selected transaction.
Tap Transaction Header	Tap a collapsed Transaction Header to open the selected transaction.
Tab Item	Tap a specific item and the INFO tab to display the item detail.



## Virtual Keyboard

Figure 2-4 Virtual Keyboard



The following table describes how to use the virtual keyboard:

Table 2-5 Virtual Keyboard Navigation

Function	Navigation	
Launch virtual keyboard	Do one of the following:	
	Swipe the keyboard icon up.	
	Tap the keyboard icon.	
	Tap a text field.	
Switch virtual keyboard layouts	If your store has multiple keyboards configured, swipe left or right to select a different keyboard.	
Data entry	Tap keyboard keys to enter information into a field.	
Close virtual keyboard	Do one of the following:	
	Swipe the keyboard down.	
	Swipe down on the keyboard icon.	
	Tap the keyboard icon.	
	Tap anywhere outside the keyboard.	



Table 2-5 (Cont.) Virtual Keyboard Navigation

Function	Navigation
Switch to Xenvironment	Tap the <b>Xenvironment</b> button on the keyboard to open Xenvironment.



To return to Oracle Retail Xstore Point of Service, tap or click the **Start POS** button.



## Active Keyboard Keys

Use the following guidelines to navigate through the Oracle Retail Xstore Point of Service system:

Table 2-6 Active Keyboard Keys

Key	Description
arrows	Use the up and down arrow keys to browse through list boxes.
Enter	Press Enter to select <b>OK</b> at any prompt that includes <b>OK</b> ( <b>Enter</b> ) as an option. Also press Enter in active list boxes to select the highlighted option.
Esc	Press Esc to exit any prompt that has Back or Cancel as an option. You can also press Esc to exit the current menu and return to the previous menu. In either case, if changes were made that were not saved, you must verify that you want to exit without saving your changes.



Table 2-6 (Cont.) Active Keyboard Keys

Key	Description
Function keys	On each Oracle Retail Xstore Point of Service window, the F1 through F12 function keys correspond to the menu options. Press the function key that corresponds to the option to choose it.
Home/End	Use these keys to jump to the top (Home) or bottom (End) of the current page of a report that you are viewing.
Plus (+)/Minus(-)	Use these two keys to increase (+) or decrease (-) the on-screen magnification level of a report that you are viewing.
Shift+Tab	Press Shift+Tab to move to the previous list box on an Oracle Retail Xstore Point of Service window. When the first list box is reached, press Shift+Tab to activate the last list box on the window.
Tab	Press Tab to move from the first list box to the next list box on the window. When the last list box is reached, press Tab to activate the first list box on the window.
Spacebar	Press Spacebar to select items in multiple-select lists.
Ctrl+Tab	Press Ctrl+Tab to access the Information, Coupon, Task, Message, Sales Goals, and Associated Items tabs and move one tab forward on the Register Login screen and the Back Office Login screen.
Ctrl+Shift+Tab	Press Ctrl+Shift+Tab to access the Information, Coupon, Task, Message, Sales Goals, and Associated Items tabs and move one tab backward on the Register Login screen and the Back Office screen.

## Register Screen Conventions Overview

The Xstore Classic system includes a variety of elements that comprise its user interface. Those elements have been grouped into the following categories, and each of the individual elements in them are described in this chapter.

#### **Dual Screen**

Your store may be equipped with a dual screen which contains a customer facing display. The customer facing display is controlled by the corporate office. It may contain:

- Videos
- Suggested Items
- Customer Messages

## Screen Layout Overview

The layout and design for all screens used for register functions have the following organization:



Amount Due \$322.60 >

Jennifer Smith

Trans # 3106

If WAIST SHERT DREGS
Sale
1003
Soan the beroode on the product to be sold.
If the barcode is missing or can't be read, the item number or UPC may be manually entered.

Select additional functions from the options available.

Jennifer Smith

Trans # 3106

TE WAIST SHERT DREGS
Sale
1003
Soft % OFF (transaction product deal)
Sale
1005
Soft % OFF (transaction product deal)

Associate: John Smith

Figure 2-5 Typical Sale Screen Layout

#### **Item Selection Layout**

An alternative sales screen layout is available that provides three rows of thirteen quick buttons above the bottom row of menu buttons. This matrix style layout with configurable button size and color allows quick selection of items and menus. The drill-down buttons lead to further options and the Home and Back buttons for navigation in this grid.

Ralph Summit

Xatore POS Information

Soan the barcode on the product to be sold.
If the barcode is missing or can't be read, the tenn number or UPC may be manually entered.

Select additional functions from the options available.

Select additional functions from the options available.

Scan Rem or UPC

The WART SHERT DRESS
Select TORDS
Serial # 11111111111

Select Select Additional functions from the options available.

Scan re key on item ID or UPC.

The WART SHERT DRESS
Select TORDS
Select Additional functions from the options available.

Scan or key on item ID or UPC.

Scan or key on item ID or UPC.

Scan or key on item ID or UPC.

Sale Procee

Fiching Select Research

Add Discount Sole or Research

Select Office Select Research

Select Add Discount Select Research

Select Research

Scan or Research

Scan

Figure 2-6 Item Selection Layout

Both screen layout styles contain the following components:

- Menu Buttons
- Message Window



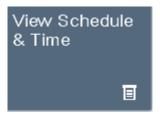
- Focus Bar
- Customer Loyalty Banner
- View Port
- Message Bar
- Status Bar

#### Menu Buttons

Menu buttons can be found near the bottom of the screen. The buttons are used to perform actions specific to the functional area in which they are found.

 Buttons with a pull-down menu icon in the lower-right corner indicate that the button will open a sub-menu of choices.

Figure 2-7 Button with Sub-Menu Choices



- Buttons with a lock icon in the lower-right corner indicate that the button is not available to the current user.
- An ellipsis (usually after the word More) indicate that there are additional menu buttons available at this screen. Clicking or tapping the button will display those menu buttons.

Figure 2-8 Additional Menu Buttons



#### **Function Keys**

The Oracle Retail Xstore Point of Service menu buttons show the keyboard functions that appear on each Oracle Retail Xstore Point of Service window.

Each menu button has a function key F1 through F12 assigned to it. Because each Oracle Retail Xstore Point of Service menu is configurable, the button functions on your system may appear in a different order or have different text than examples shown in this manual.

Some menu buttons may not be available to every associate. Security configuration determines which options are available to an individual associate. Security may be configured for each associate, by employee group, or by register group.



Because of the flexibility of the system, menu options in this guide are not identified by a function key number (F2, F3, and so on.). The procedures and processes in this guide use the name of the button.

Figure 2-9 Menu Buttons



#### Message Window

The message window is in the left section of most register screens. This window displays different messages that are selected by the tabs at the top of the window.

#### **Tabs**

In a base implementation, Oracle Retail Xstore Point of Service displays the following tabs:

 Info Tab: The Info tab may display product-specific information for an item-entry scenario, customer/item detail information for a layaway transaction, or instructions for recording a repair or alteration selection.

Figure 2-10 Default Info Tab



Only one message displays per item in the Info tab. This may be a text message, an image or a composite message (graphic and text). This information may relate to the item directly or to recommend other products that relate to the item being purchased. A couple examples of this would be a customer purchasing a shirt that has a coordinating jacket and tie. These two items, the jacket and tie, could be set up to display on the Information Tab in Xstore Classic for the associate to recommend to the customer. Another example would be the purchase of an item that would require another purchase, for instance a watch that does not come with a battery.



Figure 2-11 Info Tab Showing Item Information



If DisplayMessageAsNotify setting is configured, then multiple item text messages pop up in Xstore Classic during the sales process.

Customer Tab: Shows customer detail.

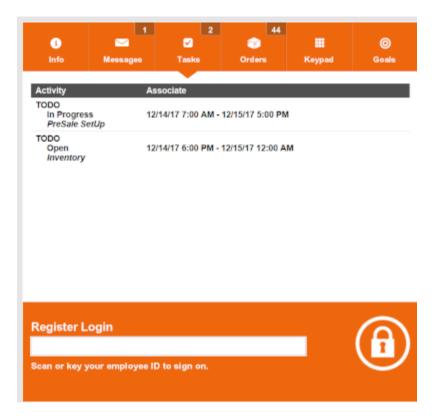
Figure 2-12 Customer Tab



• Tasks Tab: The Tasks tab displays open and in progress tasks with start date/time prior to the current date and end date/time equal to the current date or in the future. Tasks shown here are view only.



Figure 2-13 Tasks Tab



The following information is displayed for each task:

- Activity The type, status, and description associated with the task.
- Associate The assigned associate, appointment start date and time, and end date and time.
- Goals Tab: The Goals tab displays information from the corporate office about the goals set for your store for a specified date range. You are not required to log in to view store goals. These goals are visible to all employees.

Figure 2-14 Goals Tab



The goals are listed in the following order:

- Completed goals
- Active goals
- 3. Future goals

The goals are displays in color, based on their status:

- Green Goals completed and met.
- Red Goals completed but not met.
- Black Active, current, and future goals.

Each goal has an effective date and an end date. The store goal is shown in the **Goal** column and the current amount achieved toward the goal is shown in the **% To Date** column.



Future goals display "N/A" in the % To Date column until they become active.

Sales Goal to date progress is calculated using net sales. Progress toward store goals can also be found in the Store Goals report and on the Dashboard.

• Offers Tab: The Offers tab displays e-awards, coupons and entitlements that are available and whether they have been applied to the transaction. When a customer is linked to a transaction, the number of offers is displayed. As qualifying items are added to the

transaction, entitlements are automatically applied to the basket. Coupons need to be scanned or entered to be applied to the transaction. The different offer types are represented by distinguishing icons on both the offers tab and the sales display panel.

The following information is displayed for each offer:

- Offer ID ID for the e-award, coupon or entitlement.
- Description Description of the coupon.
- Expires Expiration of offer.
- Applied? Indicates whether the coupon has been applied to the transaction.

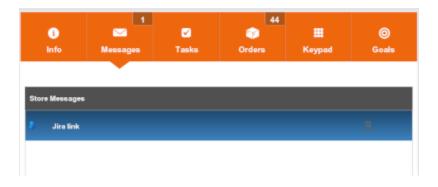
If a customer decides they do not want to use an offer for that transaction, it can be removed manually. To remove an offer, select the discount from the sales display panel and void the line from the transaction. The offer shows as canceled under the applied column.

- Associated Items Tab: This tab allows users to call customers' attention to items they
  may be interested in, based upon their purchases. Oracle Retail Xstore Point of Service
  displays a picture of each item, with a description of the item beneath it.
- Messages Tab: You are not required to log in to view messages. These messages are
  visible to all employees. The information shown on the Messages tab may be from the
  corporate office, or from your store management.

Messages require no action and may be store-specific (only displayed in your store, not corporate-wide) or register-specific (only displayed on a designated register).

These messages are time-based and do not display after the expiration date has passed.

Figure 2-15 Messages Tab





If the message contains a URL, click the link icon to open the URL.

In the event that an omnichannel order has not been picked up in a configurable number of days, a store message is generated. It can be configured to be on a specific register or all store registers to alert the associate that there are omnichannel orders that have not been collected. The message will remain until the order is either picked up or cancelled. See Failed to Pick Up Order for more information.

Messages use icons to indicate priority:

- Exclamation Point High priority
- No icon Medium priority
- Down Arrow Low Priority
- Keypad Tab (Touchscreen Only): When using a touch-screen, the keypad option displays a numeric keyboard for entering numbers. The keypad automatically displays when you are in a field requiring a numeric value such as the Tender field.

Figure 2-16 Keypad Tab



### Focus Bar

The focus bar new the lower-left corner of the screen provides a single-entry field, that is, 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 text above the data-entry field shows the title of the focus bar.

The message area below the data-entry field displays instructions for the current operations.

Figure 2-17 Focus Bar (Scan Item or Enter UPC Example)



The focus bar changes color to indicate the specific function you are performing. The base version of Oracle Retail Xstore Point of Service uses the following color conventions:

Blue - sale transaction

- Orange login
- · Yellow clock in
- Red return merchandise
- Brown send sale
- Green back office login
- Purple layaway and order transactions
- Light Blue pre-sale transaction
- Olive Green hold account transaction
- Light Purple special order transaction

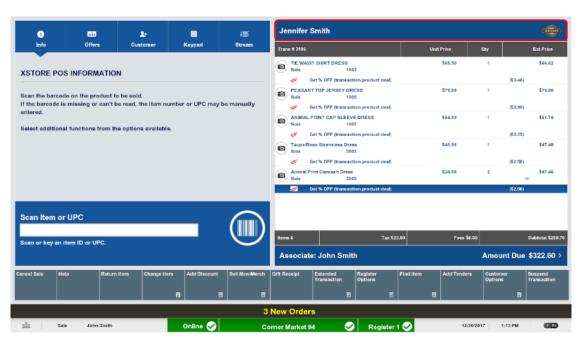


The image on the focus bar provides a visual clue for the type of data being entered. For example, on a login screen, a lock image indicates that an Employee ID number or password should be entered, which a fingerprint image indicates that a fingerprint should be scanned on a biometric device.

## **Customer Loyalty Banner**

When a customer is attached to a transaction and your store has a loyalty program, a Customer Loyalty Banner opens in the upper-right corner of the screen.





The information in the Customer Loyalty Banner will depend upon the customer and your loyalty program:

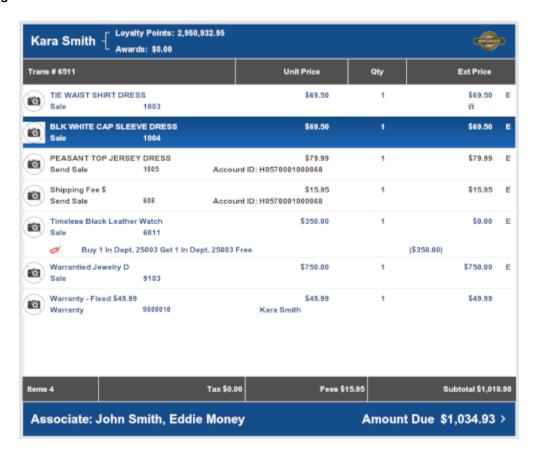
- If a customer is not signed up for the loyalty program, it will prompt whether the customer would like to sign up for the loyalty program.
- If a customer is signed up for rewards, it will display the customer's reward information and a loyalty badge (if any).
- If your store does not have rewards, it will display your store banner.

### View Port

The View Port area opens in the middle right of the interface. It presents all relevant information about the current function to the register operator. For example, in a sale transaction, the View Port displays the sale transaction information for items, taxes, discounts, tenders or any other detailed data about the current sales transaction.

Item images are displayed on the left. If an item image does not exist, the image avatar (camera with line through) is shown.

Figure 2-19 View Port



#### Note:

The "Items" count in the lower left section of the View Port displays the number of items the customer will physically take out of the store. For example, if a customer has purchased a total of 3 items, but one of the items will be shipped directly to the recipient via a Send Sale process, the Items count will be 2.

## Message Bar

The message bar is located above the Status Bar. The Message Bar indicates when there are new orders. The yellow portions fade in and out when messages are available.

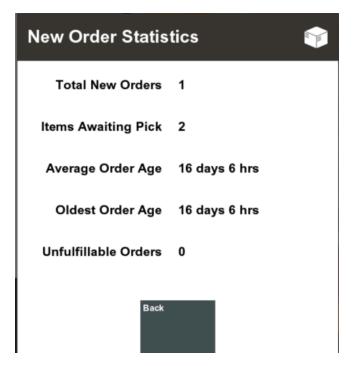
Figure 2-20 Message Bar

44 New Orders

Select the message to view information about order statuses:

- Total New Orders The total number of new orders.
- **Ship Orders** The number of orders waiting to be shipped from this store.
- Customer Pick Up Orders The number of orders to be picked up in this store.
- Items Awaiting Pick The number of items that must be set aside for the orders.
- Average Order Age The average age of the orders awaiting fulfilment, in days and hours, or minutes.
- Oldest Order Age The age of the oldest order awaiting fulfilment, in days and hours, or minutes.
- Unfulfillable Orders The number of orders that cannot be filled.

Figure 2-21 New Order Statistics



See the *Oracle Retail Xstore Point of Service Classic Manager's Guide* for more information about processing orders.

### Status Bar

The Status Bar is found at the bottom of the screen. It displays color-coded information about the store and database:

Figure 2-22 Status Bar



- Red Not able to perform actions.
- Yellow System can perform some actions, but some functionality is not available.
- Green All functionality working.

The Status Bar displays the following information:

- **Keyboard Icon:** The keyboard icon is displayed on touchscreen-enabled devices to indicate that the on-screen keyboard is available (see Virtual Keyboard).
- Area Locator: Indicates where you are in the system (for example, Sale, Return, and so on).
- Signed-In User Identifier: Identifies the currently signed-in user.
- Database Status Indicator: Indicates the current status of the database.
  - Green indicates all data sources are online.
  - Yellow indicates at least one WAN data source is offline. The system is using the local data source.
  - Red indicates at least one LAN data source is offline. The system is using the offline process set up for your store.



Touch-screen users can tap the indicator to open the Datasource Status window.

- Store Identifier: Identifies your store name and store number.
  - Green indicates the store is open.
  - Yellow or Red indicates the store is closed.

### Note:

Touch-screen users can tap the store identifier to open the store.

Touch-screen users can also swipe the store identifier to the right to open the dashboard.

- Register Identifier: identifies the register number.
  - Green indicates the register is open.



Red indicates the register is closed.



Touch-screen users can tap the register area to open the register.

- Date: Current register date.
- Time: Current register time.
- ? F1: Click or tap to open the help window.

# **Prompts and Forms**

During various system operations, you may be prompted to confirm a procedure, select from a list of options, acknowledge a system action, enter/select information, and so on. Oracle Retail Xstore Point of Service provides several different types of prompts and forms to help you complete a task.



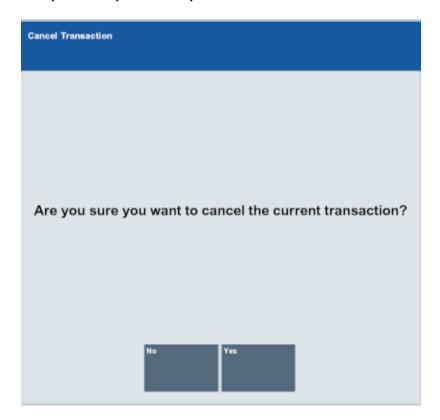
On-screen buttons can be activated through keyboard shortcuts.

# Response Required Prompt

During a transaction process, you may be required to confirm an action. These prompts will require you to either confirm the action or cancel the action and return to the transaction without making the change.



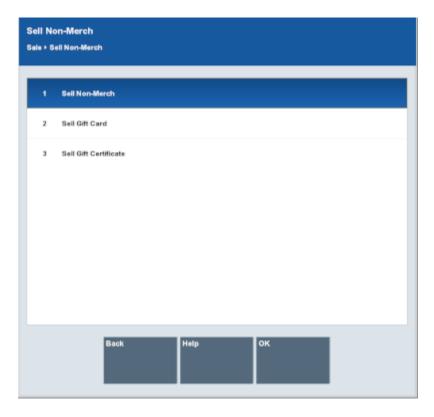
Figure 2-23 Response Required Prompt





# Selection Required Prompt

Figure 2-24 Selection Required Prompt



# **Entry Required Prompt**

During a transaction process, you may be required to enter a value before continuing. Enter the necessary values, then either click or tap **Process** to continue. Or, if necessary, click or tap **Back** to cancel the action.



Gift Registry Search
Enter search criteria.

Registry # Registry Name
Owner Last Name
Event Type

Back Help Process

Figure 2-25 Entry Required Prompt

## Search Prompt

In a search form, enter parameters or criteria to initiate a database search. Oracle Retail Xstore Point of Service displays a search form automatically when you need to retrieve specific information.

To initiate a search, you need to enter only the first few letters or numbers in the appropriate search criteria fields. The more parameters you enter, the narrower the scope of the search becomes. That results in fewer records being found. When one of the parameters is not matched, the system uses the remaining parameters to conduct a broader search. If the system cannot find any matches, Oracle Retail Xstore Point of Service displays a message indicating that no information was found.

Because each Oracle Retail Xstore Point of Service search form is configurable, the search parameters on your system may be different than the search forms described in this guide.



Customer Search
Enter search criteria.

Phone # | - - |
Last Name
First Name
City
State

US - United States

Postal Code
Loyalty #

Customer #

Customer #

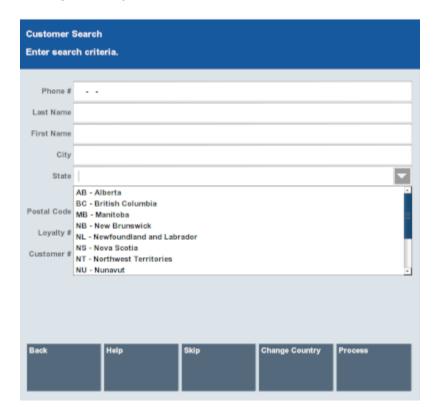
Figure 2-26 Search Form (Customer Search)

# **Change Country**

When applicable, a **Change Country** button associated with an address search will allow you to filter the values in drop-down menus to values for the selected country. This makes it easier to find the correct value in the drop-down menus.



Figure 2-27 Change Country



Country-specific forms and address layouts are defined in the base config path directory and not in a configuration accelerator config path, so the layouts are accessible regardless of the country a store is running in.

When the **Change Country** function is used on any form that supports it such as Customer Search, Customer Maintenance, and so on, you can change to any of the country-specific layouts that exist.

## Data Entry Form

In a data entry form, you enter specific information about the initiated activity. Enter the information as required and click or tap **Save Changes** to continue, or click or tap Back to cancel the action.

If you click or tap **Save Changes** before completing all the required fields, Oracle Retail Xstore Point of Service displays a message explaining the error.



Certificate #

Certificate #

Certificate Date

Expiration Date

Back Help Save Changes

Figure 2-28 Data Entry Form (Tax Exempt Form)

# **Acknowledgement Prompts**

Oracle Retail Xstore Point of Service will sometimes prompt users with information to be acknowledged by users. For example, these prompts can display data entry errors, informational messages, or indications of the completion of actions. These prompts will only display one button to be tapped or clicked.

## Help Desk Error

If Oracle Retail Xstore Point of Service encounters a major error that cannot be handled as part of an action, Oracle Retail Xstore Point of Service alerts you that you should contact the help desk for help with the error.

If you receive this message, do one of the following:

- Acknowledge the message and continue.
- Call the help desk phone number displayed on the screen and follow the instructions given to you by the help desk.
- If available, select the **Open Support Ticket** option. Enter the requested information, then click or tap **Process**.

An e-mail is automatically sent to the help desk describing the date, time, location, and system where the problem occurred, as well as the entered information and additional system log files.

# **Basic Transaction Entry**

A basic transaction consists of the exchange of store merchandise for a customer's tender. No transactions can be entered into Oracle Retail Xstore Point of Service until you log in at the Register Login screen (see Log In to Oracle Retail Xstore Point of Service). This prevents unauthorized personnel from accessing the register. Logging in also allows the system to record each associate's sales, calculate commissions, and compare sales to employee goals.



Ensure that the store and register are open, the cash drawer/till has been counted, the associate is clocked in (if required), and the till is attached to the register (if required) before beginning a transaction.

Depending upon your system's configuration, you may be required to clock in before logging in. For more information about the clock-in procedure, refer to Clock In and Clock Out.



Your store may have a dual screen which displays items that the customer may be interested in purchasing. Depending on your store's policy, you may want to discuss these with the customer during check out.

Your system may have a Self Check-Out (SCO) function whereby the customer scans items and pays by card only.

# Log In to Oracle Retail Xstore Point of Service

Use the following steps to log in to Oracle Retail Xstore Point of Service:

 At the Register Login screen, scan or key your employee ID number, then press Enter to continue.

Figure 3-1 Register Login ID Prompt



Note:

If your system is set up to use a Biometric Fingerprint device, use the device to scan your fingerprint rather than entering your user ID and password. Note: Keyed entry and card scan are also supported here

2. The system prompts for your password. Type your password and press **Enter** to continue. For security purposes, your password displays as a row of asterisks.

Figure 3-2 Employee Login Password Prompt



Note:

You may be prompted to clock in and select a work code.

# **Entering Pre-Sale Information**

Depending on your store configuration, one or more of the following actions may be required when beginning a sale transaction:

- Select Commissioned Associates
- Associate a Customer with a Transaction
- Enter Loyalty Information

# **Select Commissioned Associates**

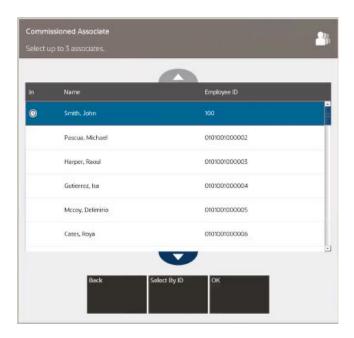
If your store tracks the associates' sales for commissions and sales goals, you may be prompted to select a commissioned associate (or associates) to be linked to the items in a sale transaction.

Oracle Retail Xstore Point of Service awards commissions on a per-item basis, either automatically based on the associates selected at the start of a retail transaction, or by prompting for the commissioned associate (or associates) each time an item is added to the transaction.

Note:

If your system is not set up for automatic commissioned associate prompting, you also have the option to link an associate (or associates) to individual items in a sale transaction.

Figure 3-3 List of Commissioned Associates



Use one of the following procedures to select commissioned associates for the transaction:

### Enter an Associate ID

To select an associate by ID:

- 1. Click Select By Associate ID.
- 2. Figure 3-4 Commissioned Associate Prompt



- 3. Enter the associate ID.
- 4. Press Enter.

### Select Associates from a List

1. Use the up and down arrow keys to highlight an associate.



The clock icon in the "In" column indicates the Associate has clocked in (see Clock In and Clock Out).

- 2. Press the Spacebar.
- 3. Repeat Steps 1 to 2 for each associate to add to the transaction.

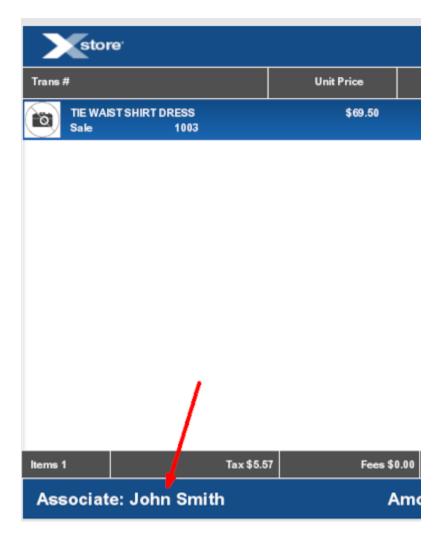


Note:

To remove an associate from a transaction, highlight the associate in the list and press the Spacebar.

The system adds the associates to the sale transaction and displays the associates' names on the view port.

Figure 3-5 Associate Name in View Port



Note:

You also have the option to link an associate (or associates) to individual items in a sale transaction. See Change the Commissioned Associate for more information about associating a commissioned associate with a specific item in a transaction

## Associate a Customer with a Transaction

Depending upon your system's configuration, you may be prompted for customer information so that a customer may be assigned to the transaction.



If a customer is not required for this transaction, you may click  ${\bf Skip}$  to continue with the sale process.

To associate a customer with a transaction, do one of the following:

- Loyalty Card
- · Search for Customer

## **Loyalty Card**

A customer can be associated with a transaction by scanning or swiping a loyalty card.

## Search for Customer

Do the following at the Customer Search screen:

Figure 3-6 Customer Search Form





- Enter the customer search criteria.
- Click Process.

### Note:

The maximum number of returned records is configurable. If your search results exceed that number, you may see a message indicating there are too many results.

You should enter as much information as possible in the Customer Search form. This will limit the number of customer records that are returned. If your search results exceed that number, you may see a message indicating there are too many results.

Oracle Retail Xstore Point of Service displays a list of customers matching the search criteria.

### 3. Figure 3-7 Customer Search Multiple Results



- 4. Click to select a customer.
  - Click to select a customer and cl
- Do one of the following:
  - Click Select & Continue to assign the customer and continue the transaction.
  - Click Select & View to view the customer record.
  - Click New to create a new customer record.
  - Click Back to return to the Customer Search screen.

## Tax Exemption

If the customer has a tax exemption on file, you will be prompted whether to apply the exemption. Do one o the following:

- Click Yes to select a tax exemption:
  - 1. Click a tax exemption in the list.
  - 2. Do one of the following:
    - Click Select & Continue to select the tax exemption and continue the transaction.
    - Click Select & View to select view the details of the tax exemption.
- Click No to continue the transaction.

# **Enter Loyalty Information**

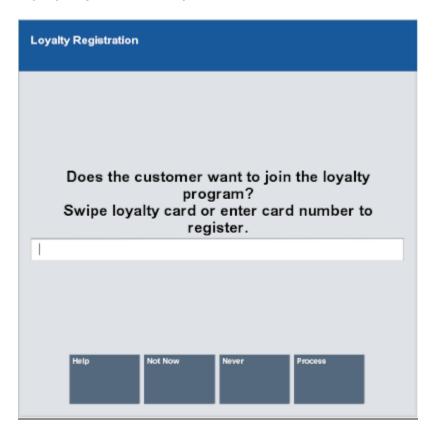
If your store has a loyalty program there are several possible scenarios that may occur after assigning a customer to the sale:

- Enroll Customer
- Customer Has Multiple Loyalty Cards
- Expired Loyalty Card

## **Enroll Customer**

The system prompts you whether to enroll the customer:

Figure 3-8 Loyalty Registration Prompt



Click Not Now to continue the transaction without enrolling the customer.

- Click Never to continue the transaction without enrolling the customer and never display the enrollment prompt again.
- To enroll the customer:
  - 1. If necessary, swipe or scan a new loyalty card.
  - 2. Click Process to enroll the customer.



If the customer agrees to join the loyalty program and then decides not to sign up during the transaction, void the loyalty card line item (Void an Item) or cancel the sale (Cancel a Transaction). If you have completed the sale and the customer decides not to enroll in the loyalty program, you will need to post void the sale (Post Void) to disassociate the customer.

## Customer Has Multiple Loyalty Cards

If the customer is associated with more than one loyalty account:

- Click the proper account in the list.
- 2. Click OK.

## **Expired Loyalty Card**

If the customer's loyalty card has expired:

- Click Yes to renew the card.
  - A confirmation prompt displays with the new expiration date.
- Click No to keep the card expired.

A message prints on the receipt indicating that the loyalty card has expired. The card expiration information also displays on the Customer Maintenance Activity Stream Contact Information Tab.

# **Entering Items**

You can enter items in several ways. To enter items into a transaction:

Figure 3-9 Scan Item Prompt



- Scan the item.
- Enter the item ID or UPC code and press Enter.

- Choose the item from the Quick Pick screen.
- Use Item Lookup to find an item and add it to the sales transaction.

Oracle Retail Xstore Point of Service looks up item and displays it in the View Port.

After entering an item, other prompts may open.

## **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





If the store has a service or self-service scale, creating barcodes with encoded weight, the system 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







If the store has a service or self-service scale, creating barcodes where the quantity is coded, the system 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 the 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 the **Manual GS1 Entry** menu button to enter the barcode, for example, (01) 02570016000052.

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

Figure 3-10 Manual GS1 Entry - Al



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

Figure 3-11 Manual GS1 Entry - Value



The system shows the following prompt.

Figure 3-12 Manual GS1 Input



Repeat the process until you have entered the entire barcode. Press Finish to complete
he Manual GS1 Entry. The item is shown on the Sales Display Panel. Complete the
transaction as usual.



To cancel the Manual GS1 Entry, press Back.



### **RFID**

To support RFID (radio-frequency) scanning, Xstore POS can be integrated to the Motorola Zebra DS9808-R Scanner. This scanner scans both the product ID and RFID Tag Reference Number simultaneously.

Scan the RFID tag on the item.

Xstore Classic reads the RFID Electronic Product Code (EPC) tag whilst the product barcode provides the product ID, and the RFID tag extracts the unique reference number of the product.

If the scanner is not working, manually enter the product ID.

## Serial Number

For items that require a serial number:

- 1. Enter the serial number.
- 2. Press Enter.

# Style

A style is an entry in the Item database that has properties such as size, color, and width.

Figure 3-13 Select Dimension





To select a style:

- 1. Click the style in the list.
- 2. Click OK.

### Attached Item

When an item with an associated attached item is added to a sale, you may be prompted whether or not this additional item should be added to the sale.



In some cases, the item will be added automatically without prompting the user.

- Click Yes to add the item.
- Click No to not include the attached item.
- If multiple attached items are available:
  - 1. Click the items to be added to the transaction.
  - 2. Click OK.

Note:

Attached items are shown with a Link icon next to them.

### Kit

When a Kit is added to a sale, the component items are automatically shown in rows below the parent Kit line. Each component item in the Kit shows the quantity included in the Kit, along with the component's description. The component items that make up a Kit cannot be changed using the change item function in Oracle Retail Xstore Point of Service, only the parent Kit can be changed using the change item function.

If all kit components cannot be shown on the View Port due to limited space, the last component row displays an ellipsis (...) to indicate there are additional items in the kit. However, the receipt shows all items that are part of the kit.

### Serialized Kit Items

If one or more items in a kit require a serial number, enter the serial number for each serialized item.

## **Originating Inventory Location**

If prompted for an originating inventory location:

1. Click the inventory location that will originate the item.



Note:

To leave the location pending, leave the inventory location blank.

Click Process.

## **Item Restrictions**

When certain items are selected, restrictions may apply. These include the following:

- Customer Age Verification
- · Cashier Age Restrictions
- Time Restrictions

# **Customer Age Verification**

Xstore Classic allows you to configure customer age verifications to determine whether a customer meets the age requirements to buy certain items. You can set different age levels for verification (for example, 18 years and 21 years).

An additional age verification is only requested, if an item with a higher restriction is added to the transaction. For example, if the first purchased item has an age limit of 21 and the second item has an age limit of 18, there is only an age verification for the first item, but not for the second one.

To sell an item with an age verification, follow the steps below.

 Enter an item where an age verification is necessary. Xstore Classic displays a prompt relating to the date of birth of the customer is before a specified date.

Figure 3-14 Customer's Minimum Age Prompt





- Select Yes to confirm the prompt. The item is shown on the Sales Display Panel. For additional items requiring an age verification 18 years, no prompt is displayed.
- Select **No**. The item is not added to the Cart. If additional items with an age verification are entered, the prompt is shown again.

## Cashier Age Restrictions

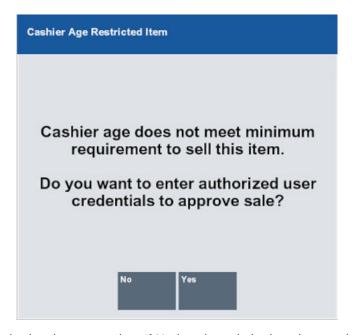
Xstore Classic allows you to configure cashier age restrictions to determine whether a cashier has the permission to sell certain items. You can activate/deactivate the cashier age restriction per store.

An additional age verification is only requested if an item with a higher restriction is added to the transaction. For example, if the first purchased item has an age limit of 18, there is only an age verification for the first item, but not for the second one.

If the cashier age restriction is activated and there is no date of birth entered for the cashier, the system displays the cashier age restriction prompt.

 Enter an item with a cashier age restriction. Xstore POS displays a prompt requesting authorization of the transaction.

Figure 3-15 Cashier Age Restricted Item



2. Select **Yes** to authorize the transaction. If **No** is selected, the item is not added to the sale.



Figure 3-16 Cashier Age Restricted Item Override



- Users holding the required security privileges must:
  - a. Enter your user name.
  - b. Enter your password.

The item is added to the sales transaction and shown on the Sales Display Panel.

## **Time Restrictions**

Xstore Point of Service allows you to configure a time frame in which certain items cannot be sold and/or returned, for example, alcohol. If this function is enabled, items with a restricted time frame can only be sold during authorized hours and days. You can activate/deactivate the time frame restriction by item, department and sub-department.

To sell an item with a time restriction, follow the steps below.

- Enter an item with a restricted time frame.
- 2. Xstore Point of Service validates the system time and day against the configured restricted time frame.
- The system displays the prompt, that the item is currently restricted and not available for sale.
- 4. Press **OK** to close the prompt.

## Add Non-merchandise Items to a Sale

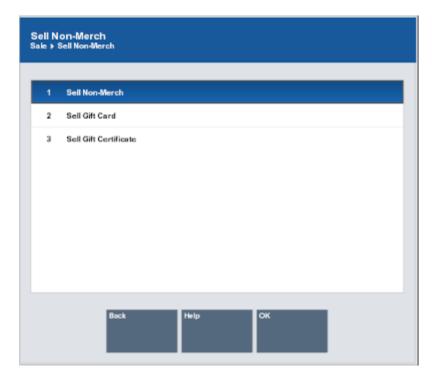
To add non-merchandise items to a sale transaction (for example, a gift card, alteration, or gift-wrapping service):

Click Sell Non-Merch in the Register Sale screen.

The Sell Non-Merch window opens.

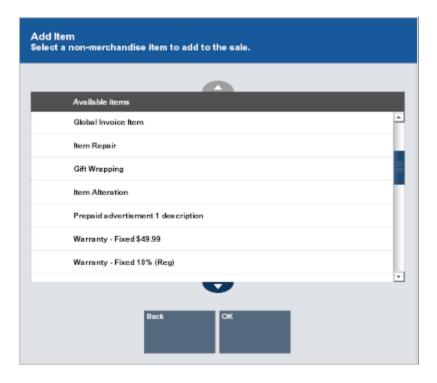


Figure 3-17 List of Non-Merchandise Options



2. Select the type of non-merchandise item to sell:

Figure 3-18 List of Non-Merchandise Items



- Click the type of non-merchandise item.
- Use the up and down arrows to highlight the correct type of non-merchandise item, then press the Spacebar.

Enter the number associated with the type of non-merchandise item.

#### 3. Click OK.

- If prompted to select an item, continue with Step 4.
- If prompted for an item price, continue with Step 6.
- If item is added to the View Port, continue the transaction.
- 4. If necessary, select the item in the list:
  - · Click the non-merchandise item.
  - Use the up and down arrows to highlight the correct non-merchandise item, then press the Spacebar.
  - Enter the number associated with the non-merchandise item.

### 5. Click OK.

- If prompted for an item price, continue with Step 6.
- If item is added to the View Port, continue the transaction.
- 6. If necessary, enter the amount of the item.

Figure 3-19 Prompt For Price



7. Press Enter.

The item is added to the View Port. Continue the transaction.

# Add Wish List Items to a Transaction

Wish list items are purchased through the wish list tab of the Customer Maintenance screen.

- Start a transaction.
- 2. If necessary, click Customer Options.



For extended transactions (for example, layaway, send sale, or special order), go directly to Step 3.

- 3. Click View Customer.
- Click the Wish List tab.



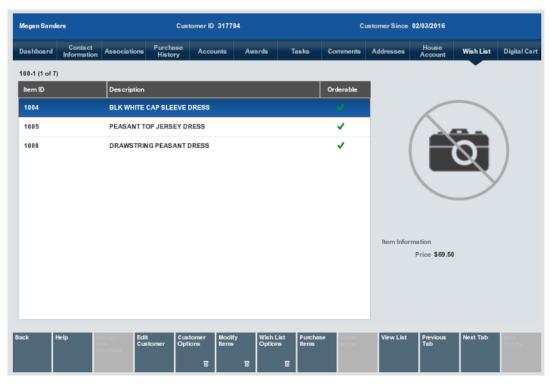
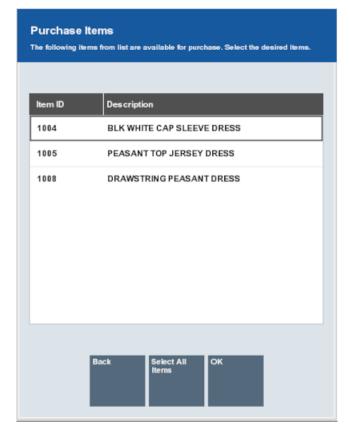


Figure 3-20 Customer - Wish List Tab

- **5.** Do one of the following:
  - Click **Purchase Items** to add Wish List items to a sale transaction.

Figure 3-21 Purchase Items



- Click Order Items to add Wish List items to an order.
- **6.** Click the items to include. This will highlight the items.



Click **Select All Items** to select all the items in the Wish List.

Purchase Items
The following items from list are available for purchase. Select the desired items.

Item ID Description

1004 BLK WHITE CAP SLEEVE DRESS

1005 PEASANT TOP JERSEY DRESS

1008 DRAWSTRING PEASANT DRESS

Figure 3-22 Purchase Items Selected

7. If your system has the **Scan Items Prior to Adding to Transaction** setting configured, the items display in a list to scan from to confirm they are the correct items.

If your system does not have the **Scan Items Prior to Adding to Transaction** setting configured, no scanning is required. The Wish List Confirmation Prompt opens. Select **OK** and continue at step 8.



Scan Items
As items are scanned they will be added to the transaction and removed from this list.

Item ID Description Quantity
Remaining

1004 BLK WHITE CAP SLEEVE DRESS 1

1005 PEASANT TOP JERSEY DRESS 1

1008 DRAWSTRING PEASANT DRESS 1

Exit Manual Entry

Figure 3-23 Purchase Item Scan Items Prompt

If the item does not scan, select **Manual Entry**, enter the ID of the item and select **Process**.

Figure 3-24 Purchase Items Manual Entry



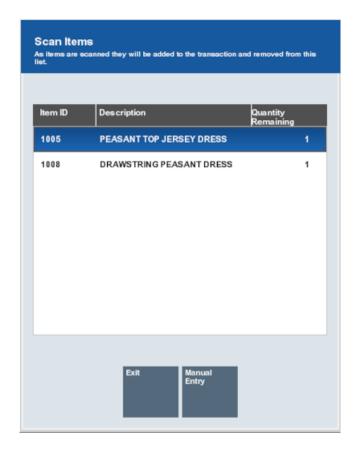
If an item is scanned or entered that does not match any items selected from the Wish List, a warning message is shown, and the item is not added to the transaction. Select  $\mathbf{OK}$  to continue.

Figure 3-25 Purchase Items Wrong Item Scanned



After an item has been scanned or manually entered, it is added to the transaction and removed from the scan items list.

Figure 3-26 Purchase Items After Scan



When all required items have been chosen, select Exit.

8. Indicate whether to keep the items in the Wish List:

Figure 3-27 Wish List Confirmation



 Click Yes to add the items to the sale transaction and remove the items from the Wish List.



If the transaction is post-voided or returned, the wish list items are not reinstated to the Wish List.

- Click No to add the items to the sale transaction but not remove the items from the Wish List.
- 9. Continue the transaction.

The items appear in the Sale screen View Port with a Wish List icon.

Loyalty Points: 2,745 Awards: \$0.00 **Megan Sanders** 24 \*\*\* 讍 Qty PEASANT TOP JERSEY DRESS \$79.99 0 Sale 1005 ΞĪ Xstore POS Information BLK WHITE CAP SLEEVE DRESS \$69.50 O Scan the barcode on the product to be sold. If the barcode is missing or can't be read, the item number or UPC may be manually entered. Select additional functions from the options available. Scan Item or UPC Scan or key an item ID or UPC. Amount Due \$161.44 > Associate: John Smith

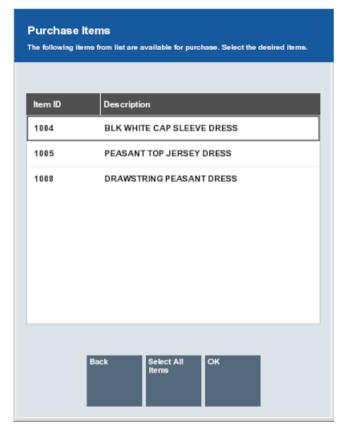
Figure 3-28 Sales Screen Showing Wish List item Added

# Add Digital Cart Items to a Transaction

To add Digital Cart items to a transaction for customers who want to purchase items from their Digital Cart:

- Start a transaction.
- 2. If necessary, click Customer Options.
- 3. Click View Customer.
- 4. Click the Digital Cart tab.
- **5.** Do one of the following:
  - Click Purchase Items to add items to a sale transaction.

Figure 3-29 Purchase Items



- · Click Order Items to add items to an order.
- **6.** Click the items to include. This will highlight the items.



Click Select All Items to select all the items in the Digital Cart.

Purchase Items
The following items from list are available for purchase. Select the desired items.

Item ID Description

1004 BLK WHITE CAP SLEEVE DRESS
1005 PEASANT TOP JERSEY DRESS
1008 DRAWSTRING PEASANT DRESS

Back Select All Items

OK

Figure 3-30 Purchase Items Selected

7. If your system has the **Scan Items Prior to Adding to Transaction** setting configured, the items display in a list to scan from to confirm they are the correct items.

If your system does not have the **Scan Items Prior to Adding to Transaction** setting configured, no scanning is required. The Digital Cart Confirmation Prompt opens. Select **OK** and continue at step 8.

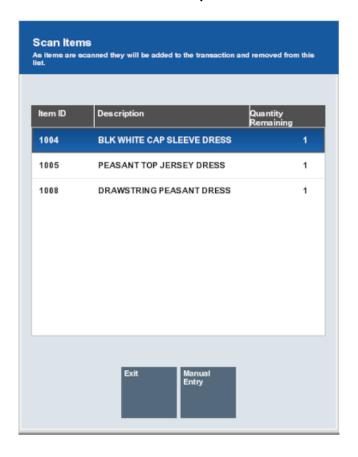


Figure 3-31 Purchase Item Scan Items Prompt

If the item does not scan, select  ${f Manual\ Entry}$ , enter the ID of the item and select  ${f Process}$ .

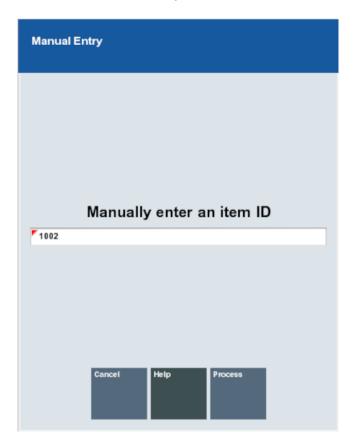


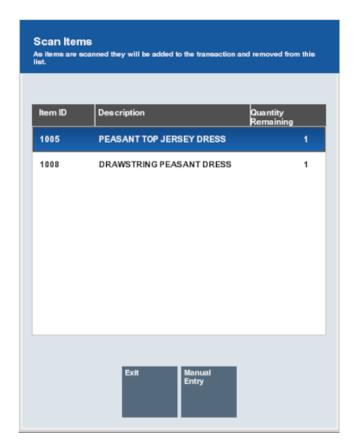
Figure 3-32 Purchase Items Manual Entry

If an item is scanned or entered that does not match any items selected from the Digital Cart, a warning message is shown, and the item is not added to the transaction. Select **OK** to continue.

After an item has been scanned or manually entered, it is added to the transaction and removed from the scan items list.



Figure 3-33 Purchase Items After Scan



When all required items have been chosen, select Exit.

- 8. Indicate whether to keep the items in the Digital Cart:
  - Click Yes to add the items to the sale transaction and remove the items from the Digital Cart.



If the transaction is post-voided or returned, the items are not reinstated to the Digital Cart.

- Click No to add the items to the sale transaction but not remove the items from the Digital Cart.
- Continue the transaction.

The items appear in the Sale screen View Port with a Digital Cart icon.

# Add Item Coupons

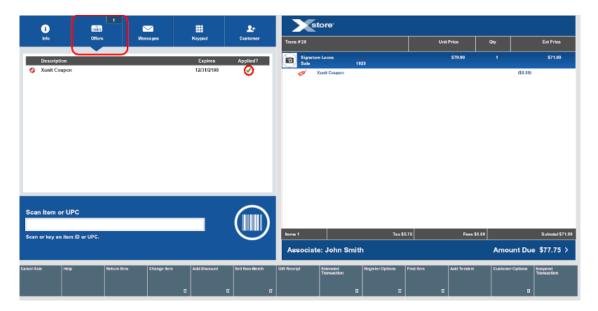
To add a coupon to a sale, scan the coupon or enter coupon ID in the Scan Item or UPC prompt and press **Enter**. The coupon appears in the Offers tab in the Message Window. The tab displays a number in the upper-right corner indicating the number of coupons entered in to the system.





When a coupon is applied to the transaction, a green check mark appears next to coupon.

Figure 3-34 Offers Tab



# Redeem a Rain Check

Rain checks allow customers to purchase out-of-stock items for the same price later.

### Note:

Rain checks can only be applied to sale transaction; it cannot be applied to extended transactions (for example, layaways, special orders, or send sales). Once a rain check is redeemed, it cannot be used again.

Depending upon the configuration of your system, you may not be able to redeem rain checks issued by other stores.

To redeem a rain check:

- 1. Click **Register Options** in the Sale screen.
- 2. Click Redeem Rain Check.
- 3. Scan the rain check or enter the rain check ID.

The Redeem Rain Check prompt opens.



If the rain check has expired a message displays indicating it has expired and cannot be redeemed.

4. Click **Yes** to redeem the rain check.

The rain check item appears in the View Port with a rain check icon.

# **Tendering a Transaction**

The tendering process requires that you select or enter two basic items of information:

- Tender type (for example, cash, check or credit card)
- Amount paid with that tender type

Depending upon the form of payment and your store's policies, you may have to enter or select additional information, for example:

- Credit card account number, CID number, and expiration date
- Customer name
- Customer address
- Security approval for large sales or refunds
- Additional tender types if the first tender type did not pay the total due
- Additional forms of customer ID (driver's license number, birth date, credit card number, or other ID)

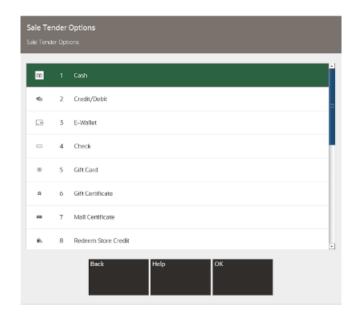
Refer to Processing Tenders for additional information about specific tenders.

## Start Tendering

- 1. Start tendering by doing one of the following:
  - Press Enter in the empty item prompt.
  - Click Add Tenders.
- 2. Tender the transaction. See Processing Tenders
- 3. If prompted to round up the amount for a charitable donation:
  - Click No to continue with tendering without adding the amount.
  - Click Yes to add the charitable donation to the transaction, then continue with tendering.
- **4.** Select the tender by doing one of the following:



Figure 3-35 List of Tender Types



- Click the tender in the list.
- Use the up and down arrows to highlight the tender.

A tender amount prompt opens.

**5.** Add the tender amount by doing one of the following:

Figure 3-36 Tender Cash Amount Prompt



- Enter the amount to apply to the tender.
- For cash tenders, click a quick cash amount in the Menu Buttons.

Figure 3-37 Quick Cash Buttons





- 6. Press Enter.
  - If you entered less than the total amount due, repeat Steps 4 to 6.
  - If you entered the amount due or greater, continue the transaction.
- **7.** If you are prompted whether to complete the transaction:

#### Note:

Your system may automatically print receipts without prompting whether to complete the transaction.

- Click Y to print receipts.
- Click N to return to the Sale Tender screen (Step 4).

Oracle Retail Xstore Point of Service prints receipts.

### Note:

If you are prompted for e-mail receipt information, see E-mail Receipt Options.

- 8. Depending on the configuration of your system, you may be prompted to scan a cash drawer. Scan the appropriate cash drawer, if necessary.
- 9. On occasion, upon completing a transaction, a prompt may open asking whether to apply a system update. If you are prompted to apply a system update:

#### Note:

If you agree to perform the system update, you will not be able to create any new transactions for a certain grace period. Existing transactions can be completed during the grace period.

Once the system is not in a transaction, or if the required period has expired, the update will be automatically applied without asking the user. You cannot use the system during system updates.

- Click No to be asked again after a period.
- Click Yes to apply the update.

A confirmation prompt opens:

- Click **Apply** to perform the update.
- Click Cancel to cancel the update and be asked to perform the update after a period.

The transaction completes.



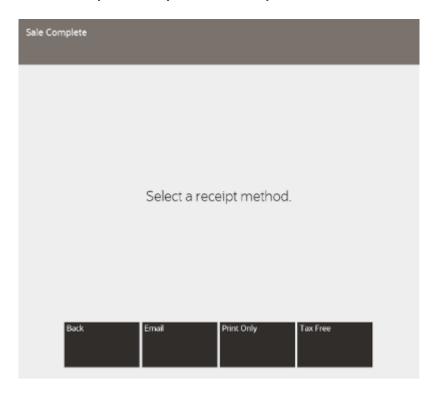
# E-mail Receipt Options

If your store issues e-mail receipts, you may be prompted for more information after the sale is tendered. Any receipts that have been set up for e-mail delivery are generated as PDF documents and sent to the customer's e-mail address as an e-mail attachment. This e-mail receipt process assumes the customer has an active e-mail address and has given permission to receive e-mail from the store.

After tendering the sale:

Select the receipt method:

Figure 3-38 Sale Complete Prompt - Email Receipts Enabled





This choice applies to all receipts. For example, if you choose to e-mail receipts, then all receipts such as Gift and Customer receipts are sent in an e-mail. You cannot print one but e-mail the other.

- Click Print Only to print the receipts. The receipts print and the transaction completes.
- Click Email to either e-mail the receipt or e-mail and print the receipts. Continue with the next step.
- 2. Confirm, enter, or change the customer's e-mail address.



#### Note:

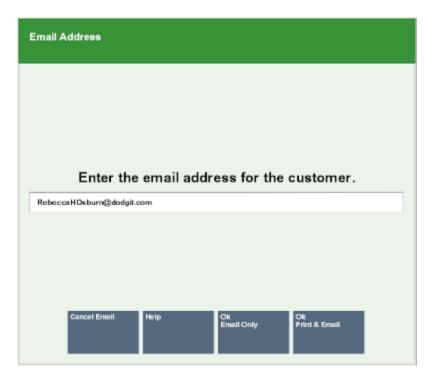
If you make changes to the e-mail address, you may be prompted whether to change the e-mail address for the customer.

Click Yes to change the e-mail address.

Click No to keep the existing e-mail address.

#### 3. Choose an option:

Figure 3-39 Email Address Form



#### Note:

If the e-mail address is not formatted correctly, a confirmation prompt opens indicating it is not correct. Press Enter then correct the e-mail address.

- Click **OK Email Only** to send the receipts in an e-mail.
- Click OK Print & Email to send the receipts in an e-mail and print them on the receipt printer.
- Click Cancel Email to cancel the e-mail and return to the Sale Complete prompt.

# Reprint Receipts and Documents

The reprint options provide a way to recover when there is a printer error or the printer jams. They allow you to reprint a receipt or a rebate offer for the customer.

Register Login

Scon or key yout employee ID to sign on.

Plant Clock In/Out Vere-Schedule Change Persent Reprint Balance Inquiry Crear Training Tay Tests Find Item Till Flach Sales Rock Office.

Figure 3-40 Login Screen - Receipt Reprint Options Menu Button

# Reprint the Last Receipt

To reprint the last receipt created by the register:

- 1. Go to the register login screen.
- 2. Click Receipt Reprint Options.

Figure 3-41 Receipt Reprint Options Menu



3. Click Reprint Last Receipt.

Oracle Retail Xstore Point of Service prompts whether to reprint the last receipt.

4. Click Y to reprint the last receipt.



The receipt is clearly labeled as a reprinted receipt.

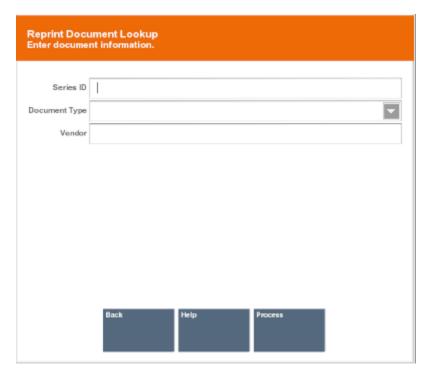
# Reprint a Document

To reprint a document (such as a rebate offer):

- 1. Go to the register login screen.
- 2. Click Reprint Document. See Figure 3-41.

The Reprint Document Lookup window opens.

Figure 3-42 Reprint Document Lookup Form



- 3. Enter the search information for the document:
  - Series ID Enter the ID for the document series.
  - **Document Type** Select the type of document.
  - **Vendor** Enter the name of the vendor who produced the document.
- 4. Click Process

Oracle Retail Xstore Point of Service displays a list of documents matching the search criteria.

- Click the correct document.
- 6. Press Enter.

Oracle Retail Xstore Point of Service reprints the document on the report printer.



If the document is not in PDF format, it may also print on the receipt printer.

## Print a Rebate Receipt

Rebate receipts may be offered to customers so that they can retain the original receipt for a purchase, and mail in the rebate receipt as proof of purchase.

1. Go to the register login screen.

#### Click Rebate Receipt.

The system prompts for transaction information.

- 3. Enter the transaction information by doing one of the following:
  - Scan the barcode on the original sale receipt.
  - Enter the barcode information and press Enter.

The rebate receipt prints on the receipt printer.



The receipt is clearly labeled as a rebate authorization receipt. This receipt cannot be used for merchandise returns.

# Print a Gift Receipt

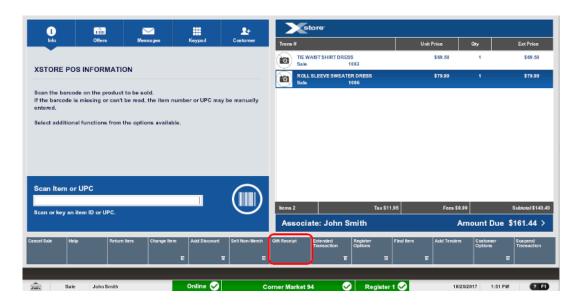
During a transaction, items may be selected for a gift receipt before a tender is selected, or between adding tenders. Gift receipts can also be issued immediately after a completed sale transaction, or from the Electronic Journal for eligible items in a transaction. Eligible items include regular sale items, special order pickup items, and layaway pickup items.

### Select Gift Certificate Items in a Sale

While a sale transaction is being performed, you may use the following steps to select items to be issued gift certificates:

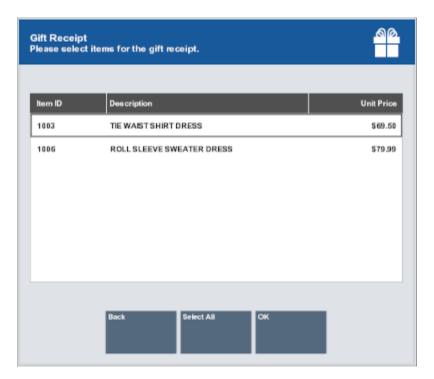
1. Click Gift Receipt during a sale transaction.

Figure 3-43 Sale Menu - Gift Receipt Button



Oracle Retail Xstore Point of Service displays a list of items eligible for gift receipts.

Figure 3-44 List of Items Eligible for a Gift Receipt



- 2. Select the gift certificate items by doing one of the following:
  - Click each item.
  - Use the up and down arrows to move to the correct item, then press the Spacebar to highlight it.



Click Select All to select all items in the list.

3. Click OK.

The gift certificate items are labeled in the View Port with a gift icon. Gift certificates will be printed at the end of the transaction.

Figure 3-45 Gift Icon



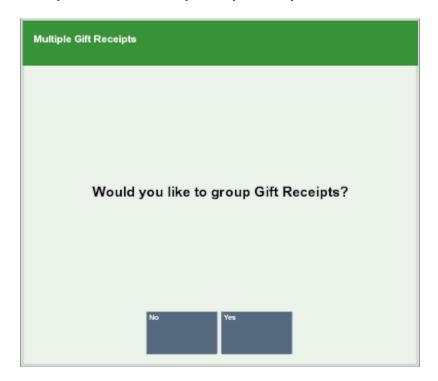
- **4.** At the end of the transaction, if you are prompted whether to group gift certificate items, see Group Gift Receipt Items.
- 5. At the end of the transaction, you may be prompted whether to print a gift certificate for each item:

- Click Yes to print a gift certificate for each item.
- Click **No** to print one gift certificate for all items.

### Group Gift Receipt Items

After tendering the sale, if there are multiple items that have been labeled as requiring a gift receipt, you may be prompted whether to group items on separate gift receipts. For example, you can group 2 items on one receipt, and 3 items on another receipt.

Figure 3-46 Multiple Gift Items - Group Receipts Prompt

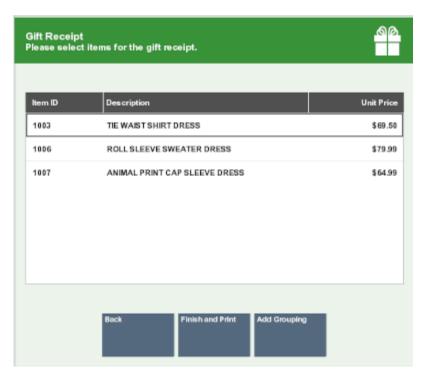


To group items on gift receipts:

- 1. If you are prompted whether to group gift receipts, select an option:
  - Click Yes to group gift receipt items.
    - A gift receipt grouping window opens.
  - Click No to continue the transaction without creating gift receipt groups.



Figure 3-47 Items for Gift Receipts



- 2. Select the items to group on one gift receipt by doing one of the following:
  - Click each item.
  - Use the up and down arrows to select an item, then press Spacebar to highlight it.
- 3. Click Add Grouping.

The selected items are grouped into one gift receipt and removed from the list.

- 4. Repeat Steps 2 to 3 for each gift receipt group.
- 5. Click **Finish and Print** to print the gift receipts and complete the transaction.

### Create Gift Receipts After a Sale

To create gift receipts for a previously completed transaction:

- 1. Click **Receipt Reprint Options** at the register login screen. See Figure 3-40.
- Select a receipt reprint option:
  - Click Reissue Gift Receipt reprint only the gift receipts.
  - Click Reprint Last Receipt to reprint gift receipts and the transaction sale receipt.

A Transaction Lookup prompt opens.

Figure 3-48 Transaction Lookup Prompt





- 3. Enter the transaction barcode by doing one of the following:
  - Scan the barcode on the transaction receipt.
  - Enter barcode information and press Enter.

Oracle Retail Xstore Point of Service displays a list of items eligible for a gift receipt.

- 4. Select the gift receipt items using the appropriate procedure:
  - Select Gift Certificate Items in a Sale
  - Group Gift Receipt Items
- 5. Oracle Retail Xstore Point of Service prints the receipts.



4

# **Return Transactions**

Returns allow you to create transactions for returned merchandise and to associate the reason the item was returned with the transaction. Xstore Point of Service allows you to create return transactions both with and without the original receipt.

Depending on your store policy, you may not be able to return merchandise purchased in another country. If your store restricts cross-border returns, a message displays indicating that cross-borders returns cannot be processed.

### **Verified Returns**

If the customer has the original receipt or credit card, the system verifies that the receipt that accompanies the return, or the original credit card used in the sale, is found either on the local system or the home office system. When the original transaction is found, the system displays the original sale information in the View Port. A return using the customer's original sale receipt or credit card to locate the transaction information stored in the database is a verified return.

### Start the Return

You can start a return by doing one of the following:

- Scan the Original Transaction Receipt
- Swipe a Credit Card or Enter the Receipt Data

### Scan the Original Transaction Receipt

To start a verified return:

- 1. Scan the barcode on the customer's original receipt at the Register Sale screen.
- 2. If you are prompted to enter customer information:
  - a. Enter customer search information.
  - b. Click Process.

Xstore Point of Service displays a list of customers matching the search criteria.

- c. Select the customer from the list.
- d. Click OK.

Continue with Return Items.

### Swipe a Credit Card or Enter the Receipt Data

To start a verified return:

- 1. Click Return Item in the Register Sale menu.
- 2. If you are prompted for customer information, enter the customer information.

Figure 4-1 Customer Search Form



#### 3. Select Process.

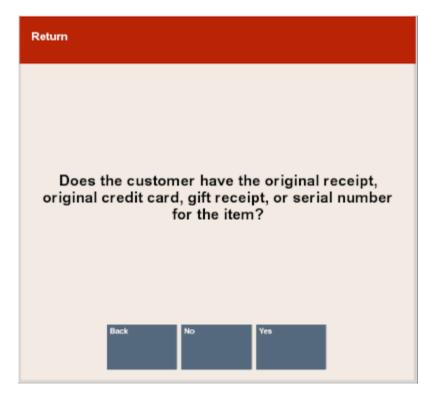
Xstore Point of Service displays a list of customers matching the search criteria.

- Select the customer from the list.
- 5. Click OK.

Xstore Point of Service displays a prompt asking whether the customer has the original receipt, original credit card, gift receipt, or serial number for the item.



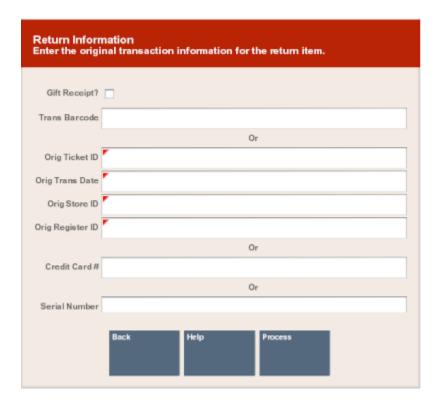
Figure 4-2 Return Original Receipt Prompt



#### 6. Click Yes.

The system prompts for information about the original sale transaction.

Figure 4-3 Original Transaction Return Information





- 7. Do one of the following:
  - Enter the credit card or debit card used in the transaction (enter the card in the chip reader or swipe the card).

Xstore Point of Service prompts for an item ID. Continue with Step 8.

Enter the receipt barcode information and click Process.

Continue with Return Items.

Scan the receipt barcode.

Continue with Return Items.

- 8. Scan the item or enter the item ID.
- 9. If prompted to select a transaction:
  - Click the correct transaction or use the up and down arrows to highlight the correct transaction.
  - b. Click OK.

Continue with Return Items.

#### Search for the Transaction

To start a verified return:

- 1. Click Return Item in the Register Sale menu.
- 2. If you are prompted for customer information, enter the customer information. See Figure 4-1.
- Click Process.

Xstore Point of Service displays a list of customers matching the search criteria.

- 4. Select the customer from the list.
- 5. Click OK.

Xstore Point of Service displays a prompt asking whether the customer has the original receipt, original credit card, gift receipt, or serial number for the item. See Figure 4-2.

6. Click Yes.

The system prompts for information about the original sale transaction. See Figure 4-3.

Enter search information for the transaction and click Process.

This prompt has the following criteria:

- Orig Ticket ID ID of the original transaction.
- Orig Trans Date (MM/DD/YYYY) Date of the original transaction.
- Orig Store ID ID of the store where the original transaction was performed.
- Orig Register ID ID of the register where the original transaction was performed.
- 8. Click Process.

#### Enter Web Order ID

If customers can return items from online purchases at a store (cross-channel returns), do the following to perform a cross-channel return:



- 1. Enter the ID from the shipping document in the Web Order ID field.
- Click Process.

Note:

Freight, handling, or other delivery changes are not returnable.

### **Transaction Not Found**

If the transaction is not found, a prompt opens:

- Click Yes to continue with an unverified return. See Blind & Unverified Returns.
- Click No to re-enter transaction information. See Start the Return.

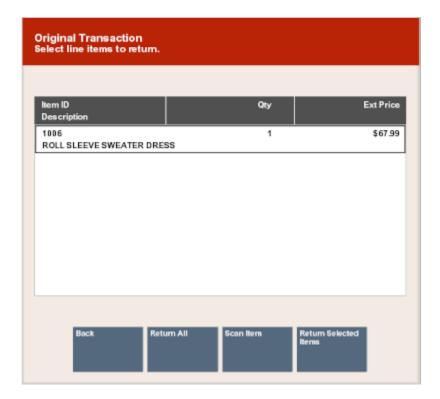
## **Return Items**

After attaching a transaction to the return transaction, enter items:

Note:

Click **Return All** to return all items in the original transaction.

Figure 4-4 Original Transaction Information





- 1. Select the items to return:
  - Click items to select them.
  - Use the up and down arrows to highlight items, then press the Spacebar to select them.
- 2. Click Return Selected Item(s).
- 3. If you are prompted for the quantity of an item:
  - a. Enter the quantity of the item.
  - b. Click OK.
  - c. Repeat Steps 3.a to 3.b for each item quantity prompt.

Xstore Point of Service prompts for a reason for the return.

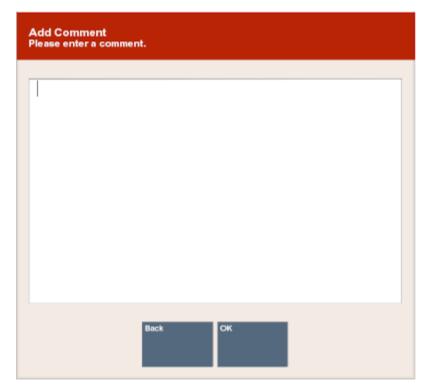
Figure 4-5 Return Reason Code List



- **4.** Select the reason for the return:
  - · Click the reason.
  - Use the up and down arrows to select the reason, then press the Spacebar.
- 5. Click OK.



Figure 4-6 Return Comment Form



- **6.** If you are prompted for comments:
  - a. Enter additional information about the return.
  - b. Click OK.
- 7. If the item is part of a kit, indicate whether all kit items are available:
  - Click **No** if all items in the kit are not available. The return item is removed from the transaction. If no other items are included, return to Step 1.
  - Click Yes if all items in the kit are available. The return continues.
- 8. If an acknowledgement prompt opens, read the message and click **OK** to continue. Xstore Point of Service returns to the return items screen.



The return item quantity has been decremented by the quantity returned for each item that was added to the return.

9. Repeat Steps 1 to 8 to return additional items from the transaction.



#### Note:

Depending upon your return policy, certain items may be returned at a prorated value from their original purchase price. If so, the amount refunded for these prorated items is determined by the number of days between the original date of purchase and the date of return.

For example, some store return policies offer a full refund if the item is returned within 30 days. After 30 days, a reduced refund (declining over time following the purchase date) is calculated automatically.

#### **10.** Continue the transaction:

- Click Add Tenders tender the transaction.
- Click Exit Return to return to the sales transaction.
- Click New Return to return more items from a different transaction.

# Verified Returns though Customer History

If a customer does not have the original receipt, or the receipt cannot be verified, the return item price may be determined from the customer's purchase history. To perform a return through a customer's purchase history, perform the procedure Blind & Unverified Returns and select the transaction in Step 9. The transaction will continue as a verified return.

# Blind & Unverified Returns

A blind return is a return without a receipt. An unverified return is a return where the customer has a sale receipt, but it cannot be found in the database. These two return procedures are essentially the same.

If the customer does not have the original receipt for the return item, or the customer's receipt cannot be verified, perform the following procedure to complete the return transaction.

### Start the Return

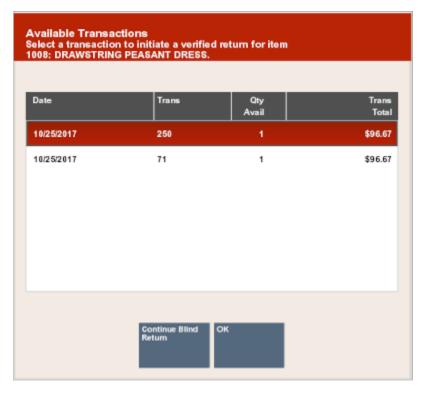
To start a blind or unverified return:

- Click Return Item in the sale screen.
  - If you are prompted to enter customer information, continue with Step 2. See Figure 4-1.
  - If you are prompted for a receipt, continue with Step 6. See Figure 4-2.
- **2.** Enter the customer search information:
  - Phone # Customer phone number.
  - Last Name Customer last name.
  - First Name Customer first name.
  - City City for customer's address.
  - State State in the customer's address.
  - Postal Code Postal code or zip code for he customer's address.



- Loyalty # ID number for the customer's loyalty account.
- Customer # Customer ID number.
- Click Process.
- 4. If necessary, select the customer in the search results:
  - Click the customer.
  - Use the up and down arrows to highlight the correct customer, then press Spacebar.
- 5. Click OK.
- 6. Indicate whether the customer has the original receipt:
  - Click Yes if the customer has the receipt.
  - Click No if the customer does not have the receipt.
- 7. Enter an item:
  - Scan the item.
  - Enter the item ID the press Enter.
- 8. If prompted for an item quantity, enter the quantity, then click **OK**.

Figure 4-7 Item Found In Customer's Transaction History

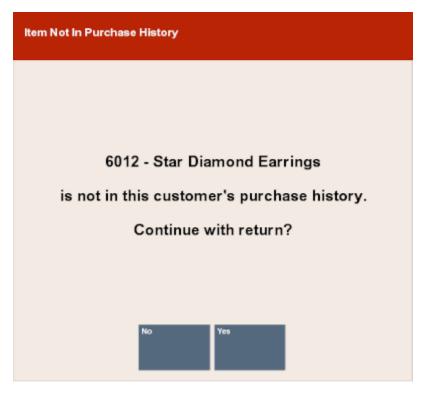


- 9. If the item is found in the customer's transaction history:
  - Click **Continue Blind Return** to continue with Step 14 as a blind return.
  - Create a verified return. Continue with Step 10.
- 10. Select a transaction from the list.
- 11. Click OK.



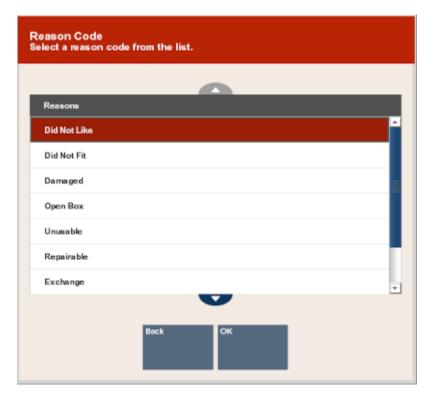
#### 12. Continue with Return Items in Verified Returns.

Figure 4-8 Item Not In Purchase History



- 13. If prompted that the item was not found in the customer's transaction history:
  - Click Yes to continue the return.
  - Click **No** to cancel the return transaction and return to the sale screen.

Figure 4-9 List Of Return Reason Codes



- **14.** Select the reason for the return:
  - Click the reason.
  - Use the up and down arrows to highlight the reason, then press the Spacebar.
- 15. Click OK.
- **16.** If you are prompted for additional information:
  - a. Enter the information.
  - b. Click OK.
- **17.** If you are prompted with a list of previous prices for an item:
  - a. Select the item:
    - Click the reason.
    - Use the up and down arrows to highlight the reason, then press the Spacebar.
  - b. Click OK.
- **18.** If the notification prompt opens indicating that a restocking fee is applied, click **OK** to acknowledge the prompt.

Figure 4-10 Lowest Item Price



**19.** If a notification prompt opens, indicating the lowest price for the item:

Figure 4-11 Price Override Prompt

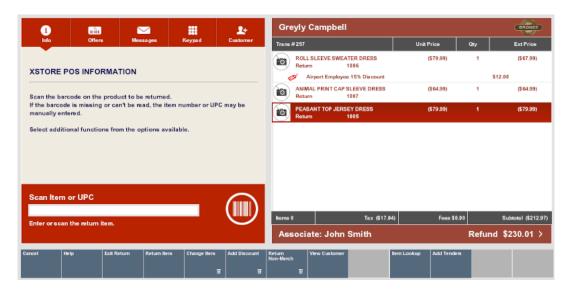


- a. Click **Price Override** to change the price.
- **b.** Click **OK** to continue the return with the listed price.
- 20. If you are prompted for a serial number:
  - a. Enter the serial number.
  - b. Click OK.
- **21.** If the item is part of a kit, indicate whether all kit items are available:
  - Click **No** if all items in the kit are not available. The return item is removed from the transaction. If no other items are included, return to Step 7.
  - Click Yes if all items in the kit are available. The return continues.

Xstore Point of Service returns to the return screen.



Figure 4-12 Return Items Displayed in View Port



#### 22. Do one of the following:

Click Add Tenders to tender the transaction.



If your store has a maximum amount for a blind return, you may be prompted for manager approval, or you may not be permitted to complete the transaction. Ask your manager for assistance.

- Click Exit Return to return to the sale screen to continue selling items.
- Click Return Item to perform another return (for example, items that appear on an original receipt).
- Click Change Item to modify an item. See Modify a Line Item for more information.
- Click Add Discount to reduce the amount due to the customer.
- Click Return Non-Merch to return a non-merchandise item. See
- Click Item Lookup to find a return item Item ID for a return item. See Item Lookup.

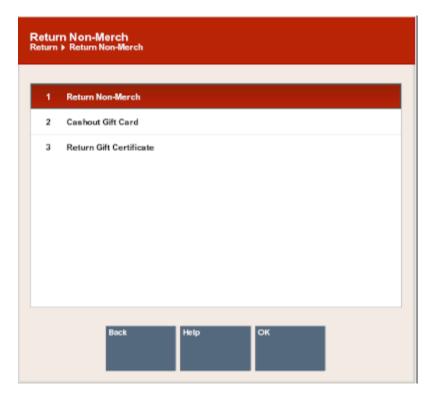
## Non-Merchandise Items in a Blind Return

To return non-merchandise items in a blind return:

- Click Return Item option in the sale screen.
  - The system prompts whether the customer has a receipt or serial number for the return item.
- 2. Click No.
- Click Return Non-Merchandise.

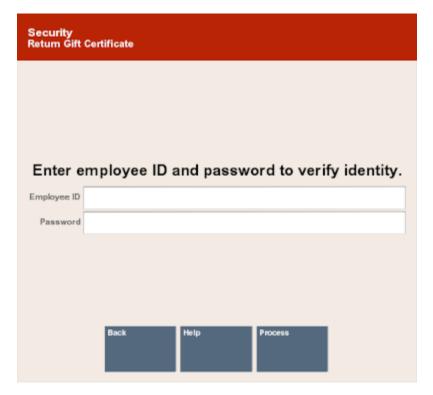
Xstore Point of Service prompts for the category of non-merchandise item.

Figure 4-13 List of Non-Merchandise Categories



- **4.** Select the category of the non-merchandise item:
  - Click the category.
  - Use the up and down arrows to highlight the correct category, then press the Spacebar.
- 5. Click OK.

Figure 4-14 Security Verification Prompt



- If prompted for a security login to return a gift card or gift certificate, enter the security information or request access from a person with the appropriate security permissions.
- 7. Enter the information required for the item. This will vary depending upon the configuration of your system and the category of the item returned.
- 8. Select the reason for the return:
  - · Click the reason.
  - Use the up and down arrows to highlight the reason, then press Spacebar.
- 9. Click OK.
- **10.** If you are prompted for additional information:
  - a. Enter the information.
  - b. Click OK.
- **11.** Do one of the following:
  - Click Add Tenders to tender the transaction.



If your store has a maximum amount for a blind return, you may be prompted for manager approval, or you may not be permitted to complete the transaction. Ask your manager for assistance.

- Click Exit Return to return to the sale screen to continue selling items.
- Click Return Item to perform another return (for example, items that appear on an original receipt).

- Click Change Item to modify an item. See Modify a Line Item for more information.
- Click Add Discount to reduce the amount due to the customer.
- Click Return Non-Merch to return a non-merchandise item. See
- Click Item Lookup to find a return item Item ID for a return item. See Item Lookup.

# Taxes for Return Items

Taxes for return items are determined by the taxes for the store associated with the original transaction.



If an original store number is not available (for example, for an unverified return), the return store's tax rate is used.

To change the taxes on an item, see Change the Tax for an Item for more information about changing taxes.



5

# **Processing Tenders**

Tendering is the last step that occurs just before completing a sale. You must select a form of payment or refund, and it may involve check or credit card authorizations, if any of these tender types are selected.

For all tender types, you must select or enter two basic items of information:

- 1. Form of payment or tender type (for example, cash, check, or credit card)
- 2. Amount paid for each selected tender type

Depending upon the form of payment and your system's requirements, you may have to enter or select additional information. For example:

- Additional tender types if the first tender type did not pay the total due
- Additional forms of customer ID (driver's license number, birth date, credit card number, hotel guest's room number, or other ID)
- Customer name
- Customer address
- Security approval for large sales or refunds

## **Selecting Tenders**

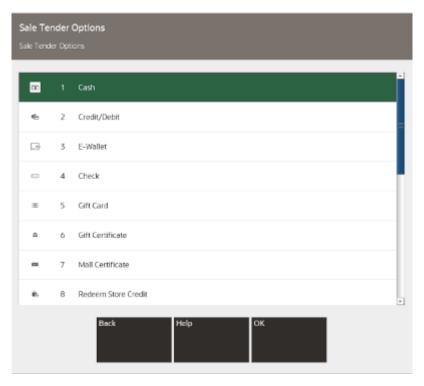
The exchange of tender for merchandise or the remitting of a tender for a return is the final step in a transaction. To select a tender for a transaction:

1. Click **Add Tenders** when you are ready to complete the transaction.

Xstore Point of Service displays a list of tender types:



Figure 5-1 Sale Tender List



- 2. Select a tender:
  - Click the tender.
  - Use the up and down arrows to highlight the correct tender, then press Spacebar.
- 3. Click OK.
- 4. Continue with the selected tender. See Sale Tenders.

## Sale Tenders

To tender a sale, refer to the section for the appropriate tender type:

- Cash
- Credit /Debit Card
- eWallet
- Gift Card
- Merchandise Credit Card
- Store Credit
- Gift Certificate
- Personal Check
- Traveler's Check
- Foreign Currency
- Coupon Tender
- House Account



- Room Charge
- Customer Not Present Payments

### Cash

To tender a transaction in cash:

1. Select **Cash** in the menu of tenders. See Selecting Tenders.

Figure 5-2 Cash Tender



- 2. Enter the amount of cash presented by the customer:
  - Xstore Classic displays the remaining balance by default.
  - Enter a different the amount if required.
  - Click the amount in the Menu Buttons (also known as Quick Cash buttons).
- 3. Press Enter.
- 4. If prompted, scan the cash drawer you are using.

The cash drawer opens. If configured, a prompt displays reminding you to close the cash drawer.

- 5. Place the cash in the cash drawer and return any change due to the customer.
- 6. Close the cash drawer.

If there is still an outstanding balance to pay, then the **Sale Tender Options** screen is redisplayed for the cashier to select another tender.

The Sale Complete prompt is displayed, and the cashier is prompted to select a receipt method.



Figure 5-3 Sale Complete Prompt - Email Receipts Enabled



The cashier can select to email or to print the receipts.



These options are configurable and may be different on your system.

Xstore Classic completes the transaction.

#### Note:

In some countries, a maximum cash tender amount is implemented via Xstore Classic configurations, in order to comply with local tax authority regulations. Please see the *Oracle Retail Xstore Suite Configuration Accelerator Guide* for full details of the restrictions by country.

### Credit /Debit Card

You can read a credit and debit cards on a payment terminal. The entry modes available are governed by the payment terminal capabilities and payment processor, plus also the transaction amount. The possible entry modes on the payment terminal include:

- Dip (Insert) the card: Chip and PIN (or Chip and Signature)
- Card Swipe in the MSR (Magnetic Stripe Reader)



Tap the card: NFC Tap & Go



NFC enabled smartphones can also be used to perform an NFC Tap payment if the payment terminal allows, using payment apps such as ApplePay, SamsungPay and GooglePay.

Figure 5-4 Card Read Prompt



**Note:** 

The payment terminal itself will decide on the authentication required, and can be influenced based on:

- the country
- the card type
- · the card entry mode
- the recent card usage
- other criteria as determined by the payment provider
- 1. Select Credit/Debit in the menu of tenders. See Selecting Tenders.
- 2. Confirm the amount to be tendered (usually the full transaction amount) or key a different amount.
- 3. Press Enter.

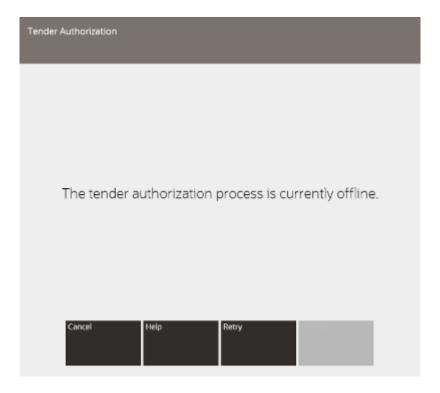




When tendering a transaction with a prepaid credit card, if the amount remaining on the customer's prepaid card is less than the amount owed, the transaction is credited with the remainder of the prepaid card balance. Another tender is then required to complete the sale. If the transaction is canceled, the original amount is returned to the prepaid card.

4. If the tender authorization is currently offline, a message displays prompting you to perform one of the following activities.

Figure 5-5 Tender Authorization Offline Prompt



- Click the Cancel to cancel the tender and return to the tender selection screen. See Selecting Tenders.
- Select the **Retry** option to attempt to process the card payment again.
- 5. The tender amount is displayed onto the Payment Terminal.

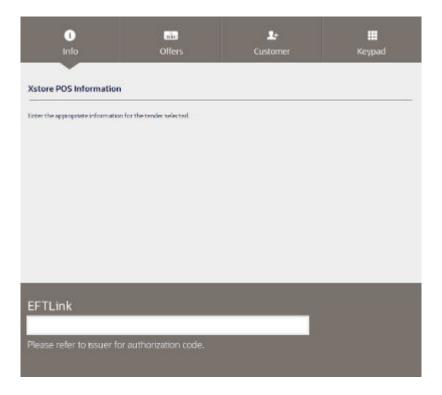


Figure 5-6 Payment Terminal



- 6. The customer will present the payment card using the desired method.
- 7. It's possible that the Payment Terminal will sometimes request a "manual authorization" from the cashier on the POS.

Figure 5-7 Manual Authorization



- Call the authorizing agent to request and receive an authorization code.
- Enter the authorization code.
- Click OK.

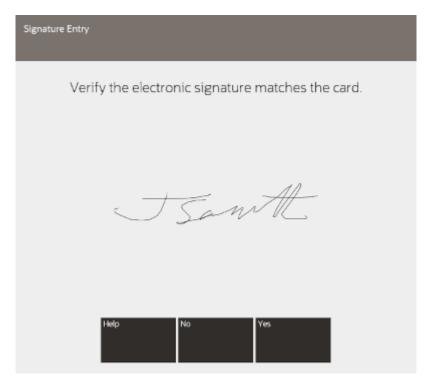
The Manual Authorization code is transmitted to the Payment Terminal for approval.

3. The customer may be prompted by the Payment Terminal to authenticate the card payment:



- If necessary, wait for the customer to enter their PIN.
- If necessary, wait for the customer to sign the signature capture device.
- If necessary, verify the customer signature.

Figure 5-8 Customer Signature



- 9. If necessary, ask the customer to sign the receipt.
- 10. The Payment Terminal either Approves or Rejects the payment.
- **11.** If there is still an outstanding balance to pay, then the **Sale Tender Options** screen is redisplayed for the cashier to select another tender.
- **12.** The **Sale Complete** prompt is displayed, and the cashier is prompted to select a receipt method.
- **13.** The cashier can select to email or to print the receipts as the Xstore Classic configuration dictates.

Xstore Classic completes the transaction.

### eWallet

Digital Wallets (eWallets) are new payments methods typically implemented using digital wallet apps on smartphones. Alipay and WeChat Pay are two of the largest providers, but numerous other brands also exist.

To tender a transaction with an eWallet tender:

- 1. Select **E-Wallet** in the menu of tenders. See Selecting Tenders.
- 2. Depending on the number of wallet types available, you may be prompted to select the required eWallet type.

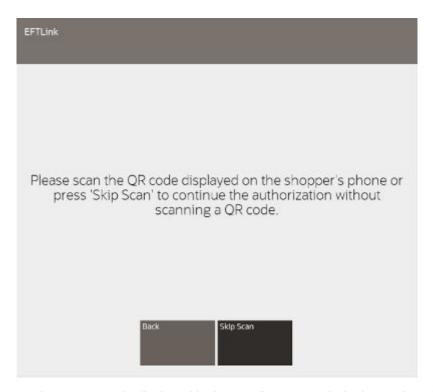


Figure 5-9 Digital Wallet Type Prompt



3. Xstore Classic prompts the cashier to scan the QR Code displayed on the shopper's phone.

Figure 5-10 Scan QR Code Prompt



4. If the customer has a QR Code displayed in the eWallet app on their phone, then the cashier will scan the QR Code.



If not, then the cashier will select to Skip Scan.

Confirm the amount to be tendered (usually the full transaction amount) or key a different amount.

If the cashier selected to **Skip Scan**:

- The Payment Terminal will display the amount to pay, and a QR Code and prompt the customer to scan the eWallet QR Code, on their mobile phone.
- Wait for the customer to scan the QR Code.

The Payment Terminal either Approves or Rejects the payment.

- If there is still an outstanding balance to pay, then the Sale Tender Options screen is redisplayed for the cashier to select another tender.
- The Sale Complete prompt is displayed, and the cashier is prompted to select a receipt method.
- The cashier can select to email or to print the receipts as the Xstore Classic configuration dictates.

Xstore Classic completes the transaction.

### Gift Card

Gift Cards will either be authorized via Oracle Retail Customer Engagement (ORCE) or via EFTLink.

#### **EFTLink**

To tender a 3rd party gift card using EFTLink:

Select Gift Card in the menu of tenders. See Selecting Tenders.

Figure 5-11 Gift Card Amount Prompt



- 2. If necessary, change the amount to tender on the gift card.
- 3. Press Enter.

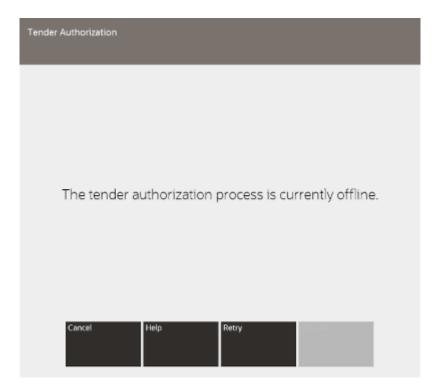


When tendering a transaction with a gift card, if the amount remaining on the gift card is less than the amount owed, the transaction is credited with the remainder of the gift card balance. Another tender is then required to complete the sale. If the transaction is canceled, the original amount is returned to the gift card.

 If the tender authorization is currently offline, a message displays prompting you to perform one of the following activities.

- Click **Cancel** to cancel the tender and return to the tender selection screen. See Selecting Tenders.
- Select the Retry option to attempt to process the tender again.
- 5. If the tender authorization is currently offline, a message displays prompting you to perform one of the following activities.

Figure 5-12 Tender Authorization Offline Prompt



- Click the Cancel to cancel the tender and return to the tender selection screen. See Selecting Tenders.
- Select the Retry option to attempt to process the card payment again.
- 6. The tender amount is displayed onto the Payment Terminal.

Figure 5-13 Payment Terminal - Redeem





- 7. The customer will present the gift card using the desired method.
- 8. The Payment Terminal either Approves or Rejects the payment.
- 9. If there is still an outstanding balance to pay, then the **Sale Tender Options** screen is redisplayed for the cashier to select another tender.
- The Sale Complete prompt is displayed, and the cashier is prompted to select a receipt method.
- 11. The cashier can select to email or to print the receipts as the Xstore Classic configuration dictates.

Xstore Classic completes the transaction.

#### **ORCE**

To tender a transaction with a Customer Engagement (Relate) gift card:

1. Select **Gift Card** in the menu of tenders. See **Selecting Tenders**.

Figure 5-14 Gift Card Number Prompt



- 2. Enter the card:
  - Insert the card into the chip reader. Continue with Step 7.
  - Swipe the card in the MSR. Continue with Step 7.
  - Enter the card manually. Continue with Step 3.
- 3. Enter the card number.
- 4. Press Enter.
- 5. Enter the card expiration date.
- 6. Press Enter.

Figure 5-15 Gift Card Amount Prompt



- 7. If necessary, change the amount to tender on the gift card.
- 8. Press Enter.





When tendering a transaction with a gift card, if the amount remaining on the gift card is less than the amount owed, the transaction is credited with the remainder of the gift card balance. Another tender is then required to complete the sale. If the transaction is canceled, the original amount is returned to the gift card.

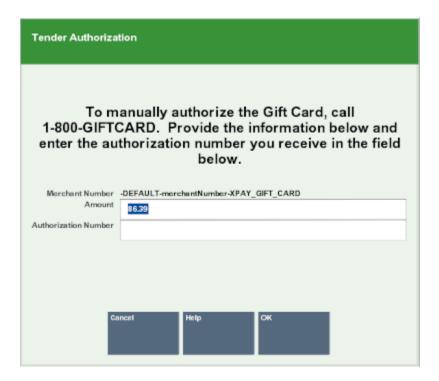
- If the tender authorization is currently offline, a message displays prompting you to perform one of the following activities.
  - Click Cancel to cancel the tender and return to the tender selection screen. See Selecting Tenders.
  - Select the **Retry** option to attempt to process the tender again.
  - Select the Manual option to begin the manual authorization process. See Manual Authorization.
- **10.** If prompted to complete the transaction:
  - Click Yes to complete the transaction.
     The transaction completion process begins.
  - Click No to return to the tender selection screen. See Selecting Tenders.

#### Manual Authorization

To perform a manual authorization:

1. Call the authorizing agent to request and receive an authorization code.

Figure 5-16 Gift Card Manual Authorization Prompt





- 2. Enter the authorization code.
- 3. Click OK.

The authorization is complete.

### Gift Certificate

To tender a transaction with a gift certificate:

1. Select **Gift Certificate** in the menu of tenders. See **Selecting Tenders**.

Figure 5-17 Gift Certificate Number Prompt



- 2. Enter the gift certificate number:
  - Scan the gift certificate.
  - Enter the gift certificate number and press Enter.
- 3. If the gift certificate value is less than the total due, return to the tender selection screen. See Selecting Tenders.
- 4. If prompted to complete the transaction:
  - Click Yes to complete the transaction.
     The transaction completion process begins. Continue with Step 5.
  - Click **No** to return to the tender selection screen. See Selecting Tenders.
- 5. If the gift certificate is worth more than the amount of the purchase, a store credit, gift card, cash, or other tender is issued as change for the remaining balance, depending upon your store's policy.

### Merchandise Credit Card

To redeem a merchandise credit card:

Select Redeem Merch Credit Card in the menu of tenders. See Selecting Tenders.

Figure 5-18 Merchandise Credit Card Number Prompt



- 2. Enter the merchandise credit card number:
  - Scan the merchandise credit card.



- Enter the merchandise credit card number and press Enter.
- 3. If necessary, change the amount to tender on the merchandise credit card.
- Press Enter.
- 5. If prompted to complete the transaction:
  - Click Yes to complete the transaction.
     The transaction completion process begins. Continue the transaction.
  - Click No to return to the tender selection screen. See Selecting Tenders.

### Store Credit

To tender a transaction with store credit:

1. Select **Redeem Store Credit** in the menu of tenders. See Selecting Tenders.

Figure 5-19 Store Credit Number Prompt



- 2. Enter the store credit serial number:
  - Scan the serial number.
  - Enter the serial number and press Enter.

Xstore Point of Service applies the store credit to the transaction:

- If the store credit is worth more than the amount of the purchase, a store credit, gift card, cash, or other tender is issued as change for the remaining balance, depending upon your store's policy.
- If the store credit does not cover the entire amount of the purchase, the screen automatically returns to the tender selection screen. See Selecting Tenders.
- 3. If prompted to complete the transaction:
  - Click Yes to complete the transaction.
     The transaction completion process begins. Continue the transaction.
  - Click No to return to the tender selection screen. See Selecting Tenders.

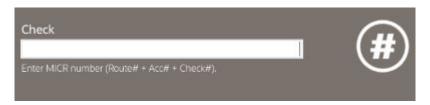
### Personal Check

A personal check is a type of tender that can be exchanged for merchandise. Depending upon your store policy, the prompts for additional tender information may be different from the prompts shown here. These prompts display when a MICR is not available, or if your store policy requires additional information for check processing.

1. Select **Check** in the menu of tenders. See **Selecting Tenders**.



Figure 5-20 Check MICR Number Prompt



- 2. Enter MICR number (Route number + Account number + Check number.
- 3. Press Enter.
- **4.** If prompted, enter the check number.

Figure 5-21 Check Number Prompt



Note:

Must be the same check number that you entered when the system prompted for the MICR number.

- 5. Press Enter.
- **6.** If prompted, enter the state from which the customer's ID was issued.

Figure 5-22 Tender State Prompt



- 7. Press Enter.
- 8. If prompted, enter the customer's driver's license number, a credit card number, ID number from another form of ID.

Figure 5-23 ID Prompt





- 9. Press Enter.
- **10.** If prompted, enter the customer's birth date.

Figure 5-24 Check Birth Date Prompt



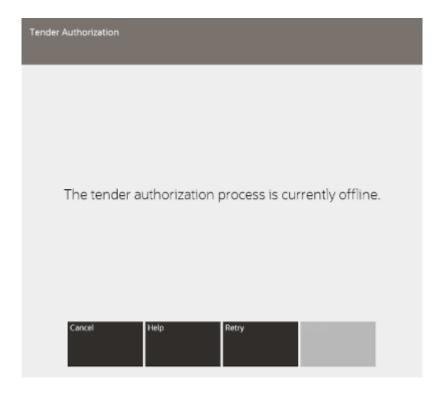
- 11. Press Enter.
- 12. Enter the amount of the check.

Figure 5-25 Check Amount Prompt



- 13. Press Enter.
- **14.** If the tender authorization is currently offline, a message displays prompting you to perform one of the following activities.

**Figure 5-26** Tender Authorization Offline Prompt





- Click Cancel to cancel the tender and return to the tender selection screen. See Selecting Tenders.
- Select the Retry option to attempt to process the tender again.
- Select the Manual option to begin the manual authorization process. See Manual Authorization.
- **15.** If prompted to complete the transaction:
  - Click Yes to complete the transaction.
     The transaction completion process begins. Continue with Step 16.
  - Click No to return to the tender selection screen. See Selecting Tenders.
- **16.** If prompted, scan the cash drawer you are using.

If the cash drawer opens, a prompt may open to remind you to close the cash drawer.

- 17. Place the check in the cash drawer and, if necessary, return change to the customer.
- **18.** Close the cash drawer.

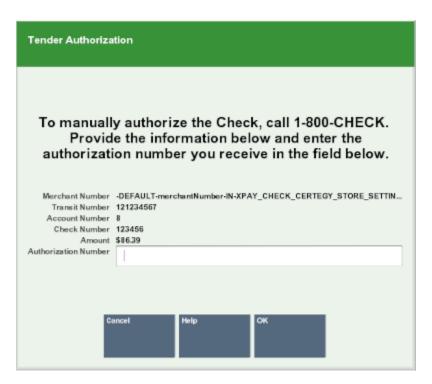
After the cash drawer has been closed, the sale receipt prints, and the system is ready for the next transaction.

### Manual Authorization

To perform a manual authorization:

1. Call the authorizing agent to request and receive an authorization code.

Figure 5-27 Manual Tender Authorization



- 2. Enter the authorization code.
- 3. Click OK.

The authorization is complete.



## Traveler's Check

A traveler's check is a type of tender that is issued to an individual by a financial institution and can be exchanged for merchandise. Traveler's checks are issued in set denominations.

1. Select **Traveler's Check** in the menu of tenders. See **Selecting Tenders**.

Figure 5-28 Traveler's Check Amount Prompt



- 2. Enter the traveler's check amount.
- 3. Press Enter.

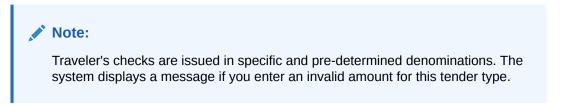
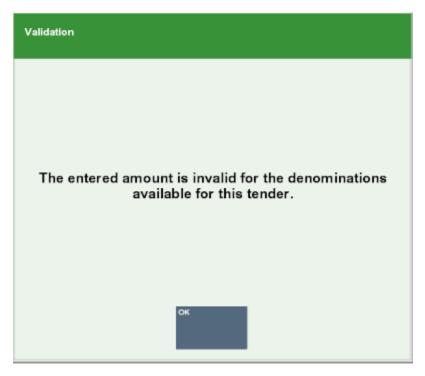


Figure 5-29 Traveler's Check Validation Amount



4. If the traveler's check value is less than the total due, return to the tender selection screen. See Selecting Tenders.



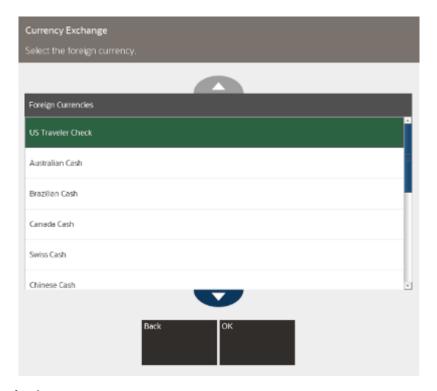
- 5. If prompted to complete the transaction:
  - Click Yes to complete the transaction.
     The transaction completion process begins. Continue with Step 6.
  - Click **No** to return to the tender selection screen. See Selecting Tenders.
- 6. If the traveler's check is worth more than the amount of the purchase, a store credit, gift card, cash, or other tender is issued as change for the remaining balance, depending upon your store's policy.

## **Foreign Currency**

When sales are tendered in a foreign currency, the amount entered is automatically converted to your local currency. Any change due to the customer displays in local currency.

Select Foreign Currency in the menu of tenders. See Selecting Tenders.
 Xstore Point of Service prompts for the type of foreign currency.

Figure 5-30 List of Foreign Currency Types Accepted



- 2. Select the foreign currency:
  - Click the currency.
  - Use the up and down arrows to highlight the correct currency, then press Spacebar.



Figure 5-31 Foreign Currency Amount Prompt/Quick Cash Buttons

- 3. Enter the currency amount:
  - Enter the amount.



Xstore Point of Service displays the required amount in the foreign currency selected in Step 2.

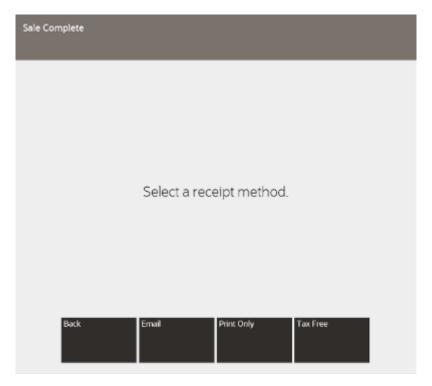
• Click the amount in the Menu Buttons (also known as Quick Cash buttons).

The foreign currency amount is converted to local currency for display in the View Port.

- 4. If prompted, scan the cash drawer you are using.
  - The cash drawer opens. If configured, a prompt displays reminding you to close the cash drawer.
- **5.** Place the cash in the cash drawer and return change to the customer.
- 6. Close the cash drawer.
- 7. If there is still an outstanding balance to pay, then the **Sale Tender Options** screen is redisplayed for the cashier to select another tender.
- 8. The **Sale Complete** prompt is displayed, and the cashier is prompted to select a receipt method.



Figure 5-32 Sale Complete Prompt - Email Receipts Enabled



The cashier can select to email or to print the receipts as the Xstore Classic configuration dictates.



These options are configurable and may be different on your system.

Xstore Classic completes the transaction.

## Foreign Currency as Change

If Xstore Point of Service is configured to provide foreign currency as change, Xstore Point of Service opens a change prompt with a list of all foreign tenders that were used in the transaction, as well as the local currency:

- 1. Select the change from the list:
  - Click the currency.
  - Use the up and down arrows to highlight the correct currency, then press Spacebar.
- Press Enter.
  - If there is enough of the selected currency in the till, a prompt indicates the amount of foreign currency due.
  - If there is not enough of the selected currency in the till, the transaction will either require a manager's override or you will have to select a different currency
    - If a manager override is allowed, a manager must enter an Employee ID and Password to override.



 If a manager override is not allowed, click the Back button to display the cash currency list. Continue with Step 1.



If the amount due exceeds the cash change limit, Xstore Point of Service will prompt for the tender your home office has configured. For example, your store may be configured to issue a store credit when the amount exceeds the cash change limit.

3. If prompted, scan the cash drawer you are using.

The cash drawer opens. If configured, a prompt displays reminding you to close the cash drawer.

- 4. Close the cash drawer after giving change to the customer.
- 5. Continue the transaction.

## Coupon Tender

To redeem a coupon tender:

1. Select **Coupon** in the menu of tenders. See **Selecting Tenders**.

Figure 5-33 Coupon ID Prompt



- Enter the coupon serial number:
  - Scan the serial number.
  - Enter the serial number and press Enter.
- Depending upon the coupon type, you may be prompted to enter the coupon value. If prompted, enter the coupon amount and press Enter.

Figure 5-34 Coupon Amount Prompt



- **4.** Xstore Point of Service applies the coupon to the transaction:
  - If the coupon is worth more than the amount of the purchase, a store credit, gift card, cash, or other tender is issued as change for the remaining balance, depending upon your store's policy.

- If the coupon does not cover the entire amount of the purchase, the screen automatically returns to the tender selection screen. See Selecting Tenders.
- **5.** If prompted to complete the transaction:
  - Click Yes to complete the transaction.
     The transaction completion process begins. Continue the transaction.
  - Click **No** to return to the tender selection screen. See Selecting Tenders.

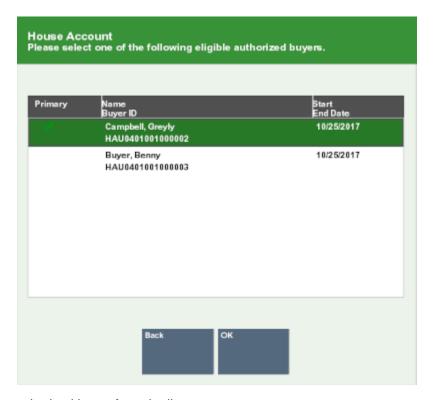
### **House Account**

To tender a transaction with a house account:

- Select House Account in the menu of tenders. See Selecting Tenders.
  - If there is no customer assigned to the transaction, you are prompted to add one. Click **Yes** if prompted.
  - If the customer does not have an active house account set up, this tender will not be available.
  - If a house account payment is part of the sales transaction, the House Account tender option will not be available.
  - If the customer's house account has been closed, this tender is not available.
  - If the customer's house account is on hold, this tender is not available.

Xstore Point of Service displays a list of authorized buyers associated with this house account.

Figure 5-35 House Account Authorized Buyer List



2. Select the authorized buyer from the list:



- Click the buyer.
- Use the up and down arrows to highlight the correct buyer, then press Spacebar.
- 3. If necessary, change the amount to tender on the house account.

Figure 5-36 House Account Amount Prompt



- Press Enter.
- 5. If the amount to tender exceeds the account limit:
  - If the amount is within the override limit, Xstore Point of Service opens a prompt:
    - Click Yes to use the house account tender and continue the transaction.
    - Click No to either use a different tender or apply a smaller amount to the house account and use a different tender for the remainder.
  - If the amount exceeds the account limit and is greater than the override limit, the transaction cannot be tendered for the full amount using the house account.

Click **OK** to close the prompt and change the amount to apply to the house account.

- **6.** If prompted, ask the customer to sign on the PIN pad device.
- 7. Verify the customer's signature.
- 8. Press Enter.
- 9. If prompted to complete the transaction:
  - Click **Yes** to complete the transaction.

The transaction completion process begins. Continue the transaction.

Click No to return to the tender selection screen. See Selecting Tenders.

## Room Charge

A room charge is a tender type used in hotels. Select the Room Charge tender option in a sale transaction to apply the total of the transaction to the guest's room bill.

- 1. Select **Room Charge** in the menu of tenders. See Selecting Tenders.
  - A Guest Lookup form opens.
- 2. Enter lookup information in any one of the fields:



Any additional information you enter in to another field is ignored.

Room #: Guest room number.



- Guest Name: Full name of the guest.
- Guest #: ID number for the guest.
- 3. Click Process.

Xstore Point of Service displays a list of customers matching the search information.

- Select the guest's name in the list:
  - Click the customer.
  - Use the up and down arrows to highlight the correct customer, then press Spacebar.
- Click OK.
- 6. If necessary, change the amount to the charged to the guest's room bill.
- Press Enter
- 8. If prompted to complete the transaction:
  - Click Yes to complete the transaction.
     The transaction completion process begins. Continue with Step 9.
  - Click No to return to the tender selection screen. See Selecting Tenders.
- 9. When prompted, ask the customer to sign the receipt for the room charge.

## **Customer Not Present Payments**

Customer/Card not present (CNP) payments allows for customers to make card payments over the phone, which can be useful for accepting telephone orders at the store. Three different methods can be available, if configured:

- Credit/Debit Card Not Present
  - Customer speaks their card details over the phone to the cashier
  - Cashier manually keys the card details into the payment terminal
- Saved Payment Cards
  - If customer has payment card details saved against their customer account, then these payment cards can be used
  - The customer must be attached to the transaction for this payment method to be available
  - The customer must have selected to Save Payment Cards for future use in Customer Maintenance
  - The payment provider must be configured to return **Card Tokens** to Xstore, when the customer makes card payments, and these card tokens have been saved against the customer account in Xstore
  - This method is faster, more secure and less error prone than the first method above
- Pay By Link (Customer Not Present)
  - Customer is emailed a PBL link, which they click and complete the payment on the Payment Providers secure web checkout page
  - The customer can select any payment method offered by the payment provider, and could include E-Wallets, Gift Cards, BuyNowPayLater, On-line banking, as well as the traditional Credit/Debit cards



- The payment provider sends a notification to Xcenter with details of the payment made by the customer
- Xstore periodically collects these payment details from Xcenter, and updates the payment details against the customer's order/account
- Note that this payment method could complete minutes, hours or even days later, and is currently only available in Send Sale Transactions and Local Inventory Orders. The transactions tendered with PBL that are awaiting payment or are automatically voided due to the PBL expiring, are listed in the Message Window on the home screen.
- Again, this method is more secure than the first method above, and also provides a large number of payment options for the customer

The tenders may be held within a Customer and Card Not Present sub-menu of tenders or may alternatively be in the top-level tenders menu.

### Credit/Debit Card Not Present

 Select Credit/Debit Card Not Present tender. Select a payment terminal to use, if required.

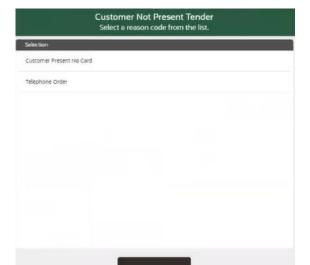


Figure 5-37 Customer Not Present Tender

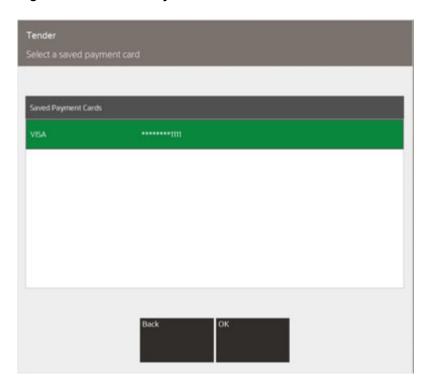
- 2. Select a reason for using this tender.
- 3. Confirm the tender amount. Default value is the total for the transaction.
- 4. Enter the card data requested into the payment terminal. Firstly, the primary account number, and then the card expiry date, and finally, the CVV.
- Confirm the purchase amount and the card payment is authorized (or declined) by the payment terminal.

## Saved Payment Cards

Select Saved Payment Cards tender.



Figure 5-38 Saved Payment Cards



- Confirm the payment card that the customer wishes to use.
  - a. The cashier should ask the customer for the **Card Type** and last four digits.
  - b. Only the Card Type and last four digits of the card number will be displayed, and if a matching saved payment card is found, then the cashier should select this card.
- Select a reason for using this tender.
- 4. Enter the tender amount. Default value is the total for the transaction.
- Xstore sends the request to pay by the selected cards Card Token to EFTLink.
- The payment terminal authorizes (or declines) the payment.

## Pay By Link (Customer Not Present)

Only available in Send Sale Transactions and Local Inventory Orders. This tender type allows for customers not physically in the store that would like to purchase items, pay for them in full without giving their card details over the phone, and either pick up (Local Inventory Orders) the items or have them shipped (Send Sales).

- Select Pay By Link (Customer Not Present) tender.
- **2.** Select a reason for using this tender.
- Confirm the tender amount. Default value is the total for the transaction and this value cannot be changed, since split tendering cannot be performed when using Pay By Link (Customer Not Present).
- Xstore sends a message to EFTLink to request a PBL link (url) from the Payment Provider.
   A PBL link is returned to Xstore.
- 5. Xstore sends an email to the customer, containing the order details and amount, plus the PBL link for making the payment. Also included is the expiry date/time of the link, after which the customer can no longer make the payment.



- Xstore completes the PBL payment and sets the status of the order/account to Awaiting Payment.
- 7. The customer clicks the link in the email and completes the payment at their leisure, on the payment providers secure checkout webpage, using their selected payment method.

The transaction cannot be processed (send sale can't be shipped and local inventory order can't be picked/reserved) until the payment has been made by the customer using PBL. The customer is given a set amount of time to make the payment and if the payment is not made before the expiration date, Xstore is informed, and the transaction is automatically voided.



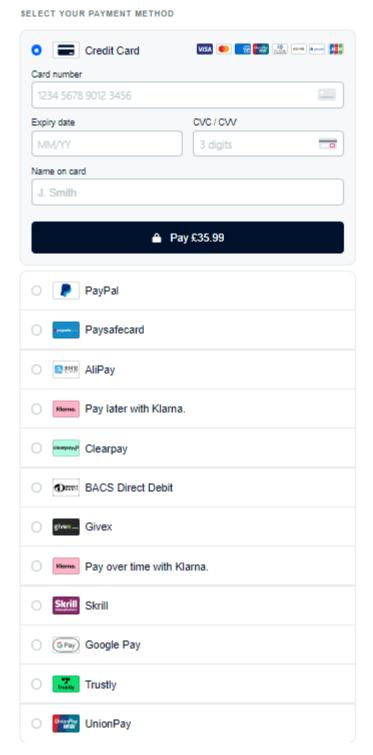
Please be aware that the void process is not supported in fiscal countries.

The **Awaiting Payment** status is used when the transaction has not yet been paid for by the customer. A send sale in this status will not be available for creating the shipping documents for shipping and the local inventory order cannot be picked/reserved in this status.

Voided and Awaiting Payment notifications can be found in the Message Window on the home screen in Xstore.



Figure 5-39 Payment Methods



- 8. Xstore periodically retrieves completed PBL payments from Xcenter and sets the order/account to be completed.
- Its also possible for PayByLink to be configured to execute on the payment terminal, for customer present payments
- · This tender is called Pay By Link



- The customer is in the store and requests to pay using an on-line payment method (that is, accepted using the PayByLink on the payment terminal)
- Note that whilst this can provide some additional payment methods for the customer to use, there are some limitations with this form of PayByLink
  - The available payment methods are likely to be a lot less than for the PBL (Customer Not Present)
  - It will likely increase the time at the checkout
  - It will not be available if the customer does not have an internet connection on their mobile phone
  - It does not support tipping and currency conversion

### Pay By Link (Customer Present)

- Select Pay By Link tender.
- Confirm the tender amount. Default value is the total for the transaction.
- 3. Payment terminal displays QR code representing the PBL link.
- 4. Customer scans the QR code with their mobile phone, which takes the customer to the payment providers secure checkout webpage.
- 5. Customer completes payment using their preferred payment method.
- On completion of payment, the payment terminal shows Approved (or Declined), and Xstore completes the tender.

## **Return Tenders**

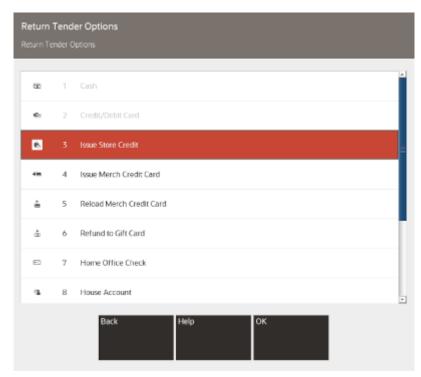
To select a return tender for a refund transaction:

1. Click **Add Tenders** when you are ready to complete the transaction.

Xstore Classic displays a list of return tender types:



Figure 5-40 Return Tender List - Cash Option



The list of return tenders available for issuing refunds will be determined by type of return (verified or unverified / blind return) and the Xstore Classic configurations for return tenders.

To tender a refund, select the tender required, and refer to the section for the appropriate tender type:

- Cash
- Credit/Debit Card
- eWallet
- Gift Card
- Store Credit
- Merchandise Credit Card
- Mail Check Refund Home Office Check
- House Account
- Room Charge
- Customer Not Present

## **Currency Rules**

Verified returns always are processed in the local currency.

If the originating currency is different than your local currency, the refund amount is automatically converted into your local base currency, using the current currency exchange rate stored in the system.



These exchanged values are used as the refund amount for the return transaction.

### Cash

To tender a return transaction in cash:

1. Select **Cash** in the menu of tenders. See Selecting Tenders.

Figure 5-41 Cash Refund Amount Prompt



- 2. Enter the amount of cash to be returned to the customer:
  - Enter the amount.
  - Click the amount in the Menu Buttons (also known as Quick Cash buttons).
- 3. Press Enter.
- 4. If prompted to complete the transaction:
  - Click Yes to complete the transaction.
     The transaction completion process begins. Continue with Step 5.
  - Click **No** to return to the tender selection screen. See Selecting Tenders.
- 5. If prompted, scan the cash drawer you are using.

The cash drawer opens. If configured, a prompt displays reminding you to close the cash drawer.

- **6.** Take the cash from the cash drawer and return it to the customer.
- 7. Close the cash drawer.

After the cash drawer has been closed, the sale receipt prints, and the system is ready for the next transaction.

## Credit/Debit Card

The procedure for tendering a return on a credit/debit card will change depending upon whether the card is selected from the Selecting Tenders list, or if it is automatically selected by a verified return:

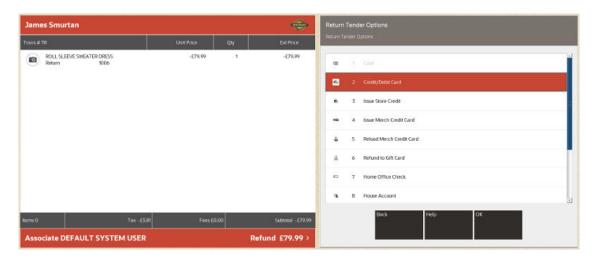
- Select from the List of Tenders
- Automatically Selected Credit Card

### Select from the List of Tenders

To tender a return with a Credit Card selected from the Selecting Tenders list:



Figure 5-42 Return Tender Options



- Select Credit/Debit in the menu of tenders. See Selecting Tenders.
- 2. Confirm the amount to be refunded (usually the full transaction amount) or key a different amount.
- 3. Press Enter.
- 4. The tender amount is displayed onto the Payment Terminal.

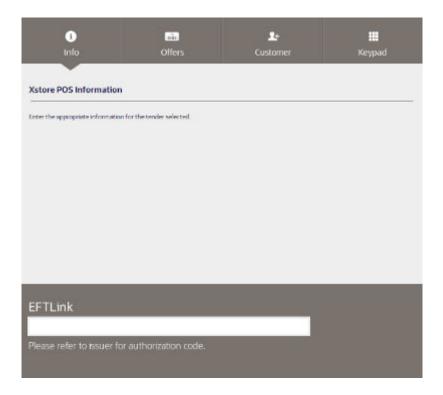
Figure 5-43 Payment Terminal



- 5. The customer will present the payment card using the desired method.
- 6. It's possible that the Payment Terminal will sometimes request a "manual authorization" from the cashier on the POS.



Figure 5-44 Manual Authorization



- Call the authorizing agent to request and receive an authorization code.
- Enter the authorization code.
- Click OK.

The Manual Authorization code is transmitted to the Payment Terminal for approval.

- 7. The customer may be prompted by the Payment Terminal to authenticate the card payment:
  - If necessary, wait for the customer to enter their PIN.
  - If necessary, wait for the customer to sign the signature capture device.
  - If necessary, verify the customer signature.



Figure 5-45 Customer Signature



- 8. If necessary, ask the customer to sign the receipt.
- 9. The Payment Terminal either Approves or Rejects the refund.
- **10.** If there is still an outstanding balance to refund, then the **Return Tender Options** screen is re-displayed for the cashier to select another tender.
- The Sale Complete prompt is displayed, and the cashier is prompted to select a receipt method.
- 12. The cashier can select to email or to print the receipts as the Xstore Classic configuration dictates.

Xstore Classic completes the transaction.

## Automatically Selected Credit Card

Xstore Point of Service automatically displays the credit card information for the original transaction when you tender a verified return. To tender the return:

Figure 5-46 Automatically Selected Credit Card

#### Select the return tender:

- Click OK to apply the tender to the card used in the original transaction. This is called a tokenized refund and uses the saved transaction token on Xstore from the original card payment, and thus the customer does not need to re-present the card. Continue with Step 2.
- If the original card is not suitable to be used, for example it has expired, or a different card or tender is required, click **Back** to change tenders. Continue with Selecting Tenders.
- 2. Confirm the amount to be refunded or key a different amount (cannot refund a higher amount that was originally tendered on this card).



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 Enter Visa Credit Card amount.
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Figure 5-47 Refund Amount Prompt

- If necessary, ask the customer to sign the receipt.
- 4. The Payment Terminal either Approves or Rejects the refund for the verified refund.
- 5. If there is still an outstanding balance to be refunded, then the **Return Tender Options** screen is re-displayed for the cashier to select another tender.
- The Sale Complete prompt is displayed, and the cashier is prompted to select a receipt method.
- The cashier can select to email or to print the receipts as the Xstore Classic configuration dictates.

Xstore Classic completes the transaction.

#### eWallet

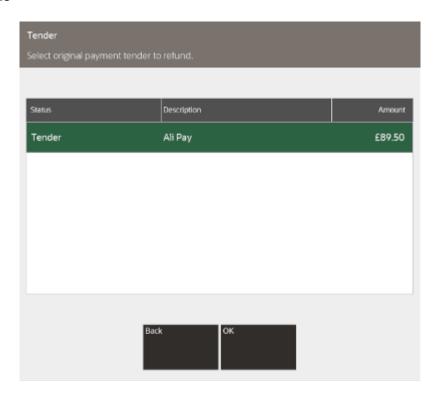
The procedure for tendering a return on an eWallet tender is like that with a Credit / Debit card, that was used as payment on the original sale transaction. It is not possible to perform a blind return to an eWallet tender, it can only be selected from the original tenders on a verified return.

## Automatically Selected eWallet Tender

Xstore Point of Service automatically displays the eWallet information for the original transaction when you tender a verified return. To tender the return:



Figure 5-48



#### 1. Select the return tender:

- Click OK to apply the tender to the eWallet used in the original transaction. This is called a tokenized refund and uses the saved transaction token on Xstore Classic from the original eWallet payment, in order to refund to the original eWallet account. Continue with Step 2.
- If the original eWallet is not suitable to be used, for example it has expired, or a different tender is required, click **Back** to change tenders. Continue with Selecting Tenders.
- 2. Confirm the amount to be refunded or key a different amount (cannot refund a higher amount that was originally tendered on this card).



Figure 5-49 Refund Amount Prompt



- 3. If necessary, ask the customer to sign the receipt.
- 4. The Payment Terminal either Approves or Rejects the refund for the verified refund.
- 5. If there is still an outstanding balance to be refunded, then the **Return Tender Options** screen is re-displayed for the cashier to select another tender.
- The Sale Complete prompt is displayed, and the cashier is prompted to select a receipt method.
- The cashier can select to email or to print the receipts as the Xstore Classic configuration dictates.

Xstore Classic completes the transaction.

### Gift Card

To issue or reload a gift card:

 Select Issue Gift Card or Reload Gift Card in the menu of tenders. See Selecting Tenders.



Select the **Issue Gift Card** option to issue a new gift card. Select the **Reload Gift Card** option to put the refund value onto the customer's current gift card.

Figure 5-50 Return Gift Card Number Prompt



- 2. Enter the gift card number:
  - Scan the gift card.
  - Enter the gift card number and press Enter.

Figure 5-51 Return Gift Card Amount Prompt



- **3.** If necessary, change the amount to refund.
- 4. Press Enter.
- 5. If prompted to complete the transaction:
  - Click Yes to complete the transaction.
     The transaction completion process begins.
  - Click **No** to return to the tender selection screen. See Selecting Tenders.

### Store Credit

To issue store credit:

1. Select Issue Store Credit in the menu of tenders. See Selecting Tenders.

Figure 5-52 Issue Store Credit Amount Prompt



2. If necessary, change the amount of store credit to issue.



If the total return amount is greater than the maximum allowed value of store credit to issue, Xstore Point of Service will show the maximum allowed value of store credit.

- 3. Press Enter.
- 4. Click **OK** if prompted sign the store credit voucher.
- 5. If prompted to complete the transaction:
  - Click Yes to complete the transaction.
     The transaction completion process begins.
  - Click No to return to the tender selection screen. See Selecting Tenders.

Figure 5-53 Store Credit Voucher Signature Prompt



- 6. If necessary, sign the store credit voucher.
- 7. Give the customer the store credit voucher along with the receipt.

## Merchandise Credit Card

To issue or reload a merchandise credit card:

 Select Issue Merch Credit Card or Reload Merch Credit Card in the menu of tenders. See Selecting Tenders.



Select the **Issue Merch Credit Card** option to issue a new merchandise credit card. Select the **Reload Merch Credit Card** option to put the refund value onto the customer's current merchandise credit card.



Figure 5-54 Merchandise Credit Card Number Prompt



- 2. Enter the merchandise credit card number:
  - Scan the merchandise credit card.
  - Enter the merchandise credit card number and press Enter.
- **3.** If necessary, change the amount to refund.
- 4. Press Enter.
- 5. If prompted to complete the transaction:
  - Click Yes to complete the transaction.
     The transaction completion process begins.
  - Click No to return to the tender selection screen. See Selecting Tenders.

#### Mail Check Refund - Home Office Check

A mail check refund may be used when a customer returns an item that was paid with a personal check, but the waiting period has not yet elapsed for the check to clear the bank. After the check has cleared, a refund check is mailed to the customer.

To tender a return transaction with a home office check:

- Select Home Office Check in the menu of tenders. See Selecting Tenders.
   Xstore Point of Service prompts to confirm recipient information.
- 2. If necessary, make changes to the recipient information.
- Press Save Changes.

Figure 5-55 Home Office Check Amount Prompt



- If necessary, change the tender amount.
- Press Enter.
- 6. If prompted to complete the transaction:
  - Click Yes to complete the transaction.
     The transaction completion process begins.
  - Click No to return to the tender selection screen. See Selecting Tenders.



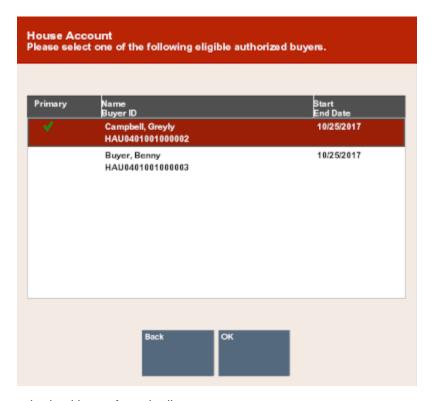
#### House Account

To tender a transaction with a house account:

- 1. Select **House Account** in the menu of tenders. See **Selecting Tenders**.
  - If there is no customer assigned to the transaction, you are prompted to add one. Click **Yes** if prompted.
  - If the customer does not have an active house account set up, this tender will not be available.
  - If a house account payment is part of the sales transaction, the House Account tender option will not be available.
  - If the customer's house account has been closed, this tender is not available.
  - If the customer's house account is on hold, this tender is not available.

Xstore Point of Service displays a list of authorized buyers associated with this house account.

Figure 5-56 Return House Account



- 2. Select the authorized buyer from the list:
  - Click the buyer.
  - Use the up and down arrows to highlight the correct buyer, then press Spacebar.
- 3. If necessary, change the amount to return on the house account.



Figure 5-57 Refund House Account Prompt



- Press Enter.
- 5. If the amount to tender exceeds the account limit:
  - If the amount is within the override limit, Xstore Point of Service opens a prompt:
    - Click Yes to use the house account tender and continue the transaction.
    - Click No to either use a different tender or apply a smaller amount to the house account and use a different tender for the remainder.
  - If the amount exceeds the account limit and is greater than the override limit, the transaction cannot be tendered for the full amount using the house account.

Click **OK** to close the prompt and change the amount to apply to the house account.

- 6. If prompted, ask the customer to sign on the PIN pad device.
- 7. Verify the customer's signature.
- 8. Press Enter.
- 9. If prompted to complete the transaction:
  - Click Yes to complete the transaction.

The transaction completion process begins. Continue with Step 10

- Click No to return to the tender selection screen. See Selecting Tenders.
- **10.** If prompted, ask the customer to sign the receipt.

## Room Charge

A room charge is a tender type used in hotels. Select the **Room Charge** tender option to remove the total of the transaction from the guest's room bill.

- Select Room Charge in the menu of tenders. See Selecting Tenders.
  - A Guest Lookup form opens.
- 2. Enter lookup information in any one of the fields:



Any additional information you enter in to another field is ignored.

- Room #: Guest room number.
- Guest Name: Full name of the guest.
- Guest #: ID number for the guest.
- Click Process.



Xstore Point of Service displays a list of customers matching the search information.

- 4. Select the guest's name in the list:
  - Click the customer.
  - Use the up and down arrows to highlight the correct customer, then press Spacebar.
- Click OK.
- 6. If necessary, change the amount to the charged to the guest's room bill.
- Press Enter.
- 8. If prompted to complete the transaction:
  - Click Yes to complete the transaction.
     The transaction completion process begins. Continue with Step 9.
  - Click **No** to return to the tender selection screen. See Selecting Tenders.
- 9. When prompted, ask the customer to sign the receipt for the room charge.

#### **Customer Not Present**

There are times when customers require a refund but are not present in the store and are likely to be on the phone with the cashier arranging the return/refund.

This can occur in several scenarios, such as:

The refund to a Credit/Debit card may then be required, if for example:

- The verified refund to the original payment card used on the sale, is failing for some reason, such as the payment card having expired, or the time duration since the payment is longer than that accepted by the payment provider
- The original sale perhaps did not use a Credit/Debit card, but another form of payment such as cash, check or Gift Card

### Credit/Debit (Card Not Present)

1. Select Credit/Debit (Card Not Present) in the menu of tenders.



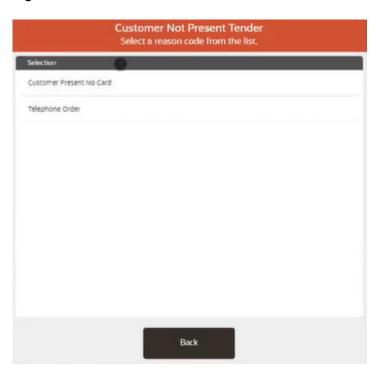


Figure 5-58 Return Customer Not Present

- Select a reason as to why the customer is not present.
- Confirm the amount to be refunded (usually the full transaction amount) or key a different amount.
- Xstore sends a card refund request to EFTLink, indicating that the cardholder is not present.
- The tender amount is displayed onto the Payment Terminal.
- The payment terminal prompts the cashier to key the required data such as Card Number, Expiry Date and CVV on the payment terminals keypad.
  - Note that the required data could be different dependent on the payment provider and the region / country
- Request the required data from the customer over the phone.
- 8. Key the requested data into the payment terminal.

The Payment Terminal either Approves or Rejects the refund.

The **Sale Complete** prompt is displayed, and the cashier is prompted to select a receipt method.

The cashier can select to email or to print the receipts as the Xstore configuration dictates. Xstore completes the transaction.

### Saved Payment Card

- If customer has payment card details saved against their customer account, then these payment cards can be used
- The customer must be attached to the transaction in order for this refund payment method to be available
- This method is quicker and more secure than the previous method



Select Saved Payment Card in the menu of tenders.

Note that this tender may require supervisor security privilege.

Xstore displays a list of Saved Payment Cards and cashier asks customer if they want the refund to one of these cards.

Only the Card Type and last four digits of the card number will be displayed.

- 3. Select the required **Saved Payment Card** from the list displayed.
- 4. Select a reason as to why the customer is not present.
- Confirm the amount to be refunded (usually the full transaction amount) or key a different amount.
- 6. Xstore sends a card refund request to EFTLink, indicating the Card Token of the selected saved payment card.
- 7. The Payment Terminal either Approves or Rejects the refund.

The **Sale Complete** prompt is displayed and the cashier is prompted to select a receipt method.

The cashier can select to email or to print the receipts as the Xstore configuration dictates. Xstore completes the transaction.

## **Splitting Tenders**

A customer may use multiple tenders when paying for an item. To use multiple tenders:

- Select a method of payment. See Selecting Tenders.
- 2. Enter the amount to apply to the tender.
- Follow all prompts for the tender.
- 4. Repeat Steps 1 to 3 for each tender to apply to the transaction.



The tender list will continue to display if there is an outstanding balance. You may select as many tender types as necessary to satisfy the balance.

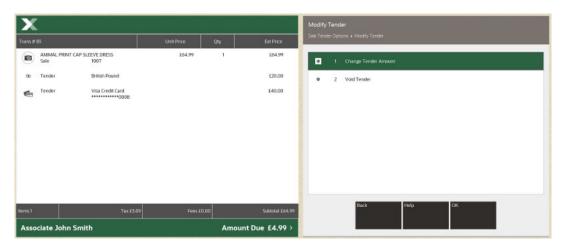
## Void a Tender

To void a tender:

- 1. Select **Modify Tender** at the tender selection screen (see Selecting Tenders):
  - Click Modify Tender.
  - Use the up and down arrows to highlight Modify Tender, then press Spacebar.
- 2. Click OK.



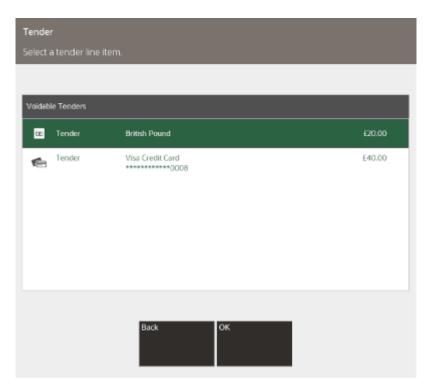
Figure 5-59 Modify Tender Menu



- 3. Select the Void Tender action:
  - Click Void Tender.
  - Use the up and down arrows to highlight Void Tender, then press Spacebar.
- 4. Click OK.

Xstore Point of Service displays a list of tenders applied to the transaction.

Figure 5-60 Voidable Tenders List



- 5. Select the tender to void:
  - Click the tender.
  - Use the up and down arrows to highlight the tender, then press Spacebar.



6. Click OK.

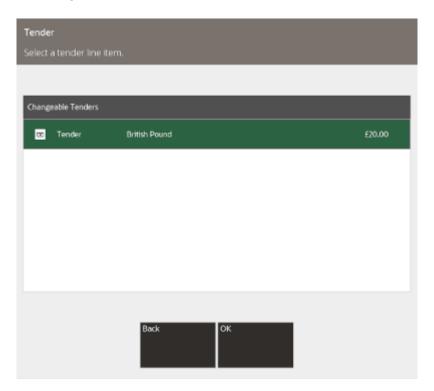
Xstore Point of Service returns to the tender selection screen. See Selecting Tenders.

## **Change Tender Amount**

To change a tender amount:

- 1. Select **Modify Tenders** at the tender selection screen (see Selecting Tenders):
  - Click Modify Tenders.
  - Use the up and down arrows to highlight **Modify Tenders**, then press Spacebar.
- 2. Click OK.
- 3. Select the tender to be modified from the list of modifiable tenders (not all tender types can be modified), then click **OK**.

Figure 5-61 Changeable Tender List



- 4. Select the Change Tender Amount action:
  - Click Change Tender Amount.
  - Use the up and down arrows to highlight Change Tender Amount, then press Spacebar.
- 5. Click OK.



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 Image: Customer Keypad

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Change Tender

Enter the new tender amount.

Figure 5-62 Change Tender Amount

Xstore Point of Service prompts for the new tender amount.

Enter the new amount to apply to the tender.Xstore Point of Service returns to the tender selection screen. See Selecting Tenders.

# **Currency Rounding**

Currency rounding refers to the process of rounding the cost of a purchase (which is to be paid for in cash) to the nearest multiple of the smallest denomination of currency.

Low denomination coins in some currencies were removed from circulation and are no longer available. Because it may not be possible to make exact change for a cash purchase, amounts must be rounded to the lowest available denomination of coinage. For these currencies, Xstore Point of Service automatically applies rounding rules that enforce the minimum denomination value that can be accepted or refunded.

For example, in Australia, the 5-cent coin is the smallest-valued denomination currently in circulation. Because of this, all transaction amounts using Australian currency must be multiples of 5 cents.

When currency rounding is in use, a Cash Total is displayed below the transaction Subtotal. The Cash Total is rounded to the nearest multiple of the Minimum Cash Denomination Value for the currency.

For example, a tender with a Minimum Cash Denomination Value of 5 cents (\$0.05) results in the following totals in a sale transaction:

- If the Transaction Total=\$161.44, then the Cash Total is \$161.45 (rounded up).
- If the Transaction Total=\$236.51, then the Cash Total is \$236.50 (rounded down).



If your system is configured to default to the Amount Due when prompting for a tender amount, the Cash Total amount appears in the Enter Cash Amount text field, where it may be accepted or edited. However, tenders can only be accepted (and refunded in return transactions) in amounts that are even multiples of its Minimum Cash Denomination Value.

These values are also printed on the receipt.



## Search for an Item

During a transaction you may need to search for a particular item. Xstore Classic provides the following methods for performing an item search:

- Item Lookup
- Item Viewer
- Inventory Lookup
- Item Matrix Search

## Item Lookup

Item Lookup searches for an item based on any of several criteria (for example, SKU, style, or department) and retrieves detailed information about the item. For kits, Item Lookup finds the component items that make up the kit.

Item lookups can be performed while Xstore Classic POS is at a Register or Back Office login prompt without the need to login.

If item lookup is initiated from a sale, you can add the item to the sale directly from the lookup screen if all eligibility parameters have been met.

If your system has the **Scan Items Prior to Adding to Transaction** setting configured, the item is scanned to confirm it is the correct item being added to the transaction.

1. Click **Find Item** in the Register Sale screen.

Associate: John Smith

Cursorer

Scan or key an item ID or UPC.

Curcel Sale

The Return Rete

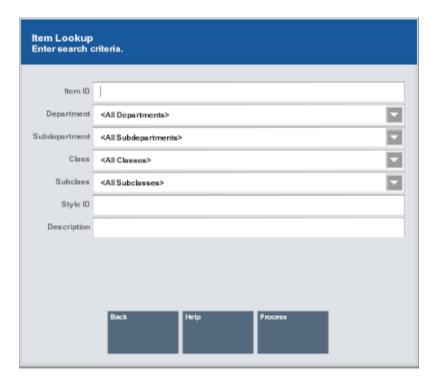
See Non-Merch

S

Figure 6-1 Register Sale Screen

2. Click Item Lookup.

Figure 6-2 Item Lookup Form



The Item Lookup window opens.

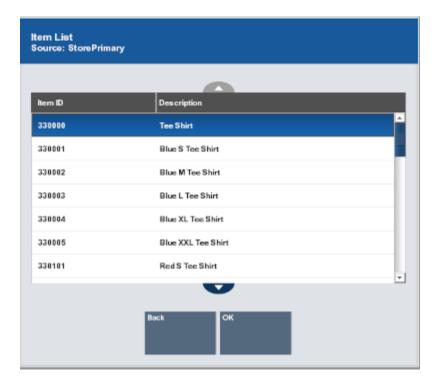
- 3. Enter the search criteria for the item:
  - **Item ID** ID of the item.
  - Department Department to which the item belongs.
  - **Subdepartment** Subdepartment to which the item belongs.
  - Class Class to which the item belongs.
  - Subclass Subclass to which the item belongs.
  - Style ID ID of the style assigned to the item.
  - **Description** Content in the description of the item.

If advanced search options are configured on your systems, use the advanced options to further refine the search:

- Select the value for any search criteria you are using.
- Click Exclude for any unused search criteria.
- 4. Click Process.
  - If more than one item matches the search criteria, continue with Step 5.
  - If only one item matches the search criteria, the item opens in the Item Viewer.
- 5. If necessary, select an item in the Item List window:



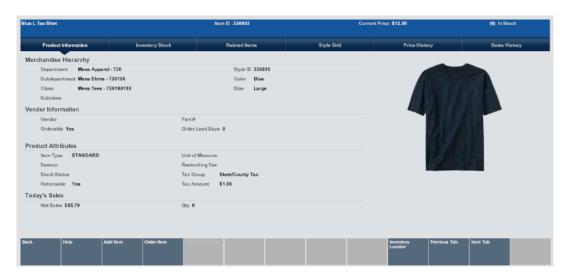
Figure 6-3 Item Selection



- · Click the item.
- Use the up and down arrows to highlight the correct item, then press the Spacebar.
- 6. Click OK.

The item opens in the Item Viewer.

Figure 6-4 Item Viewer



7. If your system has the **Scan Items Prior to Adding to Transaction** setting configured, you need to scan the item to confirm it is the correct item.

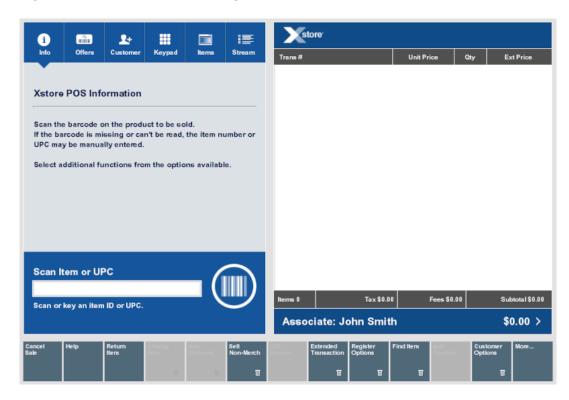


Career Dress Moleskin Item ID 6000 Current Price \$67.99 Product Information Sales History Inventory Stock Related Items Style Grid Price History Merchandise Hierarchy Department CAREER DRESS - 25000 Style ID Class CAREER DRESS - 5000 Vendor Information Vendor 4407 Part# Orderable Yes Order Lead Days 0 Product Attributes Item Type STANDARD Unit of Measure Restocking Fee Stock Status Tax Group Health & Beauty Tax Tax Amount \$0.85 Returnable Yes Today's Sales Net Sales Qty

Figure 6-5 Item Viewer with Exit to Scan Button Highlighted

Select Exit to Scan. You are returned to the Sales screen and must scan the item in order to add it to the transaction.

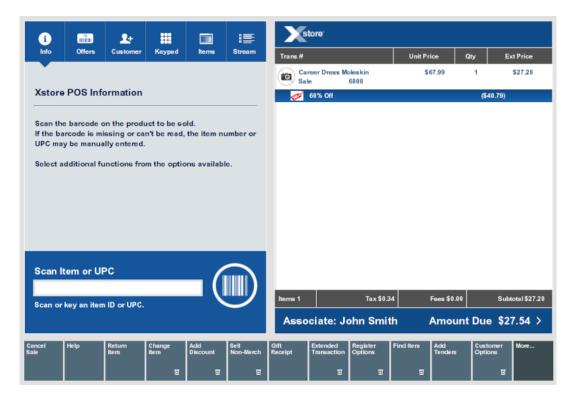
Figure 6-6 Sales Screen Awaiting Item Scan





Once an item is scanned it is added to the transaction:

Figure 6-7 Sales Screen After Item Scan



## **Item Viewer**

The Item Viewer provides information about an item. The Item Viewer displays the following information along the top of the screen:

- Name of the item.
- Item ID ID of the item.
- Current Price Current price of the item.
- Quantity of the item currently in stock.

The Item Viewer has the following tabs:

- Product Information Information about the item.
- Inventory Stock Current inventory information for the item.
- Related Items Information about items related to the selected item.
- Style Grid Grid showing on-hand quantities of the item with on dimension crossreferenced with another dimension.
- Price History Past prices for the item.
- Sales History Past sales data for the item.

You can also print a rain check from the Item Viewer. See Print a Rain Check.



#### **Product Information**

The Product Information tab, (see Figure 6-4), displays the sections that display information about an item:

- A picture of the item (if available).
- Merchandise Hierarchy Merchandise hierarchy to which the item is assigned.
- Vendor Information Vendor that provides the item.
- Product Attributes Attributes of the item.
- Today's Sales Sales information for the item on the current day.

#### Merchandise Hierarchy

The Merchandise Hierarchy section displays the following information:

- **Department** Item department.
- Subdepartment Item subdepartment.
- Class Item class.
- Subclass Item subclass.
- Style ID ID of the style for the item (if available).
- Dimension information for the item.

#### **Vendor Information**

The Vendor Information section displays the following information about the item's vendor:

- Vendor Name of the vendor.
- Orderable Indicates whether the item can be ordered.
- Part # Part number used by the vendor.
- Order Lead Days Number of lead days required when ordering the item.

#### **Product Attributes**

The Product Attributes section displays the following information:

- Item Type Type of item.
- Season Season for the item.
- Stock Status Current stock status.
- Returnable Indicates whether the item can be returned.
- Unit of Measure Unit used to measure the item (if applicable).
- Restocking Fee Restocking fee applied to the item when it is returned (if applicable).
- Tax Group Tax group for the item.
- Tax Amount Amount of tax applied to the item.



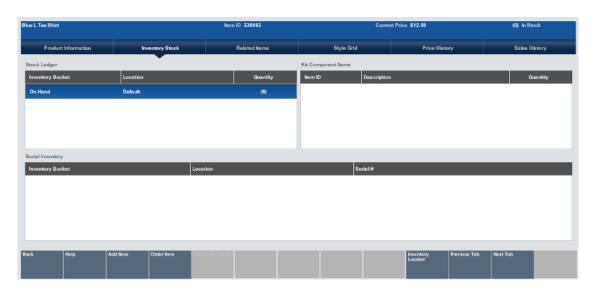
### Today's Sales

The Today's Sales section displays the following information:

- Net Sales Net amount of sales minus returns for the item on the current day.
- Qty Number of items sales of the item on the current day.

## **Inventory Stock**

Figure 6-8 Inventory Stock Tab



The Inventory Stock tab contains the following areas:

## Stock Ledger

The Stock Ledger table displays the following information for each inventory bucket in which the item is located:

- Inventory Bucket Inventory bucket in which the item is located.
- Location Location of the item.
- Quantity Quantity of the item in the inventory bucket.

### Kit Component Items

If the item is a kit, this table displays information about each item in the kit:

- Item ID ID of the kit item.
- Description Description of the kit item.
- Quantity Quantity of the item included in one kit.



### Serial Inventory

If the item is a serialized item, the Serial Inventory table displays the following information about each serial number:

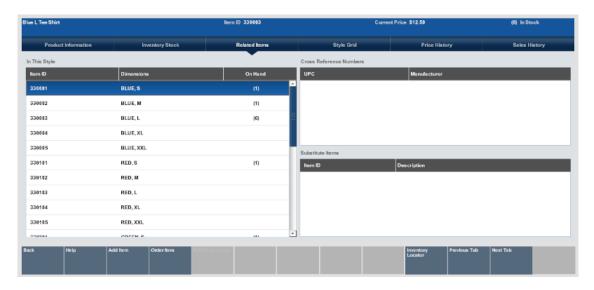
- **Inventory Bucket** Inventory bucket in which the serialized item is located.
- Location Location of the item.
- Serial # Serial number.



No item quantity is displayed. For all items with one item ID, only one of those items will be assigned an individual serial number.

#### Related Items

Figure 6-9 Related Items Tab



The Related Items tab includes information about items like the selected item. The following tables display information about related items:

- In This Style Displays information about items assigned to the same style as the selected item.
- Cross Reference Numbers Displays information about items cross-referenced with the selected item.
- Substitute Items Displays information about items indicated to be substitutes for the selected item.



### In This Style

The In This Style table displays the following information about each item that has the same style ID as the selected item:

- Item ID ID of the item.
- Dimensions Values of the dimension attributes configured for the item.
- On Hand Count of the item on-hand.

#### **Cross Reference Numbers**

The Cross Reference Numbers table displays the following information about items cross-referenced with the selected item.:

- UPC UPC for the item.
- Manufacturer Manufacturer that produces the item.

#### Substitute Items

The Substitute Items table displays the following information about items that are indicated to be substitutes for the selected item:

- Item ID ID of the substitute item.
- Description Description of the item.

## Style Grid

Figure 6-10 Style Grid Tab

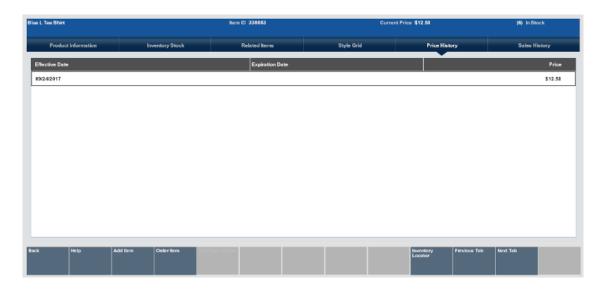


The Style Grid displays a grid showing the grid that shows the on-hand quantity of items with one dimension cross-referenced with another dimension.



## **Price History**

Figure 6-11 Price History Tab

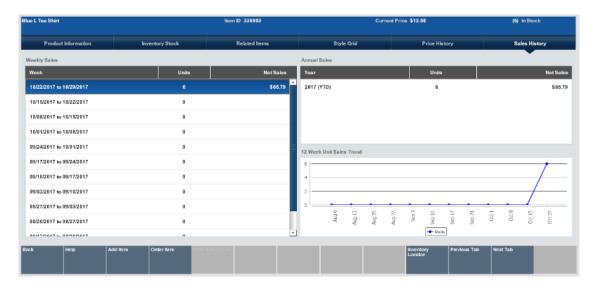


The Price History tab shows the history of all prices that have been assigned to an item. The Price History shows the following information for each of the past prices:

- Effective Date Date on which the price first became effective.
- **Expiration Date** Date on which the price was not longer valid. This field will be blank for the current price.
- Price Price for the item from the Effective Date up to the Expiration Date.

# Sales History

Figure 6-12 Sales History Tab





The Sales History tab displays sales data for the item. The Sales History tab displays the following information:

- Weekly Sales Table of weekly sales data for the item.
- Annual Sales Table of annual sales data for the item.
- 12 Week Unit Sales Trend Graph of weekly sales data over the past twelve weeks.

#### Weekly Sales

Displays sales data for the item by week. This table displays the following sales information for each week:

- Week Date range for the week.
- Units Net quantity of the item sold.
- Net Sales Net amount of all sales and returns of the item.

#### **Annual Sales**

Displays sales data for the item by year. This table displays the following sales information for each year:

- Year Year of the data.
- Units Net quantity of the item sold.
- Net Sales Net amount of all sales and returns of the item.

#### 12 Week Unit Sales Trend

Graph displaying week-by-week net sales data for the item over the past twelve weeks. This graph has the following axes:

- · Start date for the week.
- Number of items sold.

## Print a Rain Check

A Rain check is an optional feature that allows customers to purchase out of stock items for the same price at a later date. To print a rain check:

Click Print Rain Check in the Item Viewer.



The **Print Rain Check** button will be grayed out if a rain check cannot be issued for the item

A confirmation prompt opens.

2. Click **Yes** to print the rain check.

Xstore Point of Service prints a rain check for the item.



# **Inventory Lookup**

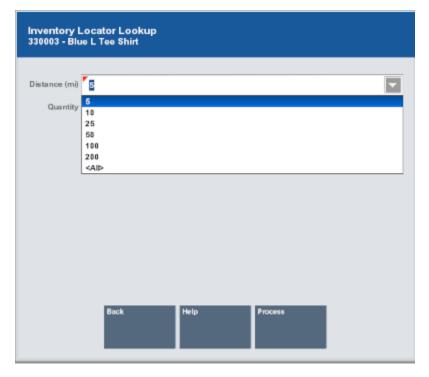
Occasionally an item may not be available in your store inventory, but the customer would like to see which stores in your chain have the item in stock. You can use the inventory lookup process to search a centralized database to locate these items within a set parameter range. For example, you could locate a specified item at a store within 25 miles of your location that has at least three of the specified items on hand.

To perform an inventory lookup:

- 1. Click **Find Item** in the Register Sale screen (Figure 6-1).
- Click Inventory Lookup.

The Inventory Locator Lookup window opens.

Figure 6-13 Inventory Locator Lookup



- **3.** Enter the lookup information for the item:
  - Item ID ID of the item.
  - Style ID ID of a style assigned to the item.



Either the Item ID or Style ID field must be populated. Information in the Style ID field is ignored if the Item ID field is also populated.

- Distance Distance from the local store.
- Quantity Minimum quantity of the item that the store must have on hand. For example, if the customer needs three of the items, enter "3".



#### 4. Click Process.

Figure 6-14 Inventory Locator Results



Xstore Point of Service returns a list of stores with the item. The following information will be displayed for each location:

- Count On-hand quantity of the item at the store.
- Location Address for the store.
- **Phone** Phone number for the store.
- **Distance** Distance of the store from the local store.
- Click **OK** to close the window.

### Item Matrix Search

The Item Matrix can be used to find items by navigating through the merchandise hierarchy. Starting at the Department level, you can move to the lowest level of merchandise hierarchy and find a specific item. The merchandise hierarchy levels are color-coded to help you navigate through the different levels. When the item is located, it can be added to the sale transaction.



Item Matrix is configured off by default.

To find an item in the Item Matrix:

- Click Find Item in the Register Sale screen (Figure 6-1).
- Click Item Matrix.

The Item Matrix window opens at the highest merchandise level.

- 3. Click the next merchandise level in which the item is located.
- 4. Repeat Step 3 until the Item Matrix displays the correct item.



**5.** Click the item to add it to the transaction.



7

## Discounts and Awards

You can apply a discount to a single line item, multiple line items, or entire transactions. You can also apply an award to a transaction.

Transaction-level discounts are applied in the same manner as a line item discount. A transaction discount is applied equally to each eligible item in the transaction, a line item discount is applied to a single item, and a group discount is applied to a group of selected items in a transaction. Discounts may be specified as either an amount (for example, \$5.00 off) or a percentage (for example, 10% off) for both item and transaction discounts.

# **Deal Pricing Discount**

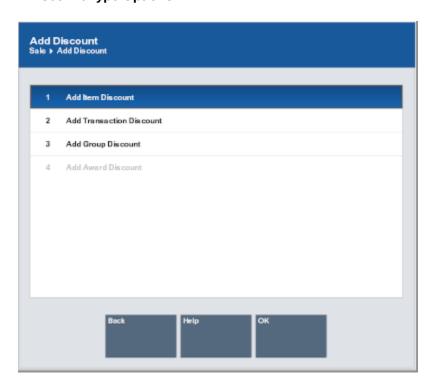
Deal pricing discounts are automatically applied to items and transactions. No user interaction is required to apply a deal pricing discount to a transaction. Once the trigger it met, Xstore Classic applies the appropriate discount. There are many variations of deal discounts; for example, buy one get one free, or buy three items and get 10% off.

### Add a Discount or Award to a Transaction

After adding items to a transaction, do the following to add a discount or award to a transaction:

1. Click Add Discount.

Figure 7-1 Discount Type Options



Xstore Point of Service prompts for the discount type.

- Add Item Discount Discount applied to one item in the transaction.
- Add Transaction Discount Discount applied to the entire transaction.
- Add Group Discount Discount applied to a group of items.
- Add Award Discount Discount applied as a loyalty award.
- Select the discount type:
  - Click the discount type.
  - Use the up and down arrows to highlight the correct discount type, then press the Spacebar.
  - Enter the number associated with the discount type.
- 3. Click OK.
- 4. Continue with the appropriate procedure:
  - Item Discount Discount applied to one item in the transaction.
  - Transaction Discount Discount applied to an entire transaction.
  - Group Discount Discount applied to a group of items.
  - Award Discount Discount applied through a loyalty award balance or loyalty award coupon.

#### Item Discount

After selecting **Add Item Discount** (see Step 2 in Add a Discount or Award to a Transaction), do the following to configure an item discount:

1. If necessary, select the item to which to apply the discount:



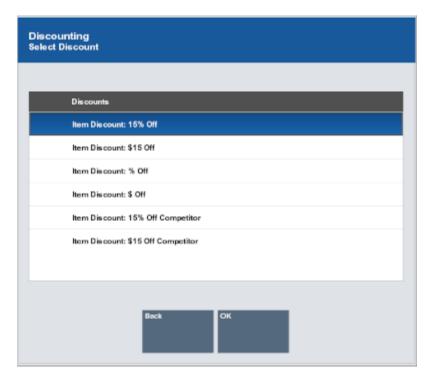
If there is only one item in the transaction, go to Step 3.

- Click the item.
- Use the up and down arrows to highlight the correct item, then press the Spacebar.
- 2. Click OK.

Xstore Point of Service prompts for the discount in the Discounting window.



Figure 7-2 Item Discount Options



3. Select the discount to apply to the item:



The discounts available in the Discounting window depend upon the configuration of your system.

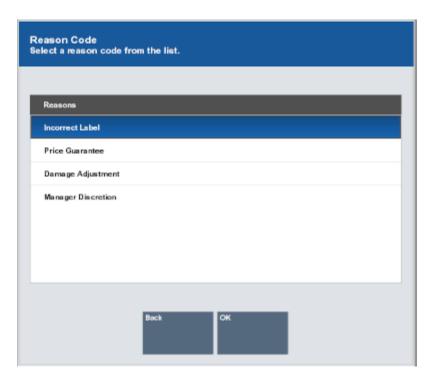
- Click the discount.
- Use the up and down arrows to highlight the discount, then press the Spacebar.
- 4. Click OK.
- **5.** If necessary, enter the reason for the discount. See Select a Reason.
- 6. If necessary, enter the discount information:
  - Percent Discount Enter the percentage of the discount.
  - Amount Discount Enter the amount of the discount.

The discount is applied to the item and appears in the View Port.

#### Select a Reason

To select a reason for a discount:

Figure 7-3 Reason Code List



- **1.** Select the reason for the discount:
  - Click the reason.
  - Use the up and down arrows to highlight the reason, then press the Spacebar.
- 2. Click OK.

#### Percent Discount

To enter a percent discount:

- 1. Enter the percentage discount to apply to the item.
- 2. Press Enter.
- 3. If necessary, click **Yes** to confirm that the entered discount is correct.

The percentage discount is applied to the item.

#### **Amount Discount**

To enter an amount discount:

- 1. Enter the amount of the discount to apply to the item.
- 2. Press Enter.
- 3. If necessary, click Yes to confirm that the entered discount is correct.

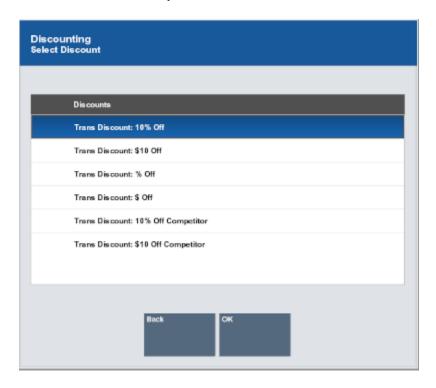
The amount of the discount is applied to the item.



### **Transaction Discount**

After selecting **Add Transaction Discount** (see Step 2 in Add a Discount or Award to a Transaction), do the following to configure a transaction discount:

Figure 7-4 Transaction Discount Options



1. Select the discount to apply to the transaction:



The discounts available in the Discounting window depend upon the configuration of your system.

- Click the discount.
- Use the up and down arrows to highlight the discount, then press the Spacebar.
- 2. Click OK.
- 3. If necessary, enter the reason for the discount. See Select a Reason.
- 4. If necessary, enter the discount information:
  - Percent Discount Enter the percentage of the discount.
  - Amount Discount Enter the amount of the discount.

The discount is applied to the transaction and appears in the View Port.



### Select a Reason

To select a reason for a discount (Figure 7-3):

- 1. Select the reason for the discount:
  - Click the reason.
  - Use the up and down arrows to highlight the reason, then press the Spacebar.
- 2. Click OK.

### Percent Discount

To enter a percent discount:

- 1. Enter the percentage discount to apply to the transaction.
- 2. Press Enter.
- If necessary, click Yes to confirm that the entered discount is correct.The percentage discount is applied to the transaction.

### **Amount Discount**

To enter an amount discount:

- 1. Enter the amount of the discount to apply to the transaction.
- Press Enter.
- If necessary, click Yes to confirm that the entered discount is correct.The amount of the discount is applied to the transaction.

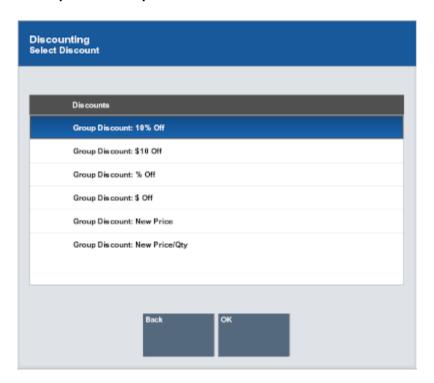
# **Group Discount**

After selecting **Add Group Discount** (see Step 2 in Add a Discount or Award to a Transaction), do the following to configure a group discount:

1. Select the discount to apply to the group of items:



Figure 7-5 Group Discount Options



#### Note:

The discounts available in the Discounting window depend upon the configuration of your system.

- Click the discount.
- Use the up and down arrows to highlight the discount, then press the Spacebar.
- 2. Click OK.
- 3. Select the items to which to apply the discount:
  - Click the items.
  - Use the up and down arrows to highlight each item, then press the Spacebar.
- 4. Click OK.
- 5. If necessary, enter the reason for the discount. See Select a Reason.
- **6.** If necessary, enter the discount information:
  - Percent Discount Enter the percentage of the discount.
  - Amount Discount Enter the amount of the discount.

The discount is applied to the items and appears in the View Port.

### Select a Reason

To select a reason for a discount (Figure 7-3):

- Select the reason for the discount:
  - Click the reason.
  - Use the up and down arrows to highlight the reason, then press the Spacebar.
- 2. Click OK.

### Percent Discount

To enter a percent discount:

- 1. Enter the percentage discount to apply to the item.
- Press Enter.
- 3. If necessary, click **Yes** to confirm that the entered discount is correct.

The percentage discount is applied to the item.

### **Amount Discount**

To enter an amount discount:

- 1. Enter the amount of the discount to apply to the item.
- 2. Press Enter.
- 3. If necessary, click **Yes** to confirm that the entered discount is correct.

The amount of the discount is applied to the item.

### **Award Discount**

After selecting **Add Award Discount** (see Step 2 in Add a Discount or Award to a Transaction), the way the award discount will be applied depends upon the configuration of your system:

- Award Discount Enter Amount Discount amount is applied through a loyalty award balance.
- Award Discount Select Coupon Discount amount is applied by selecting a loyalty award coupon.

### Award Discount - Enter Amount

After selecting **Add Award Discount** (see Step 2 in Add a Discount or Award to a Transaction), do the following to configure an award discount:

- **1.** Enter the award amount to be applied to the transaction.
- Press Enter.
- 3. If necessary, click **Yes** to confirm that the entered discount is correct.

The discount is applied across the items and appears in the View Port.

# Award Discount - Select Coupon

After selecting **Add Award Discount** (see Step 2 in Add a Discount or Award to a Transaction), do the following to configure a group discount:

**1.** Select the coupons to apply to the transaction:



- Click the coupons.
- Use the up and down arrows to highlight each coupon, then press the Spacebar.

#### 2. Click OK.

The discount is applied to the items and appears in the View Port.

### About the Award Coupon List

The award coupon list may be configured two ways:

Partial awards allowed:

The system automatically reduces the value of the selected coupon by the amount applied to the current transaction, up to the total amount due. For example, if \$14.98 is applied from a \$50.00 coupon, the coupon's remaining value is reduced to \$35.02, and it may be applied to a different transaction later.

Partial awards not allowed:

The system automatically applies the entire value of the coupon, regardless of the amount due on the transaction. The coupon is removed from the list after it is applied to a transaction and may not be used again. For example, if the amount due is \$25.00 and a \$30.00 coupon is selected, the \$5.00 difference cannot be used in a future transaction.

If you select more than one coupon and the combined total exceeds the amount due on the sale, a message is displayed. Press **Enter** and the system returns to the list of coupons where you may select a different coupon.



8

# **Customer Maintenance**

Customer Maintenance includes activities that relate to entering new customers into the customer database, updating customer information and preferences, viewing or printing customer information, and deleting a customer record.

Customer Maintenance is typically required when an associate discovers that a customer's name is not in the database and must be entered for the first time. Other common situations that trigger customer maintenance occur when incorrect customer information is found and must be revised, and when information is lacking and must be entered.

These screens can also be accessed through the back office Customer Maintenance menu options.



Customer maintenance activities are controlled by user security. You must have privileges in the system to perform any customer maintenance activities.

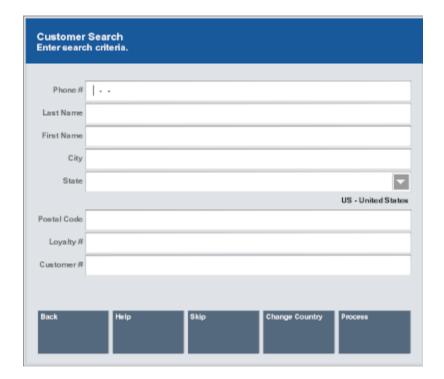
This chapter describes the following sections:

- Associate a Customer with the Transaction
- Customer Information Consent
- Add a Customer Record
- Edit a Customer Record
- Address Lookup
- Customer Maintenance Fields
- Additional Customer Options

# Associate a Customer with the Transaction

To search for a customer record from the Customer Search window:

Figure 8-1 Customer Search Form



Enter the customer search criteria:



Enter as much information as possible to limit the number of customer records returned.

- Phone # Phone number associated with the customer.
- Last Name Customer last name.
- First Name Customer first name.
- City City in the customer's address.
- State State in the customer's address.

### Note:

Values in this drop-down menu can be changed using the Change Country button.

- Postal Code Postal or zip code.
- Loyalty # Customer loyalty number.
- Customer # Customer ID number.
- Click Process.



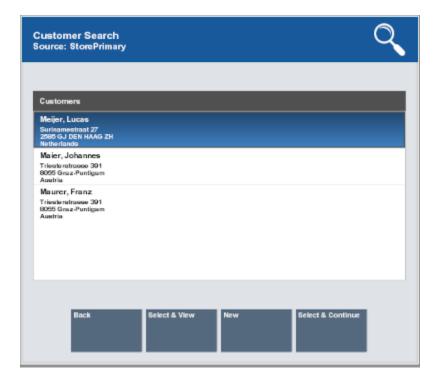
Xstore Point of Service displays a list of customers matching the search criteria.



If no customer record matches the criteria, Xstore Point of Service displays a message indicating that no customer records have been found. Click **New** to Add a Customer Record, or click **Back** to return to Step 1.

**3.** If necessary, select the correct customer from the list:

Figure 8-2 Customer Search Results



Note:

If only one customer matches the search criteria, Xstore Point of Service may open the selected customer record for viewing, editing, or printing. Continue with Step 5.

- Click the customer.
- Use the up and down arrows to highlight the correct customer, then press the Spacebar.
- 4. Click the proper button:
  - **Back** Return to the Customer Search form (Step 1) Select this option if the correct customer is not listed and you want to change the search criteria.

- Select & Continue Assign the selected name to the transaction. Continue the transaction.
- Select & View Open the selected customer record for viewing, editing, or printing.
   Continue with Step 5.
- New Display a form for adding a new customer record to the customer database.
   Select this option if the customer is not in the database. See Add a Customer Record.

#### **5.** Click the proper button:

- Back Returns to the Customer Search form (Step 1).
- Assign and Continue Associates the customer with transaction. Continue the transaction.
- Edit Customer Allows you to change information in the customer record. See Edit a Customer Record.
- Customer Options Displays a list of customer options. See Additional Customer Options.
- Previous Tab and Next Tab Navigate through the tabs.



See Customer Maintenance Fields for more information about each tab.

# **Customer Information Consent**

Xstore Classic allows retailers to capture a customer's consent for collecting their personal information.

If this functionality is enabled, when creating a new customer record or by accessing the customer record in the transaction, you are automatically prompted with a Consent Preferences pop up. If the customer has already given consent and the terms and conditions are current, then they will not be prompted again. However, if the terms and conditions have been updated, the customer will be prompted to update their consent preferences.

The terms and conditions are provided by the retailer. Xstore Classic provides the ability to configure multiple consent check boxes for the customer to select.

Once the customer has agreed to the terms and conditions and the consent boxes have been checked, select the **Accept** button.

If the customer declines consent, the consent captured date is cleared and it may impact the ability to perform some specific transaction types depending on the retailer's configurations.

After selecting the **Accept** button, the terms and conditions may be reviewed, printed on a receipt, and signed by the customer.

Customers and employees may ask the retailer to remove their personal information by anonymizing or deleting it from their records. If a customer or employee requests to remove their data, a check is made to ensure that the customer or employee is eligible to be removed from the application. For example, customers with any open transactions would not be eligible for data removal. Open transactions include open orders, a house account balance, or open layaway transactions, and so on.



# Add a Customer Record

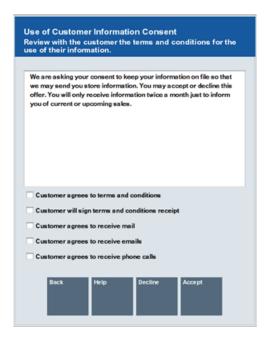
To create a new customer record:

1. Click **New** at a customer prompt.

If customer information consent functionality is not enabled, continue at step 5.

If customer information consent functionality is enabled, a terms and conditions screen opens showing consent preferences and requesting that the customer accepts or declines to the terms and conditions listed. See Customer Information Consent for more information.

Figure 8-3 Customer Information Consent Form



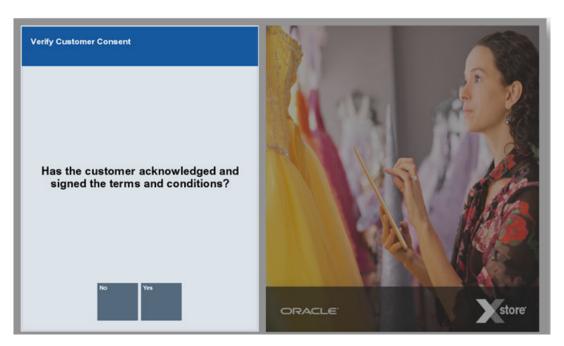
Select the relevant check boxes if the customer agrees to accept the terms and conditions, and consent preferences.

To refuse consent, select Decline to return to the previous screen.

2. Select **Accept**. The terms and conditions print on the receipt for the customer to sign manually and a prompt is displayed to confirm the customer acknowledges the terms and conditions. Ask the customer to sign the receipt.



Figure 8-4 Verify Customer Consent

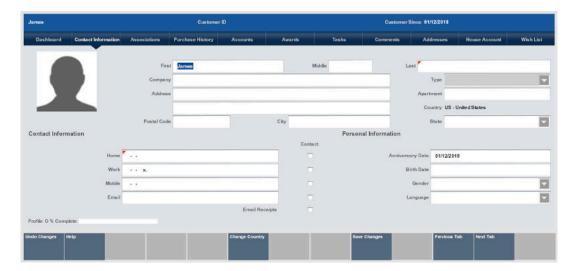


Select Yes to confirm the customer has acknowledged the terms and conditions and signed the receipt. The customer's acceptance is associated to the customer record.

A confirmation screen is displayed indicating that the customer's consent selections have been updated in the system. Select **OK** to continue. The customer maintenance screen opens with editable fields.

If  ${\bf No}$  is selected on the consent confirmation screen, the customer's refusal of consent is recorded.

4. Figure 8-5 Contact Information Tab





#### Note:

If you provided consent as part of Customer Search rather than Add New Customer, Xstore Point of Service automatically populates the new customer fields with the information from the customer search.

- 5. Enter the information into the customer maintenance fields.
  - See Customer Maintenance Fields for a description of the organization of the Customer Maintenance screen and the information in each field.
  - Required fields are marked with a red triangle in the upper-left corner.
  - Fields with a selectable list of options are labeled with a down arrow button in the right side of the field.
  - If your system is configured to provide Address Lookup functionality, an Address
     Lookup button will be available to allow you to quickly look up customer addresses
     using minimal information.

### Note:

When you enter a valid postal code for the customer, the system automatically enters the city and state information.

- 6. Click Save Changes when all information has been added to the customer record.
- 7. If necessary, indicate whether to add the customer to the loyalty program:
  - Scan or enter the card number, the click **Process** to add the customer to the loyalty program (card-centric programs).
  - Click Yes to add the customer to the loyalty program (non-card-centric programs).
  - Click **Not Now** to not add the customer to the loyalty program but open the prompt the next time the customer performs a transaction.
  - Click Never to not add the customer to the loyalty program and never ask the customer again.
- 8. If necessary, click **Assign Customer To Tran** to add the customer to the transaction and return to the sale.

# Edit a Customer Record

To edit a customer record in the Customer Maintenance screen:

- 1. Click Edit Customer.
- 2. Select the tab in which to change the customer information.
- 3. Click the field to change.
- 4. Enter or select the new information.



### Note:

If necessary, click **Undo Changes** to discard the changes and exit customer editing.

Click Save Changes to save the changes and exit customer editing.

# Address Lookup

Address Lookup allows users to quickly locate accurate addresses using minimal information, instead of manually keying the entire address. When enabled, this function is available in most Xstore Point of Service address capture screens, including handheld and tablet.



The Address Lookup function may not be available for all countries.

To use address lookup:

Select the Address Lookup function.

The Address Lookup window opens.

2. Enter the first line of the address, followed by the postal code.



The search terms used in some countries can be different, and several different search terms can be used within a country. For example, instead of a postal code, some countries can search using a city or town and a state or province. Or, in some countries, the postal code can be replaced by just a city or town.

- 3. Click Address Lookup.
  - If more than one address is found, continue with Step 5.
  - If only one address is found, continue with Step 6.
- If necessary, refine the address:
  - Enter the street number or apartment number as requested and then click Refine Address.
- 5. Select the correct address:
  - Click the address.
  - Use the up and down arrows to highlight the correct address, then press the Spacebar.
- Indicate whether the address is correct:
  - Click **Yes** to continue with the address.
  - Click No to return to the Address Lookup window. Return to Step 2.
  - Click Cancel to exit Address Lookup without selecting an address.



# **Customer Maintenance Fields**

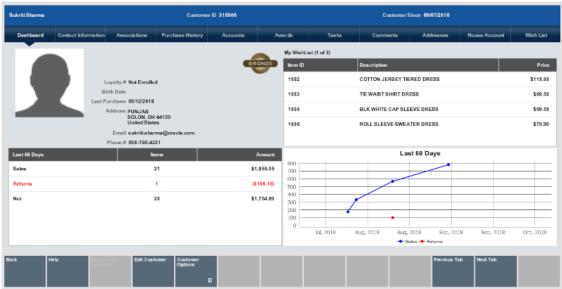
The Customer Maintenance screen is divided into several tabs containing information about the customer.

- Dashboard
- **Contact Information**
- **Associations**
- **Purchase History**
- **Accounts**
- **Awards**
- **Tasks**
- Comments
- **Addresses**
- **House Account**
- Wish List
- **Digital Cart**

# Dashboard

This tab shows the customer's loyalty information, and recent purchase information.

Figure 8-6 Customer Dashboard Tab



The Dashboard tab displays the following information:

Loyalty # - Loyalty number.



- Birth Date Date of birth.
- Last Purchase Last purchase date.
- Address Primary address.
- Email Primary e-mail address.
- Phone # Primary phone number.
- Summary of the transactions in the last year. See Transaction Summary.
- · Wish List Items in the customer's wish list.
- Last xx Days Graph of the transactions in a set number of days.

# **Transaction Summary**

The transaction summary table displays the following columns:

- Last xx Days Types of transactions performed in a set number of days.
- Items Total number of items in the transaction type.
- Amount Total amount in each transaction type.

### Wish List

The Wish List table displays the following information about each item in the customer's wish list:

- Item ID ID of the item.
- Description Description of the item.
- Price Price of the item.

# Last xx Days

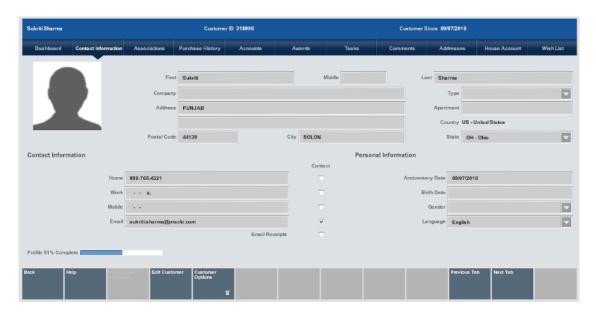
The Last xx Days graph is a line graph plotting the amount of each transaction plotted the date of the transaction. This graph displays one line for sale transactions and one line for return transactions.

# **Contact Information**

This tab shows the customer's name, address, phone and email information, contact preferences, and profile completeness progress bar. Your store may be configured to display anniversary, birthday, and language options.



Figure 8-7 Contact Information Tab



The Contact Information tab contains the following fields:

- First First name.
- Middle Middle name or middle initial.
- Last Last name.
- Company Company or organization associated with the customer.
- Type Type of company or organization.
- Address Primary street address.
- Apartment Primary address apartment.
- Country Country of primary address.
- Postal Code Postal or zip code.
- City City of the primary address.
- State State or province of the primary address.
- Home Home telephone number.
- Work Work telephone number.
- Mobile Mobile telephone number.
- Email Primary e-mail address.
- **Contact** Indicates whether the customer permits the store to contact them through the associated telephone number or e-mail address.
- **Email Receipts** Indicates whether the customer allows the store to send e-mail receipts to the primary e-mail address.
- Anniversary Date Date on which the customer was added to the system.
- Birth Date Customer birthdate.
- Gender Customer gender.



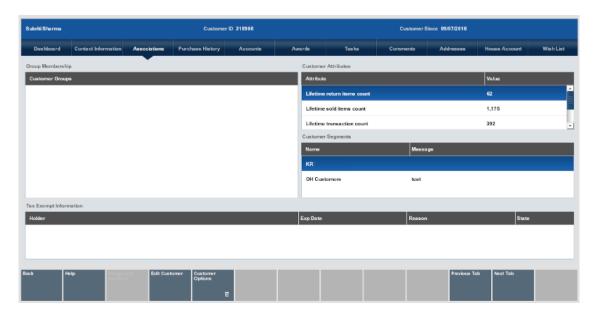
- Language Primary language for the customer.
- Profile x% Complete Percentage of customer record completion.

If Customer Information Consent functionality is enabled, the consent preferences are accessible via the Review Customer Consent option within the Customer Options menu.

# **Associations**

This tab lists any company-defined groups to which the customer belongs, and additional personal identifying information (customer attributes, tax exemption information, and so on.)

Figure 8-8 Associations Tab



The Associations tab contains the following fields:

- **Group Membership** The group to which the customer belongs. Groups are defined by the store or home office. A customer may be associated with one or more groups. If groups are not defined, no customer groups are listed in this section.
- **Customer Attributes** Attributes for the customer. Attribute categories are defined by the home office and provide additional information about the customer.
- Customer Segments Segments to which the customer belongs. Segments are groupings that share common criteria. This information is provided by Customer Engagement. Identifying a customer with a segment may be helpful in customer analysis and in sale promotions.



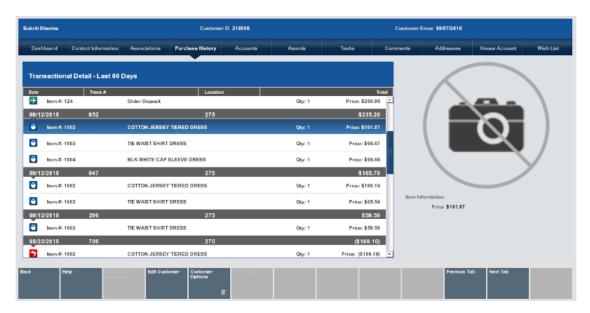
This field cannot be edited. Segments are provided by Oracle Retail Customer Engagement.

• **Tax Exempt Information** - Tax exemptions associated with the customer. A customer may have one or more exemptions.

# **Purchase History**

This tab shows a detailed sales transaction listing for the customer for a set number of days. If available, a picture displays with item details in the Information tab.

Figure 8-9 Purchase History Tab



This tab shows detailed information about sales transactions for the customer within the last xx days. This tab displays the following rows:

- Transaction Row Displays information about a transaction.
- Item Row Displays information about an item within a transaction.
- Item Information Displays information about a selected item.

Note:

The information in this tab cannot be edited.

### **Transaction Row**

Transaction rows display the following information:

- Date Date of the transaction.
- Trans # ID number of the transaction.
- Location Location ID.
- Total Total amount of the transaction.



### Item Row

Item rows display the following information:

- Item # ID number of the item.
- Description Description of the item.
- Qty Quantity of the item.
- Price Price of the item.

### Item Information

After selecting an item row, this area displays information about the selected item:

- Picture of the item (if available).
- Price Price of the item.
- Style ID of the item style (if available).
- Item dimensions (if available).

## **Accounts**

Your system's configuration determines the information displayed on this tab.

P0401002000006 Added 1 Item 12/13/2017 02:47:01 PM Pre-Sale P0401002000006 12/13/2017 02:47:07 PM P0401002000006 12/13/2017 02:48:01 PM 10/31/2017 11:04:11 AM Special Order S0401001000002 Setup Fee Special Order S04010010000002 Shipping Fee 10/31/2017 11:04:12 AM \$18,95 12/19/2017 11:08:32 AM Special Order 50401003000003 Added 1 Item \$79.99

Figure 8-10 Customer Accounts Tab

If your system is configured for a loyalty program, this tab lists the customer's loyalty program information.

If your system is not configured for a loyalty program, this tab lists any of the customer's special accounts such as work order accounts, layaway accounts, pre-sale accounts, hold accounts, and send sale accounts.





The information in this tab cannot be edited.

# Loyalty Configured

If loyalty is configured on your system, the Accounts tab will display the following information:

- Loyalty Cards Information about the loyalty cards associated with the customer.
- Customer Account Activity Loyalty activity for the customer.

### **Loyalty Cards**

This section displays the following information for each loyalty card:

- Card # Card number.
- Expires Card expiration date.
- Loyalty Account Loyalty account ID.
- Points Number of points accumulated in the loyalty account.
- Award Account Award account ID.
- Awards Awards in the awards account.

# **Customer Account Activity**

This section displays the following information about the customer's account activity:



Activity rows that have been voided show a line through the entire row.

- Account Type Type of customer account.
- Account ID ID of the account.
- Activity Type of activity.
- Date Date of the activity.
- Amount Amount associated with the activity.

#### Menu Buttons

The Customer Account tab includes the following Menu Buttons specific to this tab:

- View Loyalty History Displays the loyalty history for the customer.
- Print Balance Receipt Prints a receipt showing loyalty account balance information.
- Print Account History Prints a Loyalty Account History report on the report printer. The
  information in this report includes the information shown in the Customer Account History
  section of the Customer Account tab. See the Oracle Retail Xstore Point of Service
  Reports Guide for more information about this report.



# No Loyalty Programs

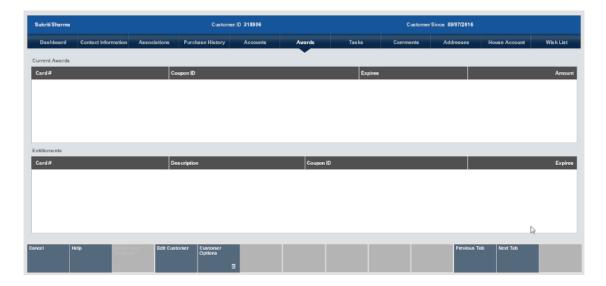
If loyalty programs are not used by your system, the Accounts tab will display the Customer Account Detail information.

The Customer Account Detail lists special accounts that are owned by the customer. The account status (such as OPEN or CLOSED) is noted along with a date and current amount due on the account if applicable.

## **Awards**

The Awards tab is for viewing the customer's current awards and entitlements information in separate sections. You can edit the customer and loyalty information within customer maintenance but the award and entitlement information are for viewing only. You cannot apply the awards or entitlements to the transaction from this screen.

Figure 8-11 Awards Tab



## **Current Awards**

This section displays the following information for each loyalty award:

- Card # Card number associated with the award.
- Coupon ID ID of the award coupon.
- Expires Expiration date of the coupon.
- Amount Amount of the coupon.

# **Entitlements**

This section displays the current entitlements:

- Card # Card number associated with the entitlement.
- **Description** Description of the entitlement.

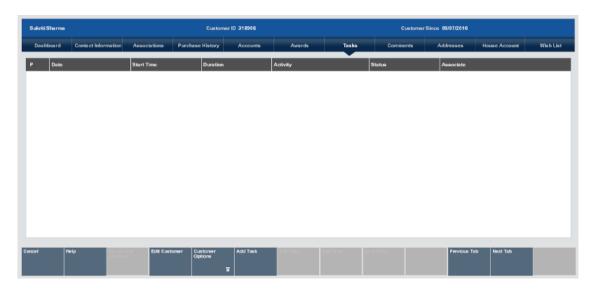


- Coupon ID ID of the award coupon.
- Expires Expiration date of the coupon.

## **Tasks**

The Tasks tab displays all tasks associated with the customer.

Figure 8-12 Tasks Tab



This tab displays the following information for each task:

- Priority Importance of the task: high, medium, or low.
- Date Date the task should begin.
- Start Time Time the task should begin.
- Duration Length of time designated for the task.
- Activity Type of task.
- Status Indicates the progress of the task.
- Associate The employee or employee group responsible for completing the task.

### **Status**

The status field can have one of the following values for a task:

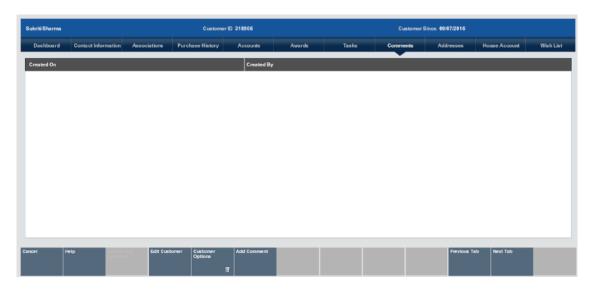
- Open The task is open, but not started.
- In Progress The task has been started, but not completed.
- Cancelled The task has been cancelled and cannot be reopened or edited.
- Closed The task has been completed and cannot be reopened or edited.

# Comments

The Comments tab shows any comments associated with this customer.



Figure 8-13 Comments Tab



This tab displays the following information for each comment:

- Created on Information about when the comment was created, and the comment itself.
- Created by ID of the employee who entered the comment.

# Adding a Comment

To add a comment:

1. If necessary, click **Save Changes** to save the customer record.



When creating a new customer, comments cannot be added until the information for the new customer has been saved.

2. Click Add Comment.

An Add Comment window opens.

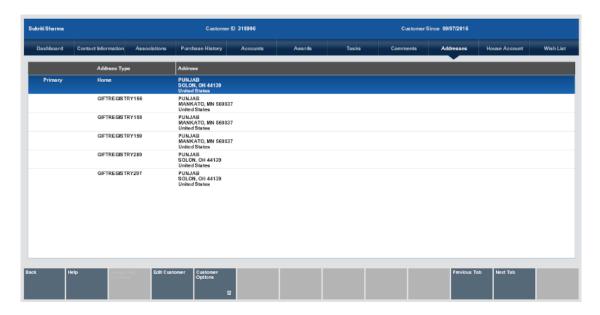
- Enter the comment.
- 4. Click OK.

The comment is saved and added to the customer record.

# Addresses

The Addresses tab shows all the addresses associated with the customer, and provides the ability to add new addresses as needed, for example, a work location or vacation home address.

Figure 8-14 Addresses Tab



This tab displays the following information for each customer address:

- Address Type Type of address. For example, Home, Work, or Primary.
- Address The address.

To make changes to the addresses for a customer, perform the appropriate procedure:

- Add an Address Add an address to a customer record.
- Edit an Address Edit an address assigned to a customer record.
- Designate a Primary Address Change the primary address for a customer.
- Delete an Address Remove an address from a customer record.

### Add an Address

To add an address for a customer:

1. Click Add Address.

An Add Customer Address window opens.

- 2. If necessary, change the country for the address. Change Country.
- 3. If it is available, use Address Lookup to find the address.
- 4. If necessary, enter the address information:



Required fields are marked with a red triangle in the upper-left corner.

- Address The first and second lines of the address.
- Zip Postal or zip code for the address.



- State State or province for the address.
- City City for the address.
- Apartment Apartment for the address.
- Country Country of the address. Click the Change Country button to change this
  value. See Change Country.
- Type Type of address (for example, Home, Work, or Vacation).
- Click Process.

The address is added to the list of customer addresses.

### Edit an Address

To edit an address for a customer:

- 1. Select the address to edit in the list of addresses:
  - Click the address.
  - Use the up and down arrows to highlight the correct address, then press the Spacebar.
- 2. Click Edit Address.

An Edit Customer Address window opens.

- 3. If it is available, use Address Lookup to find the address.
- 4. If necessary, make changes to the address information:



Required fields are marked with a red triangle in the upper-left corner.

- Address The first and second lines of the address.
- Zip Postal or zip code for the address.
- State State or province for the address.
- City City for the address.
- Apartment Apartment for the address.
- Country Country of the address. Click Change Country to change this value. See Change Country.
- Type Type of address (for example, Home, Work, or Vacation).
- Click Process.

The address is added to the list of customer addresses.

# Designate a Primary Address

To change the primary address for a customer:

- 1. Select the address to set as the primary address in the list of addresses:
  - Click the address.
  - Use the up and down arrows to highlight the correct address, then press the Spacebar.



2. Click Set Primary Address.

Xstore Point of Service opens a confirmation prompt.

3. Click **Yes** in the confirmation prompt.



Click **No** if it is the incorrect address. Xstore Point of Service returns to the Addresses tab.

The address is set as the primary address for the customer. The new primary address is displayed on the top of the list of customer addresses.

## Delete an Address

To delete an address from a customer record:

1. Select the address to delete in the list of addresses:

Note:

You cannot delete the primary address for the customer.

- Click the address.
- Use the up and down arrows to highlight the correct address, then press the Spacebar.
- Click Delete Address.

Xstore Point of Service opens a confirmation prompt.

3. Click **Yes** in the confirmation prompt to delete the address.

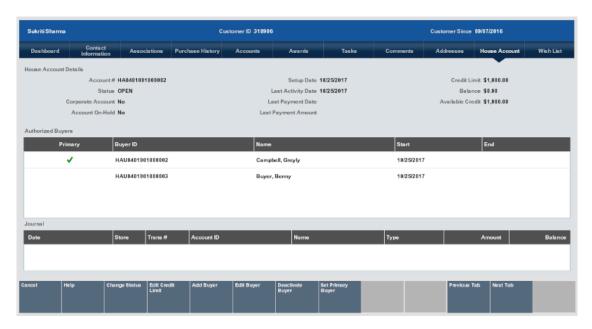
Note:

Click **No** to return to the Addresses tab without deleting an address.

The address is deleted from the customer record.

# House Account

Figure 8-15 House Account Tab



The House Account tab displays the following types of information about the customer's house account:

- House Account Details Details about the house account.
- Authorized Buyers Information about each buyer authorized to use the house account.
- Journal Information about each activity performed on the house account.

Note:

This information is only available for customers who have set up a valid house account.

To make changes to the information in the House Account tab:

- Change House Account Status Change the status of a house account.
- Change House Account Limit Change the credit limit for a house account.
- Change Authorized Buyers Make changes to the authorized buyers associated with a house account.

### **House Account Details**

This section displays the following information about the house account:

Account # - ID number for the house account.

- Status Status of the account: OPEN, HOLD, or CLOSED.
- Corporate Account If yes, this is a corporate House Account and cannot be changed.
- Account On-Hold If yes, this account cannot be used for purchases; however, payments
  can be made on the account.
- Setup Date Date the account was created.
- Last Activity Date Date of the most-recent activity on the account.
- Last Payment Date Date of the most-recent payment on the account.
- Last Payment Amount Most-recent payment amount on the account.
- Credit Limit Credit limit on the account.
- Balance Balance amount on the account.
- Available Credit Difference between the credit limit and the outstanding balance on the account that is available for purchases.

# **Authorized Buyers**

This section displays the following information about the people authorized to use the house account:

- Primary A green check mark is displayed in this column for the primary authorized buyer for the account.
- Buyer ID House account ID of the buyer.
- Name Name of the buyer.
- Start Date on which the buyer is first permitted to use the account.
- End Date on which the buyer is no longer permitted to use the account.

### Journal

This section displays the following information for each activity performed on the account:

- Date Date of the activity.
- Store ID of the store where the activity took place.
- Trans # ID number for the transaction in which the activity took place.
- Account ID ID of the house account.
- Name Name of the customer.
- Type Type of activity performed.
- Amount Amount of the activity.
- Balance Balance of the account following the activity.

# Change House Account Status

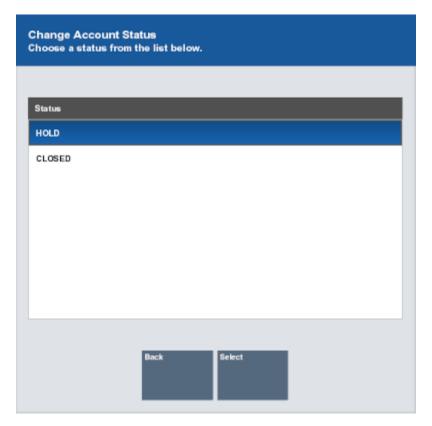
To make changes to a customer's house account:

Select Change Status.

A Change Account Status window opens.



Figure 8-16 Change Account Status



#### 2. Select the new status for the account:

- HOLD The authorized buyer cannot use the account for new purchases but can
  make payments on the account. The edit options for account limit and authorized
  buyer options are not available for accounts that are on hold.
- CLOSE The house account is no longer available for any activity.
- REINSTATE An account with a status of HOLD can be activated again by selecting this option.
- OPEN An account with a status of CLOSED can be activated again by selecting this
  option.

#### Click Select.

The status of the house account is changed.

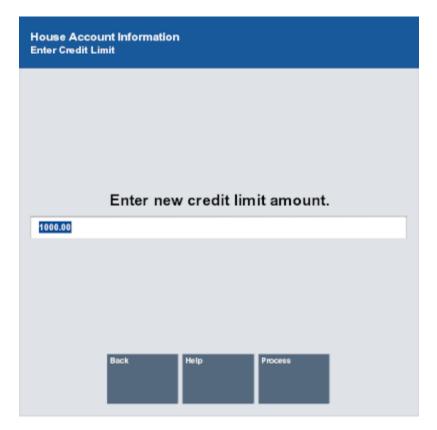
# Change House Account Limit

To change the credit limit for a house account:

#### 1. Click Edit Credit Limit.

A House Account Information window opens with the current credit limit for the account.

Figure 8-17 House Account Credit Limit



- 2. Enter the new credit limit for the house account.
- Click Process.

The credit limit for the house account is changed to the new value.

# Change Authorized Buyers

A house account can have more than one buyer associated with it. To make changes to the authorized buyers for a house account, use the appropriate procedure:

- Add an Authorized Buyer Add an authorized buyer to a house account.
- Edit an Authorized Buyer Edit information for an authorized buyer.
- Deactivate an Authorized Buyer Deactivate an authorized buyer.
- Designate a Primary Buyer Change the primary buyer to another person.

# Add an Authorized Buyer

To add an authorized buyer to a house account:

1. Click Add Buyer.

An Add Buyer window opens.



Figure 8-18 House Account Add Buyer



2. Enter the information for the buyer:



Required fields are marked with a red triangle in the upper-left corner of the field.

- First Name First name of the new buyer.
- Last Name Last name of the new buyer.
- Start Date Date on which the buyer will first be permitted to use the house account.
- **End Date** Date on which the buyer will no longer be permitted to use the house account.
- Click Process.

The name of the new authorized buyer is listed in the Authorized Buyers section of the House Account tab.

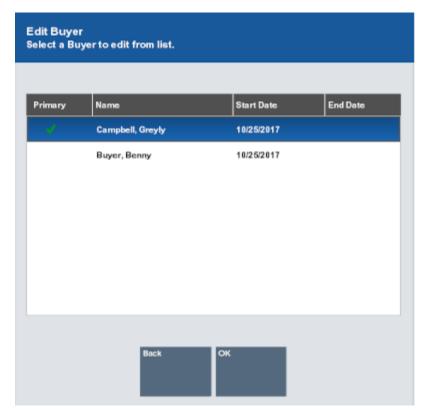
### Edit an Authorized Buyer

To edit an authorized buyer associated with a house account:

Click Edit Buyer.

An Edit Buyer window opens.

Figure 8-19 House Account Edit Buyer



- 2. Select the buyer to edit:
  - Click the buyer.
  - Use the up and down arrows to highlight the correct buyer, then press the Spacebar.
- 3. Select OK.
- 4. Enter the updates for the buyer:



Required fields are marked with a red triangle in the upper-left corner of the field.

- First Name First name of the buyer.
- Last Name Last name of the buyer.
- Start Date Date on which the buyer will first be permitted to use the house account.
- **End Date** Date on which the buyer will no longer be permitted to use the house account.
- 5. Click Process.

The information for the buyer is updated in Xstore Point of Service.

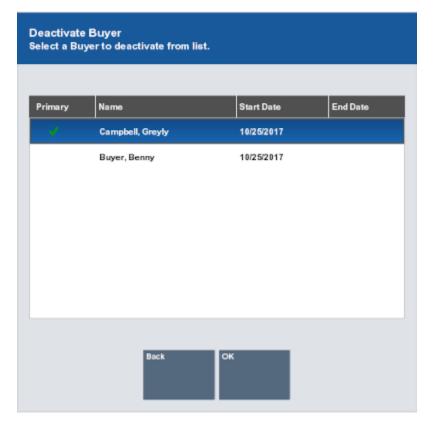
## Deactivate an Authorized Buyer

To deactivate an authorized buyer associated with a house account:

#### 1. Click Deactivate Buyer.

A Deactivate Buyer window opens.

Figure 8-20 House Account Deactivate Buyer



- 2. Select the buyer to deactivate:
  - Click the buyer.
  - Use the up and down arrows to highlight the correct buyer, then press the Spacebar.
- 3. Select OK.

The End Date for the selected buyer is set to today's date.

## Designate a Primary Buyer

To change the primary buyer for a house account:

1. Click Set Primary Buyer.

A Set Primary Buyer window opens.

Set Primary Buyer Select a primary buyer from list.

Primary Name Start Date End Date

Campbell, Greyly 10/25/2017

Buyer, Benny 10/25/2017

Figure 8-21 House Account Set Primary Buyer

- 2. Select the buyer to designate as the primary buyer:
  - Select the buyer.
  - Use the up and down arrows to highlight the correct buyer, then press the Spacebar.
- Select OK.

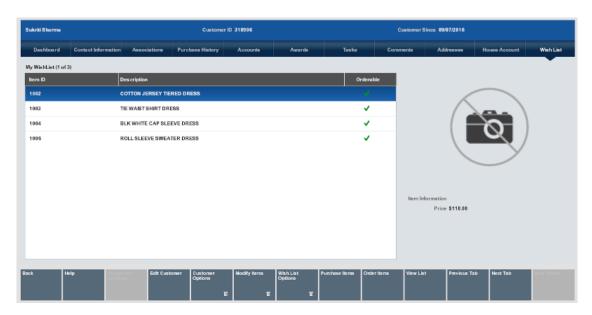
The selected buyer is designated as the primary buyer and moved to the top of the Authorized Buyers list, with a green check mark next to their name. The list is sorted alphabetically below the primary buyer's name.

# Wish List

If Xstore Point of Service is integrated with Oracle Retail Customer Engagement, this tab displays any items in the customer's personal wish list. A customer account may have multiple wish lists associated with it, but only one wish list can be viewed at a time. To view another wish list, select the **Wish List Options** button then select **Another Wish List** option.



Figure 8-22 Wish List Tab



This tab displays the following information for each wish list item:

- Item ID ID of the item.
- Description Description of the item.
- Date Added Date the item was added to the wish list.
- Orderable Indicates whether the item can be ordered.
- Image A picture of the item (if available).

The following functions can be performed in the Wish List tab:

- View Additional Item Information View more detailed information about an item.
- Add a Wish List Item Scan an Item Add an item to the wish list by scanning the item.
- Add a Wish List Item Search for an Item Add an item to the wish list by searching for the item.
- Remove Wish List Items Remove items from the wish list.
- Print a Wish List Print a list of the items in the wish list.

## View Additional Item Information

To view additional information about an item:

- Select an item in the list:
- 2. Click Item Info.

### Add a Wish List Item - Scan an Item

To add an item to a wish list:

1. If necessary, click Save Changes.





When creating a new customer, wish list items cannot be added until the information for the new customer has been saved.

- 2. Scan the item.
- Verify the added item displays on the wish list. The newly added item appears at the top of the list.

### Add a Wish List Item - Search for an Item

To add items to a wish list:

1. If necessary, click Save Changes.



When creating a new customer, wish list items cannot be added until the information for the new customer has been saved.

2. Click Add Items.

Figure 8-23 Item Lookup



- Enter the search criteria:
  - Item ID ID of the item.
  - Department Department to which the item belongs.
  - **Subdepartment** Subdepartment to which the item belongs.
  - Class Class to which the item belongs.

- Subclass Subclass to which the item belongs.
- Style ID ID of a style for the item.
- Description Content within the description of the item.
- 4. Click Process.
  - If several items match the entered criteria, continue with Step 5.
  - If only one item matches the entered criteria, continue with Step 7.
- 5. Select an item in the list:
  - · Click the item.
  - Use the up and down arrows to highlight the correct item, then press the Spacebar.

Figure 8-24 Item List



6. Click Add Item.

Figure 8-25 Wish List Item Added



Verify the added item displays on the wish list. The newly added item appears at the top of the list.

### Remove Wish List Items

To remove items from the wish list:

1. Click Remove Items.

Xstore Point of Service opens a list of items in the wish list.

- 2. Select the items in the list:
  - Click the item.
  - Use the up and down arrows to highlight the correct item, then press the Spacebar.
  - Click Select All to select all items in the list.
- Click Remove Items.

Xstore Point of Service opens a confirmation prompt.

Figure 8-26 Remove Wish List Item Confirmation



- 4. Select whether to remove the items:
  - Click Yes to remove the items and return to the Wish List tab.
  - Click No to return to the Wish List tab without removing items.

### Print a Wish List

Click **Print List** to print a customer wish list.

The Customer Wish List Report opens. Use report printing functionality to print the wish list.

For more detail about the Customer Wish List Report, see the *Oracle Retail Xstore Point of Service Reports Guide*.

## Digital Cart

If Xstore Point of Service uses Retail Extension Module (RXM), this tab displays any items the customer has in their digital shopping cart. The Digital Cart tab includes the following information:

- Item List Items in the customer's digital cart.
- Item Information Information about a selected item.

To remove items from the digital cart, see Remove Digital Cart Items.

### Item List

The item list displays the following information for each item in the list:

- Item ID ID of the item.
- Description Description of the item.
- Quantity Quantity of the item.
- In Stock Number of items in stock.



Orderable - A green check mark in an item row indicates that the item can be ordered.

#### Item Information

The Item Information section displays the following information about the item selected in the Item List:

- Picture of the item (if available).
- Price Price of the item.
- Style ID of the item style (if available).
- Item dimensions (if available).

### Remove Digital Cart Items

To remove items from the digital cart:

Click Remove Items.

Xstore Point of Service opens a list of items in the digital cart.

- 2. Select the items in the list:
  - Click the item.
  - Use the up and down arrows to highlight the correct item, then press the Spacebar.
  - Click Select All to select all items in the list.
- Click Remove Items.

Xstore Point of Service opens a confirmation prompt.

- 4. Select whether to remove the items:
  - Click **Yes** to remove the items and return to the Digital Cart tab.
  - Click No to return to the Digital Cart tab without removing items.

# **Additional Customer Options**

Click **Customer Options** to perform the actions in this section.



Figure 8-27 Customer Options Menu



This includes the following options:

- Add New Customer
- Print Customer
- Review Customer Consent
- Enroll in Loyalty
- Tax Exemptions
- Create House Account

### Add New Customer

To add a new customer:

- 1. Click Add New Customer in the Customer Options window.
- 2. Follow the steps in Add a Customer Record.

### **Print Customer**

Click **Print Customer** in the Customer Options window to print the customer record.

### **Review Customer Consent**

This option is only shown when Customer Information Consent functionality is enabled.

To access the consent preferences:

Select Review Customer Consent in the Customer Options window. See Figure 8-3.
 Update the relevant check boxes as required.



- 2. Select Accept. The terms and conditions print on the receipt for the customer to sign manually and a prompt is displayed to confirm the customer acknowledges the terms and conditions. Ask the customer to sign the receipt. See Figure 8-4.
- Select Yes to confirm the customer has acknowledged the terms and conditions and signed the receipt. The customer's acceptance is associated to the customer record.

A confirmation screen is displayed indicating that the customer's consent selections have been updated in the system. Select OK to continue.

## **Enroll in Loyalty**

Many stores offer Loyalty Programs to their customers. A Loyalty Program typically offers benefits (such as savings) to the customer and provides the store with information about customer shopping preferences.

The store may offer various levels of programs that are available to customers.

To enroll a customer in a loyalty program:

1. Click Enroll in Loyalty in the Customer Options window.

Xstore Point of Service prompts whether to add the customer to a loyalty program. See Figure 3-8.

- 2. Select whether to add the customer to a loyalty program:
  - Scan or enter the card number, the click Process to add the customer to the loyalty program (card-centric programs).
  - Click Yes to add the customer to the loyalty program (non-card-centric programs).
  - Click Not Now to not add the customer to the loyalty program but open the prompt the next time the customer performs a transaction.
  - Click Never to not add the customer to the loyalty program and never ask the customer again.
- Click Save Changes to save the new loyalty configuration for the customer.

### **About Loyalty Programs**

Loyalty values are accumulated according to the rules for each individual program. Rules for assigning points and awards are defined in Oracle Retail Customer Engagement. Swiping or entering a loyalty card number during a transaction records the customer's participation in the program so that the loyalty values may be adjusted in the system.

### Tax Exemptions

To manage customer tax exemptions in Xstore Point of Service, perform the proper procedure:

- Add a Tax Exemption
- Edit a Tax Exemption
- Delete a Tax Exemption

### Add a Tax Exemption

To add a tax exemption to a customer record:

Click Tax Exemptions in the Customer Options window.



The Select Exemption window opens.

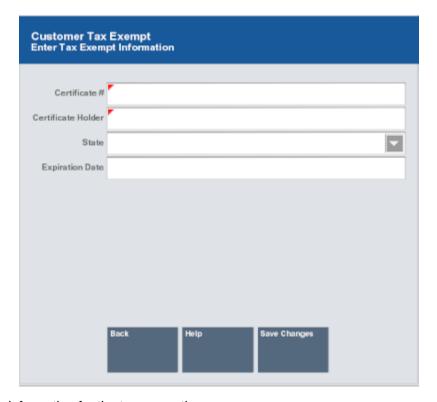
Figure 8-28 Customer Tax Select Exemption



#### 2. Select New.

A blank Customer Tax Exempt window opens.

Figure 8-29 Customer Tax Exempt Form



**3.** Enter the information for the tax exemption:

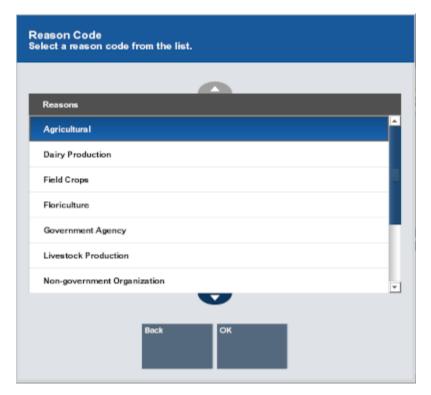


Required fields are marked with a red triangle in the upper-left corner.

- Certificate # ID number for the certificate.
- **Certificate Holder** Name of the entity to whom the certificate belongs.
- State If applicable, the state or province to which the certificate belongs.
- Expiration Date Expiration date of the certificate.
- Select Save Changes.

A Reason Code window opens.

Figure 8-30 Tax Exemption Reason Codes



- 5. Select the reason for adding the tax exemption:
  - Click the reason.
  - Use the up and down arrows to highlight the correct reason, then press the Spacebar.
- 6. Select OK.

The Tax Exemption is added to the system and associated with the customer.

## Edit a Tax Exemption

To edit an existing tax exemption:

1. Click **Tax Exemptions** in the Customer Options window.

The Select Exemption window opens. See Figure 8-28.

- 2. Select the tax exemption:
  - Click the tax exemption.
  - Use the up and down arrows to highlight the correct tax exemption, then press the Spacebar.
- 3. Click Select & Continue.

The tax exemption opens in a Customer Tax Exempt window.

**4.** Make any necessary changes to the tax exemption:





Required fields are marked with a red triangle in the upper-left corner.

- Certificate # ID number for the certificate.
- Certificate Holder Name of the entity to whom the certificate belongs.
- State If applicable, the state or province to which the certificate belongs.
- Expiration Date Expiration date of the certificate.
- 5. Select Save Changes.

A Reason Code window opens.

- 6. Select the reason for the changes to the tax exemption:
  - Select the reason.
  - Use the up and down arrows to highlight the correct reason, then press the Spacebar.
- 7. Click OK.

The changes to the Tax Exemption saved in the system.

### Delete a Tax Exemption

To delete a tax exemption:

1. Click Tax Exemptions in the Customer Options window.

The Select Exemption window opens. See Figure 8-28.

- 2. Select the tax exemption:
  - Click the tax exemption.
  - Use the up and down arrows to highlight the correct tax exemption, then press the Spacebar.
- 3. Click Delete.



There is no confirmation prompt after clicking **Delete**. Double-check that you have selected the correct tax exemption before deleting it.

The tax exemption is deleted from the system.

### Create House Account

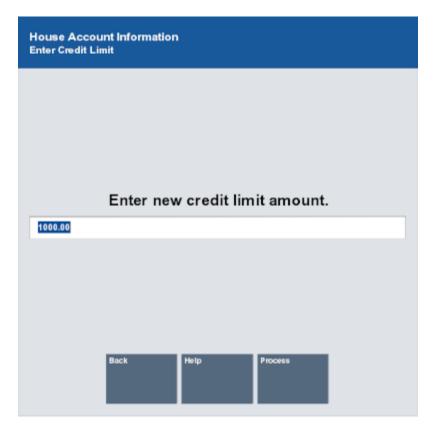
To create a house account for a customer:

1. Click Create House Account in the Customer Options window.

The House Account Credit Limit window opens with the default initial credit limit for a house account.



Figure 8-31 House Account Credit Limit



- 2. If necessary, change the initial credit limit for the house account.
- 3. Click Process.

The house account is created with the customer as the primary buyer.

9

# Modify a Transaction

During a transaction you may need to make changes to a transaction or the items in it. This includes the following procedures:

- Remove a Customer Remove the customer assigned to a transaction.
- Modify a Line Item Make changes to a line item in a transaction.
- Suspend a Transaction Suspend a transaction to be resumed later.
- Resume a Transaction Resume a suspended transaction.
- Cancel a Transaction Cancel a transaction.

### Remove a Customer

The procedure for removing a customer from a transaction depends upon whether the system is on a touchscreen system or a non-touchscreen system:

- Touchscreen System
- Non-touchscreen System

## Touchscreen System

To remove a customer from a transaction:

Swipe from left to right in the Customer Loyalty banner.

An **Unassign** button appears.

2. Tap **Unassign** to remove the customer.

The customer is removed from the transaction.



Tap anywhere other than the **Unassign** button to cancel the operation.

## Non-touchscreen System

To remove a customer from a transaction:

- Click Customer Options in the Register Sale screen.
- 2. Click Remove Customer.

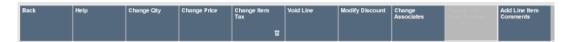
The customer is removed from the transaction.

# Modify a Line Item

To modify a line item in a sale:

1. Click Change Item in the Register Sale screen.

Figure 9-1 Change Item Menu Options



- **2.** Perform the appropriate procedure:
  - Change Item Quantity Change the quantity of the item.
  - Change Item Price Change the price of an item.
  - Void an Item Remove an item from the transaction.
  - Change the Commissioned Associate Change the commissioned associate for the transaction.
  - Add a Line Item Comment Add a comment to a line item.
  - Edit a Line Item Comment Edit the comment for a line item.
  - Change the Tax for an Item Change the tax associated with an item.

# Change Item Quantity

- 1. Click Change Quantity.
- If necessary, select the item for which to change the quantity:



If there is only one item in the transaction, Oracle Retail Xstore Point of Service will immediately prompt for the new quantity (go to Step 4).

- Click the item in the View Port.
- Use the up and down arrows to highlight the item in the View Port.
- 3. Press Enter.

Xstore Point of Service prompts for the new quantity.

Figure 9-2 Enter Quantity Prompt





- 4. Enter the new quantity.
- 5. Press Enter.

The item quantity is changed. Continue the transaction.

## Change Item Price

To change the price of an item:

- 1. Click Change Price.
- 2. If necessary, select the item for which to change the price:



If there is only one item in the transaction, Oracle Retail Xstore Point of Service will immediately prompt for the new price (go to Step 4).

- Click the item in the View Port.
- Use the up and down arrows to highlight the item in the View Port.
- Press Enter.

Figure 9-3 Prompt For Price



Xstore Point of Service prompts for the new price.

- 4. Enter the new price.
- 5. Press Enter.

The item price is changed. Continue the transaction.

## Void an Item

The method for voiding an item depends upon whether the system is a touchscreen system or a non-touchscreen system.

## Touchscreen System

To void an item:

- Swipe from left to right on the item to void.
  - A Void button opens.
- 2. Tap **Void** to remove the item.





To cancel the void, either tap anywhere else on the screen, or wait a few seconds for the button to disappear.

- 3. If necessary, tap the reason for the void to select it.
- 4. Tap **OK**.

The item is voided from the transaction.

## Non-touchscreen System

To void an item:

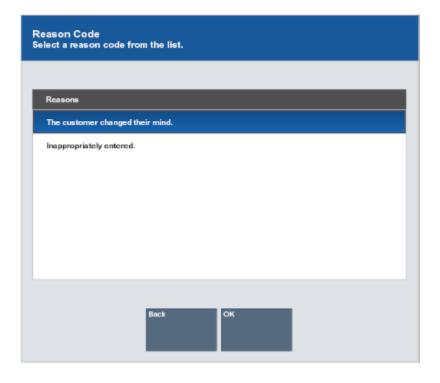
- 1. Click Void Item.
- 2. If necessary, select the item for which to change the quantity:

#### Note:

If there is only one item in the transaction, Oracle Retail Xstore Point of Service will immediately void that item (go to Step 4 or continue the transaction).

- Click the item in the View Port.
- Use the up and down arrows to highlight the item in the View Port.
- 3. Press Enter.

Figure 9-4 Reason Code List





- 4. If necessary, select the reason for the void:
  - Click the reason.
  - Use the up and down arrows to highlight the reason then press the Spacebar.
- 5. Click OK.

The item quantity is changed. Continue the transaction.

## Change the Commissioned Associate

To change the commissioned associate for an item:

- Click Change Associates.
- **2.** If necessary, select the item for which to change the commissioned associate:

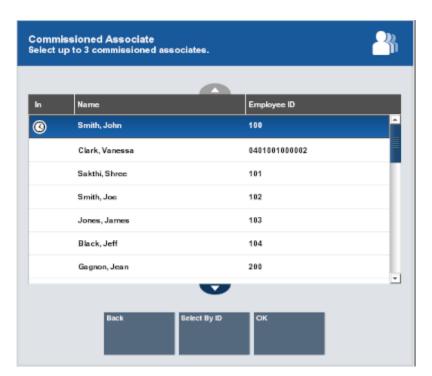


If there is only one item in the transaction, Oracle Retail Xstore Point of Service will immediately select that item (go to Step 4).

- Click the item in the View Port.
- Use the up and down arrows to highlight the item in the View Port.
- 3. Press Enter.

Xstore Point of Service opens a list of associates.

Figure 9-5 Commissioned Associate List



4. Select the new commissioned associate from the list:



#### Note:

Depending upon the configuration of your system, you may be able to assign more than one commissioned associate to an item.

Click the associate. Continue with Step 5.

The commissioned associate for the item is updated.

Use the up and down arrows to highlight the associate then press the Spacebar.
 Continue with Step 5.

The commissioned associate for the item is updated.

- Click Select By Associate ID and continue with Step 6.
- 5. Click OK.

The commissioned associate for the item is updated. Continue the transaction.

- 6. If you clicked **Select By Associate ID** in Step 4, enter the ID of the associate:
  - Enter the associate ID in the Commissioned Associate prompt.
  - b. Press Enter.

The commissioned associate for the item is updated. Continue the transaction.

### Add a Line Item Comment

To add a line item comment.

- Click Add/Edit Line Item Comments.
- 2. If necessary, select the item for which to add the comment:

#### Note:

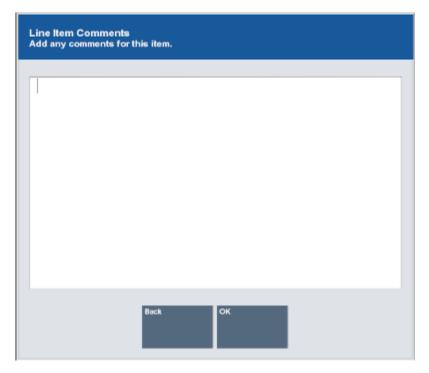
If there is only one item in the transaction, Oracle Retail Xstore Point of Service will immediately select that item (go to Step 3).

- Click the item in the View Port.
- Use the up and down arrows to highlight the item in the View Port.

Xstore Point of Service prompts for the comment.



Figure 9-6 Line Item Comments



- 3. Enter the comment.
- 4. Click OK.

The comment is added to the line item. Continue the transaction.

## Edit a Line Item Comment

To edit a line item comment.

- 1. Click Add/Edit Line Item Comments.
- 2. Select the comment to edit:
  - Click the comment in the View Port.
  - Use the up and down arrows to highlight the comment in the View Port.

Xstore Point of Service opens a prompt with the existing comment.

- 3. Edit the text of the comment.
- 4. Click OK.

The comment is updated for the line item. Continue the transaction.

## Change the Tax for an Item

To change the tax for an item:



The item tax cannot be changed on an item in an Order Broker order.



#### 1. Click Change Item Tax.

Figure 9-7 Change Item Tax Menu Buttons

ı	Back	Help	Change Item Tax Location	Exempt Item Tax	Change Item Tax \$	Change Item Tax %
п						

- 2. Select the type of tax change, then follow the appropriate procedure:
  - Change the Tax Location
  - Change the Tax Amount
  - Change the Tax Percentage

## Change the Tax Location

To change the tax location for an item:

- 1. Click Change Item Tax Location.
- 2. If necessary, select the item for which to change the tax location:



If there is only one item in the transaction, Oracle Retail Xstore Point of Service will immediately select that item (go to Step 3).

- Click the item in the View Port.
- Use the up and down arrows to highlight the item in the View Port.
- 3. Press Enter.

Xstore Point of Service prompts for the postal code of the tax location.

Figure 9-8 Postal Code Prompt



- **4.** Enter the postal code for the new tax location.
- 5. Press Enter.
- 6. If necessary, select the reason for the tax location change:
  - Click the reason.
  - Use the up and down arrows to highlight the reason then press the Spacebar.
- 7. Click OK.



The tax location is changed, and the tax amount is changed to the tax for the new location. Continue the transaction.

## Change the Tax Amount

To change the tax amount for an item:

- 1. Click Change Item Tax \$.
- 2. If necessary, select the item for which to change the tax amount:



If there is only one item in the transaction, Oracle Retail Xstore Point of Service will immediately select that item (go to Step 3).

- Click the item in the View Port.
- Use the up and down arrows to highlight the item in the View Port.
- 3. Press Enter.

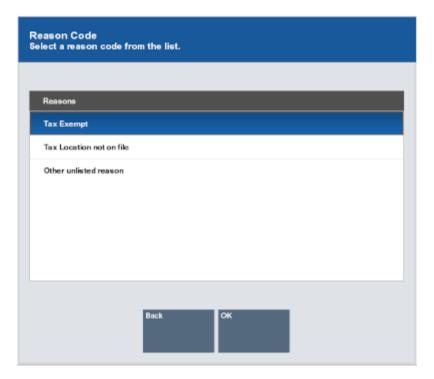
Xstore Point of Service prompts for the new tax amount.

Figure 9-9 Tax Amount Prompt



- 4. Enter the new amount of tax for the item.
- 5. Press Enter.

Figure 9-10 List of Tax Change Reasons



- 6. If necessary, select the reason for the tax amount change:
  - Click the reason.
  - Use the up and down arrows to highlight the reason then press the Spacebar.
- 7. Click OK.

The tax amount for the item is changed. Continue the transaction.

## Change the Tax Percentage

To change the tax percentage for an item:

- 1. Click Change Item Tax %.
- 2. If necessary, select the item for which to change the tax percentage:



If there is only one item in the transaction, Oracle Retail Xstore Point of Service will immediately select that item (go to Step 3).

- Click the item in the View Port.
- Use the up and down arrows to highlight the item in the View Port.
- Press Enter.

Xstore Point of Service prompts for the new tax percentage:

- If you are prompted to enter a new amount, continue with Step 4.
- If you are prompted to select a tax group, continue with Step 4.

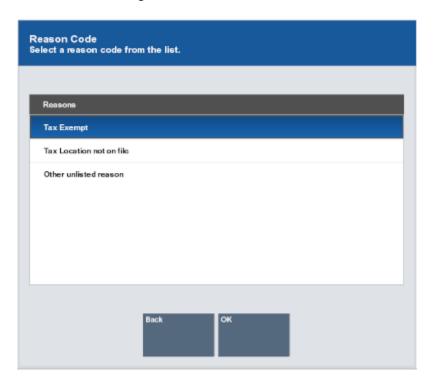


Figure 9-11 Tax Percentage Prompt



- 4. Enter the new percentage of tax for the item.
- Press Enter. Continue with Step 8.
- 6. Select the new tax group:
  - Click the tax group.
  - Use the up and down arrows to highlight the tax group.
- 7. Click OK.

Figure 9-12 List of Tax Change Reasons



- **8.** If necessary, select the reason for the tax percentage change:
  - Click the reason.
  - Use the up and down arrows to highlight the reason then press the Spacebar.
- 9. Click OK.

The tax percentage for the item is changed. Continue the transaction.

## Exempt an Item from Tax

To set an item as tax exempt:



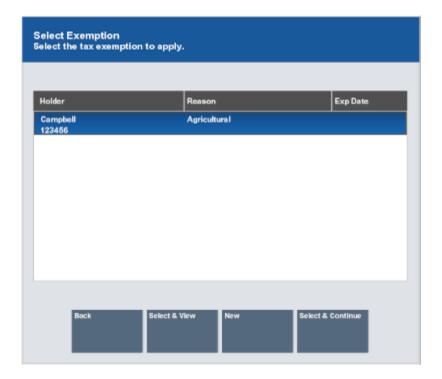
- Click Exempt Item Tax.
- 2. If necessary, select the item to exempt from tax:

Note:

If there is only one item in the transaction, Oracle Retail Xstore Point of Service will immediately select that item (go to Step 3).

- Click the item in the View Port.
- Use the up and down arrows to highlight the item in the View Port.
- **3.** If necessary, pick the tax to exempt from a list of taxes:
  - Click the tax.
  - Use the up and down arrows to highlight the tax.
- 4. If you selected a tax to exempt, click **OK**.
- **5.** Perform the appropriate next step:
  - If necessary, associate a customer with the transaction.
  - If the customer has a tax exemption associated with their account, continue with Step 6.
  - If the customer does not have a tax exemption associated with their account, continue with Step 8.
- **6.** If necessary, select the tax exemption certificate to apply to the transaction:

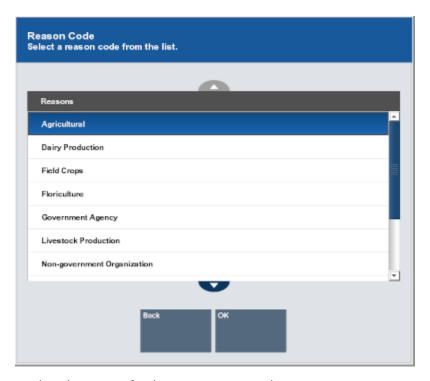
Figure 9-13 List of Tax Exemptions On File for Customer





- Click the tax exemption certificate.
- Use the up and down arrows to highlight the tax exemption certificate.
- 7. Select the appropriate option:
  - Click Select & Continue to apply the selected tax exemption certificate to the item and continue the transaction. An "E" appears next to the item in the View Port.
  - Click Select & View to view the selected tax exemption certificate and, if necessary, make changes (see Step 10).
  - Click New to enter a new tax exemption certificate. Continue with Step 8.

Figure 9-14 Tax Exempt Reasons



- 8. If necessary, select the reason for the tax percentage change:
  - Click the reason.
  - Use the up and down arrows to highlight the reason then press the Spacebar.
- 9. Click OK.



Figure 9-15 Customer Tax Exempt Form



#### **10.** Enter the tax exemption information:

Note:

Depending on the configuration of your system, the fields in the tax exemption entry form may be different that those listed.

A red triangle appears in the upper-left corner of required fields.

- Certificate #: ID number for the tax exemption certificate.
- Certificate Holder: Entity that owns the tax exemption certificate.
- State: State or province where the certificate is valid.
- Expiration Date: Certificate expiration date.

#### 11. Click Save Changes.

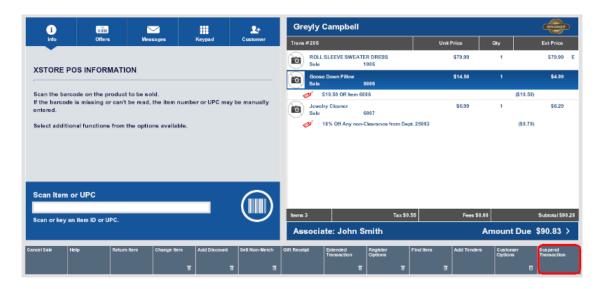
The tax exemption is applied to the item. Continue the transaction. An "E" appears next to the item in the View Port.

# Suspend a Transaction

Click **Suspend Transaction** to suspend a transaction so that it can be resumed later.



Figure 9-16 Suspend Transaction Option



The system may print a receipt for the suspended transaction. It can be used by the customer to resume their transaction when they return.

Xstore Point of Service returns to the Register screen.

## Resume a Transaction

1. Click Resume Transaction.

Xstore Point of Service opens a list of suspended transactions.

- Select the transaction to resume:
  - Click the transaction. Continue with Step 3.
  - Use the up and down arrows to highlight the transaction. Continue with Step 3.
  - Scan the suspended transaction receipt barcode. Continue with Step 4.
- 3. Click OK.
- 4. If the system is an airside location, scan the customer's boarding pass.

The transaction resumes. Continue the transaction.

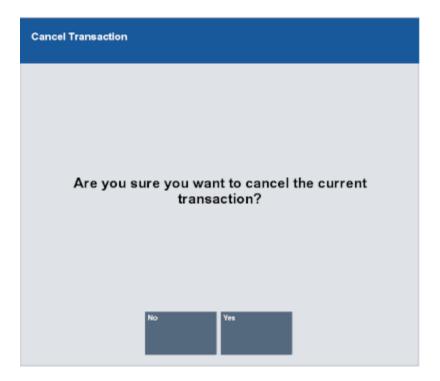
## **Cancel a Transaction**

To cancel a transaction:

- 1. At any point in a transaction, press Esc until you return to the initial sale screen.
- 2. Cancel the sale:
  - Click Cancel Sale.
  - Press Esc.

If there are items in the sale, Xstore Point of Service prompts whether to cancel the sale.

Figure 9-17 Cancel Sale



- 3. Click Yes.
- 4. If necessary, select the reason for cancelling the sale:
  - Click the reason.
  - Use the up and down arrows to highlight the reason then press the Spacebar.
- 5. Click OK.

The transaction is cancelled.

## Send Sale Transactions

A send sale item is an item that must be shipped to a customer-specified, off-site location after it is purchased.

Send sales are like special orders and orders because each of these transaction types may involve the direct shipment of a purchased item to a customer or third party. A send sale, however, implies that the item is in the store's saleable inventory when the purchase is made and is available at the time of purchase.

Send Sales tendered with Pay By Link (Customer Not Present) that are awaiting payment or are voided due to the PBL expiring, are listed in the Message Window on the home screen.



A send sale must be paid for in full at the time of purchase. Special orders and orders may have more flexible payment options.

 To create a send sale the user would enter the ship-to address and select a shipping method (if required) during the sale transaction. After the sale is completed, a shipping document is created automatically and must be processed as a separate step in Send Sale Shipping handled outside of the sale.

Refer to the *Oracle Retail Xstore Point of Service Classic Shipping, Receiving, and Inventory Guide* for more information about completing the shipping document.

## Create a Send Sale

To create a new send sale:

1. Click **Extended Transaction** in the Register Sale screen.

Figure 10-1 Extended Transaction Menu Buttons



- 2. Click Send Sale.
- 3. Click New Send Sale.
- 4. If a customer is not associated with the transaction, add a customer. See Associate a Customer with the Transaction in Customer Maintenance.
- 5. If the customer has previous send sales, indicate whether to use a previous destination address:
  - Click Skip to enter a new destination. Continue with Step 7.

- Select the destination in the list then click OK.
  - Click the destination.
  - Use the up and down arrows to highlight the correct destination, then press the Spacebar.
- 6. Enter the destination information for the new send sale by doing one of the following:
  - Enter Address Information Enter the address information manually.
  - Search for a Customer Search for a recipient that has a customer record.
- 7. Enter an into the transaction. See Entering Items in Basic Transaction Entry.



The system validates every item to ensure that it meets the requirements for send sale items.

- 8. If necessary, enter an originating inventory location:
  - Select the originating inventory location.
  - b. Press Process.
- If necessary, add a new send sale, or edit an existing send sale. See Add or Edit a Send Sale.

Continue the transaction.

- **10.** When you are finished adding send sale items, you have the following options to complete the transaction:
  - Select the Add Tenders option or press Enter to tender and complete the sale.
  - Select the Exit Send Sale option to return to the Register Sale screen where you can continue selling items.

#### Further information on Pay By Link (Customer Not Present)

If the new tender **Pay By Link (Customer Not Present)** is used, then there will be a slightly different flow for the **Send Sale** - see Pay By Link (Customer Not Present) in the Processing Tenders chapter, for details on how to use this tender.

If the customer is not at the store but is on the phone to the cashier creating the Send Sale, then the customer will have to tender using one of the Customer Not Present Payments (CNP) tenders.

The **Send Sale** cannot be part of a mixed sale transaction with regular sale items when using the tender PBL.

When tendering with PBL no other tenders can be used. Split tenders is not allowed with PBL.

When the **Send Sale** transaction is completed, since the customer has only been emailed a PBL link to complete the payment, and has not yet completed the payment, then the **Send Sale** is updated to a new status **Awaiting Payment** (and not to the **Closed** status). Whilst in this status, the Send Sale cannot be confirmed as shipped to the customer. When in this status the shipping documents cannot be processed for the send sale.

When Xstore receives the Pay By Link payment confirmation from the payment provider, Xstore will set the status to be **Closed**, thus allowing the shipping documents to be processed and the **Send Sale** items to be shipped. Refer to the *Oracle Retail Xstore Point of Service* 



Classic Shipping, Receiving, and Inventory Guide for more information about completing the shipping document.

If the Pay By Link payment expires, without successful completion of the payment, then the **Send Sale** is automatically voided by Xstore.

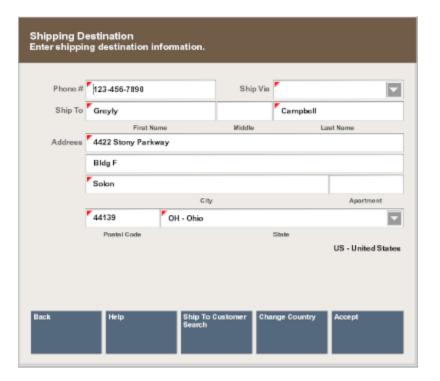
### **Enter Address Information**

To enter address information into the destination information, do the following:



In a new send sale, the fields may be initially populated with the address information for the customer associated with the transaction.

Figure 10-2 Shipping Destination Information Form - Auto-populated Customer Info



1. Enter the address information:



Required fields have a red triangle in the upper-left corner.

- Phone # Phone number for the recipient.
- Ship To Name of the recipient of the send sale:



- First First name.
- M.I. Middle initial.
- Last Last name.
- Address Address for the recipient of the send sale:



If Address Lookup is available, on your system, use it to quickly look up the address.

- First line of the street address.
- Second line of the street address.
- Zip Postal or zip code.
- State State or province.
- City Recipient city.
- Apt Apartment.
- Country Country for the recipient. See Change Country in Documentation and Screen Conventions.
- **Ship Via** Shipper. This field is only available if enhanced send sale processing is enabled.
- 2. Click Accept.

The transaction continues.

## Search for a Customer

To search for a customer to receive the send sale:

1. Click Ship to Customer Search.



If Address Lookup is enabled, the **Ship To Customer Search** button will not be displayed.

Perform a customer search. See Associate a Customer with the Transaction in Customer Maintenance.

After selecting the customer, the transaction continues.

## Add or Edit a Send Sale

To add a new send sale to a transaction or edit an existing send sale:

- 1. Click Extended Transaction in the Register Sale screen.
- 2. Click Send Sale.



#### 3. Click Edit Sale.

Xstore Point of Service displays a list of existing send sales.

- **4.** Do one of the following:
  - Click Set Up New to add a new send sale. Continue with Step 5 in Create a Send Sale.
  - Select the send sale to edit:

#### 5. Click Select & Continue.

Continue with Step 6 in Create a Send Sale.



# **Layaway Transactions**

A layaway item is a sale item that cannot be taken from a store when it is purchased. The customer often not pay the entire cost of the item at that time. Instead, the store reserves the item for the customer until the customer pays for the item in full.

Usually, the customer is required to fully pay for the items in a layaway within a specified time period. Once an item in a layaway has been fully paid, the customer takes possession of it from the store.

A layaway account is a customer account that includes one or more layaway items. A layaway account for which the customer does not pay the requisite amount within a given time frame is considered delinquent; the items in the layaway are restocked as saleable inventory and any non-refundable deposit or setup fees are kept by the store. Any refundable deposits or setup fees are reserved for the customer.

Xstore Point of Service can be configured to allow Single or Multiple layaway accounts for a customer:

- In a Single layaway configuration, a customer may have only one active account, and all items purchased on a layaway basis are assigned to that account.
- In a Multiple layaway configuration, a customer may have more than one layaway active account.



For more information about layaways and layaway processing options in Xstore Point of Service, see *Oracle Retail Xstore Point of Service Classic Manager's Guide*.

# Create a Layaway

To create a layaway:

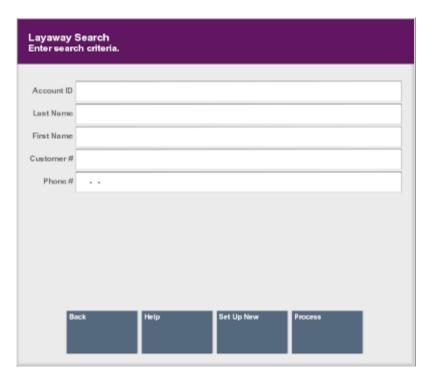
1. Click Extended Transactions in the Register Sale screen.

Figure 11-1 Extended Transaction Menu Buttons



Click Layaway.

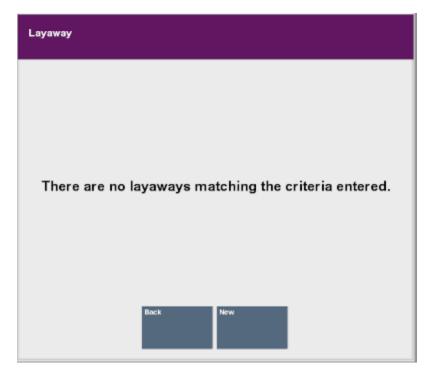
Figure 11-2 Layaway Search



3. Enter criteria to search for an existing layaway.

Xstore Point of Service will open a prompt listing open layaways for the customer, or an indication that there are no open layaways.

Figure 11-3 No Matching Layaways



**4.** Choose the correct option:

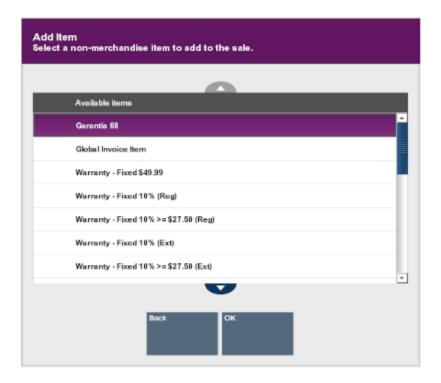
Click Set Up New if the customer has open layaways.



If the customer has an existing layaway account and Xstore Point of Service is configured for a Single layaway account, a new layaway cannot be created.

- Click New if there are no layaways associated with the customer, or no customer has been associated with the transaction.
  - If no customer is associated with the transaction, perform a Associate a Customer with a Transaction and associated a customer with the transaction.
- 5. Add items to the transaction:

Figure 11-4 Sell Non-Merch Items



Note:

If an item cannot be added to a layaway, the system prompts with a message or reason the item is ineligible.

- Entering Items
- · Add Wish List Items to a Transaction
- Add Digital Cart Items to a Transaction

While Xstore Point of Service is in layaway mode, all items entered are entered as layaway items. The View Port only shows items and information for the current layaway transaction while in layaway mode.



If adding an item would exceed the total amount or item quantity permitted in a layaway, Xstore Point of Service displays a warning message. Click **OK** to confirm the message, then either complete the layaway or remove items to add additional items.

- 6. After entering all the items, do one of the following:
  - Click Exit Layaway to exit layaway mode and perform additional transaction processing.
  - Click Complete Transaction or Add Tenders to tender the transaction. See Processing Tenders.

Xstore Point of Service prompts for a deposit amount.

Figure 11-5 Deposit Amount Prompt



- 7. If necessary, change the layaway deposit amount.
- 8. Press Enter.
  - If the entered deposit amount is less than the minimum deposit amount, Xstore Point
    of Service opens a warning prompt. Click OK and return to Step 7 to enter a larger
    deposit.
  - If you changed the deposit amount was changed in Step 7, Xstore Point of Service prompts whether to continue with a deposit amount other than the default.
    - Click Yes to continue the transaction.
    - Click No to return to Step 7 and enter a new amount.
- 9. If Xstore Point of Service prompts for the number of days in the payment period:
  - a. Enter the number of days in the payment period.
  - b. Press Enter.



Xstore Point of Service displays a confirmation prompt if the entered number exceeds to maximum payment period. Click **OK** and enter a new payment period.

Figure 11-6 Layaway Payment Periods



- 10. If Xstore Point of Service prompts for the number of payment periods:
  - Enter the number of payment periods.
  - b. Press Enter.



Xstore Point of Service displays a confirmation prompt if the entered number exceeds the maximum number of payment periods. Click **OK** and enter a new payment period.

- **11.** Select an option to continue the transaction:
  - Click Exit Layaway to continue adding non-layaway items to the transaction.
  - Click Complete Transaction to proceed to tendering.

## Open a Layaway

To open an existing layaway:

- 1. Click Extended Transactions in the Register Sale screen.
- 2. Click Layaway.

Xstore Point of Service will open a prompt listing open layaways for the customer, or an indication that there are no open layaways:

- Select the layaway:
  - Click the layaway.
  - Use the up and down arrows to highlight the correct layaway, then press the Spacebar.

Continue with Step 6.

- Scan the customer's layaway receipt. Continue with Step 7.
- Click Layaway Search to search for a layaway. Continue with Step 3.
- 3. Enter the search criteria:
  - Layaway ID ID of the layaway.
  - Last Name Last name of the customer associated with the layaway.
  - First Name First name of the customer associated with the layaway.
  - Customer ID ID of the customer associated with the layaway.
  - Phone # Phone number of the customer associated with the layaway.
- 4. Click Process.



The system displays a list of all layaways that match the entered criteria.

- Select the layaway:
  - Click the layaway.
  - Use the up and down arrows to highlight the correct layaway, then press the Spacebar.
- 6. Click Select & Continue.
- 7. Perform the appropriate action:
  - TBD actions needed

## Layaway Payment

Customers may need to may regular payments to their layaway account between setting up and picking up the layaway. To add a layaway payment to a transaction:

- 1. Open a Layaway
- Click Make Payment.
- If necessary, change the amount of the payment.
- 4. Press Enter.
  - If the entered amount is less than the recommended amount, Xstore Point of Service prompts whether to continue the transaction.
    - Click Yes to continue the transaction.
    - Click No to return to Step 3 and enter a new amount.
  - If the entered amount is less than the minimum payment amount, Xstore Point of Service opens a prompt indicating the amount is too low. Click OK to return to Step 3.

The payment amount is added to the transaction. Continue the transaction.

## Pick Up Layaway Items

To pick up items in a layaway:

- Open a Layaway
- Click Pick Up Item.

Xstore Point of Service displays a list of items in the transaction.

- 3. Select the items to be picked up:
  - Click the items.
  - Use the up and down arrows to highlight each item, then press the Spacebar.
  - Click Pick Up All to select all items.
- 4. Click Select & Continue.

Each selected item is listed as Picked-Up in the View Port.

- Select an option to continue the transaction:
  - Click Exit Layaway to continue adding non-layaway items to the transaction.
  - Click Complete Transaction to proceed to tendering.



# Add Items to an Existing Layaway

To add items to a layaway that was created in a previous transaction:

- 1. Open a Layaway
- 2. Enter the items:
  - Scan each item.
  - Enter each item ID and press Enter.
- 3. Select an option to continue the transaction:
  - Click Exit Layaway to continue adding non-layaway items to the transaction.
  - Click Complete Transaction to proceed to tendering.

# Edit Items in a Layaway

To change the items assigned to a layaway:

- 1. Open a Layaway
- 2. Click Edit Account.

The Edit Account Menu Options window opens.

- 3. Perform the appropriate action:
  - Add Coupon Add a coupon to a layaway.
  - Add Discount Add a discount to a layaway.
  - Change Item Make a change to a layaway item.
- 4. Repeat Steps 2 to 3 for each action to perform.
- **5.** Select an option to continue the transaction:
  - Click Exit Layaway to continue adding non-layaway items to the transaction.
  - Click Complete Transaction to proceed to tendering.

## Add Coupon

To add a coupon to a layaway:

- Click Add Coupon in the Edit Account Menu Options window.
- **2.** Enter the coupon:
  - Scan the coupon.
  - Enter the coupon ID and press Enter.

The coupon is applied to the layaway.

### Add Discount

To add a discount to a layaway:

- 1. Click Add Discount in the Edit Account Menu Options window.
- 2. Select the type of discount to add:



- Click Add Item Discount to add an item discount.
- Click Add Group Discount to add a group discount.
- 3. Perform the appropriate procedure in Discounts and Awards:
  - Item Discount
  - Group Discount

## Change Item

To change an item in a layaway:

- Click Change Item in the Edit Account Menu Options window.
- Select the appropriate option in the Menu Buttons. See Modify a Line Item for information about the available options and procedures.

# Cancel a Layaway

To cancel a layaway:

- 1. Open a Layaway
- Click Cancel Layaway.

A confirmation prompt opens.

- 3. Indicate whether the customer is present:
  - Click Yes if the customer is present.
  - Click No if the customer is not present.

If the customer is present, a second confirmation prompt opens.



If the customer is not present, the layaway cannot be cancelled in register mode. See *Oracle Retail Xstore Point of Service Classic Manager's Guide* for more information.

- 4. Indicate whether to cancel the layaway:
  - Click Yes to cancel the layaway.

The layaway is canceled and the refund amount is applied to the transaction.

Click No to return to the layaway without canceling it.

## Add a Comment

To add a comment to a layaway:

- 1. Open a Layaway
- Click Edit Account.
- 3. Click Add Comment.

A comment entry window opens.



- 4. Enter the text of the comment.
- 5. Click OK.

The comment is added to the layaway.

### **View Comments**

To view the comments for a layaway:

- 1. Open a Layaway
- Click Edit Account.
- Click More.
- Click View Comments.

The comments for the layaway are displayed in the Message Window.

## View Layaway Payment History

To view the payment history for a layaway account:

- 1. Open a Layaway
- Click Layaway Details.
- 3. Click View Payment History.

Xstore Point of Service opens a window showing the payment history for the account:

- Date Date of the payment.
- Status Status of the account when the payment was made.
- Type Type of payment.
- Item ID Item ID for the payment type.
- Amount Amount of the payment.
- Store ID of the store.
- Reg ID of the register.
- Tran Seq Sequence number of the transaction.
- 4. Click **Back** to return to the layaway.

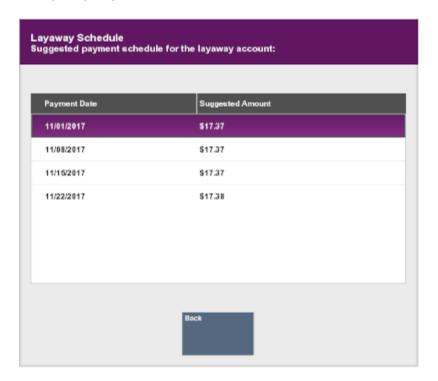
# View Layaway Payment Schedule

To view the payment schedule for a layaway account:

- Open a Layaway
- 2. Click Layaway Details.
- Click View Payment Schedule.



Figure 11-7 Layaway Payment Schedule



Xstore Point of Service opens a window showing the payment schedule for the account:

- Payment Date Due date for the payment.
- Suggested Amount Suggest amount for the payment.
- 4. Click **Back** to return to the layaway.

# View Layaway Activity History

To view the activity history for a layaway account:

- Open a Layaway
- Click Layaway Details.
- Click View Activity History.

Xstore Point of Service opens a window showing the history of all actions performed on the account:

- Date Date of the payment.
- Status Status of the account when the action was performed.
- Type Type of activity.
- Item ID Item ID for the action, or the ID of the item used in the action.
- Amount Amount of the activity.
- Store ID of the store.
- Reg ID of the register.
- Tran ID ID of the transaction.



4. Click **Back** to return to the layaway.

# **Automatic Prompts for Accounts Requiring Attention**

When you associate a customer with a sale transaction, the system may determine that the customer has a layaway account that requires attention. In this case, the system may display a prompt indicating that action is required on the layaway account. These prompts can include

- A layaway payment is due. If this is the case, indicate whether the layaway payment should be added to the current transaction.
- A layaway payment is overdue. If this is the case, indicate whether the layaway payment should be added to the current transaction.



This may include an overdue payment fee.

 Layaway items are available for pickup. Indicate whether the items should be picked up in the current transaction.



# **Special Orders**

A Special Order transaction is typically performed when a customer wants to purchase an item that is not currently available in the store. The item may be out of stock or unavailable for any reason. A special order item may be any saleable item from the store's inventory. Non-inventory items may also be special-ordered if your store policy permits it.

When an item is out of stock, the customer cannot take possession of the item immediately, so the store orders it from a vendor, warehouse, or another store. When the special order item arrives in the store, it is shipped to the customer or the customer is notified to pick it up at the store.

The Special Order function includes the order-entry process for a special order item, entering the related customer information, and processing any special fees that may be associated with the special order.

# Create a Special Order

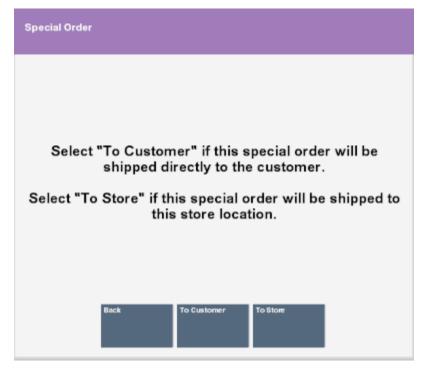
To create a new special order:

- Click Extended Transactions in the Register Sale screen.
- Click Special Order.

Xstore Point of Service will open a prompt listing open special orders for the customer, or an indication that there are no open special orders.

- 3. Perform the appropriate action:
  - Click New if no customer is associated with the transaction. Continue with Step 4.
  - Click Set Up New if a customer is associated with the transaction. Continue with Step 5.
- 4. Associate a customer with the transaction. See Associate a Customer with a Transaction.

Figure 12-1 Special Order Shipping/Pick Up Options



- 5. Select the destination for the special order:
  - To Customer Ship the order directly to the customer. Continue with Step 6
  - **To Store** Ship the order to the local store where the customer will pick it up. Continue with Step 8.
- **6.** If necessary, enter or update the shipping information for the customer:



If your system is configured to provide Address Lookup functionality, an **Address Lookup** button will be available to allow you to quickly look up customer addresses using minimal information.

- Send To Name of the customer.
  - First First name.
  - Middle Middle initial.
  - Last Last name.
- Address Shipping address.

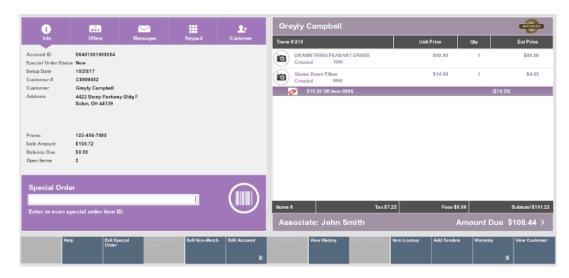


The fields in this section will depend upon configuration and nationality.

First line of the shipping address.

- Second line of the shipping address.
- Zip Zip or postal code.
- State State or province.
- City City name.
- Apt Apartment.
- Country Country name. Click the Change Country button to change this value. See Change Country.
- Ship Via Name of the shipping company.
- Click Process.
- 8. Enter the items for the special order. See Entering Items.

Figure 12-2 Special Order Screen



9. If necessary, enter the expected arrival date for the order, then press Enter.

Figure 12-3 Expected Receipt Date Prompt



- 10. Click the appropriate option:
  - Click Exit Special Order to exit special order mode and perform additional transaction processing.
  - Click Complete Transaction to proceed to tendering after completing the special order.
- 11. If necessary, enter the amount of the special order deposit, then press Enter.



Figure 12-4 Special Order Deposit Prompt





This option is only available if you clicked **To Store** in Step 5. Items that are shipped to the customer must be paid in full in the same transaction in which the order is created.

- If you clicked **To Store** in Step 5, special order creation is complete. Continue the transaction.
- If you clicked To Customer in Step 5, continue with Step 12
- **12.** If necessary, click **OK** to confirm that a shipping fee has been added to the special order. Continue the transaction.

# Open an Existing Special Order

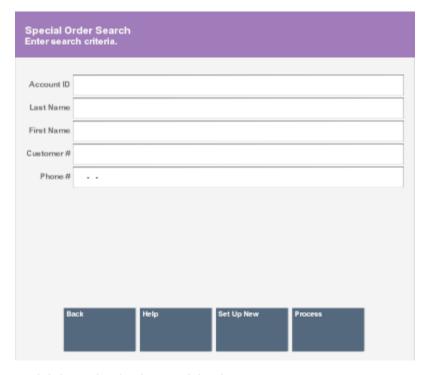
To open an existing special order:

- 1. Click Extended Transactions in the Register Sale screen.
- 2. Click Special Order.

Xstore Point of Service will open a prompt listing open special orders for the customer, or an indication that there are no open special orders.

- To select the special order from the list, continue with Step 6.
- To search for the special order, continue with Step 3.
- 3. If necessary, click Special Order Search.

Figure 12-5 Special Order Search



4. Enter the search information for the special order:

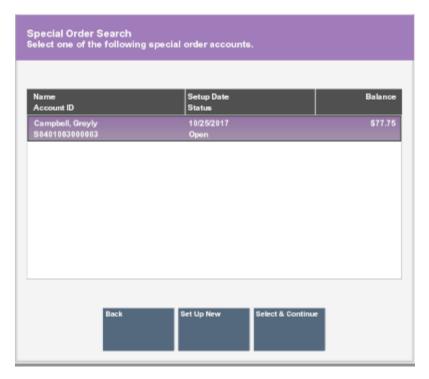


You can also scan the receipt for the special order to open it.

- Account ID ID of the special order.
- Last Name Last name of the customer associated with the special order.
- First Name First name of the customer associated with the special order.
- Customer # ID of the customer associated with the special order.
- **Phone** # Phone number of the customer associated with the special order.
- 5. Click Process.

A list of special orders matching the entered criteria opens.

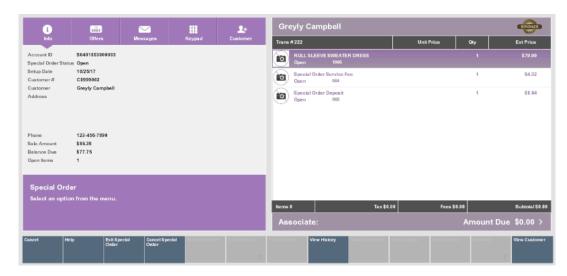
Figure 12-6 Special Order Search List



- 6. If necessary, select the special order in the list:
  - Click the special order.
  - Use the up and down arrows to highlight the correct special order, then press the Spacebar.
- 7. Click Select & Continue.

The special order opens.

Figure 12-7 Special Order Account Screen





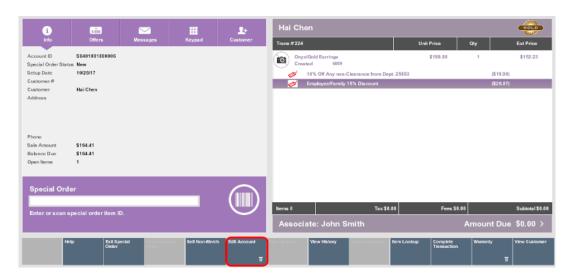
# **Modify Special Order Items**

Changes can be made to items in a special order.

To make changes to special order items:

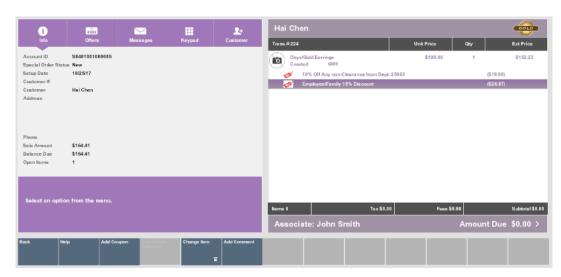
1. If necessary, Create a Special Order.

Figure 12-8 Special Order Edit Account Option



Click Edit Account.

Figure 12-9 Special Order Edit Account Options



- 3. Perform the appropriate action:
  - Change the Item Expected Date
  - Make changes to the line items. See Processing Tenders for more information about changing items in a transaction.

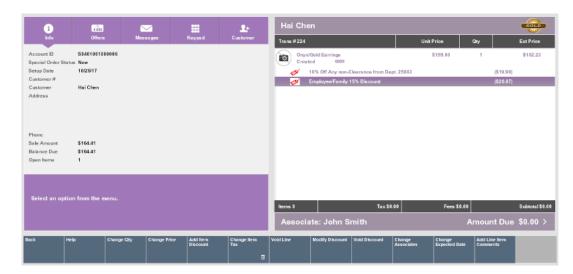


## Change the Item Expected Date

To change the expected date for an item:

Click Change Item.

Figure 12-10 Special Order Change Item Options



- 2. Click Change Expected Date.
- 3. Select the item in the View Port:
  - Click an item.
  - Use the up and down arrows to select an item, then press the Spacebar to highlight it.
- **4.** Enter the expected arrival date for the item.

Figure 12-11 Special Order Item Expected Date



Press Enter.

The expected arrival date for the item is changed.

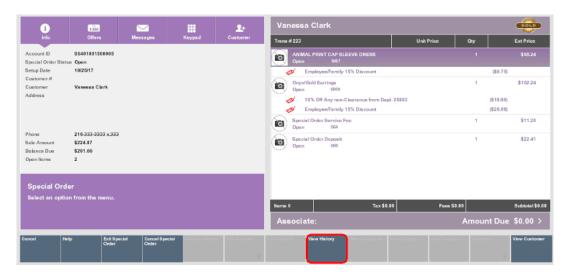
# View Special Order History

To view the customer's special order history:

- Create a Special Order or Open an Existing Special Order.
- Click View History in the special order screen.

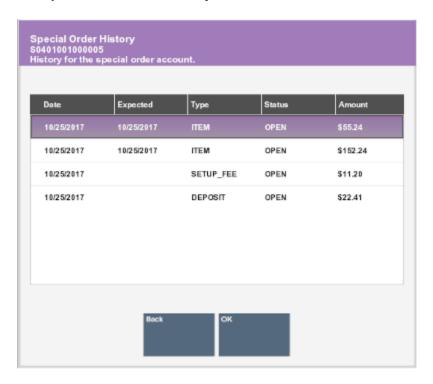


Figure 12-12 Special Order View History Option



Xstore Point of Service opens a window displaying the previous special order activities associated with the customer.

Figure 12-13 Special Order View History



The following information is shown for each special order:

- Date Date the special order was created.
- Expected Expected delivery date for the special order.
- Type Type of activity.

- Status Status of the special order.
- Amount Amount associated with the activity.
- 3. Click **OK** to close the window and return to the special order.

## Pick Up a Special Order

When a customer arrives at a store to pick up special order items, do the following:

- 1. Open an Existing Special Order.
- 2. Click Pick Up Item.
- 3. Select the items to pick up:
  - Click the item.
  - Use the up and down arrows to highlight the correct items, then press the Spacebar.
  - Click Pick Up All to select all items.
- 4. Click Select & Continue.
- 5. Click the appropriate option:
  - Click Exit Special Order to exit special order mode and perform additional transaction processing.
  - Click Complete Transaction to proceed to tendering after completing the special order.

# Cancel a Special Order

Special orders to be sent to a store can be canceled at a store. To cancel a special order:

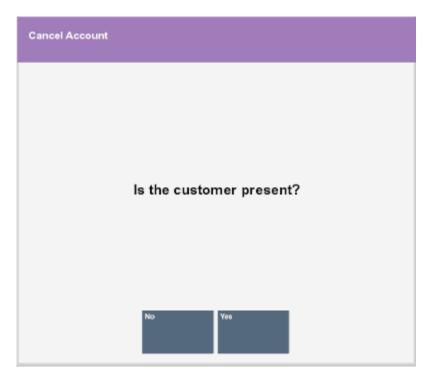


To cancel a gift registry order, assign the gift registry prior to canceling the order (see Sell Gift Registry Items).

- 1. Open an Existing Special Order.
- Click Cancel Special Order.

A confirmation prompt opens.

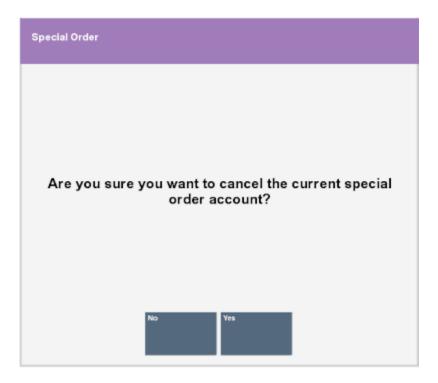
Figure 12-14 Customer Present Prompt



- 3. Indicate whether the customer is present:
  - Click Yes if the customer is present.
  - Click No if the customer is not present.

If the customer is present, a second confirmation prompt opens.

Figure 12-15 Confirm Cancelation Prompt





#### Note:

If the customer is not present, the special order cannot be cancelled in register mode. See *Oracle Retail Xstore Point of Service Classic Manager's Guide* for more information.

- 4. Indicate whether to cancel the special order:
  - Click Yes to cancel the special order.

The special order is canceled and the refund amount is applied to the transaction.

Click No to return to the special order without canceling it.



## **Work Orders**

Work orders are labor services requested by a customer and performed by the retailer or an outside contractor. They may be further sub-classified as repairs or alterations.

The system provides work order tracking functionality that allows a retailer to take in merchandise from the customer and associate it with a POS tracking record. The record identifies the product, its value, condition, customer information, and the work to be done. The kinds of work that are performed on a product are called work order tasks.

- Repair service is typically found in retail environments that sell and service watches, athletic equipment, and footwear. Repair services usually focus on the repairing, setting up, or fitting of products for the retail customer. An example of a repair is fixing a flat tire at a bicycle shop. A setup example is a Hot-Tub purchase in which installers are required to connect the filter and heating systems.
  - Repairs may vary depending on the service being performed. For instance, a sporting goods outlet may track the service associated with the sizing and drilling of a bowling ball as a repair service. The similarities of this process and their actual repair activities allow retailers to utilize the same POS function to perform multiple activities.
- Alteration services are primarily found in clothing retail locations. Retailers provide an
  important service by altering the garments that they sell to their customers. This service
  may be a billable activity to the customer, or it may be without cost. Some retailers extend
  this offer to non-customers or even to customers who have a product for alteration that
  was not purchased through a particular outlet; this is generally performed as a value-added
  service to loyal customers.
- Tasks are the detail operations that are performed on a Work Order item and can be selected from a list. The system also maintains a fixed rate of cost for the task, a description, and a free-form comment field that may be used to describe the task to be performed. For example, a comment may contain the specific text to engrave or embroider on an item.

### Create a Work Order

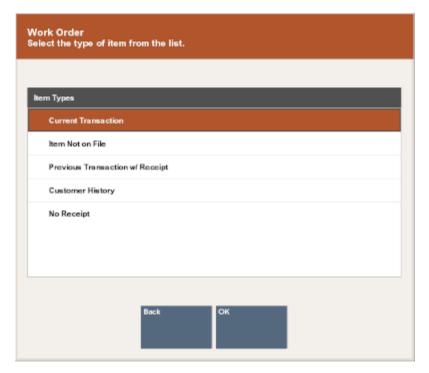
A work order must be associated with a regular sale transaction and a customer name. To create a work order:

- 1. Click **Extended Transaction** in the Register Sale screen.
- Click Work Order.

A window will open prompting for more information. The type of window will depend upon whether there is a customer currently associated with the transaction, and whether the customer currently has any work orders open.

- 3. Click Set Up New.
- 4. If necessary, associate a customer with the transaction. See Associate a Customer with a Transaction.

Figure 13-1 Work Order Item Type



- 5. Click the method to use to find the item on which the work order will be performed, then click OK:
  - Current Transaction The item is in the current sale transaction. This option is only available if there is at least one item in the current sale transaction.
    - Xstore Point of Service displays a list of items in the current transaction that are eligible for a work order. Continue with Current Transaction.
  - Item Not on File The item requiring work is not in the system.
    - Xstore Point of Service prompts for a description of the item. Continue with Item Not on File.
  - Previous Transaction w/ Receipt The item is identified on the receipt from a previous transaction.
    - Xstore Point of Service prompts you to enter information from the original transaction receipt. Continue with Previous Transaction with Receipt.
  - Customer History Find the item by searching the customer's previous purchase transaction history.
    - Xstore Point of Service displays a list of items previously purchased by the customer that are eligible for a work order. Continue with Customer History.
  - No Receipt The item has no receipt available or is not referenced on a receipt.
     Xstore Point of Service prompts for an item ID. Continue with No Receipt.

### **Current Transaction**

After selecting Current Transaction in Step 5, do the following:

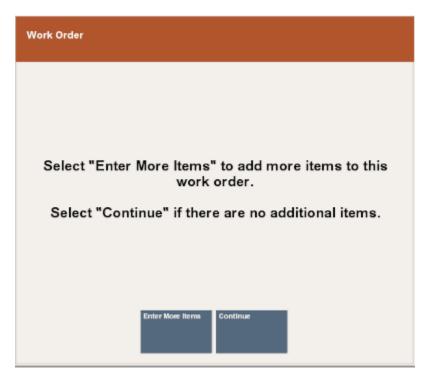
- Select the items in the Message Window.
  - Click the items.



- Use the up and down arrows to highlight the correct items and press the Spacebar.
- 2. Click OK.

Xstore Point of Service prompts whether there are additional work order items.

Figure 13-2 Work Order Prompt for Additional Work Order Items



- 3. Select whether to add additional work order items:
  - Click Enter More Items to add more work order items. Repeat Steps 1 to 3.
  - Click Continue to continue with Work Order Categories.

### Item Not on File

After selecting **Item Not on File** in Step 5, do the following:

Figure 13-3 Work Order Item Description Prompt



Enter a description of the item and press Enter.
 Xstore Point of Service prompts for the value of the item.



Figure 13-4 Work Order Item Value Prompt



2. Enter the value of the item and press Enter.

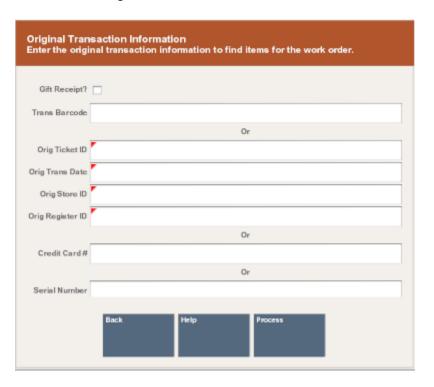
Xstore Point of Service prompts whether there are additional work order items. See Figure 13-2.

- 3. Select whether to add additional work order items:
  - Click **Enter More Items** to add more work order items. Repeat Steps 1 to 3.
  - Click Continue to continue with Work Order Categories.

## Previous Transaction with Receipt

After selecting **Previous Transaction w/ Receipt** in Step 5, do the following:

Figure 13-5 Work Order Original Transaction Search Form



- 1. Enter information about the original transaction:
  - Gift Receipt Indicates whether the receipt is a gift receipt.
  - Trans Barcode Barcode for the transaction.
  - Orig Ticket ID ID of the original ticket.
  - Orig Trans Date Date of the transaction.



- Orig Store ID ID of the store where the transaction was performed.
- Orig Register ID ID of the register that performed the original transaction.
- Credit Card # Number of the credit card used in the original transaction.
- Serial Number Serial number of the item.
- 2. Click Process.

Xstore Point of Service displays a list of items from the original transaction that are eligible for a work order.

- Select the items to add to the work order.
  - Click the items.
  - Use the up and down arrows to highlight the correct items and press the Spacebar.
- 4. Click OK.

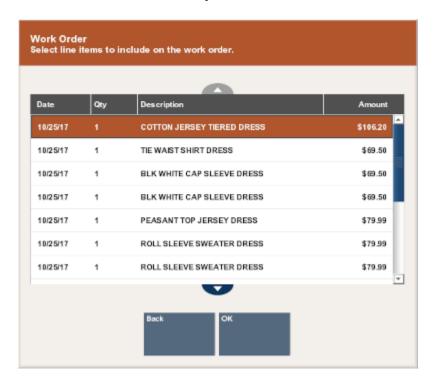
Xstore Point of Service prompts whether there are additional work order items. See Figure 13-2.

- Select whether to add additional work order items:
  - Click **Enter More Items** to add more work order items. Repeat Steps 3 to 5.
  - Click Continue to continue with Work Order Categories.

## **Customer History**

After selecting **Customer History** in Step 5, do the following:

Figure 13-6 Work Order Customer History-Previous Items Purchased



1. Select the items to add to the work order.



- Click the items.
- Use the up and down arrows to highlight the correct items and press the Spacebar.
- 2. Click OK.

Xstore Point of Service prompts whether there are additional work order items. See Figure 13-2.

- Select whether to add additional work order items:
  - Click **Enter More Items** to add more work order items. Repeat Steps 1 to 3.
  - Click Continue to continue with Work Order Categories.

## No Receipt

After selecting **No Receipt** in Step 5, do the following:

Figure 13-7 Work Order Item ID Prompt



- Enter the item:
  - Scan the item.
  - Enter the ID of the item and press Enter.



If you do not know the item ID but your system has a Work Order SKU, you can enter that instead of the actual item ID. You can also use Item Not On File functionality to capture the item information

- 2. If necessary, enter the value of the item and press Enter.
- **3.** If necessary, enter a description of the item.
- 4. Select whether to add additional work order items, see Figure 13-2:
  - Click Enter More Items to add more work order items. Repeat Steps 1 to 4.
  - Click Continue to continue with Work Order Categories.

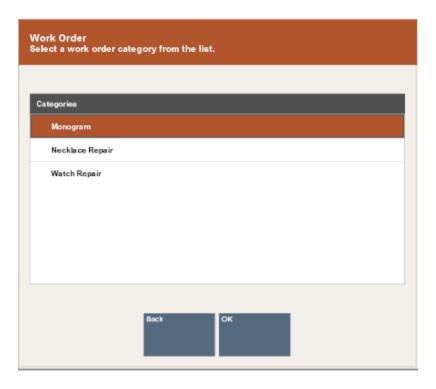
## Work Order Categories

Once you have identified the item(s) for the work order, you are prompted to select a work order category. Categories may include repairs, alterations, or any other categories that are determined by your store operations.

For example, repairs may include work order categories such as jewelry and watch repairs. Work order alterations may include categories such as men's clothing and children's clothing.

1. Select the work order category.

Figure 13-8 Work Order Categories





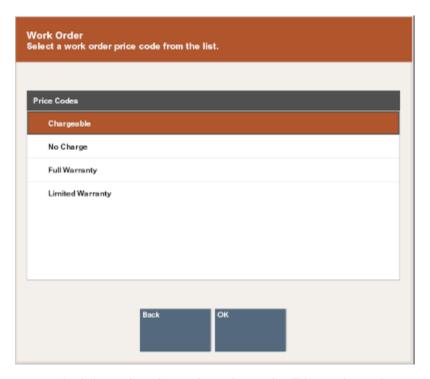
The work order categories available depend upon the configuration of your system.

2. If necessary, select or enter additional information about the work order in the prompts. For example, you may need to enter warranty information or select a work order price code.

Figure 13-9 Work Order Warranty Plan

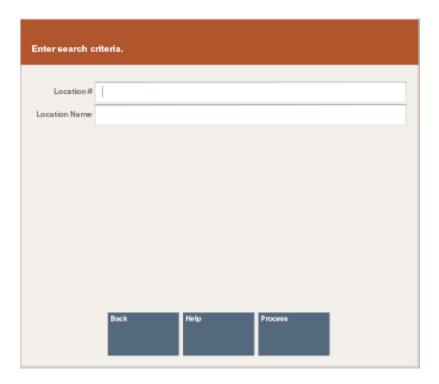


Figure 13-10 Work Order Price Code List



3. If necessary, enter the information about where the work will be performed:

Figure 13-11 Work Order Location Search Form

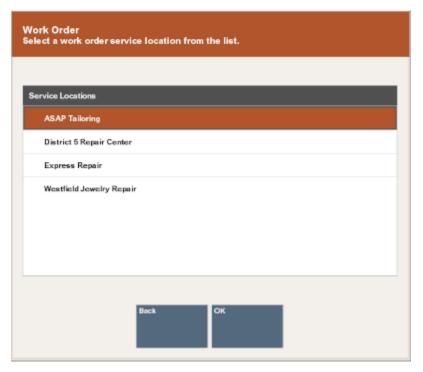


- Enter the location information, then click **Process**:
  - Location # ID for the location.



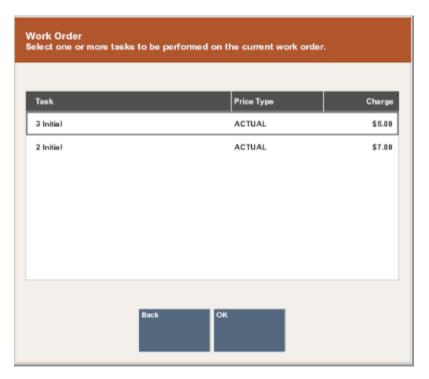
- Location Name Name of the location.
- Continue with Step 5.
- Leave the fields blank and click Process to view a list of available service locations.
   Continue with Step 4.

Figure 13-12 Work Order Vendor List



- **4.** If necessary, select the location where the work will be performed, then click **OK**:
  - · Click the location.
  - Use the up and down arrows to highlight the correct location and press the Spacebar.

Figure 13-13 Work Order Tasks List



- **5.** Select the tasks to be performed on the item:
  - Click the task.
  - Use the up and down arrows to highlight the correct task and press the Spacebar.



A task may not have a cost associated with it. If it does not have a cost, it may be an estimate. Estimates must be converted to actual amounts before the customer can pick up the item. Price categories such as No Charge and Warranty have zero amounts in the Charge column on the Task List form.

6. Click OK.

The work order appears in the View Port.

Figure 13-14 Work Order Summary Information



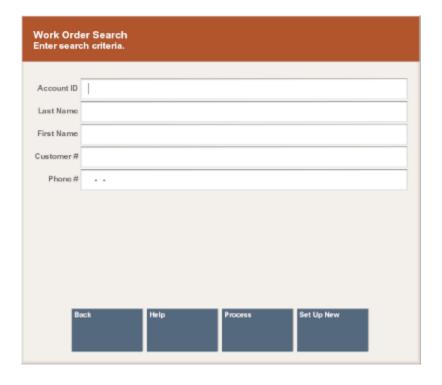
- 7. Click the appropriate option:
  - Click Exit Work Order to exit work order mode and perform additional transaction processing.
  - Click Complete Transaction to proceed to tendering.

# Open a Work Order

To open a work order:

- 1. Click **Extended Transaction** in the Register Sale screen.
- Click Work Order.

Figure 13-15 Work Order Search Form





- If no customer is associated with the transaction, Xstore Point of Service prompts for the work order information. Continue with No Customer Associated with the Transaction.
- If a customer is associated with the transaction, continue with Customer Associated with the Transaction.

### No Customer Associated with the Transaction

To open a work order when there is no customer currently assigned to a transaction:

- 1. Enter the work order information:
  - Scan the work order receipt.

The work order opens. Continue the transaction.

- Enter the search criteria for the work order:
  - Account ID ID of the work order.
  - Last Name Last name of the customer associated with the work order.
  - First Name First name of the customer associated with the work order.
  - Customer # ID of the customer associated with the work order.
  - Phone # Phone number of the customer associated with the work order.
- Click Process.

Xstore Point of Service displays a list of work orders matching the entered criteria.

- Select the work order:
  - Click the work order.
  - Use the up and down arrows to highlight the correct work order and press the Spacebar.
- 4. Click Select & Continue.
- If necessary, associate a customer with the transaction. See Associate a Customer with the Transaction.

Continue the transaction.

### Customer Associated with the Transaction

To open a work order when a customer is assigned to a transaction:

- If Xstore Point of Service indicates that there is no work order associated with the customer, go to Step 1.
- If one or more work orders is associated with the customer, Xstore Point of Service displays a list of those work orders. Go to Step 3.
- 1. Click Search.

Xstore Point of Service opens a work order search form. See Figure 13-15.

- **2.** Enter the work order information:
  - Scan the work order receipt.

The work order opens. Continue the transaction.

• Enter the search criteria for the work order:



- Account ID ID of the work order.
- Last Name Last name of the customer associated with the work order.
- First Name First name of the customer associated with the work order.
- Customer ID ID of the customer associated with the work order.
- Phone # Phone number of the customer associated with the work order.

Xstore Point of Service displays a list of work orders matching the entered criteria.

- 3. Select the work order:
  - Click the work order.
  - Use the up and down arrows to highlight the correct work order and press the Spacebar.
- 4. Click Select & Continue.

The work order opens. Continue the transaction.

# Modify a Work Order

To modify a work order:

1. If necessary, Open a Work Order.

Figure 13-16 Work Order Modify Options



- 2. Click the appropriate option:
  - Click Item Maint to enter Item Maintenance.
  - Click Task Maint to enter Task Maintenance.
  - Click Parts Maint to enter Parts Maintenance.
  - Click Work Order Maint to enter Work Order Maintenance.
  - You can also Edit a Line Item in a work order.

The Menu Buttons provide task maintenance options.

### Item Maintenance

The item maintenance functions allow you to change the work order item information by adding new items, deleting items from the work order, or editing an item's value and description. The items may come from several different sources including the current transaction, a previous transaction (with or without a receipt), customer history, or it may be an item not found in the database.

Figure 13-17 Work Order Item Maintenance Options



The following actions can be performed on work order items:

- Add an Item
- Delete an Item
- Edit an Item Value
- · Edit an Item Description

#### Add an Item

To add an item to a work order:

- 1. Click Add Item. See Figure 13-17.
- 2. Select the method used to find the item on which the work order will be performed. See Figure 13-1.
  - Current Transaction The item is in the current sale transaction. This option is only available if there is at least one item in the current sale transaction.
    - Xstore Point of Service displays a list of items in the current transaction that are eligible for a work order. Continue with Current Transaction.
  - Item Not on File The item requiring work is not in the system.
    - Xstore Point of Service prompts for a description of the item. Continue with Item Not on File.
  - Previous Transaction w/ Receipt The item is identified on the receipt from a previous transaction.
    - Xstore Point of Service prompts you to enter information from the original transaction receipt. Continue with Previous Transaction with Receipt.
  - Customer History Find the item by searching the customer's previous purchase transaction history.
    - Xstore Point of Service displays a list of items previously purchased by the customer that are eligible for a work order. Continue with Customer History.
  - No Receipt The item has no receipt available or is not referenced on a receipt.

Xstore Point of Service prompts for an item ID. Continue with No Receipt.

After performing the appropriate procedure, continue the transaction.

#### Delete an Item

To delete an item from a work order:

1. Click Delete Item.



This option is only available when there are two or more items on the work order.

Xstore Point of Service displays a list of items in the transaction.

- Select the item to delete:
  - Click the item.



- Use the up and down arrows to highlight the correct item and press the Spacebar.
- 3. Click OK.

The item is removed from the work order.

### Edit an Item Value

To change the value of an item:

1. Click Edit Item Value. See Figure 13-17.

Xstore Point of Service displays a list of items in the transaction.

- 2. Select the item:
  - Click the item.
  - Use the up and down arrows to highlight the correct item and press the Spacebar.
- 3. Click OK.

Xstore Point of Service prompts for the new price.

Figure 13-18 Work Order Item Value



- 4. Enter the new price.
- 5. Press Enter.

The price of the item is changed.

### Edit an Item Description

To change the description of an item:

1. Click Edit Item Description. See Figure 13-17.

Xstore Point of Service displays a list of items in the transaction.

- Select the item:
  - Click the item.
  - Use the up and down arrows to highlight the correct item and press the Spacebar.
- 3. Click OK.

Xstore Point of Service prompts for the new description.

Figure 13-19 Work Order Item Description





- 4. Enter the new description.
- Click OK.

The description of the item is changed.

### Edit a Line Item

Edit Line Item functions allow you to change the quantity, price, and tax on a line item in the work order.

A work order may contain one or more line items, and they can be edited during or after its creation. If the work order is still being created, select the Edit Line Item option while in the Work Orders mode.

Figure 13-20 Work Order Edit Line Item Options



The options for editing a line item are the same as those for other transactions. See Modify a Line Item in Modify a Transaction for more information.

### Task Maintenance

Task maintenance functions allow you to modify the work order tasks by adding new tasks, deleting work order tasks, and adding additional information pertaining to a specific task.

Figure 13-21 Work Order Task Maintenance Options



The following actions can be performed on tasks in a work order:

- Add a Task
- Delete a Task
- Add an Instruction
- Convert an Estimate
- Discount a Task

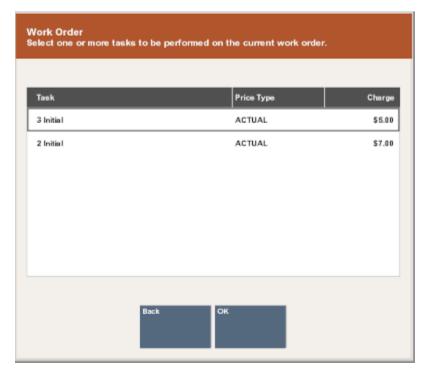
#### Add a Task

To add a task:

#### Click Add Task.

Xstore Point of Service displays a list of tasks that are available for the work order service location.

Figure 13-22 Work Order Task List



- 2. Select the task to add:
  - Click the task.
  - Use the up and down arrows to highlight the correct task and press the Spacebar.
- 3. Click OK.

The task is added to the transaction.

### Delete a Task

To add a task:

1. Click Delete Task.

Xstore Point of Service displays a list of tasks that are currently on the work order.

- 2. Select the task to delete:
  - Click the task.
  - Use the up and down arrows to highlight the correct task and press the Spacebar.
- 3. Click OK.

The task is deleted from the transaction.

### Add an Instruction

Instructions can be added to a work order to provide additional information about the work. To add an instruction:



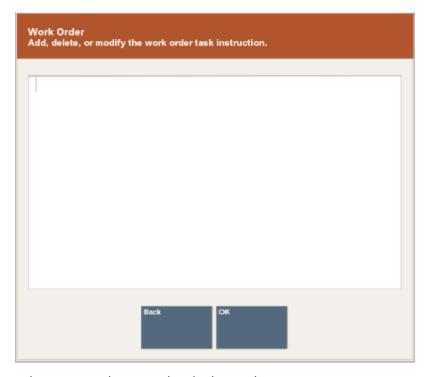
#### 1. Click Add Instruction.

Xstore Point of Service displays a list of tasks that are currently on the work order.

- 2. Select the task for which to add an instruction:
  - Click the task.
  - Use the up and down arrows to highlight the correct task and press the Spacebar.
- 3. Click OK.

Xstore Point of Service displays a text entry prompt.

Figure 13-23 Work Order Task Instruction Prompt



4. Press Enter when you are done entering the instruction.

The instruction is added to the task.

#### Convert an Estimate

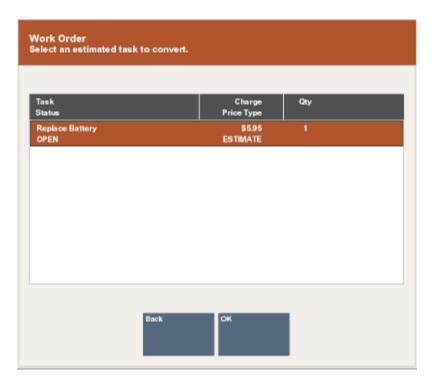
Converting a estimate changes an estimated cost amount to an actual cost amount. An estimated cost is a best guess for the final cost of performing the task, and it is assigned when the work order is created. After the task is completed, the actual cost is known, and the estimate can be converted so that the final price can be calculated. To convert an estimate:

Click Convert Estimate.

Xstore Point of Service displays a list of the tasks in the work order that have estimated costs.



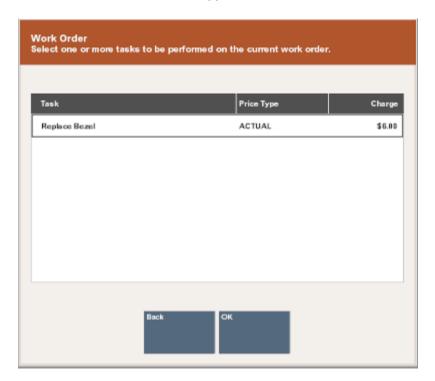
Figure 13-24 Work Order Estimate Task List



- 2. Select the task for which to convert an estimate:
  - Click the task.
  - Use the up and down arrows to highlight the correct task and press the Spacebar.
- 3. Click OK.

Xstore Point of Service displays a list of the tasks with actual costs that are applicable to the work order category (for example, a repair or alteration).

Figure 13-25 Work Order Actual Price Type



- 4. Select the appropriate task type to use to set the amount:
  - Click the task type.
  - Use the up and down arrows to highlight the correct task type and press the Spacebar.
- 5. Click OK.

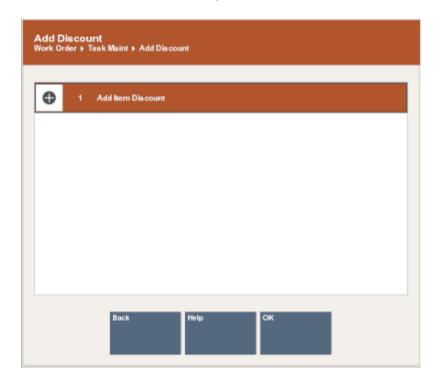
The selected work order cost is applied to the task that previously had an estimated cost.

#### Discount a Task

The procedure for applying a discount to a task is the same as the procedure for applying a discount to any other item. See Item Discount for more information.



Figure 13-26 Work Order Task Discount Option



### Parts Maintenance

The Parts Maintenance functions allow you to add or delete supplementary parts from a work order. A part may be anything that is required to complete a task. One or more parts may be associated with a work order, and they can be added or deleted during or after its creation.

Figure 13-27 Work Order Parts Maintenance Options



The following actions can be performed on parts in a work order:

- Add a Part
- Delete a Part

#### Add a Part

To add a part to a work order:

1. Click Add Parts.

Xstore Point of Service prompts for a part ID.

2. Enter the part number. See Entering Items.

3. The part is added to the work order.

#### Delete a Part

To delete a part from a work order:

1. Click Delete Part.

Xstore Point of Service displays a list of parts in the work order.

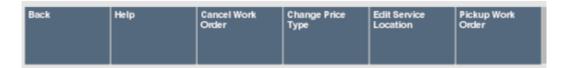
- 2. Select the part to delete:
  - Click the part.
  - Use the up and down arrows to highlight the correct part and press the Spacebar.
- 3. Click OK.

The part is removed from the work order.

### Work Order Maintenance

Work Order maintenance functions allow you to add, change, and maintain work orders.

Figure 13-28 Work Order Maintenance Options



The following maintenance actions can be performed on a work order:

- Cancel the Work Order
- Change the Price Type
- Edit an Approved Amount
- Edit the Priority
- Edit the Notice Date
- Edit the Finish Date
- · Edit the Service Location
- Edit the Contact Method
- Edit the Account Status

#### Cancel the Work Order

To cancel the current work order:

Click Cancel Work Order.

Xstore Point of Service prompts whether to cancel the work order.

2. Click Yes.

The work order is removed from the transaction and the refund amount applied to the transaction balance.



### Change the Price Type

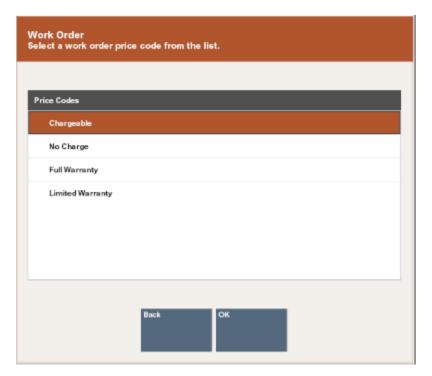
Changing a price type can change the price from Actual to Estimated, Estimated to Actual, or to change from Chargeable to Warranty. You may also select No Charge. For example, a customer may not have the warranty information in-hand when the work order is set up. If the customer returns later with proof of a valid warranty, you can use this option to change the work order price from Chargeable to Full Warranty or Limited Warranty.

To change the price type for the work order:

Click Change Price Type.

Xstore Point of Service prompts for the new price code.

Figure 13-29 Work Order Price Code List



- 2. Select the price type:
  - Click the price type.
  - Use the up and down arrows to highlight the correct price type and press the Spacebar.
- 3. Click OK.

The price type is applied to the work order and the price is changed for the new price type.

### Edit an Approved Amount

The approved amount is the amount that has been pre-approved by a customer for the repair.

To change the approved amount:

Click Edit Approved Amount.



Xstore Point of Service prompts for the new amount, with the current approved amount entered as the default.

2. Enter the new approval amount and press Enter.



The new amount entered here must be greater than the amount for any tasks on the work order.

The new pre-approved amount for the work is entered for the work order.

### Edit the Priority

To change the priority of a a work order:

Click Edit Priority.

Xstore Point of Service displays a list of priority levels for a work order.

- 2. Select the new priority:
  - · Click the priority.
  - Use the up and down arrows to highlight the correct priority and press the Spacebar.
- 3. Click OK.

The priority for the work order is updated.

#### Edit the Notice Date

The Notice Date is the date that a notice was sent to the customer.

To change the date that a notice was sent to the customer:

Click Edit Notice Date.

Xstore Point of Service prompts for the last customer notice date.

Enter the date the customer was most recently notified about this work order and press Enter.

The notice date is updated for the work order.

### Edit the Finish Date

The Finish Date is the date the finished item has been promised to the customer.

To change the promised date for the finished work order to be ready for the customer:

1. Click Edit Finish Date.

Xstore Point of Service prompts for the new date the work order repair/alteration will be completed

2. Enter the date this work order will be finished and press Enter.



Note:

This date must be in the future.

The finish date for the work order is updated.

#### Edit the Service Location

To change the location where the work will be performed:

1. Click Edit Service Location.

Xstore Point of Service prompts for the location information.

- **2.** Enter the information about where the work will be performed:
  - Enter the location information, then click Process:
    - Location # ID for the location.
    - Location Name Name of the location.

The service location is updated to the entered location. Continue the transaction.

- Leave the fields blank and click Process to view a list of available service locations.
   Continue with Step 3.
- 3. If necessary, select the location where the work will be performed:
  - · Click the location.
  - Use the up and down arrows to highlight the correct location and press the Spacebar.
- 4. Click OK.

The service location is updated to the entered location.

### Edit the Contact Method

To modify the method of communication used to contact a customer:

Click Edit Contact Method.

Xstore Point of Service displays a list of contact methods for the customer.

- 2. Select the new contact method:
  - Click the contact method.
  - Use the up and down arrows to highlight the correct contact method and press the Spacebar.
- 3. Click OK.

The contact method for the work order is updated.

#### Edit the Account Status

To change the status of a work order account:

1. Click Edit Account Status.

Xstore Point of Service displays a list of work order status options for the account.



- Select the new account status:
  - Click the account status.
  - Use the up and down arrows to highlight the correct account status and press the Spacebar.
- 3. Click OK.

The account status for the work order is updated.

# Work Order History and Comments

Work Order History and Comments functions allow you to view the history of the work order and add comments to it.

To view the history of a work order and add comments to it:

- 1. If necessary, Open a Work Order.
- 2. Click History/Comments.

Figure 13-30 Work Order History/Comments Options



- 3. Perform the appropriate procedure:
  - View History
  - View Comments
  - Add Comment

### View History

To view the history of the activities performed on a work order:

Click View History.

Xstore Point of Service displays a list of actions performed on the work order.



If necessary, use the up and down arrow keys to scroll through the activities.

2. Click **OK** to close the list of activities.

#### **View Comments**

To view the comments entered for a work order:

Click View Comments.

Xstore Point of Service displays a list of comments entered for the work order.



Note:

If necessary, use the up and down arrow keys to scroll through the comments.

2. Click **OK** to close the list of comments.

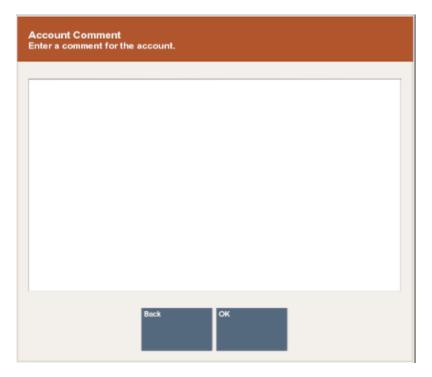
#### Add Comment

To add a comment to a work order:

1. Click Add Comment.

Xstore Point of Service prompts for the comment.

Figure 13-31 Work Order Account Comment Prompt



- 2. Enter the comment.
- 3. Click **OK** when finished.

The comment is added to the work order.

# Pick Up a Completed Work Order

When a customer is associated with a sale transaction, the system may automatically notify you when the customer has a work order that requires attention. Click  $\mathbf{OK}$  to acknowledge the message and close the window.

To pick up a work order:

- 1. If necessary, Open a Work Order.
- 2. Click Work Order Maintenance.



Figure 13-32 Work Order Pickup Work Order Option



#### 3. Click Pickup Work Order.

The completed work order is added to the sale screen and any amount due is applied to the transaction. Continue the transaction.



# Warranties

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.

Additional benefits may be offered during the manufacturer's warranty and throughout the entire coverage period. A warranty may be offered to a customer during a sales transaction. It may also be used to bring the customer back to the store when the plan includes an option for periodic merchandise inspections.

# Sell a Warranty

When you sell an item that is eligible for a warranty or service plan, the system automatically displays a list, in the Message Window, of plans that are available for the specific item.

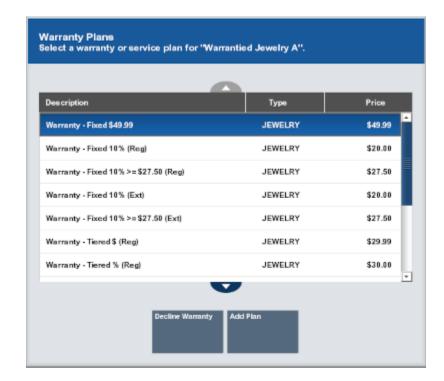


Figure 14-1 Warranty Plans

#### Note:

Items that are eligible for warranty plans but have not been associated with any plan show a No Warranty Purchase icon next to them in the View Port.

When are prompted to select a warranty:

- 1. Select whether to add a warranty:
  - Select Decline Warranty to continue the transaction without adding a warranty.
  - Select the warranty to add:
    - Click the warranty.
    - Use the up and down arrows to highlight the warranty.

#### 2. Click Add Plan.

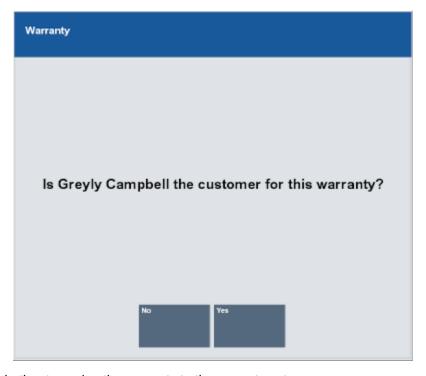
The warranty is added to the transaction and Xstore Point of Service prompts for the customer to assign to the warranty.

- If a customer is associated with the transaction, Xstore Point of Service prompts whether to assign the current customer to the warranty. Continue with Step 3.
- If no customer is associated with the transaction, Xstore Point of Service prompts for customer information for the warranty. Continue with Step 4.



Because a warranty must have an owner, you must associate a customer name with the warranty plan. The plan owner may be a different person than the customer who purchases the item and the warranty. For example, the customer may purchase an item as a gift and wants to assign the warranty to the person receiving the gift.

Figure 14-2 Warranty Current Customer Prompt



**3.** Indicate whether to assign the warranty to the current customer:



- Click Yes to assign the warranty to the current customer.
  - Continue the transaction.
- Click No to assign the warranty to a different customer.
   Xstore Point of Service prompts for the warranty owner.
- 4. Enter the warranty owner information.
- 5. Click Yes.

The person's name is added to the warranty.

Figure 14-3 Sale Customer Different than the Warranty Plan Owner



# Add a Warranty After a Purchase

A customer may decide to purchase a warranty after purchasing an item. For example, the item may have been purchased as a gift and the recipient would like to purchase a warranty for the item. Perhaps the customer has reconsidered the warranty option and returns to the store later to purchase the warranty. You can also add a warranty plan in the current transaction if the customer declines the warranty at first and reconsiders the decision before the transaction is tendered.

To add a warranty after a purchase:

1. Click **Extended Transaction** in the Register Sale screen.

Figure 14-4 Extended Transaction Menu Buttons

		Back	Help		Layaway	Special Order	Work Order	Warranty	Pre-Sale	Hold	Local Inventory Order
--	--	------	------	--	---------	---------------	------------	----------	----------	------	--------------------------

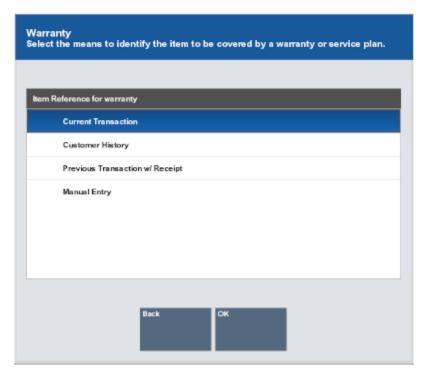
Click Warranty.

Figure 14-5 Warranty Menu



#### 3. Click Add Warranty.

Figure 14-6 Add Item Warranty Options



- 4. Click the method to use to find the item on which the warranty will be applied, then click OK:
  - **Current Transaction** The item is in the current sale transaction. This option is only available if there is at least one item in the current sale transaction.
    - Xstore Point of Service displays a list of items in the current transaction that are eligible for a warranty. Continue with Current Transaction.
  - **Previous Transaction w/ Receipt** The item is identified on the receipt from a previous transaction.
    - Xstore Point of Service prompts you to enter information from the original transaction receipt. Continue with Previous Transaction with Receipt.
  - **Customer History** Find the item by searching the customer's previous purchase transaction history.
    - Xstore Point of Service displays a list of items previously purchased by the customer that are eligible for a warranty. Continue with Customer History.
  - Manual Entry The item has no receipt available, and it is not in the customer's purchase history.
    - Xstore Point of Service prompts for an item ID. Continue with Manual Entry.

### **Current Transaction**

After selecting **Current Transaction** in Step 4, do the following:

- Select the items in the Message Window.
  - Click the item.



Use the up and down arrows to highlight the correct item and press the Spacebar.

#### Click OK.

Xstore Point of Service displays a list of warranties that can be added to the item. Figure 14-1.

- Select the warranty:
  - Click the warranty.
  - Use the up and down arrows to highlight the correct warranty and press the Spacebar.

#### 4. Click OK.

The warranty is added to the transaction and Xstore Point of Service prompts for the customer to assign to the warranty.

- If a customer is associated with the transaction, Xstore Point of Service prompts whether to assign the current customer to the warranty. Continue with Step 5.
- If no customer is associated with the transaction, Xstore Point of Service prompts for customer information for the warranty. Continue with Step 6.
- 5. Indicate whether to assign the warranty to the current customer:
  - Click Yes to assign the warranty to the current customer.
    - Continue the transaction.
  - Click No to assign the warranty to a different customer.
     Xstore Point of Service prompts for the warranty owner.
- 6. Enter the warranty owner information.
- Click Yes.

The person's name is added to the warranty. Continue the transaction.

### Previous Transaction with Receipt

After selecting Previous Transaction w/ Receipt in Step 4, do the following:

- Enter information about the original transaction:
  - Gift Receipt Indicates whether the receipt is a gift receipt.
  - Trans Barcode Barcode for the transaction.
  - Orig Ticket ID ID of the original ticket.
  - Orig Trans Date Date of the transaction.
  - Orig Store ID ID of the store where the transaction was performed.
  - Orig Register ID ID of the register that performed the original transaction.
  - Credit Card # Number of the credit card used in the original transaction.
  - Serial Number Serial number of the item.
- Click Process.

Xstore Point of Service displays a list of items from the original transaction that are eligible for a warranty.

- 3. Select the item for which to add a warranty:
  - Click the item.



Use the up and down arrows to highlight the correct item and press the Spacebar.

#### 4. Click OK.

The warranty is added to the transaction and Xstore Point of Service prompts for the customer to assign to the warranty.

- If a customer is associated with the transaction, Xstore Point of Service prompts whether to assign the current customer to the warranty. Continue with Step 5.
- If no customer is associated with the transaction, Xstore Point of Service prompts for customer information for the warranty. Continue with Step 6.
- 5. Indicate whether to assign the warranty to the current customer:
  - Click Yes to assign the warranty to the current customer.
    - Continue the transaction.
  - Click No to assign the warranty to a different customer.
    - Xstore Point of Service prompts for the warranty owner.
- **6.** Enter the warranty owner information.
- 7. Click Yes.

The person's name is added to the warranty. Continue the transaction.

### **Customer History**

After selecting **Customer History** in Step 4, do the following:

- 1. Select the items for which to add a warranty:
  - Click the item.
  - Use the up and down arrows to highlight the correct item and press the Spacebar.
- 2. Click OK.

The warranty is added to the transaction and Xstore Point of Service prompts for the customer to assign to the warranty.

- If a customer is associated with the transaction, Xstore Point of Service prompts whether to assign the current customer to the warranty. Continue with Step 3.
- If no customer is associated with the transaction, Xstore Point of Service prompts for customer information for the warranty. Continue with Step 4.
- **3.** Indicate whether to assign the warranty to the current customer:
  - Click Yes to assign the warranty to the current customer.
    - Continue the transaction.
  - Click No to assign the warranty to a different customer.
    - Xstore Point of Service prompts for the warranty owner.
- **4.** Enter the warranty owner information.
- Click Yes.

The person's name is added to the warranty. Continue the transaction.

### Manual Entry

After selecting **Manual Entry** in Step 4, do the following:

- Enter the item:
  - Scan the item.
  - Enter the ID of the item and press Enter.
- 2. If necessary, enter the price of the item and press Enter.

The warranty is added to the transaction and Xstore Point of Service prompts for the customer to assign to the warranty.

- If a customer is associated with the transaction, Xstore Point of Service prompts whether to assign the current customer to the warranty. Continue with Step 3.
- If no customer is associated with the transaction, Xstore Point of Service prompts for customer information for the warranty. Continue with Step 4.
- 3. Indicate whether to assign the warranty to the current customer:
  - Click Yes to assign the warranty to the current customer.
    - Continue the transaction.
  - Click No to assign the warranty to a different customer.
     Xstore Point of Service prompts for the warranty owner.
- 4. Enter the warranty owner information.
- Click Yes.

The person's name is added to the warranty. Continue the transaction.

# Change the Warranty Customer

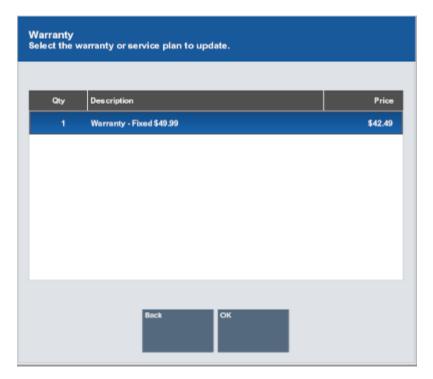
To change the customer assigned to a warranty:

- 1. Click **Extended Transaction** in the Register Sale screen.
- Click Warranty.
- 3. Click Change Customer. Figure 14-5.

Xstore Point of Service displays a list of warranties in the current transaction.



Figure 14-7 List Of Warranties on the Current Transaction



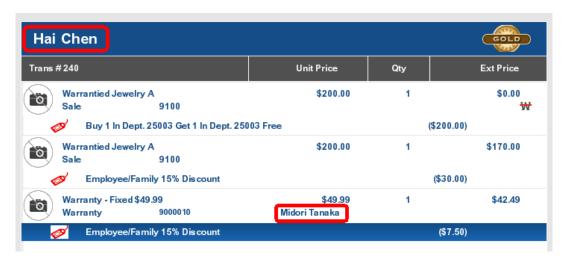
- Select the warranty:
  - Click the warranty.
  - Use the up and down arrows to highlight the correct warranty and press the Spacebar.
- 5. Click OK.

Xstore Point of Service prompts for customer information.

- **6.** Enter the new warranty owner information.
- 7. Click Yes.

The customer assigned to the warranty is changed. Continue the transaction.

Figure 14-8 Sale Customer Different than the Warranty Plan Owner



# 15

# Order Transactions Through Order Broker Cloud Service

Oracle Retail Order Broker Cloud Service is an optional module that can be interfaced with Xstore Point of Service to provide information about inventory availability across all sales channels.

Using this order functionality, you can sell an item that is not in stock at your store and the Order Broker Cloud Service module automatically selects the best location to fulfil the customer's order across the enterprise.

There are multiple purchasing options available, such as same-store pickup, different store pickup, and delivery to a customer-specified address. You can track and maintain the orders using the Back Office Customer Maintenance function. See the *Oracle Retail Xstore Point of Service Classic Manager's Guide* for more information about Back Office processing.

Should a customer not pick up an order within a configurable number of days, and no deposit paid, the order can be cancelled and the items returned to on-hand inventory for that store, or the customer can be contacted to remind them to pick up the order.

This chapter describes the following topics:

- Fulfilment Options
- Item Status
- Order Status
- Message Alerts
- · Creating an Order
- Opening an Order Broker Order
- Changing Order Items
- Canceling Order Items or an Entire Order
- Pick Up an Order
- Failed to Pick Up Order

# **Fulfilment Options**

Xstore Point of Service provides different options for fulfilling an order:

- Pickup This Store
- · Pickup Other Store
- Customer Delivery

# Pickup This Store

If an item is not available in your store, use this option to have the item shipped to your store for pickup later. In this scenario, order creation and order fulfilment are both handled by the

same Xstore Point of Service store location. Inventory is sourced out of another location and shipped to the Xstore Point of Service location. In Xstore Point of Service, this order type is defined as **Transfer Pickup**.

### Pickup Other Store

The process for picking up items at another store depends upon whether legacy order types are enabled or disabled.

### Legacy Order Types Disabled

If the inventory exists in the store where the customer wants to pick up, then that store is used, and the order type is defined as a pickup. However, if the inventory does not exist in the store where the customer wants to pick it up, then Order Broker will find another location from which to fulfil the order. The order will be shipped from that location to the pickup. In this case, Xstore Point of Service considers it a Transfer Pickup.

### Legacy Order Types Enabled

If an item is not available in your store, use this option to find another store location where the item is currently available. The customer can pick up the item from that store once it is in a status of Ready for Pick Up. In this scenario, both order creation and order fulfillment is being done by the Xstore Point of Service system. Inventory comes out of the fulfilling store if that store has inventory available; if the store does not have inventory available, Order Broker finds the required inventory. In Xstore Point of Service, this order type is defined as Pickup.

### **Customer Delivery**

If an item is not available in your store, use this option to have the item shipped directly to the customer's home (or another specified address). Order creation is done by the Xstore Point of Service system. In this scenario, order fulfilment may be done by another store or a distribution center. Inventory comes out of the fulfilling location. In Xstore Point of Service, this order type is defined as **Delivery**.

### Item Status

Order items can have the following statuses:

- New: Indicates the item has been added to the order.
- Polled: Indicates the source/fulfilling location got the item request.
- Accepted: Indicates the source location has confirmed it can satisfy the order request.
- Reserved: Indicates the item has been put aside for the customer at the source/fulfilling location.
- In Transit: Indicates the item has been shipped.
- In Transit Polled: Indicates the store in which the customer is to pick up the product has acknowledged that the items are in transit and is expecting the order.
- Received: Indicates the item has been received in the store.
- **Fulfilled:** Indicates the item has been picked up/delivered.
- Cancelled: Indicates the item has been canceled.



- **Rejected:** Indicates the source location has rejected the order and the item is sourced from another location. The status of the order becomes unfulfillable.
- Unfulfillable: Indicates the item has been rejected and an alternative location could not be determined.

### **Order Status**

Orders can have the following statuses:

- Open: At least one item in the order has a status of: New, Polled, Accepted, or In Transit.
- Ready for Pick Up: All items are in reserved or received status (can also include canceled item).
- Ready to Ship: This is applicable only for customer delivery, transfer pickup, or delayed pickup (pickup from this store). All items must be reserved, or some items are reserved and some canceled.
- Complete: The order has been completed and the customer is in possession of their items.
- Canceled: All items are canceled.
- Unfulfillable: All items are unfulfillable or a mix of unfulfillable and canceled. Unfulfillable
  items are those that have been rejected by the store assigned as the source for the item
  and Order Broker cannot find another source store.

# Message Alerts

When new orders require your attention, a notification will appear on the Message Bar. Click the message bar to view information about the new orders.

### **Order Statistics**

After clicking the message bar, Xstore Point of Service opens a window displaying the following information about the orders:

- Total New Orders: The total number of new orders. These include all orders with a status
  of ACCEPTED, POLLED, or RESERVED.
- **Ship Orders:** The number of new orders waiting to be shipped from this store.
- Customer Pick Up Orders: The number of new customer pickup orders to be picked up in this store.
- Items Awaiting Pick: The total number of items that must be set aside for the new orders.
- Average Order Age: The average age of the orders awaiting fulfilment. The age can be in either minutes or days and hours.
- Oldest Order Age: The age of the oldest order awaiting fulfilment. The age can be in either minutes or days and hours.
- **Unfulfillable Orders:** The total number of orders that cannot be fulfilled. When an order is rejected and cannot be filled at another location, the status becomes unfulfillable.

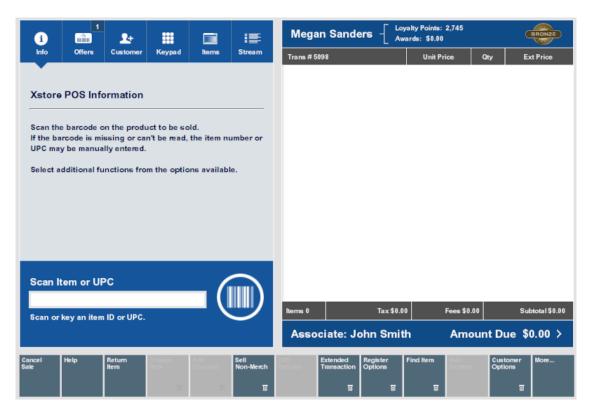
See the *Oracle Retail Xstore Point of Service Classic Manager's Guide* for more information about processing orders in the back office.



# Creating an Order

A customer name and address is required to create an Order Broker order. You must assign a customer to the transaction prior to order creation if you did not do so at the beginning of the transaction. Refer to Associate a Customer with a Transaction for more information about setting up a customer.

Figure 15-1 Customer Assigned to Transaction



To create an Order Broker order:

1. Click Extended Transaction in the Register Sale screen.

Loyalty Points: 2,745 Megan Sanders 24 **##** ards: \$0.00 Trans # 5098 Xstore POS Information Scan the barcode on the product to be sold. If the barcode is missing or can't be read, the item number or UPC may be manually entered. Select additional functions from the options available. Select an option from the menu Tax \$0.00 Fees \$0.00 Subtotal \$0.00 Associate: John Smith Amount Due \$0.00 >

Figure 15-2 Extended Transaction Menu

#### Click Order.

- If a customer is associated with the transaction:
  - If the customer has one or more open orders, Xstore Point of Service displays a list of the open orders.
  - If the customer has no open orders, Xstore Point of Service prompts for order search criteria.
- If no customer is associated with the transaction, Xstore Point of Service prompts for order search criteria.

#### 3. Click New.

- If no customer is associated with the transaction, continue with Step 4.
- If a customer is associated with the transaction, Xstore Point of Service displays an order search window. Continue with Step 5.
- 4. Associate a customer with the transaction. See Associate a Customer with a Transaction.

Select the type of order that you would like to place.

Back Customer Delivery Pickup Other Store Pickup This Store

Figure 15-3 Order Type Menu Options

#### 5. Select the type or order:

- Customer Delivery: If an item is not available in your store, use this option to have the
  item shipped directly to the customer's home (or specified address). This order type is
  defined as Delivery type in Xstore Point of Service. Continue with Customer Delivery.
- **Pickup Other Store**: If an item is not available in the store where the customer wishes to pick it up, the item will be sent to the pickup store from another location. The pickup store will then hold the item until the customer picks it up. This order type is defined as a Pickup if the item is in stock at the pickup store, and a Transfer Pickup if the item is sent to the pickup store from another store. Continue with Pickup Other Store.
- **Pickup This Store**: If an item is not available in your store, use this option to have the item shipped to your store for pickup later. This order type is defined as Transfer Pickup type in Xstore Point of Service. Continue with Pickup This Store.

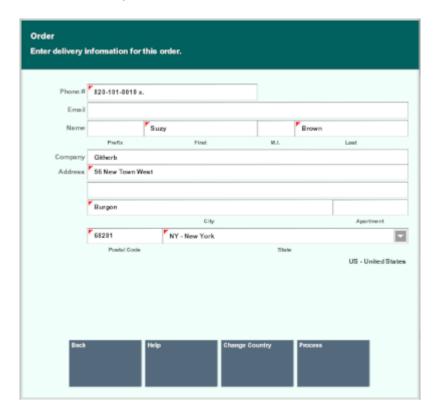
### **Customer Delivery**

To create an order for customer delivery:

- 1. Click Customer Delivery.
- 2. Enter the delivery information:



Figure 15-4 Order Delivery Details



### Note:

If your system is configured to provide Address Lookup functionality, an **Address Lookup** button will be available to allow you to quickly look up customer addresses using minimal information.

- Phone: Phone number.
- Email: E-mail address.
- Prefix: Name prefix.
- First: First name.
- M.I.: Middle initial.
- Last: Last name.
- Company: Company name.
- Address: First and second line of the street address.
- Apartment: Apartment number.
- State/Zip: Zip Code and state or province.
- City/Country: City and country.
- 3. Click Process.

Item entry opens.



Corder To Managers Ma

Figure 15-5 Order Screen - For Customer Delivery

4. Enter an item for the order. See Entering Items.

After entering each item, Xstore Point of Service prompts for a delivery method for the item.

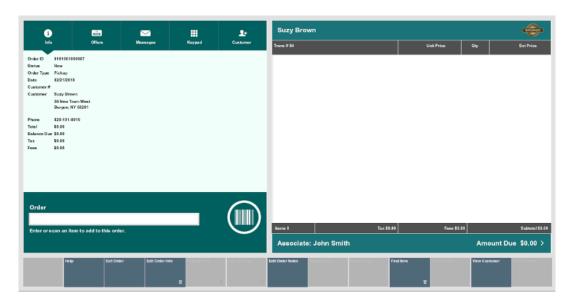
- **5.** Select the shipping method:
  - Click the shipping method.
  - Use the up and down arrows to highlight the shipping method and press the Spacebar.
- 6. Click OK.
- 7. Repeat Steps 4 to 6 for each item to add to the transaction.
- 8. When you are finished adding order items:
  - Click Add Tenders to tender and complete the transaction.
  - Click Exit Order to exit the order and continue the transaction.

### Pickup Other Store

To create an order for pickup at another store:

1. Click Pickup Other Store.

Figure 15-6 Order Screen - For Pickup Other Store



2. Enter an item for the order. See Entering Items.

After entering each item, Xstore Point of Service prompts for the pickup location for the item.

- 3. Enter the search criteria for the pickup location:
  - City: City.
  - State: State.
  - Postal Code: Postal or zip code.
  - Country: Country.
  - Miles: Radius around the city in which to search for a store.
- Click Process.

Xstore Point of Service displays a list of stores matching the search criteria.

- 5. Select the pickup store:
  - Click the store.
  - Use the up and down arrows to highlight the store and press the Spacebar.
- 6. Click OK.

The item is added to the transaction.

- Repeat Steps 2 to 6 for each item to add to the order.
- 8. When you are finished adding order items:
  - Click Add Tenders to tender and complete the transaction.
  - Click Exit Order to exit the order and continue the transaction.

### Pickup This Store

To create an order for pickup at the current store:

Click Pickup This Store.



Conder ID

Trace of 54

Suzy Brown

Trace of 54

Unit Price

Other Price

Other Price

Other Price

Suzy Brown

Trace of 54

Unit Price

Other Price

Other Price

Suzy Brown

Trace of 54

Unit Price

Other Price

Other Price

Other Price

Suzy Brown

Trace of 54

Unit Price

Other Price

Other Price

Other Price

Suzy Brown

Trace of 54

Unit Price

Other Price

Other Price

Trace of 54

Unit Price

Trace of 54

Unit Price

Other Price

Trace of 54

Unit Price

T

Figure 15-7 Order Screen - For Pickup This Store

- 2. Enter the items for the order. See Entering Items.
- 3. When you are finished adding order items:
  - Click Add Tenders to tender and complete the transaction.
  - Click **Exit Order** to exit the order and continue the transaction.

# Opening an Order Broker Order

To search for an Order Broker order:

- 1. Click Extended Transaction in the Register Sale screen. See Figure 15-2.
- Click Order.
  - If a customer is associated with the transaction:
    - If the customer has one or more open orders, Xstore Point of Service displays a list of the open orders. Continue with Step 6.
    - If the customer has no open orders, Xstore Point of Service prompts for order search criteria. Continue with Step 3.
  - If no customer is associated with the transaction, Xstore Point of Service prompts for order search criteria. Continue with Step 4.
- Click Order Search.

Xstore Point of Service displays a search window.

- 4. Enter the search criteria.
- 5. Click Process.
  - If only one order matches the search criteria, Xstore Point of Service opens the order. The order is opened, and the transaction continues.
  - If more than one order matches the search criteria, Xstore Point of Service displays a list of orders. Continue with Step 6.
- Select the order:
  - Click the item.



- Use the up and down arrows to highlight the correct item and press the Spacebar.
- 7. Click OK.

Xstore Point of Service opens the order. Continue the transaction.

# **Changing Order Items**

Order items can only be changed in Order mode. See Modify a Transaction for more information about changing line items in a transaction.

To make changes to Order Broker order items, perform the appropriate action:

- Edit Delivery Information. Note that this can only be done for Order Broker orders before tendering. If a delivery address needs to be changed after the order is sent to Order Broker, the order must be canceled and a new order created with the correct address.
- Make changes to the line items. See Modify a Transaction for more information about changing items in a transaction.

### **Edit Delivery Information**

To change the delivery information for an order:

Note:

Note that this can only be done for Order Broker orders before tendering. If a delivery address needs to be changed after the order is sent to Order Broker, the order must be canceled and a new order created with the correct address.

- 1. Opening an Order Broker Order.
- Click Edit Delivery Info.
- 3. Change the delivery information as necessary:
  - For a Customer Delivery order, enter the customer address. See Step 2 in Customer Delivery for more information.
  - For a Pickup Other Store order, search for the pickup store. See Steps 3 to 6 in Pickup Other Store for more information.

# Canceling Order Items or an Entire Order

The customer must return to the store where an order was created to cancel that order. If an item has been reserved, a message prompt will display indicating that you must un-reserve the item in the Back Office before canceling the order.

To cancel an order:

- 1. Opening an Order Broker Order.
- 2. Click Cancel Order.

Xstore Point of Service displays a list of items in the order.

Select the items to cancel:

- Click the items.
- Use the up and down arrows to highlight the correct items and press the Spacebar.
- Click Select All to cancel the entire order.
- 4. Click Select & Continue.

A confirmation prompt opens.

Click Yes.

Xstore Point of Service prompts for a reason.

- 6. Select the reason:
  - Click the reason.
  - Use the up and down arrows to highlight the correct reason and press the Spacebar.
- 7. Click OK.

The items are removed, and any return amount is applied to the transaction.

- 8. Continue the transaction:
  - Click Add Tenders to tender and complete the transaction.
  - Click Exit Order to exit the order and continue the transaction.

# Pick Up an Order

To perform a pickup of an order:

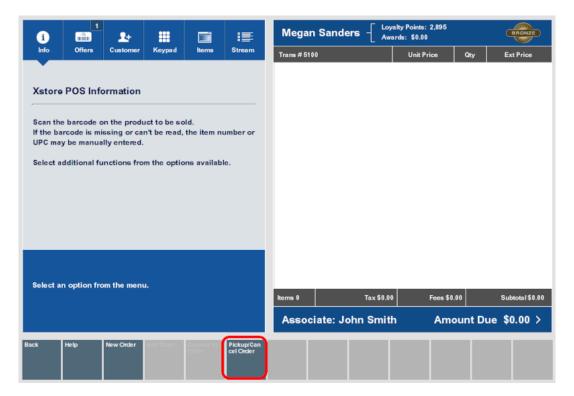


If you enter the customer's information at the beginning of a sale and the customer's order item has been received at the store, a message may display indicating the order has been received and is ready for pickup. Press **Enter** to acknowledge the message and continue with Step 1 below.

1. Open an Order Broker Order, see Opening an Order Broker Order.



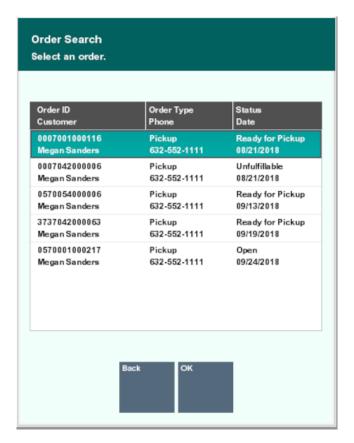
Figure 15-8 Order Screen



#### 2. Select Pickup /Cancel Order.

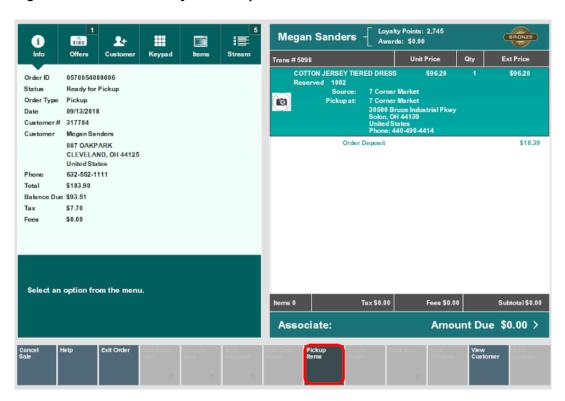
Xstore Point of Service displays a list of orders for that customer.

Figure 15-9 List of Orders



Select an order from the list.

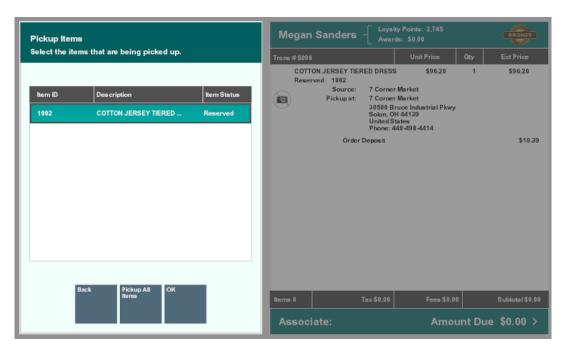
Figure 15-10 Order Ready for Pickup



#### Select Pickup Items.

Xstore Point of Service displays a list of items in the order that are ready to be picked up.

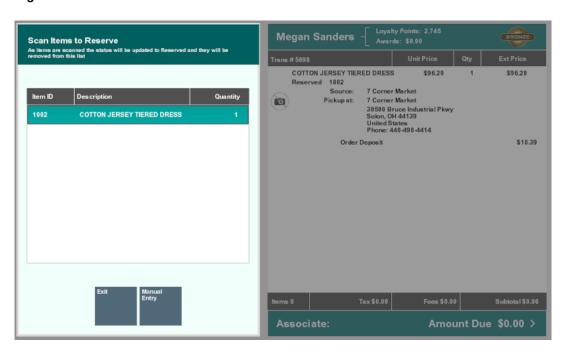
Figure 15-11 Pickup Items



- 5. Select the items to pick up:
  - Click the items.
  - Use the up and down arrows to highlight the correct items and press the Spacebar.
  - Click Pickup All Items to pick up the entire order.
- 6. If your system has the **Scan Items Prior to Adding to Transaction** setting configured, the items display in a list to scan from, to confirm they are the correct items.

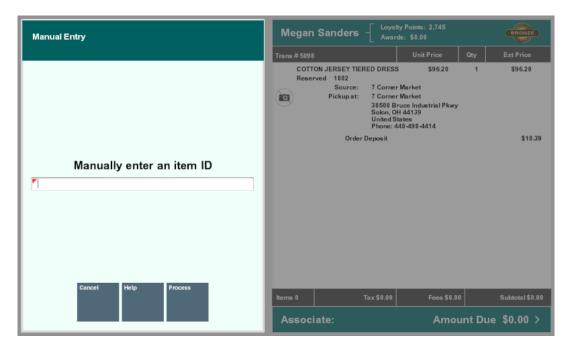
If your system does not have the **Scan Items Prior to Adding to Transaction** setting configured, no scanning is required. Continue at step 9

Figure 15-12 Scan Items to Reserve



7. Scan the items from the list. The items will be marked Reserved and removed from the list. If the item does not scan, select Manual Entry and enter the ID of the item.

Figure 15-13 Manual Entry



If an item is scanned or entered that does not match any items selected from the order pickup list, a warning message is shown, and the item is not added to the transaction. Select **OK** to continue.

Megan Sanders — Loyalty Points: 2,745
Awards: \$0.00

Trane # 5698

Unit Price

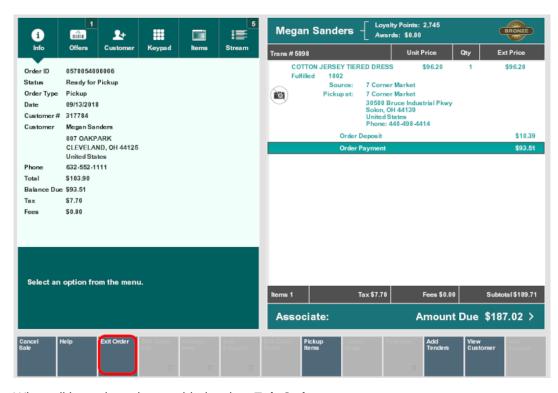
COTTON JERSEY TIERED DRESS \$96.20 1 \$96.20
Reserved 1002
Source: 7 Corner Market
Pickup at: 7 Corner Market
Pickup at: 1000 United States
Phone: 440-498-4414
Order Deposit

The item does not match any items selected from the Order Pick up List and will not be added to the transaction.

Figure 15-14 Reserved Wrong Item Scanned

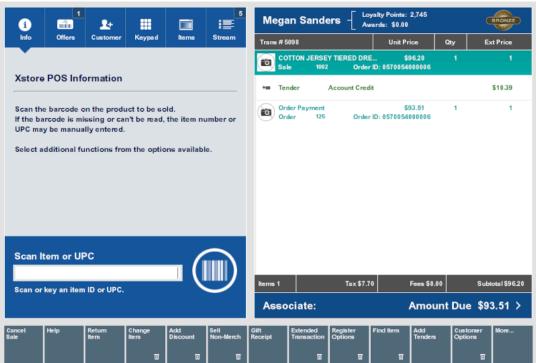
8. After an item has been scanned or manually entered, it is added to the transaction.





9. When all items have been added, select Exit Order.

Figure 15-16 Order Ordered



#### 10. Continue the transaction:

- Click Add Tenders to tender and complete the transaction.
- Click Exit Order to exit the order and continue the transaction.

# Failed to Pick Up Order

Should a customer not pick up an order within a configurable number of days, the order can be cancelled and the items returned to on-hand inventory for that store, or the customer can be contacted to remind them to collect the order.

Xstore filters omnichannel orders based on a configurable number of days since the order was reserved or when it was received from another location (for example, older than 30 days). Countdown for the customer **Customer Order Failed to Pickup Notification Days** configuration setting starts when the Order Status is **Ready for Pick Up**. A store message shown on the Messages Tabcan be configured to be on a specific register or all store registers to alert the associate that there are orders that have not been collected.

There are two separate processes in handling these orders dependant on whether any deposit/money has been paid.

- If NO deposit/money has been paid, then orders can still be picked up or they can be cancelled and items returned to on-hand inventory for that store. See Canceling Order Items or an Entire Order for more information.
- If ANY deposit/money has been paid, then a store message is created to alert the associate to review them, contact the customer, and follow the current retailer process for return/refund/cancel order if necessary.

# **Local Inventory Orders**

A Local Inventory Order transaction is for store associates that are in contact with customers not physically in the store, that would like to purchase item(s) that are in the store's inventory and pick up the items later.

The salesperson talks to the customer about items that the customer may be interested in from previous knowledge and experience. The salesperson offers to create a Local Inventory Order for the item with the expectation that the customer will pay for the item using selected tenders such as Credit/Debit Card, eWallet, House Account and Pay By Link (PBL). The Pay By Link tender type provides a link (QR code or e-mail) to the payment providers (for example, Adyen) checkout web page. This allows a customer to scan/click a PBL URL for them to tender the transaction on their own device. The expectation is that the customer will pay for the transaction as soon as the link is sent to the customer - even while they are still on the phone and come to pick up the item in the next few days.

Fulfilment of the order is from local store inventory only. The Local Inventory Order moves inventory from 'on hand' to 'local inventory hold' bucket so that it is considered on hold for the customer even though the customer is not present during the transaction since the transaction will take place over the phone with the salesperson. This is done to ensure that the customer does not miss out on the item because of their concern about in-person shopping. The order will be created, and the payment will be completed.

The store associate picks the item(s) setting them to reserved but ONLY after payment has been received. When the customer picks up the item(s) from the store, completion of the order occurs on Xstore POS and the item(s) removed from the store's inventory. An e-mail receipt is sent to the valid customer e-mail address. If the customer decides that they don't want to pick up the item(s), the cancelation of the order is processed. If full payment was made, the customer is provided a refund for the amount.

This chapter covers the following topics:

- Local Inventory Order Transactions
- Searching for a Local Inventory Order
- Creating a New Local Inventory Order
- Picking Up Local Inventory Order Items
- Canceling a Local Inventory Order

Local Inventory Order maintenance is accessible outside of a sale for viewing, picking/ reserving items, and maintaining local inventory orders. Refer to *Oracle Retail Xstore Point of Service Classic Manager's Guide*.

# **Local Inventory Order Transactions**

To create a local inventory order transaction:

- 1. Begin a sales transaction and assign a customer.
- From the Register Sale screen select Extended Transaction.

Figure 16-1 Extended Transaction Menu Buttons



3. At the Extended Transaction menu, select the Local Inventory Order option.

# Searching for a Local Inventory Order

...continued from Local Inventory Order Transactions step 3 above.

- To search for a Local Inventory Order, enter search criteria in the Local Inventory Order form.
  - Order ID: The Local Inventory Order identifier.
  - Last Name: The Local Inventory Order customer's last name.
  - First Name: The Local Inventory Order customer's first name.
  - Phone #: The Local Inventory Order customer's phone number.
  - Order Date: Date order was made.
  - Order Status: Select from: Open, Cancelled, Ready for Pickup, Completed, Awaiting Payment, and Void.

#### Select Process.

- If there are no orders matching your search criteria, a message displays indicating no orders were found. Select **Set up New** to create a new local order. See Creating a New Local Inventory Order.
- If at least one order matches your search criteria, the orders are listed in the Local Inventory Order Search Results Form. Select an order. See Picking Up Local Inventory Order Items and Canceling a Local Inventory Order.

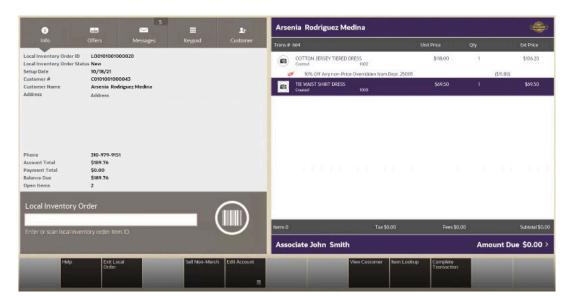
# Creating a New Local Inventory Order

...continued from Local Inventory Order Transactions step 3 above.

- Select Setup New.
- 2. Scan or enter the item ID.



Figure 16-2 Items Added to Local Inventory Order



Depending on your store policy, you may be prompted for an originating inventory location.

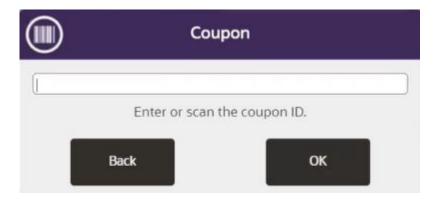
If prompted, select the inventory location from which the item originated, or leave the inventory location blank to leave the location pending. Select the **Process** option.

You have the following options at the **Local Inventory Order** screen before payment is made.

#### You can:

- scan or enter another item
- sell a Non-Merch item
- perform an item lookup
- edit the account by:
  - adding a coupon

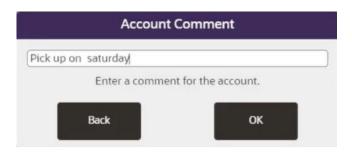
Figure 16-3 Add Coupon Prompt



Enter or scan the coupon ID and select **OK**.

adding a comment

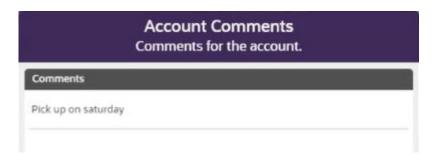
Figure 16-4 Add Comment Prompt



Enter a comment and select **OK**.

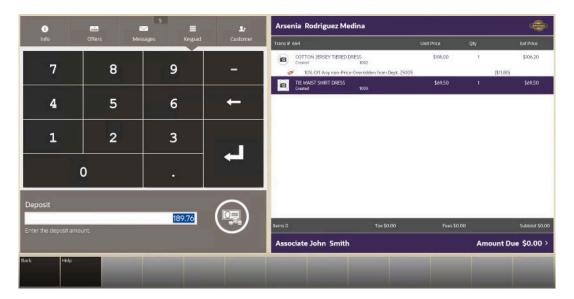
Once a comment is added, it can subsequently be viewed.

Figure 16-5 View Comment



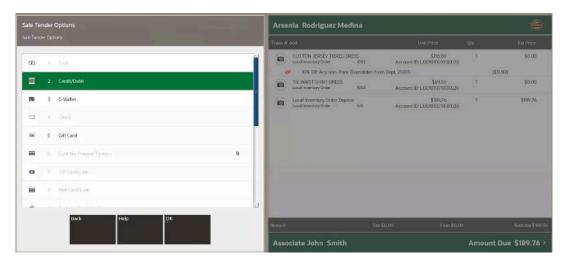
- view customer detail
- 3. Select Amount Due to make payment. All local inventory orders must be paid in full before picking up is allowed.

Figure 16-6 Enter Deposit Amount for Local Inventory Order



Enter the Deposit amount and select OK. Partial deposits are not allowed. Ensure the full amount is deposited.

Figure 16-7 Select Tender Type for Local Inventory Order



- Select the tender type to complete the transaction. Only certain sale tenders are possible as the customer is not present.
- 6. Continue with the tendering process and select a receipt method.

# Picking Up Local Inventory Order Items

...continued from Local Inventory Order Transactions step 3.

- 1. Find the Local Inventory Order for pick up by the customer:
  - If prompted, enter search criteria to find the Local Inventory Order.
  - If a customer has been associated with the transaction, Xstore POS returns a list of Local Inventory Orders for the customer.
- 2. Select a Local Inventory Order from the list. Only items that are in the state Ready to Pickup can be collected.
- 3. At the Local Inventory Order screen, select **Pick Up Item**.
- If prompted, select Yes to pick up all the items. Selecting No returns to the Local Inventory Order screen.



This prompt only displays when there are multiple Local Inventory Order items.

When the Scan Item Configuration is enabled, you are prompted to scan items at pick up to ensure they are the correct items being collected.

- The system returns to the Local Inventory Order screen and all items are marked as Picked Up.
- 6. Select Amount Due to select a receipt method and to complete the transaction.



# Canceling a Local Inventory Order

...continued from Local Inventory Order Transactions step 3 above.

 Search for the local inventory order account that you want to cancel. See Searching for a Local Inventory Order.



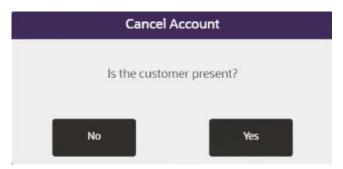
You can cancel local orders up to and including the Ready to Pickup state.

Closed accounts cannot be canceled.

Orders paid using Pay By Link (Customer Not Present) (PBL) AND the status is Awaiting Payment, cannot be canceled.

- 2. At the Local Inventory Order screen context menu, select Cancel Local Inventory Order.
- 3. When prompted, select **Yes** to confirm you want to cancel this order. Selecting **N**o returns to the Local Inventory Order screen.
- 4. The system displays a message asking if the customer is present during the cancellation of the local inventory order account. Select Yes or No. The process is the same for both, but the tender types that the refund can be made to differs.

Figure 16-8 Checking for Presence of Customer



- 5. Select **Refund**. A list or return tender types are shown.
- 6. Select a return tender type. The system returns to Sale mode where you can complete the cancel process and process a refund.



## **Pre-Sale Transactions**

A Pre-Sale Transaction is typically performed when a customer wants to purchase an item that is not currently available for sale in the store. Pre-sale transactions have the following requirements:

- The transaction must be associated with a customer.
- The transaction must be paid in full at setup.
- Only items on file can be added to the transaction.
- All Pre-Sale items must be picked up at the same time, partial pickups are not allowed.
- Pre-Sale accounts cannot be canceled if the customer is not present.

## Create a Pre-Sale

To create a pre-sale:

Click Extended Transaction.

Figure 17-1 Extended Transaction Menu Buttons

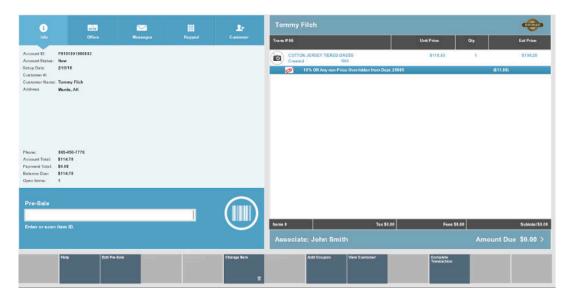


Click Pre-Sale.

The window that opens will depend upon whether a customer is associated with the transaction and, if so, whether that customer has any existing pre-sales accounts.

- 3. Click Set Up New.
  - If no customer is associated with the transaction, continue with Step 4.
  - If a customer is associated with the transaction, continue with Step 5.
- If necessary, associate a customer with the transaction. See Associate a Customer with a Transaction.
- **5.** Add items to the transaction. See Entering Items.

Figure 17-2 Pre-Sale Screen



- 6. When you are done creating the pre-sale:
  - Click Exit Pre-Sale to perform other actions in the transaction.
  - Click Complete Transaction to tender the transaction. See Tendering a Transaction for more information.

Xstore Point of Service prompts for the deposit amount.

7. Press Enter to confirm the deposit amount.



Pre-sale items must be paid in full at setup. You cannot change the deposit amount.

Continue the transaction.

# Open a Pre-Sale

To search for and open an existing pre-sale:

- Click Extended Transaction.
- 2. Click Pre-Sale.
  - If a customer is not associated with the transaction, continue with Step 4.
  - If a customer is associated with the transaction, but does not have any open pre-sales, continue with Step 3.
  - If a customer is associated with the transaction and has open pre-sales, continue with Step 6.
- 3. Click Search.
- 4. Enter the search criteria:
  - Account ID The pre-sale account identifier.



- Last Name The pre-sale account owner's last name.
- First Name The pre-sale account owner's first name.
- Customer ID The pre-sale account owner's customer Id.
- Phone # The pre-sale account owner's phone number.\
- Click Process.
  - If Xstore Point of Service displays a list of pre-sales that match the entered criteria, continue with Step 6.
  - If Xstore Point of Service does not find any pre-sales that match the entered criteria, go to Step 3 to perform another search.
- 6. Select the pre-sale:
  - Click the pre-sale.
  - Use the up and down arrows to highlight the correct pre-sale, then press the Spacebar.
- 7. Click OK.

The pre-sale opens. Continue with the appropriate procedure:

- · Pick Up Pre-sale Items
- Cancel a Pre-sale

# Pick Up Pre-sale Items

To pick up items in a pre-sale:

- 1. Open a Pre-Sale.
- 2. Click Pick Up Item.



Partial pickups are not permitted for pre-sales.

3. If necessary, click Yes to confirm that all items should be picked up.

All items in the pre-sale are listed as Picked Up.

- Continue the transaction:
  - Click Exit Pre-Sale to perform other actions in the transaction.
  - Click **Complete Transaction** to tender the transaction. See **Tendering a Transaction** for more information.

## Cancel a Pre-sale

To cancel a pre-sale:

- 1. Open a Pre-Sale.
- Click Cancel Pre-Sale.
- 3. If necessary, click **Yes** to confirm that the pre-sale should be cancelled.
- 4. Indicate whether the customer is present:



- Click Yes if the customer is present.
  - A refund for the pre-sale is applied to the transaction. Xstore Point of Service returns to the sale screen.
- Click **No** if the customer is not present. Xstore Point of Service returns to the pre-sale screen and the pre-sale is not cancelled.



# **Hold Transactions**

A Hold transaction is typically performed when a customer plans to purchase an item but would like the store to hold the item for a short period of time so they can return to the store later to complete the purchase and pick up the item. You must associate a customer with the transaction.

## Create a Hold Transaction

To create a hold account:

Click Extended Transaction.

Figure 18-1 Extended Transaction Menu Buttons

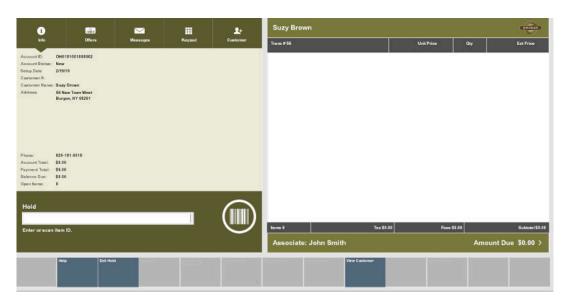


Click Hold.

The window that opens will depend upon whether a customer is associated with the transaction and, if so, whether that customer has any existing hold accounts.

- Click Set Up New.
  - If no customer is associated with the transaction, continue with Step 4.
  - If a customer is associated with the transaction, continue with Step 5.
- **4.** If necessary, associate a customer with the transaction. See Associate a Customer with a Transaction.

Figure 18-2 Hold Screen



- Add items to the transaction. See Entering Items.
- 6. When you are done creating the hold:
  - Click Exit Hold to perform other actions in the transaction.
  - Click Complete Transaction to tender the transaction. See Tendering a Transaction for more information.

Continue the transaction.

# Open a Hold

To search for and open an existing hold:

- 1. Click Extended Transaction.
- 2. Click Hold.
  - If a customer is not associated with the transaction, continue with Step 4.
  - If a customer is associated with the transaction, but does not have any open holds, continue with Step 3.
  - If a customer is associated with the transaction and has open holds, continue with Step 6.
- 3. Click Search.
- 4. Enter the search criteria:
  - Account ID The hold account identifier.
  - Last Name The hold account owner's last name.
  - First Name The hold account owner's first name.
  - Customer ID The hold account owner's customer Id.
  - Phone # The hold account owner's phone number.\
- Click Process.
  - If Xstore Point of Service displays a list of holds that match the entered criteria, continue with Step 6.
  - If Xstore Point of Service does not find any holds that match the entered criteria, go to Step 3 to perform another search.
- 6. Select the hold:
  - Click the hold.
  - Use the up and down arrows to highlight the correct hold, then press the Spacebar.
- 7. Click OK.

The hold opens. Continue with the appropriate procedure:

- Pick Up Hold Items
- Cancel a Hold

# Pick Up Hold Items

To pick up items in a pre-sale:

1. Open a Hold.



2. Click Pick Up Item.



Partial pickups are not permitted for holds.

3. If necessary, click **Yes** to confirm that all items should be picked up.

All items in the hold are listed as Picked Up. The amount due for the hold items is applied to the transaction.

- 4. Continue the transaction:
  - Click **Exit Hold** to perform other actions in the transaction.
  - Click Add Tenders to tender the transaction. See Tendering a Transaction for more information.

## Cancel a Hold

To cancel a hold:

- 1. Open a Hold.
- 2. Click Cancel Hold.
- 3. If necessary, click **Yes** to confirm that the hold should be cancelled.

The hold is cancelled.



19

# Gift Registry

The Gift Registry feature is a tool to assist the customer in purchasing gifts for someone registered. Items in a sale transaction can be associated to a registry, additionally, gift registries can be set up and maintained in the system from the Back Office. Gift Registry is available if you are using Oracle Retail Customer Engagement Cloud Services. The following can be done in the Register mode of Oracle Retail Xstore Point of Service:

- Sell Gift Registry Items
- · Return a Gift Registry Item
- · Gift Registry Item in an Order Broker Order

# Sell Gift Registry Items

To sell an item off a gift registry, you must first assign the gift registry to the sale or order. Gift registry sales can be added to special orders and Oracle Retail Order Broker Cloud Service orders (see Order Transactions Through Order Broker Cloud Service).

## Assign the Gift Registry

If your system is offline, you cannot access the gift registry from Customer Engagement. However, if you've already accessed the gift registry and are making modifications, the registry updates once your system is back on-line.

To assign a gift registry:



If the printed gift registry is available, scan the bar code to assign the gift registry to the sale.

- 1. Click **Register Options** in the Register Sale screen.
- 2. Click Assign Gift Registry.

Scan the barcode on the product to be sold.

If the barcode is missing or can't be mad, the item number or UPC may be manually entered.

Select additional functions from the options available.

Select additional functions from the options available.

Select an option from the menu.

Select an option from the menu.

Research

Figure 19-1 Register Options Menu - Assign Gift Registry

Xstore Point of Service prompts for gift registry search criteria.

3. Enter the search criteria:

Figure 19-2 Gift Registry Search

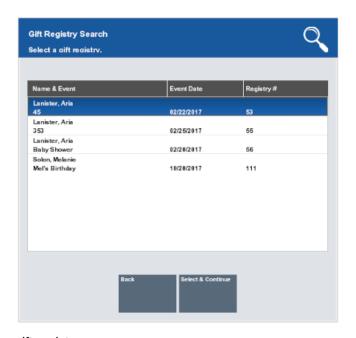


- **Register** # ID number for the register.
- **Registry Name** Name of the registry.
- Owner Last Name Last name of the registry owner.

- Owner First Name First name of the registry owner.
- Event Type Type of event.
- 4. Click Process.

Xstore Point of Service displays a list of gift registries matching the search criteria.

Figure 19-3 Gift Registry Search Results

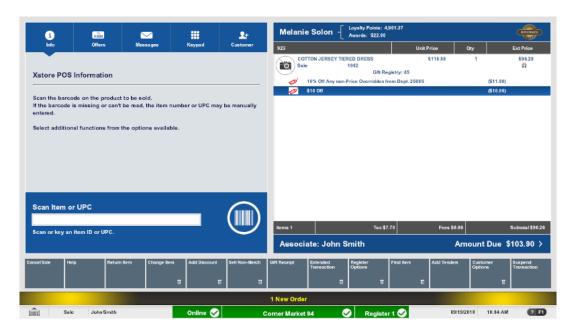


- **5.** Select the proper gift registry:
  - Click the registry.
  - Use the up and down arrows to highlight the correct registry and press the Spacebar.
- 6. Click Select & Continue.

Xstore Point of Service returns to the sale screen.

7. Continue the transaction.

Figure 19-4 Sale with Gift Registry Item



Any registry items entered in to the transaction will have the gift registry number and a gift receipt icon with it in the View Port.

Figure 19-5 Gift Receipt



# Return a Gift Registry Item

If an item is purchased in a regular sale transaction, assigned to a gift registry, and then a verified return is done on that transaction later, Xstore Point of Service automatically updates the purchase quantity on the registry as a result of the return.

# Gift Registry Item in an Order Broker Order

For Order Broker orders you must manually assign the gift registry prior to entering the return or cancelling the order.



# **Xcommerce**

Xstore Xcommerce provides the ability to pull items from a guided selling website and sell in the store or create an Omni-Channel order. You must associate a customer with the transaction.

## Create an Xcommerce Transaction

To create an Xcommerce transaction:

- 1. Click Extended Transaction.
- 2. Click Xcommerce.

The browser launches in Xstore.

Click Xcommerce.

The browser launches in Xstore.

- Add items to the shopping cart in the Xcommerce site.
- When all items have been added select Retrieve Items. Xstore displays the items as a list with the options to Mark for Sale, or Mark for Order.
- Mark each of the items or remove items. When done select Complete.

The transaction proceeds with the standard order flow (See Creating an Order or sale transaction process.

- If necessary, associate a customer with the transaction. See Associate a Customer with a Transaction.
- 8. Add additional items to the transaction. See Entering Items.
- Click Complete Transaction to tender the transaction. See Tendering a Transaction for more information.

Continue the transaction.

### Remove Item

To delete one or more items from the Xcommerce list:

- 1. Select **Remove Item** to delete from the list.
- 2. Select **Yes** to confirm the removal of items.

## No Items

If the customer cannot find any item they would like to purchase from the guided selling shopping site:

- Select Return to POS to return to Xstore.
- 2. Click OK at the prompt stating no items were returned.

# Task Management

Task Management is a feature that encompasses tasks assigned to associates in a store for completion as well as tasks that are customer-focused such as appointments. Tasks have workflows associated with them so at any time a manager can easily see the current status of the task.

For Oracle Retail Customer Engagement Cloud Services users, this section also includes instructions on how to use the Black Book feature to focus on your primary customers.

# My Tasks Screen

The My Tasks screen displays all tasks visible to you. The menu options available are based on the task status and the associated workflow.

The Task Filters along the top of the screen allow you to limit the tasks displayed in the My Tasks screen.

The following information is displayed for each task:

- P (Priority) Task priority. This can be High, Medium, or Low.
- Date Start date for the task.
- Start Time Start time for the task.
- Duration Length of time for the task.
- Activity Type of task.
- Description Description of the task.
- Customer The customer associated with the task.



If a customer is associated with the task, the task can also be viewed from the Task tab in Customer Maintenance.

- Status Status of the task. This can be Open, In Progress, Cancelled, or Closed.
- Associate Employee or employee group assigned to the task.

### Task Filters

Use the filter bar to view specific information. Search by Associate, Activity, Start Date, End Date, or Status. Your security privileges determine which Associates you can view.

You can filter tasks on the following criteria:

- Assigned Associate
- Activity

- Status
- Start Date
- End Date

### **Assigned Associate**

To filter tasks by assigned associate:

1. Click the **Associate** name.

Xstore Point of Service displays a list of employee and employee groups.

- 2. Click the correct employee or employee group.
- 3. Click OK.

The task list will only display tasks associated with the selected employee or employee group.

### **Activity**

To filter tasks by activity type:

Click Activity.

Xstore Point of Service displays a list of activity types.

- 2. Click the correct activity type.
- 3. Click OK.

The task list will only display tasks of the selected activity type.

#### **Status**

To filter tasks by task status:

Click Status.

Xstore Point of Service displays a list of task status.

- 2. Click the correct task status.
- 3. Click OK.

The task list will only display tasks of the selected task status.

### Start Date

To filter tasks by start date:

- Click the Start Date field.
- 2. Enter the new start date.
- 3. Press Enter.

The task list will only display tasks with a start date on or after the entered date.

#### **End Date**

To filter tasks by end date:



- 1. Click the End Date field.
- 2. Enter the new end date.
- 3. Press Enter.

The task list will only display tasks with a start date on or before the entered date.

#### Sort Tasks

Click a column name in the task list to sort the list by that column. Click the column again to alternate between sorting ascending or descending.

#### Task Notes

The most recent note associated with the task displays beneath the task row.

To view all the notes for a task:

- 1. Select the task:
  - Click the task.
  - Use the up and down arrows to highlight the task, then press the Spacebar.
- 2. Click View Notes.

A window opens displaying all the notes for the task. Click **Back** to close the window.

## **Open Customer Record**

To open a customer record in Customer Maintenance from a task:

- Select a task associated with a customer:
  - Click the task.
  - Use the up and down arrows to highlight the task, then press the Spacebar.
- 2. Click View Customer.

The customer record opens in Customer Maintenance.

## **View Your Tasks**

Your tasks can be viewed through the register or through the Back Office:

- · View Your Tasks from the Register
- View Your Tasks from the Back Office

### View Your Tasks from the Register

To view your tasks from the Register Sale screen:

1. Click My Tasks.

Xstore Point of Service prompts for your user ID.

2. Enter your user ID and press Enter.

Xstore Point of Service prompts for your password.



3. Enter your password and press Enter.

Xstore Point of Service opens the My Tasks Screen.

## View Your Tasks from the Back Office

To view your tasks from the Back Office:

- 1. Click Associate Tasks.
- 2. Click My Tasks.

Xstore Point of Service opens the My Tasks Screen.

### Create a Task

To create a task:

- 1. Click Add Task in the Task List or the Awards tab in Customer Maintenance.
- 2. Enter the task information:
  - Type Type of task.
  - Description Description of the task.
  - Priority Priority of the task.
  - Start Date Date on which the task will begin.
  - End Date Date by which the task must be finished.
  - Start Time Time at which the task will begin.
  - End Time Time at which the task must be finished.
  - Visibility The group that can view the task (Store, Employee Group, or Employee).



Employee Group visibility is not an option if you are using Customer Engagement to manage your tasks.

Assigned To - The employee group or employee to assign to the task. This field is not
editable for tasks with Store visibility.



If Xstore Point of Service indicates the employee is not a valid Customer Engagement user, the employee does not exist in Customer Engagement.

3. If necessary, assign a customer to the task by performing the following:

Click **Assign Customer**. Xstore Point of Service opens a window prompting for customer search criteria.

Associate a Customer with the Transaction. The customer is assigned to the task.

4. Click Save.



This task is created and added to the Task List.

## Add a Note

To add a note to a task:

- Select the task in the Task List or the Awards tab in Customer Maintenance.
  - Click the task.
  - Use the up and down arrows to highlight the task, then press the Spacebar.
- 2. Click Add Note.

A note entry window opens.

- Enter the note text.
- 4. Click OK.

The note is added to the task

## Edit a Task

To edit a task:

- 1. Select the task in the Task List or the Awards tab in Customer Maintenance:
  - Click the task.
  - Use the up and down arrows to highlight the task, then press the Spacebar.
- Click Edit Task.

A task details window opens.

- 3. Make the necessary changes to the task:
  - Description Description of the task.
  - Priority Priority of the task.
  - Start Date Date on which the task will begin.
  - End Date Date by which the task must be finished.
  - Start Time Time at which the task will begin.
  - End Time Time at which the task must be finished.
- 4. If necessary, assign a customer to the task:
  - Click Assign Customer.

Xstore Point of Service opens a window prompting for customer search criteria.

Associate a Customer with the Transaction.

The customer is assigned to the task.

5. Click Save.

The note is added to the task.

# **Update Task Status**

To update the status of a task:



- Select the task in the task list:
  - Click the task.
  - Use the up and down arrows to highlight the task, then press the Spacebar.
- Click the new status. Menu options include:

#### Note:

All status menu options may not be visible depending on the current status of the task. Xstore Point of Service displays the next status options in the workflow.

- Begin Task Sets the status to In progress.
- Reopen Task Sets the status to Open.
- Complete Task Sets the status to Closed. The task cannot be re-opened or edited after it is completed.

A verification prompt opens.

 Cancel Task - Sets the status to Cancelled. The task cannot be re-opened or edited after it is cancelled.

A verification prompt opens.

If necessary, click **Yes** to confirm the status change.

### View Black Book

The Black Book feature to view your primary customers' contact information. The Black Book feature is only available through Oracle Retail Customer Engagement Cloud Services. Your security privileges determine the associates and customers you can access.

To view your black book:

- Go to the Back Office.
- 2. Click Associate Tasks.
- 3. Click Black Book.

If the Associate Filter screen opens, continue with Step 4.

4. Click the correct employee.

The employee's black book opens.

#### Black Book Screen

The Black Book screen displays the following information for each customer in the employee's black book:

- Customer Name Full name of the customer.
- Email Customer e-mail.
- Phone Customer phone number.



## View a Customer Record

To open a customer record in Customer Maintenance from the Black Book Screen:

- 1. Select a customer in the list:
  - Click the customer.
  - Use the up and down arrows to highlight the customer, then press the Spacebar.
- 2. Click View Customer.

The customer record opens in Customer Maintenance.

3. Click Back to return to the Black Book Screen.



## Miscellaneous Transactions

Miscellaneous transactions are those activities that may not be directly related to a specific sale transaction but offer important and useful functions. Like sale transactions, these activities are also logged by the system for accountability and reporting purposes.

This chapter describes the following miscellaneous transaction processes:

- Clock In and Clock Out Clocking in, clocking out, and changing work codes.
- Balance Inquiry Check the balance of a gift card, gift certificate, or gift receipt.
- · Change Your Password Change the password you use to log in.
- Post Void Cancel a previous transaction.
- No Sale Open a cash drawer.
- Lock or Unlock a Register Lock or unlock a register.
- Price Inquiry Look up the price of an item.

## Clock In and Clock Out

Depending upon your store policy, you may be required to clock in before logging in. You may also be required to clock in and out for meal breaks. If meal break clock-out and clock-in is enforced, you cannot clock back in after a meal break until a specified period has elapsed.

For your timecard to accurately reflect the number of hours worked, you must clock in and out by performing the following procedures:

- Clock In Clocking in at the start of a shift.
- Clock Out Clocking out at the end of a shift.
- Change Work Code Changing the work code onto which you are logging time.
- Clocking In and Clocking Out for Meal Breaks Clocking out to start a meal break.

## Clock In

Figure 22-1 Register Screen Login



To clock in:

1. Click Clock In/Clock Out at the Register Login screen.

Xstore Point of Service knows whether you are currently clocked in or clocked out and will perform the appropriate action automatically.



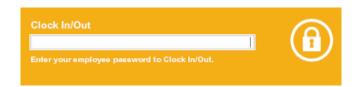
Xstore Point of Service prompts for your user ID.

Figure 22-2 Clock In Employee ID Prompt



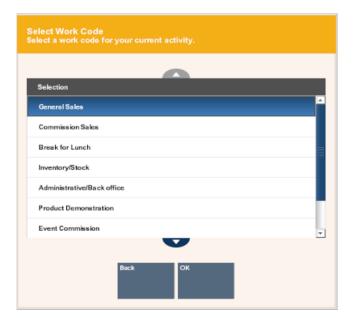
Scan or enter your employee ID at the Clock In/Out prompt and press Enter.Xstore Point of Service prompts for your password.

Figure 22-3 Clock In Employee Password Prompt



3. Enter your password and press Enter.

Figure 22-4 Work Code List



- 4. If necessary, select a work code for your current activity:
  - · Click the work code.
  - Use the up and down arrow keys to highlight the appropriate work code, then press the Spacebar.
- 5. Click **OK** if necessary.

You are now clocked in.

### Clock Out

#### To clock out:

Click Clock In/Clock Out at the Register Login screen. See Figure 22-1

Xstore Point of Service knows whether you are currently clocked in or clocked out and will perform the appropriate action automatically.



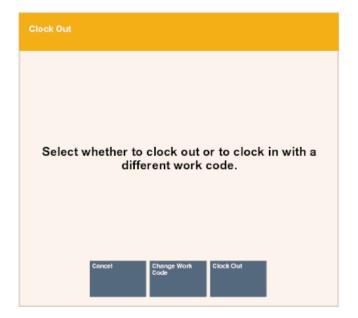
Touch-screen users swipe the clock area to clock in or clock out.

Xstore Point of Service prompts for your user ID. See Figure 22-2.

- 2. Scan or enter your employee ID at the Clock In/Out prompt and press Enter.
  - Xstore Point of Service prompts for your password. See Figure 22-3.
- 3. Enter your password and press Enter.



Figure 22-5 Clock Out Prompt



Click Clock Out if you are prompted whether to clock out or clock in under a different work code.

You are clocked out. Xstore Point of Service may print a receipt with your clock-out information.

## Change Work Code

To change the work code you are using for your clock in:

1. Click Clock In/Clock Out at the Register Login screen. See Figure 22-1.

Xstore Point of Service knows whether you are currently clocked in or clocked out and will perform the appropriate action automatically.



Touch-screen users swipe the clock area to clock in or clock out.

Xstore Point of Service prompts for your user ID. See Figure 22-2.

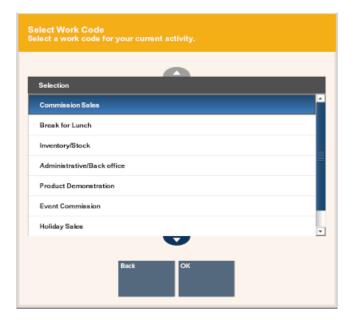
- 2. Scan or enter your employee ID at the Clock In/Out prompt and press Enter.
  - Xstore Point of Service prompts for your password. See Figure 22-3.
- 3. Enter your password and press Enter.

You are prompted whether to clock out or clock in under a different work code. See Figure 22-5.

4. Click Change Work Code.

You are prompted for a new work code.

Figure 22-6 Change Work Code List



- Select a work code for your current activity:
  - Click the work code.
  - Use the up and down arrow keys to highlight the appropriate work code, then press the Spacebar.
- Click **OK** if necessary.

You are now clocked in under a new work code.

## Clocking In and Clocking Out for Meal Breaks

If your store policy enforces meal break clock-out and clock-in, you cannot clock back in after a meal break until a specified period has elapsed.

If a minimum clocked-in time interval is used.

If your store policy requires a minimum clocked-in time interval for a Meal Break work code (for example, 30 minutes), you cannot clock out early from your meal break. An override is allowed with a manager's permission.

To clock out for a meal break:

1. Click Clock In/Clock Out at the Register Login screen. See Figure 22-1.



Touch-screen users swipe the clock area to clock in or clock out.

Xstore Point of Service prompts for your user ID. See Figure 22-2.

- Scan or enter your employee ID at the Clock In/Out prompt and press Enter.Xstore Point of Service prompts for your password. See Figure 22-3.
- 3. Enter your password and press Enter.

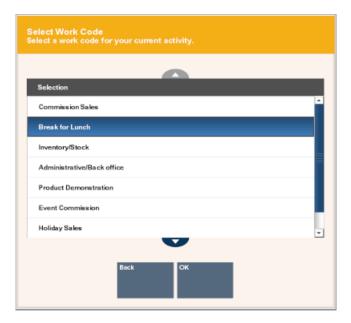


You are prompted whether to clock out or clock in under a different work code. See Figure 22-5.

#### 4. Click Change Work Code.

You are prompted for a new work code.

Figure 22-7 Work Code List



- 5. Select the meal break option (for example, **Break For Lunch** or **Meal Break**:
  - Click the meal break option.
  - Use the up and down arrow keys to highlight the meal break option, then press the Spacebar.
- 6. Click **OK** if necessary.

You are now clocked out for a meal.

If your store policy is set up for a minimum clocked-out time interval for a break (for example, 30 minutes), you cannot clock back in early.

This means that once you have clocked out during your shift, you cannot clock back in again for at least 30 minutes.

An override is allowed with a manager's permission.

# **Balance Inquiry**

Gift cards and store credit vouchers may be used as a tender until the total value of the account has been used. Since the amount left on a card or voucher cannot be visibly seen, this function electronically checks the account record and tells you about the remaining value on the account.

Use the balance inquiry process to check the amount remaining on a customer's store credit voucher, gift card or gift certificate, and to look up an item's price from a gift receipt.



Depending upon the configuration of your system, this option may be available from several different locations. Before logging in, Balance Inquiry is available from the Register Login screen and from the Till Options menu. After logging in, Balance Inquiry is available from both the Register Options menu and the Back Office Main Menu. The procedure that follows describes how to access Balance Inquiry from the Register Login screen

1. Click **Balance Inquiry** at the Register Login screen.

Figure 22-8 Balance Inquiry Menu Options



- 2. Click the type of balance inquiry:
  - Gift Card Balance Remaining balance on a gift card.
  - Gift Cert. Balance Remaining balance on a gift certificate.
  - Store Credit Balance Remaining store credit balance.
  - Loyalty Balance Loyalty point balance.
  - Gift Receipt Inquiry To look up an encoded item's price on a gift receipt.

Xstore Point of Service prompts for the ID number.

Figure 22-9 Store Credit Number Prompt



3. Enter the ID number (for example, the gift card number or gift receipt barcode number) and press **Enter**.

Xstore Point of Service opens a window displaying the requested information.

- **4.** When you are finished:
  - Click **OK** to close the window.
  - Indicate whether to print a receipt:
    - Click Yes to print a receipt and close the window.
    - Click **No** to close the window.

# Change Your Password

The Change Password option is only available from the Register Login screen or the Back Office Login screen before you log in.

Figure 22-10 Change Password Login Screen



To change your password:

Click Change Password in the Register Login screen or Back Office Login screen.
 Xstore Point of Service prompts for your user ID.

Figure 22-11 Employee ID Prompt



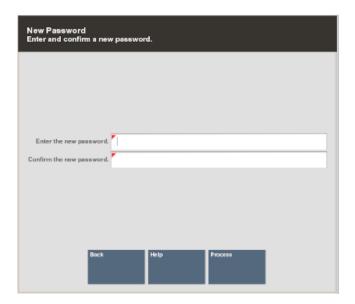
- 2. Do one of the following, depending upon the configuration of your system:
  - Enter your user ID and press Enter.
     Xstore Point of Service prompts for your password. Continue with Step 3.
  - Scan your finger on the fingerprint reader.
     Xstore Point of Service prompts for your new password. Continue with Step 4.

Figure 22-12 Enter Current Password Prompt



3. Enter your current password and press Enter.

Figure 22-13 New Password Prompt



- Enter your new password in the Enter the new password and Confirm the new password fields.
- Click Process.

The new password is saved.



Xstore Point of Service may enforce certain rules regarding passwords, such as the minimum number of characters required or whether you can reuse an old password. If your new password is not valid, press Enter to acknowledge the Validation prompt and try again.

# Change your Password with Challenge Questions

If Xstore Point of Service is configured to use password challenge questions, you can re-set your password without knowing your current password by answering a set of questions whose answers should only be known to you.

To change your password using challenge questions:

 Click Change Password in the Register Login screen or Back Office Login screen. See Figure 22-10.

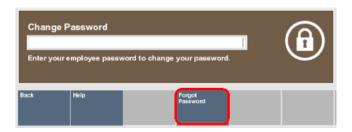
Xstore Point of Service prompts for your user ID. See Figure 22-11.

2. Enter your user ID and press Enter.

Xstore Point of Service prompts for your password.



Figure 22-14 Forgot Password Menu Option



Click Forgot Password.

Xstore Point of Service prompts for your last name.

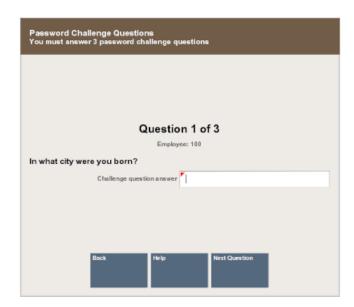
Figure 22-15 Change Password Verification



4. Enter your last name and press Enter.

Xstore Point of Service asks the challenge questions.

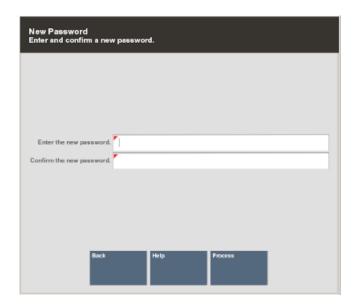
Figure 22-16 Example Challenge Question



- 5. Answer each challenge question:
  - a. Enter the answer.
  - b. Click Next Question or Process.
  - c. Repeat Steps 5.a to 5.b for each question.

After you have entered the correct answer for each question, Xstore Point of Service prompts for your new password.

Figure 22-17 New Password Prompt



- Enter your new password in the Enter the new password and Confirm the new password fields.
- Click Process.

The new password is saved.



Xstore Point of Service may enforce certain rules regarding passwords, such as the minimum number of characters required or whether you can reuse an old password. If your new password is not valid, press Enter to acknowledge the Validation prompt and try again.

## Post Void

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.

Certain kinds of sale transactions may involve extended transactions that occur outside the system. For example, special orders, work orders and layaways are extended transactions. Although the system checks for such conditions when a post void is executed, some aspects of the transaction may need to be reversed by an additional transaction such as a return. If the system detects an extended transaction, you are prompted about whether you want to continue the post void process.

A Post Void transaction may be performed from the Register or from the Back Office, depending upon your system's configuration and store policy. In the Back Office it is available on the Main Menu and from the Electronic Journal.

To perform a Post Void from the register:

1. Select Till in the Register Login screen.

Figure 22-18 Register Login Employee ID Prompt



- 2. Do one of the following, depending upon the configuration of your system:
  - Enter your user ID and press Enter.
     Xstore Point of Service prompts for your password. Continue with Step 3.
  - Scan your finger on the fingerprint reader.
     The Manage Tills menu opens. Continue with Step 4.
- 3. Enter your password and press Enter.

Figure 22-19 Register Login Password Prompt



The Till menu opens.

Figure 22-20 Till Menu



4. Select Till Options.

Figure 22-21 Till Options Menu

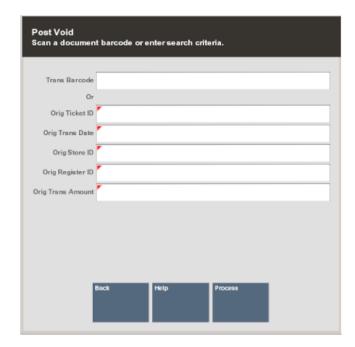




### Select Post Void.

Xstore Point of Service prompts for the transaction information.

Figure 22-22 Prompt for Transaction Barcode



### 6. Enter the transaction information:

- Scan the transaction barcode. Continue with Step 7.
- Enter the transaction information:
  - Trans Barcode Transaction barcode number.

Note:

If the transaction barcode is entered, the other field values will be ignored.

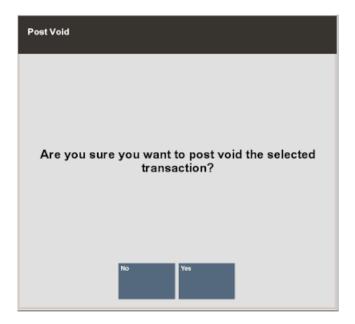
- Orig Ticket ID Ticket ID of the transaction to post void.
- Orig Trans Date Date of the transaction to post void.
- Orig Store ID ID of the store where the transaction was performed.
- Orig Register ID ID of the register where the transaction was performed.
- Orig Trans Amount Amount of the transaction to post void.

### 7. Select Process.

If the transaction is found, Xstore Point of Service prompts for confirmation to post void the transaction.



Figure 22-23 Prompt to Confirm Post Void



- 8. Indicate whether to post void the transaction:
  - Click Yes to post void the transaction.
  - Click No to cancel the post void.

Xstore Point of Service may prompt for a reason for the post void.

Figure 22-24 List of Post Void Reasons



- 9. Select the reason:
  - Click the reason.
  - Use the up and down arrow to highlight the reason, then press the Spacebar.
- 10. Select OK.

The following prompts depend upon the configuration of your system.

- 11. If necessary, scan the cash drawer with which to perform the post void.
- 12. If necessary, enter additional information about the reason for the post void:
  - a. Enter the additional information.
  - b. Select **OK**.

Xstore Point of Service voids the transaction, performs any necessary refunds, prints void receipts for your records, and returns to the previous screen.

## No Sale

Use the No Sale option to open the cash drawer for a reason other than a normal sale transaction.

To perform a No Sale:

1. Select **Till** in the Register Login screen.

Figure 22-25 Register Login Employee ID Prompt



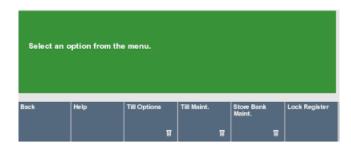
- 2. Do one of the following, depending upon the configuration of your system:
  - Enter your user ID and press Enter.
    - Xstore Point of Service prompts for your password. Continue with Step 3.
  - Scan your finger on the fingerprint reader.
    - The Manage Tills menu opens. Continue with Step 4.
- 3. Enter your password and press Enter.

Figure 22-26 Register Login Password Prompt



The Till menu opens.

Figure 22-27 Till Menu



Select Till Options.

Figure 22-28 Till Options Menu



Select No Sale.

Xstore Point of Service prompts for the reason for the no sale.

- Select the reason:
  - Click the reason.
  - Use the up and down arrow to highlight the reason, then press the Spacebar.
- 7. Select OK.

The following prompts depend upon the configuration of your system.

- 8. If necessary, scan the cash drawer with which to perform the no sale.
- 9. If necessary, enter additional information about the reason for the no sale:
  - Enter the additional information.
  - b. Click OK.

The cash drawer opens.

# Lock or Unlock a Register

Your system may be configured to automatically log out an associate after a specified period if there is no system activity. However, you may need to temporarily leave a register before that occurs. In that case, you can lock the register to prevent another person from using the system while you are away.

## Lock a Register

Registers can be locked from the Register Login screen or the Register Sale screen:

- Register Login Screen
- Register Sale Screen

## Register Login Screen

To lock a register:

- 1. Click Manage Tills in the Register Login screen.
- 2. Do one of the following, depending upon the configuration of your system:
  - Enter your user ID and press Enter.

Xstore Point of Service prompts for your password. Continue with Step 3.

Scan your finger on the fingerprint reader.

The Manage Tills menu opens. Continue with Step 4.

3. Enter your password and press Enter.

The Manage Tills menu opens.

- 4. Click Register Options.
- 5. Click Lock Register.

The system displays a message indicating that the system is now locked.

## Register Sale Screen

To lock a register:

- Click Register Options.
- Click Lock Register.

The system displays a message indicating that the system is now locked.

## Unlock a Register

To unlock a register:

- 1. Do one of the following, depending upon the configuration of your system:
  - Enter your user ID in the Register Login field and press Enter.

Xstore Point of Service prompts for your password. Continue with Step 3.

Scan your finger on the fingerprint reader.

The register is unlocked.

2. Enter your password and press Enter.

The register is unlocked.

# **Price Inquiry**

If you want to look up the price of an item, use the function Price Inquiry. You can look up the price for an item when you are logged out as well as when you are logged on to the application. To look up the price of an item, follow the steps below.

Press Find Item.



- Press Price Inquiry.
- 3. You are prompted for the item. Scan, or enter the item and press **Enter**.
- 4. The item description, item ID and the corresponding price are displayed.

Figure 22-29 Price Inquiry - Logged In





If the displayed price is a deal price, the system marks the price with the text Sale.

Price Inquiry

Description Price
Sunglasses Sale \$80.60

Back Add Ren

Figure 22-30 Price Inquiry - Deal Price

- If you are logged out of the application, press **Back** to close the screen.
- If you are logged on to the application, choose one of the following options.
  - Press Back to return to the Sales screen.
  - Press Add to Item to add the item to the c1urrent sales transaction. The item is shown on the view port.



# **House Account Payments**

This function allows you to accept a customer payment that is applied toward the balance owed by a customer. The tender types that are acceptable for payment are defined in your system's configuration. House Account payments may be included as part of a regular register sale or as the sole item (payment) in a sale.

This chapter covers the following topics:

- Making a House Account Payment
- Reversing a House Account Payment

# Making a House Account Payment

To perform a payment to a house account:

- Associate a Customer with the Transaction.
- 2. Click **Register Options** in the Register Sale screen.
- 3. Click House Account Payment.

Xstore Point of Service prompts for authorized buyer making the payment to the account.

House Account
Please select one of the following eligible authorized buyers.

Primary Name
Buyer ID
Campbell, Greyly
HAU040100100002
Buyer, Benny
HAU040100100003

Buyer Buyer Benny
HAU040100100003

Figure 23-1 House Account Authorized Buyer List

- 4. Select the authorized buyer:
  - Click the buyer.
  - Use the up and down arrow to highlight the buyer, then press the Spacebar.
- Select OK.

Xstore Point of Service prompts for the payment amount.

Figure 23-2 House Account Payment Amount Prompt



6. Enter the payment amount and press Enter.

The following prompts will depend up on the configuration of your system.

Figure 23-3 House Account Payment Statement Date Prompt



7. If prompted, enter the date of the payment statement on which the payment should appear, then press Enter.

Figure 23-4 House Account Invoice Number Prompt



8. If prompted, enter the Invoice Number against which the payment is applied, then press Enter.

Figure 23-5 House Account More Payments Prompt



9. If necessary, indicate whether to make more payments to house accounts.

- Click Yes to make more payments. Continue with Step 4.
- Click No to return to the Register Options menu.
- **10.** When completing the transaction, apply the permitted tenders to the transaction.



The tenders that can be applied to a house account are limited. For example, a house account cannot be used to make a house account payment.

# Reversing a House Account Payment

To reverse a payment on a house account:

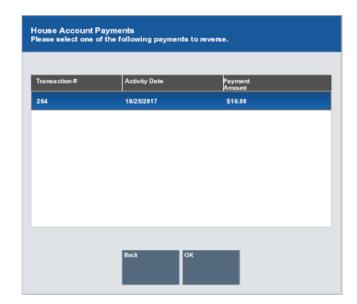
- 1. Associate a Customer with the Transaction.
- 2. Click **Register Options** in the Register Sale screen.
- 3. Click House Account Reversal.

If the customer has more than one house account, Xstore Point of Service prompts for the account. Continue with Step 4. Otherwise, continue with Step 10.

- 4. Select the account:
  - Click the account.
  - Use the up and down arrow to highlight the account, then press the Spacebar.
- 5. Click OK.

Xstore Point of Service prompts for the payment to reverse.

Figure 23-6 House Account Payments List



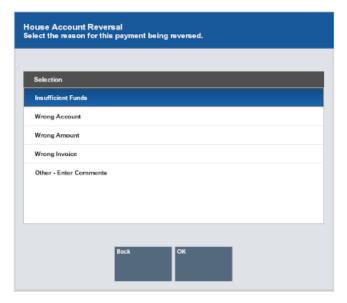
- 6. Select the payment:
  - Click the payment.

• Use the up and down arrow to highlight the payment, then press the Spacebar.

### 7. Click OK.

Xstore Point of Service prompts for the reason for the reversal.

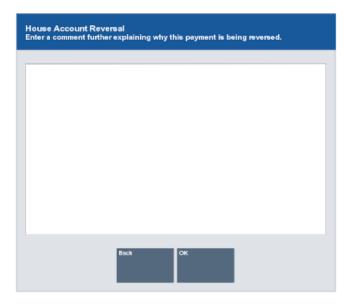
Figure 23-7 House Account Reversal Reason Code List



- 8. Select the reason:
  - Click the reason.
  - Use the up and down arrow to highlight the reason, then press the Spacebar.
- 9. Select OK.

Xstore Point of Service prompts for additional information about the reason for the reversal.

Figure 23-8 House Account Reversal Comment Prompt



- 10. Enter additional information about the reason for the reversal.
- 11. Select OK.

The payment reversal is applied to the transaction and appears in the View Port.



# Flash Sales

From the register you can view the Flash Sales Summary Report which provides an instant snapshot of sales at the moment that you select it. The report displays data in a column format as well as in graphic format with bar charts and pie charts. It includes sales results from two perspectives:

- Sales The count of transactions and the dollar amount of the transactions in the following categories: gross sales, net sales, returns, discounts and total tax.
- **Tenders** The count of transactions and the dollar amount for each tender type that was used such as cash, various credit cards, store credit, gift certificates, and so on.

The last page of the Flash Sales Summary report includes a pie chart of the tenders used and a bar chart of the sales results.

You can set the date parameters that are used to select the data included in the report, and to specify whether zero values are suppressed and whether or not the charts are shown. See Running the Flash Sales Summary Report.

The report may be viewed online and printed immediately or saved so that it may be viewed later. Saved reports may be preserved with the original selection parameters or with the original data.

Additional Flash Sales reports are accessible from the Back Office Reports Menu. Refer to the Oracle Retail Xstore Point of Service Classic Manager's Guide, and the Oracle Retail Xstore Point of Service Reports Guide for more information about the Flash Sales Report.

# Run the Flash Sales Summary Report

To run the Flash Sales Summary Report from the Register Login screen:

Register Login

Scen or key your employee ID to sign on.

Melp Clock in/Out View Schedule Change Password Options Balance Inquiry Enter Training My Tasks. Find Item Till Flash Sales Back Office

Figure 24-1 Register Login Screen

1. Click Flash Sales in the Register Login screen.

The Flash Sales criteria window opens.

Enter parameters to use when running this report.

Date 1028/2017
Specific Date 1028/2017
Show Chart Yee 1028/2017
Show Criteria Yee 1028/2017
Show Criteria 1028/2017
Show Cr

Figure 24-2 Criteria Entry Form for Flash Sales Summary Report

### Enter the report criteria:

- Start Date/Specific Date Enter a date on the top line or select a relative date from the drop-down list.
- Display Options Select how the report will display data:
  - Summary Display a summary of all data.
  - By Department Organize the data by the item department.
  - By Employee Organize the data by the employee who performed the sale.
  - By Hour Organize the data by the hour at which the sales were made.
- Show Chart Select Yes to display a chart or No to only show data.
- **Show Criteria** Select **Yes** to display the criteria used when creating the report or **No** to only show the results.

### 3. Finish the report:

- Click Run Report to execute the report and display the results on the screen.
- Click **Print** to execute the report and send the results to a printer.
- Click Save to keep the report with the current data or save only the report parameters to run this specific report with these parameters again. See Save a Report or Report Parameters for more information.

## Save a Report or Report Parameters

To save a report or the parameters for a report:

1. Click **Save** in the Flash Sales report criteria window.

A Save Flash Sales Summary window opens.

Figure 24-3 Save Report Options



- 2. Enter the save file information:
  - Save Report As Name of the save file.
  - Report Save Options The information to be saved:
    - Save Report with Current Data To save the report with the current values.
    - Save Report Parameters To save only the parameters to use these parameters as a template to generate a new report at another time.

#### Select OK.

The report is saved to your personal report area and can be retrieved from the Back Office Main Menu by selecting **Reports**, then the **Saved Reports** option.



Refer to the *Oracle Retail Xstore Point of Service Reports Guide* for more information about setting up and running reports.

Figure 24-4 Flash Sales Summary Report

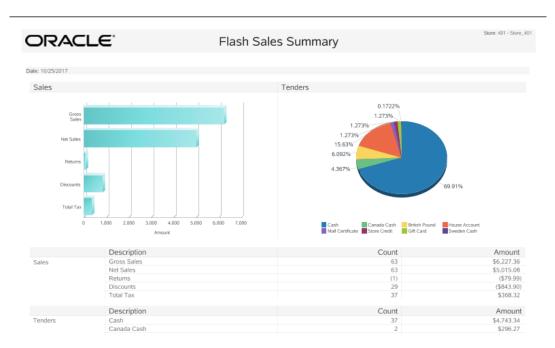
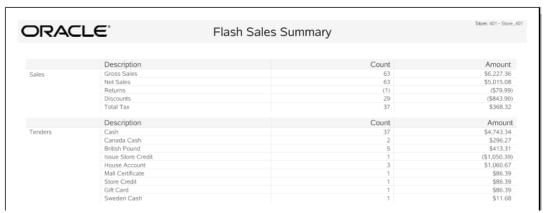


Figure 24-5 Flash Sales Summary Report - No Graph



# On-screen Navigation for Flash Sales Report

All the Flash Sales Reports have a consistent interface for navigating through multi-page reports, changing the display size, printing reports and saving reports so that they may be reused.

Figure 24-6 Report Navigation Options



After you make your criteria selections and a report is displayed on the screen, options display at the bottom of the screen:

- Back Return to the criteria selection screen for the report.
- Print Report Send the report to a printer.
- Save Report Assign a name to the report so that it can be reused later with current criteria or current data.
- Previous Page/Next Page Go to the next lower page number or next higher page number.

- Top of Page/Bottom of Page Go to the beginning or end of the current page number.
- First Page/Last Page Jump to page 1 or the last page number in the report.
- Zoom In/Zoom Out Increase or decrease the on-screen magnification of the text.



# Register Open and Close

The Register Open and Close procedures explain the steps you must perform to open and close a register.

# Register Open

Opening the register is a process that can be quickly completed by managers or associates who have the proper security privileges. The process is highly configurable, and your process may be different from the instructions below. Every effort has been made to include notes or examples of additional steps that may be configured for your store.

The register open process depends upon the configuration of your system.

- Standard Open Open a register that is not configured for 24/7 processing.
- 24/7 Open Open a register that is configured for 24/7 processing.
- Networked Cash Drawer Open Open a register that uses a networked cash drawer.

# Standard Open

To open a register that is not configured for 24/7 trading:

1. Select **Back Office** in the Register Login screen.



Touchscreen users can tap the red register status to begin the register open process.

Figure 25-1 Back Office Login - Employee ID



- 2. Do one of the following, depending upon the configuration of your system:
  - Enter your user ID and press Enter.
     Xstore Point of Service prompts for your password. Continue with Step 3.
  - Scan your finger on the fingerprint reader.
     Xstore Point of Service prompts for your new password. Continue with Step 5.

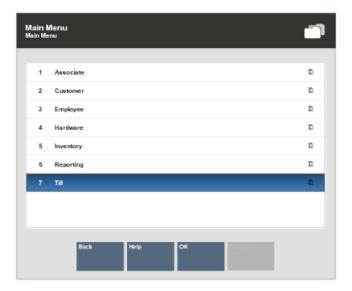
Figure 25-2 Back Office Login - Password



**3.** Enter your password and press Enter.

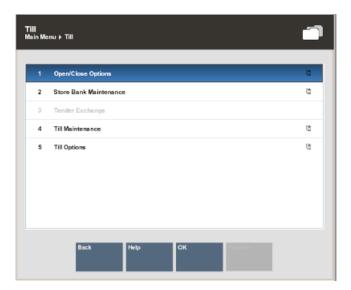
The Back Office Main Menu opens.

Figure 25-3 Back Office Main Menu



4. Select Till.

Figure 25-4 Till Menu Options



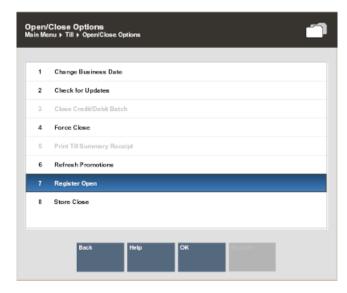
5. Select Open/Close Options.



### 6. Select OK.

The Open/Close Options menu opens.

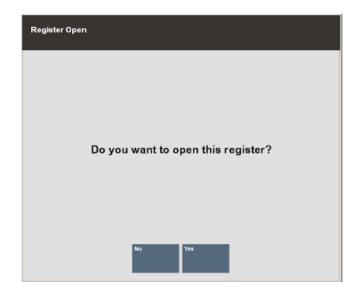
Figure 25-5 Open/Close Options Menu



- 7. Select Register Open.
- 8. Select OK.

A confirmation prompt opens.

Figure 25-6 Open Register Prompt



### 9. Select Yes.

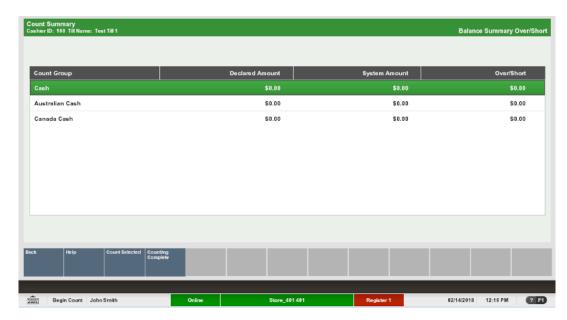
- If your register has more than one cash drawer, you are prompted to select a drawer. Continue with Step 10.
- If your register has only one cash drawer, the count summary screen opens. Continue with Step 11.



10. If necessary, select the drawer from a list of available cash drawers.

The count summary screen opens.

Figure 25-7 Begin Count Summary Screen



- 11. Count the cash tenders:
  - Select the tender to count.
  - b. Select Count Selected.

A list of currency denominations opens.

Figure 25-8 Denomination Count - Cash



- c. Count a denomination currency.
- d. Select the denomination in the View Port.
- e. Enter the count of the currency denomination in the Focus Bar and press Enter.

- f. Repeat Steps 11.c to 11.e for each denomination.
- g. Select Summary.

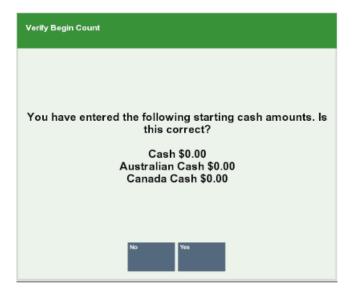
Xstore Point of Service returns to the tender list

- h. Repeat Steps 11.a to 11.g for each currency.
- **12.** Click **Counting Complete** when all counts are completed.



Check the Over/Short column to see if your till is balanced with the system values for each tender type.

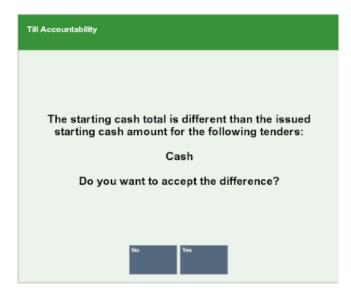
Figure 25-9 Verify Begin Count Prompt



• If the starting cash amount matches, the system prompts to confirm the amount for all cash currencies you entered and opens the register after you acknowledge the system amount. Continue with Step 13.



Figure 25-10 Starting Cash Difference Prompt



• If the currency amounts do not match, the system displays a prompt to either recount the till or to accept the difference. Continue with Step 14.

### 13. Click Yes.

The register opens. Receipts for the register open may print.

- 14. Do one of the following:
  - Click Yes to continue opening.
     The register opens. Receipts for the register open may print.
  - Click No to return to the count screen. Return to Step 11.

## 24/7 Open

For systems using 24/7 trading, the register open process must be performed on each register every day. Depending upon the configuration of your system, and the time that the register is opened, the register may open for the previous day or the next day.

To open a register that is configured for 24/7 trading:

Select Back Office in the Register Login screen.



Touchscreen users can tap the red register status to begin the register open process.

Figure 25-11 Back Office Login - Employee ID





- 2. Do one of the following, depending upon the configuration of your system:
  - Enter your user ID and press Enter.
     Xstore Point of Service prompts for your password. Continue with Step 3.
  - Scan your finger on the fingerprint reader.
     Xstore Point of Service prompts for your new password. Continue with Step 5.

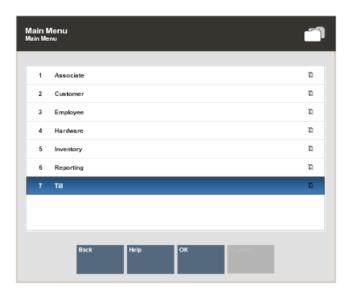
Figure 25-12 Back Office Login - Password



3. Enter your password and press Enter.

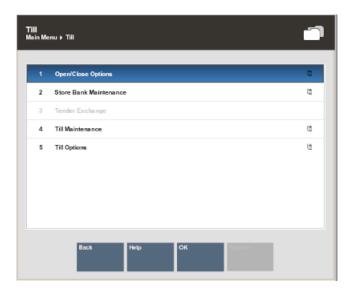
The Back Office Main Menu opens.

Figure 25-13 Back Office Main Menu



4. Select Till.

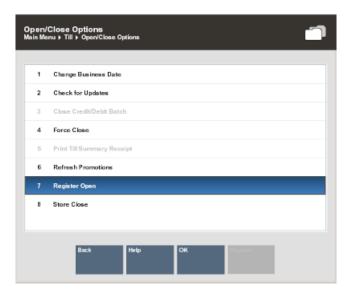
Figure 25-14 Till Menu Options



- 5. Select Open/Close Options.
- 6. Select OK.

The Open/Close Options menu opens.

Figure 25-15 Open/Close Options Menu

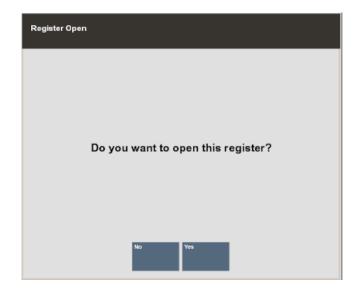


- 7. Select Register Open.
- 8. Select OK.

A confirmation prompt opens.



Figure 25-16 Open Register Prompt



### 9. Click Yes.

An insert till notification window opens.

Select **OK** to open the till.

The cash drawer opens. Continue with Step 18.

Click Change Float to change the float amount. Continue with Step 10.
 Xstore Point of Service prompts for the reason for changing the float.

- **10.** Select the reason for changing the float:
  - · Click the reason.
  - Use the up and down arrows to highlight the correct reason then press the Spacebar.
- 11. Select OK.

Xstore Point of Service prompts for additional comments.

- 12. Enter any additional comments.
- 13. Select OK.

Xstore Point of Service prompts for the currency to change.

- **14.** Select the currency to change:
  - Click the currency.
  - Use the up and down arrows to highlight the correct currency then press the Spacebar.
- 15. Select OK.

Xstore Point of Service prompts for the new float value.

**16.** Enter the new float amount and press Enter.

A confirmation prompts opens.

17. Click Yes to confirm the new amount.

An insert till notification window opens.

Select **OK** to open the till.

The cash drawer opens. Continue with Step 18.

- Click Change Float to change the float amount. Go to Step 10.
   Xstore Point of Service prompts for the reason for changing the float.
- 18. Insert the till into the cash drawer.
- 19. Close the cash drawer.

The register opens.

## Networked Cash Drawer Open

In a register configured to use a networked cash drawer, opening the register is done by opening the cash drawer.

To open a networked cash drawer:

Select Back Office in the Register Login screen.



Touchscreen users can tap the red register status to begin the register open process.

Figure 25-17 Back Office Login - Employee ID



- Do one of the following, depending upon the configuration of your system:
  - Enter your user ID and press Enter.
     Xstore Point of Service prompts for your password. Continue with Step 3.
  - Scan your finger on the fingerprint reader.
     Xstore Point of Service prompts for your new password. Continue with Step 4.

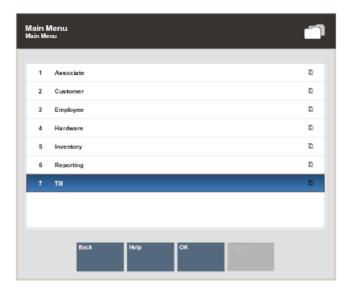
Figure 25-18 Back Office Login - Password



3. Enter your password and press Enter.

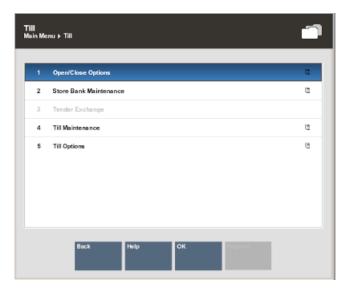
The Back Office Main Menu opens.

Figure 25-19 Back Office Main Menu



4. Select Till.

Figure 25-20 Till Menu Options



- 5. Select Open/Close Options.
- 6. Select OK.

The Open/Close Options menu opens.

- 7. Click Cash Drawer Open.
- 8. Select OK.

A list of cash drawers opens.

- 9. Select the cash drawer to open:
  - Click the cash drawer.
  - Use the up and down arrow keys to highlight the cash drawer and press the Spacebar.

#### 10. Select OK.

A confirmation prompt opens.

#### 11. Click Yes.

A list of tills opens.

- **12.** Select the till to assign to the cash drawer:
  - Click the till.
  - Use the up and down arrow keys to highlight the till and press the Spacebar.

#### 13. Select OK.

The Count Summary screen opens.

- 14. Count the cash tenders:
  - a. Click the tender to count.
  - b. Click Count Selected.

A list of currency denominations opens.

- c. Count a currency denomination.
- d. Click the denomination in the View Port.
- Enter the count of the currency denomination in the Focus Bar and press Enter.
- f. Repeat Steps 14.c to 14.e for each denomination.
- g. Click Summary.

Xstore Point of Service returns to the tender list.

- h. Repeat Steps 14.a to 14.g for each currency.
- **15.** Click **Counting Complete** when all counts are completed.



Check the Over/Short column to see if your till is balanced with the system values for each tender type.

- If the starting cash amount matches, the system prompts to confirm the amount for all cash currencies you entered and opens the register after you acknowledge the system amount. Continue with Step 16.
- If the currency amounts do not match, the system displays a prompt to either recount the till or to accept the difference Continue with Step 17.

### 16. Click Yes.

The register opens. Receipts for the register open may print.

- **17.** Do one of the following:
  - Click Yes to continue opening. Continue with Step 18.

The register opens. Receipts for the register open may print.

- Click No to return to the count screen. Return to Step 14.
- **18.** Open the till to associate with the Cash Drawer. See Open a Till for more information.



19. If necessary, click Register.

The register opens. Opening receipts may print.

# Register Close

The register close process can be performed by store managers or associates who have the proper security privileges. A register close can be completed any time during the day.

This process is highly configurable, and your process may be different than the instructions below. Every effort has been made to include notes or examples of additional steps that may be configured for your store.

The procedures described in this section assume that till accountability is not being used (this is a configurable option). For more information on till accountability and its requirements, refer to the *Oracle Retail Xstore Point of Service Classic Manager's Guide*.

The register open process depends upon the configuration of your system:

- Standard Close Close a register that is not configured for 24/7 processing.
- 24/7 Close Close a register that is configured for 24/7 processing.
- Networked Cash Drawer Close Close a register on a system that uses a networked cash drawer.

## Standard Close

To close a register with the standard close process:

Click Back Office in the Register Login screen.



Touchscreen users can tap the red register status to begin the register open process.

Figure 25-21 Back Office Login - Employee ID



- 2. Do one of the following, depending upon the configuration of your system:
  - Enter your user ID and press Enter.
     Xstore Point of Service prompts for your password. Continue with Step 3.
  - Scan your finger on the fingerprint reader.
     Xstore Point of Service prompts for your new password. Continue with Step 4.



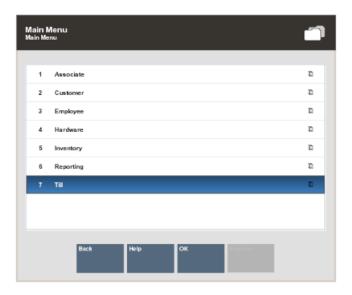
Figure 25-22 Back Office Login - Password



3. Enter your password and press Enter.

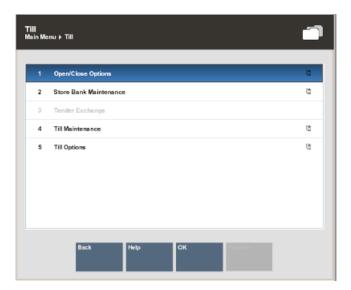
The Back Office Main Menu opens.

Figure 25-23 Back Office Main Menu



4. Select Till.

Figure 25-24 Till Menu Options



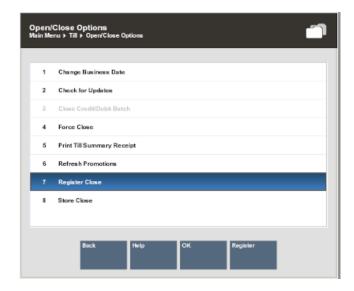
5. Select Open/Close Options.



### 6. Select OK.

The Open/Close Options menu opens.

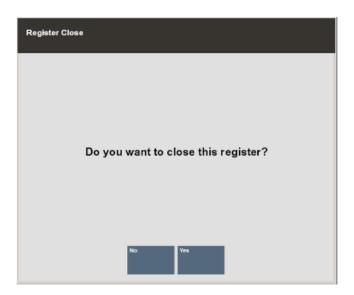
Figure 25-25 Open/Close Options



- 7. Select Register Close.
- 8. Select OK.

A confirmation prompt opens.

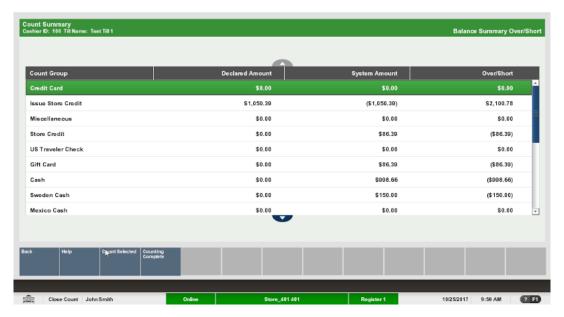
Figure 25-26 Close Register Prompt



9. Select Yes.

The cash drawer opens, and Xstore Point of Service displays the Close Count Summary screen. Each count group (tender type) is counted individually.

Figure 25-27 Close Count Summary Screen



- 10. Count the cash tenders:
  - a. Click the tender to count.
  - b. Click Count Selected.

A list of currency denominations opens.

- Count a currency denomination.
- d. Click the denomination in the View Port.
- e. Enter the count of the currency denomination in the Focus Bar and press Enter.
- f. Repeat Steps 10.c to 10.e for each denomination.
- g. Click Summary.

Xstore Point of Service returns to the tender list.

- h. Repeat Steps 10.a to 10.g for each currency.
- 11. If necessary, count the credit card tender:
  - a. Click to select Credit Card.
  - b. Click Count Selected.

Xstore Point of Service prompts for the credit card tender count.

- c. Enter the number of credit card tender counts and press **Enter**.
  - Xstore Point of Service prompts for the amount of credit card tenders.
- d. Enter the total amount of all credit card tenders and press Enter.
- e. Click Summary.

Xstore Point of Service returns to the tender list.

- 12. If necessary, count the check tender:
  - a. Click to select Check.
  - b. Click Count Selected.



Xstore Point of Service prompts for a check serial number.

- Enter the serial number for the check and press Enter.Xstore Point of Service prompts for the amount of the check.
- d. Enter the amount of the check and press **Enter**.
- e. Repeat Steps 12.c to 12.d for each check.
- f. Click Summary.

Xstore Point of Service returns to the tender list.

- 13. If necessary, count the other tenders:
  - a. Click to select the tender.
  - b. Click Count Selected.
  - **c.** Follow the prompts to count the tender.
  - d. Click Summary.

Xstore Point of Service returns to the tender list.

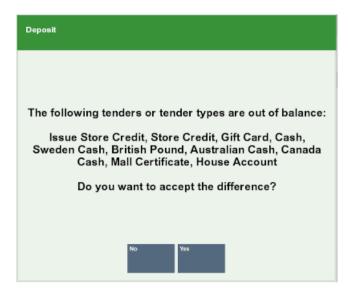
- e. Repeat Steps 13.a to 13.d for each currency.
- **14.** Click **Counting Complete** when all counts are completed.



Check the Over/Short column to see if your till is balanced with the system values for each tender type.

 If the cash amount matches, the system prompts to confirm the amount for all cash currencies you entered and closes the register after you acknowledge the system amount. Continue with Step 15.

Figure 25-28 Tenders Out of Balance Prompt



• If the currency amounts do not match, the system displays a prompt to either recount the till or to accept the difference. Continue with Step 16.

15. Click Yes.

Continue with Step 17.

- **16.** Do one of the following:
  - Click Yes to continue the close process. Continue with Step 17.
     The register closes. Receipts for the register close may print.
  - Click **No** to return to the count screen. Perform Steps 10, 11, 12, or 13 as necessary.
- 17. If necessary, select the deposit amount:
  - Click Accept Deposit to accept the suggested amount.
     The register closes. Close receipts may print. Continue with Step 19.
  - Click Change Deposit to enter a new deposit amount.
  - Click **Deposit Calculator** to calculate a new deposit amount.
    - Xstore Point of Service displays a denomination count screen that can be used as a calculator (see Step 10). Enter the count for each denomination. A running total at the bottom of the screen is updated as you count the cash amount to be deposited.

Xstore Point of Service prompts for a new deposit amount. Continue with Step 18.

- 18. Enter the new deposit amount and press Enter.
- 19. Close the cash drawer.

The close is complete.

#### 24/7 Close

The register close process must be performed on each opened register for it to be rolled over into the next day.



Near the end of a day, warning messages will appear on registers that remain open close to and after the required close time. If a register continues to stay open past the required close time, the register will eventually prevent the user from opening any more transactions until the register is closed and reopened for the next day.

To close a register configured for 24/7 trading:

Click Back Office in the Register Login screen.



Touchscreen users can tap the red register status to begin the register open process.



Figure 25-29 Back Office Login - Employee ID



- 2. Do one of the following, depending upon the configuration of your system:
  - Enter your user ID and press Enter.
     Xstore Point of Service prompts for your password. Continue with Step 3.
  - Scan your finger on the fingerprint reader.
     Xstore Point of Service prompts for your new password. Continue with Step 4.

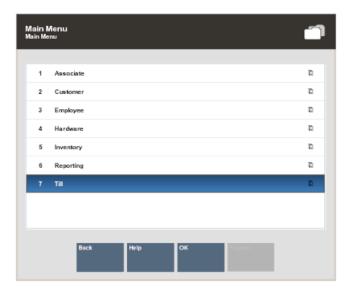
Figure 25-30 Back Office Login - Password



3. Enter your password and press Enter.

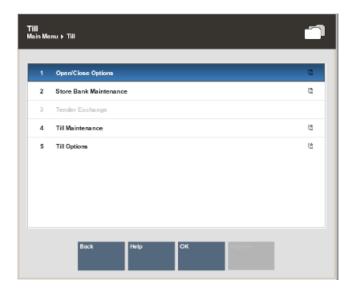
The Back Office Main Menu opens.

Figure 25-31 Back Office Main Menu



4. Select Till.

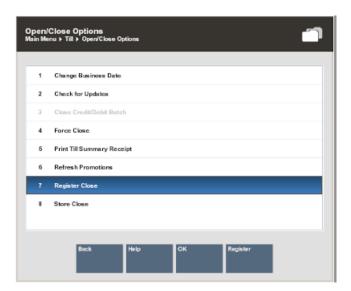
Figure 25-32 Till Menu Options



- 5. Select Open/Close Options.
- 6. Select OK.

The Open/Close Options menu opens.

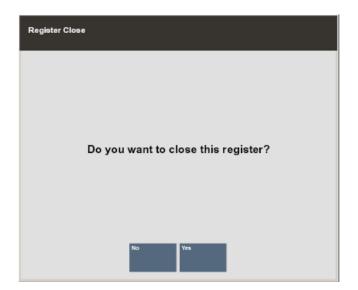
Figure 25-33 Open/Close Options



- 7. Select Register Close.
- 8. Select OK.

A confirmation prompt opens.

Figure 25-34 Close Register Prompt



9. Select Yes.

The cash drawer opens.

- **10.** Perform the instructions on the screen. Depending upon the configuration of your system, you may be prompted to do one of the following:
  - Remove all non-cash tenders from the till.
  - Remove the till.
- 11. Close the cash drawer.

Register close receipts may print.

You may be prompted whether to open the register.

- **12.** If necessary, indicate whether to open the register:
  - Click Yes to open the register. See 24/7 Open for the open procedure.
  - Click No to keep the register closed.

#### Networked Cash Drawer Close

If your system is configured to use network-enabled cash drawers, closing the register is done by closing the cash drawer.

You must remove the till before closing the cash drawer. See Remove a Till from a Register for more information.

To close a register with a networked cash drawer:

1. Click **Back Office** in the Register Login screen.



Touchscreen users can tap the red register status to begin the register open process.

Figure 25-35 Back Office Login - Employee ID



- 2. Do one of the following, depending upon the configuration of your system:
  - Enter your user ID and press Enter.
     Xstore Point of Service prompts for your password. Continue with Step 3.
  - Scan your finger on the fingerprint reader.
     Xstore Point of Service prompts for your new password. Continue with Step 4.

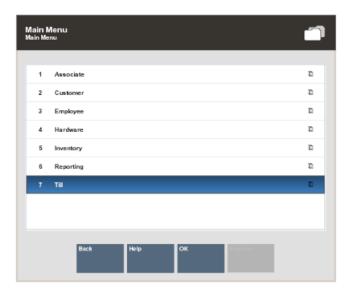
Figure 25-36 Back Office Login - Password



3. Enter your password and press Enter.

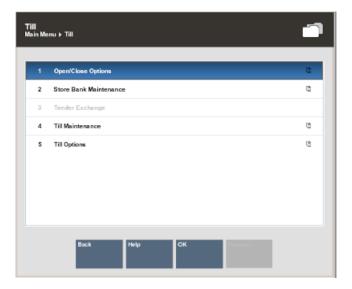
The Back Office Main Menu opens.

Figure 25-37 Back Office Main Menu



4. Select Till.

Figure 25-38 Till Menu Options



- 5. Select Open/Close Options.
- 6. Select OK.

The Open/Close Options menu opens.

- 7. Click Cash Drawer Close.
- 8. Select OK.

A list of cash drawers opens.

- Select the cash drawer to close:
  - Click the cash drawer.
  - Use the up and down arrows to highlight the cash drawer, then press the Spacebar.
- 10. Select OK.

A confirmation prompt opens.

11. Click Yes.

The physical cash drawer opens, and Xstore Point of Service displays the Close Count Summary screen. Each count group (tender type) is counted individually.

- 12. Count the cash tenders:
  - a. Click the cash tender to count.
  - b. Click Count Selected.

A list of currency denominations opens.

- c. Count a currency denomination.
- d. Click the denomination in the View Port.
- e. Enter the count of the currency denomination in the Focus Bar and press Enter.
- f. Repeat Steps 12.c to 12.e for each denomination.
- g. Click Summary.

Xstore Point of Service returns to the tender list.

h. Repeat Steps 12.a to 12.g for each currency.

- **13.** If necessary, count the credit card tender:
  - a. Click to select Credit Card.
  - b. Click Count Selected.

Xstore Point of Service prompts for the credit card tender count.

c. Enter the number of credit card tender counts and press Enter.

Xstore Point of Service prompts for the amount of credit card tenders.

- d. Enter the total of all credit card tenders and press Enter.
- e. Click Summary.

Xstore Point of Service returns to the tender list.

- **14.** If necessary, count the check tender:
  - a. Click to select Check.
  - b. Click Count Selected.

Xstore Point of Service prompts for a check serial number.

c. Enter the serial number for the check and press Enter.

Xstore Point of Service prompts for the amount of the check.

- d. Enter the amount of the check and press Enter.
- e. Repeat Steps 14.c to 14.d for each check.
- f. Click Summary.

Xstore Point of Service returns to the tender list.

- 15. If necessary, count the other tenders:
  - a. Click to select the tender.
  - b. Click Count Selected.
  - c. Follow the prompts to count the tender.
  - d. Click Summary.

Xstore Point of Service returns to the tender list.

- e. Repeat Steps 15.a to 15.d for each currency.
- Click Counting Complete when all counts are completed.



Check the Over/Short column to see if your till is balanced with the system values for each tender type.

- If the starting cash amount matches, the system prompts to confirm the amount for all cash currencies you entered and closes the register after you acknowledge the system amount. Continue with Step 17.
- If the currency amounts do not match, the system displays a prompt to either recount the till or to accept the difference Continue with Step 18.
- 17. Click Yes.



The register closes. Receipts for the register close may print.

- **18.** Do one of the following:
  - Click Yes to continue the close process. Continue with Step 19.
     The register closes. Receipts for the register close may print.
  - Click **No** to return to the count screen. Perform Steps 12, 13, 14, or 15 as necessary.
- **19.** Close the physical cash drawer.

The close is complete.



# Self Checkout Classic Register

To avoid queues at a manned Xstore POS, Xstore has a Self-Checkout (SCO) mode. In this mode, it will enable customers to use Xstore to scan their own items and pay for the sale.

It uses the same hardware as standard Xstore manned register mode, and this helps reduce costs, since self-checkout registers are far more expensive.

It uses the same Xstore software, but operating with a simplified UI, a reduced set of functions and some SCO specific configurations.

Because of this, each Xstore register can now operate essentially in one of three modes:

- As a fixed traditional manned register only
- As a fixed Self-Checkout register only



Self-checkout mode does not support store and register open/close functionalities. The store and register need to be opened from traditional mode before switching to self-check out mode.

Or as a dual mode manned or SCO register, that can be easily switched between modes:

This can be achieved by allowing the register screen to swivel from cashier facing to customer facing. This allows the sharing of scanners, receipt printers and payment terminals.

These registers allow:

- Self-scanning of items by customers
- Non-barcoded items to be added to the sale via picture buttons
- Manual keying of barcodes and SKUs
- Coupon scanning
- Loyalty card scanning
- Payment by debit, credit and gift card only
- Receipt printing
- Prompt for the "Number of carrier bags used"

To accommodate self-checkout in tourist areas, the system language in the SCO screen can be changed to another pre-set language by selecting the appropriate country flag. Up to five flags may be shown on the SCO screen.

Classic Self Checkout was designed with a focus on the experience. Not all fiscal considerations in the country packs will be supported.

This section describes the following topics:

Basic Sale

- Alternate Methods to Add Items
- Supervisor Access Functions

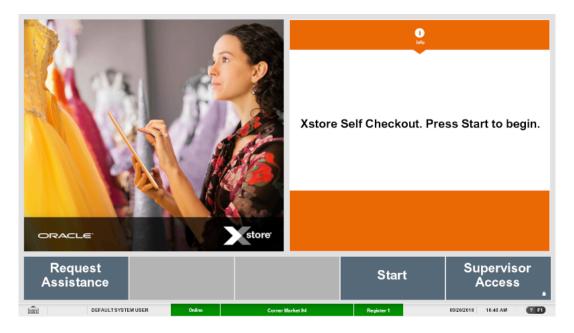
#### **Basic Sale**

The process of a sale on the SCO is in two parts - the customer needs to scan their items, and secondly to pay by card. Loyalty or customer ID capture associates the transaction with a customer. Depending on configuration, the number of carrier bags used may be prompted for. If configured, select a country flag to change the language.

To perform a self check out sale:

1. Scan your first item or select**Start** to begin the sale.

Figure 26-1 SCO Start Sale



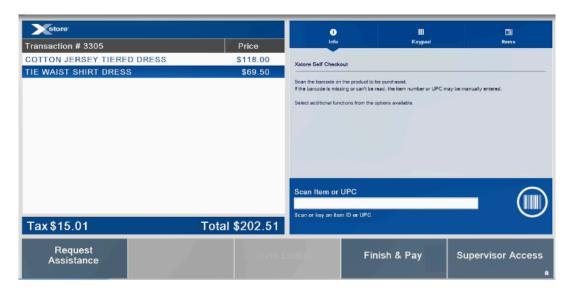
If your store has a loyalty program, the customer can scan their loyalty or customer card. After scanning the loyalty or customer card, the customer's name is displayed.

If no loyalty or customer card is available, select **Skip** to continue to scan the items.

2. Scan items (or add items via another method - see Alternate Methods to Add Items).



Figure 26-2 SCO Scan Items Prompt

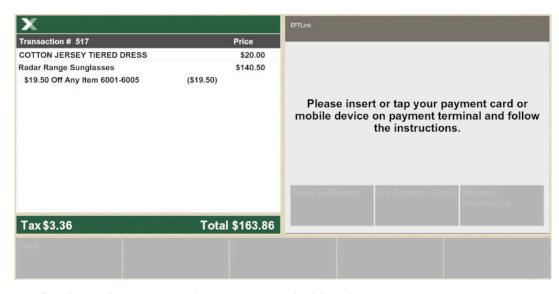


- 3. Scan any Bounceback coupons. The discount is recorded, and the Item Panel displays the updated transaction amount.
- Select Finish & Pay.

If prompted, enter the number of bags used on the keypad.

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

Figure 26-3 Finish And Pay



5. Confirm the card payment on the payment terminal (PED).

A customer sale receipt can be requested, and the customer is prompted to take their receipt.



Figure 26-4 Transaction Complete

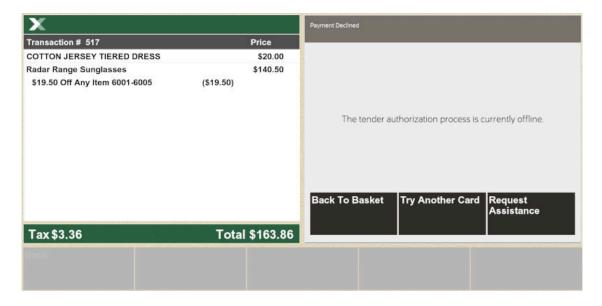


The transaction is cleared from the screen and is ready for the next transaction.

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

Figure 26-5 Payment Declined





At any time in the transaction help is needed, select **Request Assistance** and wait for a supervisor. A sound is made by the register requesting assistance.

Supervisor Alerted

Supervisor alerted,
Please wait for assistance

Figure 26-6 SCO Supervisor Alerted

### Alternate Methods to Add Items

ORACLE

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
- · Manual Entry of Barcodes
- Manual Entry of SKU Numbers

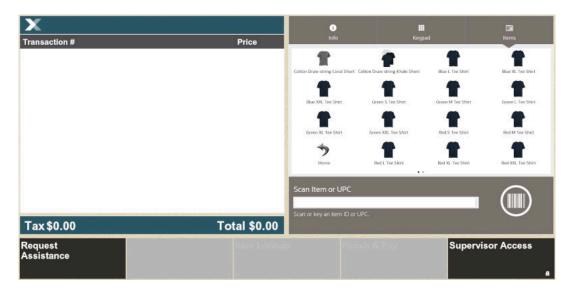
Once the item has been added, continue the sale (see Step 3 above), or complete the sale by selecting **Finish & Pay**. See Step 4 above.

## 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 **Lookup Items** tab. The Quick Items panel displays the configured item images.

Figure 26-7 Example SCO Quick Items Panel



Locate and select the required item image. When the item image is selected, the item is added to the basket.

## Manual Entry of Barcodes

To manually enter the barcode number:

- Select the Keypad tab.
- 2. Manually key in the barcode by entering the barcode number using the keypad.
- 3. Select Enter.

#### Manual Entry of SKU Numbers

To manually enter the SKU number:

- Select the Keypad tab.
- 2. Manually enter the SKU number using the keypad.
- Select Enter.

## **Supervisor Access Functions**

Occasionally a customer issue needs resolving at the register during a sale. This may be in order to verify the sale of age restricted items, to cancel an item or sale, or to suspend a sale.

The supervisor access function is also required when reprinting a receipt, locking the SCO register, restarting the SCO register, and switching to a standard register.

The options displayed on the Supervisor Access (Manage SCO) menu, when logging on, depends on whether the SCO is already in the middle of a transaction.

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

- Supervisor Login
- In Sale Mode



Outside of Sale Mode

## Supervisor Login

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

Figure 26-8 SCO Supervisor Login

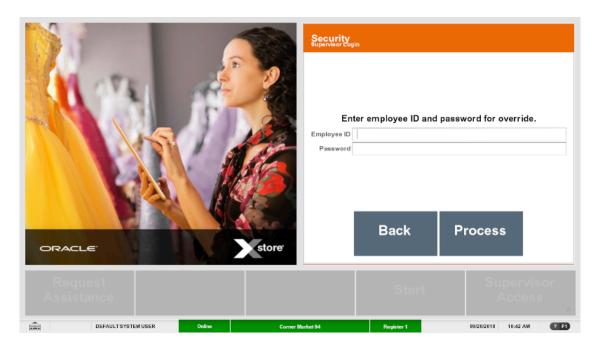
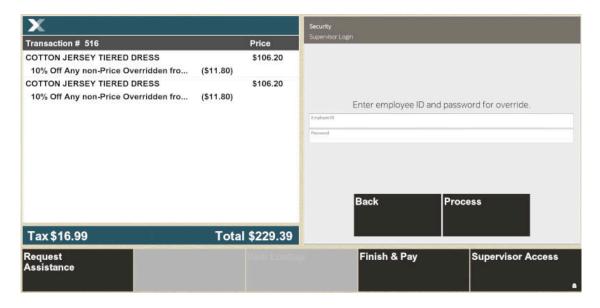


Figure 26-9 Supervisor Login During Transaction



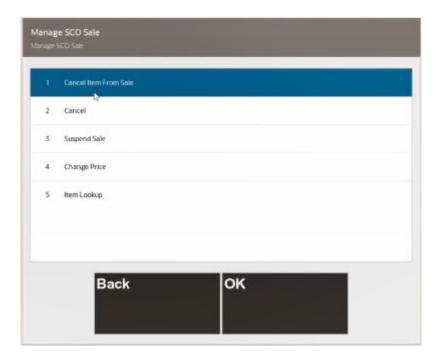
- 1. Enter your Employee ID.
- 2. Enter your Password.

#### Select Process.

The Manage SCO Register menu is displayed. The menu options displayed depend on if you accessed the supervisor functions during a transaction.

#### In Sale Mode

Figure 26-10 Manage SCO Menu During Sale



When the SCO is in sale mode, the following supervisor access menu options are available:

- Cancel Items
- Cancel Sale
- Suspend Sale
- Change Price
- Item Lookup

### 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 a supervisor. When an age restricted item is scanned, a warning message is displayed, and the supervisor alerted. The supervisor must log in to verify the date of birth of the customer.

- 1. Log in as a supervisor. See Supervisor Login.
- 2. A message relating to the age restriction is displayed. If **Yes**, is selected, the item is added to the basket.

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

If **No** is selected, the item is not added to the basket.

#### 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 supervisor is alerted. The supervisor 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 a supervisor. A supervisor may be able to add the item details (name and price) manually or cancel the item.

#### Cancel Items

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.

To cancel an item:

- 1. Log in as a supervisor. See Supervisor Login.
- 2. From the Manage SCO Sale menu, select Cancel Item From Sale.
  - Swipe the item left to right to remove the item from the basket.
- 3. Enter a reason code if prompted.

Figure 26-11 Select Reason

The basket total is updated to reflect the canceled item. Xstore removes the item from the sale and item line display.

4. Depending on your system configuration, select **Back** to return to normal SCO sale mode.

#### Cancel Sale

The SCO sale may need to be canceled if a customer abandons a sale and walks away from the store, or if they wish to purchase items that can only be purchased on a standard register and therefore wish to cancel the SCO sale and start again on a standard manned register.

To cancel a sale:

- 1. Log in as a supervisor. See Supervisor Login.
- 2. From the Manage SCO Sale menu, select Cancel Sale.

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

#### Suspend Sale

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, gift cards and so on), are to be included in the transaction.

To suspend a sale:

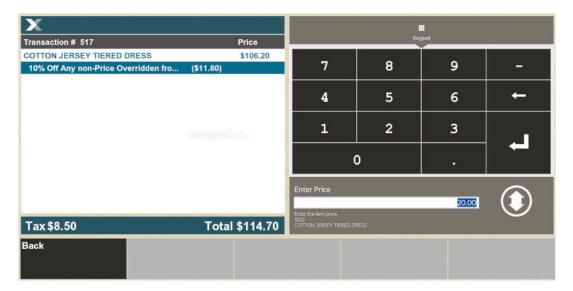
- 1. Log in as a supervisor. See Supervisor Login.
- 2. From the Manage SCO Sale menu, select Suspend Sale.

Xstore clears the transaction and returns to the main SCO start screen. The suspended sale can be resumed and completed on a standard Xstore register.

#### **Change Price**

- 1. Log in as a supervisor. See Supervisor Login.
- 2. From the Manage SCO Sale menu, select Change Price.
- 3. Select an item if needed. If only one item is in the basket there is no need to select it.

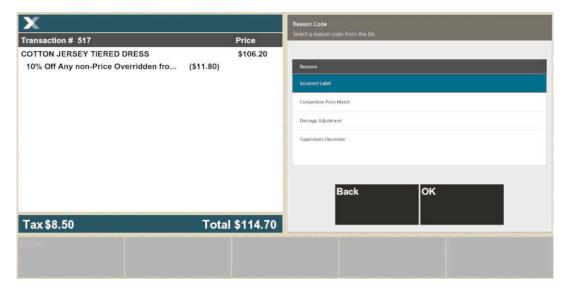
Figure 26-12 SCO Change Price





4. Enter a new price.

Figure 26-13 SCO Change Price Reason



- Select a reason and OK.
- 6. Depending on your system configuration, select **Back** to return to normal SCO sale mode.

#### Item Lookup

Item Lookup is available within the supervisor mode to quickly find an item that may be failing to scan, or the barcode is missing.

- 1. Log in as a supervisor. See Supervisor Login.
- 2. From the Manage SCO Sale menu, select Item Lookup.

Figure 26-14 Item Lookup Search Criteria

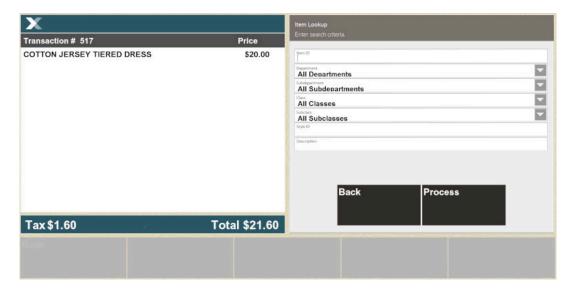
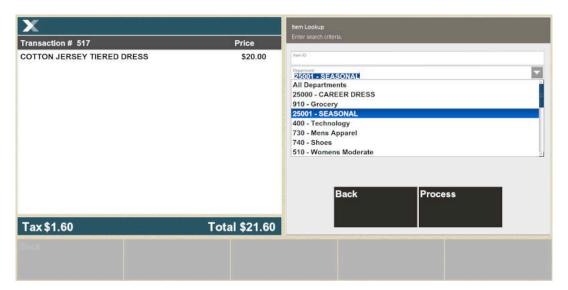


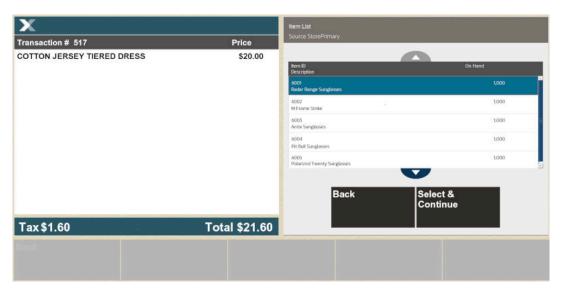


Figure 26-15 Item Lookup Drop-Down List



3. Enter search criteria or select options from the drop-down lists to search for items.

Figure 26-16 Item Lookup Results



- 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.
- 5. Depending on your system configuration, select Back to return to normal SCO sale mode.

### Outside of Sale Mode

Manage SCO Register

1 Reprint Receipt
2 Close (Lock) SCO

**Back** 

**OK** 

Figure 26-17 SCO Manage SCO Register

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

- •
- Reprint Receipt

ORACLE

- Close (Lock) SCO
- Open (Unlock) SCO
- Switch SCO to Standard Register

DEFAULT SYSTEM USER

Restart (Reboot) Register

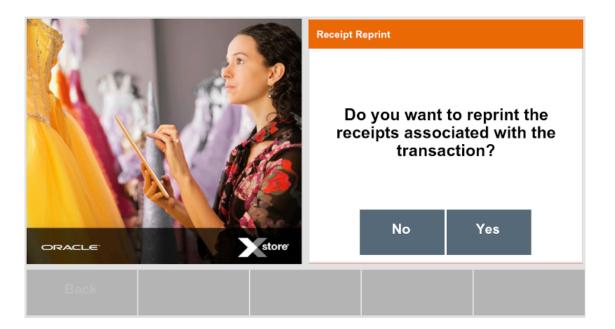
## Reprint Receipt

The receipt for the last sale only can be printed again 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 Classic Manager's Guide* for more details.

To reprint the last receipt:

- 1. Log in as a supervisor. See Supervisor Login.
- Xstore displays the Manage SCO Register menu. Select Reprint 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 and to return to the Manage SCO menu.
- 4. Depending on your system configuration, select **Back** to return to normal SCO sale mode.

Figure 26-18 SCO Receipt Reprint



#### Close (Lock) SCO

A SCO register can be closed (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, or the store just wants customers to use manned Xstore registers for a period. The register cannot be locked when in a SCO sale.

To close the SCO register:

- 1. Log in as a supervisor. See Supervisor Login.
- Xstore displays the Manage SCO Register menu. Select Close (Lock) SCO.Xstore locks the register and displays the Register Locked screen.

#### Open (Unlock) SCO

A SCO register must be opened by a cashier so that it is available for customers to use.

To open the SCO register:

- Enter Employee ID.
- 2. Enter Employee Password.

## Switch SCO to Standard Register

The Xstore POS register can be swapped between SCO mode POS and standard manned POS.

To switch SCO to standard register mode:

- Select Alt-tab on the Keypad to switch windows and open Xenvironment on the register.
- 2. Select **Support (F2)** on Xenvironment.



- Select Stop SCO.
- 4. Enter User ID.
- 5. Enter Password.

## Restart (Reboot) Register

To restart SCO register mode:

- 1. Select **Alt-tab** on the Keypad to switch windows and open Xenvironment on the register.
- 2. Select **Support (F2)** on Xenvironment.
- 3. Select Reboot SCO.
- 4. Enter User ID.
- 5. Enter Password.



# Store Open and Close

When a store is physically opened at the start of the day, Xstore Point of Service may also perform a store open process to get ready for the day. The store must be opened to allow registers to be opened and to allow business transactions in the system.

When the store is physically closed at the end of business hours, Xstore Point of Service may also run a store close to prevent the operation of certain business functions. From an application perspective, the store close process clears daily data, accepts downloads from corporate headquarters, purges old data, runs reports, and prepares your store to open for a new day.

All cash registers must be closed before the store close process can be run. See Register Open and Close for the register close process.

Figure 27-1 Open Registers



The store close is divided into several separate processes. If the system must be restarted, any completed process, any process that ended with errors, or any process that was skipped is not re-processed.

## Store Open

The store is opened to allow business transactions in the system. The store must be opened using the Back Office Store Open process. Once the store is open, you cannot ring sales until the register is opened and a till is counted for the register.



Store open and store close activities are controlled by user security. You must have the proper security privileges to open and close the store. Refer to the *Oracle Retail Xstore Point of Service Classic Manager's Guide* for detailed information about opening and closing the store.

During the store open process, the system may also list any pending orders that require attention. Once the store is open, the associate can take any action as needed on the orders. See Order Transactions Through Order Broker Cloud Service for more information about processing orders.

When the store is open, the Store indicator on the status bar is green indicating that the store is open.

Figure 27-2 Status Bar: Store Open - Register Closed



When both the store and the register are open, the Store and Register indicators on the status bar are green.

Figure 27-3 Status Bar: Store Open - Register Open



#### Store Close

To close a store:

- All registers must be closed.
- Depending upon the configuration of your system, all tills must be reconciled.
- Depending upon the configuration of your system, all retail periods must be ended. See End Retail Period for more information.

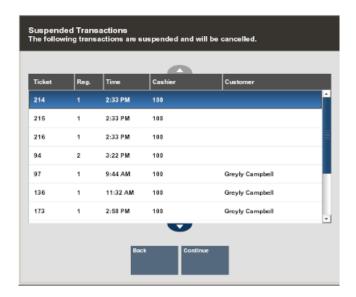
Note:

Store open and store close activities are controlled by user security. You must have the proper security privileges to open and close the store. Refer to the *Oracle Retail Xstore Point of Service Classic Manager's Guide* for detailed information about opening and closing the store.

During the store close process, the system automatically finds and lists any suspended transactions that were not resumed during the day. The associate performing the store close can either cancel the store close process at this point or allow Xstore Point of Service to automatically cancel all listed transactions and continue with the store close.



Figure 27-4 Suspended Transactions



In addition, the system may also list any pending orders that require attention. The associate performing the store close can either cancel the store close process or allow Xstore Point of Service to continue with the store close. The pending orders retain the same status and are not changed in any way by this notification prompt.

When the store is closed, the Store Indicator may be yellow or red, depending upon your system configuration, and the Register Indicator is red. An exception may occur if the register is being closed remotely. In that case, the Register Indicator is yellow while the processes are occurring, but it becomes red when it is completely closed.

Figure 27-5 Register Login Screen - Store Closed



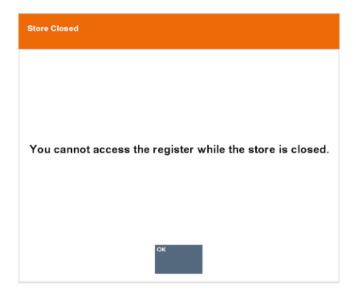




Depending upon your system configuration and store policy, you may have access to some register functions while the store is closed. For example, you may be able to clock in and out, and view your timecard and schedule information.

You cannot log in to the register until the store is opened. If you try to log in before opening the store, the system prompts you that you cannot continue until the store is opened.

Figure 27-6 Store Closed Message



Select **OK** to acknowledge the message and return to the Register Login screen.

### **End Retail Period**

Depending upon the configuration of your system, you may need to end the retail periods on your system. To end a retail period:

- Log into the Back Office.
- 2. Select Open/Close Options.
- 3. Select End Retail Period.
  - If there are unreconciled retail periods outstanding, an End Retail Period window opens, displaying a list of unreconciled retail periods. Continue with Step 4.
  - If all retail periods have been reconciled, a notification window opens indicating that all retail periods have been closed. Continue with Step 16.
- 4. Select the retail period to close:
  - Select the retail period.
  - Use the up and down arrow keys to highlight the retail period, then press the Spacebar.



#### Select OK.

A confirmation prompt opens asking whether the close the retail period.

- Select Yes.
- 7. Count the cash tenders:
  - a. Click the cash tender to count.
  - b. Click Count Selected.

A list of currency denominations opens.

- Count a currency denomination.
- d. Click the denomination in the View Port.
- e. Enter the count of the currency denomination in the Focus Bar and press Enter.
- f. Repeat Steps 7.c to 7.e for each denomination.
- g. Click Summary.

Xstore Point of Service returns to the tender list.

- h. Repeat Steps 7.a to 7.g for each currency.
- 8. If necessary, count the credit card tender:
  - a. Click to select Credit Card.
  - b. Click Count Selected.

Xstore Point of Service prompts for the credit card tender count.

- **c.** Enter the number of credit card tender counts and press **Enter**.
  - Xstore Point of Service prompts for the amount of credit card tenders.
- d. Enter the total amount of all credit card tenders and press **Enter**.
- e. Click Summary.

Xstore Point of Service returns to the tender list.

- If necessary, count the check tender:
  - a. Click to select Check.
  - b. Click Count Selected.

Xstore Point of Service prompts for a check serial number.

- Enter the serial number for the check and press Enter.
  - Xstore Point of Service prompts for the amount of the check.
- d. Enter the amount of the check and press **Enter**.
- e. Repeat Steps 9.c to 9.d for each check.
- f. Click Summary.

Xstore Point of Service returns to the tender list.

- **10.** If necessary, count the other tenders:
  - a. Click to select the tender.
  - b. Click Count Selected.
  - c. Follow the prompts to count the tender.
  - d. Click Summary.



Xstore Point of Service returns to the tender list.

- e. Repeat Steps 10.a to 10.d for each currency.
- 11. Click Counting Complete when all counts are completed.

#### Note:

Check the Over/Short column to see if your till is balanced with the system values for each tender type.

- If the cash amount matches, the system prompts to confirm the amount for all cash currencies you entered. Continue with Step 12.
- If the currency amounts do not match, the system displays a prompt to either recount the till or to accept the difference Continue with Step 13.

#### 12. Click Yes.

Xstore Point of Service prompts for the deposit amount. Continue with Step 14.

- **13.** Do one of the following:
  - Click Yes to continue the close process. Continue with Step 14.
     The register closes. Receipts for the register close may print.
  - Click No to return to the count screen. Perform Steps 7, 8, 9, or 10 as necessary.
- **14.** If necessary, select the deposit amount:
  - Click Accept Deposit to accept the suggested amount.

A notification window opens. Continue with Step 16.

Click **Change Deposit** to enter a new deposit amount.

Xstore Point of Service prompts for a new deposit amount. Continue with Step 15.

- Click Deposit Calculator to calculate a new deposit amount.
  - Xstore Point of Service displays a denomination count screen that can be used as a calculator (see Step 7). Enter the count for each denomination. A running total at the bottom of the screen is updated as you count the cash amount to be deposited.
- 15. Enter the new deposit amount and press Enter.
- 16. Click OK.

The retail period ends.



# Manage Till Options

Till options and maintenance functions are primarily related to the movement of money into and out of a till (a cash drawer). Till options include Paid In and Paid Out, No Sale, Post Void, Foreign Currency Maint., Tender Exchange, and Change Float. Several other till maintenance options deal with the control and auditing of funds in the till. They include Cash Pickup, Cash Transfer, Till Audit, and Mid-Day Deposit. Finally, the Lock Register option provides physical security for the till.



Because Xstore Point of Service is highly configurable, menu options in this guide are not identified by a function key number (F2, F3, and so on.). Instead, the name on the button is used throughout the procedures and processes. Many Till Options are controlled by user security and may not be available to all associates.

## Open the Till Options Menu

The Till Options menu can be opened from two locations in Xstore Point of Service:

- Register Login Screen
- Register Sale Screen

#### Register Login Screen

To open the Till Options menu from the Register Login Screen:

Click Till in the Register Login screen.

Figure 28-1 Register Login



- **2.** Do one of the following, depending upon the configuration of your system:
  - Enter your user ID and press Enter.
     Xstore Point of Service prompts for your password. Continue with Step 3.
  - Scan your finger on the fingerprint reader.

The Manage Tills menu opens. Continue with Step 4.

3. Enter your password and press Enter.

The Back Office Main Menu opens.

Figure 28-2 Till Main Menu



4. Click Till Options.

The Till Options menu opens.

Figure 28-3 Till Options Menu Buttons

Back	Help	Change Float	Foreign Currency Maint.	No Sale	Paid In	Paid Out	Post Void	Tender Exchange

## Register Sale Screen

To open the Till Options menu from the Register Sale screen:

- 1. Click **Register Options** in the Register Sale screen.
- 2. Click Till Options.

The Till Options menu opens.

# Open the Till Maintenance Menu

To open the Till Options menu from the Register Login Screen:

- 1. Click Till in the Register Login screen.
- 2. Do one of the following, depending upon the configuration of your system:
  - Enter your user ID and press Enter.
     Xstore Point of Service prompts for your password. Continue with Step 3.
  - Scan your finger on the fingerprint reader.

The Till menu opens. Continue with Step 4.

Enter your password and press Enter.

The Back Office Main Menu opens (Figure 28-2).

4. Click Till Maint.

The Till Maintenance menu opens.

Figure 28-4 Till Maintenance Menu Buttons



### Paid In and Paid Out Transactions

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. The system's configuration controls which associates are allowed to move funds in or out of the till. It also specifies the list of valid reasons that an associate can select when performing a paid in or paid out transaction. In addition, the system's configuration controls whether receipts are produced by these two transaction types.

#### Paid Out

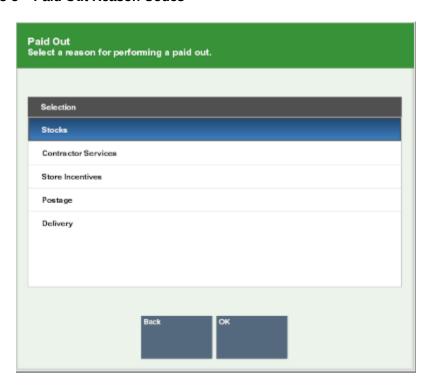
To perform a paid-out transaction:

- 1. Open the Till Options Menu.
- Click Paid Out.
  - If you are prompted to scan a cash drawer, continue with Step 3.
  - If you are prompted to select a reason for the paid out, continue with Step 4.
- 3. If necessary, scan the cash drawer to use for the paid out transaction.

A reason code selection window opens.

4. Select the reason for the paid out transaction:

Figure 28-5 Paid Out Reason Codes





- Click the reason.
- Use the up and down arrows to highlight the reason, the press the Spacebar.
- 5. Click OK.
  - If you are prompted to enter more information, continue with Step 6.
  - If you are prompted for the amount of the paid out, continue with Step 8.
- **6.** Enter more information about the reason for the paid out transaction.
- 7. Click OK.
- 8. Enter the amount of the paid out, then press Enter.



If you exceed your store's maximum amount allowed for a paid out transactions a notification window opens. Click **OK** to close the prompt and reenter a new paid out amount.

The cash drawer opens.

Remove the entered amount of the paid out from the cash drawer, then close the cash drawer.

The paid out transaction is complete.

#### Paid In

To perform a paid-in transaction:

- 1. Open the Till Options Menu.
- Click Paid In.
  - If you are prompted to scan a cash drawer, continue with Step 3.
  - If you are prompted for a tracking number for the paid in, continue with Step 4.
- 3. If necessary, scan the cash drawer to use for the paid in transaction.

Xstore Point of Service prompts for a paid in tracking number.

Figure 28-6 Paid Out Receipt Barcode Prompt



- 4. Do one of the following:
  - Enter a tracking number for a previous paid-out transaction from which you are returning funds:
    - Scan the paid-out transaction receipt barcode and press Enter.

- Enter tracking number for the paid-out transaction and press Enter.
- Press Enter to skip entering a tracking number.

A reason code selection window opens.

- 5. Select the reason for the paid in transaction:
  - Click the reason.
  - Use the up and down arrows to highlight the reason, the press the Spacebar.
- 6. Click OK.
  - If you are prompted to enter more information, continue with Step 6.
  - If you are prompted for the amount of the paid in, continue with Step 8.
- 7. Enter more information about the reason for the paid in transaction.
- 8. Click OK.
- 9. Enter the amount of the paid in, then press Enter.

The cash drawer opens.

10. Put the paid-in money in the cash drawer, then close the cash drawer.

The paid in transaction is complete.

## Tender Exchange

The Tender Exchange function permits an associate to exchange one form of tender for another. The types of tenders that may be exchanged and the threshold exchange amounts are determined by your store policy.

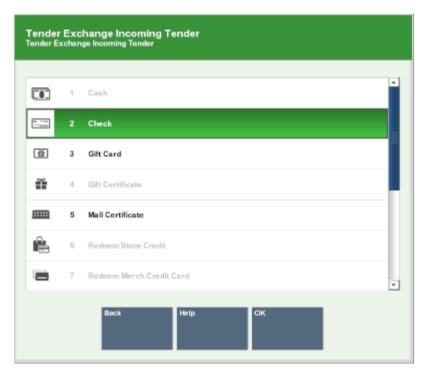
To perform a Tender Exchange:

- 1. Open the Till Options Menu.
- 2. Click Tender Exchange.

A Tender Exchange Incoming Tender window opens.



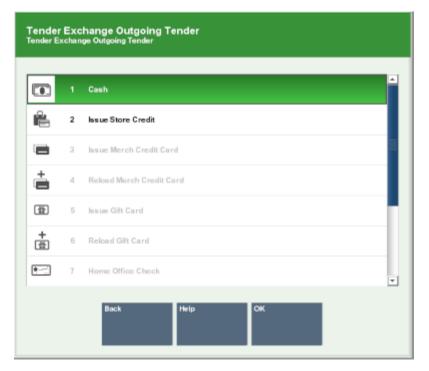
Figure 28-7 Tender Exchange Incoming Tender



- 3. Select the incoming tender type from the tender exchange list:
  - Click the tender.
  - Use the up and down arrow keys to highlight the correct tender, then press the Spacebar.
- 4. Click OK.
- 5. If a check tender was selected in Step 3, enter information about the check:
  - a. Enter the check MICR number, then press Enter.
  - **b.** Enter the check number, then press **Enter**.
  - **c.** Enter the state or province that issued the ID being used to verify the customer's identity, then press **Enter.**
  - d. Enter the ID number, then press Enter.
  - e. Enter the birthdate on the ID, then press Enter.
- 6. Enter the amount of the incoming tender.
- 7. If necessary, select whether to add another incoming tender to the exchange:
  - Click Yes to add another tender. Return to Step 3.
  - Click No to continue with the current tenders.
    - A Tender Exchange Outgoing Tender window opens. Continue with Step 8.



Figure 28-8 Tender Exchange Outgoing Tender



- 8. Select the outgoing tender:
  - Click the tender.
  - Use the up and down arrow keys to highlight the correct tender, then press the Spacebar.
- 9. Click OK.

Xstore Point of Service prompts for the amount of the outgoing tender.



The default value is equal to the maximum amount that can be redeemed in the selected tender.

- **10.** If necessary, change the amount to return to the customer.
- 11. Press Enter.
- **12.** If necessary, scan the cash drawer with which to perform the tender exchange.
  - If the entered outgoing amount was less than the maximum, a Tender Exchange Outgoing Tender window opens. Return to Step 8.
  - If the outgoing amount was the maximum amount, Xstore Point of Service prompts whether the tender exchange is complete. Continue with Step 13.
- **13.** Indicate whether the tender exchange is complete:
  - Click Yes to complete the transaction.
     Receipts will print.
  - Click No and a Tender Exchange Incoming Tender window opens. Return to Step 3.

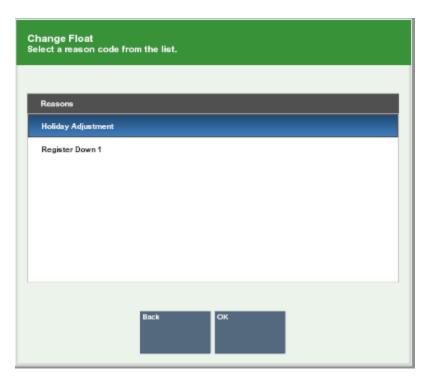
## **Change Float**

The Float is the total value of cash counted and removed from the till, but not included in the bank deposit. This cash remains in circulation to be used the next time the till is opened. This option can be used whenever you need to change the amount withheld from the bank deposit and can be adjusted per till. For example, you may want to change the float amount during the holiday shopping season to plan for increased sale activity.

To change the float:

- 1. Open the Till Options Menu.
- 2. Click Change Float.

Figure 28-9 Change Float Reason Code List



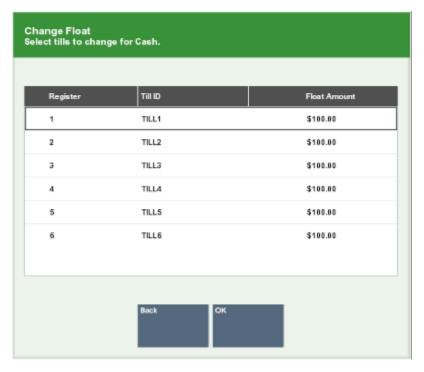
- 3. Select the reason for changing the float:
  - Click the reason.
  - Use the up and down arrows to highlight the reason, the press the Spacebar.
- 4. Click OK.
  - If you are prompted to enter more information, continue with Step 5.
  - If you are prompted for the amount of the float change, continue with Step 7.
- 5. Enter more information about the reason for the float change transaction.
- 6. Click OK.
- 7. If you are prompted for a currency, select the currency:
  - Click the currency.
  - Use the up and down arrows to highlight the currency, the press the Spacebar.



#### 8. Click OK.

Xstore Point of Service prompts for the tills.

Figure 28-10 Change Float Till Selection



- 9. Select the tills:
  - Click the tills.
  - Use the up and down arrows to highlight the tills, the press the Spacebar.

#### 10. Click OK.

Xstore Point of Service prompts for the new float amount for the selected tills.

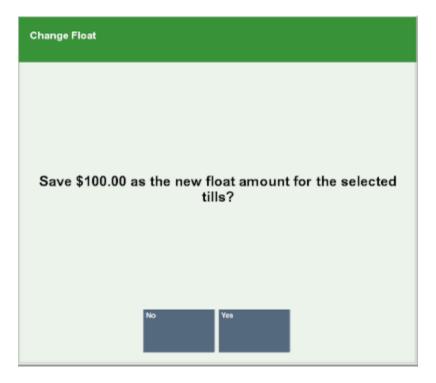
Figure 28-11 Change Float Amount



11. Enter the new float amount, then press Enter.

A confirmation prompt opens.

Figure 28-12 Change Float New Amount



#### 12. Click Yes.

The float is changed, and the change float process completes.

## Cash Pickup

Cash Pickup is a till feature that allows an associate to take cash from a till so that the amount does not exceed a specified threshold amount. The system may be configured to prompt for an associate to make a cash pickup when the amount in the till is greater than the threshold amount.



Your system's configuration may specify the maximum amount that should be kept in a till. If that amount is exceeded after completing the tendering process for a transaction, the system may display a prompt indicating that a cash pickup should be made. However, you do not have to wait for this prompt to make a cash pickup. After you have assigned a customer to a transaction or added items to a sale, you cannot perform a cash pickup.

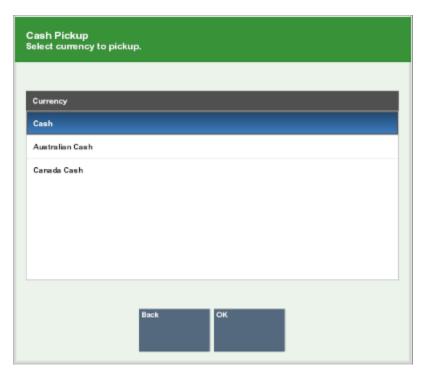
To perform a cash pickup:

- 1. Open the Till Maintenance Menu.
- 2. Click Cash Pickup.
  - If you are prompted to scan a cash drawer, continue with Step 3.
  - If you are prompted for a currency, continue with Step 4.
  - If you are prompted for the amount of the cash pickup, continue with Step 6.



- 3. Scan the cash drawer.
  - If you are prompted for a currency, continue with Step 4.
  - If you are prompted for the amount of the cash pickup, continue with Step 6.

Figure 28-13 Cash Pickup Currency List



- **4.** Select the currency:
  - Click the currency.
  - Use the up and down arrows to highlight the currency, then press the Spacebar.
- 5. Click OK.
- 6. Enter the amount of the cash pickup then press Enter.

Figure 28-14 Cash Pickup Amount





#### Note:

Your system's configuration may specify the minimum amount that should be kept in a till. If you try to remove an amount that results in the till amount going below this level, the system displays a prompt indicating the amount that must remain in the till after a pickup. Click **OK** to return to the Cash Pickup amount prompt. Your system may be configured to count the Cash Pickup currency.

The cash drawer opens.

- 7. Remove the entered amount from the cash drawer.
- 8. Close the cash drawer.

The cash pickup is complete.

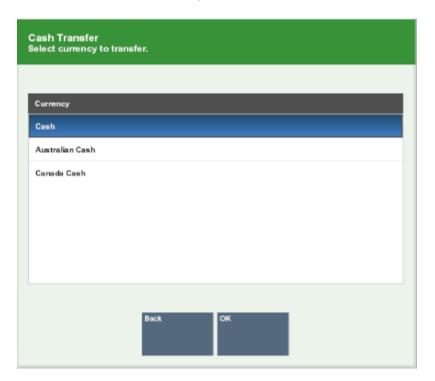
## Cash Transfer (From Store Safe To Till)

To perform a Cash Transfer from the store safe to a till:

- 1. Open the Till Maintenance Menu.
- 2. Click Cash Transfer.
  - If you are prompted to scan a cash drawer, continue with Step 3.
  - If you are prompted for a currency, continue with Step 4.
  - If you are prompted for the amount of the cash transfer, continue with Step 6.
- 3. Scan the cash drawer.
  - If you are prompted for a currency, continue with Step 4.
  - If you are prompted for the amount of the cash transfer, continue with Step 6.



Figure 28-15 Cash Transfer Currency List



- Select the currency:
  - Click the currency.
  - Use the up and down arrows to highlight the currency, then press the Spacebar.
- 5. Click OK.
- 6. Enter the amount of the cash transfer then press Enter.

Figure 28-16 Cash Transfer Amount Prompt





Your system may be configured to count the Cash Transfer currency.

The cash transfer is complete.

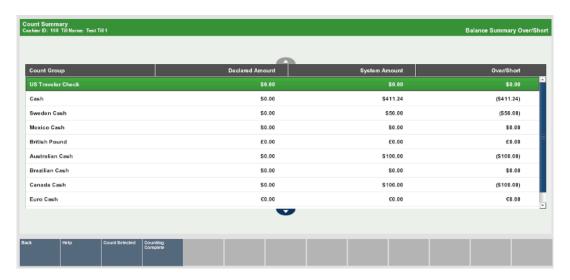
# Mid-Day Deposit

A Mid-Day Deposit allows you to place funds into the store safe during a working session. This activity is not necessarily restricted to a specific time and may be performed as often as necessary.

To perform a mid-day deposit:

- 1. Open the Till Maintenance Menu.
- 2. Click Mid-Day Deposit.
  - If you are prompted to scan a cash drawer, continue with Step 3.
  - If the Count Summary screen opens, continue with Step 4.
- 3. Scan the cash drawer.

Figure 28-17 Mid-Day Deposit Count Summary Screen



- 4. If necessary, count the cash tender amounts you are depositing:
  - a. Click the cash tender to count.
  - b. Click Count Selected.

A list of currency denominations opens.

1 **✓** 0 \*\*\* \$0.00 0.100000 \$0,00 0.250000 \$0.00 5 6 Dollar 1.000000 \$0.00 50.00 5.000000 10.000000 \$0.00 20.000000 \$0.00 Fifty Dollar 50.000000 \$0.00 100.00000 \$0.00 0 Half Dollar 0.500000 \$0.00

Figure 28-18 Denomination Count

- Count a denomination currency.
- d. Click the denomination in the View Port.
- e. Enter the count of the currency denomination in the Focus Bar and press Enter.
- f. Repeat Steps 4.c to 4.e for each denomination.
- g. Click Summary.

Xstore Point of Service returns to the tender list

- h. Repeat Steps 4.a to 4.g for each currency.
- 5. If necessary, count the credit card tender:
  - a. Click to select Credit Card.
  - b. Click Count Selected.

Xstore Point of Service prompts for the credit card tender count.

- Enter the number of credit card tender counts and press Enter.
   Xstore Point of Service prompts for the amount of credit card tenders.
- d. Enter the total amount of all credit card tenders and press Enter.
- e. Click Summary.

Xstore Point of Service returns to the tender list.

- **6.** If necessary, count the check tender:
  - a. Click to select **Check**.
  - b. Click Count Selected.

Xstore Point of Service prompts for a check serial number.

- c. Enter the serial number for the check and press Enter.
  - Xstore Point of Service prompts for the amount of the check.
- **d.** Enter the amount of the check and press **Enter**.
- e. Repeat Steps 6.c to 6.d for each check.
- f. Click Summary.

Xstore Point of Service returns to the tender list.



- 7. If necessary, count the other tenders:
  - a. Click to select the tender.
  - b. Click Count Selected.
  - c. Follow the prompts to count the tender.
  - d. Click Summary.

Xstore Point of Service returns to the tender list.

- e. Repeat Steps 7.a to 7.d for each tender.
- 8. Click **Counting Complete** when the deposit count is complete.

A deposit receipt prints.

Close the cash drawer.

The mid-day deposit is complete.

### Till Audit

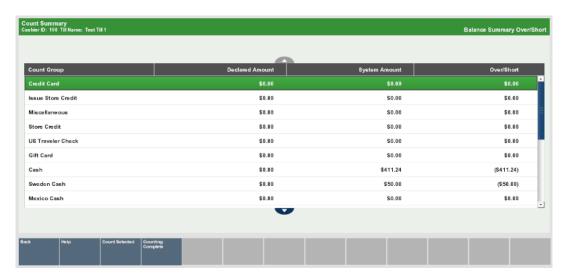
A Till Audit provides the capability to select a tender type, record its total current value, and see if that value balances with the amount that the system shows for the same tender. The system calculates and displays any difference (over/short) between the two amounts.

A till audit may be performed any time after the Beginning Count and before the Ending Count. The till does not need to be removed after the audit is completed.

To perform a till audit:

- 1. Open the Till Maintenance Menu.
- 2. Click Till Audit.
  - If you are prompted to scan a cash drawer, continue with Step 3.
  - If the Count Summary screen opens, continue with Step 4.
- 3. Scan the cash drawer.

Figure 28-19 Till Audit Count Summary Screen



4. Count the cash tender amounts you are auditing:



- a. Click the cash tender to count.
- b. Click Count Selected.

A list of currency denominations opens.

- c. Count a denomination currency.
- d. Click the denomination in the View Port.
- e. Enter the count of the currency denomination in the Focus Bar and press Enter.
- f. Repeat Steps 4.c to 4.e for each denomination.
- g. Click Summary.

Xstore Point of Service returns to the tender list

- h. Repeat Steps 4.a to 4.g for each currency.
- 5. If necessary, count the credit card tender:
  - a. Click to select Credit Card.
  - b. Click Count Selected.

Xstore Point of Service prompts for the credit card tender count.

c. Enter the number of credit card tender counts and press Enter.

Xstore Point of Service prompts for the amount of credit card tenders.

- d. Enter the total amount of all credit card tenders and press Enter.
- e. Click Summary.

Xstore Point of Service returns to the tender list.

- 6. If necessary, count the check tender:
  - Click to select Check.
  - b. Click Count Selected.

Xstore Point of Service prompts for a check serial number.

Enter the serial number for the check and press Enter.

Xstore Point of Service prompts for the amount of the check.

- d. Enter the amount of the check and press **Enter**.
- Repeat Steps 6.c to 6.d for each check.
- f. Click Summary.

Xstore Point of Service returns to the tender list.

- 7. If necessary, count the other tenders:
  - a. Click to select the tender.
  - b. Click Count Selected.
  - c. Follow the prompts to count the tender.
  - d. Click Summary.

Xstore Point of Service returns to the tender list.

- e. Repeat Steps 7.a to 7.d for each tender.
- 8. Click **Counting Complete** when the till audit is complete.

A till audit receipt prints.



Close the cash drawer.

The till audit is complete.

### Till Accountability Mode Functions

Some till options are available only if your system uses till accountability, in which responsibility for a till is assigned to a specific cashier. This also allows Xstore Point of Service to support more than one cash drawer on a single register. Till assignment is done through the Back Office Menu. Refer to the *Oracle Retail Xstore Point of Service Classic Manager's Guide* for more information about all the functions available in Till Accountability mode.

## Attach a Till to a Register

This is an automatic function that occurs only in the till accountability mode of operation. When a cashier who has been assigned to a specific till logs in to the system, a prompt displays indicating that you must have a till attached.

To attach a till to a register:

1. Log In to Oracle Retail Xstore Point of Service.

A confirmation prompts asks whether a till must be attached to the register.

- Click Yes.
- Count the cash tender amounts:
  - a. Click the cash tender to count.
  - b. Click Count Selected.

A list of currency denominations opens.

- Count a denomination currency.
- d. Click the denomination in the View Port.
- e. Enter the count of the currency denomination in the Focus Bar and press Enter.
- f. Repeat Steps 3.c to 3.e for each denomination.
- g. Click Summary.

Xstore Point of Service returns to the tender list

- Repeat Steps 3.a to 3.g for each currency.
- Click Counting Complete when all currencies have been counted.
  - If the starting cash amount matches, the system prompts to confirm the amount for all
    cash currencies you entered and opens the register after you acknowledge the system
    amount. Continue with Step 6.
  - If the currency amounts do not match, the system displays a prompt to either recount the till or to accept the difference. Continue with Step 5.
- Select whether to continue attaching the till:
  - Click Yes to attach the till to the register.
  - Click No to return to Step 3 and perform the count again.
- 6. Click Yes.

The till is attached to the register.



### Open a Till

If your system is configured to use network-enabled cash drawers, you must open a till to begin using a cash drawer.

To open a till:

- 1. Open the Till Maintenance Menu
- 2. Click Attach Cash Drawer Till.

A list of tills opens.

- 3. Select the till to open:
  - Click the till.
  - Use the up and down arrow keys to highlight the till.
- 4. Click OK.

Xstore Point of Service prompts you to scan a cash drawer.

5. Scan the cash drawer to which the till will be attached.

A confirmation prompt opens.

6. Click Yes.

The cash drawer opens.

- 7. Insert the till into the cash drawer.
- Close the cash drawer.
- Click **OK** in the notification prompt.

The till is open.

### Remove a Till from a Register

Removing a till is performed only in the till accountability mode of operation in which a till is assigned to a specific cashier. When a cashier who has been assigned to a specific till logs out of the register, the system may prompt to remove the till.

This option allows a cashier to physically remove a till from a register so that it can be temporarily stored or reconciled at a different register. When a till is removed, reconciliation is not required. Another till may be attached to the register immediately.

- 1. Open the Till Maintenance Menu.
- 2. Click Remove Till or Remove Cash Drawer Till.



The name of the option depends upon the configuration of your system.

- If you are prompted with a list of cash drawers, continue with Step 3.
- If you are prompted to scan a cash drawer, continue with Step 5.
- If you are prompted whether to remove the till, continue with Step 6.



- Select the cash drawer:
  - Click the cash drawer.
  - Use the up and down arrows to highlight the cash drawer, then press the Spacebar.
- 4. Click OK.

Xstore Point of Service asks whether to remove the till. Continue with Step 6.

Scan the cash drawer.

Xstore Point of Service asks whether to remove the till.

Click Yes.

The cash drawer opens.

- Remove the till.
- 8. Click **OK** after you remove the till.
- Close the cash drawer.

The till removal process is complete.

#### Perform a Close Count

The Close Count function provides the capability to declare final amounts for all the tender groups when a till is closed at any time. The system displays the values for each group in the System Amount column and any overages or shortages are indicated in the Over/Short column on the Close Count screen (if your system is configured to display them). If any of the tender groups are not in balance when an attempt is made to close a till, the system displays a warning message indicating which groups are out of balance. You may decide to accept the differences or to correct them before final closing.

To perform a close count:

- 1. Open the Till Maintenance Menu.
- 2. Click Count Till.

The Count Summary screen displays, and the cash drawer opens.

- 3. Count the cash tenders:
  - a. Click the cash tender to count.
  - b. Click Count Selected.

A list of currency denominations opens.

- Count a denomination currency.
- d. Click the denomination in the View Port.
- e. Enter the count of the currency denomination in the Focus Bar and press Enter.
- Repeat Steps 3.c to 3.e for each denomination.
- g. Click Summary.

Xstore Point of Service returns to the tender list

- h. Repeat Steps 3.a to 3.g for each currency.
- 4. If necessary, count the credit card tender:
  - a. Click to select Credit Card.



b. Click Count Selected.

Xstore Point of Service prompts for the credit card tender count.

c. Enter the number of credit card tender counts and press **Enter**.

Xstore Point of Service prompts for the amount of credit card tenders.

- d. Enter the total amount of all credit card tenders and press **Enter**.
- e. Click Summary.

Xstore Point of Service returns to the tender list.

- **5.** If necessary, count the check tender:
  - a. Click to select Check.
  - b. Click Count Selected.

Xstore Point of Service prompts for a check serial number.

c. Enter the serial number for the check and press Enter.

Xstore Point of Service prompts for the amount of the check.

- d. Enter the amount of the check and press Enter.
- e. Repeat Steps 5.c to 5.d for each check.
- Click Summary.

Xstore Point of Service returns to the tender list.

- 6. If necessary, count the other tenders:
  - a. Click to select the tender.
  - b. Click Count Selected.
  - c. Follow the prompts to count the tender.
  - d. Click Summary.

Xstore Point of Service returns to the tender list.

- e. Repeat Steps 6.a to 6.d for each tender.
- Click Counting Complete when all counts are completed.



Check the Over/Short column to see if your till is balanced with the system values for each tender type.

- If the cash amount matches, the system prompts to confirm the amount for all cash currencies you entered and closes the register after you acknowledge the system amount. Continue with Step 8.
- If the currency amounts do not match, the system displays a prompt to either recount the till or to accept the difference. Continue with Step 9.
- 8. Click Yes.

The count is complete, and the till can be removed from the register. See Remove a Till from a Register.

9. Do one of the following:



Click Yes to complete the count.

The till can be removed from the register. See Remove a Till from a Register

Click No to return to the count screen. Perform Steps 3, 4, 5, or 6 as necessary.

#### Reconcile a Till

Depending upon the configuration of your system, till reconciliation may be performed separately from the close process.

To perform a till reconciliation:

- 1. Open the Till Maintenance Menu.
- 2. Click Reconcile Register.

A list of registers opens.

- 3. Select the register to count:
  - Click the register.
  - Use the up and down arrows to highlight the register, then press the Spacebar.
- 4. Click OK.

A confirmation prompt opens.

- 5. Click Yes.
- Count the cash tenders:
  - Click the cash tender to count.
  - b. Click Count Selected.

A list of currency denominations opens.

- c. Count a denomination currency.
- d. Click the denomination in the View Port.
- e. Enter the count of the currency denomination in the Focus Bar and press Enter.
- f. Repeat Steps 6.c to 6.e for each denomination.
- g. Click Summary.

Xstore Point of Service returns to the tender list

- h. Repeat Steps 6.a to 6.g for each currency.
- If necessary, count the credit card tender:
  - a. Click to select Credit Card.
  - b. Click Count Selected.

Xstore Point of Service prompts for the credit card tender count.

- c. Enter the number of credit card tender counts and press Enter.
  - Xstore Point of Service prompts for the amount of credit card tenders.
- d. Enter the total amount of all credit card tenders and press Enter.
- e. Click Summary.

Xstore Point of Service returns to the tender list.

**8.** If necessary, count the check tender:



- a. Click to select **Check**.
- b. Click Count Selected.

Xstore Point of Service prompts for a check serial number.

c. Enter the serial number for the check and press **Enter**.

Xstore Point of Service prompts for the amount of the check.

- **d.** Enter the amount of the check and press **Enter**.
- e. Repeat Steps 8.c to 8.d for each check.
- f. Click Summary.

Xstore Point of Service returns to the tender list.

- **9.** If necessary, count the other tenders:
  - a. Click to select the tender.
  - b. Click Count Selected.
  - c. Follow the prompts to count the tender.
  - d. Click Summary.

Xstore Point of Service returns to the tender list.

- e. Repeat Steps 9.a to 9.d for each tender.
- 10. Click Counting Complete when all counts are completed.



Check the Over/Short column to see if your till is balanced with the system values for each tender type.

- If the cash amount matches, the system prompts to confirm the amount for all cash currencies you entered and closes the register after you acknowledge the system amount. Continue with Step 11.
- If the currency amounts do not match, the system displays a prompt to either recount the till or to accept the difference. Continue with Step 12.
- 11. Click Yes.

Continue with Step 13.

- 12. Do one of the following:
  - Click Yes to continue the close process. Continue with Step 13.
  - Click No to return to the count screen. Perform Steps 6, 7, 8, or 9 as necessary.
- 13. If necessary, select the deposit amount:
  - Click Accept Deposit to accept the suggested amount.

The register closes. Close receipts may print. Continue with Step 15.

Click Change Deposit to enter a new deposit amount.

Xstore Point of Service prompts for a new deposit amount. Continue with Step 14.

Click Deposit Calculator to calculate a new deposit amount.

Xstore Point of Service displays a denomination count screen that can be used as a calculator (see Step 6). Enter the count for each denomination. A running total at the bottom of the screen is updated as you count the cash amount to be deposited.

- 14. Enter the new deposit amount and press Enter.
- 15. Close the cash drawer.

The close is complete.

## Foreign Currency Maintenance

If permitted by your store's policy, you can edit the currency exchange rate for the foreign currencies that are accepted as tenders for sale transactions. Since some currency rates fluctuate frequently, this feature allows you to edit the exchange rate as often as necessary.



Your system's configuration may make Foreign Currency Maintenance available from a different location than described below.

To perform foreign currency maintenance:

- 1. Open the Till Options Menu.
- Click Foreign Currency Maint.
- 3. Log In to Oracle Retail Xstore Point of Service if necessary.
- Select the currency to change:
  - Click the currency.
  - Use the up and down arrows to highlight the tender, then press the Spacebar.
- Click OK.

A Currency Exchange window opens, showing information about the currency.

- Enter the new exchange rate:
  - New Exchange Rate The new exchange rate for the currency.
  - **Print as Inverted** Allows the use of 1/n value of the exchange rate in the receipts.
  - Comments Additional information about the reason for the change to the exchange rate.
- Click Save New Rate.

A confirmation prompt opens.

8. Click Yes.

Foreign currency transactions use the new exchange rate.



# **Employee Scheduling**

Employee Scheduling allows you to perform a variety of scheduling activities:

- Create and maintain employee work shifts
- Schedule and maintain employee time-off events such as vacations and other times when employees may not be available for work
- Assign employees to defined work shifts

Refer to the Oracle Retail Xstore Manager's Guide for more information on these tasks.

Employees can view and print their schedules at the Register Login screen. They may also view a list of other employees who are assigned to work on a specific day.

This chapter describes the following topics:

- · View Your Work Schedule
- · View Others Employees' Work Schedules

### View Your Work Schedule

The option to view your work schedule is only available from the Register Login screen or the Back Office Login screen before you log in.

To view your work schedule:

- 1. Click View Schedule & Time in the Register Login screen or the Back Office login screen.
- Click View Schedule.
- 3. Do one of the following, depending upon the configuration of your system:
  - Enter your user ID and press Enter.
    - Xstore Point of Service prompts for your password. Continue with Step 4.
  - Scan your finger on the fingerprint reader.
    - Xstore Point of Service displays your schedule.
- 4. Enter your password and press Enter.

Xstore Point of Service displays your schedule for the week.

### Schedule Information

Xstore Point of Service displays the following information for each timecard:

- Sched. Hrs. Total number of hours scheduled for the week.
- Sched. Amt. Pay amount scheduled for the week.
- From Start date for the timecard.
- To End date for the timecard.

Xstore Point of Service displays the following information for the week:

- Employee name.
- Working Total number of working hours.
- Break Total number of break hours.

Xstore Point of Service displays the following schedule information for each day of the week:

- Clock in time.
- Clock out time.
- Work code used for the time clocked in.

### View Another Schedule Week

To change the schedule week you are viewing:

- · Click Previous Week to view the previous week.
- Click Next Week to view the next week.
- Select the Schedule Week

#### Select the Schedule Week

To select the schedule week to view:

1. Click Schedule Dates.

A Schedule Weeks window opens.

Figure 29-1 Schedule Week Dates



- 2. Click the week to view:
  - Click the date.
  - Use the up and down arrows to highlight the correct date, then press the Spacebar.
- 3. Click OK.

The schedule for the selected dates is displayed.

#### Print Your Schedule

Click Print Schedule to print the currently displayed schedule.

## View Others Employees' Work Schedules

The option to view the work schedules for a specific day for other employees is only available from the Register Login screen or the Back Office Login screen before you log in.

To view another employee's work schedule:

- 1. Click View Schedule & Time in the Register Login screen or the Back Office login screen.
- Click View Scheduled Employees.
- 3. Do one of the following, depending upon the configuration of your system:
  - Enter your user ID and press Enter.
     Xstore Point of Service prompts for your password. Continue with Step 4.
  - Scan your finger on the fingerprint reader.

    Veters Reint of Service displays the amplayed work schedule for today. Continue of the conti
  - Xstore Point of Service displays the employee work schedule for today. Continue with Step 5.
- Enter your password and press Enter.

Xstore Point of Service displays the employee work schedule for today.

- Select the day to view:
  - Click Previous Day to view the employees working on the previous day.
  - Click Next Day to view the employees working on the next day.
- Click Back to close the window.

